

BUSINESS CONTINUITY MANAGEMENT SYSTEM POLICY

With a capacity of 7,500 desks and 13,000 employees at 25 locations, 20 in Turkey and 5 overseas, Turkey's customer experience center Turkcell Global Bilgi offers services to companies in various industries.

For Turkcell Global Bilgi, overcoming incidents that can interrupt our services with minimum damage and continuing our services uninterrupted is not only a legal and regulative requirement based on agreements, but also our responsibility towards all our partners, environment, country and the society.

If incidents that can disrupt our services are at a scale endangering human life, protecting human life is more important and prioritized for our company than anything else.

Therefore, the purpose of Turkcell Global Bilgi in implementing the business continuity management program is to primarily secure human life and to prevent or minimize incidents that could lead to business continuity interruption in the event of any extraordinary situation. We aim to be able to restore Turkcell Corporate Customer Services in order to meet incoming requests at the minimum required level and then return to normal service levels as soon as possible.

The Business Continuity Management System we established for this purpose is based on ISO 22301 Standard as reference. We also follow the laws and regulations specified in our List of Legal Obligations to meet the conditions concerning business continuity. Another point of reference is the articles of the Service Agreement signed between us and Turkcell, on ensuring business continuity and our guarantees in this regard.

The indispensable conditions for a successful business continuity program are that all our employees, the relevant business continuity teams, our suppliers and partners are aware of their duties and responsibilities, implement them successfully before and during the incident and are prepared. Regular training and awareness activities, tests and drills are performed for this purpose.

The Business Continuity Management System is a system that should be kept live and continuous development is essential for the success of the system. Improvement opportunities are identified in the risk analysis results, Internal Audit results, results of the incident that occurred and tests and drills conducted and corrective and preventive activities are performed.

Also, targets are set for continuous improvement of the Business Continuity Management System and actions are planned and implemented for realizing such targets.