



Mercedes-Benz

Mercedes-Benz  
(Thailand) Limited  
A Daimler Company

## Quality and Environmental Policy Statement

**Mercedes - Benz (Thailand) Ltd. is committed to the highest quality, proactive environmental protection and safety of Mercedes-Benz products in order to delight our staff, stakeholders and customers and increase the appeal of our company.**

The basis towards the fulfillment of this are the following objectives:

- **Optimized and efficient processes**  
We put our customers' wishes at the center of our works. We also determine how the compliance obligations apply to our business processes and take into account when establishing, implementing, maintaining and continually improving.
- **Leadership and commitment**  
We engage, direct and support employee to contribute the effectiveness on quality, environmental and culture performance i.e. passion, respect, integrity and discipline.
- **Continuous employee development**  
We provide organizational knowledge based on internal and external sources. We encourage employee to increase knowledge and skills for developing performances.
- **Customer Focus**  
We exceed our customers' expectations and make sure that they get the best things.
- **Environmental Protection**  
We encourage the environmental protection in all activities for reducing the impacts of aspects. We improve efficiency of resources usage through cost optimization.
- **World class product quality standard**  
We are number 1 in customer perception.



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Mr. Roland Sebastian Folger  
President & CEO

Effective Date: 12 April 2019

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