

# Quality Policy

The quality management system has been established in accordance with ISO 9001, other applicable standards & regulatory requirements, and the O&M agreement.

We aim at delivering staffing levels and processes for the Hyderabad Metro which ensures that we:

- Produce a high level of service at least cost through:
  - Frequency adapted to the patronage
  - High level of punctuality
  - Minimized recovery time
  - Enhancing fare and non-fare revenue
- Produce a quality service for the satisfaction of customers through relevant service offerings and efficiency benefits:
  - Allow the customer to travel in the best possible conditions of safety, cleanliness and comfort;
  - Improve risk management techniques (safety) and human (security) related to the operation and flow of passengers, through monitoring, prevention and intervention;
  - Welcome the customer with courtesy; inform them effectively, including during disturbances.
- Produce a service that respects the environment:
  - Saving energy resources and promoting clean energy by optimizing consumption, driving economic development in the use electricity. Promote public transport in this spirit;
  - Preventing the risk of pollution by controlling and enhancing waste and residues management, and more generally in compliance with regulatory requirements and other requirements;
  - Promoting Environmental Quality in new buildings.
- Together, create links:
  - Developing exchanges and cross activity experiences into the company to improve efficiency at the lowest cost;
  - Involving, empowering and uniting all staff of the company: to make each member of KEOLIS HYDEARABAD a player committed to quality, to the preservation of the environment and to the customer relationship of daily service.

KEOLIS HYDERABAD is committed to continually improve the effectiveness of the Quality Management System.



**SC MISHRA**  
Managing Director