

We are a company dedicated to the maritime transport of passengers founded in 1950, which develops its activity on the Costa Brava and the Costa del Maresme.

One of our main objectives is to guarantee the best service and maximum respect for the environment, assuming the commitments of continuous improvement of its activities. For this reason, the company works under a management system based on ISO 9001 and ISO 14001 standards.

Objectives and goals are established annually to ensure this continuous improvement. Taking into account the context, we identify, evaluate and address the risks and opportunities that may affect the quality of the service, the environmental aspects identified, as well as their associated environmental impacts and legal requirements. Thus betting on the sustainable development of our activity.

Aware of the importance of maintaining sustainable tourism development, and assuming the principles and objectives adopted specifically on Sustainable Development, **DOFITOURS S.L.** is committed to carrying out a sustainable management of its activities, through the adoption of commitments aimed at preventing, eliminating or reducing the impact of our facilities and activities, both internal and external, as well as optimizing the sustainability of the company by improving its behavior with the environment.

This Quality, Sustainability and Environment Policy is reviewed periodically, paying special attention to people and communicating to all employees and customers. In the same way **it remains available to collaborators and interested parties** and is based on compliance with the following principles:

- The satisfaction and loyalty of our customers.
- A continuous improvement of services, facilities, boats and processes through the establishment of objectives and goals.
- A good management of human and material resources (from a life cycle perspective) for the establishment of a quality service, which also guarantees the prevention of pollution and the protection of the environment..
- Compliance with all established legal requirements and other requirements.
- The identification and evaluation of the environmental aspects of the activity in order to minimize the impact they may cause on the environment..
- The efficient use of natural resources, raw materials and energy in boats and lockers, promoting sustainable development, making an adequate consumption to the needs of the company.
- The systematic reduction in the generation of waste, discharges and emissions into the atmosphere, whenever possible and technically feasible.
- The commitment to motivate and train our staff with training and awareness actions on the principles of Responsible Tourism, to promote good environmental practices in the environment and participate in external activities, and to report both internally and externally on the progress and environmental actions of the company.
- The express commitment to combat sexual exploitation or any other form of commercial exploitation and harassment, in particular of children, adolescents, women and minorities

This Quality, Sustainability and Environment Policy is part of the general culture of the group and is understood by all staff. Therefore, the Management considers it essential the involvement of all members of the company to achieve an effective functioning of the Quality and Environmental Management System.