

CUSTOMER FEEDBACK POLICY

Battal Group establishes effective communication channels in order to understand and quickly respond to its customers' requirements. It undertakes to respond and conclude all positive or negative notifications received by it in accordance with the laws, international transportation rules and the corporate procedures and to implement and continuously improve the customers complaints handling process together with its personnel aware of customer oriented approach.

INFORMATION SECURITY MANAGEMENT SYSTEM POLICY

Battal Group guarantees to;

- A secure access to it's and stakeholders' information assets,
- Protect the usage, integrity and confidentiality of the information,
- Assess and manage the risks which may comprise it's and stakeholders' information assets,
- Protect the integrity and brand image of the company,
- Perform necessary sanctions in case of violation of information security,
- Provide the requirements arised from national, international or sector regulations, laws and related legislations, agreement obligations, corporate responsibilities for internal and external stakeholders,
- Decrease the effects of threats on business/service continuity, providing the continuity and sustainability of the business,
- Provide and improve the level of information security by control infrastructure.

COOPERATION POLICY

Foster sustainable partnerships based on mutually beneficial relations

HUMAN RESOURCES POLICY

Ensure in employing the right people for the right job regardless of religion, language, race, gender or disability; increase employee satisfaction; strengthen corporate loyalty and develop efficiency; ensure participation in the decision making process by providing an environment for self development.

COMMUNICATION POLICY

Guarantee vertical, horizontal and traverse information sharing amongst all parties with the right tools and at the right time.

FINANCIAL AFFAIRS POLICY

Effective debt follow-up and collection from income generated from primary business activity, securing acquired liquidity, financial equity provision at minimum cost wherever possible and fulfil responsibilities on a timely basis. Keeping record of company activities in accordance with laws,

general practice codes, international accounting standards and in compliance with unified accounting system, producing real and reliable financial statement correctly representing operation results.

PURCHASE POLICY

Acquiring the right product and service at the right time, at the right amount from the right place at the right price.

TECHNOLOGY POLICY

Keeping operational efficiency at highest level by using latest technology.

ACTIVE MANAGEMENT POLICY

Ensuring that buildings, equipment and material provide top quality service at low costs within product optimum lifespan.

SPONSORSHIP POLICY

As a company we sponsor academic institutions, student clubs, amateur sports clubs and NonGovernmental Organisations that participate in the development of the sector and meet our criteria in their mission and activities.

SUSTAINABILITY POLICY

Battal Group aims to perform its economic, social and environmental responsibilities within the frame of Customer Oriented Approach, Employee Satisfaction, Reliability, Develop Cooperation, Learning and Development, Taking Responsibility and Team Spirit values, in order to provide a sustainable future by considering the needs and expectations of stakeholders.

SALES AND MARKETING POLICY

Battal Group,

- adopts a fair and principled trade approach.
- does not compromise the principles of the Corporate policies.
- gives importance to communication with its business partners and customers and provision of information timely and accurately.
- takes customer satisfaction as basis; and offers effective solutions by correctly understanding the needs and requests in its customer relationships.

CORPORATE SOCIAL RESPONSIBILITY POLICY

Including all its employees, recognizing CSR as a vital part of corporate activity and being therefore committed to a course of social responsibility in accordance with this CSR policy for the sustainable development of society and business. Contribution to the building of a prosperous and vibrant society by providing high-quality logistics services through business activities based on its excellent know-how and technology. Disclosing information openly and transparently in order to maintain and develop a relationship of trust with its various stakeholders, and acting responsibly towards them through various means of communication. Undertaking its business based on the principles of fairness and sincerity, acting with the utmost respect for human rights and pursuing a high sense of

corporate ethics in the global business market which encompasses diverse cultures, morals, ethics, and legal systems. Striving to minimize environmental effects and utilizing resources towards the development of a sustainable society that is in harmony with the environment. Promoting social contribution activities as a good corporate citizen in order to realize a better society. Making every effort to create a pleasant and motivating working environment for all its employees and to fully support those employees who desire self-fulfillment and self-development through their work. Making every effort to promote fair and sound business practices among its business partners by fostering a common awareness of social responsibility.

SOCIAL MEDIA POLICY

In its official social media accounts and other social media channels, Battal Group:

- is transparent, honest, and constructive in its postings and/or comments.
- believes in freedom of expression; and tolerates any and all expressions that do not breach its values, reputation and legal rights.
- complies with the code of ethics and copyrights.
- protects, also in digital channels, its corporate culture that it has adopted in all communication areas.
- shows respect to the information security of all of its stakeholders including its customers and suppliers and encourages its employees to this end.
- considers social media as a strong communication channel and evaluates all comments received and takes actions if and when necessary.
- does not allow for posting of any confidential information and documents as well as any expressions, voice records or videos humiliating, degrading, or offending any person, entity, religion, belief, race, gender, or culture, or pointing them as a target.
- does not post any content that encourages or incites violence, spreads fear, impairs the principles of equality and justice, degrades the human honour or glorifies or calls for discrimination.
- neither uses any political contents, nor gives place to the propaganda of such political formations or segments.
- reserves its right to delete any comment or to ban any user at any time and for any reason whatsoever, with or without prior notice.