

# QUALITY POLICY

Our fundamental principle is to regard quality as a way of life in order to maintain our respect and presence with our customers by providing the highest quality products and services. We believe that a participatory work environment, qualified and trained personnel, healthy working conditions, environmental sensitivity, and adaptability to time and changing conditions are the main elements that nurture quality. Our Quality Policy forms the framework for setting our quality objectives and reviewing our quality management system.

The fundamental principles in implementing our quality policy are:

- Knowing, internalizing, and acting in accordance with the mission, vision, and values of UMS Metal Industry,
- Establishing production and product quality in accordance with the ISO 9001:2015 standards adopted as the Quality Management System, Ensuring the continuity of the Quality Management System and making "Continuous Improvement" a "UMS Working Style",
- Controlling system requirements at every stage of production until the products are delivered to the customer without errors and customer approval is obtained, and instilling this awareness in all employees,
- Providing products and services that fully meet the changing needs of customers with a customer-focused working approach, and meeting customer needs through R&D or Product Development activities when necessary,
- Following technological developments in the profile/flat product sector in both domestic and international markets, and keeping up with the related changing national and international norms and standards,
- Enhancing the knowledge, skills, and competencies of employees at all levels to meet all requirements and conditions of the Quality System Management, and conducting necessary training activities to ensure they act with a "superior quality awareness",
- Using our resources effectively and efficiently, and operating the Quality Management System in an integrated manner with the Environmental Management System (EMS) and the Occupational Health and Safety Management System (OHSMS),
- Establishing and continuously improving a suitable working environment with an effective internal communication atmosphere to achieve the objectives within the defined vision and undertaken mission.

General Manager

## Our Vision:

Our vision is to provide high-quality, reliable, and qualified products and services, fulfilling our customers' needs and expectations at the highest level, and ensuring the satisfaction of our customers and employees.

## Our Mission:

Our mission is to always be one step ahead and to be the best. By being the best, we mean being a company that ensures customer satisfaction, is preferred by them, and is an exemplary company that is environmentally friendly, considerate, and socially responsible.

## Our Ethical and Moral Values:

UMS Uğur Metal Sanayi A.Ş. is committed to exhibiting the following attitudes and behaviors towards its customers, stakeholders, and ultimately its country, and all board members strive to promote and adopt these principles:

- Respect for the Law
- Respect for People
- Friendliness and Sincerity
- Honesty
- Respect for the Environment
- Acquiring, Using, and Protecting Information

General Manager