

Quality Policy

As Egis, our main objective through our Quality Policy is to meet the needs and expectations of our customers and stakeholders, to fulfill our responsibilities towards society, our employees, and the environment, and to continuously improve the quality of our tunnel operation services. In line with these objectives, our commitments are as follows:

- To ensure a safe working environment for all our employees, the employees of our customers, and contracted service providers,
- To operate and protect all assets and processes of the Eurasia Tunnel with the highest level of safety,
- To provide services that meet the needs and expectations of our stakeholders with the participation and efforts of all our employees as a company,
- To follow the most advanced technology in tunnel operations and to continuously develop and improve the relevant technological systems to ensure their economical and efficient operation,
- To provide high-quality services with our professional employees in each field, to adopt customer-oriented work as our core principle, and to ensure and maintain the highest level of customer satisfaction and trust by identifying the risks and opportunities that may affect the services we deliver,
- To carry out continuous improvement in Egis services, including electromechanical systems, maintenance, toll collection and inspection, traffic management, and security activities, and to manage these processes in the most efficient way,
- To recognize that our most important value is human resources, to employ staff with adequate qualifications, to contribute to the development of our employees by ensuring that they receive training, and to keep employee satisfaction at the highest level,
- To maintain our quality standards at the highest level, to fulfill legal requirements, and to provide services in compliance with international and national standards, positioning ourselves as a pioneering and innovative company,
- To maximize the satisfaction of our personnel and service beneficiaries while providing services within the framework of regulations,
- To provide training for employees to improve quality and their personal competencies,
- To identify the risks and opportunities that may affect service delivery and compliance, to increase and sustain customer satisfaction, and to carry out activities aimed at continuous development and improvement with a holistic sustainability approach in all areas, acting with strategic direction, environmental and social responsibility awareness, and compliance with legal regulations, while establishing reliable relationships with individuals, institutions, and companies we cooperate with.

Ozan KUMRAL

Director of Operation and Maintenance

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