BUSINESS CONTINUITY POLICY

PASHA Bank aims at strengthening its business continuity and risk management capacity and increasing its resilience against extraordinary and unexpected situations for the operational continuity as well as the maintenance in an efficient and uninterrupted manner of the investment banking activities that it provided to its customers and stakeholders. The Bank's business continuity management framework comprises health and safety, statutory regulations, customer satisfaction and expectations, Bank's image and reputation, and financial sustainability.

PASHA Bank conducts business continuity studies in line with the following principles;

- Human life and health is the first priority of the Bank in business continuity works.
- In business continuity studies, planning and resource allocation for ensuring continuity of products and services and institutional operations are carried out by taking legal requirements into account and related business continuity processes are executed effectively.
- The Bank conducts business continuity planning and tests it at regular intervals to prepare for emergencies, provide service to its customers and all other stakeholders at the most appropriate level and to preserve the image of reliable bank.
- The Business Continuity Management System is planned, implemented, and improved in line with the internationally recognized ISO22301:2012 standard and statutory regulations.
- Resources are provided by the management for the necessary work to be carried out within the framework of the Business Continuity Management System.
- Improvement opportunities are assessed by setting business continuity goals and performance criteria consistent with this policy and the Bank's strategies, and by measuring compliance at regular intervals.
- The Bank aims at strengthening the trust of its customers and stakeholders by continuously improving its business continuity capacity and by making appropriate infrastructure investments and emergency preparedness.
- Training and awareness programs are prepared and implemented for all employees to be aware of their roles and responsibilities within the business continuity management system.