

Quality Policy

The management of Multicont Zrt. has resolved to carry out its activities in accordance with the requirements of standard MSZ EN ISO 9001:2015. In its work, the company follows these requirements in every area of container forwarding (FCL, LCL), air, road, and rail traffic, and the ancillary activities connected with them. The company regulates its operations in line with the requirements of the standard, improves working conditions and the working environment, provides for the training of its staff, and systematically strives to correct and prevent errors and to continuously modernise its quality assurance system.

The purpose of its Quality Policy is to serve its clients at the standard expected in this leading and technically advanced branch of forwarding. This strict regulation also helps Multicont Zrt. to secure, in the long term, its very strong market position among Hungarian container forwarders. Its operation, founded on the individual responsibility of its employees, and its external and internal relationships, are governed by quality, reliability, cost-effectiveness, and the needs and expectations of its clients.

The company's management takes responsibility for the staff's commitment to quality and for the implementation and development of the Quality Policy.

The company's management places emphasis on creating a high-quality workplace, in the interest of a professional working culture and the proper reception of partners. To ensure a high standard, the replacement of the most up-to-date, high-capacity IT equipment is a constant item on the agenda, in line with actual needs.

The company also gives priority to quality-policy developments taking place at a global level, and endeavours to incorporate and follow changes in the standards as promptly as possible. We subject our service processes to risk analysis, and our aim, through our measures, is the risk management of our activities and freedom from risk.

As an employer, Multicont Zrt. is also committed to equality, diversity, and inclusion. We ensure that every member of our organisation plays an equally active role, that everyone is treated with full respect – in their own right as an individual – and that everyone can enjoy the benefits of the inclusive environment which we continuously strive to promote.

We are furthermore committed to the continuous reduction of environmental impact and harmful emissions, the prevention of pollutant discharge, the minimisation of the quantity of hazardous waste generated, and the improvement of the efficiency of material and energy use.

Zero tolerance towards bribery and corruption.

Our aim is for our clients to know at all times that their goods are safe and to receive accurate information about them at all times; therefore, one of the main directions of our development is to refine cargo tracking.

In order to win and retain the trust of customers, every employee, manager, and organisational unit of the company must act and cooperate to strengthen the company's reputation and to fulfil customer requirements to the appropriate standard of quality. We investigate any customer complaints as thoroughly as possible, and we strive to resolve any problems that arise, in the manner prescribed by the standard, with the shortest possible turnaround time.

In the course of data processing, we take into account the recommendations of the European Data Protection Supervisor and of the Hungarian National Authority for Data Protection and Freedom of Information, as well as the provisions of the State Audit Office's internal regulations on this subject.

Budapest, 2 November 2022.

Berszán László

Chief Executive Officer



Businesses are transacted subject to the General Conditions of Hungarian Freight Forwarders.



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