

OUR INTEGRATED MANAGEMENT SYSTEM POLICY

(Quality – Environment – Occupational Health and Safety – Customer Satisfaction – Business Continuity)

As TAŞYAPI İNŞAAT TAAHHÜT SANAYİ VE TİCARET A.Ş., we adopt an integrated approach to the management of quality, environmental protection, occupational health and safety, customer satisfaction, and business continuity as a fundamental management principle across our activities, including infrastructure and superstructure works, general construction contracting projects, and residential construction and sales.

In line with this commitment, we undertake to:

- Provide reliable and sustainable services that fully meet customer expectations and needs;
- Measure and analyse our processes using KPI indicators and a data-driven decision-making approach, and continuously improve them;
- Enhance quality performance through a risk- and opportunity-based approach;
- Contribute to the development of our business partners by systematically evaluating the performance of suppliers and subcontractors;
- Operate an effective customer satisfaction system that turns complaints into opportunities for improvement;
- Protect the environment, prevent pollution, ensure the efficient use of natural resources, and continuously improve environmental performance;
- Keep energy consumption, emissions, waste generation, and the use of natural resources under control;
- Control the environmental impacts that may arise from our infrastructure and superstructure projects and adopt a sustainable project approach;
- Reduce waste at source, increase recycling, and monitor environmental KPI results;
- Integrate the impacts of climate change, energy efficiency, and the principles of environmental sustainability into our activities;
- Provide safe and healthy working environments for all our employees, subcontractors, and visitors, and prevent occupational accidents and occupational diseases;
- Eliminate hazards and reduce occupational health and safety risks;
- Conduct training and awareness-raising activities to continuously improve our occupational health and safety culture;
- Prioritise traffic safety, site safety, and the safety of third parties across all projects;
- Support employee consultation and participation;
- Maintain emergency preparedness and ensure business continuity;
- Handle customer complaints impartially, transparently, accessibly, and in a timely manner;
- Record complaints, conduct root cause analyses, and initiate corrective and improvement actions to prevent recurrence;
- Monitor customer feedback, satisfaction surveys, and complaint data through the KPI system;
- Manage the complaint-handling process in accordance with the principles of customer focus, confidentiality, accountability, and continual improvement;
- Analyse feedback throughout sales, project, and delivery processes and translate the findings into process improvements in order to increase customer satisfaction;
- Develop systems to ensure business continuity in the event of potential crises, disasters, disruptions, and emergencies;
- Enhance operational sustainability and organisational resilience;
- Ensure the uninterrupted continuity of critical processes;
- Develop our employees' competencies through training and performance management systems;
- Support continuous learning, digitalisation, and innovative approaches;
- Increase employee satisfaction and organisational commitment;
- Comply with all applicable legal requirements, customer requirements, and other obligations within the scope of our activities, and continually improve the effectiveness of our management systems.
- We commit to conducting our business with respect for human rights, ethically and free from corruption, guided by the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, and the OECD Good Practice Guidance on Internal Controls, Ethics, and Compliance.

EZGİ TURANLI
DEPUTY CHAIRMAN OF THE BOARD
OF DIRECTORS

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