

GLOBAL INVESTMENT HOLDINGS QUALITY POLICY

As **GLOBAL INVESTMENT HOLDINGS**,

Within scope of “**Investment, financing, organization and management services**”, in which we are active, our vision is to add value to our investors, business partners, subsidiaries and the community in general. It is our target to adopt the Total Quality Management principles to become a pioneer in our field and sustain such position, while at the same time preserving our core base values.

Within this scope, our quality policy consists of:

- Timely determining different demands considering related parties’ (Internal/External Context) needs and investor satisfaction, answering demands fast, preparing reports and timely providing relevant information, offering quality service and compatible prices,
- Following high technology and using it effectively to render the investor satisfaction continuous,
- Having an investor oriented approach whereby our investors will be able to recommend us to other investors,
- Putting in all the effort to reach the optimum quality, trustworthiness, service and productivity levels,
- Adopting the understanding that all personnel is responsible from quality, and thus instilling in the personnel an understanding of quality, to provide trainings to the personnel to improve their knowledge and skills, and to encourage them for harmony and creativity,
- To continuously increase the knowledge, experience and services quality of the personnel through trainings held within scope of Quality Systems, to use together with the personnel an understanding of continuous development and total quality management,
- Providing motivation for the personnel,
- Adopting a services model that is observant of the environment within scope a philosophy that promotes common good for the whole community.

As **GLOBAL INVESTMENT HOLDINGS**, we undertake that we will specify our quality targets, continuously review and improve them, and that we will extend this policy among all our personnel.