

ANADOLU SİGORTA
SUSTAINABILITY COMMUNICATION POLICY

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1. PURPOSE AND SCOPE

The objective of our Sustainability Communication Policy is to integrate sustainability into our communication strategy, aiming to inform all our employees and stakeholders about Anadolu Sigorta's sustainability goals and practices.

2. OUR SUSTAINABILITY APPROACH

Anadolu Sigorta, founded upon the instructions of Atatürk and as Turkey's first national insurance company, is among the leading institutions of its sector and important institutions of the country's economy with its strong corporate structure and permanent commitment to Turkey. Anadolu Sigorta, an ethical, transparent, innovative company that attaches importance to human values, believes in developing together with its ecosystem.

Anadolu Sigorta views sustainability as an opportunity for growth and innovation, and places it at the center of its company strategy and corporate culture, and integrates this perspective into all its activities, from product development to procurement, from social responsibility projects to human resources and communication practices.

In this context, Anadolu Sigorta aims for sustainability in all its operations, products, and services; It also supports sustainable development on a social scale.

Our sustainability focus is grouped under three main headings:

- Climate Action
- Operational Sustainability
- Human and Society

"Climate Action", includes our activities and approach to combating climate change, which is one of the most priority global problems of our age and is classified as a trend with a high impact on our sector.

"Operational Sustainability", includes shaping our activities and strategies according to the insurance concept of the future, being digital and customer-oriented, and also having solid corporate governance, as a responsible insurance company.

"Human and Society" heading includes our activities that create value for our employees and society.

3. OUR SUSTAINABILITY COMMUNICATION STRATEGY

Anadolu Sigorta conducts all its communication activities for economic, environmental, and social development and aims to contribute to the:

- UN Sustainable Development Goals (SDGs)
- 10 principles of the UN Global Compact
- 7 principles of UN Women's Empowerment Principles.

Sustainability communication activities cover the company's sustainability vision, management approach, focus areas of work, and sustainability practices.

With the responsibility brought by our commitments and policies in the field of sustainability, we do not engage in greenwashing in our brand and marketing communication activities.

We share our value creation process, environmental and social performance indicators, and the UN Sustainable Development Goals to which we contribute, through our annual Integrated Sustainability Reports with our stakeholders.

4. OUR PRINCIPLES AND PRACTICES

- We aim to increase awareness in the field of sustainability among all our stakeholders through our internal and external communication.
- We create value for our stakeholders with a sustainable business model that respects nature and people and also profitable.
- We carry out all our communication activities with the principles of honesty, transparency, responsibility and not compromising human values.
- With the mission of leaving a liveable world to future generations, we support economic development by taking environmental, social, and governance dimensions into account.
- We support our company spokespersons including sustainability and inclusivity topics in their messages.
- In all our communications, we use inclusive language that respects gender equality.
- We take concrete steps towards a sustainable future, implementing social responsibility projects contributing to the Sustainable Development Goals with a sense of corporate responsibility. We collaborate with non-governmental organizations and public institutions in this field.
- Defining our strategic approach to sustainability, we publish our policies on our website to guide the dimensions of company activities, product, and service processes related to these issues and to inform relevant stakeholders accordingly.
- We work to reduce the adverse environmental footprint of all our activities.
- We pay attention to environmental factors in project implementations and procurement processes. We prioritize materials obtained from sustainable sources or suitable for recycling in every possible area.
- We conduct training and awareness programs to increase the awareness and capacities of our employees and business partners in sustainability and social impact issues.
- To promote our brand's sustainability activities to the public and to be a leader in the industry, we actively use all communication channels in line with our sustainability strategy.
- We care about open communication. We regularly receive feedback from our customers and stakeholders, continuously updating ourselves. We handle complaints and requests systematically according to international standards.
- We conduct all our activities in full compliance with laws and regulations.
- We do not provide misleading information to the public. We take action to correct any misinformation or false news that is beyond our control.
- We do not use discriminatory language in communication.
- We avoid collaborations that do not contribute to creating a positive impact on the environment and society.
- When determining our communication channels, we avoid working with channels that deliver messages causing societal divisions.
- We do not use messages or visuals that harm the environment, society, or individuals.
- We do not take part in awards, sponsorships, and conferences that do not aim to produce a positive impact on the environment and society and are not reputable and transparent.

5. OUR CORPORATE MEMBERSHIPS AND COMMITMENTS

- UN Global Compact
- Global Compact Signatories Association of Türkiye
- UN Women's Empowerment Principles
- 30 Percent Club Türkiye
- Business Against Domestic Violence – BADV
- Corporate Communicators Association
- Turkish Insurance Association
- Turkish Corporate Governance Association
- Service Exporters Association

- Deniz Temiz / TURMEPA Association
- Global Relations Platform (Forum)
- INI (International Network of Insurance)
- Digital Health Association