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Version

**1.2**

Controller

**Hülya CİVELEK**

Approved by

**Sarp TARHANACI**

Date

**March 2025**

Next Review

**March 2026**

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|  | <h1>QUALITY POLICY</h1> |  | Document No       | UYM.PO.07.E    |
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## QUALITY POLICY

### 1. Purpose

The purpose of this Quality Policy is to articulate Aleks Metal Refinery A.Ş.'s ("Aleks") unwavering commitment to excellence in every facet of our operations. It establishes the strategic foundation for embedding quality into our culture, aligning with ISO 9001:2015, and continuously improving processes, products, and services. This policy serves not only as a compliance framework but also as a driver of innovation, customer satisfaction, and sustainable growth—anchoring our values in every decision, every day.

### 2. Strategic Alignment

**Vision:** To be globally acknowledged as a benchmark in responsible metal refining, known for quality, sustainability, and innovation.

**Mission:** To deliver the purest precious metals and tailor-made solutions through process excellence, continuous improvement, and unwavering customer commitment.

### 3. Policy Commitments

Aleks is resolutely committed to:

- **Customer-First Focus:** Engaging with customers to understand evolving expectations and delivering solutions that create value.
- **Leadership and Governance:** Ensuring top management leads by example in driving a quality-first mindset and providing strategic direction to the QMS.
- **Process-Based Thinking:** Structuring operations into measurable, interconnected processes that are monitored and optimized systematically.
- **Risk and Opportunity Management:** Identifying and acting on risks and opportunities to ensure operational resilience and customer satisfaction.
- **Evidence-Based Decision Making:** Using real-time data, performance analytics, and KPIs to drive decisions and corrective actions.
- **Stakeholder Engagement:** Communicating openly and consistently with employees, customers, suppliers, and regulatory authorities.
- **Compliance and Accountability:** Maintaining compliance with all relevant legal, regulatory, customer-specific, and voluntary quality standards.
- **Learning and Development:** Investing in the training, certification, and career growth of our workforce to sustain a culture of excellence.
- **Technology and Innovation:** Integrating smart manufacturing and digital transformation tools to enhance quality and responsiveness.
- **Sustainability and Quality Integration:** Aligning our QMS with broader sustainability frameworks (e.g., RJC COP, LBMA, UN SDGs).

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## 4. Quality Objectives (2025–2030)

| Objective                      | Target                                           | KPI                   | Timeframe  |
|--------------------------------|--------------------------------------------------|-----------------------|------------|
| Customer satisfaction index    | $\geq 4.7 / 5$                                   | NPS, feedback scores  | Annual     |
| On-time delivery performance   | $\geq 98\%$                                      | ERP logistics data    | Monthly    |
| Product conformity rate        | $\geq 99.5\%$                                    | QA inspection records | Continuous |
| Supplier performance index     | $\geq 90\%$                                      | Supplier audits       | Biannual   |
| Closure of non-conformities    | 100% within 10 working days                      | NC reports            | Immediate  |
| Staff training coverage        | $\geq 95\%$ participation in annual QMS training | HR records            | Annual     |
| Digitalization of QA processes | 100% integration with ERP                        | Project milestones    | By 2028    |

## 5. Implementation and Responsibility

- **Top Management:** Sets quality policy, reviews performance, aligns goals with corporate strategy.
- **QMS Leadership Team:** Maintains documentation, coordinates internal audits, leads continuous improvement.
- **Process Owners and Department Heads:** Ensure adherence to procedures and monitor departmental objectives.
- **All Employees:** Participate in quality improvement, follow procedures, report issues, and contribute ideas.

## 6 Review and Communication

- Reviewed annually as part of the Management Review process.
- Communicated internally via training, notice boards, digital platforms.
- Shared externally with customers, suppliers, and certification bodies.

## 7. Continuous Improvement and Culture

Aleks embeds quality into every level of its operations and commits to:

- Encouraging a culture of ownership, accountability, and pride in workmanship.
- Leveraging LEAN, Six Sigma, and Kaizen principles.
- Tracking quality trends and adapting proactively.
- Celebrating achievements in quality excellence and innovation.

Approved by:

Qualit Management Systems Executive Management Team. Aleks Metal Refinery A.Ş.

Date: 03 March 2025