

## **Codes of Ethic and Corporate Social Responsibility Policy**

Dogus Otomotiv Codes of Conduct is integrated with the United Nations Global Compact, corporate social liability policies, and company values.

### **UN Global Compact**

Dogus Otomotiv commits the following 10 principles in the local and international platforms in the UN Global Compact signed in 2010.

#### **Human Rights**

Principle 1 - The businesses should support and respect the human rights internationally recognized, and

Principle 2 - the businesses shall take any and all measures not to be involved and human right violations.

#### **Labor**

The businesses will consider the followings to the maximum extent:

Principle 3 – Trade unions and collective bargaining freedom;

Principle 4 – to prevent any and all types of forced labor and slavery;

Principle 5 – to prevent child abuse completely, and

Principle 6 - To prevent any type of discrimination in hiring and employing employees.

#### **Environment**

The Businesses

Principle 7 - shall support the prudential approach related to the environmental difficulties;

Principle 8 - shall support any and all activities and happening which will increase environmental liability, and

Principle 9 - shall support the development and multiplication of the eco-friendly technologies.

#### **Fight against corruption**

Principle 10 - The Businesses should fight against any and all corruption including bribery and extortion.

### **Our Economic Performance Policy**

We apply the following policies in order to sustain the economic welfare of Dogus Otomotiv and all of our stakeholders.

- We apply systems including simple management, budget management, target cards (targets defined for efficiency measures), to use our resources efficiently.
- We consider economic fluctuations and underlying reasons as sectoral risks and we make required agreements with the suppliers in line with the budget and risk management, take the required measures and update such measures in accordance with the market conditions.

- Recognizing that climate change and the relevant facts may constitute financial risks, we support the practices to decrease paper consumption, usage of wind energy, waste management etc. and take the required course of action to raise our stakeholders' awareness in this issue.
- We define, measure, and supervise the required standards to insure the sustainability and continuity of our authorized dealers and service stations, and support the development thereof.
- We contribute to the local employment in the regions in which we operate through our local authorized dealers and service stations.
- We give equal opportunities to all of our suppliers.
- We evaluate and apply the global standards and policies started to be applied by the manufacturer firms as our most important suppliers. We consider the current global status of the manufacturers and prepare the action plan accordingly.

### **Our Environment Policy**

Dogus Otomotiv classifies its environment policy under five main headings: water, waste, energy, logistic, and eco-friendly products.

#### **Doguş Otomotiv,**

- ✓ considers the environmental effects of the managerial and operational decisions; evaluates the direct and indirect environmental effects of the operations; and commits to mitigate such effects;
- ✓ is responsible against the society for the protection of the nature and natural resources;
- ✓ attempts to establish the same level of consciousness for the employees, their families, and the businesses with which it collaborates;
- ✓ aims at establishing the required systems in order to measure, monitor and improve its environmental effects;
- ✓ establishes collaborations and raise awareness inside the value chains for the recognition of high standards of the brands distributed by the firm, better promotion, understanding and sales of the eco-friendly products,

### **Our Product and Service Liability Policy**

Dogus Otomotiv follows the social and environmental effects related to its products and services, and is aware of its liabilities against all of its stakeholders and ecologic environment. It adopts and applies the following policies pursuant to the Main Principles of Dogus Otomotiv Product and Service Liability:

- ✓ It manages, controls, and improves the processes continuously related to the customer safety It performs all of its obligations fully related to the provision of the services which will insure delivery of the vehicles robustly and reliably and the customer safety after the sales of the products.
- ✓ It applies the international standards for training and appropriate information provisions to all stakeholders affected directly sue to the products and services. With the information provision and training activities executed in the subject “safety in traffic”, it does not work for only to raise the awareness of the customers but also all other vehicle users, about the topic.
- ✓ It focuses on selecting the most appropriate equipments, appropriate pricing, appropriate promotion for the vehicles distributed, trainings of the authorized dealers and service stations and provision appropriate information to the customers, so that the customer satisfaction will meet the highest level.
- ✓ It controls the service standards continuously, take the specific actions related to the subjects requiring improvement to reach the highest standards defined for customer satisfaction.
- ✓ It adopts the responsible communication principles such as preventing unfair competition, provision of misleading and faulty information related to the products and services etc., it considers the standards of the manufacturers in accordance with the values and expectations of the brands represented, going beyond the requirements of the applicable laws and regulations.

### Our Employee and Good Business Environment Policy

#### **Doguş Otomotiv;**

- ✓ It conducts competency based evaluations with the involvement of the relevant department during the hiring process in accordance with the job description. Our aim is to be transparent and just in hiring processes.
- ✓ It is our aim to increase the loyalty of our employees and insure the sustainable efficiency in Human Resources policy. Therefore, stakeholder-priority analysis, employee satisfaction analysis and loyalty surveys are conducted, and the improvement programs are applied in accordance with the results thereof.
- ✓ With the target of zero accident, we take our lesson from the experiences and improve the processes accordingly. In order to prevent the business accidents, it provides with all trainings related to employee health and safety, and applies the laws and regulations.
- ✓ It has a high opinion of raising awareness of the employees related to social safety and security. Therefore, it provides information to raise awareness and knowledge about the mass diseases.

- ✓ It applies programs to elevate the living quality and social welfare of the employees, and to make the working environment of the employees more productive; and sets targets therefore.
- ✓ It considers the transparency above all in all processes related to the employees. It follows the legal processes and comply with the applicable laws and regulations related to the discrimination.
- ✓ It has a high opinion of communication with the employees, inquires their expectations regularly, and applies open-door policy to support direct access of the employees to the managers.
- ✓ It defines the key performance indicators to be “the top Company for which the Employees desire to work, the Best Employer” in local and international platforms.

### **Our Human Rights Policy**

#### **Doğuş Otomotiv;**

- ✓ Its commitments related to human rights are based on the UN Global Compact and the United Nations Universal Declaration of Human Rights.
- ✓ Human Rights are the integrated part of the Codes of Conduct; and it expects all of its employees and business partners will act in accordance with these principles and Doguş Otomotiv Human Rights policies.
- ✓ It complies with the national and international laws and regulations related to human rights; and it requests its business partners to comply therewith.
- ✓ Doguş Otomotiv conducts its operations in accordance with the social, environmental, cultural and socioeconomic structure of the people in the regions of operations and considering and respecting the rights of such people.

### **Our Social Involvement Policy**

#### **Doğuş Otomotiv;**

- ✓ It is aware of the importance of safety in traffic and the value of human life. It commits itself to provide the services required for the products and services to be at the high standards, and preservation of such characteristics during their standard usage period.
- ✓ It acts responsibly be a good example to its employees related to the importance of the safety in traffic.
- ✓ It knows and undertakes that the products sold are produced at the highest standards related to the customer safety and security.
- ✓ It is obligated to provide the maintenance and repair services at the high quality and standards in order to preserve the standards of the products during their useful lives.

- ✓ It conducts and manages the information provision and awareness activities related to the safety in traffic in cooperation and dialogue with the relevant entities and organizations.
- ✓ Its Codes of Conduct are understandable and achievable. They are supported by the multiple involvements of the employees. They are approved by the senior management and its one of the fundamental points of our corporate management principles.
- ✓ It continuously works in order to insure that the Codes of Conduct will cover all processes extensively.
- ✓ It acts far from unethical circumstances such as fraud and deception, and provides with the required information to the employees to insure its employees to be aware of and undertake obligations related to these issues. It establishes mechanisms to prevent fraud and deception; it continuously reviews the existing studies, and sets targets to get the results.