

STATEMENT ON QUALITY ASSURANCE

With belief that the quality of our services is paramount, Jetwing Hotels is committed to achieving the vision and objectives of the company, complying with regulatory requirements and, meeting the needs and expectations of our guests and other stakeholders.

Our internally developed operational framework - Jetwing Sathkāra - is the brand standard across our family of hotels and sets forth key characteristics of the brand in achieving consistency and uniformity in the delivery of service. Each hotel will incorporate their unique features into the core of the standard, which will enable the hotel to be consistent with the Jetwing brand, while facilitating distinctly unique experiences.

Documented Standard Operating Procedures further provide clear instructions to complete tasks in accordance with departmental requirements. In addition, the hotels may also introduce management systems compliant with internationally recognized standards on specific operational areas – including safety of food and beverages served, health and safety of employees and visitors, and environmental protection.

While it is the responsibility of all associates to contribute their utmost to deliver the highest quality of service, the Management undertakes to support, monitor, develop and implement all necessary measures required.

Always striving to be world class in everything we do, feedback from our stakeholders will be taken into consideration and appropriate action taken to continuously improve our product and services.