

# MAYEN INTEGRATED MANAGEMENT SYSTEM POLICY

## OUR VISION

To be the number one service provider in value-added services.



## OUR MISSION

In order to provide the best brand experience:

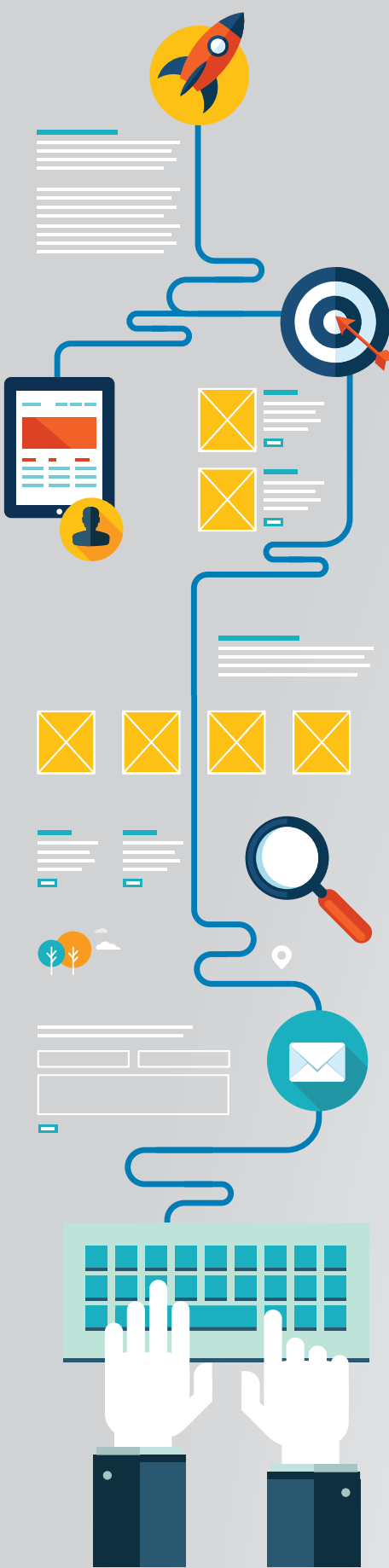
- To be a pioneer and leader in providing the most advanced technologies appropriate for customers' needs,
- To reflect our international experience and knowledge in different sectors,
- To ensure the continued satisfaction of our employees and our team,
- To understand customers' expectations and find solutions together, and to ensure customer satisfaction.



## OUR POLICY

Mayen Undertakes;

- To systematically manage all its activities in accordance with the methods and workflows described in the documents of its Management Systems within the framework of international standards and principles, and to ensure continuousness,
- In accordance with continuous improvement and a sustainability approach, to pioneer the operation of productive processes,
- To provide all the resources in accordance with the following paragraphs,
- To carry out the operational, strategic, financial, occupational health and safety, risk and opportunity utilization practices with a process-driven point of view; to measure the efficiency of management systems with regular internal audits and to integrate new implementations,
- To ensure confidentiality, accessibility and integrity of all information,
- To lead continuous improvement and development,



### Our Commitments to Our Customers

- It is our fundamental policy to provide our customers with value-creating solutions and to develop our services in accordance with customers' expectations.
- By correctly identifying the current and future expectations and needs of our customers and providing them with the most appropriate advanced technologies, to ensure the best brand experience.
- By following up on technological developments that will provide a competitive advantage, we provide customers with full compliance and the desired level of innovation based on entrepreneurial services
- We ensure the confidentiality of the information of our customers within the framework of our information security implementations and confidentiality contracts.
- To create sustainable customer satisfaction, we collect feedback from our customers through the channels described by us, and we evaluate them in a transparent and impartial manner; we produce alternative solutions by using all opportunities.
- We consider the requests, expectations, opinions, recommendations and complaints of our customers as an opportunity, and approach them in accordance with laws, acts and regulations, and use them to improve our systems and services and pave the way for continuous improvement.

### Our Commitments to Our Suppliers

- We establish relationships based on trust with our suppliers, and we ensure the sustainability of our suppliers by improving them.

- We ensure the confidentiality of the information of our suppliers within the framework of our information security implementations and confidentiality contracts.
- We establish out relationships with our suppliers within the framework of ethical rules.
- In order to ensure continuity of our service quality, we regularly review the service level of our suppliers.

### Our Commitment to Our Colleagues

- By establishing relationships based on trust with our employees, we ensure the sustainability of these relationships.
- For the purpose of encouraging the creative development of all our employees in accordance with their skills, we continuously review our targets and ensure that these skills are a part of the target
- We consider our happy employees as corporate citizens to create value at the locations where we provide service.
- We create environments allowing our employees to clearly express themselves, and ensure that all communication channels are kept open.
- We ensure the confidentiality of the information of our employees within the framework of our information security implementations and confidentiality contracts.
- In order to ensure that employees can work in a secure environment, we take occupational safety measures, ensure awareness of OHS, determine the risks of our activities, and ensure continuous improvement by taking the appropriate measures.

- With planned training activities, we ensure awareness of Management Systems among employees.

### Our Legal Compliance Commitment

- We carry out our activities in accordance with the relevant national and international laws, legal terms and conditions; we direct employees and relevant parties accordingly.
- While carrying out our activities, we ensure total compliance with all laws and all other relevant terms and conditions.

### Our Commitment to Society

- With the responsibility we have towards society, we aim to contribute to society and the country's economy in our respective sectors.
- In order to ensure the protection of the environment, we support the use of sustainable and renewable resources; we aim to minimize our environmental impact by appropriately sort our waste.
- We encourage our employees to join reputable social organizations that perform services for society and add value.
- With our social responsibility projects, we continuously develop and diversify in hopes of providing added-value to society.

Mayen CEO  
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