

Quality Policy

Our Company aspires to be a leader in the express delivery services by understanding the customer needs and exceeding their expectation.

We adopt the process approach to continuously improve our services, manage our processes and exceed the satisfaction of all interested party's needs – customers, shareholders, employees, suppliers, society.

In our business we use all Quality Management principles in accordance with ISO 9001:2008 standard requirements and our commitments are as follows:

- identify and meet the customer's needs as well as statutory, regulatory and other requirements;
- implement and support the work environment where every employee strives to achieve their objectives;
- analyze and review the Quality Management System taking into account all changes that could affect the Quality management system;
- implement modern technologies into express delivery services.

In order to increase customers satisfaction and to improve the Quality management system we intend to increase operations efficiency. We aim to achieve it by focusing on our key services, network expansion, employees engagement and automatization of our processes.

This Quality Policy is available to every employee and other interested parties. Policy changes will be approved by Country General Manager.