



öztiryakiler

PRODUCT SAFETY AND END-USER RIGHTS POLICY

Purpose: This policy is intended to ensure that high standards of safety are met in the production, design, storage, shipment and usage processes of our industrial kitchen products, to protect end users' rights to health, safety, access to information and fair service and offer safe, quality and friendly environmentally products in accordance with our sustainability goals.

Scope: This policy covers all stages from supply of raw materials during production processes to delivery of the manufactured products to our customers and usage of the same. This policy covers all activities that concern all our employees, suppliers, business partners, and end-users.

Our Policy Principles;

1. Raw material and Supplier Inspection

Our suppliers are evaluated according to the criteria specified in our Procurement Procedures and Supplier Company Selection and Evaluation Procedure. Suppliers are inspected through performance evaluations and supplier inspections for their compliance with quality and safety standards. As a result of the inspection, corrective and improvement actions are initiated on required subjects.

2. Designing Safe and Healthy Products

Our products are designed in accordance with all industrial kitchen safety standards and regulations.

No materials or components that may risk the health of users are used in the design of products.

Product development processes evaluate not only the intended usage conditions of the products but also foreseeable misuse scenarios. Necessary technical protection measures, safety systems, warnings, and design precautions are implemented to enhance user safety.

Chairman of the Board of Director

Yusuf Kenan ÖZTİRYAKİ



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3. Sustainable Production Processes

Environmentally friendly technologies are employed in order to increase energy efficiency and reduce waste during our production processes. Our waste management practices are optimized to increase the percentage of recyclable materials.

It's ensured that raw materials used during production stage are supplier from sustainable resources.

4. Quality Control and Safety Tests

Our products are subjected to strict tests in accordance with national and international safety and quality standards. These tests aim to verification that products do not put the users and the environment at risk during use.

The products are tested considering criteria such as robustness, heat resistance, performance, long life, hygiene and safety.

5. Occupational Health and Safety

All necessary occupational health and safety actions are taken in order to ensure health and safety of our employees during production processes.

Our employees are regularly trained on occupational health and safety.

6. Informing and Training Customers

Accurate and complete information is provided about the products. Technical documentation regarding user's manual of products, warning labels on products and safety instructions are provided in order to ensure safe and efficient use of the products by the users.

Product information is ensured to be clear and accessible.

Our users are informed about safe using, maintenance requirements, energy, resource efficiency and environmental effects of the products.

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7. End User Rights and Accessibility

Öztiryakiler respects the right of end users to access safe, high-quality, and legally compliant products.

In this context:

- Accurate, clear, and non-misleading product information is provided to end users.
- Access to technical support, maintenance, and after-sales services is provided.
- Customer complaints and requests are evaluated fairly, impartially, and in a timely manner.
- Access to necessary information and documents regarding the safe use of products is ensured.
- Risks that may affect the health and safety of end users are regularly assessed.
- Feedback mechanisms are operated to increase customer satisfaction.

8. Continual Improvement

Continuous improvement work is conducted on product safety. The impact of our products on safety and the environment are assessed every year and novel technologies and solutions are investigated.

Studies are conducted in order to promote safety and performance of our products by considering feedback from customers.

9. Training and Awareness

All our employees are trained on product safety, end-user rights, hygiene and quality standards at the time of their recruitment and periodically afterwards.

10. Feedback, Safety Incidents and Recall Process

All complaints and feedback received from customers are reviewed by After-Sales Service Department. In case of anything that threatens product safety, Product recall-withdrawal and traceability procedure is put into use. Product safety incidents, nonconformities, and potential risks are systematically assessed, and necessary corrective actions are implemented.

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11. Compliance with Legislation

Our products fully comply with legislations, safety standards, requirements regarding consumer rights and environmental protection laws in all territories and states in which our products are distributed.

Our products are updated and manage compliance in a sustainable way as local and international regulations are modified.

We are committed to offer high quality and environmentally friendly products by placing emphasis on safety and en-user rights of our industrial kitchen products at all times, protect the health and safety of our users; protecting the health and safety of our users, effectively manage risks related to product safety, support customer satisfaction, fully comply with applicable laws and regulations and adopt and continuously develop the culture of product safety across the organization.

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