

## **ŞİŞECAM FLAT GLASS GROUP QUALITY POLICY**

*An affiliate of Şişecam Group of Companies, a global corporation with extensive know-how and production expertise, as Flat Glass Group, we shall endeavour to:*

- Perform, certify, document and continually improve the requirements of the existing quality management systems in all plants where production and management functions are fulfilled,
- Ensure compliance of our production activities and products with the national and international standards and regulations in force in areas of operation, evaluate and promote continuity of compliance status,
- Ensure customer satisfaction by meeting demands and expectations of customers and providing pre-sales and after-sales technical support,
- Create and review corporate quality objectives and programs in addition to controlling them with corrective and preventive activities,
- Emphasize product quality and safety based on their relevance to human and product life and ensure continuity thereof,
- Act in line with the company's principle of customer orientation by offering technical support to our stakeholders (authorized dealers, authorized manufacturers, industrialist customers, architects, glass consultants, construction companies, investors, real estate investment partnerships etc.) and offering ideal solution suggestions for the area of use in terms of aesthetics, performance and quality,
- Become a global company leading developments with flat glass products and production thanks to R&D activities performed under Şişecam Group of Companies,
- Raise employee satisfaction, commitment and motivation through training programs meant to support development of employee continually,
- Ensure functionality of communication channels established through a fair and transparent management perspective,
- Build a sustainable future for our company economically and environmentally with the contributions of our employees, customers, shareholders, suppliers and sub-contractors

under our Quality Policy as a company dedicated to manufacturing high-quality glass products for construction, automotive, furniture and energy industry.

Vice Chairman and Flat Glass President