

HUMAN RIGHTS AND HUMAN RESOURCES POLICY OF İŞBANK

I. OBJECT AND SCOPE

This policy sets forth the responsibilities and principles of the Bank in relation to human rights.

II. DEFINITIONS

Human Rights refer to untouchable, indispensable and high-quality ethical values that make a person human and that are entitled by such person by birth, notwithstanding any condition or status.

The principle of equal opportunity requires behaving people in a just and unbiased manner, encouraging diversity in both the workplace and the society at large, and protecting human dignity. Equal opportunity also aims to eliminate the negative effects of injustices that may have been done in the past, and to pursue a constructive and inclusive path that does not allow for discrimination.

Diversity enables an institution, the persons it works with and its employees to benefit from an inclusive working environment and practices. The principle of diversity is based on the fact that people are different from each other in many ways. Understanding these differences and effectively managing them requires a more productive participation, which would provide a significant benefit in attaining success at the individual, team and institution level.

III. FOUNDING PRINCIPLES

1. The Bank is attentive to fulfilling the requirements of international agreements, of which our country is a party, particularly the United Nations' Universal Declaration on Human Rights and the basic principles of International Labour Organization concerning the rights to work, human rights and social justice.
2. The Bank takes all the decisions regarding its employees independently from differences in race, religion, language, sect or any form of belief, gender, mental or physical disability, age, cultural or social class. It repudiates all forms of discrimination towards or among its employees and managers.
3. The Bank respects the right to unionization and collective bargaining. All employees are free to be members of unions and they act on their free will. The Bank supports the use of the right of engaging in union activities and collective bargaining freely and effectively.
4. Making available open, transparent and unequivocal communication channels to all employees and receiving their opinions, recommendations and evaluations act as an integral part of the Bank's human resources management approach, which encourages participation and creativity of its employees.
5. The Bank continuously encourages its employees to maintain the open communication environment and report potential violations. It does not tolerate any activity, intimation or opinion that obstructs this open communication environment or the reporting of potential violations with the feelings of retaliation, revenge or retribution.

6. The Bank shares the basic human resources processes such as recruitment, career management, compensation management, performance management and cease of employment with its employees in an open and transparent manner.
7. The Bank adopts a high performance culture and supports the occupational and individual development of its employees through trainings and continuous feedback.
8. The Bank regularly organizes training activities in order to develop the competences of its employees and foster their individual development.
9. Concerning Workplace Health and Safety, the Bank provides a healthy working environment to its employees both physically and psychologically. It takes the necessary precautions within the frame of effective regulations, provides trainings to its employees and informs them on these issues.
10. The Bank, by developing banking practices directed towards handicapped people, applies and supports the requirements for removing the barriers in front of the handicapped, in order to enable a broader inclusion of its handicapped stakeholders in life.
11. Making false statements that may harm the honor and dignity of persons, organizations and institutions or making false, derogatory denouncements or complaints with the aim of discrediting those, or committing a crime without a concrete basis by the way of attacking the rights of persons or institutions protected by law and/or their credibility are considered as serious disciplinary issues by the Bank and this situation may be notified to judicial and official bodies if required by law.
12. The employees of the Bank refrain from actions that may be considered as mistreatment, discrimination or harassment in the workplace. In these kinds of situations, the employees are obliged to notify this issue via the contemporary and free communication channels provided to them or by applying to the union.
13. Filing a complaint in scope of paragraph no. 11 shall not be used against the person filing the complaint; the complaint is seriously evaluated and concluded. Necessary administrative sanctions shall be implemented for all kinds of mistreatment, discrimination, and harassment as well as actions aiming to conceal these types of behavior.
14. The employees, as the real owners of İş Bankası, are responsible for internalizing and implementing the aforementioned principles in their relations with the Bank, their colleagues and third parties, within the frame of trust and honesty.

IV. EFFECTIVENESS

This policy, which acts as an integral part of İşbank Sustainability Policy, has been approved by the Board of Directors and gone into effect on the date of 31.12.2014.