

TANACHIRA

Service Quality Policy

Tanachira Retail Corporation Public Company Limited is committed to continuously enhancing and elevating the standards of its health spa services to meet international standards. The Company places strong emphasis on the use of products that have been inspected and certified for quality, while ensuring that spa operations comply with the standards prescribed by the Department of Health Service Support, Ministry of Public Health, Thailand, as well as the standards of the International Spa Association (ISPA). Through these commitments, the Company aims to promote customers' well-being and continuously improve customer satisfaction.

To ensure the effective implementation of this policy, the Company has established the following guidelines to provide clear understanding and direction for employees at all levels:

1. Deliver an Exceptional Customer Experience

- Provide services in accordance with the Company's operational standards, with emphasis on safety, cleanliness, hygiene, and attentive care throughout every stage of the service.
- Regularly monitor, evaluate, improve, and enhance service quality on a continual basis.
- Focus on achieving positive customer outcomes and consistently meeting or exceeding customer expectations.

2. Develop Employees' Competencies and Professional Skills

- Continuously enhance employees' knowledge and skills in holistic health and wellness care.
- Foster a positive attitude and appreciation for the health spa profession.
- Deliver services with professionalism while promoting a positive image of health spa practitioners.

3. Demonstrate Responsibility to Customers, Employees, Stakeholders, and Society

- Use high-quality products, equipment, and tools that are environmentally responsible.
- Provide treatment services that are safe, effective, and based on internationally recognized and accepted healthcare principles.
- Conduct business operations and related activities with transparency, in compliance with applicable regulations, operating procedures, and quality management systems, ensuring meticulous attention to every process to achieve the highest level of satisfaction for customers and all stakeholders.

This Service Quality Policy shall become effective on 28 February 2025 and shall remain in force until amended or revoked by the Company.



Mr.Kitipol Pramoj Na Ayudhya

Chairman

Tanachira retail Corporation Public

TANACHIRA RETAIL CORPORATION PCL.

The Offices at Central World, Room OFMH2807 & 2812, 28th floor, 999/9 Rama1 Rd, Patumwan, Bangkok 10330 Tel. +662-264-5081