



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 Mercedes-Benz AG as part 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 strategic development, which define the company's targets, are:

- Provision of an exemplary level of customer satisfaction;
- Continuous strengthening of Mercedes-Benz and smart leadership positions in premium segment;
- Dealer network development in qualitative direction;
- Development of e-mobility and related initiatives;
- Development and implementation of innovative digital services;
- Optimization and improvement of the company's processes.

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

- **We aim to strike a balance between profitability, people and the environment:** we produce innovative vehicles, develop our employees, use our resources responsibly;
- **We act responsibly and respect the rules:** we comply with laws, internal and external rules, we make decisions conscientiously;
- **We address issues openly and stand for transparency:** the foundations for our actions and behavior are honesty, openness and transparency;
- **We are committed to protecting fair competition:** well-functioning and free competition creates growth and employment;
- **We do not give or take bribes:** we impress our business partners and customers with our products and services and not through undue influence;
- **Our collaboration is based on trust, fairness and respect:** team spirit, mutual trust and a respectful attitude are important to us;
- **Digitalization is creating new opportunities that we want to exploit responsibly.** We take care of information and provide its reliable protection;
- **We focus on top quality of our products and services** and continuous improvement of quality management system in accordance with ISO 9001:2015 requirements.



Holger Suffel
President and CEO
Mercedes-Benz Russia AO