

1. Sustainability Policy

Türk Hava Yolları A.O. ("Turkish Airlines") declares its Sustainability Policy, which has been prepared in line with its sustainability strategy, with the aim of bringing together its employees, customers, suppliers, subsidiaries, all business partners, and shareholders around a common goal.

Our Company's Sustainability Policy has been established within the framework of our sustainability strategy and the priority issues identified by considering the expectations of our stakeholders.

Adoption of Corporate Management Culture

Adopting the Corporate Management Principles as its corporate culture, Turkish Airlines complies with the national legal requirements, other national and international requirements, and the aviation sector regulations, with which it is liable to comply, and develops methods going beyond the national and international rules where applicable.

It works to detect the risks that may jeopardize the continuity of all its activities, products, and services as well as the opportunities that may support its development in advance, to determine the correct actions for the detected risks and opportunities, to implement such actions, and to manage the risks and opportunities.

Climate Change Combat

Turkish Airlines is fully aware of the impact of the aviation industry on the climate change. Therefore, it acts being aware of the importance of the work carried out to decrease the carbon footprint.

It supports the fuel efficiency initiatives and takes measures to decrease the greenhouse gas emissions to decrease and eliminate the factors that may worsen the climate change. It supports the sustainable biofuel research and development works.

Responsible Growth

Acting with the awareness that global resources are limited, it focuses on reducing its environmental impacts and increasing resource efficiency in its operations.

It takes preventive measures against noise pollution and waste generation. By prioritizing the use of sustainable products through a life cycle approach and supporting recycling, it ensures the minimization of waste.

It also motivates its suppliers and subsidiaries in line with this approach. It places importance on the protection of natural ecosystems and biodiversity.

Adding Value to Stakeholders

Turkish Airlines provides all its customers with the highest possible standards in terms of flight safety and security, and designs, implements, and audits all its processes with the same level of care to ensure that these standards are applied in a sustainable manner.

It continuously monitors customer satisfaction, measures it periodically, and carries out the necessary activities, designs projects, and implements them in order to increase customer satisfaction.

It continuously monitors employee engagement and satisfaction by conducting measurements at regular intervals, and offers an enhanced employee experience by developing projects to increase satisfaction.

It provides its employees with the most up-to-date human resources and sector practices that contribute to the corporate culture. By maintaining their health and motivation at the highest level, it invests in their personal and professional development.

It ensures the confidentiality, integrity, and accessibility of information in accordance with national and international legal requirements, and develops projects to ensure the security of information belonging to all its stakeholders.

Inclusion and Equal Opportunities

It ensures equal opportunities in human resources selection and evaluation processes. It aims to increase the employment and representation of women in operations and governance and supports national and international projects in this area.

It embraces diversity and inclusion as a fundamental value. It views the diverse cultures, experiences, ages, disabilities, thoughts, and beliefs of its employees as a corporate asset and aims to create an inclusive work environment in all processes.

Adding Value to Society

It respects the universal human rights and complies with the laws and regulations in force in every country in which it operates.

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It respects the cultures, traditions, histories, values, and social norms of the societies in which it operates, and considers the expectations of all concerned parties. Aware that corporate social responsibility is universal, Turkish Airlines supports appropriate social responsibility projects.

Compliance with Ethical Conduct Principles

It defines the policies, principles, and rules all its employees and managers are liable to comply with.

The acquisitions it has gained through ethical conducts and the fight against corruption serve the purpose of becoming the identity and course of conduct of Turkish Airlines employees in the long run.

Sustainable Growth and Profitability

While expanding all its activities, products, and services, the company aims to create value for everyone in the community and adopts sustainable growth strategies by responsibly managing its environmental and economic impacts.

It contributes to local economic and social development in the regions where it operates through its extensive flight network.

Support to Innovation

It aims to modernize its fleet with new generation aircraft, increase fuel efficiency, and reduce emissions and noise levels.

It follows the technological developments continuously and supports the innovative projects.

Continuous Improvement

It monitors and measures the development of its sustainability performance. It reviews its practices and Sustainability Policy in line with the performance results, and updates and shares the same with the concerned parties when necessary.

It works to improve its sustainability performance continuously. It develops its sustainability strategy continuously in line with the expectations and interests of the stakeholders.