

POLICIES

ESC recognises that the disciplines of quality, data security, occupational health and safety, environment, drugs & alcohol are integral part of its management function. The company views these as a primary responsibility and to be the key to good business in adopting appropriate quality standards.

Quality Policy

- For ESC, trust and honesty are primary assets and fulfilling customer expectations is a primary objective.
- ESC Established and follows a quality management system.
- Establish feedback systems to measure the performance of ESC
- Learn from both the positive and negative outcomes of this measurement process, making improvements where appropriate.
- We understand our customers' expectations and provide superior solutions and outputs to our customers, focused on their needs.
- We control, review and inspect the quality of our outputs at every step of the process.
- To achieve the highest customer satisfaction, we work with qualified employees, we train them, we care about deadlines and privacy of information.
- We comply with all applicable laws and regulations.

Data security policy

- Ensuring Data Security Accountability– ESC ensures that its IT staff, workforce and management are aware of their responsibilities and what is expected from them. The various types of data is classified so that both workers and management understand the differences. By categorizing data, employees are aware of how to handle each type and which types they are allowed to use and distribute.
- Network Services – ESC carefully handles issues such as remote access and the management and configuration of IP addresses. Those issues also cover the security of components like routers and switches and detection of network intrusions.
- Vulnerabilities – It is important for ESC to find any vulnerabilities in the company's IT infrastructure before someone else does. ESC has a routine in place for checking its own networks regularly. ESC implements code to eliminate vulnerabilities to protect against threats and knows how and when patches are to be implemented in the system.

- System Data Security – The security configuration of all essential servers and operating systems is a critical piece of our data security policy. Rules regarding servers that run on ESC's networks as well as the management of accounts and passwords is clearly defined, as well as firewall, database and antivirus policies.
- The Response to Incidents– If a security breach occurs, ESC has appropriate measures for handling it already in place. This includes the evaluation and reporting of the incident as well as how to solve the problems leading to it to prevent the issue from reoccurring.
- Acceptable Use – ESC provides its employees with precise definitions of what constitutes acceptable use and has them sign an acceptable use policy.
- Monitoring Compliance – ESC uses audits to ensure that the company's staff and management are complying with our data security policy performed on a regular schedule.
- Account Monitoring and Control – ESC is keeping track of who is accessing what and ensures IT team members to monitor and control user accounts, identity and access authorization carefully.

ESC reviews at least twice a year to bring its Data Security Policy current. Organizations that are serious about preventing cyber crime, ESC also considers the important link between data security and data privacy and creates the custom policy that will safeguard the data they're entrusted with is used properly, legitimately and with the confidence that company and customer data is kept safe and secure.

Occupational health and safety

- ESC has an occupational health and safety policy that optimizes the level of safe and healthy workplace environment, our policy is established to take preventive and corrective actions for our employees and visitors.
- ESC strongly believes and continuously improves itself as all of the workplace accidents and occupational diseases can be prevented.
- Comply with the national and international OH&S laws and regulations to ensure the health and safety of our workers and visitors are protected by identifying risks and taking safety measures in line with the OH&S requirements.
- Minimize occupational diseases that would cause loss of business and labour , optimize the workplace safety and job performance.
- Prevent occupational diseases and to protect workers' physical and mental health against possible ergonomic factors in the workplace.
- Have an emergency plan with all of the emergency cases are defined and ensure everyone in the workplace is ready for emergency cases by performing first aid, fire, search and rescue exercises.
- Provide continuous information and train all of our workers and according to the OH&S laws and regulations.
- Have a machinery and equipment safety rule in line with the OH&S rules.
- Continuously review the implementations and ensure the continuous improvements.
- We ensure all of our related parties that our company will continuously work on the OH&S improvements for a safe and healthy workplace.

Environmental Policy

ESC is aware of the importance of environmental care for the whole world and for next generations. As a result, ESC took actions about the following issues:

- Waste reduction and recycling – ESC has a regulation to recycle paper, plastics, and batteries.
- Resource Conservation – ESC encourages all the employees to use less paper, electric, water, fuel etc.
- ESC endeavors to promote environmental education and awareness of people.
- Computers and Monitors – Computers and Monitors that are classified by the company's IT department as obsolete or non-operational shall be picked up for recycling by a company specializing in computer equipment recycling.

Drugs & alcohol

- All matters concerning alcohol and drugs shall be treated as confidential. Any employee who seeks the assistance of the Company in finding treatment for drugs or alcohol problem has the Company's complete assurance of confidentiality.
- Whenever employees are working, are operating any ESC vehicle, are present on ESC premises or are conducting company-related work offsite, they are prohibited from:
 - a. Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
 - b. Being under the influence of alcohol or an illegal drug as defined in this policy.
 - c. Possessing or consuming alcohol.
- The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body system, while performing company business or while in a company facility, is prohibited.
- ESC will also not allow employees to perform their duties while taking prescribed drugs that are adversely affecting their ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked.
- Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

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