

Anadolu Group family, like all families, has common values that are rooted in the working principles of their founders. These values are the building blocks of Anadolu Group which differentiate Anadolu Group from other groups. These values lie everywhere in the organization from the smallest to the largest business unit.

**As Anadolu Group, we desire to give the best service and the best product not only to the people of the countries in which we operate but also to the people in the whole world, and we desire to deliver our dignity to the posterity.**

While moving ahead, our major principles such as transparency, trust, loyalty, effective communication and environmental consciousness will guide us on our way.

**As Anadolu Group,**

✓ **With the concept of trust,**

- We understand to work with the guidelines of law and ethics and to avoid actions that will counter community interests.
- When choosing the people and corporations to collaborate, we pay utmost attention to work with whom we share the same values and beliefs and to build long term relationships based on mutual trust and respect.
- In light of the basic principles of our corporate culture, we aim for the continuous improvement of this large family which is constituted by suppliers, dealers, consumers and the other shareholders.
- In all of our business fields, our relations with the associates are built on mutual trust, honesty and continuous collaboration.

✓ **With the concept of effective communication,**

- We understand to provide an open and two-way communication environment within all levels of our organization.
- We know that knowledge is the most valuable asset that provides the basis for accurate decisions, therefore we share our knowledge.

✓ **With the concept of transparency,**

- By paying the utmost attention to our social relationships; we fulfill our duty in informing the public within the framework of "transparency" which guides us in our operations.
- We provide utmost "transparency" in all of our operations and our corporate structure.

✓ **With the concept of loyalty,**

- We attach great importance to intangible values as well as tangible values.
- We believe that acting with solidarity in any condition is one of the major elements of our corporate culture.
- We assure that the relationships within and outside our corporation are built upon the perspective of healthy human relationships.

✓ **With the concept of environmental consciousness,**

- We consider the protection of nature and environment as one of our vital and major duties.
- We deeply share environmental consciousness and support all efforts to create public awareness regarding nature and environment.

## **Corporate Culture Values**

Corporate culture values which are constructed of the common values of Anadolu Group will guide us in all of our operations and decisions.

✓ **Leadership and Entrepreneurship :**

- Our goal is to carry our accomplishments and our dignity into the future by keeping up with the globalization process, to become the first entrepreneur and leader of all sectors in which we operate, and to orient the corporate knowledge and experience towards the new opportunities of future.
- Our aim is to make investments in sectors which we operate in, then to other sectors which are least effected from each other during crisis periods.
- While moving in this manner, we define entrepreneurship as transforming capital, labor, knowledge, natural and physical sources into goods and services.
- In parallel to these, we expect our employees to act proactively throughout their business life and take initiatives to solve problems by asking themselves the question; "What should I do?". We believe that taking initiatives with self-confidence and courage will carry us into a successful future.

✓ **Investing on Development :**

- We embrace the principal of looking for the better. However, we are aware that we have to struggle for this accomplishment. Therefore, we believe that we must give effort and invest on labor, resources and to all components in the organization.
- Anadolu Group was founded in the 1950's and after showing an enormous progress became one of the major industrial groups of our country in which its progress is a result of the working attitude of the Anatolian people and the investment to development of the corporation.

✓ **Team Work and Solidarity :**

- We define team work as contribution of individual performance and success leading to team success.
- With the belief of the importance and necessity of work as a group, we expect and require all our staff, as being a member of the family, to perform all their knowledge, skills and capabilities for the success of the group.
- While appreciating the success of the individuals, we consider that team success should be in the foreground and that individuals should not be ahead or over the team success.
- We are aiming our staff to work with solidarity, to act together and besides each other.
- As a group we are assembling our relationship on the basis of respect, confidence, participation and collaboration.
- We believe that the most important factor which connects us together is the trust to one another.

✓ **To aim Quality and Excellence ,**

- We believe that "quality" is an indivisible whole in producing merchandise and services and that merchandise is produced initially at one time.
- We are aiming to provide utmost quality with the most favorable cost.
- The awareness of quality and excellence is not only in the production, it's in the structure of forming the production, management, staff and totally in the roots of the corporation.

- We expect all our staff to concentrate to internal and external customers and aim in performing even the minor business with excellence.
- We believe that continuous progress and the search for excellence lies in the details. We also believe that using time, tools, information and capabilities in the right manner leads us to efficiency.

✓ **Investing on Human**

- We understand the modern management concept as human focused sharing and that our employees are our most valuable possession and that we must support them and meet their necessities. We believe that this approach is the most valid method in promoting the corporations performance.
- In order to prepare our employees and managers for the future, we support education at all levels and grades as we invest on "human beings".

✓ **Opportunity Equality,**

- We believe this as giving opportunity to all our staff for improvement, education and progression.
- We are making available for our staff who can perform excellent knowledge, the accessibility of undertaking an upper position.
- We are accessing opportunities for our staff and encouraging them to benefit from these opportunities.

✓ **Work Reconciliation,**

- We believe that social and economic development can only be attained in an environment of reconciliation of a healthy working environment.
- We are using our efforts to attain work reconciliation, and paying attention to be a model as a Group in labor and employer relations.

✓ **Social Responsibilities and Contemporaneity,**

- We are trying to give back the things we have received from the society in excess.
- We are aware of our social accountabilities together with our highly qualified staff who is aware of our corporate identity and aware of the sensitivity to the society.



ANADOLU GRUBU  
WORKING PRINCIPLES

- We are aware that contribution to the society as well as contribution to the economy is a necessity.
- We believe that as an organization and an individual our priority is not commercial assets, at the meantime the quality of an individual and life.

## **Our Working Principles**

### **Responsibilities to the Society**

We will respect the society, nature, environment and national assets.  
As the Anadolu Group in implementing all our activities,

- To improve the life quality of the society by supporting education, health and arts,
- To continue with confidence and respect attained from the society ,
- To encourage cultural diversity and tolerance,

By aiming the list shown above we will contribute to the corporational contribution and we will endeavour our accountabilities in the best manner.

### **Responsibilities to the Shareholders**

#### **Responsibilities to the Customers**

- We will act equally to all our customers regardless of their race, religion, language, nationality and sexuality.
- We will pay utmost attention to our customers' confidentiality of information as commercial secrecy.
- We will support in consistency of the standard of service and the product of each customer.
- We will always provide secure and hygienic environment to all our customers.
- We will use our time, energy and resources for the development of our products and services.
- We will play a role model as a leader in the disagreements that arouse between the Group and the customers.

#### **Responsibilities to the Competitors**

- When executing our relations with our competitors, we will pay utmost attention to our working principles.
- We will not allow unequal competition in our activities. We will not tolerate this kind of action.

### **Responsibilities to the Suppliers**

- We will act equally to our suppliers regardless of race, religion, language, nationality and sexuality.
- We will pay utmost attention to the confidentiality of the information regarding our suppliers as commercial confidentiality.
- We will be respectful and protect the rights attained by law and regulations of our suppliers. In case it is not arranged by legislation, we will protect the rights of the suppliers with good intentions and opportunities while protecting the reputation of the Group.
- We will play a role model in solving the viable disagreement between the Group and our suppliers.

### **Responsibilities to the Public**

- We will inform the corporation's management, financial status, legislative condition on time, accurately, completely, understandable, analyzable form to the shareholders and beneficiaries together with keeping the rights and benefits of the Group.
- We will not hesitate in giving information regarding our Group or corporations even if they will create disadvantageous results.

### **Responsibilities to the Government**

- We will respect the laws and basic tenets of Constitution of the Turkish Republic. We will frankly indicate that we adopt these principles in all our activities.
- We will be faithful to the laws of other countries in which we are active in. We will act properly in junction to these laws in all our activities and decisions.

## **Responsibilities to the Employees**

### **Our Group,**

- ✓ When executing our relations with our employees we will not differ our employees based on their race, nationality, religion, language and sexuality. We will be proud of our employees' differentiation and cultural diversity and will show this differentiation as a tool for development.
- ✓ We will pay careful attention to the personal information of our employees. The personal information regarding our employees will not be given or used without the consent and permission of the employee.
- ✓ We will provide a confident and peaceful workplace.
- ✓ We will be respectful to the benefits attained by law and regulation attained by the employees.
- ✓ In order to prepare our employees and managers for the future, we will give importance to education at all levels and stages and will present this to the employees together with the systems formed and will "INVEST ON HUMAN BEINGS".
- ✓ We will provide and maintain the same opportunities such as education, salary, career to the employees entering the Anadolu Group.

*Our personal commitment is to act properly to the working principles and the guidelines of the Anadolu Group and encourage the associate workers to act in the same manner. When an improper attitude or question mark arises to the working principles, our corporation's management will take necessary action.*



There are important tasks to the management in order to apply the responsibilities to our employees. Therefore, we expect and want the principles shown below be accepted by our management.

***All our management in the corporations of the Anadolu Group,***

Our management accepts the following;

- ✓ They will act honestly and be reliable to personal relations, financial or commercial benefits versus the responsibilities to the Anadolu Group or act with ethics to the confliction to benefits ;
- ✓ They will give complete, right and on time explanations in all the reports and documents announced to the public or capital markets;
- ✓ They will act appropriately to the laws and regulations that the Anadolu Group is related to;
- ✓ They will act to these ethic rules not only by wording but spiritually and they will act lawfully in all activities of the corporation and produce a work culture in junction with the working principles of the Anadolu Group.

*These ethic rules are for the deterrent effects that the management should adopt and defend in order to put forward the principles. The other policies, behavioral policies and guidebooks published and/or to be published are the supplementary forms.*

We want and expect all our members of the Anadolu Group Family – including the Board of Directors and the staff recently entered to dedicate themselves to the “ Working Principles’ ” deeply to work in this manner .

We want and expect all our members of the Anadolu Group Family to endeavour the responsibilities to our corporation.

## **Responsibilities of the employees to the corporation**

### ***Responsibility to Perform Duties Completely***

- Our employees must perform their duties given by their superiors completely and without delay in accordance with duties defined and instructions and circulars issued by the Holding and provision of certain regulations.
- Our employees may refer to their superior in case of hesitation to the valid regulations, instruction and circulars issued by the Holding.

### ***Responsibility of Operations***

- Our executive managers are responsible of the operations of their department staff at first degree. They must ensure and control the performance of the job in a timely and complete manner.
- The second and third degree managers report the operations of their unit to the first degree managers.
- The employees are responsible for the work performed by themselves whereas the work performed together for a certain job must be reported to the relevant manager.

### ***Responsibility for the Orderliness of Records***

- Our employees are responsible at first degree according with their responsibility and authority of keeping the records in a correct, timely manner and in accordance to regulations. This does not change the application of the clause to whether the mentioned records are kept as printed matter or in an electronic medium.

### ***Responsibility of Making Announcements to the Media***

- Announcements to the media regarding the group shall be performed by the Chairman of the Executive Board. The authorization to make an announcement regarding our corporation belongs to the related group leader or the person in first degree the leader authorizes. In case of authorization, the manager in the first degree must consider the working principles of the Anadolu Group when making the announcement.

- Our employee must refer to an executive manager in case of hesitation regarding the related regulations, instructions and circulars issued by the Holding.

### ***The Application of Instruction and Requirements of the Managers***

- As a general principle our staff has to fulfill the requirements demanded by their superiors.
- On the other hand, they are not required to fulfill the requirements that will affect the profitability, productivity and harm the credit or principles and legislation of the corporation.
- If the managers continue to these requirements, the staff has the right to apply in written form hierarchically to their superiors and no punishment will be applied while using this claim.

### ***Responsibility to Protect the Benefits of the Corporation***

- While performing their duties, our staff at all levels has to use common sense, show best effort, carry the principles of profitability and productivity and avoid all actions and principles that will harm the corporation.

### ***The Responsibility to Regulations, Circulars and Announcements***

- Our staff has to act properly to the regulations, circulars and announcements prepared by the Holding and the Top Management.

### ***Work Relations***

- During their work, our staff has to be polite, gentle to their business friends and act equally while performing the transactions.

### ***Not to Receive Presents during Work Relations***

- Our staff should not accept highly priced presents from the owners of the work relations they are in and should inform their superiors regarding this matter.

- The presents that are priced very low and given only as advertisements on special days are not in this category.

### ***Attendance Necessity***

- Our staff has to obey to the working hours of the corporation they are working in.

### ***The Usage of Goods, Assets and Equipment***

- The goods, assets, equipment, vehicles, computers, computer programs and others cannot be used for the advantage of our staff or for the advantage of other people.
- In the same way, the information possessed by our staff regarding the corporation cannot be used for their or for the advantage of other people.

### ***Responsibly of Turnover and Submission***

- The staff leaving the firm temporarily or permanently cannot leave before turning over the money, valuables, tools and appliances that had to be used during work. If the corporation suffers because of this not turning over process, the staff not caring will be responsible. The way of turnover will be carried out by the management of each corporation.

### ***The Prohibition of Confidential Information***

- The information obtained during work or confidential information regarding our business affiliates cannot be revealed to people outside the corporation.

### ***The Prohibition to do Commercial or Industrial Business with the Firm***

- Our staff cannot do any kind of business with his partnership or relatives. The staff cannot be an agent regarding this matter.
- Our staff should perform their daily business regarding the corporation and should not give their energy and proficiency to other personal commercial or industrial business.

### ***The Confidentiality of Salary Information***

- Salary information is confidential information. It is not proper to share salary information or try to learn the salary of others or trying to act against the confidentiality of salary is not a business ethic.
- Naturally the managers can see their salaries as well as the staff belonging to their unit. But, should not share this information with other managers or staff.

The information mentioned above should be adopted, declared and accepted by the staff.

In this section there are some advices regarding the working principles.

## **Application Principles**

During work life, make a business plan when a problem arises regarding the principles. Do not hesitate to refer to your managers regarding the business plan you have developed.

The steps to be followed, the questions to be asked to yourselves are listed below for your healthy decisions in the decision of the business plan. When necessary, contact the Human Resources Department.

### **1) Determine the Problem**

- Was a wrong thing asked you to be performed?
- Are you aware of potential illegal or incompatible working principles in the Anadolu Group or customers?
- Are you suspicious of how to react in the action of performing the working principles?
- If you find it as a necessity, contact the Human Resources Department.

### **2) Think before Action**

- Try to clarify and summarize your problem or question.
- Ask yourself why there is a misunderstanding.
- Think about the alternatives and results.
- Think about the people to be influenced.
- If you find it as a necessity, contact the Human Resources Department.

### **3) Decide Upon an Action Plan**

- Determine your responsibilities.
- Revise all related tools and information.
- Refer to the policies and working principles of the Anadolu Group regarding this subject.
- Evaluate the risks and think about how it can be reduced.
- Try to form the best action plan.
- If you find it as a necessity, contact the Human Resources Department.

#### **4) Test Your Decision**

- Revise the questions to be asked ethically.
- Revise the decision injunction to the principal factors of the Anadolu Group.
- Be confident about the policies, legislations and Professional standards of the Anadolu Group.
- Evaluate the action plan together with your thoughts.
- If you find it as a necessity, contact the Human Resources Department.

#### **5) Continue Decisively**

- Share your decisions with the related people together with the explanations.
- Share the things you have learned.
- If proper, share your success story.
- If you find it as a necessity, contact the Human Resources Department.

#### **The Summary of Taking into Consideration the Application Principles**

1. Is Anadolu Group in contrary to corporation values and working principles?
2. Do you feel good?
3. Is Anadolu Group agreeable to laws?
4. Will there be negative reflections to you or the Anadolu Group?
5. Who else can be influenced? (Other staff, customers of the Anadolu Group or you, etc.)
6. If your behavior was known by others, would you be embarrassed or would you be in a bad position?
7. Is there any other behavior ethically that would not create a conflict?
8. How would this be reflected to the media?
9. How would a decent person think about the same situation?
10. Can you sleep pleasantly at nights?