



MDL MARINAS

QUALITY POLICY

Marina Developments Ltd (MDL Marinas) owns and operates 18 marinas and boat yards in the UK and one in Spain. Its objective is to provide high quality and comprehensive marine and associated leisure services to a wide market of leisure customers. MDL Marinas operates over 6,000 berths for boats up to 45m in length and is landlord to 450 trading tenants both marine and non-marine, operating in over 500,000 sq. ft of commercial property. The business maintains a Quality Management System in line with ISO 9001:2015. MDL's Directors, Managers and teams are committed to maintaining and developing sustainable high-quality products and services and are committed to the following:

- Have established and measurable quality management objectives that are consistent with the strategic direction of the organisation.
- Ensure our quality management objectives help the organisation provide a high standard of customer service, provide services and products which satisfy the customer's needs and work only with high-quality third-party partners who may help us deliver these services.
- Monitor, measure, and audit in real time the effectiveness and efficiency of its business processes management reviews and the internal audit process.
- Proactively seek feedback from customers on how well its products and services meet their requirements and set objectives for continual improvement.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- Actively source suppliers who share similar values to the MDL organisation, providing reliable, sustainable quality products and services. Actively encourage suppliers to hold a culture of continual improvement by auditing and feeding back performance.
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements.
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes, giving them the opportunities to do so through staff feedback and companywide meetings and conferences.
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management Systems and safety and environmental policies.
- Ensure that the organisation complies with all necessary regulatory and legal requirements.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

This policy is publicly available to interested external parties via the MDL website or upon request.

Signed on behalf of MDL Board of Directors:

Michael Glanville - Managing Director

Date:

4 September 2024