



**KOCAER STEEL
COMMUNATION POLICY**



Kocaer Steel

In order to determine the standards and expectations required to create a strong communication structure based on the principle of honesty, transparency and professionalism in all internal and external communication processes of the company;

- Adopts the principle of transparency and accuracy in communication. Encourages the sharing of Real, accurate and up-to-date information in internal and external communication. Transmitting misleading or manipulative information is completely unacceptable.
- Strictly complies with universally accepted ethical principles and the Code of Ethics Booklet in all communication processes.
- Protects the confidentiality of customer information, trade secrets, employee data and other sensitive information. During communication processes, confidential information is shared only between authorized persons and full compliance with relevant laws is ensured.
- Adopts the principle that communication is not one-way, but mutual and interactive. Creates an open communication channel with employees, customers and other stakeholders and encourages the process of giving and receiving feedback. Makes continuous improvements by taking this feedback into account.
- Promotes effective communication between different cultures and language groups. Respects cultural diversity and creates an environment where everyone can express themselves in communication processes. Does not discriminate based on race, gender, religion or other personal characteristics.
- The methods to be used when communicating with stakeholders are included in the Stakeholder Participation Policy and Communication Procedure .
- Communication methods used in emergencies are included in the Emergency Procedure and Communication Procedure .
- Preferably uses internal communication platforms such as e-mail, instant messaging, meetings, etc. for internal communication.

- In external communication, communication with customers is usually carried out via email, telephone or face-to-face meetings. Social media platforms are also used carefully by individuals representing the Company.
- Ethics Policy , Anti-Bribery and Corruption Policy , Donation and Aid Policy , Human Rights Policy and Competition Policy can be contacted via the Ethics Line.

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