

QUALITY POLICY OF TRANSCOM LLP MANAGEMENT

The core operations are railroad transport and forwarding services.

STATEMENT

It is the intention of TransCom LLP to maintain leadership in the market of Kazakhstan and Central Asia by the volume of transported cargoes using its own and outsourced fleet of railcars, to maintain the fleet of railcars in technically sound state, to increase the operating performance, and to constantly improve the skill level of its employees.

Following this statement, each employee of the company shall make maximum efforts in performing their functions within the limits of their authority and responsibility.

QUALITY OBJECTIVES

Based on the statement of the Quality Policy TransCom LLP sets the following objectives:

- Ensure 100% fulfillment of the declared and agreed cargo transportation volumes;
- Ensure compliance with the planned turnover time of railcars on the routes;
- Provide customers with high quality services for cargo transport management:
 - provision of empty railcars to ERG Group companies for loading in accordance with the agreed transportation volumes;
 - information support tracking cars in transit during cargo transportation at the customer's request;
 - 100% fulfillment of contractual relations with ERG Group companies.
- Ensure the performance of "Own fleet railcars availability ratio" at the level of 96.8%;
- Constantly analyze the quality of services provided in order to improve customer satisfaction.

QUALITY COMMITMENTS

The company's management shall:

- continuously improve the quality management system in accordance with the requirements of the international standard ISO 9001:2015;
 - ensure a competitive level of personnel remuneration;
 - develop the social sphere and create favorable working conditions;
 - constantly improve professional growth of the personnel by means of training and professional development;
 - create an environment where opinions are freely exchanged in the company, develop creative initiative of the personnel, hold contests of improvement proposals;
 - improve and develop the production infrastructure of the company;
 - constantly increase the process automation;
 - provide customers with services that are superior in quality and innovation to those of competitors;
 - choose reliable partners when purchasing quality goods and services;
 - develop mutually beneficial relations with partners and clients;
 - be useful to society, engage in charitable activities;
- constantly improve and develop the system of effective organization of the company's work: strategic planning, financial management, regular marketing, legal support, and business security.