

RELAXIA LANZASUR CLUB

Quality is fundamental in the activities carried out by **Relaxia Lanzasur Club**, as well as adopting a commitment to ensuring an adequate level of workplace safety for its employees without impairing their health as a result of such work. It also aims to safeguard property and processes against possible losses.

The general guidelines and objectives that guide the company in relation to Quality, Hygiene, and Safety are set out in this Policy, which has been defined by Management.

Within the Quality, Hygiene, and Safety Management System, the Management of **Relaxia Lanzasur Club** commits to:

- Meet all applicable requirements, including legal and regulatory ones.
- Communicate to the organization, through this policy, the importance of meeting these requirements.
- Ensure that Quality objectives are set each year based on the general objectives defined in this policy.
- Achieve complete customer satisfaction regarding the quality of services offered.
- Continuously improve work methodology.
- Carry out tasks in accordance with preventive and control procedures designed to eliminate the occurrence of deficiencies.
- Reorganize the human and material resources necessary for the proper development of tasks.

The Guidelines of the Quality, Hygiene, and Safety Policy are the following:

- Guide company management toward efficiency in the service provided to its clients.
- Ensure staff receive the knowledge and skills that, together with experience, improve their competence, and involve them in the organization, always valuing their participation and support.
- Provide the necessary facilities and equipment for the proper execution of the work carried out.

- Obtain the commitment of all members involved in the Quality Policy and develop participatory quality management that leverages everyone's capabilities.
- Implement a Continuous Improvement dynamic in our activities and functions.
- Conduct activities taking social responsibility factors into account.
- Adapt facilities to ensure accessibility.

The Management of Relaxia Lanzasur Club:

Date: 27/06/2025