



QUALITY POLICY

Within the scope of our principles set out below, which we have adopted to improve the service quality and ensure sustainable customer satisfaction as part of our primary objective to achieve continuous improvement in all activities that we have been carrying out at Istanbul Airport, İGA Airport Operation Inc. undertakes to:

- Define, implement, review and improve our processes in compliance with the rules and other requirements prescribed by national and international regulatory authorities, measure our performance with an eye to achieve our organizational and process-related objectives,
- Carry out our activities by incorporating into our processes the needs and expectations of related parties,
- Promote 'risk and opportunity' based thinking by adopting a process approach that will allow implementation of efficient quality management within our organization,
- Offer and secure the sustainability of a service and working environment that involves all social, psychological and physical aspects necessary to ensure and continuously improve the satisfaction of customers,
- Place our focus on the personal and professional development of our employees and satisfy their training needs to develop and improve their qualifications and competencies,
- Employ an adequate, modern and effective method, technology, information and management system that meets the requirements of the times in order to improve our processes within the scope of our continuous improvement principle,
- Meet all sorts of resource requirements such as manpower, infrastructure, technology etc. necessary to ensure that the quality management system functions efficiently and is continuously improved during our activities,
- Create efficient communication channels both within our organization and with related parties to ensure their contribution to the improvement of processes,
- Ensure that this policy is understood, implemented and perpetuated at all levels,
- Contribute to the development of Turkish aviation industry, and thus developing Istanbul Airport into an international hub in passenger and freight transportation.

A handwritten signature in white ink, appearing to read 'Kadri Samsunlu'.

KADRI SAMSUNLU

Chief Executive Officer & General Manager