

## OUR INTEGRATED MANAGEMENT SYSTEM POLICY

As TAŞYAPI İNŞAAT TAAHHÜT SANAYİ VE TİCARET A.Ş., we adopt the following principles in order to increase customer satisfaction, reduce environmental impacts, ensure occupational health and safety and protect our business continuity in our infrastructure, superstructure, general construction-contracting projects, housing construction and sales activities.

Accordingly;

---

### Quality Management (ISO 9001:2015)

- Meet customer expectations,
- Ensure compliance with legal, regulatory and contractual requirements,
- Monitor and continuously improve the effectiveness of processes,
- Increase quality awareness by encouraging employee participation,
- Improve the quality of projects by using innovative practices.

---

### Environmental Management (ISO 14001:2015)

- Use natural resources efficiently
- Reduce waste and increase recycling rate,
- Minimize the negative impact of our activities on the environment,
- Improve energy efficiency and reduce carbon footprint to mitigate the effects of climate change,
- Comply with legal and other obligations related to the environment

---

### Occupational Health and Safety Management (ISO 45001:2018)

- Create safe and healthy working environments for all our employees, subcontractors and visitors,
- Eliminate hazards and reduce OHS risks,
- Conduct trainings and awareness-raising activities to continuously improve OHS culture,
- Comply with all relevant OHS legislation and other requirements,
- Improve OHS performance by supporting employee engagement and consultation,

---

### Customer Satisfaction and Complaint Management (ISO 10002:2018)

- Measure and increase customer satisfaction,
- Manage complaints in a fair, transparent and confidential manner,
- Improve service quality with feedback from complaints,
- Integrate a customer-oriented approach into all processes.

---

### Business Continuity Management (ISO 22301:2019)

- Create business continuity plans against possible emergencies and disasters
- Identify critical processes and develop protection strategies,
- Increase the level of preparedness by organizing business continuity drills,
- Take necessary measures to provide uninterrupted service to customers and stakeholders.

---

As TAŞYAPI İNŞAAT TAAHHÜT SANAYİ VE TİCARET A.Ş.; our primary commitment is to

- Effectively maintain and continuously improve our Integrated Management System,
- Produce sustainable, safe, high quality and environmentally friendly projects,
- Raise awareness of our employees, subcontractors and all our stakeholders in line with these goals,
- Ensure the continuity of our operations by increasing organizational resilience,
- Fulfill our responsibilities towards society and the environment.

**EZGİ TURANLI**

**DEPUTY CHAIRMAN OF THE BOARD OF DIRECTORS**

**14.01.2025**