

CUSTOMER SATISFACTION POLICY

We, as Yeşilyurt Demir Çelik A. Ş., hereby commit;

- To adopt a customer-focused and solution-oriented approach that accurately understands customer needs and expectations,
- To provide our customers with reliable, high quality, and sustainable products and services,
- To evaluate customer requests, suggestions, satisfaction, and complaints in a prompt, fair, impartial, and effective manner,
- To regard customer feedback as an opportunity to improve our products, services, and business processes,
- To integrate into all our activities a continuous improvement approach aimed at increasing customer satisfaction,
- To act within the framework of integrity, transparency, mutual trust, and ethical values in our customer relations,
- To protect the confidentiality of our customers' information and data and to act in accordance with information security principles,
- To manage solution processes for customer requests in an accessible, transparent, and effective manner,
- To develop innovative solutions aligned with customer expectations by monitoring technological developments,
- To regularly monitor, measure, and improve customer satisfaction performance,
- To support the development of a customer-focused service culture among our employees,
- To conduct our activities in accordance with applicable legislation, ethical rules, and our corporate values.

General Manager
Çetin LİVAOĞLU