

## QUALITY AND ENVIRONMENT POLICY

In the territory of the HUNGAROSPA Medicinal Baths and Health Tourism Incorporated Company at Hajdúszoboszló the – therapeutic, swimming, bathing, aqua-park recreation and relaxation, further \*\*\* Hotel services – are provided for the guests under cultural conditions. True to our traditions of more than eight decades we wish to offer our services continuously at a high standard to our domestic and foreign guests.

Aims and tasks of the company management:

- User of our services are the centre of our activities. For them we ensure the continuously, direct information and keep contacts, because of the constant improve of our services' standard, in accordance with the expression in the service's declaration.
- Primary and outstanding attention is paid to reception of the patients and guests and obtaining their opinions, by which the quality of the service can be continuously improved.
- Understanding the varying demands of the patients – guests, fulfilling their requirements and ensuring the constant readiness for provision of services adapting to these.
- High priority task to observe the environmental and by-law regulations, which realise society expectations.
- Aim to keep the environment charging at the lowest level. Because of it, keep under their control those activities which affect on the environment , angle for reduce continously the blast and for establish more liveable functional environment.
- Following attentively the new treatment procedures and combinations, tailored for the treated patient.
- Continuous acquisition of therapeutic equipment and machines providing the modern treatment procedures and techniques and their operation by qualified personnel.
- Taking account of the demands of the guests, to provide for operation and supply of inspected water for the lido pools and operation of the attractions during the season period.
- Pay attention to the safety of the slides in the Aqua-park and the opportunity for variegated aquatic recreation for the guests.
- High level services are available to the guests in the \*\*\* hotel provided with rooms furnished at a high level, bathing pools and therapeutics section.
- Provision for operation of the Camping all year round, and safe and comfortable location of the caravans and tents.
- Bearing in mind the provision of a cultural and clean environment for the guests, with high priority the inspiration of the environment awerness's behaviour and spreading the selective waste collection.
- Management ensure, the colleagues know the company's quality and environment policy, their aims and expect the identification with these.
- To make its colleagues aware of the company management's commitment to the continuous provision of quality, environment awerness work, which is achieved by general, and duties tailored to the individual. To establish the moral and material motivation for execution of quality and environmnet awerness work and co-operation of the staff in provision of the services.

- Continuously operates the quality control system for the services according to the standard No. MSZ EN ISO 9001:2015 under the supervision of an internationally acknowledged attestation organisation, and the environment control system for the services according to the standard No. MSZ EN ISO 14001:2015.
- Immediate termination of all possible complaints and deviations occurring in the course of fulfilment of services by the Inc. Co., disclosure of their causes and final exclusion of the possibility of recurrence.
- Performance long time environment awareness partnership with all the transporters , subcontractors, who identify company's aims.
- Continuous development and perfection of the quality control system
- Continuous determinant contribution to maintaining the acknowledge image formed world-wide of Hajdúszoboszló as a spa town.
- To ensure the efficient operation of the Inc. Co.

The management of the HUNGAROSPA Medicinal Baths and Health Tourism Incorporated Company at Hajdúszoboszló and the company employees are committed to continuous operation and development of the integrated control system, by which it also satisfies the European expectations at an increasingly high standard.

Implementation of the quality and environment policy ensures the constant satisfaction of those making use of the services. The pledge for this is provision of service satisfying the expectations, of which the personnel are aware.

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