

MANAGEMENT POLICY

Tolosako Inmakulada Lanbide Ikastola (TILI) has implemented an Integral Management System (IMS) that responds to the requirements of the ISO 9001:2015 quality standards, the ISO 14001:2015 standards (Environment), the Occupational Health and Prevention ISO 45001:2018 standards and the Information Security ISO 27001:2022 standards.

Our IMS covers the Intermediate and Advanced Vocational Training cycles in the area of Health and Social Services offered by the ikastola, as well as the professional certificates corresponding to these two professional families and Basic professional hairdressing and aesthetics cycle. It also includes the professional certificate in Textiles, Clothing and Leather.

TILI is committed to customers to comply with legal, regulatory and compulsory requirements, as well as to develop the continuous improvement of their Integral Management System.

- 1- We want to increase the level of satisfaction and confidence in the clientele (students and companies), improving the quality of the services and products offered, promoting entrepreneurship, developing with the companies of our environment and integrating into our usual activity the active methodologies that drive the current educational system.
- 2- We take measures to work on the care and protection of the environment and involve our customers. With the aim of reducing the energy consumption derived from the activity and reducing waste, we are committed to self-sufficiency and reuse in all areas.
- 3- Our objectives are Occupational Health and Prevention of our workers. We have a clear commitment to the elimination and/or reduction of occupational risks to the health of our workers, as well as to adequate and safe working conditions.
- 4- TILI is committed to the confidentiality, integrity, accessibility and availability of information through the implementation, maintenance, and continuous improvement of the Information Security Management System.
- 5- In the design and development of the IMS, and in the approval of documents from the corresponding areas, we guarantee the participation and consultation of TILI staff.

To properly develop these commitments assumed by the TILI Management Team, TILI works with a human team that fully trusts them and considers the companies in the environment (Health Centres and Service Companies) as alliances.



We concentrate all our efforts in the coming areas:

- We want to turn our student into the owner and protagonist of their learning process and be an expert professional and an enterprising person. A person who works with passion for research and is committed to society.
- We want to work on our students' correct behaviours with the environment so that their behaviour and awareness reflect their commitment to the company environment.
- We want to be competitive among the professional centres in our environment. We want to make sure that the quality service we want to offer to our society is then for the benefit of society itself.
- We adopt the necessary security measures to protect the personal and academic data of our students and employees, the information of families and companies, as well as the knowledge of TILI. We also have measures in place to guarantee access to information.
- In the services and products we offer, being the result of a collective effort, we prioritise health surveillance and the prevention of occupational risks of the people who are part of TILI and we sensitise our workers.

TILI's Management Team acquires the commitment that this management policy will have the treatment described above.

Date: January 2026 Review number: 14	Management team: Ana Monge
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