

# THE VOLVO GROUP

# QUALITY POLICY



**Quality is a measurement of our performance as experienced by our customers. Ensuring the success of our customers is how we will be the most desired, successful and sustainable transport solution provider in the world.**

THE FOLLOWING PRINCIPLES PROVIDE DIRECTION FOR MY WAYS OF WORKING:

- I listen to our customers to understand their needs and build trust so that we provide products, services and solutions that meet or exceed their expectations and applicable requirements.
- I embrace the “Right from me” concept and take personal responsibility to increase customers’, colleagues’ and partners’ satisfaction and contribute to their success.
- I continuously evaluate ways of working and take actions to improve. I encourage a culture where we learn from each other. This will protect the interest of our customers and other stakeholders.

Handwritten signature of Martin Lundstedt

**Martin Lundstedt**

President and CEO of the Volvo Group  
Adopted February 19, 2020