

Quality and Environmental Management Policy of JSC Cargo Terminal Pulkovo

Saint-Petersburg

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JSC Cargo Terminal Pulkovo (hereinafter – The Company) engages in ground handling (apron and terminal handling) of air cargoes including cargoes requiring special handling technologies and also provides prompt customs clearance of exported and imported goods.

The Company strives to be an industry leader both in the international and domestic markets of air transportation by the following key performance indicators:

- volume of provided services;
- quality of services meeting consumer needs and requirements;
- level of customer satisfaction;
- operational efficiency and profit margin;
- environmental and industrial safety.

We envisage that the above objectives should be attained through:

- maintenance of normal and continuous improvement of the integrated management system in conformity with the requirements of international standards ISO 9001 and ISO 14001 aiming at sustainable development of the Company;
- the adoption of efficacious managerial decisions based on the analysis of the data and information related to the activities of the Company;
- ongoing monitoring and strict compliance with the legislative and other requirements applicable to the Company's activities including those related to the environmental aspects of its operations, and also with the requirements of the consumers and other stakeholders in respect of the quality of services provided by the Company;
- the building-up of mutually beneficial relations with the Company's clients, analysis of their needs and requirements for the purpose of increasing their satisfaction with our services;
- the introduction of advanced technologies, software products, modern machines, equipment and materials into production processes;
- the upgrading of the skills and competencies of the personnel, and their involvement in the processes of ongoing enhancement of the quality of services provided by the Company;
- the introduction of personal responsibility for the quality of work performed by each employee; the improvement of the motivation system and fair encouragement of the personnel;
- the establishment of a favorable work environment to ensure life and health safety during the work process;
- the prevention or phased out reduction of the adverse impacts of the Company's activities on the environment including those resulting from hazards and emergencies;
- the development and implementation of activities aimed at minimizing environmental damage risks: introduction of advanced energy saving technologies, efficient use of materials and energy resources, reduction in the volume of generated waste, increase in the share of recycled waste;
- the promotion of responsible attitude of the personnel to the environment.

The Management of the Company assumes the responsibility and obligations related to the implementation of this Policy of JSC Cargo Terminal Pulkovo, efficient operation of the integrated management system, with a special focus on ensuring the understanding and support of the guidelines of the Policy by each employee of the Company.

Director JSC Cargo Terminal Pulkovo



Alexey Kurdyumov