

QUALITY POLICY

As IC İtař Zafer International Airport Investment and Operation Inc., we aim to be a leading and respected global company that provides high-quality service in international airport management with an environmentally and human-centered approach, and that is committed to continuous improvement in the sector within the framework of international standards. In achieving this;

- ✓ With our experience, sense of responsibility, and open-minded approach to development, we aim to provide services that are technologically advanced, economical, and meet the requirements, specifications, standards, contract terms, needs, and expectations of relevant parties, whether they are in line with current national or international legislation,
- ✓ To create added value by using company and national resources in the most efficient way with competent personnel who are quality-conscious,
- ✓ To prioritize customer satisfaction based on the principles of responsibility, transparency, honesty, and equality,
- ✓ To be recognized with high reputation by establishing fair, reliable, ethical, and consistent relationships with the institutions, companies, and employees we collaborate with, as a company that is sensitive to the environment and people, respectful of society, and fully compliant with legal regulations,
- ✓ To ensure sustainability by using effective and efficient communication methods with our passengers, employees, subcontractors, suppliers, and other stakeholders,
- ✓ Transforming feedback from stakeholders into value-adding opportunities to improve services, aiming to always be ahead of the industry,
- ✓ Conducting studies aimed at continuous improvement and development in light of effective data analysis with the participation of all our employees,
- ✓ Creating systematically functioning processes through strategic planning, monitoring performance, and continuously improving,
- ✓ Increasing efficiency by digitizing processes and using resources more effectively,
- ✓ Being fair, benevolent, and understanding in our relationships with our employees, subcontractors, and suppliers,
- ✓ Knowing that our greatest strength is our employees, continuously improving their working environment and conditions, investing in their training and personal development, and increasing employee satisfaction through our quality management system that is open to continuous improvement,

we are committed.

Rifat ATASOY
Business Manager