



QUALITY ASSURANCE POLICY

Chiva-Som International Health Resort aims to deliver the highest level of wellness lifestyle transformation for all guests by providing world-class facilities and exceptional service, along with the following systems and procedures in place to achieve our standards:

1. We systematically monitor the legal requirements related to our operations and exceed our compliance with them.
2. The effectiveness and standards of our services are continuously monitored and developed through our service improvement program. We analyze and review guests' feedback by various means to ensure the quality of our services is at the highest level.
3. We have established the *standard operating procedure* and *policy and procedure* for our operations, which we continuously monitor and assess on a regular basis. All employees have been made aware of and practice the applicable standards.
4. We place quality above scale at all levels of our operations.
5. Chiva-Som is deeply committed to the continuous development of expertise in lifestyle transformation and remains on the cutting edge of the health and wellness industry.
6. We prioritise our ongoing human resource development and training program to be our forward drive and foremost in team members' minds.
7. We established a performance management process for our staff at all levels. This is a continuous process of setting objectives, assessing progress, and providing ongoing coaching and feedback to ensure that employees are meeting their objectives and career goals.
8. We ensure that our suppliers, whether of products or services, have been assessed against our requirements to ensure that they fulfil our operational standards and business goals.
9. We ensure our objectives are communicated to all our employees through our staff noticeboard, emails, morning briefs, team meetings, and staff handbook.

All Chiva-Som staff are aware of this Quality Assurance Policy and adopt its purpose and objectives towards all operations at all levels of the organisation.

Vaipanya Kongkwanyuen
General Manager

Chiva-Som International Health Resorts Co., Ltd