

Quality & Information Security Policy

The purpose of the policy is to create a guiding guide for ZECA BANK® employees and all stakeholders by reflecting the quality and information security of the organization and its stakeholders in all its work and operational activities.

- With the shared participation of our employees and a commitment to total quality and continuous improvement, we aim to transform our industry experience, expert staff, and technological infrastructure into customer satisfaction.
- Our quality policy is to provide our customers with a competitive advantage by providing a differentiated, safe, timely, and cost-effective service that exceeds their expectations within the framework of standards and legal regulations.
- We establish and monitor our goals and objectives in a continuously improving manner, providing all the necessary resources to achieve them.
- Through our quality campaign, we ensure zero waste, zero carbon, and a green climate, ensuring the value of our world for all employees and stakeholders, and promising a clean environment for future generations.
- By developing our employees' expertise, we ensure customer satisfaction, customer expectations, and supplier performance, and contribute to their development.

ZECA BANK® considers that the services it offers contain sensitive data. Therefore, through its ISO 27001-compliant Information Security Management System (ISMS), it conducts controls under the following headings.

- Continuity and control of the confidentiality, integrity, and accessibility of information assets are ensured.
- Information Security policies and procedures are kept in writing in the document management system. All employees are responsible for complying with these documents. To raise awareness, our employees receive regular Information Security Awareness Training every year.
- Uncontrolled access to information is prevented, and the confidentiality of corporate information is ensured in personal and corporate communications, as well as in contracts and information exchanges with suppliers, customers, and third parties.
- Compliance with legal requirements and legislation is monitored to ensure the security of information assets.
- Asset and risk inventories are regularly reviewed, and risks and related actions are monitored.
- Services that support business continuity are created in Information Technology infrastructure and applications, and business continuity plans and scenarios are implemented. • Senior management assigns responsibility and authority for periodically reporting the performance of the Information Security Management System within ZECA BANK®. Performance is monitored by supporting continuous improvement.
- Senior management is committed to meeting legal, contractual, and compliance commitments related to information security, operating and continuously improving the information security management system efficiently, and aligning operational and administrative processes with information security objectives, within the limits of its resources.

ZECA BANK (Head of Management CEO)
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