

As **MILKRUN LOJİSTİK A.Ş.**, we are committed to conducting our domestic and international logistics, transportation, bonded and non-bonded warehousing operations, import and export services in compliance with applicable national and international standards, legal requirements, and the principles of business ethics.

Our Objectives

- Maximize customer satisfaction,
- Foster a culture of continuous improvement by encouraging active employee participation,
- Maintain our leading position in the logistics sector by delivering competitive service quality,
- Adapt rapidly to technological innovations and digital transformation,
- Continuously improve our operational processes and services,
- Establish strong collaborations with our suppliers and business partners and support their development,
- Invest in employee training at all levels to enhance their competencies,
- Promote awareness and act responsibly on environmental protection and occupational health and safety,
- Embrace a sustainable approach by using energy and natural resources efficiently,
- Ensure the highest level of information security to protect the confidentiality, integrity and availability of customer, employee and company information,
- Reduce our environmental impact and carbon footprint as part of our commitment to combating climate change,
- Establish business continuity plans using a risk-based approach to ensure the continuity of our critical processes and implement them in line with our commitment to sustainability,
- Effectively manage customer complaints and transform customer feedback into opportunities for continual improvement,
- Manage security risks throughout the supply chain, including unauthorized access, theft, sabotage, cargo loss and other security threats, by implementing systematic security controls across all logistics operations.

Our Principles

- Fulfil customer demands related to logistics, transportation, warehousing, import and export services in a timely, complete and customer-oriented manner,
- Adhere to our business ethics principles of honesty, confidentiality, transparency, avoidance of conflicts of interest, impartiality and accountability,
- Protect employee rights; implement systematic measures to prevent forced labour and child labour; ensure a fair, equal and inclusive working environment by eliminating discrimination; manage processes in compliance with legal and ethical requirements regarding wages, working hours and employee benefits; promote social compliance throughout our supply chain and support the development of our business partners accordingly; regularly monitor, evaluate and continually improve our social compliance performance,
- Prevent and minimize pollution and waste by considering environmental impacts,
- Effectively manage occupational health and safety risks and take all necessary preventive and protective measures to prevent work-related injuries and occupational diseases,
- Prioritize the safety of our employees and stakeholders by considering potential disasters, emergency situations and climate change-related risks, assessing these risks in advance and implementing the necessary preventive actions,
- Manage environmental, energy, occupational health and safety, information security and business continuity risks through an integrated and risk-based approach to prevent operational disruptions,
- Evaluate customer feedback and complaints objectively, promptly and effectively to improve customer satisfaction,
- Promote business continuity and sustainability practices by ensuring effective communication and coordination with our supply chain, business partners and employees,
- Prefer products and services that improve energy efficiency and implement solutions to enhance energy performance throughout our operations,
- Implement security controls throughout our facilities, warehouses, transportation, loading and unloading operations and cargo handling processes to ensure supply chain security, comply with applicable legal and regulatory requirements, and effectively manage security incidents.

By aligning our operations with our Integrated Management System, we aim to meet the needs and expectations of both our employees and customers, achieve our corporate sustainability goals, and strengthen our position as a trusted and preferred logistics solution partner.

General Manager

Yunus Ekinci

