

## **AKMERKEZ GYO A.Ş. POLICY ON STAKEHOLDERS**

### **Stakeholder Disclosures and Participation in Management**

The Company makes disclosures to its stakeholders using the channels laid out in the Company Disclosure Policy and in compliance with the provisions of relevant legislation; and develops recommendations for solutions by evaluating the requests submitted.

Stakeholders of our Company consist of our shareholders, investors, employees, customers, suppliers as well as finance institutions, NGOs and official organizations. Information about our Company and its operations is accessible via public disclosures, meetings, presentations, news shared with the media and our website.

Our shareholders exercise their right to participate in the management of our Company by attending our general assembly meetings.

Employees exercise their right to participate in the management of our Company by attending our annual goal-setting and performance evaluation meetings, internal staff meetings or using our employee suggestion systems.

### **Human Resources Policy**

1. The Company implements a management system that highly values people and encourages creativity, communication and employee participation. The Company also realizes that forming an open, accessible and uninterrupted communication channel between management and employees is extremely important for employee motivation and productivity.

2. The Company Management strives to implement human resources practices that utilize internationally-accepted models and integrated systems. The company aims to use the systems that help produce up-to-date integrated business results in all human resources processes, which includes recruitment, a performance management system, employee development, remuneration and even termination of employment.

3. During recruitment and placement, the Company's human resources policy aims to attract the talent that best fits the Company culture and values; that possesses the knowledge, skills, experience and competencies demanded by the job/position; and that can help push the company ahead. This directs the policy to serve the Company's strategies and objectives. The talent acquisition process employs the rule of hiring the right people for the job throughout the recruitment and placement phases, utilizing up-to-date evaluation systems to render the most objective decisions.

4. The Company's approaches to continuous learning, advancement and production of business-oriented results aim to create employee development programs closely linked to the Company's objectives, knowledge, skills, experience areas and competencies. The Company also tries to allocate resources to programs that support development in social and cultural areas. Taking into account the Company's and employees' needs during this development planning, the Company now offers training and development solutions that best fit the current situation.

5. The Company's Performance Management System is structured to encourage ownership of corporate objectives by individuals and to enhance the common corporate culture. Using the system, employees can see their individual contributions and their corporate-wide effects in a transparent manner. The Human Resources department utilizes the outputs of the Performance Management System in processes such as development planning, talent management, career and succession planning, remuneration and rewarding. Employees are encouraged to follow the same incentive-driven objectives designed to enhance the company's high performance culture. In this manner, the processes are interconnected in an integrated feedback system that forms the core of this architecture. Employees are encouraged to follow the same incentive-driven objectives designed to enhance the company's high performance culture. The Company employs the same system to monitor the activities that will strengthen and adopt the competencies that support the corporate reputation and sustainability, moving the Company forward.

6. The Company uses a Job Evaluation and Remuneration model that has been proven effective and reliable worldwide. A remuneration and benefits tool, the model is objective and transparent, reflecting national and international business world realities; remuneration computations are based on actual work performed and on the principles of fairness and equity.

#### **Customer and Supplier Relations**

1. The Company strives for customer satisfaction in the sales and marketing of goods and services, and takes the necessary measures to achieve it.
2. The Company reviews and renews its measures in order to establish and maintain lawful relations, as per applicable contract terms, with customers and suppliers with which it trades goods and services, and to procure goods and services taking into account industry-specific and international standards.
3. The Company views information related to customers and suppliers as trade secrets and emphasizes confidentiality. **Code of Ethics**

The Company makes its Code of Ethics public by publishing it on its website.

#### **Social Responsibility**

Within the scope of corporate social responsibility principles, the Company is aware of its responsibilities to raise social standards in addition to offering quality goods and services; it acts responsibly toward the needs of society, keeping the future generations in mind. In this context, it aims to contribute to the social welfare primarily in regions in which it operates, by making donations and providing social aid in diverse areas such as education, environment, sports, culture and the arts. The Company shares the donations and aid it provides in the annual report, in compliance with the principles of corporate responsibility.