



Mercedes-Benz

Mercedes-Benz Russia AO

A Company of Daimler AG

Moscow, 01.10.2018 г.

Quality policy

For more than 130 years, Daimler AG is setting the direction for the world automotive industry development: the first automobile in the world, invention and serial implementation of the world's first active safety systems, innovative comfort. Following "The Best or Nothing" principle, we create masterpieces of automotive art. Today technologies are rapidly changing our lives, transforming our mobility, communication and society itself. In these conditions Daimler AG determines the future of the vehicle: digitalization, e-mobility and autonomous driving are the promising areas for our further development.

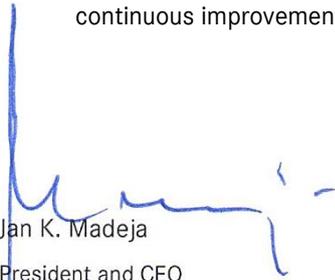
Mercedes-Benz Russia AO is a subsidiary of Daimler AG, the only official importer of Mercedes-Benz passenger cars and commercial vehicles and smart in Russia. The main activities of the company are organization of cars sales and AfterSales services, dealer network development, supply of Mercedes-Benz and smart original spare parts and accessories.

The directions of Mercedes-Benz Russia AO strategic development, which define the company's targets, are:

- Provision of an exemplary level of customer satisfaction;
- Strengthening of Mercedes-Benz and smart leadership positions in premium segment;
- Dealer network development in quantitative and qualitative directions;
- Development of e-mobility and related initiatives;
- Optimization and improvement of the company's processes;
- Professional skills level Increase of both company employees as well as employees of Mercedes-Benz Russia official dealerships and service partners.

In order to achieve these targets, we accept the following commitments and principles that are ensured by the "Integrity Code" and are obligatory for all Daimler AG employees:

- **Together we want to give our best, deliver the best and be the best in every way:** in all areas we are striving for sustainable development;
- **We preserve human rights and obey the law:** necessary legal, normative acts and other obligations in correspondence with company context;
- **We treat each other and our partners fairly:** we fulfill our obligations and treat each other with respect;
- **We are successful together with our business partners and customers:** competition motivates and inspires excellence;
- **We ensure safe and fair working conditions:** we work together with all employees and are committed to achieving fair balance between the interests;
- **Our managers act with responsibility and are appreciative** to ensure the implementation of the policy and to maintain its actual status and achieve targets;
- **We carry on a transparent dialog** with governments, societies, supervisory authorities and other interested parties to ensure compliance with applicable requirements;
- **We stand for quality and safety of our products:** we focus on top quality of our products and services and continuous improvement of quality management system in accordance with ISO 9001:2015 requirements.


Jan K. Madeja

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