

QUALITY POLICY

The main goal of Hyundai Motor Türkiye is to produce and market automobiles that meet customer expectations and compete worldwide. In this process, it aims to continuously maintain excellence philosophy and both customer and employee satisfaction.

In accordance with quality standards, we carry out production that complies with customer requirements and legal regulations. The quality of our products is directly affected by our suppliers, who are an integral part of this system, and we ensure that they meet the criteria we have determined. At HMTR, all staff, from top management to shop floor personnel, are responsible for implementing and continuously improving the quality management system. With the contribution and support of the management, everyone is responsible for the implementation of the quality management system.

As HMTR, we declare that we have created our Quality Policy based on our basic values and in line with international quality standards, and we commit to maintaining our activities in accordance with this policy:

- 1. Customer Satisfaction:** To ensure sustainable customer satisfaction by producing the highest quality, most innovative and trouble-free automobiles.
- 2. Expectations of Relevant Parties:** To define the needs and expectations of relevant parties and stakeholders in line with our strategies, to offer solution suggestions and to meet these expectations.
- 3. Continuous Improvement:** Researching and applying new technologies and quality techniques to continuously improve our quality management system and product-service quality.
- 4. Quality Culture:** To spread the Hyundai Way culture and understanding of quality throughout the company and establish its infrastructure. To organize efforts aimed at zero defects in our products and to increase the value we offer to our customers.
- 5. Supplier Collaboration:** To strengthen our cooperation with our suppliers, to monitor and support their development in order to improve the quality of the products and services they provide.
- 6. Employee Development** To contribute to the development of our employees with a people-oriented approach based on mutual respect and trust.

YONGJIN KIM

President