



## QUALITY POLICY

Our primary objective is to serve the interests of both our Clients and Road Users as a respected service provider, maintaining the quality standards of the best European highways.

We assure that the qualitative approach to work and the commitment towards quality should prevail in every phase of our service delivery processes.

In order to achieve that our services satisfy the ever increasing and more comprehensive quality expectations, the basic requirement towards our staff-members is to possess expertise and reliability.

Our mission is:

- to comply with the requirements arising from the contracts concluded with our Clients;
- to provide our services to the Road Users, at European service level;
- to perform our activities as an outstanding service organisation in accordance with the applicable legislation, the relevant national and international standards as well as in accordance with the defined safety requirements.

We are committed to continuously strengthening the company's competitiveness, market position and goodwill, and to achieve both national and international appreciation as an outstanding service enterprise.

Our service delivery processes are carried out within the framework of our Integrated Management System, in which we regularly evaluate our operation and determine objectives and programs for its continuous improvement.

10th April, 2019

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Scott Macdonald  
General Manager  
Intertoll Limited