

Customer Satisfaction Guidelines for Complaints Handling in Organizations ISO 10002:2018

Following an audit conducted in accordance with the auditing procedures of TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş., it is hereby confirmed that the complaints handling guidelines applied by



TAŞYAPI İNŞAAT TAAHHÜT VE TİCARET ANONİM ŞİRKETİ
Acıbadem Mahallesi, Derin Sokak, Almondhill Sitesi D,
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have been successfully assessed against the guidelines of ISO 10002:2018 Customer Satisfaction Guidelines for complaints handling in organizations.

Scope

**Contracting, construction and sales of infrastructure-superstructure
general construction works**

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Authorized Signatory
at TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş.

Istanbul, 2026-06-24

This has been issued based on an audit carried out by TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş. and is subject to periodic surveillance activities during the validity period. ISO 10002:2018 is a guideline.

This represents an evaluation of assessment and does not constitute an accredited certification.

TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A. Ş.
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