

INTEGRATED MANAGEMENT SYSTEMS POLICY

OTOKOÇ OTOMOTİV,

While carrying out our activities and services in the automotive sector, commits to,

- Becoming a global and leading point of reference that develops innovative mobility solutions,
- Enhancing the quality of its operations through technological advancements, innovative approaches, and digitalization,
- Serving as a role model with practices and processes that add value to the country and the mobility sector,
- Maintaining its position of trust by implementing sustainable practices to increase customer and employee satisfaction, environmental awareness, financial profitability, and efficiency,
- Ensuring utmost satisfaction for all stakeholders and customers by meeting their needs and expectations,
- Adhering to national and/or international legislation and other standards related to quality, environment, and occupational health and safety, as well as Koç Group policies and procedures,
- Continuously evaluating the environmental impact of our activities (on air, water, soil, human health, flora, fauna, natural habitats, vegetation, and its own corporate reputation), preventing significant environmental risks and pollution, and striving for continuous improvement in environmental performance,
- Protecting natural resources by controlling and reducing pollution at its source,
- Safeguarding the physical and mental wellbeing of employees against occupational accidents and diseases, establishing safe and healthy working conditions, evaluating occupational health and safety risks and opportunities with a proactive approach, eliminating hazards, reducing risks, and striving to achieve the goal of zero accidents,
- Carrying out social responsibility projects to increase environmental awareness and respect for the environment among its employees and stakeholders,
- Providing necessary resources for the development of employees and stakeholders in line with the objectives of Otokoç Otomotiv,
- Addressing customer complaints in an open, fast, secure, impartial, fair, responsive, accessible, and transparent manner, ensuring customer satisfaction while adhering to the commitment to confidentiality, and
- Reviewing its integrated management system objectives, targets, and programs with the participation and engagement of all employees and employee representatives to enhance performance and ensure continuous improvement in line with the mission, vision, and strategies of Koç Holding and Otokoç Otomotiv.

İNAN EKİCİ

Otokoç Otomotiv Company Leader

