

CODE OF SOCIAL RESPONSIBILITY

WE KNOW THAT WE CAN STILL IMPROVE SO THAT OUR SOCIAL RESPONSIBILITY PERVADES OUR ENTIRE BUSINESS.

CORPORATE GOVERNANCE

- We perceive business not only as an opportunity, but also as a commitment.
- Our history goes back 65 years and we are planning and even longer future.
- We therefore want to ensure our business is sustainable and responsible.
- Our goal is to set high standards of ethics in doing business in all areas of our operations and the services we provide.
- We apply an ethical approach towards our employees and business partners and we try to be considerate towards the surrounding countryside and the people who live in it.
- We meet the strictest ISO standards and are holders of other certificates. Their validity is regularly checked by an independent audit.
- We are aware of the potential risks, impacts and opportunities for our business.

ENVIRONMENT

- We try to be considerate towards the surrounding countryside and the people who live in it.
- In Europe, we are among the leading private providers of shipping freight by rail, which is the most environmentally friendly type of transport there is. It offers an economical way to transport large amounts of freight over long distances.
- We are reducing our impact on the environment through regular fleet modernization and the effective use of combined transport. We are reducing our consumption of energy and production of waste over the long term.

ENERGY AND WATER CONSUMPTION

- We continue to monitor the consumption of individual types of energy in our operations, such as electricity, heat, coke or fuel.
- Our specific energy consumption is decreasing, and in all areas.
- We work so that our consumption of electricity and water drops.

WASTE

- We have achieved great progress in waste management.
- We work so that our waste production drops.
- The essence of our business is transportation services, not manufacturing, and two-thirds of our waste consists of scrap metal from old wagons, which can be recycled and used secondarily.

PREVENTION

- We carry out our activities with the maximum respect for the environment, with emphasis on reducing negative impacts on the public and by saving non-renewable resources.
- We pay great attention to preparations for possible emergency situations and their prevention. No environmental accidents occur and no limit values in wastewater are not exceeded.

SUSTAINABILITY

- Our extensive rehabilitation work reclaims nature for regions affected by mining and other industrial activities. We strive, however, to apply the principle of sustainability in all activities we are engaged in.

PEOPLE

- PKP CARGO INTERNATIONAL is among the largest employers in the country.
- We invest in the education and greater qualifications of our employees, and we systematically cooperate with vocational schools, technical schools and universities.
- In addition to education, our employee benefits also include an additional week of vacation, contribution to pension or life insurance, contribution to children's recreation, meal allowances, discounts from contractual partners, etc.
- PKP CARGO INTERNATIONAL strives to maintain long-term good and fair relations with its employees and the unions that represent them.
- The result of our cooperation with the unions is primarily a collective agreement, which is binding on all employees of PKP CARGO INTERNATIONAL. Apart from wage negotiations, the unions are also involved in work safety, the investigation of insured events, organizational changes, determining working hours, creating a catalog of examples of work activities, bonus schedules or medical care.

COOPERATION WITH SCHOOLS

- The total number of employees at PKP CARGO INTERNATIONAL puts great demands on the regular recruitment of staff. We therefore try to cultivate our future employees during their

studies and provide help to schools whose graduates eventually head our way. We also regularly attend domestic and international job fairs.

OCCUPATIONAL SAFETY

- Our next key objective is to minimize injuries in the workplace. We put resources into improving occupational safety and perfect the rules that reduce the risk of workplace accidents to a minimum.
- Transporting goods or working on sidings can lead to accidents, whether by misfortune, carelessness, or the failure to comply with the rules. Our goal is to limit such situations to a minimum, especially to prevent fatalities.
- PKP CARGO INTERNATIONAL conducts ongoing safety training for all its staff, and has developed a risk management system for all its operations. For example, as part of the maximum prevention of emergencies employees are instructed on the principles of work safety prior to every shift. The company also holds the ČSN OHSAS 18001: 2008 certificate on occupational safety management.
- PKP CARGO INTERNATIONAL has internal regulations that ensure the proper investigation of all accidents and emergencies. We acquaint our employees with the causes of accidents and take measures to keep similar situations from being repeated, if possible.

SUPPORT AND HELP

- We support socially beneficial activities that extend to all the regions where we operate.
- PKP CARGO INTERNATIONAL operations have long since crossed the borders of the Moravian-Silesian Region, but we are well aware of where we and the majority of our employees come from.
- We support the development of not only this region through partnerships with leading local organizations and with donor activities.
- As part of the project PKP CARGO INTERNATIONAL HELPS!, our employees use their free time to participate in charity events that have an ecological, environmental, social, sports and cultural charitable reach.

SUPPORT FOR NON-PROFIT ACTIVITIES

- PKP CARGO INTERNATIONAL supports non-profit extracurricular activities of its employees that offer social benefit, under the employment sponsorship program PKP CARGO INTERNATIONAL WE ARE.
- The supported projects are aimed primarily at helping children, people with disabilities and seniors. Other support is provided for the maintenance and restoration of cultural monuments (especially related to railways), environmental protection and animal welfare, volunteer fire brigades, and sporting and cultural events.

COMMUNICATION

- Not only in the area of social responsibility are we a company open to the public, organizations, local communities and the media.
- We provide timely, relevant, understandable and accessible information about our activities that have a social, ecological and environmental impact,
- We regularly publish information about our activities in the area of social responsibility on our website, in the annual report or in press releases.
- We publish information about our activities in the area of social responsibility in the media and in consultations and meetings with organizations, local communities and the public.
- Anyone can ask us anything. Contact details are available on the website.
- We will answer each inquiry as soon as possible.
- We get intensively involved in any complaints from organizations, local communities or the public, and we solve them systematically and provide feedback.
- We resolve complaints quickly, efficiently and transparently. If necessary, we handle them sensitively, discreetly and anonymously.

EXTERNAL RELATIONS

- We are active members or partners or we maintain permanent contact with state authorities, state and public officials, non-profit, professional and specialist organizations, local communities and the public.
- We consult all our activities that have a potential social, ecological and environmental impact with public and state organizations, local communities and the public.
- Interested parties may ask us at any time for information or consultation.

Board of Directors
PKP CARGO INTERNATIONAL

Ostrava, December 2016