



Quality Policy

Vision

The main strategic goal of the quality management system is to maintain the quality of provided services at the level of our customers' expected needs, strengthen the company's position among major European providers of international transport services with the aim of increasing the share of value-added logistics services, and to be an indispensable partner in the field of comprehensive logistics services.

IFS Logistics, version 2.3 unlike the IFS Food and IFS PACsecure standards, the IFS Logistics standard contains only a single requirement reflecting the level of risk associated with the scope of the standard.

Requirement 4.2.4.8: A hazard analysis and assessment of related risks for possible food fraud that can realistically be expected within the logistics process must be carried out. Based on the results, appropriate measures to mitigate the identified risk must be documented and implemented if necessary. The quality policy also includes the rules and principles of the GDP standard for the transport of pharmaceuticals according to the standards WHO GDP TSR 957 Annex 5, 2010 & TSR 1025, Annex 7, 2020.

Mission – The Importance of Quality for Customers, Partners, and Employees

The complexity and high quality of provided services, as well as the quality of employee attitudes and their continuous improvement, mean loyal customers, prosperity, and perspective for our OKT holding group.

Customers

Continuous cooperation and communication with customers enable us to provide our services according to their requirements, in line with their business strategy. We aim to protect their interests and support their professionalism.

Objectives:

- Guarantee stable, continuously improving quality of provided services while improving the overall performance of the OKT holding group (O.K.Trans Holding, O.K.Trans Praha, O.K.Trans Service, O.K.Trans Logistics, O.K.Trans Property)
- Recognise, understand, and meet current and future customer needs
- Fulfil legislative requirements applicable to the activities of the holding group and the environment, with emphasis on a proactive approach and investment support considering current developments in these areas
- Inform customers about newly introduced and developed technologies
- Develop supplier-customer relationships to involve customers and suppliers in the process of continuous improvement of the company's quality management
- Provide exceptional personal care to key customers and maintain intensive contact with them
- Analyse and evaluate customer satisfaction to improve the quality system and the quality of provided services

Employees

The fundamental prerequisite for success and the main asset of our OKT holding group are its employees. Every employee must realise that their work affects the efficiency and reputation of the whole, of which they are a part.

Objectives:

- Revise and supplement qualification requirements for individual positions according to the changing needs of the OKT holding group
- Provide effective assistance in the education, training, and development of employees
- Increase the qualification, professional competence, and, last but not least, the engagement of company employees
- Create conditions for increasing employee satisfaction, and create a positive working environment in the company
- Set the responsibility of all employees for the quality of their work performance
- Respect the values and good reputation of the OKT holding by all employees
- Create an effective and efficient system for internal communication among employees
- The obligation to fulfil the quality policy by every employee

This quality policy is binding for all employees of the OKT holding group and its effectiveness is given by the date of announcement.

For O.K. Trans Holding s. r. o.

In Chýně, 7 January 2025

Zdeněk Zderadička

CEO