

## CUSTOMER SATISFACTION POLICY

### Customer Orientation underlies our Customer Satisfaction Policy.

- We aim for all our employees to adopt and internalize our corporate values, which we define as **Customer Orientation, Excitement, Dynamism, Transparency, Sustainability, Innovation, and Respect for Differences**.
- We believe that maintaining and taking our current presence in domestic and foreign markets a step forward can only be achieved with a customer-oriented approach. Our customer-oriented system, which we have created with this approach, is integrated with all our management processes and controls each other.
- We aim to keep customer satisfaction at the highest level at all times, establish long-term and continuous cooperation that creates mutual value, and maintain the continuity of the cooperation that we have established.
- With the customer satisfaction system that we have established, we evaluate the performance of our company in the fields of quality, shipment, project, and communication, create action plans for the elements that remain below our target, and put them into practice with all our employees.
- With our complaint management system, we perform root cause analysis and ensure that permanent improvements are applied in our systems and processes.
- We take and analyze the valuable opinions of our customers through our annual customer satisfaction surveys and take the necessary actions.
- Our customers can easily express their complaints, requests, and expectations by reaching us through all communication channels.

Vice-Chairman of Board

Yakup BİRİNCİ