



## QUALITY POLICY

Our Quality Policy consists of four defined categories as documented below:

### 1. Our Philosophy

Rainbow Tourism Group's business philosophy is founded on responsible business practices that generate value through excellence and sustainable business policies.

### 2. Our Customer Promise

At all customer touch points, we promise to deliver refreshing, consistent experiences all the time.

### 3. Our pillars for delivering value to our Stakeholders are as follows:

- Growth in rooms capacity and M.I.C.E business
- Delivering service excellence
- Strategic positioning in global markets
- Driving sustainable business operations
- Investing in product upgrades
- Digitisation

### 4. Our Responsibilities to our Stakeholders are as follows:

We are accountable for the effectiveness of the business through:

- Determining internal and external issues that affect the business.
- Profiling interested parties.
- Determining customer requirements and ensuring customer satisfaction.
- Establishing relevant and measurable quality objectives for every process within the business.

Putting in place implementation (including resources), monitoring, and reviewing activities to ascertain their achievement in line with the company's strategic direction.

- Committing to satisfying relevant determined statutory and regulatory requirements and ensuring that they are understood and consistently met.
- Continually improving the performance of the business by making sure that determined risks are mitigated and opportunities are explored to foster innovation.
- Ensuring that the quality policy is communicated, understood, and applied within the organisation by all employees.

Availing the policy to relevant interested parties.

A handwritten signature in black ink, appearing to read 'T. Madziwanyika'.

T. Madziwanyika  
Chief Executive

Date Reviewed: 17 April 2023