

## QUALITY POLICY

The Quality Policy details the company's overall aims in the quality assurance area. The company management takes over the responsibility for fulfilling the obligations stated in the environmental policy. Fulfilment of this Quality Policy is a key means for reaching the company's long- and short-term goals:

- Choose quality as a means for achieving customer satisfaction and put it before other criteria as a fundamental condition of competitiveness. See building customer trust as a continual process – and as a permanent source of prosperity.
- Continuously improve the effectiveness of the Quality Management System;
- Create an image for EW Group as a supplier of high-quality, comprehensive services in fleet cards and fuel distribution.
- Deal efficiently with financial, market, technical, and social risks and ensure compliance with legal mandates and requirements in all areas of company operations.
- Build mutually beneficial supplier relationships that, when necessary, make it possible to respond flexibly and jointly to customer needs. Continuously produce and support processes that are innovative in terms of the modern management methods, information systems, and technologies used.
- By making everyone at the company personally responsible for their work and distributing the workload appropriately, ensure that all activities are carried out professionally. Produce quality from within, and demand this level of excellence from those who bear responsibility for any part of the final product.
- By applying appropriate human resources policies, create a team of employees who like their jobs – employees who not only do good work of good quality, but who themselves are the source of new ideas for continually improving quality.
- Build a firm basis for professional growth at the company by supporting the internal system of employee professional training.

The quality policy is available and maintained as documented information and is available electronically on the intranet site and on the company website.

**Martin Hannsmann**  
QMS representative