



## GALATA WIND ENERJİ ANONİM ŞİRKETİ

MERKEZ: BURHANİYE MAH. KISIKLI CD. NO: 65 ÜSKÜDAR / İSTANBUL / TÜRKİYE ŞUBE 1: ŞAH RES DEDEOBA MAH.NO. 275/A BANDIRMA / BALIKESİR / TÜRKİYE ŞUBE 2: MERSİN RES ÖZLÜKÖYÜ MEVKİİ MUT / MERSİN / TÜRKİYE ŞUBE:3: TAŞPINAR RES- KORUBAŞI MAH. NİLÜFER / BURSA/ TÜRKİYE ILICA MAH. DAĞLAR MEVKİİ 10016 ADA VE 5 PARSEL AZİZİYE / ERZURUM/ TÜRKİYE ILICA MAH. DAĞLAR MEVKİİ 10007 ADA, 12 PARSEL AZİZİYE / ERZURUM/ TÜRKİYE ASAĞI KAYABAŞI MAH. KURUDERE KÖYÜ/MEVKİİ 107 ADA 1 NOLU PARSEL VE 243 ADA 6 NOLU PARSEL

AŞAĞI İNCESU KÖYÜ OSMAN ÇAYIRI MEVKİİ 104 ADA 262 NOLU PARSEL KARAYAZI/ ERZURUM/ TÜRKİYE TATAR KÖYÜ AVLANDERE MEVKİİ 1254 PARSEL MERKEZ / ÇORUM/ TÜRKİYE

DSR BELGELENDİRME tarafından denetlenmiş ve uygulamakta olduğu Müsteri Memnuniyeti Yönetim Sisteminin

is audited by DSR Certification and applied Customer Satisfaction Management System meet the requirements of

ISO 10002:2018

standardına aşağıdaki kapsamda uymakta olduğu gözlenmiştir. standard for the following activities.

RÜZGAR VE GÜNEŞ ENERJİ SANTRALİ İŞLETMESİ, ELEKTRİK ENERJİSİ ÜRETİMİ

WIND AND SOLAR POWER PLANT OPERATION, ELECTRIC POWER GENERATION

Sertifika No / Certificate No: M-20.10.343

20.10.2020 Sertifika Tarihi Certificate Date 17.09.2025 Sertifika Son Basım Tarihi Certificate Last Issue Date 19.10.2026 Sertifika Geçerlilik Tarihi Certificate Expiry Date







## **OUR CUSTOMER SATISFACTION POLICY**

As Galata Wind Enerji A.Ş., we are forging ahead in line with our vision, mission, and values keeping customer satisfaction and legal requirements in the foreground at all times. We have created our "Customer Satisfaction Policy" to meet your requests, suggestions, and complaints with our respectable, strong, and trustworthy character, to further our quality standards to an even higher level in order to both provide better services and to maintain our pioneering stance in the industry.

As your solution partner, we believe that you, our clients, always deserve the best, and we are pleased to share our "Customer Satisfaction Policy" with you.

Chairman of the Board of Directors