

## EFQM - Three Stars / Certificate of Competence in Excellence

In 2005, Sertrans became a member of Turkey Quality Association (Turkish abbreviation: KalDer), in 2010, it declared to the public that it has adopted the basic concepts of Business Excellence Model-EFQM as the way of doing business/ code of conduct and signed the National Quality Movement (UKH) Communiqué which was executed under the leadership of KalDer. In the same year, Sertrans, who applied for the EFQM Excellence Model stages, did not apply to the first stage, Determination Excellence; directly applied to the second stage, Competence in Excellence. As a result of the desk review and field visit by the KalDer evaluator team, The company was granted with the EFQM COMPETENCE OF EXCELLENCE - THREE STARS CERTIFICATE.

## BID / International Quality Award and Quality Certificate

Sertrans Logistics's success in implementing the principles of total quality and corporate management, sustainable competition and developing business processes were crowned with an international award and certificate in 2012. Within the framework of the International Quality Awards, which are given in three categories: gold, platinum and diamond by Business Initiative Directions (BID) based in Switzerland, Sertrans Logistics, based on its success in the fields of total quality management model, customer satisfaction, leadership, strategic planning and innovation, was awarded the gold category in 2012 and acquired both the gold award and the BID Quality Certificate.

## Environmental Policy and Documents/ Certificates

As Sertrans Logistics, we aim to leave a cleaner and livable world to the future generations by protecting our natural resources in all activities related to our logistics services. Based on this;

- We continuously improve our “Environmental Management System”, which we have created in accordance with the requirements of ISO 14001, to ensure its dissemination and to engage in activities that increase environmental awareness of all our stakeholders,
- We use environmentally friendly technologies and materials during our logistics services,
- We carry out continuous improvement studies in order to use natural resources in the most efficient way,
- We take measures to prevent environmental pollution/ contamination and protecting the environment by keeping our wastes to a minimum,
- We ensure recycling of our wastes if possible and support reuse,
- We raise awareness of our employees on environmental management and increase environmental awareness within the company through necessary internal and external training,
- We fulfill our sectoral and legal obligations; Comply with ethical rules, national and international regulations and agreements.

