
Arçelik

**Civil Society
Cooperation
Policy**

1. Purpose

This policy aims to organize Arçelik's cooperation procedures with nongovernmental organizations for its social responsibility projects and employee volunteering activities.

2. Scope

This policy covers all kinds of projects, collaborations, and employee volunteerism that Arçelik carries out with nongovernmental organizations. The donations to nongovernmental organizations are governed by Arçelik's Global Donation and Sponsorship Policy. (Arçelik's Global Donation and Sponsorship Policy requires that a risk-based due diligence is carried out recipients before a donation decision is made.)

3. General Principles

A sustainable world is only possible with our progressive measures. Through the use of our technology and our collaboration with NGOs, we are taking concrete steps towards realizing the sustainable world of tomorrow by improving our planet, life and business practices.

We are striving to build a sustainable world with our technologies improving the future. In line with our 2030 objectives and within the framework defined in the Corporate Citizenship Policy, our Civil Society Cooperation's priority areas are as follows:

- Sustainable life (environmental protection, fight against the climate crisis, energy, waste, plastic, food waste and healthy living).
- Technology and Digitization
- Education – Equal Opportunity
- Gender Equality

We carry out social responsibility projects with NGOs operating in these fields. Additionally, we are launching innovative ventures through new partnerships. We support corporate volunteerism by including our employees in these social projects.

Nongovernmental Organization Cooperation Criteria:

The general characteristics required for cooperation with nongovernmental organizations are as follows:

Legal Entity: The NGO must have a legal entity defined by the law.

Transparency: The NGO must be transparent to the public in its activities, budgets and decisions.

Accountability: The NGO must be accountable for its decision, action and budget. It must share its annual report, the names of its board members and annual balance sheet with the public.

Political Neutrality: The NGO must be politically neutral. It must not have any direct or indirect association with a political position, a political party or a group.

Ethics: The NGO must abide by ethical rules in all its dealings.

Reputation: The NGO must be a reputable, known, recognized, accepted and supported organization.

Capacity: The NGO must have competent and qualified human resources to ensure the effective management of projects.

Compatibility with Arçelik Focus Areas: The NGO must operate in the focus areas that are prioritized by Arçelik's 2030 sustainability goals.

4. Process Management

- Requests to cooperate with a civil society organization may come from departments or individuals.
- The relevant department or individual will first evaluate the request in accordance with the general principles set out in this policy.
- They should then deliver information about the NGO deemed most appropriate to the Global Communications Directorate, including the rationale behind the cooperation, budget information, the collaboration scope and the approval email information of the Level D manager to which it/he/she reports.
- The Global Communications Directorate evaluates the request in accordance with the Corporate Citizenship Policy and examines the civil society organization thoroughly.
- If it deems the collaboration appropriate, the Global Communications Directorate requests the opinion of Koç Holding for the cooperation.
- If the opinion is positive, the Directorate will respond positively to the relevant unit by defining the scope of the cooperation.
- The relevant unit will manage all documents and processes, such as budgets, product support, services and contracts to be provided to the NGO. Prior to the payment, the department to cooperate with the NGO is responsible for notifying and approving the Level-C manager to which it reports.

- All matters such as the rights and obligations of the parties involved under the scope of the cooperation, logo usage, content sharing and project design must be shared with the Global Communications Directorate before contacting and taking action with the NGO and the cooperation details must be agreed to. The cooperating department is responsible for this process.
- Upon receiving the request for cooperation, the Global Communications Directorate shall respond to the relevant person or unit at any stage of the process if it deems the collaboration negative.
- The Global Communications Directorate's decision is binding.
- If a donation is made to the NGO in return for cooperation, the necessary donation procedure must be followed within the framework of Arçelik's Global Donation and Sponsorship Policy. An approval for cooperation does not mean an automatic approval for donation.