



QUALITY, FOOD SAFETY, ENVIROMENT, CUSTOMER SATISFACTION, HEALTH AND SAFETY POLIC

DELPHIN AS A FAMILY ; consciousness of being well-established in tourism and as a guest to accept responsibility for all the customers with, blending national and international value, quality customer happiness, enviroment, bringing food safety and occupational health and safety requirements to fulfill them, aims to provide services.

To improve our company and become a worldwide brand and giving safe and healthy service to our customers is our major principle.

- To keeping the quality forefront, healthy of our employee and guests; taking undercontrol of guarantee with quality production services and to improvement and development work in order to ensure the continuity of this management system,
- The participation of employees; the basis of the organization, therefore, espacially all our staff ISO 9001 Quality Management System, ISO 14001 Enviromental Management System, ISO 22000 Food and Beverage Safety Management System, OHSAS 18001 Occupational Health and Safety Management System and ISO 10002 Customer Satisfation Management System issues to well adequated, skills and competencies an training and continuous development to ensure that they have.
- Customer satisfaction, quality, food safety, enviromental health and safety, legal and personal regulations relating to employee benefits and other obligations of the organization is a member and fulfill
- To serve enviromentally sound manner; laws are in force, in compliance with the standards set by regulations and legislation, our negative impact on the enviroment take the necessary measure to minimize,
- Waste resulting from our manufacturing and other activities, can be applied in every case and in every field, minimizing, reducing the use of natural resources and reused as much as possible and to consume recycled products,
- Investment desicions are taken, local producers and support local employment, taking into account customer-focused environmental conditions, cautious about the impact will be on their enviroment and act carefully to select the appropriate equipment and technology to health and safety,
- Respect for human rights and to comply fully to work place rights, so as to eliminate the risk of accidents at work to build ergonomic and healthy business environments,
- In all regions in which it operates, laws, ethics, social,cultural and environmental activities in supporting communities, to respect them and communicate as needed,
- Periodically review the environmental management system constantly changing conditions and work to improve our enviromental performance, to shape our vision.
- "Food Safety is everyone's rights and everyone's responsibility." with this faith, the purchase of raw materials and food production until the consumption of food produced, presentation and storage hygiene rules to protect human health by implementing a complete,
- Acordance with the regulations and guests conditions accomplish the goals that determine the level of Food Safety.

Quality acquired in order to ensure the continuous improvement of processes, Food Safety, Enviroment, Customer Satisfaction, Occupactional Health on Safety experiences, suppliers and share with the mutual corporate guests, our guests by adhering to the principle of confidentiality of personel and corporate information with a third party committed to sharing.

Ufuk CÖMERTOĞLU
Chairman of The Board