

## **INFORMATION SECURITY MANAGEMENT SYSTEM POLICY**

As Mars Logistics, we are committed to

- Secure access to our own and our stakeholders' information assets,
- Protect the usage, integrity and confidentiality of the information,
- Assess and manage the risks which may comprise ourselves and our stakeholders' information assets,
- Protect the integrity and brand image of our company,
- Perform necessary sanctions in case of violation of information security,
- Provide the requirements arising from national, international or sector regulations, laws and related legislations, agreement obligations, corporate responsibilities for internal and external stakeholders,
- Decrease the effects of threats on business/service continuity, providing the continuity and sustainability of the business,
- Provide and improve the level of information security with our control infrastructure,

## **ENERGY MANAGEMENT POLICY**

As Mars Logistics, we are committed to

- Establish, review and maintain the continuity of the energy management system with the principles determined by the ISO 50001 Energy Management System in accordance with our strategic goals and objectives,
- Use appropriate information and resources for the realization of the goals and objectives,
- Meet the obligations arising from legal and other requirements regarding the efficient use of energy and the reduction of consumption in all our processes and services
- Continuously improve energy performance and management system by following current and emerging technologies,
- Support design activities that include innovations which affect energy performance and to consider energy efficiency in procurement processes.

## **CUSTOMER FEEDBACK POLICY**

As Mars Logistics,

We establish effective communication channels in order to understand and quickly respond our customers' requirements. We are committed to respond and conclude all positive or negative notifications in accordance with the laws, international transportation rules and the corporate procedures and to implement and continuously improve the customer complaints handling process together with our personnel aware of customer oriented approach.

## **SUSTAINABILITY POLICY**

As Mars Logistics,

To ensure a sustainable future, we aim to fulfill all our economic, social and environmental responsibilities through the respect that we have for the people and the nature, by taking the needs and expectations of all our stakeholders involved in our value chain into consideration.

## **CORPORATE SOCIAL RESPONSIBILITY POLICY**

As Mars Logistics,

Based on the awareness that we have responsibilities not only towards our customers and employees, but also towards the entire society, we implement continuous social responsibility projects in various fields such as environment, education and equality. We support our employees to participate in the social responsibility projects voluntarily.

## **HUMAN RESOURCES POLICY**

As Mars Logistics,

We ensure in employing the right people for the right job regardless of religion, language, race, gender or disability; to increase employee satisfaction; to strengthen corporate loyalty and develop efficiency; to ensure participation in the decision making process by providing an environment for self development.

## **BUSINESS CONTINUITY POLICY**

As Mars Logistics,

We identify the existing and future risks that may disrupt our business processes and aim to ensure the continuity of our services by giving priority to human life in any extraordinary situations.

## **TECHNOLOGY POLICY**

As Mars Logistics,

We research, produce and use innovative and ever-developing technology. In this way, we aim to contribute to the development of operational efficiency and digitalization through efficient solutions and rapid support.

## **COMMUNICATION POLICY**

As Mars Logistics,

We aim to ensure that information is shared among all stakeholders in the right time and with the right communication means.

## **SUPPLIER RELATIONSHIPS POLICY**

As Mars Logistics,

To build long-term business relationships based on mutual trust and cooperation, we aim to cooperate with the suppliers doing their business fairly and honestly in accordance with the applicable legislation and our ethical principles, having high economic, social and ecological awareness and the structural and financial strength to contribute to the competitiveness of our company, conducting operational processes that we can observe, giving importance to information security and demonstrating the ability to fulfill customer expectations.

## **SPONSORSHIP POLICY**

As Mars Logistics,

To ensure social benefit, we support educational institutions, student communities, sports clubs, non-governmental organizations and activities organized by the public and private sectors in line with our corporate image and values.

## **FINANCIAL AFFAIRS POLICY**

As Mars Logistics,

We aim to ensure efficient monitoring of our main operating revenues and receivables and liquidity assurance, obtain financial sources with minimum costs, fulfill our obligations on time, support investment plans by considering the cost opportunities, conduct financial control, record our activities in accordance with the Tax Procedure Law, International Financial Reporting Standards and Turkish Accounting Standards and the generally recognized principles and prepare reliable financial statements that demonstrate the operating results accurately.

## **ASSET MANAGEMENT POLICY**

As Mars Logistics,

We aim to ensure that buildings, equipment and materials provide services to the environment and the nature within the optimum product life cycles and with the best cost and quality.

## **SOCIAL MEDIA POLICY**

As Mars Logistics, on our official social media accounts and other social media channels;

- We are transparent, honest, and constructive in our postings and/or comments.
- We believe in freedom of expression; and tolerate any and all expressions that do not breach our values, reputation and legal rights.
- We comply with the code of ethics and copyrights.
- We protect the corporate culture that we have adopted in all communication fields in digital channels as well.
- We respect to the information security of all of our stakeholders including our customers and suppliers and we encourage our employees to this end.
- We consider social media as a strong communication channel and evaluate all comments and takes actions if and when necessary.
- We do not allow for posting of any confidential information and documents as well as any expressions, voice records or videos humiliating, degrading, or offending any person, entity, religion, belief, race, gender, or culture, or pointing them as a target.
- We do not post any content that encourages or incites violence, spreads fear, impairs the principles of equality and justice, degrades the human honour or glorifies or calls for discrimination.
- We never use any political contents and never give place to the propaganda of such political formations or segments.
- We reserve the right to delete any comment or to ban any user at any time and for any reason whatsoever, with or without prior notice.

## **FLEET MANAGEMENT POLICY**

As Mars Logistics, we take any and all necessary actions for the following purposes:

- Conducting our road freight activities in compliance with the laws, international transportation rules and company procedures.
- Identification of our responsibilities related with fleet management processes and conducting such processes with our employees having the required qualifications and trainings.
- Ensuring the health and safety of our operations, drivers and other people we interact with, and to identify the risks and the measures to mitigate such risks in order to prevent any possible work accidents and other events.
- Providing services with vehicles adequately equipped and meeting the other requirements.
- Improvement of our processes by taking the technology and industrial best practices into account.

## **SALES AND MARKETING POLICY**

As Mars Logistics,

- We adopt a fair and principled trade approach.
- We do not compromise the principles of the corporate policies, we give importance to communication with our business partners and customers and provision of information timely and accurately.
- We take customer satisfaction as basis; and we offer effective solutions by correctly understanding the needs and requests in customer relationships.

## **COOPERATION POLICY**

As Mars Logistics,

We aim to create foster sustainable partnerships based on mutually beneficial relations.

## **PURCHASE POLICY**

As Mars Logistics,

We aim to provide acquiring the right product and service at the right time, at the right amount from the right place at the right price.