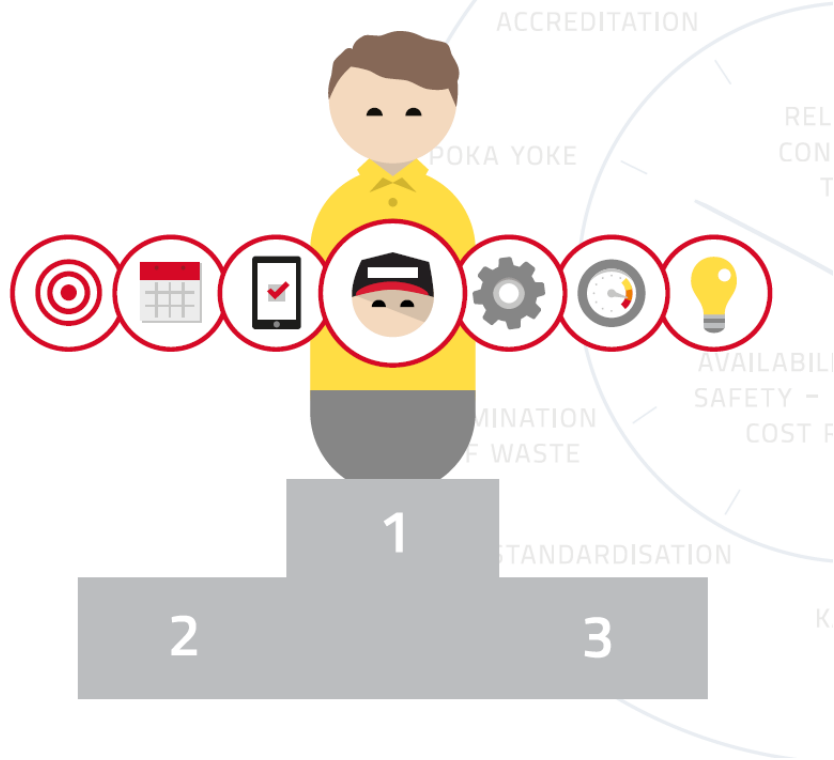


# Quality & Environmental Policy

Toyota Service Concept  
Putting the customer first



With the customer in focus, we will provide a supply chain for spare parts with the best quality and minimum environmental impact.

We will offer world-class delivery quality.

We will have high delivery capabilities.

We will strive to, where possible, reuse or use recyclable packaging.

We comply with applicable laws and must meet or exceed the demands of our customers and other stake holders. In order to achieve this, we are working with risk assessments, continuous improvements and skills raising activities for our staff.