

---

## *ETHICAL PRINCIPLES*

---

The Bank's business secrets made available by the Bank or that can be accessed or learned by virtue of duty, information that has not yet been disclosed to the public, information about the employees' personal rights and the agreements that were made with third persons must be deemed as confidential and business secret and; utmost care must be taken to protect them.

All official statements must be made by the units selected by the Bank, to the investors, shareholders and public, in accordance with the principle of equality, concurrently and in an intelligible manner. By this way, the shareholders' access to such information at the same time and under equal terms and conditions will be ensured.

Use of any information and document of the bank for making profit at the stock market or in any other way by insider trading will definitely not be approved, and is unacceptable.

The employees of the Bank must carefully avoid any actions that might result in conflict of interests, and they should take care to protect the Bank's interests when performing their duties.

Bank's employees must avoid actions to gain benefits for themselves or for their relations.

Gaining inappropriate personal benefits, or provision of benefits to his relations or third persons by any employee, by virtue of his duty, will not be tolerated in any way whatsoever.

The Bank will carry out all of its activities in accordance with the national and international laws and legislation, and will keep the same distance to all institutions and organizations without expecting any benefit; thus maintaining its impartiality.

The Bank will ensure that all of the reports and financial statements are prepared or all records are kept in accordance with the accounting principles, laid down in compliance with the legislation.

The Bank strives for highest level of customer satisfaction; is honest and fair to all of its customers, and creates fast and permanent solutions by being sensitive to the problems of the customers.

When recruiting and retaining its employees, the Bank treats them equally; it rules out discrimination of religion, language, race, gender and ethnic origin, and difficult and constraining working conditions.

The Bank takes care to provide safe and the most suitable working conditions to its employees, and to always improve them.



The Bank will introduce and implement the training programs that aim to ensure that the employees gain the knowledge, skills and behaviors needed in order not to fall behind any development and changes in the nature of their work, to increase their job satisfaction, and to be more successful at their work and; will make an assessment of their results to the benefit of the Bank. It will, as far as possible, provide training opportunities to its employees in the country and at abroad.

The Bank will develop a performance management system that will enable the employees to see the outcome of their own work and assess the results of their individual achievements, and will provide fair and equal opportunities for the implementation of this system. It will also develop a career management system, and ensures its actualization. It takes the criteria into account when deciding the promotions.

The Bank ensures development of a “Corporate Culture and Awareness” that would strengthen corporate loyalty by meeting the social and cultural needs of the employees to increase productivity, and that would motivate work.

The Bank does, by learning their opinion through surveys and by way of similar methods, direct the practices, and ensure their participation to management and the decision taking process.

The Bank is managed and directed in a way that would maximize the value of the shares, but unnecessary risks are avoided. It takes accountable and responsible decisions, and tries to ensure most productive resources and assets.

When making its preferences, the Bank follows the principle of raising the health, enterprise safety and environment protection standards.

The employees of the Bank will actively participate to non-governmental organizations and public benefit services and; will provide support for social, education, health and sport activities.

Unethical behaviors like bribery, corruption, abuse of power will be avoided; efforts to eradicate such unlawful practices will be supported and; giving and receipt of presents to secure privileges and advantages will be avoided.