

A. MATEOS & SONS SPAIN, SL. is a company part of MERTRAMAR group dedicated since 1852 to the ships agency service. During this long time, the company has been acting as a good quality and guaranteed service, as it is confirmed by more than 160 years of work in this bussines. Actually, Mateos & Sons is showing the compromise acquired with the customers, and the correct functioning since the first day, designs and implements a integrated management system for the quality and environment with conformity to the reference normative ISO 9001, with the objective to show the compromise acquired by the company for the continuous improvement of services rendered to the customers, as well as the protection of the environment.

The quality and environment policy of A.Mateos & Sons is based in the principle that each member of the company is responsible for a good quality services provided and finaly perceived by the customer. For all this, the direction of the company is compromised to provide with the human resources, technical and organizatives to:

1. Guarante the complete satisfaction of each customer.
2. Continuous improvement of processes and behavior in respect of environment, through a study and promotion of actions to minimize the impact of all the activities over the environment.
3. To fully comply with all the legal requisites that regulates our activity and specially to the cumpliment of all compromises applicable in environment issues.
4. Continuously improve the efficeience of the proceses, promoting the growth, competitiveness and rentability of the company.
5. Comunicate and revise periodicaly the quality and environment politics, with the end to adecuate it to a changing environment.