



CUSTOMER SATISFACTION POLICY

Pariltim Newrest commits to the highest customer satisfaction by respecting their expectations and always look for the best quality products for the best price and with the best preparation possible. To ensure the respect of this policy it is Pariltim Newrest to conduct effective control in all processes and to continuously improve them.

IN ORDER TO ACHIEVE OUR OBJECTIVES PARILTIM NEWREST COMMIT TO:

- Comply with the customer's requirements and ensure a continuous control
- Sensibilize our employees to the customer's requirements and their satisfaction
- Evaluate and answer with transparency to all customer complains
- Evaluate the feasibility and answer to all customer requests
- Collect regularly customer feedbacks in order to continuously improve our service

It is the responsibility of the Board of Directors to communicate the policy and objectives to all employees and to ensure that the operations have committing to this policy.

The Board will, regularly, review this policy to insure that it continues to reflect the aims and aspirations of the company.

Istanbul, November 2020

Bahadir Aydin
CEO