

QUALITY POLICY

As VONRESORT Hotels; in the accommodation sector, local and foreign guests; serving holiday needs for accommodation, relaxation, food and beverage, sports and entertainment;

- ✓ *As Top Management, we are committed to promoting a quality culture throughout the organization based on integrity, ethical conduct, and customer focus, and to supporting it through our leadership and managerial responsibility.*
- ✓ In order to become a well-known brand in the Tourism Industry both domestically and abroad, we will act by maintaining the awareness that our guests are the means of reaching every point in the country and abroad,
- ✓ We will ensure that a sustainable competitive advantage is achieved by constantly increasing our guest-oriented targets in every service we provide and every product we produce,
- ✓ We will use all the resources we have as a business and use for service in the most efficient way, and we will make plans to reduce our Carbon Footprint by monitoring our effects on climate change while using these resources,
- ✓ We will continue our success in implementing all national and international legal obligations required by the accommodation industry,
- ✓ Being aware that our most important supporters in service and product delivery are our employees, we will constantly maintain the improvement environment in order to meet the training needs required to ensure the professional development of our employees and to ensure its continuity,
- ✓ We will make a high level of effort for all activities aimed at increasing the satisfaction of all relevant parties in order to maintain the team unity,
- ✓ We will continue our improvement activities uninterruptedly in all service and product processes we offer in our business, and will fully carry out correction and development activities when necessary,
- ✓ *We are committed to handling all requests, suggestions, feedback, and complaints received from our guests and all interested parties through a free, effective, and user-friendly process, in line with the principles of transparency, accessibility, responsiveness, impartiality, confidentiality, and accountability. We will regard every complaint as a valuable opportunity for continual improvement.*
- ✓ *We are committed to providing the necessary resources for the implementation, monitoring, and continual review of the effectiveness of the complaint handling process, providing our employees with the necessary training, and continuously improving guest satisfaction*
- ✓ *We are committed to establishing and maintaining our Quality Policy by taking into account the context of our organization, the impacts of climate change on our operations, and the expectations of relevant interested parties, while keeping it up to date.*
- ✓ *We are committed to managing our processes through a risk- and opportunity-based thinking approach, thereby strengthening our organizational resilience.*

We commit.