



Champaign-Urbana Mass Transit District  
Management System

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## Quality and Environmental Policy

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This policy statement describes the Champaign-Urbana Mass Transit District's quality and environmental policy as it relates to the provision of public transportation services within the District boundaries as well as associated support services and facilities management. The District is committed to implementing and continually improving management practices to promote high quality and environmentally sustainable transportation options to the community. Each of the District's employees, and those working on behalf of the District, is entrusted with incorporating the actions necessary in their work to fulfill this commitment. This policy provides a framework for establishing and reviewing quality and environmental objectives.

The District empowers each of its employees to fulfill its quality and environmental responsibilities and continually improve performance by:

- Striving to continually improve customer satisfaction and environmental practices;
- Providing reliable, safe, secure, environmentally responsible service;
- Meeting and exceeding relevant federal, state, and local regulations, standards, laws, other compliance obligations;
- Employing competent, courteous, responsive employees;
- Maintaining a safe and clean environment by preventing pollution;
- Developing a workplace environment that values and respects its employees and their role in the delivery of quality service;
- Reaching out to the public to encourage citizen awareness and involvement in promoting environmental responsibility;
- Improving service and minimizing environmental impact identified within the District's Management System by setting quality and environmental objectives and continually evaluating progress towards these goals.

The District promotes the implementation of a quality and environmental program that is: 1) consistent with the principles of ISO 9001:2015 and ISO 14001:2015; 2) focused on the customers' perception of quality; 3) reduces environmental impact; and 4) is specifically tailored to address the District's needs and objectives.

This policy will be reviewed and approved in concurrence with the appointment of a new Board of Trustees Chair, typically on a biennial basis. It is communicated to all employees and made available to the public via the District's website.

A blue ink signature of Karl P. Gnadt, consisting of stylized cursive letters.

Karl P. Gnadt  
Managing Director

A black ink signature of Bradley Diel, consisting of stylized cursive letters.

Bradley Diel  
Board of Trustees, Chair

Date of Issue: 2/26/2020

Original Policy approved March 30, 2011