



QUALITY POLICY

As İdeal Seramik Sihi Tesisat Malzemeleri San. ve Tic. A.Ş.; while carrying out our activities in the ceramic sanitary ware sector, we commit **to considering** quality not only as a characteristic of our products but as an integral part of our entire management and production approach,

To adopt as a fundamental objective the production of reliable and sustainable products that fully comply with legal and regulatory requirements by correctly understanding customer expectations,

To regard increasing customer satisfaction as a natural outcome of the collaborations established with our suppliers, employees, and other stakeholders,

To establish and continuously improve the quality management system by taking into account the organization's internal and external context, stakeholder expectations, technological developments, climate change, and sustainability factors,

Within this scope, **to set** quality objectives, monitor them with measurable indicators, and review them regularly, **To systematically evaluate** risks at every stage of products and processes, to identify potential nonconformities in advance, and **to develop** preventive approaches,

At the same time, **to aim** to continuously improve performance by identifying opportunities for improvement and development,

To handle the efficient use of natural resources, the reduction of environmental impacts, energy and water conservation, and **waste control** with a sense of responsibility; **to accept** the prevention of environmental pollution and sustainable production as an integral part of the understanding of quality,

To prioritize the health and safety of employees; to provide a safe and healthy working environment, to identify risks in advance, and to take all necessary measures to prevent occupational accidents and diseases,

To support training activities in order to increase employees' knowledge, competence, and awareness; to create a participatory, learning, and developing corporate culture,

To encourage every employee to actively contribute to the quality management system,

To establish long-term and sustainable collaborations based on mutual trust with suppliers; **to aim** for joint development in order to raise the level of quality,

To remain committed to ethical values, principles of social responsibility, and a sense of integrity,

To closely follow technological developments; **to improve** products and processes through innovative approaches and a mindset of continuous improvement,

To enhance the effectiveness of the quality management system and **to carry** corporate success into the future,


To announce this quality policy to all employees and stakeholders, **to ensure** that it is understandable and applicable; and to secure its continuity by reviewing it at regular intervals

we hereby undertake.

Vice Chair of the Board:

Signature:

Date:

 SIBEL UYSAL
05.03.2026