

## MAISTRA'S QUALITY POLICY

- Achieve, maintain and continuously innovate the organisation and business operations technology, as well as the quality of the services provided in relation to the set requirements, which meet the expectations of the guest;
- Improve the quality of our own actions in order to continuously fulfil all the expressed or presumed needs of the guest and other interested parties;
- Guarantee the fulfilment of Quality System requirements;
- Create an overall commitment to quality in our organisation;
- Optimise all costs, with a steady growth in the level of quality and revenue;
- Continuously increase the levels of management, organisation and provision of services through education and professional training;
- Promote effective internal communication;
- Pay more attention to preventing problems, rather than solving them after they occur;
- Not accept any deviation from the Quality Policy.

Maistra's Quality Policy is also linked to business goals and through its management structures all employees will be directed to work in accordance with the adopted quality policies.

With this in mind, our main goal is to leave a memory of an unforgettable stay in Maistra's facilities and to joyfully look forward to the return of old and the arrival of new guests.

In order to achieve that, we must:

- Know that the guest is at the centre of all our activities and we are all at their service,
- Understand and be able to fulfil our guests' wishes,
- Treat the guests with respect.

Furthermore, we aim to achieve employee satisfaction and the realisation of their personal ambitions through career advancement and their active participation in the growth and development of the Company.

By continuously increasing the level of quality, we will ensure that we achieve business results in line with the owners' expectations.

We want to build partnerships with our guests and suppliers in order to achieve mutual satisfaction and long-term cooperation.

Management in accordance with the laws governing the Company's activities - the Company's requirements with regard to safety and health conditions in the workplace and environmental protection - is our imperative, we are determined to operate in a socially responsible way.

All activities of the Company are aimed at meeting the requirements, needs and expectations of all interested parties in order to constantly improve the quality of products and services we provide.

The Management has the responsibility of establishing and promoting the Quality Policy to lower level management.