

CUSTOMER SATISFACTION POLICY

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The Customer Satisfaction Policy, an annex to the Integrated Management System Policy, outlines Ateş Wind Power's commitment to maintaining customer satisfaction based on a customer-focused approach and a quality service mindset. This policy provides guidance on effective management of customer complaints, timely and complete fulfillment of requests, continuous improvement of service processes, and strengthening customer trust.

The Customer Satisfaction Policy applies to all employees, managers, subcontractors, suppliers, business partners, and representatives of Ateş Wind Power. It is implemented across all our factories and covers all processes aimed at ensuring customer satisfaction in the products and services provided.

Within the scope of this policy, Ateş Wind Power accepts, undertakes, and declares the following principles:

- Handle customer notifications in accordance with legal regulations and company policies, ensuring confidentiality and responsibility.
- Evaluate customer requests with a commitment to delivering quality service; provide fast and effective solutions through transparent and accessible communication channels.
- Design processes centered on customer needs and expectations; incorporate customer feedback into service and product development.
- Address customer complaints and feedback with an objective, impartial, and solution-oriented approach.
- Analyze customer notifications to focus on lasting improvements; aim to prevent recurrence of similar situations through systemic corrective actions.
- Use measurement methods and performance evaluation tools to monitor satisfaction levels; evaluate obtained data for continuous improvement.
- Implement training and awareness programs for employees to promote a customer-centric culture.
- Transparently provide feedback to customers regarding significant improvements made based on their feedback; establish trust-based, sustainable relationships.
- Serve all customers equally, fairly, and without discrimination; reject any form of discrimination in customer relations.
- Define resolution times for customer complaints and monitor processes regularly to ensure these deadlines are met.
- View customer feedback not only as complaints but also as opportunities for improvement; integrate this feedback into the corporate learning culture.
- Maintain communication with customers throughout the product/service lifecycle, not only during problem situations; periodically monitor satisfaction levels.

Our Customer Satisfaction Policy is implemented by integrating it into all company processes. At every stage, from daily operations to strategic decision-making, customer satisfaction principles are prioritized. Necessary technical and financial resources are provided; regulations and international best practices related to customer management are regularly monitored. Technological infrastructure investments are made to enhance customer relations, and external expert opinions are consulted when needed.

Primary responsibility for implementing the Customer Satisfaction Policy lies with the Sales and Business Development and Factory Directors, who ensure its effectiveness and report results to the Board of Directors. Additionally, all employees and business partners are responsible for executing practices based on customer satisfaction. Top Management regularly monitors and evaluates the practices carried out under the Customer Satisfaction Policy.

This policy is reviewed by Top Management at least once a year and updated in line with regulatory changes, evolving customer expectations, audit findings, and industry trends.