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## GÜLSAN HOLDING QUALITY POLICY

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*Gülsan Holding has distinguished itself in its field through pioneering achievements and principles, earning a top position among sector leaders. We maintain unwavering commitment to quality to align with our principles, ensure sustained success, and preserve our competitive edge. In accordance with this approach, we are dedicated to fulfilling the commitments outlined in our Gülsan Holding Quality Management Policy.*

1. With a robust quality culture, we strive to “do it right the first time and consistently” across all our employees.
2. At Gülsan Holding, we adhere to national and international legislation, regulations, relevant standards, and the requirements of our certifications.
3. We emphasize continuous improvement and development within our quality practices.
4. We stay abreast of industry and technological advancements, embrace innovative approaches, and integrate high technology into our business processes as needed.
5. We adopt a proactive approach by conducting risk and opportunity analyses within this framework.
6. We establish numerical quality targets and plan and implement actions to achieve these goals.
7. We prioritize the development of our employees, supporting their continuous growth by offering necessary training opportunities
8. We encourage active participation from our employees in quality processes and incorporate their feedback into our practices.
9. Through internal audits, we identify areas for improvement in our quality processes and keep the system current and effective. We view third-party audits as valuable opportunities, applying insights gained from these audits to enhance our business processes.
10. Our goal is to meet customer needs, requests, and expectations in the most effective manner possible.
11. We emphasize customer satisfaction and actively consider feedback from our customers to improve our service.
12. To produce high-quality products that meet international standards, we utilize advanced technology and conduct 24/7 monitoring of our processes and products.
13. We deliver quality and efficient service through trust-based relationships from purchase to after-sales.
14. We publish our Quality Management Policy on our website to inform, raise awareness, and engage with all stakeholders.
15. While every employee contributes to the effective implementation of the Quality Management Policy, the primary responsibility rests with the Quality Assurance Department.
16. The Board of Directors ensures the provision and continuity of the resources necessary for the implementation of this policy.
17. We are committed to reviewing our policy at least annually and making necessary updates and improvements.

***Chairperson of the Board of Directors***

*Mustafa TOPÇUOĞLU*

*25.09.2023*