



## **A Transol, S.A. awarded Quality Management System Certificate**

Transol - Transportes e Turismo, S.A. has been awarded a Quality Management System Certificate under international standard ISO 9001:2008 by the certifying body APCER.

This certificate was awarded as a result of the major investment Transol has made to improve the Quality of its entire Management System, its fleet and staff training. The key to success was the commitment shown by all those who work for the Company.

For Transol Quality means:

- Being competitive in comparison to other means of transport (road, rail and air);
- Contributing to social well-being by providing sustainable mobility according to Customers' needs and expectations;
- Progressive renewal of the fleet, consisting of more comfortable and safer buses, powered by more eco-friendly engines;
- Increasing service efficacy and efficiency by matching supply to demand, by rationalizing resources and optimizing methods;
- Building Customer loyalty, based on trust in the organization and greater satisfaction;
- Training, motivating and involving all staff in performance improvement and the consequent achieving of targets. In this context the Board has committed itself to comply with the requirements of Standard NP EN ISO 9001:2008 and to continually improving the Quality Management System that has been introduced.

Portimão, 18 February 2011