

ASTOR ENERJİ A.Ş. CUSTOMER SATISFACTION POLICY

Astor Enerji is committed to meeting and exceeding customer needs and expectations at the highest level. In this regard:

- Customer satisfaction is placed at the core of all business processes, and rapid, effective, and high-quality solutions are provided to meet customer needs.
- The company is dedicated to offering products and services at high standards, continuously improving quality through regular audits and development efforts.
- Customer feedback, suggestions, and complaints are carefully listened to, evaluated, and resolved while processes are enhanced based on these insights.
- Transparent, honest, and trust-based communication is maintained with customers, ensuring that inquiries and requests are addressed promptly and clearly.
- Customer satisfaction is regularly measured and analyzed, and necessary steps are taken to improve services continuously.
- The highest level of security is ensured for customers' data, and all data processing activities comply fully with applicable legal regulations.
- Customers' rights are safeguarded in line with legal requirements, and necessary precautions are taken to prevent any violations.

Astor Enerji views customer satisfaction as the key to sustainable success and operates with a reliable, high-quality, and innovative service approach for all stakeholders.

