

Türkiye Halk Bankası A.Ş.

Human Rights and Human Resources Policy

This policy outlines the commitment made by Türkiye Halk Bankası A.Ş. (Halkbank) to its responsibilities related to “Human Rights and Human Resources.”

- Human rights are the inviolable, inalienable and non-transferable rights and freedoms of all human beings.
- These rights apply to all human beings regardless of where or when they live. Everyone is equal in the rights.
- Human rights aim to protect and develop a person's personality.
- Human rights are based on the understanding that all human beings are born equal in terms of rights and dignity.

Halkbank, in addition to the national legislation governing business life,

- Acts in compliance with the United Nations Declaration of Human Rights, to which our country is a signatory and which covers the fundamental principles of human rights and accountability.
- Respects employee rights in conformity with the guiding principles of the International Labour Organization (ILO), which has been accepted by our country, and operates by observing and taking into consideration issues such as discrimination, bans on forced labor, and the elimination of child labor.
- Respects unionization and collective bargaining rights, which are granted by the constitution and included in the ILO's main activities.

1. EMPLOYEES

1.1 Human Resources Policy

Halkbank bases its human resources practices on the following fundamental policies:

- Perform the activities the Bank needs to undertake to achieve its purposes with an adequate number of staff;
- Select and assign eligible staff with competencies that match the respective job requirements;
- Value and respect employees' personalities, protect their pecuniary and non-pecuniary rights, and ensure the confidentiality of their personal information;
- Offer a safe working environment suited to the nature of the assignment;
- Provide the means for building social relations and a work environment that help boost motivation and engagement;

- Provide employees with fair and equitable work, and training and development opportunities that match individual skills/competencies;
- Establish a “remuneration and benefits” system that encourages employees to continue working without losing interest and productivity, and that provides the Bank with the means to recruit the necessary manpower to meet the qualification and staff size requirements for the services it provides;
- Provide employees with the means to help them increase their knowledge and experience; reward accomplished employees within the available means;
- Inform and advise employees on the issues that concern them, in a timely manner; ensure that their views are sought at all times, and their opinions and ideas are easily communicated to the management;
- Ensure that employees work while adhering to the principles of productivity and profitability, and with the cost consciousness required;
- Encourage employees to produce new ideas that will help cultivate creative thinking and develop transactions/procedures;
- Grant promotions by taking into consideration the skills, achievements, education, and duration of employment of each employee, with the aim of preserving and developing the Bank’s corporate culture and identity;
- Evaluate each employee under objective criteria and on an equitable basis.

1.2 Diversity Principle and Equal Opportunity

Given the principle of diversity, Halkbank acknowledges that each person is different from one another.

Halkbank provides equal opportunity to potential candidates in the recruitment and promotion processes of employees, based on the professional skills and competencies of each individual without discriminating on the basis of language, religion, race, denomination, ethnic origin, sex, personal choice, physical disabilities and so on.

1.3 Ban on Discrimination and Maltreatment

Halkbank is obligated to take all the necessary measures to ensure that all actions that could lead to discrimination or constitute maltreatment are avoided/prevented.

Employees are obliged to avoid any and all kinds of acts/behavior aimed at each other at the work place and/or outside, which could lead to actions such as maltreatment, malicious and systematic psychological pressure/repression, discrimination, violation of personal space and harassment/abuse.

1.4 Occupational Health and Safety

Within the scope of Law on Occupational Health and Safety, Halkbank will ensure that:

- Employees are protected and safeguarded so that they do not suffer from accidents in the workplace;
- Employee health is maintained in top social, psychological, and physical shape by improving work environments to better meet health requirements;
- The work and the employees adapt to each other better by protecting and safeguarding the employees against any and all kinds of dangerous effects of the work environment;

Any and all kinds of measures are taken to achieve the above.

1.5 Training

Halkbank organizes many in-class training and e-learning sessions on various topics/subjects in addition to professional training, to help contribute to the personal development of its employees. The e-learning training session on Human Rights is available to each and every employee, and is mandatory for all new recruits and promoted/upgraded staff.

2. CUSTOMERS AND SUPPLIERS

2.1 Principle of Equality

Halkbank is obligated to ensure that the relationships employees have with customers and suppliers are managed/maintained in conformity with the Ethical Principles and Anti-Corruption Policy, and based on the principles of integrity, trust, impartiality and accountability, without any discrimination based on language, religion, race, sex, and so on.

Nevertheless, products, services, and publicly available information are offered to all stakeholders on an equal footing without discriminating among customers and suppliers. Employees involved in pricing the products and services Halkbank offers are required to comply with the Bank's internal regulations as well as the legal requirements on this subject.

2.2 Confidentiality of Customer Information

Customer information can only be disclosed to/shared with third parties – with the exception of authorized bodies expressly stipulated by the law – subject to customer approval and expressly outlining the contents of disclosure/sharing. The employee's obligation in this regard continues beyond the termination/end of his/her employment contract. Employees are permitted to use the customer/supplier information obtained/acquired only in relation to the job-related requirements.

2.3 Training

Halkbank helps contribute to the development of its customers and suppliers through the SME Development Platform where several training documents are available on the subject of sustainability (Anti-Corruption, Ethical Principles, Human Rights and so on) as well as on the financial titles such as finance, foreign trade, entrepreneurship, and e-commerce.

2.4 Security

On issues that are considered to be unsafe and/or posing a health threat, Halkbank is attentive in taking all the necessary measures required to ensure the safety of the customers and visitors of the bank.

2.5 Responsibilities of Customers and Suppliers

All companies or their partners from which Halkbank purchases all its goods and services should act in compliance with the regulations related to this Policy. The Bank shall not enter into any business relationship with any customer and supplier who operates otherwise.

Halkbank's Ethical Principles and Anti-Corruption Policy is available to the public, including our Human Rights and Human Resources Policy.

3. SOCIETY

Halkbank performs all its activities by giving due consideration to creating new employment, reducing regional differences, providing access to finance, heeding environmental and social risks, increasing social welfare, and contributing to economic development in light of the fundamental human rights.

Halkbank is considerate about the fragile segments of society and is conscientious about its social responsibility to society in all the activities it undertakes.

4. FEEDBACK AND SANCTIONS

Within the scope of its Annual Report and Sustainability Report, Halkbank shares its annual economic, social, and environmental performance with the public in a way that is open to stakeholder feedback.

Halkbank is aware of the importance of a system that helps monitor and resolve the feedback coming from both internal and external sources. All internal and external stakeholders are entitled to provide feedback to the Ethical Practices Team (etik@halkbank.com.tr) on this subject.

Complaints about policy violations shall not be used against the complaining person(s), and are evaluated and concluded in accordance with the procedures. Administrative sanctions are taken against the stakeholders who violate the policy.

5. EFFECTIVE DATE AND REVIEW(S)

As per the Board of Directors' Resolution No. 41-60 dated December 20, 2016, this policy has entered into force upon approval by Halkbank's Board of Directors.

Türkiye Halk Bankası A.Ş. Human Rights and Human Resources Policy is administered by the Deputy General Management for Human Resources and Organization, on behalf of the Board of Directors and is reviewed every year and revised if necessary.