

	Declaration of Quality and Safety Policy MMR Group TransComfort ISO 22163:2023	Page:	1 of 1
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MMR Group TransComfort has been one of the leading providers of products, services, and systems in the Polish railway, infrastructure, and industrial sectors for over 30 years.

Our solutions are designed and implemented to meet the highest standards of quality, reliability, and safety, in order to respond to the growing demands of customers and industry regulations.

Quality, safety, and customer satisfaction are the foundation of our business. We focus on delivering innovative and durable solutions that support the development of rail transport, technical infrastructure, and industry.

The Quality Policy of MMR Group Sp. z o.o. has been established in line with the purpose and context of the organization and supports its strategic direction. It also provides a framework for setting quality objectives in accordance with customer expectations and legal requirements.

Our Commitments

1. Failure Prevention

The elimination of potential failures at every stage of activity, including distribution and component supply, is a priority for MMR Group. To achieve this:

- ✓ We apply systematic risk analysis (RAMS) and a life cycle cost (LCC) approach.
- ✓ We implement modern technologies and optimize processes to minimize the impact of human error and ensure maximum reliability – both in production and distribution.
- ✓ We regularly monitor and review processes to identify potential issues and take preventive actions.

2. Compliance with Customer, Legal, and Regulatory Requirements

Understanding and meeting customer needs are the foundation of our production and distribution activities. We ensure that:

- ✓ All processes are adapted to customer-specific requirements, allowing us to respond flexibly to changing expectations, including product quality, completeness, and timely delivery.
- ✓ We monitor and analyze evolving legal and regulatory requirements to guarantee full compliance of our products and services.
- ✓ We conduct regular customer satisfaction surveys, using their results to implement improvements and enhance performance.

3. Safety as a Priority

Product and service safety is a fundamental element of our operations, including storage, transport, and distribution processes. We implement safety management principles to ensure reliability and compliance with industry regulations. We are committed to:

- ✓ Designing, manufacturing, and servicing products in line with the highest safety standards, including EN 45545-2 (fire safety), EN 50126 (RAMS), and TSI requirements, as well as applying safety principles across the entire supply and distribution chain.
- ✓ Ensuring service safety by implementing procedures that minimize operational risks, supported by audits of service and distribution processes.
- ✓ Monitoring and assessing safety risks throughout the product and service life cycle, including hazard identification in design, production, and operation phases.
- ✓ Applying preventive systems such as FMEA analysis and compliance control of components and service processes.
- ✓ Working closely with customers and suppliers to ensure compliance with safety standards throughout the supply chain.

4. Continuous Improvement

Continuous improvement is embedded in our organizational culture and includes:

- ✓ Systematic measurement of quality and safety objectives to enable effective performance monitoring.
- ✓ Using the results of internal audits, KPI analyses, and management reviews to implement innovations and optimize processes.
- ✓ Engaging employees in improvement initiatives and fostering a culture of innovation and proactive quality management.

5. Building a Customer-Oriented Culture

We guide our organization towards customer needs through:

- ✓ Active communication at every stage of cooperation – from requirement analysis to service delivery and after-sales support.
- ✓ Employee training and competence development to increase awareness of their impact on quality and customer satisfaction.
- ✓ Motivating staff to align with organizational goals and promote quality as a key differentiator of our brand.

6. Supply Chain Collaboration

We are committed to developing partnership-based relations with suppliers by:

- ✓ Supporting them in meeting quality and regulatory requirements.
- ✓ Regularly evaluating suppliers to ensure their compliance with our standards.
- ✓ Cooperating on innovation and process optimization to continually raise the level of delivered solutions.

The Quality Policy is regularly reviewed and updated during management reviews to align with regulatory changes, customer requirements, and company strategy.

The company's management is responsible for the full implementation of the Quality Policy and ensuring that it is understood by all employees.

Krzysztof Bajtka-Ciel