



## **QUALITY, FOOD SAFETY, ENVIRONMENT, CUSTOMER SATISFACTION, OCCUPATIONAL HEALTH AND SAFETY POLICIES**

As DELPHIN FAMILY, we aim to serve on awareness and responsibility of being a deep-seated enterprise in the tourism sector by accepting all our customers as our guests and fulfilling conditions of Quality, Customer Satisfaction, Environment, Food Safety, Occupational Health and Safety by blending national and international values.

Increasing the value of our company and becoming a world brand is our mission and providing our services safely and healthily to our customers is our most important principle.

- Securing health of our guests and personnel by high-quality production and services and conducting continuous improvement and development activities for ensuring sustainability of all these management systems,
- Participation of personnel constitutes the foundation of an organization, therefore valuing training and continuous development for providing sufficient training, skills and competency for our all personnel especially in ISO 9001 Quality Management System, ISO 14001 Environment Management System, ISO 22000 Food Safety Management System, OHSAS 18001 Occupational Health and Safety Management System and ISO 10002 Customer Management System.
- Following and implementing the legal and other liabilities related with customer satisfaction, quality, food safety, environmental health and safety, labor rights and personnel management and other conditions of affiliated organizations,
- Following standards determined by related laws, regulations and legislations and taking necessary precautions for minimizing our impacts on environment for providing environmentally conscious services,
- Minimizing wastes arising from production and other activities in any feasible case, minimizing use of natural resources and producing reusable and recyclable products as much as possible,
- Supporting local manufacturers and local employment while making investment decisions, considering customer-oriented environmental conditions and taking careful steps in potential effects of them and choosing equipment and technologies appropriate with occupational health and safety,
- Being respectful to human rights and acting in full compliance with workplace rights as well as establishing ergonomic and health working environments for eliminating risks of occupational accidents,
- Supporting laws, ethical rules and organizations carrying out social, cultural and environmental activities in all its fields of activity, showing respect to these organizations and communicating with them when necessary,
- Periodically reviewing environment management system in changing conditions and trying to improve our environment performance in constant manner will shape our vision.
- Believing that "Food safety is the right and responsibility for everyone", protecting human health by completely following hygiene rules in food production, presentation and storage areas from purchasing to consumption of foods,
- Implementing the objectives determining Food Safety level in accordance with the legal provisions and guest conditions,

and undertakes that the firm will share its experience on Quality, Food Safety, Environment, Customer Satisfaction, Occupational Health and Safety mutually with its suppliers, public institutions and guests while it will not share personal and corporate information of our guests with any third party by abiding confidentiality principles.