

 <b>Türkiye Finans</b>	BUSINESS CONTINUITY POLICY
	Date/Rev.No: 15.12.2023/11

## **TÜRKİYE FİNANS BUSINESS CONTINUITY MANAGEMENT SYSTEM POLICY**

Business Continuity Management System (BCMS) Policy sets forth the approach of Türkiye Finans in relation to business continuity.

Türkiye Finans aims to recover a potential interruption in the processes supporting critical products and services in line with the results of business impact analysis in consideration of the scope and targets determined according to the requirements of ISO 22301 Business Continuity Management Standard.

The Business Continuity Management structure approved by the Bank management ensures that necessary measures are taken by means of establishment of the processes, policies and strategies. Thus, it is aimed to minimize the negative impact of the interruptions arising in extraordinary circumstances in terms of operational, financial, legal aspects and reputation.

As Türkiye Finans ensures business continuity, the scope it has determined for Business Continuity Management System is in compliance with the following:

- the Regulation on Banks' Internal Systems and Internal Capital Adequacy Assessment Process published by the BRSA;
- Regulation on Banks' Information Systems and Electronic Banking Services;
- ISO 22301 Business Continuity Management System Standard; and
- COBIT Framework.

The principal purpose of the BCMS is to ensure management of interruptions arising due to extraordinary situations, prevent system and resource losses and losses related to reputation, and to fulfill legal obligations. To this end, in line with the mission determined by Türkiye Finans, the planning, establishment, foundation, regular revision and improvement of the BCMS aims to continuously meet the expectations of its following stakeholders in terms of participation banking even in crisis situations:

- customers;
- shareholders;
- business partners;
- employees;
- suppliers;
- authorities regulating the industry (BRSA, CBRT, CMB, ISE); and the public.

The principal targets of BCMS are as follows:

- Ensuring the security of Bank employees and customers first in urgent and extraordinary situations;
- Establishing a BCMS compliant with the relevant standards that operates in line with the legal requirements;
- Fulfilling the Bank's undertakings against legal authorities in urgent and extraordinary situations;
- Preventing damage to the Bank's reputation in urgent and extraordinary situations;
- Establishing a suitable governance and organization structure for BCMS;
- Ensuring that the Bank can return to its normal operations timely in a manner not to endanger the existence of the bank;
- Minimizing the financial losses to be incurred by the bank in urgent and extraordinary situations.