

**VB GLOBAL GROUP, S.L.**, hereinafter referred to as **VB GROUP**, considers **QUALITY** and the **ENVIRONMENT** to be distinguishing and recognizable elements of all its activities, not only due to the requirements of our interested parties, but also as core values that define us.

Our objective is to be recognized by our clients as their main provider of **ADVISORY AND SERVICE PROVISION RELATED TO THE ORGANISATION, SALE AND INTERMEDIATION OF BUSINESS TRAVEL AND ORGANISATIONS (BUSINESS TRAVEL, SPORTS AND EVENTS) AND LEISURE TRAVEL (INDIVIDUALS)**.

In order to achieve this objective, Management establishes, documents, implements and maintains an Integrated Quality and Environmental Management System, in accordance with standards UNE-EN ISO 9001:2015 and **UNE-EN ISO 14001:2015**.

To ensure the achievement of our objectives, we commit to complying with and enforcing the following principles:

- VB Compliance with Standards:** Ensuring the quality of the services provided, in accordance with international standards UNE-EN ISO 9001:2015 and **UNE-EN ISO 14001:2015**, through the responsibility and participation of all members of the organisation.
- VB Effective Assignment:** Assigning functions and responsibilities efficiently.
- VB Customer Satisfaction:** Providing quality services that meet and exceed customer needs.
- VB Continuous Improvement and Prevention:** Preventing potential defects before they occur, working towards continuous improvement and effective communication.
- VB Legal Compliance:** Complying with the applicable legislation in force and the legal requirements relevant to our activity.
- VB Continuous Evaluation:** Continuously evaluating the Quality and Environmental System in order to adapt it to customer requirements through:
  - Ongoing reviews of the Integrated Quality and Environmental Management System.
  - Establishment of Quality and Environmental indicators that allow the level of effectiveness of our processes to be assessed.
  - Continuous training and awareness-raising of personnel to promote responsibility in quality management and environmental conservation.
  - Development of new documented information and its implementation.
  - Periodic measurement of customer satisfaction in order to assess compliance with customer expectations.
- VB Communication with Customers:** Maintaining close contact and effective communication with our customers, considering their suggestions and complaints as sources for improvement.
- VB Resource Management:** Carrying out efficient management of human and material resources to optimise results, identifying the costs of non-quality.
- VB Participation and Partnerships:** Encouraging employee participation, partnerships with suppliers and the integration of the interests of interested parties.

**Quality Management System:**

- VB **Trust in Services:** Providing trust by managing the quality of the services delivered, in compliance with quality, legal and customer requirements.
- VB **Process Improvement:** Effectively controlling processes and guiding them towards continuous improvement.
- VB **Assignment of Responsibilities:** Efficiently assigning roles and responsibilities.
- VB **Staff Training and Satisfaction:** Promoting staff integration and continuous training, ensuring their satisfaction within the organisation.
- VB **Economic Sustainability:** Ensuring long-term economic viability, innovation and the adoption of sustainable business models.

#### Environmental Management System:

- VB **Identification of Environmental Impacts:** Making efforts to identify, characterise and minimise the environmental impact arising from our activities for environmental protection.
- VB **Environmental Legal Compliance:** Complying with applicable environmental legislation and other established commitments, striving to protect the environment, prevent pollution and minimise environmental impacts.
- VB **Awareness and Training:** Raising awareness, informing and training personnel on environmental aspects and environmental management.
- VB **Transparent Communication:** Promoting internal and external communication with transparency, informing suppliers and customers about the measures adopted and encouraging them to participate in our environmental management.
- VB **Commitment to the Precautionary Principle:** Proactively assessing any potential negative environmental impact before implementing new services, technologies or facilities, ensuring environmental protection and the prevention of pollution.
- VB **Sustainable Use of Resources:** Encouraging energy savings and reducing the consumption of natural resources by using environmentally friendly products.
- VB **Waste Management:** Minimising waste generation and promoting reuse and recycling.
- VB **Environmental Practices:** Adopting environmental practices to reduce significant impacts.

This Quality and Environmental Policy is communicated to all **VB GROUP** personnel, ensuring their understanding, implementation and continuous updating at all levels of the organisation. It is also communicated to suppliers and stakeholders, maintaining a direct relationship with our **QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEM**.

The Quality and Environmental Policy is reviewed periodically to ensure its continued adequacy, relevance and effectiveness. Reviews take into account changes within the company, technological advances, feedback from customers and employees, and compliance with established objectives.



**Director**  
**Guillermo Espinós Gozávez**  
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