



## COMPANY POLICY OF SAVA TURIZEM D.D.

Quality is a characteristic of all entrepreneurial activities (effects) and a prerequisite condition for ensuring the satisfaction of our customers. We therefore develop and market high-quality tourist services, which we continually upgrade, as we wish to offer the market a comprehensive tourist product of the highest quality combining accommodation, hospitality, wellness, health, swimming, sports and recreational and entertainment activities.

The statement on company policy reflects the main guidelines of the quality management system and its improvement. The policy is directed towards the realisation of strategic objectives that ensure the realisation of the company's vision and mission. The policy adopts values such as excellence, creativity, know-how, responsibility, and honesty.

**The company's management undertakes that with the adopted measures and by setting an example for all, it shall follow the adopted policy, therefore contributing to improving the quality management system and successful performance, by:**

- ▶ monitoring, defining, understanding, and consistently meeting customer requirements, the applicable laws and regulations relating to our company and other requirements that the company has agreed to meet;
- ▶ ensuring resources that are required as regards quality, safety, and sustainable development, such as infrastructure investments, workplaces, good technical equipment;
- ▶ with regard to the planning of activities aimed at sustainable improvement, it shall predominantly focus on the prevention of the occurrence of risks, regular assessment of security of all processes and measures aimed at prevention and improvement;
- ▶ regularly training and notifying employees of all legally stipulated requirements and novelties and seeing to a gradual improvement of culture and awareness of all employees; great importance is placed on training employees in safety and hygiene standards;
- ▶ endeavouring for the rational use of all raw materials, materials and energy sources, while gradually replacing them with environmentally friendlier ones, within the framework of its economic possibilities, and monitoring environmental impacts (waste generation, water and energy consumption, noise, pollution) and taking immediate action in the event of irregularities;
- ▶ cooperating and creating open public relations by holding a dialogue with customers, local residents and other interested parties thus contributing to the success of joint endeavours for improving the situation and for sustainable development;
- ▶ implementing all activities that are required in order for the employees to be briefed on the company policy, understand, implement, and maintain it, each in their own field;
- ▶ verifying the appropriateness of the policy at least once a year, usually within the framework of the management review.