



# Quality Sustainability Management System Policy

## SUSTAINABILITY POLICY

As The Komana, we are committed to maximizing guest satisfaction by adopting continuous quality improvement and managing our business processes in a sustainable manner.

**We adopt our quality sustainability policy based on the following principles:**

### 1. GUEST SATISFACTION

The Komana' aims to maximize guest satisfaction. We constantly strive to understand the expectations of our guests, evaluate their feedback and provide solutions quickly.

### 2. CONTINUOUS IMPROVEMENT

We focus on continuous improvement in our quality management processes. We regularly review our business processes, analyze data and implement appropriate corrective and preventive measures to improve our performance.

### 3. TRAINING AND DEVELOPMENT

We invest in the training and development of our employees. We organize regular training programs to ensure that they provide services in accordance with quality standards.

### 4. COMPLIANCE WITH STANDARDS

The Komana fully complies with national and international quality standards. We effectively manage compliance processes and continuously update certifications.

### 5. ENVIRONMENTAL AND SOCIAL RESPONSIBILITY

Our quality sustainability includes the principles of environmental and social responsibility. We aim to minimize our environmental impact and are committed to fulfilling our responsibilities towards our communities.

### 6. INNOVATION AND TECHNOLOGY

We aim to make our business processes more efficient and effective by investing in innovative



solutions and technological developments.

This policy brings together The Komana's quality management system and sustainability commitments, aiming to increase guest satisfaction, promote continuous improvement and manage our business operations in a sustainable manner. Adhering to the principle of continuous improvement, we continuously evaluate and improve our quality sustainability performance.

