

BUSINESS CONTINUITY MANAGEMENT SYSTEM POLICY

Turkcell Global Bilgi, Türkiye's leading customer experience centre, supports companies across a wide range of industries with 7,500 desks and 13,000 employees operating in 25 locations—20 in Türkiye and 5 internationally.

At Turkcell Global Bilgi, ensuring service continuity and minimising the impact of potential disruptions is not only a contractual, legal, and regulatory obligation, but also a core responsibility we uphold toward our business partners, our environment, our country, and society at large.

In situations where service disruptions also pose a risk to human life, safeguarding human life becomes the highest priority for our Company.

Therefore, at Turkcell Global Bilgi, our primary goal in implementing the business continuity management programme is to prioritise *the protection of human life in any extraordinary circumstance, while preventing or minimising disruptions and their impact on service continuity*. This programme ensures that Turkcell Corporate Customer Services can respond to incoming requests at the minimum required level as quickly as possible and restore normal service operations without delay.

We have established a Business Continuity Management System based on the ISO 22301 Standard to support this objective. In addition, we meet the necessary conditions for business continuity by complying with the laws, regulations, and standards outlined in our Legal Obligations List. Another reference point is the business continuity provisions outlined in the Service Agreements signed between Turkcell and our organisation, along with our related commitments.

For a business continuity programme to be effective, it is essential that all employees, designated continuity teams, suppliers, and business partners understand their roles and responsibilities, are able to fulfil them successfully before and during any incident and remain well-prepared. To support this, we conduct regular training and awareness sessions, as well as tests and drills.

The Business Continuity Management System is a living framework and its success depends on continuous improvement. Improvement opportunities are identified through risk analyses, internal audits, past incidents, and the outcomes of drills and tests and the findings are addressed through corrective and preventive actions.

In addition, we set performance targets for the Business Continuity Management System and implement action plans to achieve them, ensuring ongoing enhancement and resilience.