



QUALITY AND SUSTAINABILITY POLICY

QUALITY and SUSTAINABILITY are part of the commitment to **Jumbo** and it is in our organization's interest to promote CONTINUOUS IMPROVEMENT in all our processes.

To this end, we work to understand the needs and expectations of our customers with the goal of offering them the best **solutions** to **satisfy and retain them**.

AT JUMBO WE COMMIT TO:

COMMITMENT TO QUALITY AND STRATEGY

- Ensure global regulatory compliance
- Risk and opportunity management.
- * Promotion of continuous improvement.

DEVELOPMENT OF TALENT AND LEADERSHIP

- Continuous training and qualification.
- Promotion of Leadership.

FOCUS ON CUSTOMER AND SERVICE EXPERIENCE

- Service excellence by offering the best experiences.
- Service measurement and optimization.
- * Customer safety and well-being.

OPERATIONS, SUPPLIERS, AND VERIFICATION

- Internal and external audits to achieve Total Quality, excellence of our services.
- Alliances with our suppliers, aligning strategic objectives.
- Maintenance of our facilities to ensure optimal conditions for our operations.

These principles and objectives are applicable at all levels of **Jumbo** and are extended to those suppliers and stakeholders that have a direct relationship with our QUALITY and our sense of SUSTAINABILITY.

Fdo. Emilio Rivas

Dir. General JUMBO TOURS