

# Paasitorni's quality and environmental policy

## Our mission

Our mission is to provide the services our customers need for efficient and fruitful meetings and events. Our service models are based on service design that is rooted in understanding customers.

Our customer-oriented personnel handle meeting and event services with a high degree of skill and professionalism. The meeting and conference facilities are located in a culturally and historically unique and valuable setting, but still offer all the technology required of modern meeting and conference facilities. We also provide versatile and high-quality restaurant and hotel services to seamlessly complement our meeting and conference services.

In addition to the inspiring work environment, we also offer our customers the experiences and quality of life that the history and aesthetics of Paasitorni provide.

## Our goal

Our guiding values are customer satisfaction, understanding our customers, preventing environmental harm, and cost-effectiveness. We work to meet the expectations of our customers and other stakeholders, and to maintain and further develop our staff's service skills. Our overall goal is to maintain our standing as a responsible, well-known and highly respected operator in our own field. Ensuring that our business operations are cost-effective and successful makes it possible for us to fulfil our mission.

## Our commitment

As a responsible company, we abide by the ISO 9001 quality standard and the ISO 14001 environmental standard, as well as the applicable legislation.

We are committed to making the changes needed to continually improve our operations and the way we operate. These changes are also required to meet the business targets set by our management. We listen to and investigate customer opinions and feedback, and we react quickly and flexibly to develop our business and meet expectations. We require the same attitude from our partners.

We are committed to lastingness and to conserving the historical uniqueness of Paasitorni, and to ensuring that our operations cause no environmental harm. We implement the changes required in our facilities for modern technology while at the same time respecting and upholding our architectural heritage, traditions and environmental values.