

BUSINESS CONTINUITY POLICY

The Business Continuity Management System (BCMS) Policy Statement shows Takasbank's approach to the business continuity management system.

Takasbank's business continuity vision; "To be a person-oriented, reliable, effective, innovative institution providing clearing, banking and central risk management services while striving in the direction of international best practices, standards and legal regulations, with an institutional continuity culture embracing continuous improvement, and trusted in service continuity in national and international markets."

Takasbank, as an important infrastructure institution of capital markets, contributes to financial stability in Turkey by providing effective clearing and custody services to organized and over-the-counter markets. Being aware of the criticality of the continuity of the services it provides for the markets, Takasbank provides business continuity legal requirements in normal times, in extraordinary situations and in times of crisis; has established a business continuity management system that knows the expectations of its customers, shareholders, business partners, employees, suppliers, regulatory authorities and the public, and acts in a way that meets these expectations, and aims to minimize the impact on the financial ecosystem and the Bank's reputation in a business continuity event. This system has been in compliance with the ISO/IEC 22301 standard since 2014 and is constantly being reviewed and improved.

The main approaches and practices for Takasbank to achieve its business continuity goals are as follows:

- Main priority is to ensure life security in case of emergencies.
- A proper governance and organization is built for BCMS and is being managed.
- In the event of a disaster, the competence and redundancy of the dependent human resources are ensured in a way that aims to ensure that the critical services determined by Business Impact Analysis are available within the targeted recovery periods, up-to-date, adequate and redundant technologies are used to protect data security and integrity, and effective secondary working environments and system infrastructures are created. It is ensured that these requirements are constantly reviewed in line with changing needs and necessary actions are taken.
- Business continuity risks that may arise from inside and outside of the organization are analyzed regularly. These risks are prioritized in accordance with the Bank's risk appetite according to their impact dimensions, necessary actions are taken within the scope of risk processing plans, and thus, it is aimed to prevent possible business continuity events. The Bank's business continuity requirements are

considered as an important input in the selection of suppliers, service level agreements are formed within this scope and processes related to the management of supplier risks are operated.

- Business continuity plans including recovery strategies and procedures are prepared within the scope of disaster scenarios. Stakeholder expectations and communication requirements are analyzed and communication plans are made.
- The effectiveness of the plans and the adequacy of resources are tested with regular exercises, and employee awareness and competence are increased. We ensure the participation of our critical suppliers, customers and stakeholders on whom we depend on our services.
- Regular training and awareness activities ensure that business continuity becomes a corporate culture.
- Employees are encouraged to have a risk-oriented and continuous improvement perspective.
- Redundancy and continuity requirements are taken into account in process and service changes and in the design of new services.
- The effectiveness of the BCMS is measured by process key performance metrics, monitored and reported through exercises, internal and external audits, and improvement activities are carried out according to the results.