



Annex A

Gourmet Catering & Eventos is a company dedicated to the organisation and delivery of catering services for events. With extensive experience in the sector, the company is supported by the professional expertise and business track record of the team that forms part of the organisation.

The Management of Gourmet Catering & Eventos recognises the challenges faced by its clients, as well as their need for high-quality services delivered on time and in the appropriate manner, ensuring that the needs and expectations of clients and other interested parties are consistently met.

Management establishes, documents and reviews quality objectives on an annual basis, continuously monitoring their achievement.

Our Quality Policy focuses on:

- Understanding Quality as a shared responsibility, promoting teamwork as the essential means of achieving and continuously improving it.
- Continuously striving to meet our clients' needs and improve our processes in order to adapt to their requirements, while complying with all applicable legal and regulatory requirements relating to our products and services, particularly those concerning traceability and hygiene and food safety conditions.
- Providing appropriate training to all personnel to ensure the effective performance of both operational and business activities, particularly in food handling, guaranteeing that employees perform their duties in accordance with the required quality standards while fostering their commitment to quality and food safety.
- Promoting ethical and responsible behaviour throughout the organisation and encouraging the ability to adapt to the changing environments in which the company operates.
- Promoting, implementing and strengthening a Food Safety Culture, increasing awareness and encouraging behaviours that support food safety. This culture is understood as the set of shared values, beliefs and behaviours that influence how people think and act regarding food safety throughout the organisation.
- Embedding the principles of continuous improvement and ethical behaviour across all internal processes, particularly those that affect clients and other interested parties, recognising their suggestions and complaints as a valuable source of feedback for continual improvement.
- Performing all activities correctly the first time, across every phase and area of the organisation, in order to earn the trust and respect of our clients, minimise errors, deliver efficient services and generate positive social impact.

This Quality Policy is reviewed annually by Management to ensure that it remains consistent with the objectives and strategic direction of Gourmet Catering & Eventos, as well as with the needs and expectations of relevant interested parties.

The Policy is communicated to all Gourmet Catering & Eventos personnel and relevant interested parties, ensuring that it remains fully aligned with the way in which our organisation operates.

Raquel Vicente Bezjak
Managing Director
20th February 2026