

AVRASYA TAAHHÜT LOJİSTİK A.Ş Torbalı	QUALITY, ENVIRONMENT, OCCUPATIONAL HEALTH AND SAFETY AND CUSTOMER SATISFACTION POLICY	First Publication Date: 01.03.2005 Revision Date / No: 02.12.2024 /07 Document Code: KYS-ELK03 Page No: 1/1

FOR UNCONDITIONAL CUSTOMER SATISFACTION

- ✓ Our first goal is to increase customer satisfaction by ensuring customer complaint follow-up efficiency and environmental pollution prevention sensitivity.
- ✓ AVRASYA TAAHHÜT LOJİSTİK A.Ş Torbalı Branch produces furniture products that can be used safely with fast service and on-time delivery in accordance with legal regulations and product standards.
- ✓ It provides the value of the price paid by the consumer with the most suitable cost advantage.
- ✓ It offers innovative, quality products that appeal to all age groups and have trend-setting qualities with the principle of "Reflect Yourself".
- ✓ It undertakes to ensure the continuous improvement of the effectiveness of Quality, Environmental Management, Occupational Health and Safety and Customer Satisfaction Systems with the contributions of suppliers and employees

FOR THE SUCCESS AND CONTINUITY OF OUR ORGANIZATION

- ✓ Defines, implements and develops process targets to improve product quality and process control in line with the strategy of becoming a global brand and increasing market share.
- ✓ Continuous improvement in production and other activities, contribution to the protection of biodiversity and ecosystem, full compliance with legal and other conditions and legislation, fulfilling compliance obligations, protecting and improving the environment and preventing environmental pollution, effective use of natural resources and leaving a livable environment and usable natural resources for our future generations; is a priority of the company management and the responsibility of all employees.
- ✓ Is sensitive to climate change and works to transfer a clean and healthy environment to future generations in a sustainable way.
- ✓ Creates targets to ensure continuous improvement in Health & Safety & Environmental performance and periodically reviews them.
- ✓ Health, safety and environmental studies are carried out as an integrated part of the company's activities.

FOR THE DEVELOPMENT OF EMPLOYEES

- ✓ Organizes training activities to raise awareness of our employees, suppliers and subcontractors on product quality, environmental protection and occupational health and safety.
- ✓ Through its leaders, all employees and employee representatives are encouraged to adopt a risk-based thinking and process-based approach to ensure safe and healthy working conditions to prevent work-related injuries and health deterioration, and are included in OHS studies, and are committed to reducing identified risks and eliminating hazards, and raising sustainable Occupational Health and Safety awareness to a higher level by evaluating risks and opportunities.
- ✓ Encourages innovative and productive approaches.
- ✓ The Management Team is responsible for increasing this awareness and spreading it throughout the organization.

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WITH ALL THESE PURPOSES

- ✓ Our goal is to increase the long-term loyalty of our customers, employees and suppliers,
- ✓ To do our job right the first time and every time,
- ✓ Always take customer requests and opinions as a basis,
- ✓ To follow developing and current technology,
- ✓ To raise awareness of all employees about the environment and ensure that they are respectful towards the environment.

CONFIRMATION

GENERAL MANAGER