



S.C. Turism Felix S.A. Băile Felix
417500, Băile Felix, Sânmartin com., Bihor county, Romania
Trade Reg. No.: J05/132/1991
Tax Code: RO 108526
Subscribed and paid-up share capital: 49.130.670,90 lei



Head office: Băile Felix, 22 Victoria street, tel. 0259 318338, fax 0259 318297 e-mail: sctfelix@turismfelix.ro

web: www.felixspa.com

Social responsibility policy of Turism Felix S.A.

Based on the definition of sustainability, "*meeting the needs of today without sacrificing the ability of future generations to meet their own needs*", also known as sustainable development, Turism Felix S.A. stresses the importance of such a development policy. Sustainable development policy helps the organisation to avoid, reduce or control the harmful impact of its activities on the environment and the population, to comply with applicable legal requirements and can be part of a trend that customers value.

The basic pillars of sustainability are:

- increasing competitiveness through innovation and transfer of new technologies;
- environmental protection by implementing environmental management systems, by making processes more efficient or by reducing consumption of natural resources;
- organisational development and integration of IT in the company, through the development of IT staff that will substantially increase the added value of the department in the company, i.e. the ability to adapt to market requirements. Implementation of an integrated IT system with competitive ERP software, ensuring customer and employee relationship management, economic management and business administration;
- communication and human resource development through interactive methods and simulations of key situations.

Responsible management can be described as an attempt to balance the interests of the whole world (people, companies, environment) for the prosperity of both the present and future generations.

In order to respond to this principle, the policies adopted within the company aim to:

- minimising the negative impact of activities on the natural and social environment;
- generating economic and social benefits for the local community;
- improving working conditions;
- conservation of natural heritage.

Through the policies employed on the integrated quality-environment, health and occupational safety management system, Turism Felix S.A. takes responsibility for the importance of ensuring an organizational climate in which all stakeholders: employees, shareholders, customers, suppliers, community and environment can interact efficiently and responsibly both economically and socially.

The Turism Felix S.A. strategy in the field of social responsibility essentially aims at the following:

- Establish a social responsibility management system;
- Monitoring good practices on corporate social responsibility implemented at European level;
- Adopting own practical corporate social responsibility solutions.

The social responsibility policy of Turism Felix S.A. is based on the principle of coherence between social programs, business attitude, attitude towards employees, customers and shareholders, as well as towards the environment, in the context of ensuring the sustainable development of both the company and the community in which it operates.



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In terms of business attitude, the company's management and employees comply with the rules of ethics and conduct adopted by the company. They carry out their work responsibly and honestly, in a spirit of respect for the dignity and prestige of the profession, and may not engage in practices that could damage the image and interests of the company and its shareholders. In its work, the company maintains its independence from any political influence and does not engage in the use of the company's name to promote political interests.

In terms of responsibility towards employees:

Providing a suitable working environment and a motivating salary, offering opportunities for professional and personal development, conducting a permanent dialogue with them in order to improve processes and increase the performance of the organisation, respecting the human dignity of each employee and all the rights that derive from this status.

In terms of accountability to shareholders:

- Through its activity, Turism Felix S.A. aims to provide shareholders with returns on investments in the company's shares above the average offered by other investments on the financial market, both by granting dividends and by other forms of remuneration (distribution of free shares, share buybacks, etc.).

- Protecting the interests and rights of investors is a priority for Turism Felix S.A., and in the event that violations are reported, the company is committed to making every effort to resolve complaints quickly and efficiently, and to treat investors in a professional, fair and non-discriminatory manner.

- The company fulfils its obligations of transparency and information to shareholders and investors by publishing current and periodic reports on the company's activities.

In terms of environmental responsibility:

The main activities in the field of environmental protection are carried out in a planned and organized manner, with the aim of preventing pollution, reducing the risks of environmental incidents on the company's sites, and complying with the legal provisions in force. In order to carry out complex activities specific to the field of activity and to comply with the legal framework for operation, Turism Felix S.A. holds the following authorisations:

- Environmental permit for each hotel complex, for the heating plant and for the capture and distribution of thermo-mineral water
- Water management permit for the company
- City sewer connection-discharge agreement.

Turism Felix S.A. is constantly concerned about respecting the environment, taking the necessary measures to comply with the limits imposed by the Environmental Permit.

In terms of community responsibility:

Promoting the principles of a responsible company towards the community, TURISM FELIX S.A. is involved in the life of the community through sponsorship and patronage actions, by granting humanitarian financial aid, as well as by participating, as a partner, in various social programs carried out



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in the community. The priority areas in which the Company has chosen to get involved are education, health, social assistance, humanitarian actions and the environment.

In terms of **customer responsibility**:

The Company's primary responsibility to its customers is to provide a safe and good quality service. Quality in the hotel and restaurant sector is achieved by satisfying the needs, wishes and expectations of customers through legal products and services at a decent price, in accordance with the requirements of safety, hygiene, accessibility, transparency, authenticity and harmony of tourist activity and concern for the environment.

QUALITY MANAGEMENT

TURISM FELIX S.A. Policy in the field of Food Quality and Safety

Turism Felix S.A. has gained prestige on the tourism services market by promoting high quality standards of accommodation, food, spa treatment and leisure services, enjoying notoriety, credibility and recognition, both nationally and internationally.

Open and sincere customer orientation, focusing the organisation's efforts on the realisation of superior products and services, thus on quality and total service, as a source of satisfying customer requirements and as a means of establishing lasting relationships with them, has been and still is the major objective of the quality policy. Turism Felix S.A. is positioned on the Romanian spa tourism market among the biggest competitors.

The company's history, the more than relevant experience, the organization's ability to adapt quickly to changes in the market, to the increasing demands of customers, by adopting appropriate market strategies, have demonstrated a successful management.

The concern and involvement of the top management to ensure the satisfaction of customer requirements has resulted in the alignment with international standards, successfully implementing the FOOD QUALITY AND SAFETY MANAGEMENT SYSTEM and obtaining certification in 2012, according to SR EN ISO 9001 and HACCP, and *recertification in 2018, according to SR EN ISO 9001:2015*.

Our tourist accommodation, food, spa and leisure facilities are ISO 9001:2015 Certified and Codex Alimentarius Certified, for the Food Quality and Safety Management System, maintained and controlled through surveillance audits carried out by Tuv Rheinland Romania auditors.

The organisation's management considers the satisfaction of its customers' requirements as a primary and defining element of its activity, attaching particular importance to knowing, understanding and satisfying the implicit and explicit requirements of its customers.

In this regard, the top management of Turism Felix S.A., taking into account the internal and external context of the organization, the stakeholders and the strategic direction of the company, defines the quality policy as follows:

- developing a high performance management at all levels, based on quality and customer orientation;
- to produce products and services that meet the customer's quality requirements and the requirements of society, i.e. legal regulations on the protection of life and health, environmental protection;



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- raising the awareness of all company staff to understand and embrace the quality policy, aiming at a QUALITY culture;
- emphasis will be placed on continuous development of human resources and their motivation through staff motivation techniques;
- ensuring the necessary resources for the operation and continuous improvement of the SMCSA, by analysing its effectiveness;
- establishing and maintaining a very close relationship with all customers, resulting in understanding and meeting customer requirements. Gaining customer confidence in the organisation's ability to consistently deliver the promised quality. In the event of complaints, our response will be prompt to rectify problems;
- error-free working is the most effective way to maintain and improve quality.

The top management of Turism Felix S.A. has as main objectives of its quality and food safety policy, objectives that aim to create a superior value for the customer and is committed to: increasing customer satisfaction, increasing employee satisfaction, continuous improvement of SMCSA and the organization's processes.

The management of the quality and food safety system will constantly seek to meet the requirements of all customers, comply with applicable regulations in force and ensure the achievement of quality and food safety objectives for the development of the business, ensuring the material well-being and professional development of employees.

The top management of Turism Felix S.A. ensures that the food quality and safety policy is communicated and understood by all staff and that it is fit for purpose and reviewed regularly. The maintenance and improvement of the company's market position and the achievement of its objectives are ensured through the effectiveness and efficiency of the food quality and safety policy. Particular importance will be given to all activities in order to maintain and improve food quality and safety and by assimilating internationally competitive leading technologies.

In order to prevent and combat contamination with the SARS- Cov-2 virus, Turism Felix S. A. has implemented all general and specific measures to prevent and combat contamination, for the reception of tourists and the conduct of their stay in **safe sanitary** conditions, based on the **joint orders** issued by the Ministry of Health, the Ministry of Economy and Business Environment, the Ministry of Labour and Social Protection, ANSVSA, the Ministry of Environment, the legislation in force during the **State of Alert**, as well as based on the recommendations of OPTBR.