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## **QUALITY POLICY**

By providing high-quality services in international forwarding, logistics and in the operation of rail freight transport for our customers, we strive for the position of the most attractive forwarding company not only in the Czech Republic but also all over Europe. In all fields of our activity, we want to deliver quality, fast and precise work to meet the demanding requirements of our customers.

Our organization has set the following goals in connection with the implementation of quality management according to the ČSN EN ISO 9001:2009 standard and the requirements of SQAS:

- Ensure the long-term satisfaction of our customers through high-quality, flexible and timely service.
- Ensure high professional competence, personal responsibility and work discipline of all employees and cooperating persons through the application of a system of training and continuous education of our employees.
- To provide conditions for all employees to utilize their skills for the benefit of the organization through creating a suitable work environment.
- Strengthen and maintain good business contacts with our suppliers by creating mutually beneficial customer/supplier relationships.
- Strive for continuous improvement of the quality management system and thus contribute to the growth of the organization's performance.
- Meet the requirements of applicable laws and regulations on environmental protection, health and safety at work and related activities.
- Prohibit the abuse of and work under the influence of drugs or alcohol during working hours.
- Create human, information, financial and other resources for plans and procedures for continuous improvement of the quality of services provided aimed at reducing environmental impacts, increasing energy efficiency and lowering operating costs.

Published: in Sokolov, 4.1.2021

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