



Landesgesellschaft
Österreich

CONFIRMATION

TÜV SÜD Landesgesellschaft Österreich GmbH

hereby declares that

Rail Cargo Operator
Member of ÖBB

Rail Cargo Operator - Austria GmbH

Am Hauptbahnhof 2
1100 Wien
Austria

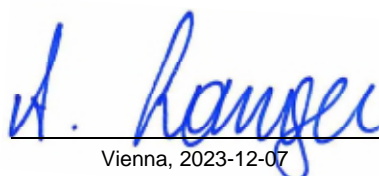
has established and applies

**Processes for complaints handling in the Customer Service Center
(Department Support Sales)**

in accordance with the requirements of:

DIN ISO 10002 : 2019
(Guidelines for complaints handling in organizations)

This confirmation is only valid in conjunction
with the ISO 9001 certificate until **2026-12-31**



Vienna, 2023-12-07

Zertifizierungsstelle
der TÜV SÜD Landesgesellschaft Österreich GmbH

Franz-Grill-Straße 1 · Arsenal, Objekt 207, 1030 Vienna, Austria

TÜV®

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