

## **INTEGRATED MANAGEMENT SYSTEMS POLICY**

*(ISO 9001:2015, ISO 10002:2018, ISO 22301:2019, ISO/IEC 27001:2022, ISO/IEC 27701:2019)*

As **Boss Yönetişim Hizmetleri A.Ş.**; we conduct our activities based on quality, trust, and sustainability in the services we provide to our customers. While ensuring the continuity of our services, we prioritize the protection of our information assets and personal data, the enhancement of customer satisfaction, and the continuous improvement of our business processes.

Accordingly, we manage our activities in an integrated manner in compliance with the **ISO 9001 Quality Management System, ISO 10002 Customer Satisfaction Management System, ISO 22301 Business Continuity Management System, ISO/IEC 27001 Information Security Management System, and ISO/IEC 27701 Personal Data Management System** standards, as well as the requirements of the **Law on the Protection of Personal Data No. 6698 (KVKK)**.

As **Boss Yönetişim Hizmetleri A.Ş.**;

- We commit to conducting all our activities covering our integrated management systems (Quality, Customer Satisfaction, Business Continuity, Information Security, and Personal Data Management System) in line with this policy.
- In accordance with the principles of quality, security, and sustainability, we provide services at high standards that meet the needs and expectations of customers and relevant interested parties.
- We determine our integrated management system aims and objectives in line with the needs and expectations of relevant interested parties; plan and implement our processes to achieve these objectives and monitor their performance.
- We measure, monitor, analyze, and continuously improve our processes; and implement innovative service models and technologies in our services with a focus on customer satisfaction and continuous development.
- We handle customer feedback, complaints, and requests in an accessible, transparent, impartial, and prompt manner; and aim to enhance customer satisfaction.

- To prevent the recurrence of complaints, we conduct root cause analyses; ensure the sustainability of service quality by implementing corrective and improvement actions, and take actions to eliminate the causes of complaints.
- We always prioritize human life and employee safety in the event of potential crises, disasters, or disruptions.
- In order to ensure the continuity of critical activities, we establish business continuity plans, regularly test them, keep them up to date, and evaluate their effectiveness; and make the necessary improvements based on the results.
- To minimize the operational, financial, legal, and reputational impacts of disruptions, we identify risks, plan the necessary resources, and take proactive measures.
- We protect our information assets and all data in line with the principles of confidentiality, integrity, and availability; and systematically manage information security risks.
- We process personal data (PD/PII) securely within the framework of the Law on the Protection of Personal Data No. 6698 (KVKK) and related legislation; and adopt the protection of privacy as a fundamental principle.
- We operate the necessary processes to prevent and manage personal data breaches; and evaluate and finalize data subjects' applications and requests in accordance with the relevant procedures.
- We ensure full compliance with all applicable laws, regulations, legislation, contractual obligations, and customer requirements; and conduct our activities in accordance with ethical principles.
- In the event of any conflict between legal compliance processes and integrated management system arrangements, legal legislation shall prevail; and the relevant policies and procedures shall be updated accordingly.
- We support training and development activities to enhance the awareness and competence of our employees; and strengthen participation and team spirit.
- We work in trust-based cooperation with our external providers/suppliers and business partners; and monitor their alignment with integrated management system objectives.
- We take environmental and climate change impacts into consideration; act with a sense of social responsibility, and pay due attention to the use of environmentally friendly and, where possible, recyclable materials in our activities.
- We ensure that this policy is communicated to employees, external stakeholders, and all relevant parties, and aim to increase awareness.
- We evaluate the performance of our integrated management systems through internal audits and management review activities; and improve our systems through a continuous improvement approach.

Our senior management commits to providing the necessary resources to ensure the effectiveness of the integrated management systems, to the establishment of objectives, the review of performance, and continuous improvement.

This policy is adopted and implemented by all our employees and is published in a manner accessible to relevant parties.

SELİM TANKUT AKDAĞ

CEO

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