

TAMARA
LEISURE EXPERIENCES

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QUALITY POLICY AND QUALITY OBJECTIVES

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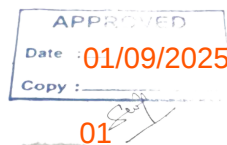
**Outer Ring Road, No: 58, 15th crossroad, J P Nagar, 2nd Phase, Bengaluru, Karnataka
560078**

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Document Control - Review & Approval

Document Name	Quality Policy & Quality Objectives
Version number	TCO/QUA/POL/1.4
Version History	TAM/QUA/POL/1.1 - Version number included in the policy, Release date mentioned, Signed by the top Management TAM/QUA/POL/1.2 - Designation changed from Resort Manager to General Manager in Access control column - Logo is updated TAM/QUA/POL/1.3- 25/03/2021 - Process centralized - Measurement metrics on updated TAM/QUA/POL/1.4 – 01/09/2025 - Change in the designation of the Reviewer and Approver of the Quality Policy and Objectives. - Commitment to satisfy applicable requirements such as legal, statutory, or regulatory obligations has been added to the policy. - Communication and availability of the Quality Policy, as required by ISO 9001:2015 Clause 5.2, have been incorporated into the process. - Specific and measurable criteria for Objective 2 and Objective 3 have been defined in the objectives.
Date of Release	01/09/2025
Access control	All Employees of Tamara Leisure Experiences Private Limited
Reviewed by	Head Quality
Approved By	Chief Executive Officer



Reviewed and Approved in GPM Task #1188475

REVIEWER SIGNATURE

APPROVER SIGNATURE



QUALITY POLICY AND QUALITY OBJECTIVES

Quality Policy

We at Tamara Leisure Experiences Pvt. Ltd. are committed to:

- ☐ Striving for maximum internal and external customer satisfaction by delivering exceptional hospitality experiences.
- ☐ Meeting all applicable statutory, regulatory, and customer requirements to ensure compliance and trust.
- ☐ Creating an environment of fairness, ownership, and accountability to empower our employees and stakeholders.
- ☐ Continuously improving our Quality Management System to enhance performance and act as a benchmark for the hospitality industry.

The Quality Policy is communicated to all employees through onboarding, annual training, and display on the company intranet and notice boards. It is available to relevant interested parties via our website and upon request, ensuring transparency and alignment with our strategic goals.

Quality Objectives:

- ☐ Achieve a minimum score of 4.8 out of 5 on all areas of the customer feedback form and 4.5 out of 5 on the employee satisfaction survey, measured quarterly through standardized feedback mechanisms.
- ☐ Deploy and maintain a mechanism at each Units (e.g., suggestion boxes, online grievance portals) to address customer and employee ideas and grievances within 48 hours of receipt.
- ☐ Ensure 100% of employees receive documented performance review criteria aligned with organizational goals and targets, distributed annually and reviewed during performance appraisals.
- ☐ Identify and adopt best-in-class performance measures, achieving a top 10% industry ranking based on recognized hospitality metrics by 2027.

Chief Executive Officer

Tamara Leisure Experiences Pvt. Ltd.