

MANAGEMENT POLICY

The mission of the GORLIZ TOURIST OFFICE is to welcome and advise visitors, as well as to promote activities related to tourism, in order to generate wealth in the municipality through tourism. To this end, the **management** is committed to the implementation of a management system aimed at the **quality of services and the satisfaction of customers and other interested parties**, the promotion of sustainability in its three aspects, environmental, social and economic, **accessibility** for all people, the protection of **the health and safety of all employees**, **innovation** and good daily work, all supported by the good use of **technology** within a process of review and continuous improvement. **Strict compliance with legal and regulatory requirements**, health and safety programmes and negotiation as the basis of our way of working.

The Management System of the GORLIZ TOURIST OFFICE is the tool that allows us to achieve consolidated, effective, efficient and **respectful processes with all the people and the environment**, essential to sustain and improve the quality of services aimed at satisfying the expectations of our customers and interested parties and even surprise them.

At GORLIZ TOURIST OFFICE, we believe that a team of people with an appropriate Health and Safety Plan, working as a team and actively participating in a responsible and professional manner, directing their efforts towards understanding and comprehending the present and future needs and expectations of **stakeholders, as well as caring for the environment**, will be able to respond to them, ensuring the **quality, innovation, accessibility and sustainability** of the service provided, as well as safety at work.

From the conviction that the continuous improvement of internal management is a necessary asset, as the Management of the GORLIZ TOURIST OFFICE I assume the commitment to lead, promote and improve the implemented Management System, assigning the necessary resources to achieve the improvement objectives that are established, and communicating in a transparent way to the different interest groups, the relevant and truthful information about the activities carried out to understand and satisfy their demands.

Signature of Management