

Subject: Quality Policy  
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To: All stakeholders  
CC: N/A  
From: Quality committee  
Date: 13.05.2024  
Written by: Quality committee  
Approved by: Direxs  
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Concerning: M1, M2, M3 – Management

In our capacity as an international exhibition centre, Palexpo are committed to providing exhibition services of the highest quality to our customers from all over the world. We are committed to meeting ISO 9001 requirements and to ensuring a successful quality management system.

**For our customers:** we are committed to providing all our customers with the best possible service, listening to their needs and planning ahead with these needs in mind by staying up to date with changes in the market and any new trends to ensure the highest quality of service.

**Continuous improvement:** we are committed to continuously improving our processes and services. We regularly evaluate our quality management system to identify any opportunities for improvement.

**Staff training and development:** we are committed to providing our staff with the proper training to ensure they have the skills and are able to deliver high-quality services.

**Legal and regulatory compliance:** we are committed to complying with all laws and regulations applicable to our industry.

**Partnerships:** we are committed to working in close collaboration with our partners to improve the quality of our services and ensure a unified approach.

Our quality policy is shared and incorporated throughout our organisation. It is regularly reviewed to ensure it remains relevant and in line with our business objectives and strategy.



**Claude Membrez**  
Chief Executive Officer



**Manuel Garcia**  
Chief Financial Officer



**Christine Heilmann Sandoz**  
Chief Customer Officer



**Carola Oeuvray**  
Chief Human Resources Officer



**Steve Mange**  
Chief Operating Officer