MOL GROUP
EXECUTIVE MANAGEMENT STATEMENT
QUALITY POLICY

Our primary goal

in line with the MOL Group 2030 Strategy, is to become the first choice for employees, customers and investors.

In this context, quality implies more than outstanding quality of products and services, fulfilment of customer expectations or requirements imposed on suppliers.

Quality is one of the key pillars of Group-level corporate governance and process-based operation that defines our relationships with internal and external partners.

To this end, we place great emphasis with our colleagues on

- **meeting customer expectations**, where **quality** means understanding, exploring and fully meeting demands of our customers and partners, striving for delivering the best services available on the market,
- monitoring our **environment, assessing** the **risks** and opportunities to improve our process efficiency,
- implementing **continuous improvement** by exploring opportunities based on organisational knowledge, feedback from customers and suppliers, and best industry practices,
- developing **mutually beneficial relationship with stakeholders**, suppliers and subcontractors,
- continuously improving **energy efficiency** by rational utilisation of natural resources, using innovative developments, energy-efficient technologies and equipment,
- **integrating** certified standard-based management systems within the framework of **business quality management systems**,
- promoting, developing and applying the principles of the quality **system led by our management** structure,
- **further developing organisational culture** towards a more open, cooperative, innovative, more flexible and service-oriented environment.

Our empowered and committed employees are the key assets required to attain our goals, so we pay special attention to their continuous competence and skills development and support their innovative ideas.

Our goals set in the strategy must be achieved by consistently meeting stakeholder expectations through efficient management. It is our common task and responsibility to organise and carry out operations in compliance with these principles. It will ensure MOL Group's competitive and sustainable development in the long run.

Budapest, August, 2017

MOLGROUP

Zsolt Hernádi
MOL Group Chairman-CEO

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MOL Group CEO

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MOL Group Innovative Businesses and Solutions EVP