



## QUALITY POLICY

The mission of Sárvár Medical Spa Ltd. is manifold: to provide modern, high quality spa services in a safe and humane atmosphere, to respect our colleagues, and to establish a good reputation for the spa.

Our most important aim at the Sárvár Medical Spa Ltd. is to enable the increasing number of our guests to use a wide range of the services available and go home satisfied with our friendly and polite service to return later with their friends and families.

My colleagues and I do our utmost to make our spa well-known not only in Hungary, but all over Europe.

We intend to guarantee the good quality of our activities through the application of efficient methods and by looking after our guests' best interest

At the same time it is our obligation to make these interests comply with different professional criteria

- With laws, regulations, official p regulations, and binding national and international standards and other rules,
- With the mandatory safety regulations.

In order to satisfy the quality requirements to the utmost, I expect our experts to continuously acquire new skills; openness to new methods, and continuous vocational development.

I expect all levels of leadership to have a quality-centred approach in all the aspects of their work. .

Our colleagues regard their professions as a mission and they work hard to make our guests become aware of their efforts. Therefore, they feel it is their primary duty to provide, preserve and improve outstanding quality, and to respect quality rules and requirements.

A quality-centred approach and efficiency are two basic requirements when selecting our suppliers and establishing partner contacts.

My work focusing on quality and environmental management is supported by a quality manager who, irrespective of the other tasks s/he might have, has an individual scope of competence.

To achieve the above objectives, I declare all stipulations of the **Quality Management Manual** to be binding for all employees.

Sárvár, 1 April 2009

Miklós Vancsura  
Executive director



## ENVIRONMENTAL POLICY

The mission of the Sárvár Medical Spa Ltd. is to implement our activities at a high level and to create a clean and high quality environment on the whole area of the spa in order to make our guests feel at home and our colleagues enjoy their work here.

To achieve this end, we would like to take the following actions [C1]

- Show commitment to natural values and renewable energy sources
- Be environmentally conscious, prevent pollution
- Continuously develop and improve our processes
- Make efforts to comply with the relevant legislation
- Provide the appropriate work conditions for our colleagues[C2]
- Provide the best care possible as a “genial host”
- Show reliability, discretion, cultured behaviour, a high degree of adaptability
- Alleviate the work of our colleagues

Our key principle is to use our services, medical and other activities to make a homely and convivial atmosphere that not only our guests but ourselves would also enjoy. We would like the results of our activities to be in the centre of attention, not the activities themselves.

In order to implement our objectives, we keep track of the development of cleaning technologies and environmental-friendly materials we put an emphasis on the improvement of our equipment, the reduction of the environmental pollution of our cleaning materials and the continuous upgrading of our professional skills.

In each phase of the services we provide, quality is guaranteed through a set of controls. It is our objective to reduce the possibility and impact of non-conformities to the minimum.

In order to implement our environmental policies we have defined the following general and environmental policies:

- Keep track of the development of spa-cleaning technologies, provide an ongoing development for our equipment, raise the environmental level of cleaning in order to alleviate physical labour, and complete our range of services.
- an ever-increasing use of environmental friendly materials and technologies
- continuously train and prepare our leaders and colleagues to use new methods, materials and equipment
- sustain an all-time high-level customer satisfaction
- efficiently operate and continuously develop Environmental Management System

The specific aims, which help reach the above objectives and the indicators applied for assessment, are defined in the environmental objectives.

Sárvár, 1 April 2009

  
Miklós Vancsura

Executive director