

## POLICY ON QUALITY AND ENVIRONMENT OF BEACHES AND COVES IN SANTA POLA

The Beaches Department of Santa Pola city hall is committed to providing high-quality services, and to protect and conserve the natural environment on all the beaches (The Pinet, La Gola, Tamarit Beach, Lisa Beach, Gran Playa Beach, Levante Beach, Santiago Bernabéu Coves, Varadero Beach, Del Este Coves, De L'Aljub Coves, Bancal de la Arena, The Cuartel Coves and The Ermita Beach), according to the objectives, policies and requirements, including legal requirements, of ISO 9001 and ISO 14001, on Quality and Environment, respectively.

**Our Mission** is to satisfy the needs of the residents, users and stakeholders according to the policy and objectives of the Beaches Department.

**Our Vision** is to be an outstanding coastal municipality regarding coastal policy. We intend to be an innovative municipality committed to continuous improvement of our services to have attractive beaches and to respect the environment throughout the year.

**Our Values** are based on criteria of sustainable development, quality and accessibility, focused on conserving and improving our coastal ecosystem, while encouraging the use of quality infrastructures and services by all those who wish to do so.

The City Council's undertakings are summarised in the following operational principles:

- Encourage participation of all staff and raise awareness among users, workers, concessions and subcontractors, to protect of our coast and provide proper user services in the activities and services offered on the beaches.
- Establish tools with which to improve and to address the risks and opportunities for the organisation with the aim of improving our environmental performance.
- Establish action plans to minimise environmental impact and prevent environmental contamination derived from the activities and services provided.
- Ensure that up-to-date, reliable information is available to all users, residents and other stakeholders on the environment, and the quality and services available.
- Establish channels of communication with all stakeholders to identify needs, set goals and promote continuous improvement.

To implement these guidelines, a **Beaches Committee** has been approved, whose members are councillors involved in beach management. The committee is chaired by the Mayor of Santa Pola. This management body will establish an annual programme with integrated management, quality and environmental, objectives.

This policy applies to all activities and services on Santa Pola's beaches and coves, which will be published via all means available to us.

Santa Pola, July 1<sup>st</sup>, 2019

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