

QUALITY AND SUSTAINABILITY POLICY

Poble Nou de Benitatxell Tourist Information Office

The mission of the Poble Nou de Benitatxell Tourist Information Office is to provide visitors with comprehensive information on both the municipality and the region, with a view to facilitating their visit and showcasing the destination's attractions.

To this end, the Tourist Information Office has a management system geared towards continuous improvement, which provides the necessary tools to manage its resources effectively. It also has a Sustainability Committee, responsible for ensuring that its objectives are aligned with the Sustainable Development Goals and for coordinating the resources allocated to achieving them.

The principles of its sustainability policy are:

- ✓ To ensure visitor satisfaction by meeting their expectations and providing the information they need to make their visit as enriching as possible.
- ✓ To address complaints and suggestions from users receiving tourist information, with a view to improving the service provided.
- ✓ A commitment to continuous improvement, ensuring the effectiveness of the quality management system and optimising service delivery processes.
- ✓ To ensure compliance with legislation and other applicable requirements.
- ✓ To maintain the professionalism of the service, improving staff qualifications through continuous training, as well as motivating them to enhance their skills.
- ✓ A commitment to responsible consumption that promotes the socio-economic development of the destination, fostering the creation of decent jobs and supporting the local economy.

This policy will be communicated to all staff working at the Tourist Information Office. It will also be published and made available to visitors to the office, as well as to all stakeholders, and will be reviewed periodically to ensure it remains up to date.

Poble Nou de Benitatxell, 29 June 2026

