

## Customer Satisfaction Procedure

Our organization regards customer satisfaction as one of its core values and aims to establish sustainable cooperation by taking customer expectations and needs into account in all its activities. We are committed to continuously improving the customer experience through effective communication, timely feedback, and a solution-oriented approach.

Customer demands and expectations are conveyed to our organization through verbal communication (face-to-face or telephone conversations), email correspondence, request forms available on our official website, and other digital communication channels. Customer expectations are also regularly monitored through planned company visits conducted during pre- and post-sales processes, customer satisfaction surveys, and satisfaction evaluation forms provided on our website. The feedback received is analyzed to improve our service quality, and when necessary, relevant corrective actions are initiated, and the customer is informed accordingly. Customer Complaints; Customer complaints are reviewed within 24 hours, and products in stock are placed on hold to prevent their shipment. If the issue is determined not to be a nonconformity after the review, a response including the reasons is provided to the customer within a maximum of 3 days. If the complaint is found to be valid, a corrective action is initiated, and upon completion of the defined action deadlines, a report is shared with the customer.

You can access detailed information regarding product variety, technical specifications, quality standards, and areas of use through our digital product catalogue available at:

<https://www.icdas.com.tr/FlippageCelikKatalogEng/index.html>

Our steel products do not have any adverse effects on human health, and there are no risks that may harm the environment or living beings. In this context, the Safety Data Sheets can be accessed via our official website at the following address:

<https://www.icdas.com.tr/pages/5756/3726/f/en-US/Steel.aspx>

Detailed information regarding our sustainability practices implemented within this scope can be accessed at the following address:

<https://www.icdas.com.tr/pages/4736/4736/f/en-US/Sustainability.aspx>