

2. QUALITY POLICY OF CER LTD

CER Ltd provides hauling and traction of closed cargo trains of specified serial number and dispatch number as part of the railway carriage of goods, including the related logistic tasks.

CER Ltd has implemented and been operating the quality management system in order to upgrade the business processes and reduce the likelihood of or fully eliminate errors.

With a view to fully satisfy customer and owner expectations and to achieve competitive advantage CER Ltd has put quality in the centre of its business to assure invariably high quality standard of services.

In setting and updating quality objectives CER Ltd follows its quality and business policy.

The quality management system put in place to cover the system of criteria of quality services includes the

- Preparation of bids for inland traffic in two business days, and for international traffic –in four business days;
- Design of technology for specific transportation tasks to customer specifications;
- Implementation of haulage tasks according to the process schedule;
- Continuous increase of the market share;
- Efficient operation of the on-line customer service system;
- Reduction damages of goods to minimum;
- Measures to assure traffic safety: the occurrence of events putting train traffic at risk is reduced to less than one per cent of the running trains;
- Reduction of running / turnaround time.

In achieving the objectives and in managing the processes specified above CER Ltd has recognized the need for highly qualified, trained and motivated staff. For this purpose CER Ltd provides the required resources and arranges for the appropriate training of employees.

Through the careful selection of suppliers, quality-driven contracting and on-going evaluation of performances CER Ltd provides services of the required and expected standard of quality.

The efforts made in the frame of the quality management system also mean on-going improvement and development. This means, on the one hand, on-going improvement of the corporate ability to meet customer expectations, and the rectification of eventual deficiencies through the corrective and preventive efforts, on the other hand. The latter also include efforts to reduce or eliminate the likelihood of eventual defects.

For continuous adaptability the management of CER Ltd regularly reviews and modifies the quality policy, as necessary.

CER Ltd is committed to make each and every employee aware of and agree to the quality policy; therefore the regularly updated quality policy is available for all employees.