



Document: **5.2 INTEGRATED MANAGEMENT SYSTEM QUALITY POLICY**

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Reviewed by: Integrated Management Representative

Signature / Date: 20.12.2016

Approved by / General Director

Signature / Date: 20.12.2016

- While performing both in the competition in the national market and the world market, the Management, and employees of BL Turkey act on the basis of consciousness with regards to “high-quality service and high-quality environment”.
- Along with ensuring customer satisfaction at the highest level by virtue of taking into account the requests and wishes of customers in the service sector, following the technological developments, producing high quality services, satisfying at all times the customer conditions in addition to the current legal and regulatory conditions, we aim to continuously increase our service quality and market share.
- In order to achieve this aim, all our employees are aware of their responsibilities in terms of enhancement and continuous improvement of quality and they aspire to fulfill their responsibilities in a complete manner by ensuring participation in the service and management and thereby creating a pleasing working environment.
- Our quality policy which guide our quality management system and quality targets supports our strategical direction and it shall be ensured that this policy will be understood by the employees subsequent to important organizational changes and upon being updated on a periodical basis and this policy shall also be communicated to the related parties and public.
- Our corporate structure which has adopted the process approach and our control structure which establishes relationships based on mutual benefits with the external providers have adopted as a principle the continuous improvement with respect to their processes by virtue of performing analyses with real data, establishing effective relationships, increasing participation of the employees in the system works, determining the risks in advance and adopting a preventive approach.
- Regular trainings are planned to increase the awareness level of our employees and to provide them information with regards to the professional areas.
- All operational decisions are taken considering their environmental impacts and to bring a more environmentally sensitive management approach. BL Turkey aims use natural resources in the most efficient way.