

OUR QUALITY POLICY

<p>QUALITY POLICY</p> <p>CEREN aims to be a leading company in its field that deeply perceives its customers' expectations and regional needs and continuously improves all its products and services in its value chain accordingly.</p> <p>To this end, Ceren;</p> <ul style="list-style-type: none"> • develops its employees with a people-oriented approach and adopts a company culture that takes quality awareness and questioning perspective into consideration in every activity, • ensures continuous improvement with the aim of competitiveness so that the standards in the entire value chain are world class, • together with all its stakeholders, it fulfills the requirements of its social responsibilities and provides services in a way that supports sustainable use of natural resources, • accepts compliance with all legal and other requirements and ISO 9001:2015, ISO 13485:2016, ISO 14001:2015 and ISO 45001:2018 standards as a basic requirement in its processes. 	<p>ENVIRONMENTAL POLICY</p> <p>CEREN aims to implement and develop a simple and proactive environmental management system in its product and service activities, within the framework of the principle of biodiversity and ecosystem protection and sustainable development.</p> <p>To this end, Ceren;</p> <ul style="list-style-type: none"> • perceives all kinds of waste disposal as a loss of natural resources and develops methods to prevent pollution at its source, • ensures the provision of sufficient information, expertise and economic resources to periodically review and achieve goals and objectives, • develops innovative solutions in its products and processes to combat climate change, • aims to minimize energy and water consumption, waste generation, and water and air emissions by training its employees and using continuous improvement tools.
<p>OUR CUSTOMER SATISFACTION POLICY</p> <p>Transparency and Accessibility: For your questions, requests and complaints during working hours You can reach us at +90.412.2294185.</p> <p>Objectivity: Your questions, requests and complaints are evaluated without prejudice and fairly.</p> <p>Privacy: Protecting your personal information is extremely important. Therefore, your personal information is not shared with third parties.</p> <p>Customer focus: To offer applicable solutions to our valued customers, who always deserve the best, within the framework of company policies and legal practices; We always take care to meet your needs and protect your rights.</p> <p>Accountability: Your questions, requests and complaints are recorded and our decisions are explained to you with their reasons.</p> <p>Continuous improvement: We make progress towards being constantly customer-focused by evaluating your feedback to ensure proactive improvements in our business processes, products and services.</p>	<p>OCCUPATIONAL HEALTH AND SAFETY POLICY</p> <p>With a proactive and simple Occupational Safety approach, CEREN aims to protect all Human Resources within the boundaries of the business from injuries and health deterioration as a result of work accidents by creating safe work areas and occupational safety culture. Additionally, it aims to achieve zero work accidents and zero occupational diseases by using the Occupational Health and Safety management system.</p> <p>CEREN, within the scope of its legal responsibility, raises the OHS culture of not only its employees, but also its suppliers, interns, visitors and customer company personnel to the highest level, with trainings given before service delivery and periodic trainings aimed at learning the risks specific to the processes in the service areas by experiencing them.</p> <p>To this end, Ceren commits;</p> <ul style="list-style-type: none"> • to meet all legal and other obligations regarding Occupational Health and Safety, • to adopt the principle that Occupational Health and Safety improvement activities are the common responsibility of all employees, • to set targets for participation in Risk Assessment and Risk Level Reduction activities at all levels, and • to achieve the sustainable "Zero Work Accident" target by constantly improving our Occupational Health and Safety culture.

GENERAL MANAGER