

## **OUR QUALITY POLICY, VISION, MISSION, AND VALUES**

Our primary objective is to enhance the customer satisfaction of our corporate and end customers by providing uninterrupted service with superior knowledge, communication, and operational quality. For this purpose:

- We work in close collaboration with our customers—integrating seamlessly to understand and analyse their expectations, meet their needs, and consistently exceed them. We offer different service channels to achieve mutual success with our customers.
- We incorporate technology into the services we provide, the measurement of their results, and all our other systems.
- Compliance with legal and regulatory requirements and contractual obligations is fundamental to our business.
- We recognise that the satisfaction of our employees, with whom we share information and responsibility, forms the basis of customer satisfaction. We recognise that we can deliver excellent service by gaining the emotional and mental commitment of our employees.
- Our fundamental principle is to manage our resources effectively, ensuring that our processes, from our suppliers to our customers, meet quality standards, are continuously improved, and their performance is measured.
- To this end, annual organisational targets are set, communicated to all employees, and monitored during monthly Management Follow-Up Meetings throughout the year.