

# QUALITY POLICY

**Preverisk Group** is a company dedicated to providing consulting, training and auditing services for companies within the tourism sector.

The company maintains a clear commitment to: provide quality services to its clients, respect the environment, equal opportunities and the health and safety of its team. Preverisk Group also aims to: continuously improve the efficiency of its management system, achieve client, staff and other interested parties satisfaction, comply with legal requirements and take the necessary measures to prevent environmental pollution and occupational risks.

To establish and continuously improve the Quality Management System's efficiency, management is committed to meet the requirements of ISO 9001 and to continuously improve upon the system's efficiency. They therefore pledge to provide the necessary technical and human resources and to achieve the following, through staff awareness:

- To establish and meet **general quality objectives**.
- To **continuously improve the defined quality process** and therefore improve the system's efficiency.
- **To increase productivity and in turn procedures efficiency. Additionally, to reduce operating costs** and consequently increase the Group's competitive edge.
- **To be customer/interested parties oriented**, striving to understand and meet the needs of interested parties in order to deliver a value-added service which exceeds expectations.
- To **identify issues** and where required collaborate to find a solution as quickly and efficiently as possible.
- **To place trust in Team members**, valuing them, fostering respect, trust and communication within the organisation and promoting **training and development** to ensure their **involvement and commitment** to the quality system's continuous improvement.
- **To comply with applicable laws and regulations.**
- Commitment **to comply with applicable requirements** of the quality management system.
- Responsibility for the impartiality of the activities carried out and not allowing commercial, financial or other pressures to compromise impartiality. Therefore, **the management is committed to impartiality.**

Palma de Mallorca, 9th January 2024

The Management

