



QUALITY POLICY OF WALL STREET ENGLISH

1. ISO

The Quality Management System implemented in Wall Street English is based on the International Guidelines ISO 9001:2015 and aims at increasing levels of client satisfaction through the effective implementation of the system. This includes the processes for the continuous improvement of client satisfaction, ensuring that the requirements of clients and the applicable regulations are met.

2. CLIENT SATISFACTION

Wall Street English is committed to achieving a continuous level of client satisfaction. We aim to provide products and services which meet the demands of our Clients and ensure the viability of the Company in the long term. Wall Street English considers the meeting of Client expectations and requirements to be a core value with the participation and effort of all personnel. All of the activities of Wall Street English are oriented towards satisfying our Clients, both internal and external, and to maintain and improve its reputation in each market.

3. OBJECTIVES

The Management of Wall Street English is committed to the processes of Wall Street English so that they are defined, maintained, evaluated, and continuously improved in an effective way in order to minimize the possibility of the appearance of errors and incidents. To this end, Wall Street English follows the concepts Prevention is Better than Cure and Plan-Do-Check-Act.

4. CONTINUOUS IMPROVEMENT

The continuous improvement in quality is an essential part of the activities and efforts of Wall Street English, including all of our products, processes and services, and is carried out actively in an exemplary way in all levels and areas of the Company. Management is committed to periodically establishing and revising the quality objectives within the framework of this policy, as documented in the Integrated Management System.

5. SUPPLIERS

Wall Street English creates a mutually beneficial relationship with its suppliers and works with them to achieve the quality of the products/services purchased is according to the needs and expectations of its own clients.

6. COMMUNICATION

Management of Wall Street English guarantees that this policy is understood, applied, promoted, and revised to ensure a continuously updated and improved service. This policy is made available to all stakeholders and interested parties.

7. COMMENT

Comments from stakeholders and interested parties are always welcome and form part of the Company's commitment to continuous improvement. Those interested are invited to share their comments with Philip Macfarlane (philip.macfarlane@wallstreetenglish.com).

James Mc Gowan
Chief Executive Officer
Wall Street English International