



YOU(TH)
EMPOWERMENT
WHERE NATURE INSPIRES

QUALITY POLICY

YEP Academy

Policy statement

YEP Academy is committed to delivering outdoor and nature-based learning, facilitation, camps, journeys, and tailor-made educational services in a safe, meaningful, inclusive, and professionally managed way. We aim to create transformative experiences that strengthen connection with self, others, and nature, while ensuring reliable planning, clear communication, responsible operations, and continual improvement.

Our quality commitments

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| Participant and partner focus | We seek to understand and meet the needs of participants, customers, partners, and other relevant interested parties through clear communication, well-structured delivery, and responsive support. |
| Safe and inclusive delivery | We provide learning environments that are physically and emotionally safe, respectful, inclusive, and aligned with YEP Academy's values of safety, diversity, authenticity, and reflection. |
| Competence and professionalism | We ensure that staff, facilitators, and relevant service providers are competent for their roles through appropriate selection, onboarding, briefing, supervision, and continuing development. |
| Reliable planning and service control | We strengthen service consistency through defined processes, relevant documentation, operational preparation, and review of what works and what needs improvement. |
| Compliance and ethical conduct | We comply with applicable legal, regulatory, and customer requirements and support this commitment through our documented QMS, Code of Conduct, and related procedures. |
| Feedback and continual improvement | We collect feedback, address complaints and nonconformities, review risks and opportunities, and use learning from practice to improve both our services and our Quality Management System. |
| Objectives and accountability | We establish and review measurable quality objectives and expect leadership and process owners to follow up actions, records, and improvement priorities. |

Implementation and review

This policy applies to the planning, coordination, and delivery of services within the scope of YEP Academy's Quality Management System.

The policy provides the framework for setting and reviewing quality objectives. It is communicated within the organization, made available to relevant interested parties, and reviewed periodically for continued suitability.

| Prepared by | Reviewed and approved by |
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