

## POLICY

### SUSTAINABILITY POLICY

PT.IK.01

02.02.2022

Revision Number: 00

---

**Owner** : Human Resources and Sustainability Assistant General Manager

---

**Validation** : Board of Directors

---

## PURPOSE

The purpose of this policy is to define the strategic approach of Aksigorta A.Ş. towards sustainability management, to guide the dimensions of company activities, product and service processes related to these issues, and to inform our relevant stakeholders in this direction. As a well-established company operating in the insurance field, our main task is to create value for our stakeholders with a sustainable business model that respects nature and people. Our sustainability policy sets out the basic principles and principles aimed at minimizing the negative environmental and social impacts and maximizing the positive impacts regarding the business and other activities of our company and our entire value chain, especially our customers.

## AUTHORITY AND RESPONSIBILITY

The Board of Directors is responsible for updating and executing the sustainability policy. Policy; It is reviewed at least once a year and updated if necessary.

The first step of Aksigorta's sustainability approach is compliance with the legal obligations to which it is subject. In cases where the legislation is not regulated, internationally accepted management and professional ethical principles are followed. The company creates management, measurement, evaluation and reporting systems for sustainability studies in accordance with the principles stipulated in international standards.

Akigorta Sustainability Committee is responsible for the following activities as the main management function on sustainability:

- Determination of priority sustainability issues, business objectives, management and implementation norms,
- Integration into corporate strategic plans,
- Implementation and performance monitoring and reporting to senior management and external stakeholders

The works are carried out by subjecting internal systems and, where necessary, independent audit processes.

Aksigorta supports national and international initiatives operating in the field of sustainability and sustainable development in general or priority sustainability issues determined by Aksigorta; It follows the latest developments in Turkey and in the world by communicating with various stakeholders, especially non-governmental organizations, universities and public institutions. We integrate these developments into our work.

## GENERAL PRINCIPLES

As a well-established company operating in the insurance field, our main task is to create value for our stakeholders with a sustainable business model that respects nature and people and is highly profitable.

The main goal we have adopted in terms of sustainability management is to increase our performance in matters that have the potential to create opportunities by eliminating the sustainability risks that may have a negative impact on the company's activities. In addition, being the main business partner of our customers in managing their sustainability risks with the products and services we have developed is one of the principles for sustainability management.

- The company considers the Sustainable Development Goals accepted by the United Nations as a part of its sustainability management, and includes efforts towards these goals in its activities.
- In order to protect the ecosystem, especially in the fight against the global climate emergency, environmental efficiency activities are focused on, and it is aimed to reduce the carbon footprint by measuring it.

- It is aimed to increase the number of products and services that contribute to sustainability and their share in total revenues.
- Sustainable and green investment instruments are prioritized in investment decisions taken within the scope of fund management activities.
- Taking part in initiatives in the field of sustainability, national and international developments are closely followed.
- Long-term cooperation with our colleagues is aimed within the framework of respect for human and employee rights and by offering equal opportunities.
- In order to support the local and low-carbon economy in purchasing, suppliers with local and environmentally friendly practices are preferred, provided that they comply with our company legislation.
- The works we carry out in this context are managed with a transparent and accountable structure.

### SCOPE

Considering sustainability as a basic business philosophy, Aksigorta A.Ş. aims to make the evaluation of operational processes and social, economic and environmental dimensions of products and services a fundamental part of its business strategy. In line with this goal, Aksigorta A.Ş. integrates its sustainability approach into both insurance and investment processes with an environmental and social risk management perspective.

- Having undersigned an important sustainability project in the field of digital security, Aksigorta A.Ş. prepares the society for the risks of the digital world of the future, thanks to its Digital Security Platform. Considering digital data as the most valuable asset of the age, Aksigorta A.Ş. focuses on the development of new generation technologies such as big data, advanced data analytics, cyber security, industrial IoT, robotic workforce, artificial intelligence and blockchain. Aksigorta defines its future with a digital, personalized service-oriented and paperless insurance approach.
- Aksigorta A.Ş. employees take care to protect the privacy and private information of customers, employees and other relevant persons and organizations. Confidential information regarding the activities of Sabancı Group Companies is protected and this information is used only for Sabancı Group's purposes; this information is shared with the relevant persons only within the determined authorities. In order to ensure trust and stability, increase service quality, prevent unfair competition and transactions and practices that may cause harm in the economy, and increase social benefit, it is included in the Aksigorta A.Ş. Ethical Principles.
- Supporting gender equality, Aksigorta A.Ş. takes measures to increase female employment and support the female workforce to stay in employment. Discrimination within the company or any behavior that may be perceived as discrimination; no form of verbal, physical, sexual, racial, psychological abuse or harassment will be tolerated.
- Aksigorta does not provide products or services to sectors and activities that have a negative impact on the climate emergency, ecosystem and community welfare and security, and for which these effects cannot be reduced, and does not invest within the scope of fund management activities. Sabancı Group takes the Responsible Investment Policy as a basis when determining this sector and activities and the implementation methods related to them.
- Activities carried out in coordination with business partners such as agencies and suppliers play an important role in ensuring sustainable business success across the value chain of Aksigorta A.Ş. We expect our business partners to adopt a work culture identical to itself, an understanding of business ethics and a service quality that makes a difference. We pay attention to these principles in our business partner preferences.
- Aksigorta A.Ş. organizes many online trainings for its agents from insurance to digital marketing, from sales management to accounting under the umbrella of "Bambaşka Insurance Academy".