KOCAER STEEL
QUALITY, CUSTOMER SATISFACTION AND CONTINUOUS IMPROVEMENT POLICY

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At Kocaer Steel, we believe that sustainable growth and global competitiveness are built on **customer satisfaction, high quality standards, operational excellence and a commitment to continuous improvement**.

Our objective is to understand the needs and expectations of our customers accurately and to deliver reliable, high value-added products and services that comply with national and international standards, at competitive cost, on time and with a sustainable approach to quality.

Across all our rolling mill, galvanizing and steel service center operations, we see quality not merely as a characteristic of the final product, but as a shared responsibility of all our processes, from raw material procurement to production, from sales to shipment and after-sales service, and as an integral part of our corporate management approach.

In line with this approach, we commit to:

- **Conformity with Standards and Product Reliability:** Ensuring that our products and services conform to national and international standards, applicable legislation and customer specifications; obtaining the necessary product certifications, approvals, inspection documents and markings; and guaranteeing traceability from raw material to final shipment;
- **Customer Focus and Reliable Partnership:** Understanding our customers' needs accurately and offering the most suitable solutions through our technical know-how and production capabilities; protecting the confidentiality of customer information; and developing long-term business partnerships based on mutual trust;
- **Delivery Performance and Commitment:** Fully meeting the quality, quantity and delivery commitments we make to our customers; and continuously strengthening customer trust and operational reliability by managing any deviations in a timely and transparent manner;
- **Customer Satisfaction and Feedback Management:** Measuring customer satisfaction regularly; systematically evaluating feedback and complaints; implementing permanent corrective actions that eliminate the root causes of problems; and sharing the lessons learned across all our facilities and processes;
- **Process Quality and Reduction of Cost of Poor Quality:** Assuring quality at every stage of our processes rather than at final inspection; preventing losses arising from defects, scrap, rework and customer complaints; regularly measuring and reducing the cost of poor quality; and increasing efficiency in the use of resources;

- **Data-Driven Management and Management of Risks and Opportunities:** Monitoring quality performance through reliable measurement, testing and analysis systems; basing our decisions on objective data; and strengthening a preventive management approach by assessing in advance operational risks, changes in customer expectations and relevant external factors, including climate change;
- **Measurable Objectives and Accountability:** Setting measurable quality and customer satisfaction indicators aligned with the Company's strategic objectives; reflecting these objectives in the performance criteria of the relevant organizational units; and evaluating results regularly and implementing the necessary improvement actions in a timely manner;
- **Operational Excellence and Continuous Improvement:** Extending lean manufacturing, standardized process management and systematic problem-solving methods across all our activities; and making continuous improvement one of the core elements of our corporate culture by developing efficiency, quality and customer satisfaction together;
- **Employee Engagement and Quality Culture:** Embracing the principle that quality is the shared responsibility of all our employees; developing our employees' competencies and encouraging their improvement suggestions; ensuring that nonconformities can be reported without fear of adverse consequences; and ensuring that production or shipment can be stopped, within defined authorities, in situations that threaten product reliability;
- **Quality and Sustainability in the Supply Chain:** Building partnerships with our suppliers based on mutual trust, transparency and continuous development; and increasing the reliability and competitiveness of our supply chain by regularly evaluating their quality, delivery and sustainability performance;
- **Effectiveness of Management Systems and Organizational Development:** Meeting the requirements of our relevant management systems, regularly reviewing the effectiveness of our processes, and pursuing continuous improvement activities in a way that strengthens our organizational capacity.

We see quality not only as the technical conformity of our products, but as **a key measure of the promise we make to our customers, our corporate reliability, our operational discipline and our sustainable competitiveness**.

We implement this policy through the participation of all our employees, the leadership of our managers and a sense of shared responsibility.