

QUALITY POLICY

(ISO 9001:2015)

Boss Yönetişim Hizmetleri A.Ş. adopts the Excellence Model approach in all the services it provides and regards quality as a fundamental element of its corporate culture. With the objective of becoming a leading organization in technology and quality by embracing sustainable development as a way of life, it aims to deliver services that provide the highest value to its customers as a reliable and innovative solution partner, and to ensure sustainable customer satisfaction.

Accordingly, as **Boss Yönetişim Hizmetleri A.Ş.**;

- We strictly comply with all applicable legislation and legal regulations, customer requirements, and contractual obligations; we always prioritize our quality approach and make no compromises on the principles of trust and confidentiality.
- With the awareness that the sustainability of customer satisfaction is directly related to employee satisfaction and competence, we provide our employees with a safe, supportive, and development-encouraging working environment, and continuously carry out training and development activities to enhance their competencies.
- In order to increase operational efficiency, manage costs, and strengthen long-term sustainability, we regularly review our processes, use our resources effectively, and continuously improve our performance.
- We work with our suppliers within a framework of mutual trust and cooperation, and establish sustainable supply relationships that support our quality objectives.
- We systematically and regularly disseminate quality awareness across all our fields of activity; evaluate the effectiveness of all processes affecting our service quality through a risk- and opportunity-based approach, and continuously improve them.
- By continuously enhancing our knowledge, competence, and creativity, we implement effective service models and technologies aligned with customer needs, and continuously improve the effectiveness of our Quality Management System (QMS).

Boss Yönetişim Hizmetleri A.Ş. sets forth through this policy its commitment to compliance with all applicable requirements, to providing a framework for the establishment of quality objectives, and to the continuous improvement of the effectiveness of the QMS. This policy is

communicated to all employees, its understanding is ensured, and it is kept accessible to relevant parties.

As employees of **Boss Yönetişim Hizmetleri A.Ş.**; achieving our objectives of business excellence, total quality management, and zero defects is the shared responsibility of us all.

SELİM TANKUT AKDAĞ

CEO

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