

Polisan Holding A.Ş.

Statement made pursuant to Circular VIII, No: 54 of the Capital Markets Board

Date : December 24, 2012
Contact : Polisan Holding A.Ş. – Investor Relations
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Subject : The grant of ISO 10002 Customer Relations Management Quality Certificate

Polisan Holding announced that in addition to the existing quality certificates of its subsidiaries; namely:

TS EN ISO 9001 Quality Management System
TS EN ISO 14001 Environmental Management System
TS OHSAS 18001 Occupational Health and Safety Management System
Triple Responsibility

Polisan Boya, the paint Company, has been granted the “ISO 10002 Customer Relations Management” quality certificate.

Polisan Boya has been audited by the German Audit and Supervision Company Tüv Rheinland within the context of the “ISO 10002 Customer Relations Management” standards, which are valid globally and that had the right to receive the certificate. TS ISO 10002 Customer Relations Management Standards define the frame for which the customers’ suggestions, demands, and complaints are handled, resolved, and for continuous improvement of the performance on this area as well as increasing customer satisfaction. The certificate is granted to the companies that have practices in place in compliance with these standards.

Polisan commits itself to evaluate all the demand and complaints of its customers in an objective manner, to find the most effective and fair solution, to prevent the repetition of the impropriety, and to comply with the regulations and related standards in effect.

Polisan Holding A.Ş.

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Factory

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