

SUSTAINABILITY POLICY OF İŞBANK

I. GENERAL INFORMATION

İşbank (Bank), which was established in year 1924 with the aim to support the economic development of Turkish Republic, has acted with social responsibility since the date of its foundation and assumed the mission of leaving a habitable world to future generations, by taking into account the public interest in performing its activities. With this awareness, supporting economic development by taking into account its environmental, social and governance dimensions has always been among the priorities of the Bank. The sustainability policies set forth the founding principles and basics with regard to minimizing the negative environmental and social impacts of the businesses and other activities of both the Bank and its clients, and maximizing the positive impacts.

II. SUSTAINABILITY PRINCIPLES

The Bank has adopted the following principles in relation to sustainability:

1. Takes into account the environmental and social impacts of the activities performed.
2. Commits to play an active role in transition to a low-carbon economy and responds to the demands of public on the axis of sustainability in new product development processes.
3. Aims to create a contemporary work environment, where human rights are respected and social justice and rights to work always improve, and to increase the awareness and consciousness of all of its stakeholders by spreading this understanding.
4. Refuses all kinds of discrimination the principle of equal opportunity, differentiate or exclude people on the basis of gender, religion, political opinion, race, cultural or social origin, or that are related to selection. It regards diversity in work force as one of the main components of its intellectual capital.
5. Respects the right to unionization and collective bargaining and plays a pioneering role in making the use of this right widespread.
6. Adopts an approach based on the equal sharing of the values it creates and accumulates with its shareholders, clients, employees and other stakeholders.
7. Supports a just rewarding approach covering a collective working culture that is in harmony with its ethical values and strategic targets and taking into account the contribution of employees to its success.
8. Commits to raising of the qualified work force that is required for all management and specialist positions at different levels on the basis of equal opportunity and in a way to foster its aim of becoming a globally competitive bank.
9. Views its clients as the reason of its existence and always adopts a customer-focused working approach.

10. Never tolerates bribery and corruption and heavily penalizes these kinds of acts.
11. Employees or those representing the Bank shall not directly or indirectly demand or accept gifts from clients in violation of the provisions of the Bank's Gifts and Entertainment Policy or perform acts that may be interpreted as such.
12. Selects its suppliers in line with commercial practice and in a just, honest and impartial way. Performs purchasing and supplying transactions according to the Procurement Policy, taking into account the elements of professionalism, product/service quality, durability, reliability and price.
13. Adopts medium and long term strategies considering the rights and benefits of clients, and public interest at large.
14. Adopts the continuous improvement of sustainability practices and sharing of these regularly with its stakeholders as a principle.

III. SCOPE

The following policies complement the Sustainability Policy.

1. Environmental and Social Impact Policy
2. Human Rights and Human Resources Policy
3. Anti-Bribery and Anti-Corruption Policy
4. Gifts and Hospitality Policy

IV. ROLES AND RESPONSIBILITY

1. At the Bank, the sustainability practices are governed at top management level and internalized and integrated into the banking processes. Sustainability Management System is structured with processes and descriptions of duties, regularly subjected to audits, and results are submitted to the top management.
2. Sustainability action plans are executed under Sustainability Strategy Document.
3. Trainings are organized with the aim of raising employee awareness on internalizing and managing sustainability.
4. The Bank regularly prepares Sustainability Reports and makes it available for access.

V. EFFECTIVENESS

This policy has been approved by the Board of Directors and gone into effect on the date of 31.12.2014.