

QUALITY POLICY

Preverisk Group is a company dedicated to providing consultancy, training, auditing and data management and modelling services to companies in 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 effectiveness of the Quality Management System, the Management is committed to complying with the requirements of ISO 9001 and to continuously improve the effectiveness of the system. It is therefore committed to providing the necessary technical and human resources and to the achievement of the following aspects 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 improve productivity, increase process efficiency and reduce operating costs** to increase competitive advantage.
- **To be customer/interested parties oriented**, striving to understand and meet the needs of interested parties to deliver a value-added service which exceeds expectations.
- **To identify issues** and where required collaboration to find a solution as quickly and efficiently as possible.
- **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**.
- Preverisk Group carries out these tasks in an **independent, impartial and honest** manner, believing that this is the only way to ensure confidence in the results of its activities. Preverisk Group recognizes the commercial, financial and other pressures that may influence its judgement and the importance of impartiality in conformity assessment activities.
- To facilitate the provision of an **independent and objective service**, Preverisk Group is not responsible for meeting a deadline set by our client due to market needs, subsidies or any other reason, or for the outcome of the assessment process leading to a favorable decision.

- **Maintain the confidentiality** of data and information obtained from clients during the provision of services.
- To adapt the range of services offered according to demand and to collaborate with external bodies and organizations to update the techniques and services offered.
- To maintain the **highest level of health and safety at work** and to continuously monitor the working conditions of its employees.
- Promote **respect, dignity, equal opportunities and non-discriminatory treatment** among its members and employees.
- Promote the maintenance of a **good working environment** among its members by: facilitating the reconciliation of work and private life; responding to needs and requests for change; encouraging participation in innovation and development processes; promoting and meeting new training needs; ensuring professional development; protecting the company's assets, interests and reputation.
- Provide customers with a service based on **honesty, transparency, equality and trust**.
- Promote **environmental awareness** and social cooperation activities.

Palma de Mallorca, 12th January 2026

The Management

