



## SUSTAINABILITY POLICY

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## 1. Introduction

At AgeSA, the foundation of the sustainability approach, established within the framework of corporate governance principles while considering social, environmental, and economic responsibilities, is the goal of creating value for all key stakeholders.

All strategically important issues are managed by taking into account not only relevant legal obligations but also international best practices and the expectations of key stakeholders.

In its operational processes, the company regards the assessment, continuous improvement, and development of the social, economic, and environmental dimensions of its products and services as an integral part of its business strategy.

## 2. Purpose and Scope

With this Policy, Agesa aims to provide a framework for developing sustainable business models, define the sustainability principles that guide its operations, establish the implementation guidelines for these principles throughout the value chain, and inform all stakeholders accordingly. This Policy covers all our stakeholders and the entire value chain, from our employees to our customers, from our business partners to our investors.

## 3. Roles and Responsibilities

The Sustainability Committee is responsible for reviewing this Policy annually in line with current developments, employee suggestions and complaints throughout the year, as well as global and sectoral trends. The Policy is reviewed at least once a year by the Sustainability Committee and updated when deemed necessary.

The Sustainability Committee is also responsible for the matters defined under the headings of strategic governance, policy and implementation, internal awareness and culture, and stakeholder management in the Policy on the Duties and Responsibilities of the Sustainability Committee.

The General Manager, together with the managers of the relevant business functions, is responsible for the implementation of sustainability strategies, policies, and targets.

Internal Audit is responsible for overseeing sustainability and climate-related strategies, policies, risks, opportunities, and targets.

The Board of Directors is responsible for approving significant structural changes to the Policy.

## 4. Principles

### 4.1. Social Principles

Placing people at the center as its most valuable asset in all its activities, AgeSA adopts the principle of sustainability and commits to pursuing actions that prioritize the well-being of individuals and society.

Within this scope, AgeSA;

- Ensures that all its activities address customer needs, create social benefit, and contribute to improving social life.
- Provides assurance to its customers against unexpected risks that life may bring through its products and services
- Contributes to financial literacy from a societal perspective.
- Develops solutions to support society during disasters and crises.
- Implements volunteer programs and social responsibility projects to contribute to social development.
- Does not engage in activities that negatively impact human rights.
- Establishes transparent and accessible grievance mechanisms for human rights and ethical violations.
- Acts in compliance with human rights in all stakeholder relationships and encourages them to be sensitive to human rights, fair working conditions, and ethical principles.
- Observes issues such as working conditions and hours, transparency, gender equality, occupational health and safety, prohibition of child labor, freedom of association and unionization, and prevention of coercive behaviors such as pressure, retaliation, and reverse employment actions throughout the value chain.
- Does not tolerate any forms of discrimination or harassment based on language, race, color, religion, age, gender, culture, nationality, ethnicity, disability, gender identity and gender expression, economic status, political opinion, religious belief, or similar reasons.
- Provides a working environment where ethical values are upheld, mutual trust is ensured, responsibilities are embraced, achievements are recognized, opinions and expectations are considered, tailored training is offered, and work-life balance is respected.
- Implements policies that support equality, diversity, and inclusion.
- Creates opportunities for employees to regularly improve themselves through professional and technical training and provides training to ensure compliance with national and international developments and legal regulations related to sustainability.

## 4.2. Environmental Principles

aims to minimize the negative impact of its activities on the environment, continuously improve environmental protection practices, and make this a lifestyle for everyone, in order to preserve the natural balance and leave a livable environment for future generations.

Within this scope, AgeSA;

- Complies with all environmental regulations and international standards.
- Develops methods to prevent environmental pollution and reduce it at its source.
- Continuously reviews its processes to reduce the consumption of diminishing natural resources, primarily energy and water, and to develop efficiency-enhancing practices.
- Ensures maximum recycling/recovery of its waste and promotes circular economy practices.
- Undertakes activities to reduce greenhouse gas emissions and other emissions.
- Maintains an approach that supports environmental awareness and contributes to combating climate change in its products and services.
- Develops and implements strategies for combating and adapting to climate change-related risks.
- Takes measures to reduce the negative impacts of its operations and value chain on biodiversity and supports the protection of ecosystems.
- Considers environmental criteria in its supply chain and encourages green procurement practices.
- Regularly reviews investment and supply chain activities in regions with high water stress.
- Monitors, reports, and transparently shares its environmental performance on a regular basis.
- Conducts activities aimed at instilling the understanding that protecting the environment is a shared responsibility and raising environmental awareness among all key stakeholders, primarily employees.

## 4.3. Economic Principles

AgeSA, which generates economic value for social development, has adopted sustainable growth as its goal.

Within this scope, AgeSA;

- Works to develop products and services that positively contribute to the Sustainable Development Goals by placing innovation at its core.
- Prioritizes investments in sustainable technologies and innovation.

- Creates sustainable business models to provide solutions for the evolving needs of society.
- Develops products and services that support customers' financial resilience, reducing the negative impact of extraordinary events on their financial situations.
- Strives to design products and services for uninsured and underserved individuals.
- Enhances financial inclusion through digital solutions and facilitates access for disadvantaged groups.
- Creates the necessary conditions for customers to make sustainable choices.
- Protects the confidentiality of customer data and continuously improves cybersecurity measures.
- Prioritizes working with institutions and organizations that are sensitive to ethical values, transparency, human rights, climate change, and environmental health throughout the value chain.
- Ensures environmental and social contribution across the value chain by conducting due diligence in line with the Responsible Investment Approach. This includes performing environmental, social, and governance (ESG) risk analyses for all companies in its investment portfolio based on standards related to climate crisis, environment, social issues, human rights, ethics, and responsible governance, and supporting high-risk companies to improve their performance.

#### **4.4. Governance Principles**

AgeSA, aims to create a corporate culture and climate that is based on participation, fosters mutual interaction, and inspires confidence with its stakeholders.

Within this scope, AgeSA,

- Conducts its operations with an ethical, fair, transparent, and accountable governance approach.
- Prioritizes compliance and transparency in accordance with national and international reporting standards.
- Works to instill the understanding that sustainability activities are a shared responsibility for everyone.
- Engages in efforts to join business, climate, and sustainability platforms on environmental and social issues, supports national and international initiatives, and integrates global and sectoral developments into its activities by maintaining communication with various stakeholders, including NGOs, universities, and public institutions.
- Publishes an annual sustainability report in accordance with national legislation and international reporting standards, focusing on informing stakeholders about climate and sustainability-related risks and opportunities and how they are managed. It takes necessary measures to compensate for or minimize risks.

- Demonstrates zero tolerance for financial crimes such as money laundering, terrorist financing, fraud, bribery, corruption, tax evasion, and market abuse, in line with its Anti-Bribery and Corruption Policy and Policy on the Prevention of Money Laundering and Terrorist Financing. It does not maintain business relationships with third parties who fail to comply with these policies.

In line with these principles;

- Aims to contribute to the United Nations Sustainable Development Goals.
- Continuously improves its sustainability efforts.
- Builds a corporate culture that supports continuous improvement and development.
- Reviews systems, processes, and communication channels and restructures them as needed.
- Fulfills its responsibilities in the best possible way and develops its business practices with an understanding of environmental, social, and economic sustainability.

## **5. Enforcement**

This Policy enters into force upon the approval of the Board of Directors and remains valid as long as it is published.