

Quality Policy

1. Purpose

Monjasa is a global partner in the oil and shipping industries. Our core business includes trading and physical supply of marine fuels, oil terminal operations and ship-owning activities on a global scale.

We take pride in the way we conduct our business through excellent service, effective processes and systems. Our ambition is to become 'first choice' and preferred partner to our growing customer and supplier portfolio.

2. Commitment

Monjasa is committed to:

- Being Monjasa in every port by providing a consistent level of service across all our operations.
- Comply, in all our activities and geographical locations, with the applicable legislation, internal standards and voluntary commitments applicable to the quality of our products and services.
- Establish Quality indicators that challenge our performance, drive efficiency, and enable continual improvement.
- Ensure customer satisfaction across our physical operations and act when required.
- Review instances of non-conformance and act to prevent re-occurrence.
- Provide transparent and timely communication to our customers and suppliers, before, during and after operations.
- Sourcing from quality suppliers, considering price, quality, environment, and general performance.
- Monitoring and evaluating outsourced work to ensure a quality service is consistently provided.
- Promote a quality mind-set with all stakeholders along our value chain.

We operate an Integrated Management System in line with ISO 9001:2015 to enable us to achieve our commitments.