QUALITY POLICY

EUSKALDUNA JAUREGIA – PALACIO EUSKALDUNA, S.A.

The Management of EUSKALDUNA BILBAO is committed to ensuring the Entity meets the highest standards of quality, both in terms of its facilities and services, so that it is recognised as a defining feature.

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

PRINCIPLES

- We have unrivalled facilities, and our organisation must live up to them in every technological and staffing aspect.
- To be the best, in addition to the facilities, it is essential to adapt and be flexible to the needs of our customers.
- Details make the difference, and additional aspects (comfort, air conditioning, catering, cleanliness, courtesy, etc.) are just as important as the events themselves that are organised at our facilities.
- Careful coordination of all resources prevents any kind of disruption to the smooth running of the multiple events that may take place at the Euskalduna Palace.
- The involvement of all staff enables us to anticipate any potential failings on the part of event organisers, which could otherwise be attributed to EUSKALDUNA BILBAO.

COMMITMENTS

- The quality of our service means providing our customers with the best response to their needs using the resources available.
- Quality is the key to customer satisfaction, so we are here to serve our customers and do things properly, because we like things done properly.
- To meet all requirements and satisfy our customers, we must see the situation through their eyes, and customer service to the contracting customer (organiser) and the end user (public) must take precedence over any other activity.
- Our offering must be high quality, but competitive.
- Continuous improvement involves encouraging initiatives and proposals for improvement from all staff, since internally we see even more defects and problems than those noticed by our customers, and we must go further than they do in terms of our demand for quality.

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