

## QUALITY, HEALTH, SAFETY AND ENVIRONMENT POLICY

Our primary goal is to resolve customer complaints and meet demands openly, fairly, transparently and quickly and to achieve and maintain 100 % customer satisfaction by transform every complaint into a thank-you.

In consideration of these principles;

- ✓ We are committed to protect all information of our customers within our confidentiality principle while resolving complaints from our customers and to reply to them within 24 hours.
- ✓ We adopt customer orientation, access to information and objectivity approach as our main principles in all processes, including the process of handling customer complaints.
- ✓ We constantly improve our services according to complaint analyses and the feedback which come from our customers and prevent the reoccurrence of complaints with a proactive approach.
- ✓ We recover damages transparently and fairly with a customer-oriented approach and target 100% customer satisfaction,
- ✓ While establishing and following our policies, we are committed to comply the current law and legislations stated within the terms of ISO 10002 Customer Complaints Management System and all other related legal requirements.

**Poliport Kimya**

**General Manager**

**Poliport Kimya Sanayi ve Ticaret AŞ**

**Genel Müdürlük • Headquarters**

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