

## QUALITY POLICY

As the Assistant General Manager's Office for Human Resources and Support Services, the primary elements of our quality policy are as follows,

- To provide quality, fast, efficient, and safe service in accordance with ethical values, legal regulations, national and international standards,
- To take service continuity as a basis and ensure that the quality-oriented service approach is adopted by our employees under the Assistant General Manager's Office for Human Resources and Support Service,
- To work with the understanding of developing, digitizing, and continuously improving the services we offer by using innovative approaches and technologies,
- To listen to our employees, to evaluate their opinions/suggestions, to constantly support the professional and personal development of our employees by providing continuous and constructive feedback through the competency-based management system and performance measurement system, and to strengthen our corporate culture,
- To value our employees, to support team spirit, and to offer opportunities to increase employee satisfaction in line with our principles of honesty, transparency, and reliability,
- To follow human and environmentally friendly projects with our social responsibility awareness and to encourage our employees to take an active role in these projects.