

CUSTOMER SATISFACTION POLICY

(ISO 10002:2018)

Boss Yönetişim Hizmetleri A.Ş. adopts as a fundamental management approach the enhancement of customer satisfaction and the effective, fair, and systematic handling of customer complaints in accordance with the ISO 10002 standard. Our company commits to the continuous improvement of the customer complaint handling process, its management with a transparent approach, and the preservation of customer trust.

Within this scope, **Boss Yönetişim Hizmetleri A.Ş.;**

- **Accessibility and Transparency:**

Ensures that our customers can submit their complaints through easy and understandable channels; conducts the processes of receiving, evaluating, and resolving complaints in a transparent manner.

- **Impartiality and Fairness:**

Handles complaints in an impartial, fair, and objective manner; evaluates each application with an equal approach and a sense of responsibility.

- **Confidentiality and Information Security:**

Protects the confidentiality of customer information and complaint records within complaint handling processes; acts in compliance with applicable legislation and rules regarding the protection of personal data.

- **Timely Response and Feedback:**

Evaluates and resolves complaints within defined timeframes and regularly informs the customer throughout the process; adopts a solution-oriented feedback approach as a principle.

- **Systematic Approach and Root Cause Analysis:**

Manages complaints in a consistent and systematic manner; analyzes root causes to prevent recurrence and plans and implements the necessary corrective and improvement actions.

- **Employee Competence and Customer-Oriented Culture:**

Supports all employees in enhancing their customer communication skills and complaint management competencies; encourages the adoption of a customer-oriented approach as part of the corporate culture.

- **Monitoring, Measurement, and Continuous Improvement:**

Regularly monitors and analyzes complaint resolution processes, performance indicators, and process improvement activities, and reviews them for the purpose of continuous improvement.

- **Evaluation of Customer Feedback:**

Our company records, evaluates, and reflects into appropriate improvement initiatives not only complaints but also suggestions, requests, satisfaction notifications, and all other feedback received from customers, with the aim of enhancing customer satisfaction.

The senior management **of Boss Yönetişim Hizmetleri A.Ş.** ensures the provision of the necessary resources to ensure the effectiveness of the customer complaint handling process, and guarantees that this policy is adopted and implemented by all employees.

SELİM TANKUT AKDAĞ

CEO

07.01.2026