

INTEGRATED QUALITY POLICY



	INTEGRATED QUALITY POLICY	Document Nr:	KYS F01
		Issue Date:	19.11.2013
		Revision Nr:	02
		Revision Date:	05.06.2017
		Page Nr:	1/1

As PAPILLON HOTELS, the satisfaction of all of our stakeholders - especially our employees who safeguard our work and brand, and our guests who are the essence of our business - forms the base of our quality management system, "Putting Humans First". According to our policy in this direction, we undertake:

- to provide necessary trainings to raise our employees' competencies.
- to act within the framework of national and international legislation, standards and administrative conditions, alongside the conditions to which we are subject as a matter of course, in all processes.
- to show the necessary sensitivity alongside a preventive approach in all our business processes in order to identify and minimize environmental and occupational health and safety risks, prevent pollution, protect natural life, provide controlled use of natural resources, protect the health of our employees, and prevent accidents, incidents and occupational diseases.
- to prevent all potential hazards by managing the risks in all processes regarding our guests' and employees' consumption, and ensuring continuous improvement in the hygiene and sanitation of the work environment to ensure food safety.
- to provide services that exceed our guests' expectations by perceiving those expectations in the best possible manner, and to resolve guest complaints quickly, efficiently, fairly and objectively.
- to set targets in line with our philosophy of Continuous Improvement, and to observe the conformity of activities carried out with Quality Management System standards.

Prepared by	Controlled by	Approved by	Approved by
Quality Management Representative	Information Management System	Vice President Erol AKIN [Signature]	President Hüseyin Özgür NAZIK [Signature]