



## QUALITY ASSURANCE POLICY

At Thema Collection, our unwavering commitment to excellence and sustainability drives us to create extraordinary experiences for our guests while maintaining a strong focus on environmental stewardship. Our Quality Assurance Policy embodies our dedication to delivering exceptional service, ensuring guest satisfaction, and upholding the highest standards of quality throughout our eco-friendly hotel chain in Sri Lanka.

*Our quality assurance policy encompasses the following principles:*

- **Commitment to Excellence:** We strive for exceptional quality in all operations, aiming to exceed guest expectations and deliver memorable experiences at our eco-friendly hotels.
- **Guest Satisfaction:** Guest satisfaction is our priority, and we provide personalized service to ensure a comfortable and memorable stay.
- **Environmental Sustainability:** We integrate sustainable practices to minimize our environmental impact while delivering responsible hospitality.
- **Continuous Improvement:** We foster a culture of innovation and improvement through regular assessments and staff feedback.
- **Staff Training and Development:** We invest in staff development to enhance skills and uphold our quality standards.
- **Compliance and Standards:** We comply with laws, regulations, and industry standards, updating policies as needed.
- **Quality Metrics and Monitoring:** We use measurable KPIs to evaluate performance and maintain high-quality service.
- **Health and Safety:** Guest and employee safety is paramount, and we maintain rigorous protocols.
- **Supplier Partnerships:** We collaborate with quality-conscious and sustainable suppliers.
- **Crisis Management:** We have contingency plans to safeguard guests and staff during emergencies.
- **Guest Feedback and Response:** We value guest feedback and respond promptly to address concerns.
- **Social Responsibility:** We engage in initiatives that benefit local communities and the environment.
- **Communication and Transparency:** We maintain open communication and transparency in our operations.
- **Leadership Commitment:** The management team is fully committed to upholding quality principles.
- **Employee Empowerment:** Employees are empowered to contribute to service improvement.

This Quality Assurance Policy underscores Thema Collection's commitment to excellence, sustainability, and guest satisfaction, while encouraging continuous improvement and responsible practices in every aspect of our hospitality operations.

Sustainability Team – Thema Collection