

## CUSTOMER SATISFACTION POLICY

We, at Genel Transport, offer customer satisfaction - oriented services and always listen attentively to our customers by providing them with means to convey their expectations, complaints, suggestions and satisfaction.

In line with the national and international legislation and service standards in force we offer the highest quality service, investigate whether our services fully meet the expectations of our customers, carefully evaluate the feedback received from our customers and improve our services according to such suggestions, if any, promptly find a solution to the complaints and work towards ensuring unconditional customer satisfaction under any circumstances.

We evaluate customer complaints with a customer-oriented approach in line with principles of impartiality, transparency, confidentiality, and accountability and evaluate every incident in a way to shed light on continuous improvement activities.

In order to maintain our service quality at the highest level, we take into account the feedback received from all concerned parties, especially those of our employees. We aim to increase our employees' performance through employee training and constantly monitor the performance and service quality of all concerned parties.

We encourage and evaluate feedback intended to improve our services from our employees and customers and provide necessary resources to continuously improve our processes.

We follow up the results of customer complaint evaluation as a separate target specific to the concerned department, primarily detect the cause of the customer complaint, analyse the root cause to avoid the recurrence of the complaint, determine remedial - corrective actions necessary for the solution, and swiftly apply these actions.

**Turgut Erkeskin**

**President & CEO**