QUALITY POLICY

1. PURPOSE

The purpose of this Quality Policy ("**Policy**") is to define the principles of Everhub Bilişim Teknolojileri LTD. ŞTİ. ("**Company**") within the framework of the Information Security Management System ("**ISMS**") and Quality Management System ("**QMS**"), in order to ensure that all services are delivered at high quality standards, to meet customer expectations at the highest level, and to adopt a culture of continuous improvement with the aim of becoming a leader in the sector. Furthermore, it aims to ensure sustainable customer satisfaction by increasing service quality through full compliance with legal legislation and sectoral regulations.

2. SCOPE

This Policy covers the documents related to the management systems established and operated within the Company.

3. DEFINITIONS

ISMS   : Refers to the Information Security Management System.

QMS   : Refers to the Quality Management System.

Company : Everhub Bilişim Teknolojileri LTD.ŞTİ.'ni ifade eder.

MS   : Refers to the Management System.

4. RELATED DOCUMENTS / REFERENCES

- TS EN ISO 27001 Information Security Management System Standard,
- TS EN ISO 9001 Quality Management System Standard,
- Master Document List L.01,
- PRO.02_Work Discipline and Conduct Procedure

5. IMPLEMENTATION

5.1. Quality Policy

- Our services are delivered in a timely, complete, and high-quality manner to meet customer needs and expectations.

- Feedback processes are operated effectively in order to continuously measure, analyze, and improve the level of customer satisfaction.

- Processes are regularly reviewed and optimized based on customer experience and operational efficiency.

- All our activities are carried out in full compliance with national legislation, sectoral regulations, and international quality/security standards.

- Compliance with ISO 9001, ISO/IEC 27001, and other relevant standards is ensured, thereby fulfilling legal and corporate responsibilities.

- Regular training is provided to increase employees' quality awareness.

- Each employee is encouraged to actively contribute to the quality system and to achieve quality objectives.

- Quality performance indicators are monitored, and continuous improvement is ensured in service processes.

- Our Company makes technological investments to support digital transformation.

- It aims to accelerate processes, increase efficiency, and gain competitive advantage through innovative solutions.

- A flexible, agile, and digital infrastructure-oriented organizational structure capable of responding quickly and effectively to changing market dynamics is maintained.

- Sustainability principles are followed to reduce environmental impact and use resources efficiently.

- Active participation in social responsibility projects is ensured, and awareness activities that foster social sensitivity among employees are organized.

- Transparent, honest, and trust-based relationships are established with customers, employees, suppliers, and all other stakeholders.

- Stakeholder satisfaction is regularly measured, and process improvements are made in line with evaluated feedback.

- Any potential conflicts between corporate and individual interests are prevented, and actions are carried out in accordance with ethical principles.

- All business processes are monitored by an independent and impartial internal audit structure in terms of effectiveness and regulatory compliance.

- Corrective and preventive actions are taken based on internal audit results to maintain the integrity of the quality system.

6. VIOLATION OF POLICY AND SANCTIONS

In the event of a violation of this Policy by any Company employee, one or more of the following sanctions may be applied in accordance with the Work Discipline and Conduct Procedure: warning, reprimand, salary deduction, notification to legal authorities, and termination of the employment contract.

7. REVIEW, PUBLICATION, AUDIT, AND REPORTING

Changes in legislation or in the information security implementation processes require the review of this Policy. The reviewed and updated policy shall be approved by the General Manager. The approved policy shall be published in the "ISMS" folder on the shared file server accessible to all Company employees.

This Policy is audited at least once (1) per year under the responsibility of the Quality Management Representative within the scope of delivering services in accordance with a security-oriented approach.

Document Revision Information		
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