

Information security policy:

Ensuring the confidentiality, integrity and accessibility of the information we use during the services we provide means minimizing the security risks and continuously improving our system.

Business continuity policy:**In crises and extraordinary situations;**

- Primarily protect human life,
- Survive the situation with minimum damage,
- Manage to meet the minimum required service level as soon as possible,
- Rise to normal service level as soon as possible,
- Comply with our obligations arising from the law and agreements.

Quality policy: Our main purpose is to increase the satisfaction of both our corporate users and end users by providing uninterrupted services at a speech and transaction quality with outstanding knowledge. **Customer complaint management policy:** Our main purpose is to ensure the satisfaction of all the customers we contact regardless of the channel.

- We provide satisfaction by resolving the problem as soon as possible.
- We regard a complaint as a development opportunity for providing excellent services.
- Our main condition is to comply with the obligations arising from the laws and agreements regarding the complaint process.
- All our employees contacting our customers are tasked to receive their feedback and strictly comply with the complaint process.

Our equal opportunity policy:

We prioritize offering equal opportunities for all our employees at Turkcell. **We regard and support** the diversities in our labor force **as a richness** for our business, employees and ecosystem.

We give all the decisions about our employees regardless of their gender, age, faith, ethnic origin, nationality, marital status, health condition, physical disabilities and sexual orientation. **We always stand against all kinds of discrimination and harassment** against and among our employees **and never compromise on these matters.**

We implement all our Human Resources policies and processes based on this main principle.