

# Human Resources Policy and Practices

Our Company defines and conducts its human resources policy in light of our country's social, cultural, and economic conditions and the following principles:

In recruitment, the Company espoused the principle that individuals are to be given equal opportunity under identical conditions. Hiring criteria are set forth in writing for each job position and are strictly complied with in practice.

Job descriptions and assignments and performance criteria are determined by the Company management and announced to employees.

When making training, assignment, and promotion decisions, particular care is taken to making use of objective data and to observing the Company's best interests, to the maximum extent possible.

Training plans are developed and training policies are formulated in an effort to help our employees improve their knowledge and skills.

Our Company's employees are members of the Labor Union of Bank-Finance and Insurance Companies. Any decisions or developments concerning them are communicated to the employees or their representatives, and the opinion of the said union is sought in such decisions.

The Company provides a working environment and working conditions that are safe and efforts are undertaken to improve these conditions depending on social and technological requirements.

Our employees are kept informed on decisions made or developments that occur concerning them.

Measures are taken to prevent discrimination among employees based on race, religion, language, or sex;

create a working environment that is respectful of human rights; and prevent all physical, mental, and emotional abuse within the Company.

It is not deemed appropriate to appoint a representative to handle relations with our employees.

Succession planning is made to identify the new managers to be appointed in cases where it is predicted that changes in a managerial position will cause hitches in the management of the Company.

Launched for the purpose of increasing the efficiency of internal communication, the Company's corporate portal is used to share the current announcements, insurance and private pension legislation, and supplementary references with our employees.

Our union representative employees play an important role in the handling of relations between our Company and our employees. On the other hand, matters our employees wish to be covered in the collective agreement are gathered from all employees in writing, and considered during the agreement process.

No complaints have been received on account of discrimination among Company employees.

The provisions of the suggestion system regulation are applied to promote Company employees' creative ideas about the company activities and practices, collect and evaluate individual ideas, and to appreciate and reward those deemed successful.

The general principles and criteria of human resources practices recognized by our Company are specified below.

## Hiring Practices

The general principles and criteria adhered to by Anadolu Hayat Emeklilik are:

- Be a citizen of Türkiye.
- Be at least 18 and not more than 30 years of age.
- Have completed any active military service obligations if applicable or have obtained a deferment.
- Not have been deprived of their civil rights.
- Never have been convicted of any of the offenses specified in insurance and private pension system law, whether or not officially pardoned.
- Be healthy enough to work and travel anywhere in Türkiye.
- For janitorial positions, hold at least a high-school diploma. For white-collar positions, be a graduate of at least a two-year vocational school as defined in the applicable legislation, or of four-year faculties.
- Be under no service obligation to any government agency or private concern.
- Successfully pass the qualifying examination and/or interview for the position being hired into.

## Job Applications

Whenever vacant positions are available, they are announced on the Company's corporate website. All applications that are received are placed in a single pool through our candidate portal on our website or through the recruitment portals engaged and evaluated. The Company's Human Resources and Training Department is responsible for receiving all job applications, conducting written and/or oral exams, announcing exam results, and all other recruitment-related matters.

## Promotion

Promotion conditions for the titles (Manager, Assistant Manager, Submanager, Officer, Specialist, Assistant Specialist, Inspector and Assistant Inspector) in our Company's organizational structure is governed by the Company's related bylaws. To be promoted to a higher position:

- the employee must have served for the minimum periods of time specified by headquarters in his current position;
- the employee must have earned a good performance score substantiating his promotion;
- there must be a vacancy to which the employee can be promoted;
- the employee must have successfully completed whatever course, examination, thesis, project, or similar qualifying requirements that the Company requires for the position.

## Performance Management

Performance appraisal system is in place at the Company in order to measure the individual contribution of each employee in supporting the Company towards achievement of its corporate objectives. In this frame, all company employees are evaluated once a year.

The performance appraisal system aims to establish objective criteria for the employees' career progressions and to determine their training needs.

## Job Security

Job security for our employees is provided under a collective bargaining agreement arrangement between the Company and BASİSEN (Labor Union of Bank-Finance and Insurance Companies).

## Wage Policy

Employees' salaries are adjusted annually in accordance with current conditions and as specified in a collective bargaining agreement that is renewed every other year. Salaries and bonuses are paid on the last day of each month. In addition to salary and bonuses, personnel are entitled to a broad range of fringe benefits such as health insurance coverage, employer's contributions to the private pension system on the employee's behalf, personal life insurance, and company-provided transportation and lunchtime meals.

Practices associated with the seniority and notice pays to be paid to Anadolu Hayat Emeklilik A.Ş. personnel have been based on Article 14 of the Labor Law no. 1475, Article 17 of the Labor Law no. 4857, and the collective bargaining agreement in force.

Within this framework;

Severance Pay is paid to employees with the tenure of service as stipulated in the Labor Law no. 1475, whose employment contract ends as a result of one of the cases specified in the Law, taking into account the term of service, either to the employee himself/herself, or to his/her legal heirs, in case of death;

According to the collective bargaining agreement, the amount of the severance pay (which must not exceed the maximum amount in the Labor Law) is paid on the basis of 60 days for each full year that has passed if the employment contract ends due to disability, old age and entitlement to pension, or death, and on the basis of 45 days for each full year in case of entitlement otherwise.

Based on Article 17 of the Labor Law no. 4857, the employee is notified that his/her employment contract will be terminated and he/she is either given

leave for looking for another job in the number of days stipulated by the law depending on his/her tenure, or is paid a Notice Pay in cash, which will cover the period of time until the end of the notice period.

## Training

### AHE Academy

The Company set up the AHE Academy in order to systematize the training and development activities directed towards our employees, by incorporating the cultural aspect as well.

Through the AHE Academy, the Company invests in its human capital and aims to make the customer-focused culture permanent.

Anadolu Hayat Emeklilik supports its employees' professional and personal development, offers various activities that are aligned with their career paths and aim to equip its employees so as to enable them to look from different perspectives.

### Training Programs

Company employees are provided with in-house and extramural training opportunities to foster their professional and personal development. National and international resources are made use of for these training programs.

When personnel are first hired, they are put through an orientation program and given training in basic insurance and private pension system issues. After this and for the rest of their careers, training is provided so that they have all the knowledge and skills they may need for whatever position they may be filling.

The annual training programs are designed with the primary goal of building on employees' competencies and preparing them as necessary for their future positions.