



öztiryakiler

TRANSPARENCY AND ACCOUNTABILITY POLICY

OBJECTIVE: To adopt and implement the principles of honesty, openness, and accountability in order to build trust and ensure sustainable business relations by establishing transparent communication with our customers, employees, suppliers, and all other stakeholders.

SCOPE: It covers all departments of our company as well as external stakeholders, particularly customers, suppliers, and business partners.

PRINCIPLES

Transparency Principle: Transparency ensures that all activities of our company are accurate, understandable, and accessible, that processes are auditable, and that the flow of information proceeds accurately and safely. This supports us in establishing strong business relationships with our stakeholders, the solidity of our bond of trust, and sustainable success. Transparency is critical to ensuring accountability. Alongside transparency, protection of personal data and trade secrets is taken as a basis. Data sharing is carried out, when necessary, within the framework of the privacy policy and legal obligations. Trade secrets are not used to gain competitive advantage within the scope of the Competition Policy.

Accountability Principle: Accountability means monitoring, explaining, and responding if necessary, the practices and decisions in all activities, in accordance with the targets and standards. All our employees, including executives, are obliged to fulfill their responsibilities related to their areas of influence. Accountability supports company reliability and sustainability and contributes to strengthening the bond between us and our stakeholders.

METHOD

Transparency and accountability are the fundamental principles of our company. By adhering to these principles, we work with a high level of understanding of trust and accuracy both in internal processes and in our relations with external stakeholders.

Chairman of the Board of Director
Yusuf Kenan ÖZTİRYAKİ



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Transparency in Production Processes: We attach substantial importance to the principle of transparency in our production processes. We regularly monitor the production stages of our products and constantly check their compliance with quality standards. We record every stage of production and present this information to the respective units when necessary. We provide our customers with clear and accurate information about production processes.

Sales and Marketing: We ensure honesty and transparency in our sales and marketing activities. We provide clear and accurate information to our customers about pricing, delivery times, and other conditions during our sales processes. We determine and implement our marketing strategies in a realistic and non-misleading manner. We provide transparent information flow to our customers about all the products and services we offer.

R&D (Research and Development): In our R&D processes, we take the principle of transparency into account by adopting an innovation and development-oriented approach. We share the results of all kinds of research and development activities regarding product and process improvements with all our stakeholders. Thanks to it, we provide a clear flow of information about the design and development processes of new products.

After-Sales Customer Services: Our Öztiryakiler Call Center addresses all requests, suggestions, and complaints of our customers quickly and accurately 24/7. We provide our customers with clear and accurate information in line with their demands and take fast and effective action to solve their problems. We take a completely transparent approach in the feedback processes to our customers.

Internal and External Audit: As part of the principle of transparency and accountability, we attach great importance to internal and external audit processes. We establish audit and control mechanisms in all processes from production to sales, from marketing to customer services. Thanks to these audits, we both ensure internal operational efficiency and provide a reliable service to external stakeholders.

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Human Resources: In our human resources processes, we take a transparent, fair, and accountable approach towards our employees and candidates.

- By providing clear and honest information to all our candidates during the recruitment processes, we guarantee that the decisions are made based on fair and objective criteria.
- We ensure transparency in the career development, performance evaluations, and reward processes of our employees and provide clear and accessible feedback to each employee about their development process.
- We regularly collect employee satisfaction and feedback, make improvements based on that feedback, and communicate transparently about the rights of our employees.
- We provide regular training to our employees so that they act in accordance with the principles of transparency and accountability. In addition, we pay attention to developing a common understanding throughout the company by communicating effectively with each department on these issues. Each department clearly understands and implements its responsibilities for transparency and accountability.

Purchasing: We attach great importance to the principle of transparency and accountability in our purchasing processes. All supplier selections, contracts, and payment processes are managed in a clear and documentable manner.

- We use objective criteria in supplier selection and ensure transparency at every step in line with those criteria.
- Supplier contracts, pricing, and conditions are clearly shared with respective parties and documented in writing to avoid disputes.
- Every stage of the purchasing transactions can be audited, and all information regarding such transactions is regularly reported to the respective departments of the company.

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We are committed to adhering to the principles of transparency and accountability and to taking an open, honest, and responsible approach in all our processes. In this respect, we will take the necessary steps to ensure that all transactions and decisions can be monitored transparently by establishing trust-based relationships with both our internal and external stakeholders.

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