

CUSTOMER POLICY

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POLICY
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Introduction

Describes Hector Rail's relation to customers.

Target Group

- All staff in Hector Rail
- All Stake holders to Hector Rail

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Customer policy

Hector Rail's operations and by that all employees, Hector Rail's suppliers and other stake holders are dependent on the trust that Hector Rail's customers give to Hector Rail. To fulfil all reasonable customer expectations is of the highest importance for a sustainable development of Hector Rail. This is even more important in situations where our service for some reason is disturbed, irrespective of whether this is caused by Hector Rail or not.

Hector Rail strives for long term relations with its customers. The best way to realise this ambition is to constantly try to develop the service and increase the delivered customer value. Another aspect of this is to strive for long term contracts. In such long term contracts Hector Rail shall pass through all risks which are outside of Hector Rail's control, e.g. changes in costs for energy, infrastructure, taxes and inflation in payment levels.

Quality

Quality is a core element in Hector Rail's offer to its customers. A customer to Hector Rail has the right to expect a high quality product. The following is what Hector Rail defines as focus areas in its quality management:

- Punctuality
- Fulfilment of agreed capacity and flexibility
- Proactive information about deviations from agreed service levels
- Correct and efficient administrative routines
- Availability of management

Behaviour

Hector Rail's behaviour in contact with customers shall be characterised by

- understanding of the customer's transportation needs and operational limitations
- availability of management, and a continuous dialogue about the service and quality level
- openness about the causes of negative service or quality level deviations
- professionalism and high integrity, without departing from being polite and friendly
- always being careful in leaving information about Hector Rail or its partners or stake holders
- objective analysis of what is in both companies best interest
 - Never mix personal relations with best business opportunities to Hector Rail.
 - Not to make exaggerated official entertainment or give gifts of more than negligible value, or accept such personal benefits from customers
- fulfilment of our obligations in due time
- following the four eye principle (two Hector Rail representatives present at the meeting) at all significant meetings with customers

Contracts

Agreements between Hector Rail and a customer of a significant size shall always be documented in a proper contract, defining what's included in the delivery, quality etc and the price.

Validity

This policy is valid until further notice, but shall be reviewed by the board every calendar year. The Managing Director is responsible for this.