

PROMAT Basım Yayın San. Ve Tic. A.Ş.

Quality and Packaging Safety Policy

In addition to the trust, quality and speed represented by the Promat brand, we have adopted a “Quality in Every Department” approach throughout every link of the supply chain, based on product quality, compliance with national and international legal requirements, and customer focus, in order to sustain and continuously improve customer satisfaction.

By accurately analysing the products and services our customers need, and in line with our vision of being an innovative and leading company:

- We set and monitor measurable targets to ensure the continuous improvement of quality and packaging safety requirements.
- We accurately analyse customer demands and expectations and work according to the principle of “right first time”, delivering on time, at the required quality level and under appropriate packaging safety conditions.
- We collect all customer suggestions, requests and complaints through easily accessible channels, review them promptly, and provide rapid solutions within the framework of standards and legal requirements through a transparent and high-quality service approach.
- Through a team-based approach, we provide continuous training to ensure that quality and packaging safety management systems are understood, implemented and improved by all employees.
- Through research and development activities, we closely follow innovations and technological developments and integrate them into our processes.
- We manage quality risks, develop proactive approaches to prevent errors before they occur, and safeguard business continuity.
- We continuously train our employees to adopt and effectively apply a culture of packaging safety, and we support the widespread adoption of this culture.
- We regard our suppliers as a natural part of our team, raise awareness of our quality principles and practices, and strengthen our processes through effective collaboration.
- From material receipt through to the point of sale, we assess product defence and authenticity risks, implement the necessary preventive measures, restrict access and minimise potential vulnerabilities.

With this business principle, we are committed to providing our customers with high-quality and reliable products.

**GENERAL MANAGER
TOLGA ÜRKMEZGİL**