
GÜLSAN HOLDING CUSTOMER SATISFACTION POLICY

Gülsan Holding has specialised in its field with its firsts and principles and ranked first among the companies operating in the sector. In order to operate in line with our principles, the continuity of our success and the continuation of our competitiveness, we keep customer satisfaction at the highest level by keeping our quality of goods and services high. In line with our understanding, we commit to realise the following issues with Gülsan Holding Customer Satisfaction Policy.

1. We accept every customer as a friend and always meet the trust, expectations and satisfaction of our friends at the highest level.
2. In our activities, we always set out with the principle of creating a positive customer experience and keep the requests and suggestions from our customers at our focal point.
3. We direct accurate and rational solutions in line with the needs and expectations of our customers. We provide our goods and services in the quality and time we undertake.
4. We always establish honest, transparent, respectful and courteous communication with our customers. We provide accurate information and labelling and act in accordance with the principle of responsible marketing.
5. We focus on continuous improvement of customer satisfaction and measure it. We take care that the results reach or exceed the level we target.
6. We give great importance to the confidentiality of customer data and handle them within the framework of the principle of confidentiality. We protect personal data and process them within the scope of the relevant legislation and standards we are subject to.
7. We share our Customer Satisfaction Policy with the public on our website for the main purposes of informing, raising awareness and including all our stakeholders.
8. Although all our employees play an important role in the effective implementation of the Customer Satisfaction Policy, the responsibility lies with the Sales and Marketing Department.
9. We commit to reviewing our policy at least once a year and to making improvements and updates when necessary.
10. This policy has been put into effect with the approval of the Board of Directors.

Chairperson of the Board of Directors

Mustafa TOPÇUOĞLU

25.09.2023