

## QUALITY AND ENVIRONMENT POLICY

01.12.2024

Toyota Balkans EOOD actively applies the principles of constantly maintaining high levels of quality, expertise, customer care and sustainability, an integral part of which being the environmental protection.



### **Integrated Quality and Environmental Management System - ISO 9001:2015, ISO 14001:2015**

Toyota Balkans EOOD is certified according to the international standards for quality and environmental management ISO 9001:2015 and ISO 14001:2015. The company actively applies the principles of constantly maintaining high levels of quality, expertise and customer care, an integral part of which being the environmental protection.

As part of the overall Integrated System of the company, and with a view to the future generations, regarding the protection of the natural resources and the restriction of the harmful impact on the environment, and taking into account the environmental changes, the Management of Toyota Balkans EOOD adopted Quality and Environment Policy, complying with the Context of the organization.



### **The Management of Toyota Balkans EOOD gives primary importance to:**

- The trust of our customers and the delivery of a truly memorable customer experience.
- The right of the society to a healthy and fulfilling environment and sustainable development.
- The approach towards environmental friendliness, innovation and responsibility in all spheres of life.

### **The Integrated Policy is based on the following principles:**

- Regular review and evaluate the Integrated system application outcomes, including the Policy and the achievement of the aims and objectives to enhance the quality and the environment protection.
- Encourage high degrees of employee commitment and awareness of their role and responsibility for achieving the aims and objectives of the Integrated Management System and the current Policy. Ensure ratification, implementation and awareness of the Policy at all organizational levels.
- Care for the health, safety and well-being of the employees and support improving quality of their work and increasing their environmental awareness.
- Provide continuous qualification and training processes of employees as an important prerequisite for ensuring high standards of work.
- Establish and maintain good partner relations with the customers and provide information on all new products and services, offered by the Company. Ensure healthy and safe environment.
- Considering the environmental changes, conduct a series of activities on environment protection, focused on pollution prevention, environment recovery, preservation and improvement, in compliance with OEM's Global Policy of "Environment Protection Challenges 2050".
- Comply with applicable regulatory requirements for quality management and environmental protection activities related to air, water, soil, employees and society.



### **The Management of Toyota Balkans" EOOD commits to:**

- Implement and improve processes and activities in accordance with the needs and expectations of all interested parties.
- Meet customer requirements and comply with the regulatory and corporate requirements.

- Ensure implementation, functioning and constant improvement of the efficiency of the Integrated System, in compliance with the requirements of the international standards – ISO 9001:2015 and ISO 14001:2015;
- Prioritize the application of the Policy in the Company's activities and within the scope of the Integrated Management System: Import and distribution of TOYOTA cars and trucks and LEXUS cars, supply and sale of accessories and spare parts.