

As the leading brand in the Renewable Energy Production sector with the slogan “For a cleaner, more livable world...”, within the framework of international standards, legal regulations and relevant legislation;

- ✓ To meet the needs and expectations of our customers in all processes without interruption and completely,
- ✓ To provide a systematic service by following the developing and current technologies, to reduce costs and increase profitability,
- ✓ To ensure that maintenance and operation services are provided to our customers with a smiling, fair, flawless and timely manner with today's modern business approach,
- ✓ To ensure and increase the continuity of customer satisfaction and service quality, to act solution-oriented and foresighted for the continuous improvement of the service,
- ✓ To comply with the conditions of the Quality Management System with an effective leadership, responsible and participatory management approach, to ensure the participation of employees, to establish quality awareness, to ensure its effectiveness and continuous improvement,
- ✓ To be in a trust-based cooperation with suppliers and vendors,
- ✓ To support and realize projects that improve the quality of life of the society we are in, focused on respect for the environment and to contribute to the country's economy,
- ✓ To ensure unity between the individual goals of our employees, who are our stakeholders, and the company goals, to develop and maintain the sense of unity and solidarity at the highest level, to have a highly motivated and well-defined human resource to create,
- ✓ To support vocational training and personal development programs so that all our employees become more competent and able to use their talents at the highest level,
- ✓ Assess risks arising from quality deficiencies, technical non-conformities, and safety issues in products, services, and activities,
- ✓ Ensure compliance with applicable legislation, technical standards, and quality requirements throughout design, procurement, construction, operation, and maintenance processes,
- ✓ Safeguard the health and safety of employees, customers, users, and local communities. In this context, carry out appropriate quality controls, tests, inspections, and preventive maintenance activities,
- ✓ Investigate identified non-conformities, incidents, and complaints, and take the necessary corrective and preventive actions. Where necessary, suspend the relevant product, service, or activity and inform the affected stakeholders,

Privacy	Unclassified
Document No	POL.QMS.001
Revision No	0.2
Page No	2/2

QUALITY POLICY



NATUREL HOLDING's Quality Policy.

Tolgay Benderli

Chief Executive Officer

CONTROLLED COPY