



PALM CHARTERS GROUP S.A.



Palm Charters
Integrated Quality Management System

Quality Policy

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ADDRESS

Avda. Samuel Lewis, Edif. Omega 3ºB
Bella Vista, PANAMA

TELEPHONE

24/7: +34 617 471 732
24/7: +34 637 529 323

E-MAIL

info@palmcharters.es



Quality Policy Statement

Palm Charters S.A. provides logistic support to PMSC's (accommodation, storage, training, manpower and transfer services), and offers supply services (provisions, stores and bunkering) to its clients.

The Company has developed a unique expertise since its establishment and its aim is to achieve and maintain the highest standard of service, which is only possible by following a steady and high focused strategy aiming at becoming a leading reference in the security industry by offering our selected customers value for their money.

The Director, Management and Staff are responsible for Quality Control through Quality Management System seeking improvement by constant review, with suppliers all other stakeholders being encouraged to co-operate. Palm Charters is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet the requirements of ISO 9001, ISO 28000 and ISO 28007.

Quality Policy and Objectives

The quality policy of Palm Charters is based on the requirements and specifications indicated by the aforementioned international standards, regulations and warrants, and their implementation in all the company's aspects and activities.

The purpose of this policy is to set a framework for operation that will improve the company's service to its clients and its market competitiveness.

The company's management sees the quality of service as a main goal and therefore instructs its employees to follow the company's policies, Procedures and regulations.

Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

All personnel within Palm Charters are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we must recognize that we don't always achieve our own standards. When a



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customer complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organization and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the top management on the system's implementation, status and effectiveness.



Palm Charters most significant quality objectives are:

- Constant increase of clients' satisfaction from the company's performance.
- Constant improvement of the overall service quality.
- Constant improvement of the security services quality.
- Increase of the employees' quality awareness for the improvement of service.
- Implementation of the quality policy into each process of the company's operational activities.

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