



CUSTOMER SATISFACTION POLICY

iGA Airport Operation Inc. is a company that can easily be reached by its customers and where all notifications made by customers are dealt with in an objective, equitable, meticulous, and confidential manner, while all notifications served upon **iGA Airport Operation Inc.** are addressed in a way that does not violate any legal provisions or the company policies.

The senior management undertakes to allocate all recourses (trained personnel, equipment, machinery, devices, computers, services, outsourcing etc.) to ensure most efficient functioning of the notification system.

As part of our Customer Satisfaction Rules, we:

- give our customers “the benefit of doubt” in the first place and investigate the cause of complaint from this point of view,
- investigate every issue that is notified to us and take this as an opportunity to improve our processes,
- adopt a mindset that satisfies our customers’ expectations for quality service,
- predicate our actions on a strong, righteous, clear and perpetual customer-company relations for all products and services that our company offers to customers, either directly or indirectly,
- respond to all notifications with an equitable and objective approach,
- are attentive to the confidentiality of customer information,
- devise our services in such way that will meet our customers’ demands with our professional staff and a professional approach,
- In order to deliver an accessible and inclusive service, we approach the design of our customer contact points taking into consideration the diversity in movement and sensory abilities.

SELAHATTİN BİLGEN
General Manager