



## QUALITY POLICY

The primary concern of the Ella Resorts Management is the provision of high-Quality Services in hospitality accommodation and leisure, delivered on time, at competitive pricing, to achieve visitors' satisfaction.

The Management is committed for all Ella Resorts activities to:

- Be complied with all national and international legal requirements.
- Be according to the requirements of the customers.
- Satisfy needs and expectations of all interested parties.
- Take place within a safe environment.

This is accomplished through continuous improvement of provided services by committing to the requirements of the International Standard ISO 9001: 2015 and the continuous improvement of the QMS effectiveness, through process control, employee involvement, supplier monitoring and development.

The Policy Statement of Ella Resorts is a firm Commitment of Managing Director and applies to all Company's Departments, Personnel and Activities.

The implementation of this Policy as well as the operation of the Quality System is under the full authority and responsibility of the Company's Management Representative.



This Quality Policy is communicated to all personnel and regularly reviewed for continuous suitability. Your feedback is encouraged throughout this process.

The continuous improvement of the company's human capital is a key ingredient in this goal.

v.1 / 02.03.2022

The Managing Director

A handwritten signature in blue ink, consisting of several loops and strokes, positioned below the text "The Managing Director".