

KOÇZER QUALITY POLICY

MANAGEMENT'S MESSAGE

Dear Colleagues, Dear Stakeholders,

At KoçZer, our vision is becoming the most preferred B2B company in Türkiye, driving international trade with our technology and expertise.

With the understanding of "Forward Together at KoçZer", we don't settle for customer satisfaction; we are motivated by carrying their business forward together. We constantly learn and grow with our innovative mindset, embrace our business with our positive team spirit, generate and realize ideas, and grow success together.

We shape our understanding of quality with the following principles.

Customer Orientation: We adopt a proactive approach to understand and exceed our customers' expectations; we carefully evaluate feedback and manage complaints in a fast, transparent and solution-oriented manner.

Process Excellence: We manage all our processes with data-based, measurable goals, monitor them with performance indicators and adhere to the principles of continuous improvement.

Employee Participation and Competence: We support the knowledge, skills and participation of our employees at the highest level; we make quality awareness an integral part of our corporate culture.

Ethics and Transparency: We adhere to honesty, transparency and ethical values in our business processes; we establish open and trust-based relationships with our stakeholders.

Risk and Opportunity Management: With a risk-based thinking approach, we proactively manage potential risks in our processes and evaluate opportunities for improvement.

Sustainability and Social Responsibility: We consider sustainable growth as a fundamental element of our understanding of quality, considering our environmental, social and economic impacts.

Compliance with Laws and Standards: We fully comply with ISO 9001 Quality Management System standard and relevant legal regulations; we adopt ISO 10002 standards as a guide for customer satisfaction.

Since our establishment, we have been working without compromising the principles of integrity, honesty, responsibility and trust; we are committed to being fair in all our business relationships and to acting in good faith and understanding to achieve mutual benefit.

I hope you will make this policy an indispensable part of our way of doing business and thank you for your contributions and efforts.

Kind regards,

Serhan Turfan

CEO