



## QUALITY MANAGEMENT, ENVIRONMENTAL PROTECTION AND ENERGY EFFICIENCY POLICY

The policy applies to:	Scope of integrated system
Auto Hrvatska Business Group	Sale and servicing of personal and commercial vehicles.
Auto Hrvatska d.d.	Management of holding companies, management and legal consultancy, providing advertising services, accounting, IT, property management, capital investment and financing services.
Auto Hrvatska Prodajno servisni centri d.o.o.	Sale of new and used commercial vehicles, servicing and sale of spare parts, as well as industrial and service equipment (tools, bearings, cranes and other equipment for service workshops).
	Post-sales services of maintenance in and out of warranty period.
MAN Importer Hrvatska d.o.o.	Supply and distribution of commercial vehicles and spare parts.
Auto Hrvatska Automobili d.o.o.	Supply, sale and servicing of new and used personal vehicles and light delivery vehicles.
	Repair services in auto body and paint shops.
Auto Tangenta d.o.o.	Insurance services for persons and property.
MAN Importer Makedonija d.o.o.e.l.	Supply and distribution of commercial vehicles and spare parts.
	Post-sales services of maintenance in and out of warranty period.
MAN Importer BH d.o.o.	Supply and distribution of commercial vehicles and spare parts.
Kam i Bus d.o.o.	Sale of new and used commercial vehicles, servicing and sale of spare parts.
	Post-sales services of maintenance in and out of warranty period.
Kam i Bus Importer d.o.o. Croatia	Sale of new and used commercial vehicles, servicing and sale of spare parts.
	Post-sales services of maintenance in and out of warranty period.
Kam i Bus Importer d.o.o. Slovenia	Sale of new and used commercial vehicles, servicing and sale of spare parts.
	Post-sales services of maintenance in and out of warranty period.
Kamion Importer d.o.o.	Sale of new and used commercial vehicles, servicing and sale of spare parts.
	Post-sales services of maintenance in and out of warranty period.

## BASIC PRINCIPLES AND OBJECTIVES OF QUALITY MANAGEMENT, ENVIRONMENTAL PROTECTION AND ENERGY EFFICIENCY:

The **Core value** of our business is the continued recognition and fulfillment of all needs and wishes of our customers and service users, as well as permanent improvement of all processes in the business group and members.

**Our employees**, for which we want to be the most desirable employer, will adopt a culture which promotes innovation and constant improvement in all areas, including work skills and business processes.

**Our corporate culture** encourages us to invest resources to satisfy the needs of the community, by way of financial contributions or through voluntary employee activities. We promote responsibility towards protection of the natural environment and energy efficiency as one of our corporate values, encouraging development of innovative and flexible solutions which will bring positive change. **To achieve the aforementioned values, we shall:**

- ✓ Employ qualified and ambitious personnel which will have the opportunities and responsibilities to
- ✓ continually grow and improve; set ambitious, quantifiable and achievable goals and programs;
- ✓ Nurture and develop partnerships with customer, clients and suppliers;
- ✓ Encourage supplying and our suppliers to supply and develop environmentally friendly and energy efficient goods and services; provide services to our customers and users at the highest level and permanently
- ✓ maintain a high level of satisfaction;
- ✓ Ensure a high level of awareness and culture of behavior with regard to quality, environmental protection and energy efficiency;
- ✓ Permanently reduce our negative impact on the environment and continually develop energy efficiency (minimize energy losses) through activities in energy, water, waste and hazardous substance management;
- ✓ Give our full attention to the protection of the natural environment and the prevention of pollution and energy efficiency, as well
- ✓ as the continued development of methods to analyze data and recognize opportunities for improvement when realizing development projects;
- Continually comply with the legal obligations for environmental protection and energy efficiency;
- Employ and continually improve the efficiency of our management system based on the requirements of norms ISO 9001:2015, ISO 14001:2015 and ISO 50001:2018.

The Quality Management, Environmental Protection and Energy Efficiency Policy is a public document and is available to employees, partners and all other interested parties and will be continually tested with regards to its appropriateness.

*Date: April, 2020*  
Group

*Executive directors of the Business*