



COMPANY POLICY

The company has a leading position in the field of spa systems in the Czech Republic. The company's good reputation is based on the long-term work on building the company through honest and business-like dealing with customers.

The Quality Management System (QMS) and Environmental Management System (EMS) form an integrated system of the organisation's management. The company's management is obliged to continuously improve the effectiveness of the management integrated system, especially through designed targets, target values, programmes and control mechanisms.

Area of quality management:

- Meeting the requirements and wishes of our customers is the primary target of the company; customer satisfaction is always our priority.
- All employees are aware that we are here for the customer, not to the contrary.
- The base for all activities is top quality, which results in the prevention of failure occurrence (our target is to avoid failures, not to deal with them consequently).
- The basic rules of behaviour of our company's employees are high workmanship, professional level and reliability, and honesty; the company's employees are always willing to help customers.
- Agreements with all partners must be kept.
- The company creates favourable work conditions for its employees; all employees help one another and thus strengthen the fulfilment of given tasks in the team; all employees find it prestigious to work in the company.
- The company's management sets an example for other employees when realising all activities.
- We focus our activities on strengthening the tradition and good reputation of the company; we also make maximum effort to expand the quality and quantity of the offered products and services and thus ensure the long-term perspective of the organisation as well as the security of our customers.

Area of environmental management:

- The company is obliged to continuously improve its environmental profile when maintaining and developing its business activities.
- Maintaining conditions of a healthy environment means that the organisation is obliged to meet all relevant legal and other requirements which it is subject to and which relate to its environmental aspects.
- The organisation avoids the occurrence of causes of possible environmental damage and it is gradually trying to focus on suppliers who are implementing EMS principles in their activities or who have already implemented the system and who have resolved the recycling process or waste disposal.
- The company communicates with the public openly and it provides the parties involved with true information on the impacts of its activities on the environment.
- Tools for continuous improvement of the environmental management system's effectiveness are particularly the identification, review and evaluation of the importance of all environmental aspects, the determination of targets, target values and EMS programmes, and a defined system of control mechanisms.

In Dolní Dobrouč, on 30th January, 2007

Ing. Petr Kolář, executive head of the company