

POLICY OF CUSTOMER SATISFACTION MANAGEMENT SYSTEM

As **Eurotec Mühendislik Plastikleri Sanayi ve Ticaret A.Ş.**, we aim to act in direction of legal requirements with the Customer Satisfaction Management System we have drafted in direction of our vision, mission, principles, and values and to be the most respected in our sector by prioritizing customer satisfaction.

In direction of this purpose; we commit

- ◆ That customers may convey their demands and dissatisfactions easily and they are taken into consideration **objectively, justly, carefully, impartially, and privately**,
- ◆ They are assessed in a way which shall not violate legal conditions and our company policy,
- ◆ That required **improvements** and **controls** are continuously made to prevent repetition of the same dissatisfaction,
- ◆ That we accept **finalization** of customer dissatisfactions and information of customer **within the shortest time** as **the main principle**,
- ◆ That we assess notification process of results to the customer with a **customer oriented** approach in direction of principles of **transparency, accessibility, responsiveness, and accountability**,
- ◆ We announce to all employees whether **customer conditions** are fulfilled by measuring and assessing **changing expectations** of customer,

and that we shall solve customer demands in a **reliable** way with the **aware efforts and full participation** of our employees having **high motivation and success tenacity**.

Management Representative

Senior Management