

Customer Satisfaction Guidelines for Complaints Handling in Organizations ISO 10002:2018

Following an audit conducted in accordance with the auditing procedures of TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş., it is hereby confirmed that the complaints handling guidelines applied by



İstanbul Gübre Sanayii Anonim Şirketi (İGSAŞ)
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have been successfully assessed against the guidelines of ISO 10002:2018 Customer Satisfaction Guidelines for complaints handling in organizations.

Scope

Fertilizers and Industrial Products containing Ammonia, Uread, Nitrogen and Nitrate, Composite Fertilizers, Production of All Fertilizer Types; domestic sales, foreign trade, port management, customs clearance, transit, logistics, storage, accounting, finance, information processing, human resources and management and administrative activities related to these processes

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Authorized Signatory
at TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş.

Istanbul, 2026-06-29

This has been issued based on an audit carried out by TÜV NORD Turkey Teknik Kontrol ve Belgelendirme A.Ş. and is subject to periodic surveillance activities during the validity period. ISO 10002:2018 is a guideline.

This represents an evaluation of assessment and does not constitute an accredited certification.

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