



VENTIVE
HOSPITALITY

QUALITY POLICY

VENTIVE HOSPITALITY LIMITED



Document Summary

Approved By: Board of Directors

Document Circulation: Private/Public

Revision History

Version	Effective Date	Changes (Short Description)	Remarks
01	20 th FEBRUARY 2026	NA	NA

Statement of Confidentiality: The policies, procedures and standard practices described in this manual are for the said process only at Ventive Hospitality Limited (from here on termed as 'Ventive Hospitality Limited') and do not extend or imply to any other Ventive Hospitality Limited entity. Information in this document represents guidelines only. Ventive Hospitality Limited reserves the right to modify this document, amend or terminate any policies, procedures, or employee benefit programs whether or not described in this document at any time, or to require and/or increase contributions toward these programs. All policies contained herein have been adopted by Ventive Hospitality Limited and superseded previous policies. We periodically review policies, in part or as a whole, to ensure that they continue to reflect the current thinking of the organisation and are consistent with trends and legal requirements.

No Part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording, for any purpose, without the express written consent of Ventive Hospitality Limited.

Quality Policy

(ISO 9001:2015 – Quality Management System)

At Ventive Hospitality Limited we are committed to delivering integrated facility management services that consistently meet and enhance customer satisfaction while complying with all applicable legal, regulatory, and contractual requirements.

To achieve this, we shall:

- Provide reliable, efficient, and sustainable facility management solutions covering MEP, soft services, safety and security
- Strive for continual improvement in our processes, systems, and performance by setting, monitoring, and reviewing measurable quality objectives aligned with strategic goals.
- Enhance customer satisfaction through timely service delivery, proactive communication, responsiveness, and value-driven solutions.
- Ensure the competence, awareness, and engagement of our employees through training, teamwork, performance recognition and a culture of accountability.
- Foster partnerships with stakeholders to promote innovation and best practices in facility management.

This policy provides the framework for establishing and reviewing quality objectives and is communicated, understood, (and applied at all levels of the organization.) implemented, and periodically reviewed at all levels of the organization.



For Ventive Hospitality Limited

A handwritten signature in black ink, appearing to be "A. J. ...".

Director/ Authorised Signatory

Adopted on February 5, 2026