



*Best Food
for All*

Quality Policy

As BFA Havalimanları Yiyecek ve İçecek Hizmetleri A.Ş., we aim to be a leader in the food and beverage industry and integrate our commitment to quality into all our activities in line with our goals.

We recognize that our passengers come from all over the world, representing a diversity of countries, nationalities, and cultures. Therefore, we offer service quality designed with different concepts to meet their needs. To achieve this, we adhere to international standards and provide world-class service.

In this regard:

- Ensuring passenger comfort at airports, creating diverse concepts, and maintaining the highest level of satisfaction are our top priorities. We emphasize that the airport experience is an integral part of the journey.
- We apply the highest quality standards to our products and services, aiming to offer unique flavors and original concepts.
- We create a work environment based on commitment, honesty, reliability, and ethical values, prioritizing continuous training, satisfaction, support, and engagement of our employees.
- With our sustainability approach, we aim to minimize our environmental impact in accordance with general principles, legal requirements, and the corporate policies we are committed to.
- We fully comply with legal requirements, closely follow industry standards, and contribute to their development.
- We evaluate feedback from our guests, employees, and all stakeholders, viewing it as an opportunity to improve and enhance our processes.

As BFA Airports, our commitment to quality enables us to deliver value-creating services for our customers and business partners.