

## **Management statements regarding the company's quality, safety and environment policies**

Satisfied customers are the key to companies' success in terms of day to day competition. LKW WALTER meets this challenge with the aid of a clearly defined company policy.

We aim to satisfy the needs of our customers more efficiently than our competitors while carrying out our duties and providing them with the services they require.

We aim to offer our customers a qualitatively high, continually improving service on the basis of the "General Austrian Forwarders' Terms and Conditions (AOeSP)" and the provisions stipulated by the CMR (Convention on the Contract for the International Carriage of Goods by Road).

In our view, qualitatively high service is defined as follows: the professional appearance of our employees, flexibility, reliability and punctuality in planning, the provision of detailed information regarding transportation processes, optimum transit times, a quick and efficient complaints processing service and comprehensive error prevention measures.

Our QM system, certified by Lloyd's Register Quality Assurance since 1992, has been adapted to conform to the new ISO 9001:2008 norm in order to achieve optimum levels of customer satisfaction. Exacting quality objectives have been defined for all organisational units, and their progress is measured on a regular basis. We monitor the performance levels attained by our quality aims via our modern IT system, which was developed specifically to fulfil company requirements, in order to guarantee an objective approach to decision-making. In order to ensure that the requirements meet this standard and are continually monitored, the executive division for SSHE-Q management was created and a team, which reports directly to the company management, was nominated.

One of the company's aims is to continually strengthen LKW WALTER's commitment to combined transport and to minimise the environmental impact as far as possible during all company activities, this in order to comply with current requirements relating to environment protection, health, safety and security.

A cooperative management style, decentralised structure, maximum personal responsibility and ongoing training helps the management to ensure that employees are familiar with quality, safety and environment-related goals and act in accordance with these – at all levels of the organisation.