

INTEGRATED COMPANY POLICY

As YDA Havalimanı Yatırım ve İşletme A.Ş., we are committed; to provide sales, food and beverage and commercial shopping facilities that allow passengers to choose by producing and providing food in a hygienic environment by complying with the Turkish Food Codex and relevant standards by continuously maintaining the facilities that have all kinds of facilities for passenger comfort, in which the quality phenomenon is continuous, human resources potential suitable for the quality of the system, safety and security principles are considered in the first place, continuous and accurate information is provided in a rentable and systematic manner, and the facilities that have all kinds of facilities for passenger comfort are constantly maintained;

To guaranteeing the participation of all workers in achieving the criteria of the Customer Satisfaction Management System and strengthening the efficacy of this system in the organisation through strong internal communication and trainings;

To provide solutions to our customers as quickly as feasible and to taking permanent actions to avoid the complaints from repeating by researching and analysing complaints filed to our firm from our passengers and corporate clients in a transparent and unbiased manner;

To provide services that meet International standards while maintaining the greatest degree of customer satisfaction;

To guaranteeing the availability of information and resources required to meet the integrated management system's aims and outcomes;

To determine as the efficient use of energy, the conduct of studies to reduce carbon emission values, the protection of the environment, the reduction of waste and residues in all our activities as the main principle of our company, which is one of the leading institutions of the Airport Terminal Management sector, the prevention of waste in the use of natural resources, in order to prevent pollution and their reintegration into the country's economy through recycling, and that we will pay attention to the training and activities that encourage the protection of the environment and human health, and that we will prioritize the environmental factor In the use of materials and energy, technology selection, installation and operation of the terminal, which are the principles of ISO 14001 and ISO 14064 Environmental Management System;

To creating working circumstances that prevent occupational injuries and diseases among our employees; to eliminating hazards, reducing OHS risks, and monitoring occupational health and safety metrics as an indication of our work;

To provide the necessary assistance for the purchase of energy-efficient products and services that may affect energy performance by raising productivity awareness among our employees and supporting design activities that consider improving our energy performance, within the framework of the ISO 50001 Energy Management System;

To consistently improve our integrated management systems and performance with the participation of employees and employee representatives, as well as their thoughts, by defining new objectives and targets each year, and to comply with applicable national and international legislation and other regulations, and to reviewing and updating the policy as needed to maintain the continuity of the integrated management system.

A.Yigit LAÇIN
CEO

