



# HUMAN RESOURCES POLICY

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## 1. Purpose and Scope

The purpose of this policy is to define fundamental principles of Human Resources processes such as recruitment, career management, training & development, reward management, work environment and employment termination, in Enerjisa Enerji A.Ş., in accordance with its vision, mission, strategy, culture and values.

This policy is applied to Enerjisa Enerji A.Ş. and all its subsidiaries (Başkent Elektrik Dağıtım A.Ş., İstanbul Anadolu Yakası Elektrik Dağıtım A.Ş., Toroslar Elektrik Dağıtım A.Ş., Enerjisa Başkent Elektrik Perakende Satış A.Ş., Enerjisa İstanbul Anadolu Yakası Elektrik Perakende Satış A.Ş., Enerjisa Toroslar Elektrik Perakende Satış A.Ş., Enerjisa Müşteri Çözümleri A.Ş., Eşarj Elektrikli Araçlar Şarj Sistemleri A.Ş.; hereinafter referred as "Enerjisa"), to all employees, management staff, and future talents who are the candidates of being Enerjisa employee.

## 2. Fundamental Principles

We focus on the best, fair and cooperative human resources processes and practices, with the vision of "being a continuously preferred employer in its own sector and taking part in the top 15 in all sectors".

Equal Opportunity and No-Discrimination form the fundamental ground for our vision and it exist at the core of our Human Resources management approach.

In all human resources processes such as recruitment, career management, training & development, reward management, work environment and employment termination, we display an equal attitude regarding language, religion, nationality, race, ethnic origin, age, gender, marital status, health, disability status, political opinion, union membership and all similar matters. We resolutely do not tolerate discrimination and unfair conduct in any form. A working environment, free from all kinds of ill-treatment, mobbing and harassment are provided for employees.

We get strength from diversity and support inclusion in all areas. We care about that all Enerjisa employees feel valued and equal, independent of their gender, age, profession, expertise, experience or any other discriminatory criteria.

### 2.1 Recruitment Management

As stated in our recruitment procedure (EE-P-215), recruitment in Enerjisa is carried out regardless of gender, nationality, faith, ethnicity in order to find and place the most suitable candidate based on corporate culture, company objectives, specific competencies, knowledge and experience. We also attach importance to the fact that employees take equal advantage of the opportunities offered by the company throughout their working life after recruitment.

### 2.2 Training and Development Management

We strive to provide Enerjisa employees a developing, meaningful, positive, diverse and full of opportunities work environment, to unleash their potential and creativity as well as to support their development throughout the whole working experience.

Continuous development is on our focus in which all our employees take responsibility for their own development, improve themselves and their work, and managers support & guide their employees by coaching and mentoring. We support Enerjisa employees with the knowledge, skills and competencies; they need and will be needing of today and tomorrow's business world. Development programs are designed specifically in line with the customized needs of the target groups from young professionals to executives, based on learning with experience and

implementation of different kinds of blended learning methods, in collaboration with best suppliers in the field. We care about offering training and development opportunities to all our colleagues in line with their specific needs.

### **2.3 Organizational Design, Planning, Succession and Career Management**

The organizational design and planning process in Enerjisa includes the process of regularly reviewing the organizational structure in line with company strategies, targets and needs and designing and planning if necessary.

With succession plan and career management, while evaluating Enerjisa's future strategies and organizational needs, by taking the performance, potential and individual preferences of the employees, creates the right succession plan for the organization and meaningful career plans for the employees.

### **2.4 Performance, Recognition and Total Reward Management**

Enerjisa values the contribution of all employees to the company's targets and creates a working environment in which they can show their performance and potential at the highest level.

The Performance Management system has a structure that supports the company strategies and targets, supports cooperation, continuous feedback dialogues, and also supports the development of employees. System enables target addition and revision operations throughout the year.

Performance Management System supports the high performance culture with the objectives being open and transparent, being associated with other targets, having target-oriented dialogue areas between the manager and the employee, allowing instant and continuous structural feedback throughout the year.

Recognition and Reward Management process that is fair, objective, supports high performance, centered of contribution and competencies of employees to their business targets includes rewarding, motivating and competitive salary, side benefits and recognition applications.

### **2.5 Wages and Work Hours**

As Enerjisa, we develop our remuneration policy competitively, taking into account the sector, labour market, set the minimum wage level equal or above the statutory minimum wage. We are committed to offer opportunities to its employees that are competitive relative to the market. We comply with applicable laws, collective agreements, and regulations when setting daily and weekly work hours, overtime, breaks, weekends and annual paid leave and we regularly inform all business units about rules on overtime and audit their implementations. At Enerjisa, work environment takes into account the balance between work and private life of our employees.

### **2.6 Health and Safety**

We attach importance to health and safety. We commit to reduce risks in our work environment and take measures to promote health, safety and well-being by constantly improving our processes.

We do not compromise on safety practices, behaviors or conditions.

We expect all our managers and employees to comply with our health, safety and security regulations, promote a safe and healthy work environment and improve our health and safety culture.

We act in accordance with the legislative Health & Safety framework and regulation.

## **2.7 Human Resources and Labour Relations Data Analytics Management**

As Enerjisa, we aim to create the culture of decision-making based on data in all our processes and to expand the applications for all HR processes. In line with this goal, we regularly review the relevant systems and processes, develop the skills of all human resources teams in this direction, and work for the formation of this culture throughout the company.

## **2.8 Protecting the Rights of the Employees**

Enerjisa employee rights are protected and managed within the framework of applicable legislations, employment contracts between employee & the employer and ethical rules. The requirements of Personal Data Protection Act are implemented, followed and reported. All rights of employee are in line with relevant regulations. The framework of our Code of Conduct (ENETİK 2.0) ("Code of Conduct"), full and correct use of personal rights of employees is ensured. Employees are treated honestly and fairly, and a non-discriminatory, safe and healthy working environment is committed. We respect labor unions and collective labor agreement rights of employees as stated in our Human Rights policy. We make the necessary efforts for the personal development of our employees. We also support them to volunteer for social and social activities with a sense of social responsibility.

All activities are carried out in accordance with the legal regulations and the Enerjisa Enerji Code of Conduct. Ethics Committee is obliged to ensure that all actions that may be subject to discrimination and maltreatment are reported by employees in accordance with the principles of confidentiality and that necessary actions are taken.

## **2.9 Forced Labor and Prohibition of Child Employment**

We stand against any forced labor including compulsory work, employment of illegal migrants, and foreign nationals without a work permit, forced labor, debt bondage and any kind of human trafficking, gender discrimination, illegal child labor, abuse of children and all other abusive or exploitative behaviors related to workers and conduct all our business processes accordingly. Individuals that are under 18 years of age are not hired, and Enerjisa complies with international conventions on children rights ratified by the Republic of Turkey, as well as the national legislation. These practices are open to inspection by public authorities.

We expect all of our employees and business partners to stand against forced labor, to prevent discrimination and harassment, to comply with legal working hours for employees, not to employ illegal child labor and to treat their employees and partners with dignity and respect.

## **2.10 Employee Participation in Management**

Employee participation in management is supported through involving employees in regular meetings, annual target setting and performance management discussions and in decision-making process within the frame of their responsibilities. Additionally, employees can share their feedback, recommendations and requests through various channels such as intranet, mobile applications, recommendation systems (Fikir Kumbarası), focus groups, feedback systems and surveys. Data collected from these platforms are analyzed and used to create action items and in accordance with our recommendation, recognition and award systems, participations

are evaluated and awarded if necessary. The participation of high potential employees in management decisions is especially supported. Employees are informed about the developments within the company through different communication channels. CEO Meetings are held with the participation of all management team and the annual management meetings are held to inform the employees about the general situation of the company. With these approaches, necessary employee participation and contribution are provided in order to ensure effective management of the company.