

GTC is totally dedicated to quality in the performance of its work in order to deliver the best financed, built, operated and maintained motorway in Poland.

GTC shall develop and sustain a culture of Quality and Best Practices at all organisational levels, in all aspects of its product and service delivery, in all operational processes and in all management disciplines.

The achievement of Quality in the way GTC manages and delivers its products and services to its customers is a way of life for all of its management and staff and is part of its value system. To achieve this GTC is committed to an internal quality assurance system based on ISO 9001:2015 for all aspects of its product and service delivery and as documented in its Quality Management System and is structured to encourage monitoring and control, evaluation and continuous improvement and customer focus.

GTC encourages innovation, flexibility and speed of response at all times but this will not be at the expense of quality and a systematic approach to delivery.

Quality in this sense shall be understood to include:

- The fulfilling of all technical, functional and other requirements specified for its work, service(s) and product(s) during the construction, operation and maintenance periods;
- Obtaining all scheduled requirements of its work whether set by Clients or by Shareholders.
- Operating the project in a safe, environmentally and sociably responsible manner and maintaining high ethical standards.
- Fulfilling and possibly exceeding the expectations of Stakeholders.
- Establishing of specific, measurable, achievable, reasonable and time bounded strategic quality objectives periodically reviewed and evaluated that will be communicated to all levels of organization and will be the base for setting relevant department objectives and targets.
- Committing to continual Improvement of the Quality Management System.

Quality is achieved by working in a systematic manner to formalised procedures designed to eliminate the occurrence of deficiencies and to promote uniformity of working practices. Quality management procedures shall be prepared for common usage and all approved manuals, procedures and method statements shall be implemented at all times.

This Policy is approved by the signatories of the Management Board of Gdansk Transport Company S.A