ACCESSIBILITY POLICY

EUSKALDUNA JAUREGIA – PALACIO EUSKALDUNA, S.A.

The Management of EUSKALDUNA BILBAO has set the objective of integrating the procedures necessary for the control and management of universal accessibility arising from the performance of our activity into the Entity's Management System, in order to improve the accessibility conditions of the services offered to our customers and users at our facilities and to ensure that all persons accessing EUSKALDUNA BILBAO may enjoy them in comfort.

To achieve this objective, EUSKALDUNA BILBAO undertakes the following commitments and basic principles:

- Compliance with the legislation and legal requirements in force at all times, as well as those that EUSKALDUNA BILBAO considers necessary beyond the law, with an unequivocal commitment to improvement.
- Apply the DALCO requirements set out in UNE 170001 Universal Accessibility.
- Allocate sufficient resources for the maintenance and continuous improvement of the accessibility of our facilities, as well as provide appropriate technical assistance in each case, so that all activities and events organised at EUSKALDUNA BILBAO may be considered universally accessible, including those relating to emergency response.
- Maintain a proactive attitude that is adaptable and flexible to the needs of customers and users.
- Collaboration and participation of all members of the company in matters of accessibility, with the accessibility policy being applied in all activities and events carried out within the different areas of the Palace.
- In this regard, the collaboration of subcontractors providing services at EUSKALDUNA BILBAO is also necessary, as well as that of contractors carrying out activities for our customers and visitors themselves.
- Create a positive culture of accessibility and inclusion for people with different abilities.

As General Director, I am committed to promoting the Accessibility Management System, involving the entire workforce through conscious and active collaboration in order to achieve the objectives pursued by EUSKALDUNA BILBAO.

This policy is communicated to all interested parties through its publication on the organisation's website (www.euskaldunabilbao.com).

In Bilbao, May 2025

Iñigo Iturrate Ibarra General Director EUSKALDUNA BILBAO