

***Policy Ensuring Protection of Confidential Information and Proprietary Rights of Customers;***

The protection of confidential information and proprietary rights of customers is reinforced with a confidentiality statement, to be obtained from the technical test personnel during the electronic recording of the results, which begins by hiding the product information of the test received by the laboratory unit, and the effectiveness of which is increased with the impartiality and confidentiality statement to be received from the laboratory personnel

***Neutrality Policy***

In accordance with the impartiality policy, the impartiality and confidentiality statement to be received from the laboratory personnel ensures that they will take no action that will reduce confidence in his/her competence, impartiality, decision-making or honesty related to his/her work.

***Laboratory Quality Policy***

Laboratory Quality Policy: The laboratory policy of ÖZERLER AYAKKABI VE LASTİK SAN.VE TİC. will closely follow technological advances, and according to intrabusiness test methods validated and is applied based on national and international standards, and in full compliance with the TS EN ISO/IEC 17025 “General requirement for conformity of test and calibration laboratories”, by continuously complying with the requirements of the standard in an impartial, independent, integrated, confidential and reliable manner.

As ÖZERLER AYAKKABI VE LASTİK SAN.VE TİC.A.Ş. management team, we are committed to complying with the TS EN ISO/IEC 17025 standard and to continuously improve and develop the effectiveness of our management practices.

Our main goal is to ensure that qualified laboratory works are carried out in our laboratory through the application of good professional practices by experienced personnel, supported by continuous training, and who are able to conclude the requested tests with precision and in accordance with the required standards and regulations while following the calibration and validation studies required by the quality standards, and applying good professional practices in order to minimize customer complaints.

As ÖZERLER AYAKKABI VE LASTİK SAN.VE TİC.A.Ş. management team, it is one of our main principles that all laboratory personnel who take part in the tests learn the quality documentation procedures and implement the policies and procedures in their own works.

All ÖZERLER AYAKKABI VE LASTİK SAN.VE TİC.A.Ş. personnel work in accordance with policies and procedures prepared according to the requirements of the TS EN ISO/IEC 17025 standard. As the laboratory management team, it is our duty and commitment to ensure the effectiveness of these studies and to continuously improve them.

**03.08.2020**  
**Muzaffer ÖZER**

Document No	Release Date	Revision No	Revision Date
ÖZ.EK-1	15.05.2017	01	03.08.2020