

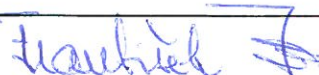


ISO 9001:2009
ISO 14001:2005
OHSAS 18001:2008

Report on the Quality of Provided Services 2011

**of the company
GW Train Regio a.s.**

2012-06-25

	formulated by	revised by	approved by
Function	Safety and Quality Department Manager	Operations Department Manager	Company Director
Name	Tomáš Frančík	Stanislav Lešák	František Kozel
Date	2012-06-25	2012-06-25	2012-06-25
Signature			

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1 GW Train Regio a.s., formerly VIAMONT Regio a.s.

1.1 Establishment of VIAMONT Regio a.s.

VIAMONT Regio a.s. was founded on 19. 6. 2008 and is registered in the CR kept by the Regional Court in Ústí nad Labem, section B, insert 1942. The company is a holder of passenger railway transportation licence and is a holder of carrier's licence for operation of passenger railway transport.

1.2 VIAMONT Regio a.s. Company Certification

Quality, safety and environmental protection are our great priority.

On 12. 5. 2011 – 16. 5. 2011 there was a successful re-certification audit in VIAMONT Regio a.s.. The objective was to verify, whether company's processes were in accordance with international ISO standards. Following this audit of 20. 5. 2011, company STAVCERT, s r.o., certification body performing certification of management systems, issued the following to VIAMONT Regio plc:

- Quality management system for operation of railway transport and for operation of road motor transport according to ČSN EN ISO 9001 : 2009,
- Environment management system for operation of railway transport and for operation of road motor transport according to ČSN EN ISO 14001 : 2005,

and on 23. 5. 2011 company STAVCERT, s r.o., certification body performing certification of management systems, issued the following to VIAMONT Regio a.s.:

- Health and safety management system for operation of railway transport and for operation of road motor transport according to ČSN OHSAS 18001 : 2008

1.3 Change of VIAMONT Regio a.s. owner

In accordance with strategic plan of IDS concern to transfer directly under IDS building corporation a.s., member of IDS concern, individual companies that form IDS concern, on 27. 9. 2011 there was signing of „Contract on onerous assignment of registered stock certificates“ between companies VIAMONT a.s. and IDS building corporation a.s., member of IDS concern. Consequently, as to 17. 10. 2011, there was registration in the Commercial Register in Ústí nad Labem, insert 1942, where the only shareholder and owner of VIAMONT Regio a.s. has become IDS building corporation a.s., member of IDS concern.

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1.4 Change of VIAMONT Regio a.s. business company

Effective as to 20. 12. 2011 based on the decision of business company IDS building corporation a.s., member of IDS concern as a sole shareholder of business company VIAMONT Regio a.s., there was a change of business company (i.e. title under which the company is registered in the commercial register) so that the new business company is identified as: **GW Train Regio a.s.**

1.5 Change GW Train Regio a.s. company seat

As to 20. 12. 2011, the company seat was also changed to the new address:

Ústí nad Labem, Střekov, U Stanice 827/9, PSČ 400 03.

1.6 New contact data to the company GW Train Regio a.s.

Contact data, valid as to 21. 12. 2011:

GW Train Regio a.s.

Ústí nad Labem, Střekov, U Stanice 827/9, PSČ 400 03

Tel.: +420 475 351 542, Tel./fax: +420 972 422 153, e-mail: info@gwtr.cz

ID: 28664116, Tax ID: CZ28664116

Banking connection: KB, a.s., account number. 43-2269580297/0100

The business company has been registered in the Commercial Register of the Regional Court in Ústí nad Labem, section B, insert 1942, as to 19. June 2008

info@gwtr.cz

www.gwtr.cz

1.7 GW Train Regio a.s. line of business

- manufacturing, business and services not stated in supplements 1 to 3 of the trade law
- operation of railway transport according to Law No. 266/1994 Coll. within the scope of granted licence
- road motor transport - domestic casual passenger, - international casual passenger, domestic public line, domestic special line

GW Train Regio a.s. is a railway transport operator in a sense of Law No. 266/1994 Coll. on railways, as amended and operates railway transport on the national and regional railway. The company is a holder of valid railway transportation licence issued by the Railway Authority in Prague. The company concentrates on business in a wide range of activities related to railway transportation operation.

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In 2011, GW Train Regio a.s carrier operated public passenger railway transportation within a public service obligation in the Karlovy Vary, Hradec Králové, Moravian-Silesian and Liberec Regions.

Karlovy Vary Region:

Route No.145 Sokolov – Kraslice – st. border

Route No. 149 Mariánské Lázně – Karlovy Vary

Hradec Králové Region:

Route No. 045 Trutnov main st. – Svoboda nad Úpou

Route No. 043 Trutnov main st. – Královec – Lubawka

Moravian-Silesian Region:

Route No. 313 Milotice nad Opavou – Vrbno pod Pradědem

Liberec Region:

Route No. 036 Kořenov – Harrachov – st. border

2 Report on the Quality of Provided Services

GW Train Regio a.s report on quality of provided services for 2011 describes the basic elements of fulfilment of quality system related to services provided on the national and regional railways and is formulated in accordance with Article 28 of the European Parliament and Commission (ES) No. 1371/2007 dated October 23, 2007 on rights and obligations of passengers in railway transport.

The system of monitoring the quality of provided services forms one of fundamental documents that describe the practice in the field of professional and responsible railway transport operation on national and regional railways in the Czech Republic.

GW Train Regio a.s. considers the quality of the provided services in the process of operating railway transport on the national and regional railways an integral part of responsible and quality undertaking of business in this field.

It is the permanent objective of GW Train Regio a.s. to improve the quality of provided services through minimisation of the number of extraordinary events during operation of railway transport. Great emphasis is put on identification of causes and circumstances of extraordinary events' occurrence and deficiencies that threaten the safety of railway transport operation. At the same time, GW Train Regio a.s. makes maximum effort to ensure maximum safety of railway transport operation, which represents the company's interest in minimisation of risks and their prevention. This obligation applies to all concerned persons that occur in the employer's workplaces with his knowledge.

GW Train Regio a.s. has defined quality standards for services provided and there is implemented quality management system ČSN EN ISO 9001: 2009.

The above stated standards of quality of the provided services are based on quality standards defined in the contracts on obligations within public services, concluded by GW Train a.s. in individual regions.

This report on the quality of provided services for 2011 is a summary description of the quality of provided services, in particular from the point of view of railway vehicles operated, realised railway connections, not realised (cancelled railway connections), overview of extraordinary events, overview of customer satisfaction (number of complaints and queries dealt with), accurateness of transport connections and number of internal checks. Classification according to individual centres is shown below.

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2.1 Karlovy Vary Centre

GW Train Regio a.s. operates public passenger railway transportation in Karlovy Vary Region on two regional routes - No. 145 Sokolov – Kraslice and No. 149 Mariánské Lázně – Karlovy Vary I.s.

	Parameter	
1	Number of passengers	819478
2	Number of trkm driven	717941
3	Number of trkm not driven	93
4	Number of km OVER	25014
5	Number of extraordinary events	2
6	Number of registered vehicle defects	21
7	Type of railway vehicles	810,010, BR 654
8	Number of complaints dealt with	9
9	Number of queries dealt with	9
10	Number of delays	-
11	Number of checks	123

2.2 Hradec Králové Centre

GW Train Regio a.s. operates public passenger railway transportation in Hradec Králové Region on two regional routes - No.045 Trutnov – Svoboda nad Úpou and No. 043 Trutnov main st. – Královec st. border

	Parameter	
1	Number of passengers	202614
2	Number of trkm driven	111140
3	Number of trkm not driven	0
4	Number of km OVER	456
5	Number of extraordinary events	0
6	Number of registered vehicle defects	0
7	Type of railway vehicles	810.010
8	Number of complaints dealt with	1
9	Number of queries dealt with	-
10	Number of delays	-
11	Number of checks	12

2.3 Centre Moravia-Silesia

GW Train Regio a.s. operates public passenger railway transportation in Moravian-Silesian Region on two regional routes - No. 313 Milotice nad Opavou – Vrbno pod Pradědem

	Parameter	
1	Number of passengers	67111
2	Number of trkm driven	109800
3	Number of trkm not driven	80

4	Number of km OVER	4732
5	Number of extraordinary events	0
6	Number of registered vehicle defects	2
7	Type of railway vehicles	810
8	Number of complaints dealt with	0
9	Number of queries dealt with	-
10	Number of delays	-
11	Number of checks	12

2.4 Liberec Centre

GW Train Regio a.s. operates public passenger railway transportation in Liberec Region on a section of route Kořenov – Harrachov – st. border

	Parameter	
1	Number of passengers	26149
2	Number of trkm driven	8546
3	Number of trkm not driven	12
4	Number of km OVER	1956
5	Number of extraordinary events	1
6	Number of registered vehicle defects	2
7	Type of railway vehicles	810, 010
8	Number of complaints dealt with	0
9	Number of queries dealt with	164
10	Number of delays	365
11	Number of checks	12

3 Qualitative and quantitative objectives of GW Train Regio a.s. within railway transport operation (safety objectives)

GW Train Regio a.s. is a railway transport operator on the national and regional railways in a sense of Law No. 266/1994 Coll. on railways, as amended.

Our company strives for the lowest possible level of safety hazard of extraordinary events and endangering of railway transport operation. We follow the safety indicators according to which we evaluate the company's qualitative and quantitative objectives within the scope of increasing and maintaining of high level of safety. The objectives and their values are in accordance with corporate policy that within its consequences brings about continuous improvement of corporate processes. Procedures and detailed plans have been processed in order to attain the specified goals.

Our priority is to minimise the number and extent of consequences of extraordinary events. For this reason we have an elaborate system of preventive training and methodology of formulating instructive sheets. Owing to regular training and induction of our employees we

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strive to reduce damages to the property and health of people caused by extraordinary events.

Various operational subjects form a part of operated railway system. In case of non-observance of regulations these influence the level of required safety. From this follows that us alone are not able to prevent collisions of railway vehicles with road vehicles directly, then influence the behaviour of civil persons or prevent natural or elemental disasters.

throughout the year we strive for thorough and proper maintenance of propelling and drawn vehicles, we intensify and extend training and educational programmes, contribute to improvement of expert professional readiness of our employees and thus strive to prevent any extraordinary events in the course of railway transport operation.

By observation of basic rules we get to gradual improvement of the system while ensuring the safety of railway transport operation.

4 Overview of extraordinary events for 2011

In 2011 in the GW Train Regio a.s. there were **3** extraordinary events as defined by in a sense of § 49 of the Law No. 266/1994 Coll. on railways, as amended. Evaluation of causes and origin of extraordinary events as submitted to the Railway Authority and Railway Inspection established that in case of two extraordinary events the responsibility is borne by GWTR company and its employees and in one case not. Instruction sheets have been formulated based on the extraordinary events and our employees have been duly instructed at the regular transport training using these sheets.

5 Internal checks

Ensurance of safety comprises of system, which is a subject of internal audit. Specified workers of GWTR company or external co-workers determine the conditions and procedures to be selected during internal audit. Internal audit must be performed systematically and regularly so that its results contribute to improvement of the system. Internal audit in company GWTR are dealt with by the instruction S-09/2012 Internal Audit and instruction No. S-019/2012 Check activity.

The above stated section of safety system ensurance describes the method of activity that needs to be performed during planning, execution and evaluation of internal system audits. The aim is to ensure that the individual system provisions be maintained and that the consequent documentation be known and applied in practical activity.

GWTR company annually formulates the list of checks for the next year. Overall, **103** operational checks, **56** transportation checks have been performed in GWTR at individual

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centres by DOPRAKON company and another **40** checks have been performed by company KONTROL s.r.o. with a focus on establishment of risks in railway transport operation, occupational health and safety, fire safety and observance of the conditions of standard ČSN OHSAS 18001:2008.

The main purpose and objective of check activity is to ascertain the situation, correction of established defects and preventive activity in the field of operation of safe passenger railway transport.

By check we understand the consequent verification of working procedures and obligations with all work positions of the operational staff based on applicable laws, regulations, directives, check of railway vehicles etc. The resulting situation is compared using the check with generally applicable regulations and company's internal regulations. Increased attention is paid to the causes of deviations and preventive measures.

All determined and adopted measures are fully within the authority of company's top management that passes the specified measures to the lower levels of management through periodical meetings. The measures are based on expert identification of a problem, its analysis and determination of correction processes.

The own results of internal checks have been monitored meticulously, as GWTR determined internal checks and their fulfilment as one of safety indicators and objectives in the process of railway transport operation. **The results of internal checks performed within the specified scope have not identified any severe deficiencies that would threaten the safety and continuity of railway transport operation.**

6 Defects and failures

GWTR ensures the maintenance and operability of railway vehicles through external supplier who is responsible for monitoring of periodical, regular and extraordinary checks and tests (the records are kept in electronic form). This also prevents technical defects of railway vehicles. GWTR company checks the observance of legal and technical regulations related to railway vehicles maintenance.

The responsible workers of external supplier concentrate on their activity so that they achieve the highest possible reduction of accident and injury rate. For this reason there is concentration on the review of possible risks, improvement of employees' discipline and their approach to given risks.

In 2011, the company GWTR registered 25 serious defects on railway vehicles when the railway vehicle had to be replaced.

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7 List of supplements:

- Certificates ISO (ČSN EN ISO 9001:2009, ČSN EN ISO 14001:2005, ČSN OHSAS 18001:2008)

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STAVCERT

Praha, spol. s r. o.

U Výstaviště 3 – Praha 7



**CERTIFIKAČNÍ ORGÁN PROVÁDĚJÍCÍ CERTIFIKACI
SYSTÉMŮ MANAGEMENTU**

akreditovaný Českým institutem pro akreditaci, o.p.s. (ČIA)
ČIA je signatářem multilaterální dohody EA a IAF o vzájemném uznávání

vydává

CERTIFIKÁT

pro

GW Train Regio a.s.

U Stanice 827/9, 400 03 Ústí nad Labem – Střekov

IČ: 28664116

Seznam regionálních středisek:

Středisko Královéhradecko v Trutnově, Říční 56

Středisko Karlovarsko v Kraslicích, Kpt. Jaroše 713

Středisko Moravskoslezsko ve Vrbně pod Pradědem, Nádražní 204

Středisko Liberecko v Tanvaldu, Krkonošská 256

Tímto certifikátem se potvrzuje, že zavedený a udržovaný

systém managementu kvality

pro

- ◆ **provozování drážní dopravy**
- ◆ **provozování silniční motorové dopravy**

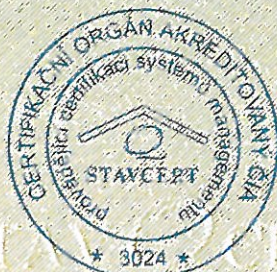
odpovídá požadavkům

ČSN EN ISO 9001:2009

Tento certifikát nahrazuje certifikát č. QMS-2955/2011 vydaný dne 20.5.2011 pro Viamont Regio a.s., z důvodu změny názvu a sídla organizace a změny adresy jednoho z regionálních středisek

Certifikát č. QMS-2955/2011

V Praze dne 17.5.2012



Platnost do 20.5.2014

Ing. Václav Gorgol, CSc.
ředitel



STAVCERT

Praha, spol. s r. o.

U Výstaviště 3 – Praha 7



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vydává

CERTIFIKÁT

pro

GW Train Regio a.s.

U Stanice 827/9, 400 03 Ústí nad Labem – Střekov

IČ: 28664116

Seznam regionálních středisek:

Středisko Královéhradecko v Trutnově, Říční 56

Středisko Karlovarsko v Kraslicích, Kpt. Jaroše 713

Středisko Moravskoslezsko ve Vrbně pod Pradědem, Nádražní 204

Středisko Liberecko v Tanvaldu, Krkonošská 256

Tímto certifikátem se potvrzuje, že zavedený a udržovaný

systém environmentálního managementu

pro

- ◆ **provozování drážní dopravy**
- ◆ **provozování silniční motorové dopravy**

odpovídá požadavkům

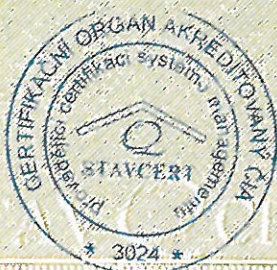
ČSN EN ISO 14001:2005

Tento certifikát nahrazuje certifikát č. EMS-679/2011 vydaný dne 20.5.2011 pro Viamont Regio a.s., z důvodu změny názvu a sídla organizace a změny adresy jednoho z regionálních středisek

Certifikát č. EMS - 679/2011

Platnost do 20.5.2014

V Praze dne 17.5.2012




Ing. Václav Gorgol, CSc.
ředitel



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Praha, spol. s r. o.

U Vystaviště 3 – Praha 7

CERTIFIKAČNÍ ORGÁN č. 3024 PROVÁDĚJÍCÍ

CERTIFIKACI SYSTÉMŮ MANAGEMENTU

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pro

GW Train Regio a.s.

U Stanice 827/9, 400 03 Ústí nad Labem – Střekov

IČ: 28664116

Seznam regionálních středisek:

Středisko Královéhradecko v Trutnově, Říční 56

Středisko Karlovarsko v Kraslicích, Kpt. Jaroše 713

Středisko Moravskoslezsko ve Vrbně pod Pradědem, Nádražní 204

Středisko Liberecko v Tanvaldu, Krkonošská 256

Tímto certifikátem se potvrzuje, že zavedený a udržovaný

system managementu bezpečnosti a ochrany zdraví při práci

pro

- ◆ **provozování drážní dopravy**
- ◆ **provozování silniční motorové dopravy**

odpovídá požadavkům

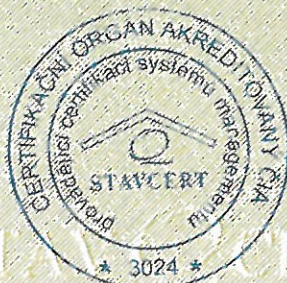
ČSN OHSAS 18001:2008

Tento certifikát nahrazuje certifikát č. BP-363/2011 vydaný dne 23.5.2011 pro Viamont Regio a.s., z důvodu změny názvu a sídla organizace a změny adresy jednoho z regionálních středisek.

Certifikát č. BP-363/2011

Platnost do 23.5.2014

V Praze dne 17.5.2012




Ing. Václav Gorgol, CSc.
ředitel