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Process System Policy:

Mijas Town Hall has introduced a management system in accordance with the UNE NORM-ISO 13009: 2016 REQUIREMENTS AND RECOMMENDATIONS FOR THE MANAGEMENT OF BEACHES AND UNE-ISO 14001:2015 FOR AN ENVIRONMENTAL MANAGEMENT SYSTEM throughout Mijas Costa, more specifically on Playa Calahonda: La Luna-Royal Beach, Playa Calahonda: Alhamar, Playa Calahonda, Playa Calahonda: Riviera, Playa El Bombo, Playa de la Cala, Playa El Chaparral, Playa Las Doradas and Playa del Charcón. The goal is to achieve the satisfaction of all those who visit these beaches in town and offer them excellent quality services including MANAGEMENT AND LOCAL CLEANING SERVICES, MAINTENANCE, TOURIST INFORMATION, SECURITY, LIFESAVING AND FIRST AID ON THE BEACHES.

Furthermore, Mijas Town Hall has introduced a new accessibility management system for the beaches with the commitment of fulfilling the current legislation in accessibility and the DALCO criteria according to 170001-2 norm, which includes the MANAGEMENT OF UNIVERSAL ACCESSIBILITY TO THE FACILITIES AND EQUIPMENT LOCATED ON PLAYA DE CALAHONDA: LA LUNA-ROYAL BEACH, PLAYA DE CALAHONDA: RIVIERA, PLAYA EL BOMBO AND PLAYA DE LA CALA.

With the introduction of this new management system, Mijas Town Hall wants to offer its visitors a protected ecosystem with a high natural value as well as great quality services in accordance to the requirements of the aforementioned regulations.

Mijas Town Hall is committed to establish the technical and economic means within its capabilities to stop pollution and prevent the origin of it as well as preventing and eliminating any impact caused in the ecosystem as a consequence of its use. It guarantees a follow-up at the same time of all the activities taking place on the coast by establishing continuous mechanisms of improvement in collaboration with all the town sectors and assuring the evolution both in the environmental quality and the services offered. Moreover, the accessibility to all four beaches mentioned above has improved.

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During the development of all activities taking place on the coast of Mijas, the Town Hall is committed to drive several initiatives which guarantee the legal requirements and regulations as well as the demands of the users or other requirements applicable to the activities taking place on the beach. In this matter, it will promote the participation of all the staff and users in the protection and improvement of the coast through training and awareness mechanisms impacting on the communication at all levels.

From the Town Hall, the quality, environment and accessibility objectives are defined and evaluated periodically with the aim of improving them continuously.

The coast is a common good and this is why from the Town Hall we want to include all people who carry out activities on and around the coast to this current project promoting their collaboration and looking to satisfy all people who enjoy Mijas beaches in one way or another.

Along the same lines of environmental and quality protection, the principles which will rule from now onwards in the management of Mijas beaches are:

- The identification and evaluation of the environmental impact as a consequence of the management of the beaches in order to reduce or eliminate them to the extent possible with the goal of preventing the environmental pollution and reach that way a continuous improvement of the management system.
- The compliance of the current legislation and regulations, applicable to the comprehensive management of the Mijas beaches as well as the quality of its waters and the service offered to the users.
- The establishment a list of goals to provide the necessary resources which will be reviewed and updated periodically by the Beach Councillorship and make sure there is a continuous improvement of its environmental situation, the pollution prevention and their accessibility.
- The search of natural resources saving through the offering of a better quality in the processes conducted by minimising the use of such resources using methods of eco-efficiency.

  <p>AYUNTAMIENTO DE MIJAS</p> <p>CALIDAD TURÍSTICA</p>	PROCESS SYSTEM POLICY	Hoja: 3 de 3
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- The development of continuous environmental training and education plans with the aim of make employees but also user aware of the protection of the coast environment.
- To make an effort to cover the needs and expectations of the users of our beaches which allow to increase their satisfaction levels.
- In short, to make the commitment of a continuous improvement of the management system.

This policy will apply to all activities, products and services of the beaches in Mijas in the normal and abnormal functioning as well as emergency situations.

In Mijas, on the date of the digital signature

DEPUTY COUNCILLOR FOR BEACHES

MANAGEMENT COMMITTEE FOR BEACHES
MIJAS TOWN HALL