

## The Absolu ÉcoAventure Quality Policy

**We have adopted the following quality policy: To provide services which are well matched with the needs and the expectations of our customers. This policy contains the following specific objectives:**

- To respect and to enforce respect of the laws, rules and the norm on the quality of services in the event and attraction sector of the touristic industry as well as any other reference applicable to our sector of activity.
- To transmit clear, precise complete and exact information to our customers, as well as to our personnel, in all types of communications be it internal or external.
- To know as well as possible our clientele so as to adapt our services so as to meet their expectations.
- To fill human values in our daily operations, including empathy, politeness, honesty, and diligence so as to have the respect of our clients and personnel at all times.
- To show our concern and our consideration for our clientele and our visitors having special needs.
- At all times, to ensure the safety of our customers and of their belongings, as well as the safety of our employees.
- To maintain clean, appropriate equipment in good condition and sufficient supply for our customers. This equipment must meet all applicable safety standards.
- To encourage the conservation of natural resources and to put into place responsible practices concerning the environment and our human and cultural heritage.
- To respect and protect the confidentiality of the personal information of our customers.
- To encourage the education of our employees and the development of their technical and technological expertise.

**In support of this quality policy, we have fixed the following objectives for ourselves:**

- To encourage the education of our employees and the development of their technical and technological expertise.
- To respect our contractual obligations at all times, and always the first time.
- To establish rigorous quality controls so as to ensure a constancy in the quality of our services.
- To reduce to the lowest level possible the errors and unconform elements within our services.
- To respond with vigilance to the complaints of our customers and to respond satisfactorily.

We commit ourselves to continually improve the quality of our services and to make sure that this quality policy is understood and applied at all levels of our organisation.

**Offert par / Offer by : Absolu ÉcoAventure  
INFORMATION / RESERVATION**

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