

Quality Policy

City Link Ltd is committed to continually improving its operating systems and procedures. These objectives form the basis of our Quality Policy and are achieved by:

- Exceeding our customer requirements and expectations at all times, externally and internally
- Working within all regulatory and legal requirements
- Differentiating from our competitors through a high quality, value for money service to our customers
- Ensuring high ethical standards whilst maintaining security and control of all data processes
- Delivering company objectives through honesty, openness and trust

City Link has an Operational Management System to provide assurance to its customers that it can meet these requirements consistently by means of:

- Accurately identifying customer needs and offering solutions
- Utilising vehicles, materials and equipment of the required quality, services and resources to adequately support the City Link network
- Ensuring City Link suppliers and professional advisers are committed to providing a quality service and that this service is regularly reviewed and monitored
- Appraising, training and developing all City Link employees to a high standard in order to achieve a high level of service for internal and external customer
- Maintaining a focus on our Corporate, Social and Environmental Responsibility at all times, nationally and locally
- Maintaining a full set of Standard Operating Procedures which form the foundation upon which our employees carry out their duties
- Ensuring all complaints are dealt with in a timely manner and are resolved within the committed guidelines
- Ensure all regular audits are completed focusing on such areas as Health & Safety, Security and Compliance and operational effectiveness
- Implementation of governance processes to continually improve infrastructure performance and reliability

I am satisfied that this policy covers all of the Quality objectives for City Link Ltd.



Petar Cvetkovic
Managing Director

Date: August 2008