



**DEVELOPMENT  
INVESTMENT  
BANK OF TÜRKİYE**

# **TÜRKİYE KALKINMA VE YATIRIM BANKASI ANONİM ŞİRKETİ**

**QUALITY, CUSTOMER SATISFACTION,  
INFORMATION SECURITY, ENVIRONMENT,  
OCCUPATIONAL HEALTH AND SAFETY POLICY**

**MARCH 2024**

As Türkiye Kalkınma ve Yatırım Bankası A.Ş. (Development Investment Bank),

With our Integrated Management System, we aim to reduce the negative effects of our activities on **Quality, Customer Satisfaction, Information Security, Protection of Personal Data, Environment, Occupational Health and Safety** and to increase their positive effects. In line with this purpose:

**1) Quality Management**

To understand the demands and expectations of Development Investment Bank's customers, to ensure their satisfaction and continuous improvement by meeting their demands and expectations in compliance with national and international standards and legislation, to fulfil, certify, document and ensure continuous improvement of total quality management requirements in all our activities in which we perform service and management functions,

**2) Customer Satisfaction**

To put our customers at the centre of all our activities with a dynamic, innovative, environmentally and socially sensitive banking approach, and to keep customer satisfaction at the highest level with an environmentally and socially sensitive banking approach,

**3) Information Security**

To protect the security and reliability of the information and data kept in Information Systems and other electronic and similar media, as defined below, as the total expression of the qualities of accuracy, confidentiality, non-repudiation, sustainability, and thus to prevent the Development Investment Bank and the parties to which it has obligations from suffering material and immaterial losses, the Information Security Policy and Information Security Procedures have been prepared in line with this policy, and to implement the internal legislation regulated and to periodically evaluate compliance,

**4) Protection of Personal Data**

To carry out personal data processing activities in accordance with the law and honesty rules in accordance with the Constitution, the Law on the Protection of Personal Data and the relevant legislation, in particular the Constitution, in this context, to determine the legal grounds that will require the processing of personal data and to process personal data in accordance with the data processing conditions, to take into account the requirements of proportionality, not to use personal data for purposes other than those required by the purpose, not to carry out processing activities without the knowledge of individuals, to destroy personal data whose processing purpose and / or expiration date has expired,  
To ensure personal data security within the scope of information security and personal data management system standards and legal requirements and to take necessary administrative and technical measures in this direction,

5) **Compliance with Legal and Other Requirements (Compliance Obligations)**

To fulfil the requirements of the laws related to **Quality, Customer Satisfaction, Information Security, Environment, Occupational Health and Safety**; to evaluate and implement the demands and expectations from our customers, personnel, neighbours and other interested parties and stakeholders that we include in our scope; to evaluate and implement the demands and expectations regarding quality, environment, occupational health and safety and to periodically evaluate compliance,

6) **Use of Natural Resources**

To reduce energy consumption and use natural resources in the most efficient way and to ensure sustainable resource utilisation,

7) **Preventing Environmental Pollution and Protecting the Environment**

To implement ISO 14001 Environmental Management System, to prevent pollution by reducing and monitoring the amount of waste from all our processes, to ensure the recycling of our wastes, to include life cycle analysis and approach in our processes,

8) **Preventing Work Accidents and Environmental Accidents and Promoting Health Care**

To take preventive actions in order to prevent incidents and accidents that may cause deterioration in the health of our personnel and/or pollution of the environment due to work-related processes and to adopt the Integrated Management System objectives of the Development Investment Bank, to eliminate hazards in all our processes and in the management of **Quality, Customer Satisfaction, Information Security, Environment, Occupational Health and Safety** issues and to adopt a risk-based approach,

9) **Communication, Training and Awareness Raising**

To inform all our personnel on **Quality, Customer Satisfaction, Information Security, Environment, Occupational Health and Safety** issues, to provide awareness, to carry out training activities to increase awareness levels, to determine appropriate communication methods and to ensure the participation of personnel, to carry out activities to raise awareness of our relevant parties and stakeholders on **Quality, Customer Satisfaction, Information Security, Environment, Occupational Health and Safety** issues,

10) **Continuous Improvement**

To take continuous, corrective actions to achieve the targets that will improve the performance of **Quality, Customer Satisfaction, Information Security, Environment, Occupational Health and Safety**, to provide a healthy and safe environment that will not cause undesirable events, and to continuously improve its effectiveness by fulfilling the requirements of the Integrated Management System standard are our basic principles.

In order to achieve this, to carry out and continuously improve our **Quality, Customer Satisfaction, Information Security, Environment, Occupational Health and**

**Safety** Management System together with all our personnel with a leadership approach.

## **DISTRIBUTION**

Our policy has been notified to all personnel by e-mail, posted on online communication boards and common areas and made accessible to all our stakeholders. In periodic internal audits, it is determined that all personnel have adopted the **Quality, Customer Satisfaction, Information Security, Environment, Occupational Health and Safety Policy**.

## **ENFORCEMENT**

This Policy enters into force upon the approval of the General Manager.

## **EXECUTION**

The provisions of this Policy are executed by the General Manager.