

Customer Satisfaction

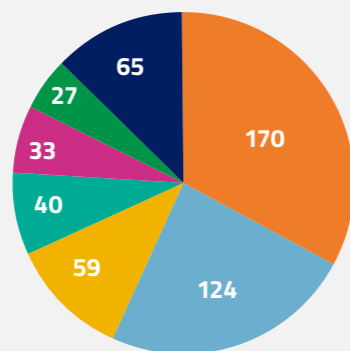
As stated in the first article of the Corporate Quality Policy, ENKA's top priority is Customer Focus and Feedback. In this spirit, ENKA seeks to ensure that customer satisfaction is lasting, and to maintain sustainable relations with its customers. ENKA values customer views at all times. It determines criteria for projects, and the indicators to be used to determine whether or not these criteria have been fulfilled, in conjunction with the customer themselves. In addition, it immediately activates its relevant units to consider concerns and ideas expressed by customer, and takes care to respond to their questions in the shortest possible time.

In line with its customer-focused way of working, ENKA has a long tradition of obtaining and analysing the feedbacks of its customers after projects are completed

by means of customer surveys and correspondence. In this way, ENKA has succeeded in creating a dynamic structure for continuously updating its corporate structure and manner of operation in accordance with customer's views and suggestions.

The figure below shows the distribution of the projects carried out by ENKA Construction by country. Countries in which ENKA has worked on less than 25 projects have been grouped together in the "others" category. As can be seen from the figure, with its customer-focused approach and quality of work, ENKA has been able to put down firm foundations in every region where it has started to work and hence to establish sustainable, long-term customer relations.

ENKA İnşaat - Distribution of Projects by Country



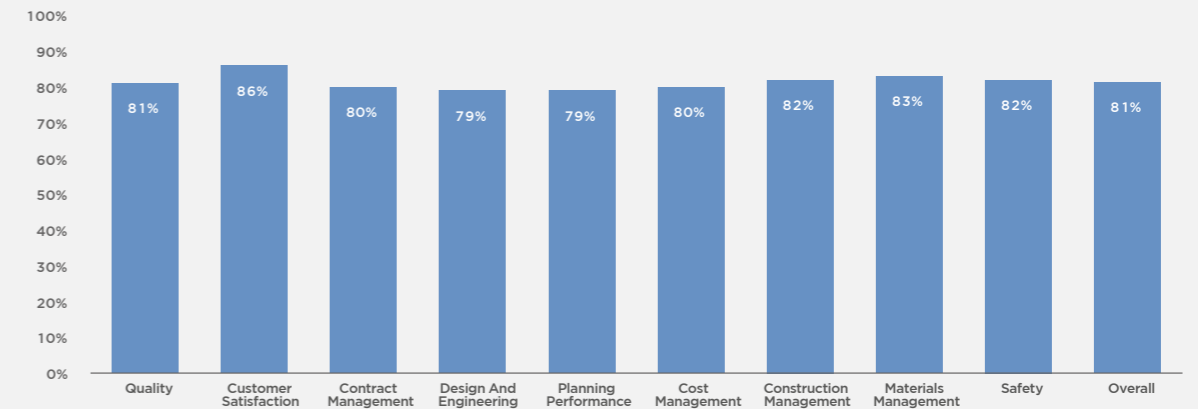
■ Russia
 ■ Turkey
 ■ Kazakhstan
 ■ Libya
 ■ Saudi Arabia
 ■ Iraq
 ■ Other

Besides requesting its clients to evaluate projects as a whole, ENKA makes use of its "Customer Satisfaction Monitoring" procedures in order to be able to evaluate more clearly their expectations and views concerning each and every aspect of the work done during the project.

Within the reporting period, ENKA İnşaat conducted customer satisfaction surveys for a total of five projects. The results of these surveys are presented below. The

feedback from customers is used both to improve existing systems so as to contribute to improvements in future performance and to carry out root-cause analysis and performance improvement efforts with a view to increasing customer satisfaction further in future projects. For the most part, this procedure is carried out when projects are at the completion stage, but there are plans to implement it at more than one stage of each project in future.

ENKA İnşaat Customer Satisfaction Survey Results - 2017



At Çimtaş, customer satisfaction and the management of complaints are based on the basic principles of accessibility, answerability, objectivity, confidentiality, client-focus, accountability and continuous improvement. In 2014, Çimtaş Steel documented that it had fulfilled all the conditions of the ISO 10002 Customer Satisfaction Management System. It thus became the first company to begin to implement this system among all the Çimtaş workplaces and within the ENKA group of companies. Çimtaş Shipyards initiated actions to adopt the ISO 10002 Customer Satisfaction Management System in 2017.

ENKA Systems implements a policy of "Unconditional Customer Satisfaction". Aware that the software sector is also a service sector, it 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 lifetimes of its products.