

QUALITY, ENVIRONMENTAL AND OHS POLICY

The purpose of National Toll Payment Services PLC – in accordance with the parameters set forth in the relevant statutes and other social expectations expressed on various forums – is to sell road use authorizations, support control tasks, and provide the customer service in support of these activities.

This purpose must be fulfilled with such efficiency that is in accordance with owners' expectations and meets the international efficiency indicators' standards typical for this service.

The toll service affects entire Hungary, indirectly all of its inhabitants, and any natural or legal person staying within its borders for any length of time, each day of the year. Therefore, the performance of the Company is generally and continuously present in society. The collected toll contributes to the maintenance of the appropriate quality of the roads and thereby to the facilitation of traffic and the development of social, economic and cultural relations.

As a result of the above, the operation of the Company must reflect – beyond its expected direct economic performance – high-standards in the performance of its tasks, in continual development, in maintaining contact with those in its relevance, and its use of the environmental sources.

In order to reach our goals, we conduct our services with salient consideration of the following factors:

- Purchasing road usage authorization and the related additional activities are widely available, easily accessible and fast.
- Control activities are carried out with minimal disturbance of travelers.
- The operation of the toll system and the way of using the services are known by the travelers.
- The service standard expected by the Principal (SLA) and the road users is not compromised.
- Toll control activities are safe both for the traveling public as well as our employees working to ensure its operation with sensible prevention of accidents, injuries and health concerns, with conducted risk evaluations.
- In connection with our environmental impact factors, principal or ameliorable environmental effects are reduced and pollution is prevented.
- The MSZ EN ISO 9001:2009 quality control, the MSZ EN ISO 14001:2005 environmental management, and the MSZ 28001:2008 OHS system are operated as an integrated system, and its effectiveness is continually improved.
- The quality, environmentally and OHS conscious operation is facilitated by training and other internal communication forums.



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ISO 9001
ISO 14001
BS OHSAS 18001

