



Employee Satisfaction Policy.

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Purpose: To regularly monitor and evaluate employee satisfaction, and to make necessary improvements quickly in case of dissatisfaction. To increase the job satisfaction of the personnel and to make the working environment more efficient and sustainable.

Content:

- 1. Satisfaction Surveys:** A comprehensive satisfaction survey is conducted annually for our staff. In these surveys, employees' satisfaction with the work environment, their relationships with managers, career development opportunities, salary and benefits are evaluated. The survey results are analyzed in detail and improvement plans are made according to the findings.
- 2. Feedback Mechanisms:** Mechanisms have been established for our employees to provide feedback on daily operations. These mechanisms include feedback boxes, anonymous complaint and suggestion forms, and one-on-one meetings with managers. All feedback is regularly reviewed and responded to quickly.
- 3. Improvement Plans:** Improvement plans are prepared based on the results obtained from surveys and feedback. These plans aim to make working conditions, work environment, and personnel relations more efficient. Improvement plans are created and implemented together with department managers.
- 4. Career Development:** Career development opportunities are offered to increase staff satisfaction. Our employees are provided with the opportunity to be promoted, gain new competencies and advance in their careers. Training and development programs support these career opportunities.
- 5. Regular Review:** The results of staff satisfaction surveys are regularly reviewed annually, and progress is reported. Satisfaction rates are carefully monitored by management and taken into account in strategic decisions. In addition, personnel satisfaction performance targets are determined.