

## MCA POLICIES

MALTA Conformity Assessment Ltd. (will be referred as MCA in this document) Policies consist of Quality Policy, Sustainability and Continuous Improvement Policy, Customer Focused Approach Policy, Leadership and Management Policy and they are an inseparable whole.

Establishment, implementation and improvement of the policies are the responsibility of Top Management. Top Management provide understanding, implementation and maintenance of policies.

### Quality Policy;

MCA's Top Management and Employees committed to; Carry out all activities based to good professional practice and technical application within the framework of local and international regulations and standards, and in full compliance with principles of impartially, independence and confidentiality, Quickly respond to customer enquiries, serve customers with competent employees within the principles of impartially and equality, and thus ensure customer satisfaction with a customer-focused service understanding, Closely monitor sectoral changes and innovations, and improve effectiveness of processes in accordance with the requirements of MCA's Quality System requirements, customer expectations and accreditations and authorizations related standards and regulations. Complying with "MCA's Code of Ethics To improve personnel qualification and technical infrastructure in accordance with the activities, familiarize themselves with the quality system documentation and implement MCA policies and procedures in their work, Protect human and environmental health and safety, and Ensure employees work on safe sites; continuously keep a high awareness of occupational health and safety and take all required measures in this effect.

### Sustainability and Continuous Improvement Policy;

Quality System: The pace of decrease in nonconformities observed during internal or notified body audits is monitored and used as a tool to continuously improve the quality system.

For Commercial Success: Growth and profitability are measured and goals are set according to these measurements.

Business Growth Activities: New business fields and markets are searched, and activities are forwarded to those areas.

Personal Development of Employees; Trainings are planned, held and evaluated to develop communicational and technical skills of employees.

All MCA activities are designed and performed in accordance with regulations, standards and guiding documents about its accreditations and authorizations. Inspections of all activities are realized through internal audits.

### Customer-Focused Approach Policy;

MCA's customers are the company's reason for existence. Therefore, customer demands and needs are taken seriously, and dealt with in the shortest time possible. All processes related to customers are managed effectively, and customers are treated fairly and equally in a way to make them feel valued. Objections to decisions taken in conformity assessments are analysed effectively and candidly. Within the framework of the principle of being customer-focused, it is specifically emphasized to customers that they are being served in line with their long term interests.

Our competent employees, our ability for objective evaluation, our impartiality and independence are our most valuable assets for our customers. We are well aware of the importance of our objective and independent services for our customers provided under the current competitive economic conditions.

### Leadership and Management Policy

Management at MCA is established on leadership fundamentals. Managers are enablers for their team members and contribute to their success. Reason for existence for our managers is to lead and guide their team members and to continuously support them. Our top management and team leaders internalize our publicly announced Dream and carry out activities in accordance with MCA's purpose and strategies. Managers are prone to delegation of authority; They develop themselves in areas they believe to be important and useful for MCA, decreasing their daily workload, thus the authorized employees can have the chance to develop their skills of decision-making, entrepreneurship and creativity. Managers do not hunt for employee mistakes, but acknowledge and reward success. They know where there is activity, there is a possibility for mistakes. They demonstrate an energizing attitude towards employees. They undertake accountability for their decisions. They attribute great importance to information needs of stakeholders and employees with the importance of communication in mind. Managers feel great ownership for MCA. They are experts at developing their employees in line with their capabilities and providing a good environment for them to perform at their best with a strong sense of ownership.

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