

TÜRK TELEKOMÜNİKASYON A.Ş. HUMAN RESOURCES POLICY

Employment Policy

Türk Telekom aims to recruit its employees on long term basis as a principal to provide rapid, high quality and economic services with regard to technological developments, financial and economic conditions and sectoral changes in its field of activity.

Continuous success of Türk Telekom depends on the ability of its employees to adapt rapidly and efficiently to the changing conditions of the sector, as well as their flexibility in this respect. Our employees via their superior skills, competence and experience help the Company to become one of the leading companies in the world.

Türk Telekom supports on-the-job training by programs carried in cooperation with regulatory and supervisory agencies as well as the universities and provides employment opportunities within this framework. Our company asserts its claim of being the most preferred company to work for by sharing the pride of being a Türk Telekom employee with young talents from universities and professionals outside the company. Recruitment criteria are determined and documented in written form and that criteria should be followed. Türk Telekom provides equal recruitment and career planning opportunity to its applicants. For executive position changes that might lead to disruptions in company management, backup plans are prepared.

Performance, Education and Development

Within performance evaluation system, Türk Telekom aims to practice required orientation and monitoring to achieve targets, to support positive and successful employees, to ensure career and competency planning and to reward employees; all assessments are made objectively, realistically, impartially and unbiasedly, and in consideration of the requirements of the position and the targets and the competencies of each employee.

Türk Telekom offers training opportunity to its employees within the framework of its vision, strategies and objectives, as well as Human Resources policies, individual performance and qualification assessment results and within the scope of the requirements of related position. With these trainings, Türk Telekom supports its employees to adopt to working environment, increase know-how and develop skills, adopt to new technologies, improve their performance and qualifications.

The business schools and certification programs under Türk Telekom Academy targets to respond the development needs of all employees from marketing to finance, sales to human resources, technology to customer service. The main objective of business schools is to contribute to the performance of employees via development in terms of professional knowledge and skills as well as personal and managerial competencies in line with Türk Telekom's vision and strategies.

The Leadership School Program of Türk Telekom is a long-term program designed to create a sustainable leadership culture and to train the future leaders of Türk Telekom, aiming to take the company strategies and goals into practice. The Leadership school provides its participants the opportunity to realize the effects of their leadership on the organizational culture and to develop themselves as leaders.

Non-Compensation Benefits

Türk Telekom provides its employees with various benefits such as free communication services, free life and accident insurance, food card, service vehicle, company vehicle and private pension support to improve the working conditions and living standards of its employees. Türk Telekom also contributes to the living standards of its employees and their families through various funds and health and social assistance organizations. In addition, Türk Telekom implements private pension systems in order to contribute more to the post-retirement of its employees.

These benefits differ according to the basic parameters of the employees such as employment contracts, status, working areas, title, position and job levels.

Occupational Health and Safety& Environment Management

Türk Telekom has adopted the primary target of creating a healthier and safer working environment for employees, minimizing the hazardous impacts of our activities on the environment and using environmentally friendly technologies.

Türk Telekom adapts a proactive approach and makes an effective risk assessment of the factors that can lead to work incidents and occupational diseases so as to decrease/prevent work incidents and work related diseases. It works to build a safety culture.

Communication and Employee Engagement Vision

Our company aims to become the most preferred company with its highly motivated employees by developing global innovative practices and effective communication channels.

By means of integrated and effective communication channels, Türk Telekom makes effort to get its vision and strategies shared at all levels in a transparent, open and understandable manner at the proper time and via the proper channels; makes a contribution to the run to achieve common goals with same excitement by developing communication at all levels.

Türk Telekom targets to keep the family feeling via activities and events that increase employee motivation, and strengthen connections. In accordance with its people oriented approach, with regular research program, Türk Telekom pays attention to feelings and thoughts of its employees regarding the company, listens to their wishes and complaints, and makes effort to create a work environment employees fancy.

Türk Telekom Ethical Approach

Türk Telekom places emphasis on lawful, ethical and honest treatment of employees, clients, suppliers, business partners, regulatory authorities and building trust of parties that it has business relations with.

Türk Telekom does not tolerate any form of corruption or bribery in any of the activities which it undertakes.

Facilitating payments, accepting or giving bribes from and to persons that have business relations with the company or customers for whatever purpose is among acts and misconducts that necessitate a dismissal penalty according to disciplinary principles of the company.

Human Rights

Türk Telekom maintains all its business processes with an approach that respects universal human rights principles and equality of opportunity to all. Türk Telekom also respects and supports freedom of association and speech, and the right of unionization and collective bargaining.

Our company takes measures to avoid racial, religious, language and gender discrimination among employees and to protect employees against physical, mental and emotional harassment within workplace, that are contrary to human rights. Discriminating acts on grounds of age, language, race, ethnicity, nationality, state of health, gender, marital status, religion, sect or denomination, political thought and philosophical beliefs are among acts and misconducts that necessitate a dismissal penalty according to disciplinary principles of the company.

Türk Telekom's female employees are entitled to 16 weeks of paid maternal leave - eight weeks before and eight weeks after birth. They can also take unpaid maternal leave for up to six months and 1.5 hours per day for breastfeeding until the child reaches the age of one. Pregnant or breastfeeding employees do not work more than 7.5 hours per day. Apart from those, the utmost care is taken for the rights of the employees in accordance with the requirements of the laws.

Türk Telekom takes measures for the protection of personal information and information privacy. It also monitors the compliance of the Company's practices with laws and regulations regarding working hours, overtime hours, forced and compulsory labour.

Child labor, forced labor, illegal immigrants, and foreigners without work permit are forbidden to work at Türk Telekom and the compliance is audited by public authorities.

Social Dialogue and Labour Peace

Our company has the principle of developing social dialogue with labor unions, and ensuring labor peace in work environment in the context of unionization and collective labor agreement.

Türk Telekom as a principal employer also gives the utmost priority to ensure that stakeholder business processes and transactions are carried in line with labour and social security laws.

Türk Telekom respects for and supports the right of "freedom of association". The Collective Bargaining Agreement is signed once in every two years with the Haber İŞ Union and demands and expectations of unionized employees are evaluated and managed under this agreement.

Türk Telekom regularly declares and reminds the rules related to overtime working hours to all Central and Regional Units, complying with local law on working hours/ overtime and Collective Bargaining Agreement. Overtime working hours at Türk Telekom are checked every month in order to assess whether the Türk Telekom Principles, Collective Bargaining Agreement and related Laws are adhered to. At the same time, minimum wage amount is determined with Collective Bargaining Agreement at Türk Telekom and minimum wage amount at Türk Telekom is set over the legal limit.

Meetings are organized regularly between the Union and Türk Telekom and the workers' expectations and problems are discussed. Based on these feedbacks, the necessary actions and measures are undertaken by Türk Telekom.