

## QUALITY POLICY

Andasis Elektronik Sanayi Ticaret A.Ş. commits to continuously improving the management systems established for activities carried out within the scope of electronic systems, technology development, software solutions, and related engineering services, and to operating in compliance with the requirements of the Quality Management System standard.

Our organization manages quality with a sustainable approach and operates in accordance with the following quality policy:

- To accurately analyze customer needs and expectations and provide innovative, reliable, and effective solutions; to ensure customer satisfaction and trust by delivering services with appropriate cost, on time, and in accordance with high quality standards.
- To base all relationships with employees, customers, and business partners on the principles of mutual trust, honesty, and transparency; and to establish a corporate culture that supports continuous improvement and is open to feedback and innovation.
- To increase environmental responsibility awareness among our employees and business partners; and to adopt and promote practices that do not threaten the environment, human health, or safety.
- To reduce our environmental impacts by ensuring the efficient use of natural resources and to carry out our activities with environmentally friendly approaches for a sustainable future.
- To regularly assess environmental safety, occupational health and safety, and operational risks in order to ensure service continuity, and to use these assessments as inputs for improving customer service processes.
- To manage customer feedback and complaints effectively; to protect customer rights by providing fast, realistic, and applicable solutions; and to record all feedback and share the results and improvement actions with customers.
- To adopt the principle of continuous improvement in all services and business processes and continuously enhance the effectiveness of the Quality Management System.
- To fully comply with all applicable legal regulations, standards, and customer requirements while conducting our activities.

**General Manager**