

TURKIYE FINANS BUSINESS CONTINUITY MANAGEMENT SYSTEM POLICY

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

This policy aims at ensuring the planned performance and timely recovery of the critical activities of the Bank and a planned return to the pre-crisis status – within the framework of the scope and objectives set by the Bank as per the requirements of ISO 22301 Business Continuity Management System Standard - in the case of incidents or crises which cause a disruption to the processes supporting the critical products and services for longer than that is anticipated in the Business Impact Analysis outcomes.

This Business Continuity Management structure approved by the Bank management establishes the required processes, policies and strategies and ensures that the required measures are taken. It therefore aims at minimizing the negative operational, financial, legal and reputational impact of disruptions during disasters.

The scope while Türkiye Finans is ensuring its business continuity and the scope of its Business Continuity Management System complies with

- The Regulation on Internal Systems and Internal Capital Adequacy Assessment Process of Banks issued by BRSA,
- The Communiqué on the Principles on which Information Systems Management will be based at Banks issued by BRSA,
- ISO 22301 Business Continuity Management System Standard and
- COBIT Framework.

The primary objective of the BCMS is to ensure that the Bank fulfills the mission it has defined also in disaster time.

In order to manage disruptions caused by disasters, prevent the loss of systems and resources and the damages to its reputation and fulfill its legal responsibilities, the Bank plans, establishes, routinely reviews and improves its Business Continuity Management System.

The main objectives of the BCMS are as follows:

- To ensure the safety of Bank personnel and customers as the first priority in case of an emergency or a disaster
- To establish a BCMS which functions in line with the legal requirements and is in compliance with the relevant standards
- To deliver the commitments of the Bank towards legal authorities in case of an emergency or a disaster
- To prevent the damages to the reputation of the Bank in case of an emergency or a disaster
- To establish an appropriate governance and organizational structure for BCMS
- To ensure that the Bank returns to its normal functioning timely before the existence of the Bank falls at stake
- To minimize the financial losses the Bank may suffer in case of an emergency or a disaster.