

## RCG - QSSHE - Policy

RCG – Quality, Safety, Security,  
Health and Environment - Policy





## What we stand for:

- We adapt to expectations of customers and stakeholders. We keep our promises on performance and know that it is necessary to continuously work towards achieving it.
- Changes are a part of life. Hence, we are open for new ideas and actively work on new ideas to improve customer solutions, individually as well as collectively, in small as well as in bigger steps.
- Failure prevention is crucial. However, we know that mistakes can occur, particularly when pursuing something new. We consciously learn from mistakes and use them to improve our future activities.

## What we want:

- We strive for perfection and constantly seek ways of improvement which is a natural part of our work.
- All employees contribute to the continuous improvement of our company, products, services and method of operating. Our employees are aware of our company's goals and are, thus, able to contribute ideally.
- Executives promote and appreciate employees' self-reliant efforts for continuously improving the RCG.
- We use our knowledge collectively to efficiently solve problems together.

## What we do:

- We conduct customer satisfaction analyses to identify potential for improvement. We actively integrate our customers and stakeholders wherever possible in the improvement of our service quality and processes or problem-solving.
- We communicate precisely company's development goals to our employees and offer systematic opportunities for their input.
- We analyse mistakes and failures and set measures to actively learn from them.



## **What we stand for :**

- We see our customer`s satisfaction and trust as the base for our success.
- The quality of our products and services is focused on accomplishing our customer`s demands.
- We combine individual customer need with a high standardised quality level.
- Every single employee influence the quality of our services.

## **What we want:**

- We strive for a demonstrable high value of customer satisfaction. We maintain long-term customer relations, focusing on professional customer contact.
- We react proactively on changing customer and market demands.
- We pursue clear goals for the quality of our services. Our employees recognise our goals and can, thus, contribute ideally.
- We work professionally, reliably and dedicatedly to fulfil our customer`s and stakeholder`s expectations.

## **What we do:**

- We regularly conduct customer satisfaction analyses and deduce from the results, measures to improve our quality.
- We work on an efficient information management system which ensures clear information within and outside the company.
- We promote the awareness of our employees and executives by an open, active communication about the quality of our services and the aspired standards. We continually train our employees and encourage their sense of responsibility.
- Via audits we additionally determine if our processes guarantee the required quality. In doing so we respect and appreciate our employees knowledge and openness.
- Legal compliance is self-evident for rail Cargo Group. Through our external certification we match our customers` and stakeholders` requirements and demonstrate the successful implementation.

## What we stand for:

- The physical and psychological health of our employees is for us a great value, which must be protected for us that has to be protected in all work areas.
- We are aware of our corporate responsibility for occupational safety and promotion of health.

## What we want:

- We design our workplaces, working environment and working conditions to be health-promoting and safe – our goal is „zero occupational accidents“.
- We live out for an occupational safety organisation with precisely defined functions and responsibilities, in continuous development.
- Our executives ensure a health-promoting leadership behaviour and, thus, encourage our employees` awareness about this topic.

## What we do:

- We implement an integrated Occupational Health and Safety System, promoting our employees` health and safety. Therefore we consult and let our employees and their representatives participate in the development of our integrated Occupational Health and Safety System .
- We set effective measures to prevent risks and to limit pollution as well as to ensure safety for customers and suppliers at our facilities while monitoring our performance.
- We train our employees in terms of safe behaviour at work and for emergencies. We motivate our employees regarding healthy behaviour and offer different activities for nutrition, exercise and mental health.
- We offer systematic support for operational reintegration of employees that are endangered of loosing or already have lost their working ability.
- We promote our executives to live up to their responsibility by training, coaching and guidance.
- We are guided also by exterior values and actively comply with legislation and standards.

## What we stand for :

- Safety is to us a fundamental value and a substantial success factor in the rail system.
- Safety is not a coincidence, but the result of consistent and targeted efforts. We live up to our responsibility for topics concerning operational safety, especially in the railway operation, product(good)-specific like food and feed or their packaging, object and data safety (Information Security Management).
- Our top principle is to prevent errors. Thus, we focus on proactive acting and prevention. We learn from our mistakes.
- When it comes to safety, we are a role model for others.

## What we want:

- The top priority for our safety & security management is a safe operation management, including vehicles, container/transport equipment and facilities which are reliable in operation as well as clear regulations and responsibilities. We fulfil customer demands regarding safety and security of the entrusted products.
- Our safety management systems guarantee operational safety as well as safety of our services, entrusted products, our infrastructure and data.
- We regularly determine and handle current risks and chances, work on them and use the potentials.
- Executives and all employees contribute to safety & security.

## What we do:

- Our safety management systems meet current standards and are continuously developed further.
- The implementation of safety & security targets is fulfilled by a proactive procedure. The top management sets annual safety & security targets and its implementation is measured according to defined standards.
- We continuously train our employees and encourage their sense of responsibility. We support our employees' safety and security through constantly informing and training them.
- Legal compliance is self-evident for the rail Cargo Group. We match our customers` and the economy`s demands through the certification of our safety management systems.
- We engage in a Behaviour Based Safety & Responsible Care program and support our suppliers with the implementation

## **What we stand for:**

- Innovation constitutes an important driving force for our performance. The customer value is our guideline for innovations.
- We see changes as chances and deliberately test new paths.
- We appreciate exceptional ideas as well as the courage to try out new things and to learn from failures. We encourage, expect and appreciate the contribution of all employees for our common success.
- We are open for external suggestions and explore actively for interaction with different partners.

## **What we want:**

- We set new standards in the area of rail logistics. For this purpose we use our knowledge cooperatively and accomplish innovation in interdisciplinary teams.
- We analyse ideas and projects positively: instead of only focusing on problems, we work on solutions and make things possible.
- Our employees are aware about the goals of our company and can, therefore, contribute optimally to them.
- The executive manager support and appreciate employees self-reliant efforts to develop new ideas.

## **What we do:**

- We encourage forms of work that support innovative solutions such as cross-departmental working groups.
- We assure that our employees take time for the development of new ideas in their day-to-day work.
- We actively seek new impulses from the outside by keeping contact with customers, competitors, exchange platforms, conferences etc. We implement innovation projects via direct cooperation with our customers.
- We also promote projects where success is not a guarantee, to make it possible to test new ideas.

## What we stand for :

- We proceed our business with environmentally responsible behaviour and prevent pollution of the environment.
- By transporting freight with the environmentally friendly rail we make a substantial contribution to environment and climate protection.
- Within the scope of our business operation we strive our efforts to cause as little environmental impact as possible. In doing so, we watch out for a responsible balance between economy and ecology.

## What we want :

- We preserve the environment by reducing waste, wastewater, energy consumption and emissions.
- We continuously look for opportunities to enhance the environmental protection as well as to further reduce and, if possible, avoid environmental impacts.
- Through high quality, sustainable and safe & secure products and services we obtain stakeholders` trust and society`s acceptance.
- Executives are responsible for the topic of environmental protection. All employees contribute to environmental protection.

## What we do:

- The top management annually determines environmental objectives. The implementation occurs proactive and takes into account environmental aspects, risks **and chances throughout the life cycle**.
- We encourage an environmental friendly behaviour of our employees and support our customers by handling our products and services in a safe and environmental friendly way.
- We plan new acquisitions, new constructions and rehabilitations according to ecological criteria.
- We naturally fulfil all legal, administrative, contractual and self-imposed environmental-related requirements.
- We support our customers with the implementation of sustainable logistics solutions.



## What we stand for:

- Our customers are in the focus of our decisions and actions. We pursue to only generate services, which are value-adding from the viewpoint of our customers.
- Customers define the value of our products and services.
- We generate values without waste.
- We focus on the value stream. The customer determines the pace of our work.
- Streamlined and faultlessly processes contribute substantially to the improvement of our operative results.

## What we want:

- The superior goal of our efficient value added is to attain large, long-term customer benefits and, thus, to secure and improve the results.
- We pursue waste-free processes in all of our business units and throughout all interfaces. Our processes interact efficiently.
- We continuously work on a cost efficient, future-oriented range of services that precisely fulfils customer demands.
- Our employees are aware about the importance for our company to have a waste-free value added and the importance to be orient on the customer benefit, therefore they know how they ideally can make a contribution to that.

## What we do:

- We define clear objectives and comprehensibly standards for our processes. Those are reviewed and improved regularly and communicated to our employees as clear as possible. We offer them the opportunity to involve in the optimization of our processes.
- We regularly align target processes with the actual state, reflect on our work critically and implement targeted improvement measures. Thereby we match the collaboration of different actors within single sections and across section boundaries.
- We measure the achievement of our targets to increase the effectiveness and efficiency of our operations.
- We develop our infrastructure and systems so that they meaningfully support our business and work processes.

## **What we stand for:**

- We appreciate professional team work and we are proud about our achievements. All employees contribute to the company through their function and personality.
- We commit ourselves to sustainable handling and equally consider environmental, economic and social responsibility.
- We attach importance on open and confidence-building interactions between each other. We carry out our transactions and operations with integrity and honesty.
- Respect for all humans is central for us. We decisively oppose every form of discrimination.

## **What we want:**

- We make our work in a way that our customers, employees and our company benefit equally.
- We offer all employees the same opportunities for career building within the company. We provide a high variety of duties and equal opportunities.
- We also recognise our role as an employer for future generations and offer modern apprenticeship positions to the youth.

## **What we do:**

- We offer a modern remuneration and salary system that includes the function, the job marked and achievements.
- With specific actions and training possibilities we encourage and support the skills of our employees. Challenging tasks and precise feedback by executives support the implementation of the actions .
- We offer our apprentices high-level trainings specific to their field of activity. Additionally, we encourage their personal development.
- We specifically support initiatives for the work-life-balance between career and family, age-appropriate working conditions as well as non-commercial initiatives.
- We fulfil as a matter of course all legal, administrative, contractual and self-imposed social responsible requirements especially human rights, child labour, minimum wage and freedom of association