



# Downstream MOL

## Integrated Quality Policy

**Our Mission** at MOL Plc. is to be a role player on the market of the Central European region and Hungary with energy, chemical raw materials and other petroleum products.

**In order to constantly improve the quality of our products and services we operate and develop in accordance with** the integrated quality (ISO 9001:2015), environmental (ISO 14001:2015), energy management (ISO 50001:2011) and Occupational Health and Safety (ISO 45001:2018) standards as well as for Catastrophe Protection law. In addition, we developed and operate management systems based on other standards and legal requirements: HACCP (Hazard Analysis and Critical Control Points), ISCC (International Sustainability Carbon Certification with regard to Biofuel), JIG (Fulfill JET-A1 Fuel production, storage, distribution related requirement), VBIR (Railway Safety Management System), MÚBIR (Technical Safety Management System).

**We are committed to the efficient operation and continuous improvement of our management systems** in accordance with legal regulations, compliance obligations:

- ✔ **To demonstrate our commitment to quality**, we treat the development of the quality of our products and services and the development of new products in accordance to our customers' expectations and competitive market as a priority. We strive to expand our customer-oriented approach across organizations, to work advantageously with our business partners, and to meet customers' needs on a high level. We establish mutually beneficial supplier relationships, and during our cooperation we require our partners to fully comply with our regulations.
- ✔ **To protect the environment**, we manufacture our products and perform our logistics activities by using the best available techniques to minimize environmental impact. We continuously monitor our activities and formulate measures to reduce emissions and prevent environmental pollution. Sustainable development is part of our daily activities.
- ✔ **To ensure high-quality health and safety operations** we identify risks that may occur at our workplaces and take preventive and improvement actions to eliminate and reduce identified risks. We are committed to creating a safe and healthy work environment to prevent work-related injury and ill health. Ongoing consultation with employees and advocates is an essential part of our operation. We pay special attention to the safe operation of our technologies and the prevention of serious incidents and accidents related to hazardous substances.
- ✔ **We ensure the continuous improvement of the energy management performance of the company** through the risk-based operation and measures of the energy management system. In our procurement and investment processes, we use state-of-the-art, energy-efficient and innovative solutions in the operation and maintenance of our facilities, equipment and vehicles. We strive to use renewable energy sources and make decisions that support energy efficiency.

**To achieve our goals:**

- We have defined the vision and strategy of the business units in accordance to the goals and core values of the MOL Group.
- We determine measurable quality management, HSE and energy targets, which are evaluated regularly.
- We operate processes to identify the needs of our external and internal customers and partners.
- We identify and analyze the risks of our activities and processes.
- We create efficient information flow by using modern communication tools and IT systems.
- We monitor with external and internal audits, and we contribute to the development and improvement of our processes with preventive and corrective actions.
- We evaluate the performance and effectiveness of our systems in the framework of management reviews.
- We ensure the appropriate professional external and internal trainings and qualifications for our employees.

We believe that our principles described in the Quality Policy can be carried out with the full involvement of the employees and commitment of the management, which are also the basis of the successful operation and the maintenance of the quality approach.

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