



SUSTAINABILITY POLICY

TABLE OF CONTENT

| | |
|----------------------------------|---|
| INTRODUCTION | 3 |
| GOAL AND SCOPE | 3 |
| ROLES AND RESPONSIBILITIES | 3 |
| PRINCIPLES..... | 3 |
| Social Principles | 3 |
| Environmental Principles | 4 |
| Economic Principles..... | 4 |
| Governance Principles..... | 5 |
| ENFORCEMENT | 6 |

INTRODUCTION

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

All matters of strategic importance are managed beyond the relevant legal obligations, by taking into account the international best practices and expectations of key stakeholders.

In its operational processes, AgeSA considers the evaluation, continuous improvement and development of the social, economic and environmental dimensions of products and services as a fundamental part of its business strategy.

GOAL AND SCOPE

Hereby with This Policy, AgeSA aims to provide a framework for developing sustainable business models, to define the sustainability principles that guide its activities, to determine the principles of application of these principles throughout the value chain and to inform all its stakeholders accordingly. This Policy covers goods and services supplied, direct operations, products and services offered to customers.

ROLES AND RESPONSIBILITIES

The Sustainability Committee is responsible for annual review of the Policy according to current developments, suggestions and complaints made by employees during the year, and global and sectoral developments. The Policy is reviewed at least once a year and updated if necessary by the Sustainability Committee.

The Sustainability Committee also determines AgeSA's sustainability strategies, policies and targets; makes arrangements in line with them; monitor the progress, audit, review, improve and develop practices; identifies risks and opportunities related to sustainability.

The General Manager, together with the managers of the relevant business functions, is responsible for the implementation of the sustainability strategy, policy and objectives.

Internal Audit is responsible for the supervision of sustainability strategies, policies and targets.

The Board of Directors is responsible for approving important structural changes in the Policy.

PRINCIPLES

Social Principles

Putting people as the most valuable asset in its focus in all its activities, AgeSA aims to involve in the activities that take care of the benefit of people and society, within the framework of the sustainability principles.

In this context, AgeSA;

- Pays regards to meet the needs of its customers, enhance the social benefit and improve the community life in all its activities.
- Secures its customers against unexpected risks that life may bring with the offered products and services.
- Contributes to financial literacy from a social perspective.
- Acts in accordance with human rights in its relations with the stakeholders and encourages them to be capable in this regard.
- Does not engage in activities that adversely affect human rights.
- Oversees the issues of working conditions and duration, transparency, gender equality, occupational health and safety, non-employment of child workers, freedom of unionization and the prevention of deterrent behaviors such as coercion, retaliation and counter-employment action throughout the value chain.
- Does not tolerate discrimination or harassment based on language, race, color, sect, age, gender identity, culture, nationality, ethnicity, disability, economic status, political views and religious beliefs and similar reasons.
- Provides a working environment where ethical values are lived, mutual trust is ensured, responsibilities are embraced, achievements are appreciated, opinions and expectations are taken into account, different trainings are offered according to needs, and work and private life balance is observed.
- Provides a working environment where ethical values are kept alive, mutual trust is ensured, responsibilities are embraced, achievements are appreciated, opinions and expectations are considered, trainings fulfilling different needs are offered, and work and private life balance is observed.

Environmental Principles

In order to preserve the natural balance and keep the environment viable for future generations, AgeSA aims to minimize the negative impact of its activities on the environment, to ensure continuous improvement of environmental protection activities and to make it a lifestyle for everyone.

In this context, AgeSA;

- Uses declining natural resource, especially energy and water, efficiently.
- Develops methods to reduce the pollution at the source.
- Ensures maximum recycling/recovering of the waste.
- Engages in activities to reduce greenhouse gas emissions and other emissions.
- Strives to adopt the protection of the environment as the common responsibility and to creating environmental awareness.
- Supports environmental awareness in its products and services. .

Economic Principles

AgeSA producing economic value for social development aims sustainable growth.

In this context, AgeSA;

- Strives to develop sustainable products by focusing on innovation.

- Reduces the negative effects of extraordinary events on the financial situation of customers by developing products and services that are suitable for the financial health of customers.
- Develops sustainable business models to create solutions for the changing needs of society.
- Creates the conditions for its customers to make sustainable choices, and offers products and services that contribute positively to sustainable development.
- Strives to develop products and services for uninsured and underserved.
- Prioritizes working with institutions and organizations that are sensitive to issues such as ethical values, transparency, human rights, climate change and environmental health throughout the value chain.
- 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.

Governance Principles

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

In this context AgeSA,

- Conducts its business with an ethical, fair, transparent and accountable governance approach.
- Strives to adopt the sustainability activities as the common responsibility.
- Oversees the due diligence process regarding compliance with environmental, social and governance principles for the stakeholders it prioritizes in the value chain.
- Strives to become a member of business world and sustainability platforms on environmental and social issues; supports national and international initiatives; integrates global and sectoral developments into its work by communicating with various stakeholders, especially non-governmental organizations, universities and public institutions.
- Stands against all kinds of bribery and corruption regardless of its purpose; does not continue its business relationship with third parties who want to do business through bribery and corruption.
- In line with its Anti-Bribery and Anti-Corruption Policy and Corporate Policy on the Prevention of Laundering of Proceeds of Crime and Financing of Terrorism, it has zero tolerance for financial crimes including money laundering and financing of terrorism, abuse, bribery and corruption, tax evasion and market abuse. It does not continue its business relationship with third parties who do not comply with these policies.

In line with these principles;

- Aims to contribute to the United Nations Sustainable Development Goals.
- Evaluates environmental, social, economic and governance risks and opportunities and takes the necessary measures to compensate or minimize the risks.
- Continuously improves its efforts on sustainability.
- Creates a corporate culture that supports continuous improvement and development.

- Restructures the systems in line with the needs through reviewing the processes and communication channels.
- Improves its way of doing business with environmental, social and economic sustainability approach by fulfilling its responsibilities in the best way.
- Creates management, measurement, evaluation and reporting systems for sustainability works in accordance with the principles stipulated in international standards.

ENFORCEMENT

This Policy, with the approval of the Board of Directors, is effective from the date of publication and the validity period continues as long as it is published.