

QUALITY POLICY

Top Hospitality Services recognizes Quality as an essential element that provides the Company with its continued success within international standard.

Consequently, it's **Top Hospitality Services** policy to provide our clients with operations and services which fully meet their specified requirements and expectations and comply with relevant regulations, codes and standards.

This policy is implemented in all areas of operations by:

- Continually improving the effectiveness of our Quality Management System
- Ensuring a clear understanding of our Clients requirements
- Responding to our Clients needs and expectations
- Providing the necessary resources to achieve the quality objectives

Consistent with this policy, specific quality objectives are established at relevant functions and levels within **Top Hospitality Services** organization. By mutual encouragement, commitment and cooperation through teamwork, all **Top Hospitality Services** employees will perform their tasks diligently in contribution to the achievement of our quality objectives. These objectives will be regularly measured by **Top Hospitality Services** as key performance indicators to maintain high quality standard.

Top Hospitality Services management is committed to actively participate in the implementation and regular review of the Quality Management System and the establishment of a corporate climate, which encourages excellence through continuous improvement.

Mohamed Salah SOMRANI
Chief Executive Officer

Date: 12 July 2019