

QUALITY POLICY

Group Slovenian Railroads (Slovenske železnice) provides quality, safe and reliable rail and bus services and the associated logistics and support services.

We believe that quality is fundamental to earning customer trust, conducting business responsibly and ensuring the long-term success of the companies in the Group.

This Quality Policy reflects our commitment to continually improving the Quality Management System in line with ISO 9001 requirements and the expectations of customers, partners and other stakeholders.

01

Customer Focus

We are committed to identifying, understanding and satisfying the needs and expectations of those who use our services. Quality is underpinned by our responsiveness, reliability and professionalism, as we strive to consistently exceed customer expectations and build enduring trust.

03

Process Management and Clear Accountability

We maintain processes which are clearly defined, controlled and aligned across the Group's companies and organisational units. The roles, responsibilities and powers are designed so as to promote efficiency, traceability and excellence in execution.

02

Operational Excellence and Reliability

Our services are delivered in a safe, professional and efficient manner. At SŽ Group, we strive to offer services marked by punctuality, reliability and high levels of availability and to prevent nonconformities by effectively managing their root causes.

04

Communication and Awareness

We ensure that our customers have access to timely, accurate and easily to understand information that supports the safe and successful delivery of our services. Our staff and other stakeholders are kept up to date with the requirements, outcomes and ongoing developments in regards to the Quality Management System.

05

Quality Measurement and Managing of Nonconformities

We monitor quality through measurable performance indicators, analytical reviews and other assessment tools, while assessing performance against established objectives, systematically addressing deviations and implementing targeted improvements to enhance process efficiency.

06

Continuous Improvement

By regularly assessing process performance, identifying opportunities for enhancement and implementing corrective and preventive actions, we introduce solutions that boost the efficiency, reliability and quality of our services.

07

Employee Competence and Accountability

Our employees are the driving force behind quality. We foster their professional growth through training and continuous learning while promoting a culture of responsibility and ownership for the quality of their work. Every employee is expected to play an active role in improving processes and achieving our shared objectives.

08

Leadership Commitment

The management provides leadership and direction for the Quality Management System, ensuring its effective implementation and performance. It allocates the necessary resources, fosters a culture of quality and creates an environment needed to achieve our objectives and sustain continuous improvement.



COMMITMENT

The management and employees of Slovenske železnice Group are committed to upholding, continuously developing and regularly reviewing this Quality Policy, ensuring that its principles are understood and embraced at all levels of the organisation.


Dušan Mes
Director General

Ljubljana, 1 October 2026