



## CUSTOMER SATISFACTION POLICY

Beside our sustainable and green world approach, it is an integral part of our sustainability understanding to consider the requests, suggestions and complaints of our customers and to carry out remedial studies on this subject.

The thoughts and opinions of our customers which reflect the results of our works in the best and most transparent manner, enable us to provide them with a better service and whose satisfaction is considered our success, are deemed valuable to us.

We work with a proactive approach that focuses on customer satisfaction and responsiveness to our customers' needs, demands and/or complaints as soon as possible and in the most appropriate manner.

We deliver our services on time and under the conditions we promised; we approach our customers within the framework of the rules of respect, honor, justice, equality and courtesy.

For this reason, we, Biotrend Çevre ve Enerji Yatırımları A.Ş. and its subsidiaries, carry out studies to measure the satisfaction of our customers, comply with legal regulations by creating an Integrated Management System in the light of TS EN ISO 9001 Quality Management System, TS EN ISO 14001 Environmental Management System and TS EN ISO 45001 Occupational Health and Safety Management System standards in the services we provide and we pay strict attention and take necessary measures to maintain the standard.

With the great contribution of our employees, we satisfy the demands regarding the services we offer in the best manner in line with our principles of diversity and inclusion, and offer proactive approaches in the event of possible delays.

It is among our primary duties to be aware of the importance for our customers of the right to reach out and to be informed as soon as possible, to produce fair and constructive solutions to their needs and problems, to protect their personal information and to improving ourselves on all these issues.

It is of great importance for us to make a difference in our services, to reach and achieve international customer satisfaction standards and to ensure the sustainability of the bond between us and our customers. In this process, it is our basic principle to be aware of the importance of our customers' feedbacks, to respect all kinds of thoughts and opinions of our customers and not to compromise on the transparency and sensitivity nature of the services that we provide to the society and the environment.