

CUSTOMER SATISFACTION

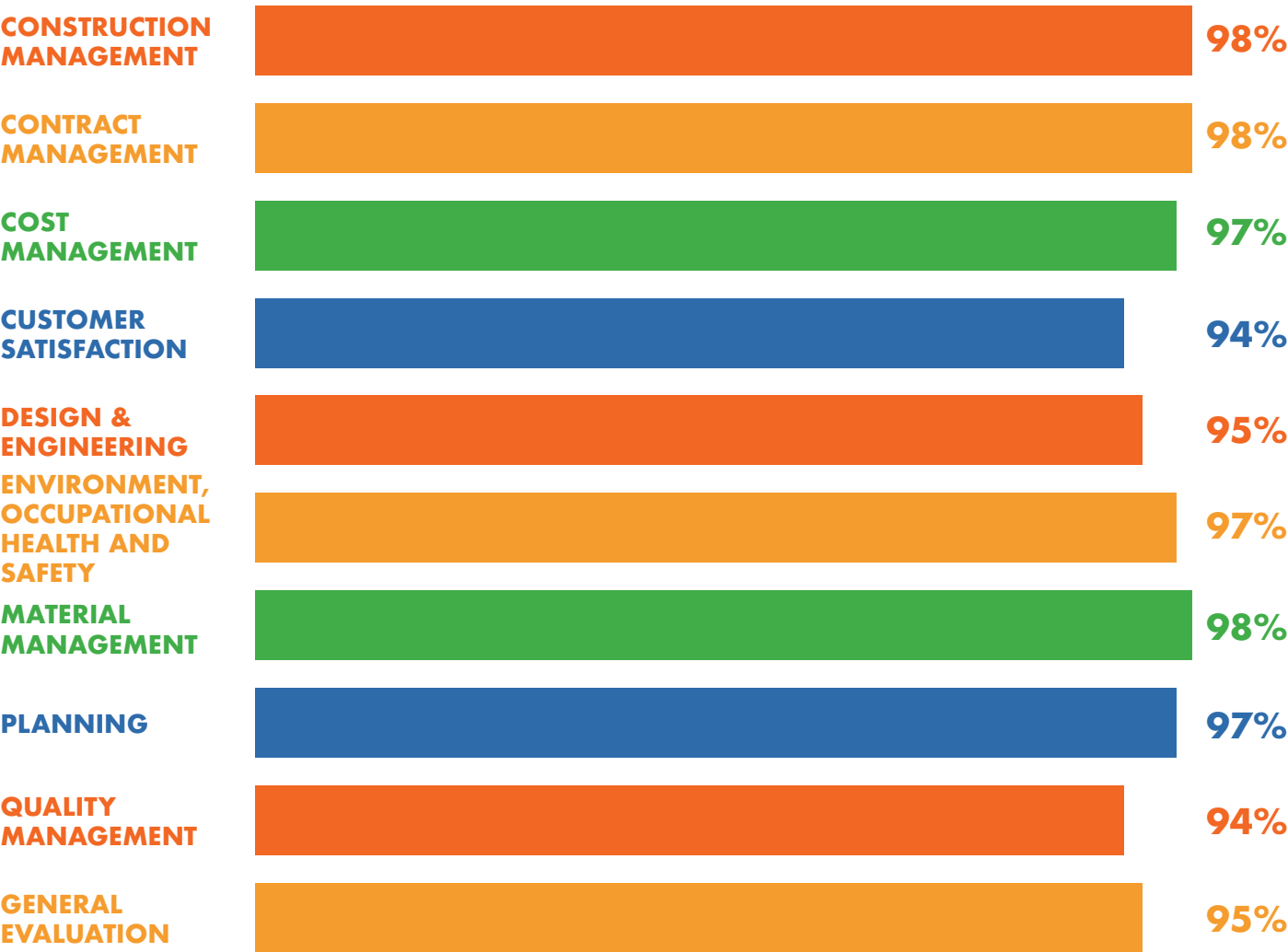
MAINTAINING CUSTOMER SATISFACTION OVER THE LONG TERM AND ESTABLISHING SUSTAINABLE RELATIONS WITH THEM IS ONE OF ENKA’S PRIORITIES. ENKA DEMONSTRATES THIS CLEARLY WITH CORPORATE QUALITY POLICY’S FIRST ARTICLE, WHICH IS NAMED “CUSTOMER FOCUS AND FEEDBACK”.

ENKA regards the “Customer Satisfaction Surveys”, which are conducted in line with its customer-oriented approach, as one of the most important mechanisms for stakeholder feedback. The Customer Satisfaction Surveys are conducted following the completion of projects and the results are treated as important data for use in improving processes and performance, updating systems and developing action plans.

Along with the project evaluations as a whole, “Customer Satisfaction Monitoring” procedure is also followed which enables the analysis of views and expectations of customers concerning each of the various items of work conducted under the project more clearly. This procedure, which is generally applied when a project has reached the completion stage, has come into use for ongoing projects in line with the goal of identifying the necessary improvements while the project is still continuing and delivering the project with maximum customer satisfaction.

During the reporting period, ENKA conducted customer satisfaction surveys for a total of four projects, including two that were still on-going. As a result of these surveys, the overall degree of customer satisfaction was found to be 96.3%. The results of the customer satisfaction surveys are presented in greater detail in the graph below.

■ ENKA İnşaat 2019 Customer Satisfaction Survey Results



CUSTOMER SATISFACTION AT ÇİMTAŞ

Çimtaş implements and continuously improves its Customer Satisfaction Management System with its “Customer Oriented” approach in all its activities in line with its mission, vision and values. Accordingly, Çimtaş has been certified to demonstrate that it is implementing all the requirements of ISO 10002 Customer Satisfaction Management System for defining methods to measure customer satisfaction, assess the results, specify the procedures to be followed in response to complaints and expressions of satisfaction, and determine the root causes of complaints and the corrective actions to be taken.

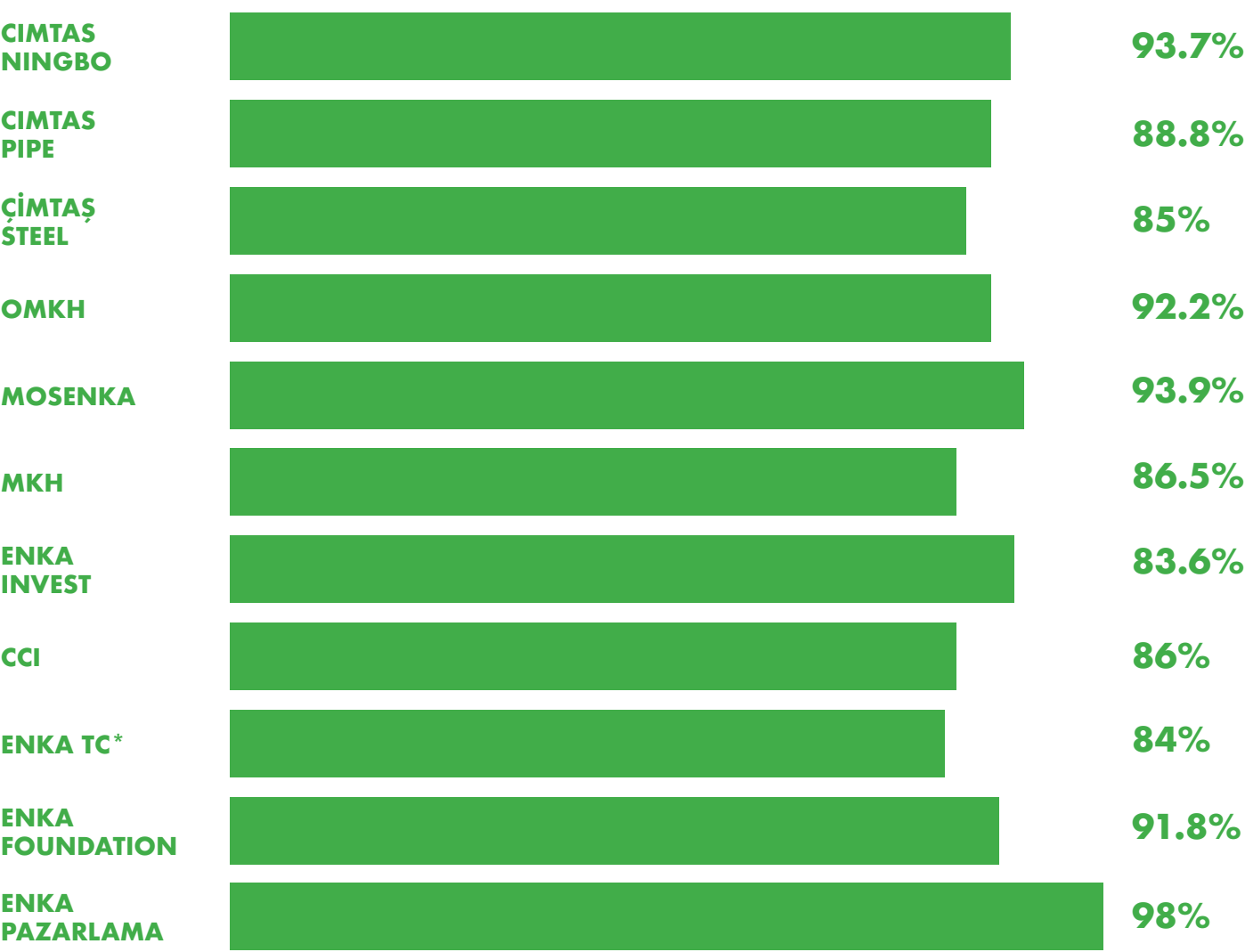
For Çimtaş’s Quality and Customer Satisfaction Policies, please visit:
www.cimtas.com/en/departments/quality/quality-and-customer-satisfaction-policy/

CUSTOMER SATISFACTION AT ENKA SYSTEMS

With the software it develops in line with its adopted “Unconditional Customer Satisfaction” policy, ENKA Systems provides services that meet the needs of construction companies and companies in other sectors that conduct multi-national and large scale operations. ENKA Systems has structured itself in such a way as to provide a seamless service to its customers to enable them to derive the maximum benefit from its products. In this context, the company supports its customers and gathers feedback from them throughout the lifetime of its products.

The results of the customer satisfaction surveys carried out by ENKA subsidiaries in 2019 are shown in the graph below.

■ ENKA Group Companies Customer Satisfaction Rates (%)



* For ENKA TC, the 2018 survey was carried out in Kashirskaya Plaza using internal resources while the 2019 results were based on a survey conducted in the Vernadskogo Shopping Mall by an independent survey company.



**“ WE HIGHLY VALUE ENKA AS A
RELIABLE AND PROFESSIONAL
BUSINESS PARTNER COMMITTED
TO HIGH ETHICAL STANDARDS. ”**

We’ve been working with ENKA since 1997 in the area of real estate, construction and building maintenance in Moscow. Since 1998 we have been expandingly leasing space in the Riverside Towers business center operated by a subsidiary of ENKA - Moskva – Krasnye Holmy, LLC, for SAP Russia and CIS Moscow office and in the recent years for our innovative Digital Leadership Center SAP.

We highly value ENKA as a reliable and professional business partner committed to high ethical standards. I am happy to work with ENKA and deliver high level services to SAP employees.

SAP approaches corporate social responsibility strategically in order to ensure a sustainable future for society, our customers, and our company. In our striving to enact positive social change through economic growth, job creation, innovation, and community, we found a committed partner in ENKA, willing to help the world run better and improve people’s lives. ENKA has contributed a lot into creation of the professional and comfortable environment of the office premises. With ENKA’s help we are implementing the most advanced technologies and innovations in the field of office fit-out allowing us to develop and improve our services.

Together with ENKA, as part of a comprehensive environmental policy, we are promoting separate waste collection and batteries, bottle caps and paper recycling. For SAP employees using bicycles, MKH provides bicycle parking in the business center, as well as eco-parking for our corporate vehicles. Together, every year we participate in the Earth Hour event to draw attention to the importance of using the world’s natural resources responsibly.

Charity is one of the most important activities of our company. Since 2016, Moskva – Krasnye Holmy participates in the regular annual charity event Run Live. Run with SAP organized by SAP and charity fund “Arifmetika Dobra (Arithmetic of Good), that raises funds for charity programs for orphanage children

in various regions of Russia. This year MKH supported the fund by buying Christmas cards. We regularly place clothes and meals charity boxes on the specified places of the business center with the assistance of MKH.

Together with ENKA, our progress is visible and highly appreciated.

■ Elena Schelchkova
Head of Facility in Russia and CIS
SAP CIS

#GrowingBetterTogether



STAKEHOLDER
ASPECT