![Uga logo]	**HR POLICY MANUAL**		
	QUALITY ASSURANCE POLICY	**DOCUMENT No: HR 18**	**REF No: HR/2022/18**
	Effective: 22/March/2022		

1. Policy Statement

At Uga Escapes (Private) Limited, we believe that the quality of our services is paramount. Therefore, we are committed to maintaining the highest quality of our services through processes and procedures that systematically monitor different aspects of our services and facilities to detect, improve, and ensure that the required quality standards are achieved.

We make all efforts to create a work environment that supports and promotes consistently high-quality services that exceed our guests' expectations. We believe that this comes from our team's attitude, training, and, most importantly, guest feedback.

2. Guest Feedback

We have a variety of avenues for collecting feedback and suggestions from our guests throughout our properties, which include

- Social Media
- Guest Feedback Forms
- Online rating platforms·

In addition, to the above avenues, we continue to train staff to collect feedback from guests throughout their stay on all aspects of their experience in the hotel in real-time.

3. Team Training, Improvement and Feedback

The entire management team of Uga Escapes (Private) Limited; ensures continuous improvement of Quality Assurance standards and their effectiveness by way of;

- Regular team meetings and evaluation of employee performance.
- Adopting improvements and advancements of technology and systems in all properties.
- Collecting feedback regularly from all staff members.
- Frequent team training, awareness creation and evaluation.
- Empowering staff with the responsibility of quality assurance in a bottom-up approach.
- Better communication on quality, both internal and external.

All the team members are empowered to ensure that processes needed for the Quality Assurances are established, implemented and maintained and reporting to top management on the performance of the Quality Assurance and any need for improvement is regularly carried out.