



# Improvement Management Policy

## SUSTAINABILITY POLICY

As The Komana, we are committed to continuously improving our sustainability performance and achieving our goals more effectively. Here is The Komana's

### **Improvement Management Policy:**

#### **1. CONTINUOUS IMPROVEMENT CULTURE**

As The Komana, we adopt a continuous improvement approach and aim to spread this culture to all our employees. We evaluate the ideas of our employees, care about their feedback, and continuously strive to improve business processes.

#### **2. PERFORMANCE MONITORING AND MEASUREMENT**

We regularly monitor the performance indicators we set to achieve our sustainability goals. Using these measurements, we evaluate how close we are to our targets and continuously review performance.

#### **3. QUALITY STANDARDS**

We manage our business processes in accordance with certain quality standards. We continuously comply with quality standards to increase customer satisfaction, improve service quality and optimize our business processes.

#### **4. EMPLOYEE PARTICIPATION**

We encourage our employees to participate in processes and support them to share their ideas. We evaluate and implement suggestions for improvement, thus making our business processes more effective.

#### **5. STAKEHOLDER COLLABORATION**

Working in collaboration with our customers, employees, suppliers, and local communities, we strive together to achieve our sustainability goals and continuously improve.



## **6. TRAINING AND DEVELOPMENT**

We continuously train and develop our employees. We help them adapt to new technologies and support them to master the best practices in sustainability.

## **7. REGULAR IMPROVEMENT PLANS**

We continuously revise and develop our strategies to achieve the set targets through improvement meetings and planning organized in certain periods.

This policy supports The Komana's efforts to achieve its sustainability goals by adopting continuous improvement processes. Adhering to the principle of continuous improvement, we optimize our business processes and aim to provide better service to our stakeholders.

