

# TIBIDABO QUALITY AND ENVIRONMENTAL POLICY

## PURPOSE

That everyone connected with Tibidabo should be good

## VISION

To be "The Park of Happiness"

## VALUES

### Safety:

We ensure and prioritise the safety of people, facilities and data. We rigorously and strictly comply with working instructions.

### Commitment:

Our intention is to align our goals with those of the Company. We show commitment and make the maximum effort.

### Solidarity:

We share a sense of unity and cohesion based on common goals. We care about the environment, society and our colleagues. We work on social projects and initiatives, support and work on cause-related projects, and support disadvantaged groups.

### Excitement:

We encourage active listening and incorporate people's ideas to generate positive emotions and bonds of trust.

### Passion for people:

We generate the best experiences and exciting moments by working continuously on people's knowledge. We make a team and establish strong relationships of collaboration, respect and recognition.

TIBIDABO AMUSEMENT PARK we are a company of the Barcelona City Council that manages the park located at the top of Tibidabo, an emblematic space with an offer, mainly, of family leisure. At the Tibidabo Amusement Park we are aware of the importance of maintaining sustainable tourism development and set our goals in line with the Sustainable Development Goals (SDGs) approved in the 2030 Agenda by the United Nations. In order to achieve our commitments, a Comprehensive Management System is established defined by the requirements of the UNE-EN ISO9001, UNE-EN-ISO14001 and SGE21 standards, based on the EFQM model and adhered to BIOSPHERE.

At Tibidabo we organize and focus our efforts on the following **4 axes**

SUSTAINABILITY

EXPERIENCES

SOLIDARITY

EDUCATION

- We undertake to comply with the legal and stakeholder requirements that apply to us, including environmental ones.
- We manage, with efficiency and sustainability criteria, natural resources and waste.
- We are committed to protecting the environment and preventing pollution, reducing our impact.
- We act to improve the integration with the natural environment of the Collserola Park.
- We promote good environmental practices with the environment and participate in external activities.
- We work to implement and promote collective and sustainable mobility.



- We facilitate various communication channels for the interest groups, giving value to the contributions, studying the feasibility and acquiring a commitment to response and/or implement.
- We provide continuous and appropriate training to the staff, enhancing their aptitudes and abilities, to guarantee their professional development within the company.
- We take care to develop our activity in an area of health and safety for the staff.
- Offer safe facilities in a good state of cleanliness and a good image.
- We work to adapt the facilities with universal accessibility.
- Maintain the current heritage of the park, respecting the past, valuing the present and moving towards the future.



- Carry out social actions aimed at disadvantaged groups, either because of their physical, mental or social conditions.
- Transparency with the aim of informing society about commercial, financial, management issues and the results of the company.



- Promote the educational values of the park and transmit knowledge through the offer of attractions, educational activities and other educational activities that can be developed.



The Management of the Tibidabo amusement Park will annually review this quality and environment policy with the purpose of constantly improving the management system implemented, and undertakes to provide the necessary means for its development as well as to monitor the objectives and quality and environmental indicators.

Rosa M. Ortiz Gimeno, General Manager of Tibidabo Amusement Park  
August 2023