

CUSTOMER SATISFACTION POLICY

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The Customer Satisfaction Policy, which is an annex to the Integrated Management System Policy, sets forth Ateş Wind Power's commitments to making customer satisfaction sustainable based on its customer-oriented approach and understanding of quality service. This policy provides guidance on the effective management of customer feedback, meeting requests in a timely and complete manner, continuous improvement of service processes, and strengthening customer trust.

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

Ateş Wind Power accepts, commits to, and declares the following principles within the scope of this policy:

- Handle customer feedback in accordance with the principles of confidentiality, impartiality, transparency, and responsibility, within the framework of applicable legislation and company policies.
- Evaluate customer feedback with an understanding of quality service; provide fast and effective solutions through open, accessible, understandable, and reachable communication channels.
- Design processes centered on customer needs and expectations; take customer feedback into consideration in service and product development.
- Carry out the processes for submitting, evaluating, and resolving customer feedback free of charge.
- Ensure the accuracy, integrity, currency, reliability, and traceability of information and records related to customer feedback.
- Use measurement methods and performance evaluation tools to monitor the level of satisfaction; evaluate the data obtained for the purpose of continuous improvement.
- Record customer feedback, monitor and follow up on complaints until they are concluded in accordance with the nature of the complaint, and inform customers about the process at appropriate stages.
- Implement training and awareness programs for employees in order to promote a customer-oriented culture.
- Provide services to all customers with an equal, non-discriminatory, and fair approach; reject all forms of discrimination in customer relations; establish sustainable, solution-oriented, and trust-based relationships.
- Define the resolution times for customer feedback; regularly monitor the process to ensure that these periods are not exceeded.
- Evaluate customer feedback not only in terms of resolving existing problems, but also as an opportunity to understand customer needs and expectations, improve processes, and prevent the recurrence of similar situations.
- Maintain communication with customers sustainably not only during times of problems but throughout the product/service life cycle; monitor the level of satisfaction periodically.

Our Customer Satisfaction Policy is implemented by integrating it into all processes of the company. Customer satisfaction principles are taken as a basis at every stage, from daily operations to strategic decision-making processes. Necessary technical, organizational, and financial resources are provided; legislation and international good practices related to customer management are regularly monitored. External expert opinions are utilized when necessary.

Top Management regularly monitors and evaluates the practices within the scope of the Customer Satisfaction Policy.

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