



## F01-M.- MANAGEMENT POLICY

The Santa María Cathedral Foundation is the institution created to manage and develop the Master Plan for the Comprehensive Restoration of the most emblematic temple and the site of greatest historical value in Vitoria-Gasteiz. It was established in 1999 by the Provincial Council of Alava, the City Council of Vitoria-Gasteiz, and the Diocese of Vitoria-Gasteiz. It is a non-profit institution, and representatives of these three institutions make up its Board of Trustees, the governing body.

- **Mission:** To develop the potential contained within the cathedral as a benchmark heritage asset in the region at historical, cultural, tourist, and scientific levels.
- **Vision:** To become an international benchmark in the management, conservation, and dissemination of built heritage, placing **guided visits of the Santa María Cathedral** at the heart of the experience to inspire knowledge, encourage citizen participation, and promote sustainable cultural development in Álava and across the wider territory.
- **Values:**
  - Commitment to conservation
  - Quality in the visitor experience
  - Accessibility and inclusion
  - Sustainability
  - Innovation in outreach
  - Excellence in management
  - Citizen participation
  - Scientific rigor
  - Transparency and ethics
  - Territorial identity

To this end, the Management is committed to establishing a management system aimed at service quality and customer satisfaction, as well as meeting the needs of other interested parties; promoting sustainability in its three dimensions - environmental, social, and economic; ensuring accessibility for all people; protecting the health and safety of all staff; fostering innovation and good practice in our day-to-day work; and supporting all of this through the proper use of technology within a process of ongoing review and



continuous improvement. This is always carried out in strict compliance with legal and regulatory requirements, as well as with occupational health and safety programmes and agreements, as the basis of our way of working.

The Management System of the Santa Maria Cathedral Foundation is the tool that enables us to achieve consolidated, effective, efficient processes that are respectful of all people and the environment, which are essential to sustain and improve the quality of services aimed at meeting the expectations of our customers and stakeholders.

At the Santa Maria Cathedral Foundation, we understand that a team of people who work collaboratively and participate actively, responsibly, and professionally, while directing their efforts towards understanding and anticipating the present and future needs and expectations of stakeholder groups, as well as caring for the environment, will be capable of responding to them by ensuring the quality, innovation, accessibility, and sustainability of the service provided, as well as safety in the workplace.

Convinced that the continuous improvement of internal management is a necessary asset, we undertake to lead, promote, and improve the implemented Management System, assigning the necessary resources to achieve the improvement objectives that are established, and communicating transparently to the different stakeholder groups relevant and truthful information about the activities carried out in order to understand and meet their demands.

Date: 30/04/26

Signed:



Direction

