

	QUALITY POLICY	Document No:	SEÇK.P-001
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As ALIŞAN DEN HARTOGH A.Ş., while carrying out our value-added service activities such as handling, storage, cleaning, maintenance and repair of empty ISO Tank Containers, as well as handling, storage, and heating of loaded ISO Tank Containers, we are committed to:

- Fulfilling the requirements of national and international legislation and regulations to be complied with,
- Meeting the requirements of the ISO 9001 Quality Management System, carrying out the necessary efforts for its continuous improvement, development, and increased effectiveness, setting objectives to regularly monitor its performance, planning the necessary actions to achieve these objectives, and allocating the resources required for their realization,
- Promoting the use of the philosophies of “Process Approach”, “Continuous Improvement”, and “Risk-Based Thinking” throughout the organization to ensure an effective and sustainable Quality Management System,
- Providing our employees with the necessary environment, resources, and training, and increasing the efficiency of our processes by keeping up with technology, the latest updates in the sector, management system requirements, and industry best practices,
- Closely following technological developments in all areas where we provide services and providing the necessary resources to enhance operational efficiency,
- Accepting Customer Satisfaction as a fundamental principle, addressing customer relations with a strategic approach for our sustainable growth objective, meeting customer expectations, and maintaining customer satisfaction at the highest level,
- Achieving the goal of total customer satisfaction by delivering the highest quality service, increasing our quality efficiency, keeping our service chain under control, monitoring and tracking the performance of our processes across all fields, recording nonconformities where necessary, and ensuring continuous improvement in order to strengthen our competitiveness,
- Providing the necessary environment for the development of personnel at all levels within the organization and ensuring their participation in management systems, as well as allocating the required resources for this purpose,
- Selecting our suppliers from companies equipped with the appropriate equipment and competencies for our activities, auditing their standards, sharing our recommendations, and supporting them in their continuous development,
- Monitoring and encouraging the implementation of this policy, adopting the continuous improvement of our company and stakeholders as a priority, and contributing to the protection of our employees, suppliers, customers, and all relevant parties of society in general.

All members of our organization, without exception, aim to manage and carry out all our processes in the best possible way, always in cooperation with our customers and suppliers, by adhering to these requirements. As Alışan Den Hartogh A.Ş., we keep this policy publicly accessible to ensure that our commitments regarding our quality, environmental, safety, and health management systems are available to all relevant parties.

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