



QUALITY POLICY

1. PURPOSE AND SCOPE

Adopting the principle that “Customers are our reason for existence,” Nadir Metal operates with the vision of providing the fastest and most contemporary service in Turkey’s jewelry and mining sectors, maintaining national leadership and becoming one of the top 10 refineries globally.

In this context, Nadir Metal aims to preserve its core values while offering precious metal recovery and refining services, uphold ethical principles, continuously improve through new technologies, consistently increase production capacity, and prioritize governance, environmental, and social matters within the framework of sustainability.

We believe that high-quality products and services are only possible through competent, expert, and satisfied employees. Therefore, we emphasize employee development, motivation, and job satisfaction to ensure the delivery of quality products and services.

This Quality Policy has been prepared to outline Nadir Metal’s approach and commitments within the scope of its Quality Management System.

All internal stakeholders of Nadir Metal are expected to act in compliance with the ISO 9001:2015 Quality Management System Standard and contribute to its continual improvement. Innovations, changes, and developments within the Quality Management System are announced in a way that raises awareness among all employees and stakeholders.

2. OUR COMMITMENTS

In line with Nadir Metal’s vision, the commitments under this Quality Policy are as follows:

- I. To deliver precious metal recovery and refining services at the highest quality and in the most appropriate manner to meet customer demands.
- II. To ensure customer satisfaction through the quality of our products and services.
- III. To be a trusted and preferred company in all processes by fully meeting customer needs and expectations.
- IV. To continuously improve product and service quality and to keep customer satisfaction at the highest level, positioning the company as a recognized name in the sector.
- V. To establish quality awareness among all employees within the framework of ISO 9001:2015, and to continuously raise the quality level by encouraging employees to become more competent and effectively utilize their abilities.

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- VI. To meet the training needs of our employees at the maximum level to enhance their individual contributions.
- VII. To analyze the current and future expectations of our customers in the best way and provide them with the most accurate and appropriate products and services under optimal conditions.
- VIII. To adopt a solution-oriented approach at the center of all customer suggestions, requests, complaints, and demands.
- IX. To ensure continuous improvement by taking customer feedback into account and creating a mechanism to handle them swiftly, effectively, and systematically, reporting results to relevant stakeholders and preventing recurrence.
- X. To evaluate complaints received from customers in a systematic way, notify relevant stakeholders of the results, and prevent their recurrence.
- XI. To implement a traceable, measurable, and achievable management system approach to continuously improve the performance of our quality management system.
- XII. To adopt a mindset that complies with the Quality Management System and all applicable laws and standards, ensuring continuous compliance by identifying and addressing improvement needs.
- XIII. To adopt principles of quality, environmental, ethical, and social compliance in supply chain management; to promote sustainable resource use, and to select and evaluate our suppliers accordingly. We aim to ensure our Quality Management System functions effectively and sustainably not only in internal processes but also in outsourced ones.

3. STAKEHOLDER FEEDBACK

All kinds of feedback and opinions from relevant parties are valued under this Policy. Feedback regarding this Policy can be provided via any of the communication channels listed below. Stakeholders may also submit anonymous feedback in accordance with the Whistleblowing Policy. All feedback must comply with the regulations concerning the protection of personal data.

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4. ENFORCEMENT

The authority and responsibility for updating this Policy when necessary belong to the Board of Directors. Any updates to the Policy are carried out by the Quality Department and submitted for the Board of Directors' approval.



This Policy was approved and enacted by the Board of Directors on 23.01.2025.

Board Resolution Date	Version No
10.10.2023	(1)
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23.01.2025	(3)

