



QUALITY ASSURANCE POLICY

We are aware that the quality of guest's stay and his overall experience in our Cirus Apartments is an important feature of their holiday, business trip or their stay here in general. The Cirus Apartments therefore place high regard on ensuring that their accommodation meets guest's expectations both in terms of standard and budget.

Cirus Apartments aim to be an organization that makes difference in the tourism industry by applying efficiently the requirements of Quality, Food Safety and Guest Satisfaction, Occupational Health and Safety and Environmental Management Systems, sustainable environmental practices and expert staff adopted by a continuous improvement in approach based on the legal requirements and protect the interest of all shareholders.

Our quality system is driven by management principles and behaviours and covers:

- Building a mutually profitable relationship with our clients (e.g. guests and business partners), ensuring their long term success, through understanding and meeting their needs and expectations,
- strict compliance of Apartments' services with international and national standards and requirements in relation to the engagement of labouring the hospitality industry,
- strict compliance with all Acts and relevant European and national legislation that relate to our clients as well as being delivered by our clients,
- complete responsibility to our clients for the quality of the services we provide,
- cost efficiency of the services we provide,
- continuous comparison of the cost of our services with other providers in the marketplace in the same (or similar) category,
- delivering and implementing any initiatives required to fully satisfy the needs of our clients (guests and business partners).

Cirus Apartments strive to be the best provider of hospitality recruitment services in the hospitality industry. Everyone in our organisation is accountable for fully satisfying our clients and their needs with highest quality solutions and services. Our goal is 100% client satisfaction 100% of the time.

Our team will focus on:

- Understanding and satisfying the needs of our clients all time,
- continuous improvement and cooperation with our clients in understanding their requirements, desires and expectations,
- maintaining open lines of communication between Apartments, its clients (e.g. guests and business partners) and other related persons,
- defined quality assurance procedures at all stages of the recruitment life cycle,



- all recruitment personnel trained in and understanding their roles and required level of service,
- ensuring all staff are familiar with all information about quality assurance,
- consistency and prevention of any possible decrease in quality levels,
- ensuring the long term profitability and growth of Apartments.

In order to provide the continuity of Guest Satisfaction and Food Safety, we:

- Specify the expectations and needs of the guests in advance to maximize the guest's satisfaction,
- provide our guests the right ways of conveying their complaints at any time they wish and protect their rights,
- provide trustable food in hygienic conditions,
- obey the legislations and obligations related with the tourism industry.

In order to provide the sustainability of environmental management, we:

- Ensure proper disposal of waste and recycle at the highest level,
- contribute to different local environmental projects to inherit livable environment for next generations,
- reduce waste by using raw materials, energy and natural resources more efficiently,
- give importance to wildlife and biodiversity and protect the ecological balance and natural ecosystems,
- encourage employees, guests, suppliers and the local community to raise environmental awareness through environmental policies, different actions and activities.

Kočevje, 2021

A handwritten signature in blue ink, consisting of several overlapping loops and lines, positioned below the date.