

We care and create solutions for you!



C&C
ETHICS HOTLINE & UNETHICS DISCLOSURE MANAGEMENT SYSTEM
SERVICE CATALOGUE

A. OUR SERVICES

1. Ethics Hotline Management System
2. Ethics Code System

B. OUR SOLUTION PARTNERS

1. Vodafone
2. CeoTech
3. Gonca Grubu
4. Alibaba Mice

OUR SERVICES



A. ETHICS HOTLINE MANAGEMENT SYSTEM

Definition of Ethics Hotline;

The Ethics Line service is an ethics hotline where Company employees, Company customers, and 3rd party service providers may report such violations if they are exposed to an unethical situation or are caused in person and in breach of the ethical culture determined by the Firm.

Conditions for Using Ethical Hotline Services;

- Our Ethical Line telephone consultancy services are provided between 09:00 and 21:00 on weekdays and weekends. The ethics hotline is provided to the employees of the company continuously throughout the year. The service is provided within the specified hours, also on holidays and public holidays. Ethical line service is provided 24/7 if the company is producing and if the ethics line is requested to serve 7/24.
- All notifications shared through the ethics hotline are shared with the Company officials Anonymously. The personal information of the company employees is not shared with the Company officials. It is extremely important for our company that the employee feels safe.
- Within the scope of the ethics hotline disclosure management service, apart from receiving the notifications by telephone, it also includes consolidating the notices shared from different channels and sharing them with the Company officials as often as a report. These channels are listed below and can be shaped according to the needs and demands of the Firm;
 - **E-Mail Group**
 - **Online Unethics Disclosure Form**
 - **Web based Unethics Disclosure System**
 - **Whatsapp**
- Our ethical hotline service contract is made with the Firm for 1 year. Throughout this process, the scope of the service includes consolidating and reporting reports from ethical lines and different channels, creating poster content for the Company on monthly and different Ethical themes, and training all employees twice a year.
- Our ethics hotline service is available not only in Turkish but also in English, Arabic and Russian languages.



B. ETHICS CODE SERVICE

Definition of Ethics Code Service;

The ethical code generation service consists of establishing ethical standardizations that meet the needs and expectations of the Company and reflect the Company's cultures in the most accurate way, share the notices received in line with the team to be established with the right employees, share them with the Ethics Board and complete the year-end Ethical Manifesto.

Creating an Ethical Code Service Detail;

- The first step in ethical code generation service is to consolidate incoming reports. All reports received through the ethical line, notification e-mail group, online notification form and Whatsapp notification line are gathered on a single platform and shared with the Company officials via the notification form. This sharing takes place in 2 ways;
 - **The files are sent to the company officials in an encrypted way by mail.**
 - **Unethics disclosure forms are drawn by Company officials through the online notification system entered with a user name and password defined specifically for each Company.**
- If the company does not have ethical standardization, ethical standardization is created after the min 2 max 5 workshops to be attended by the authorized persons to be selected from each department.
- If the Company does not have an Ethics Committee, the Ethics Committee will be formed after the elections to be held meticulously after the trainings and seminars to be given by the C&C expert team.
- After the disclosures are consolidated, an “Ethical Road Map” is created for each denouncement along with the denunciation forms and the evaluation is shared with the Company officials.
- Every month, the Firm's Ethical Risk map is prepared and an Ethical Report is created after a detailed examination of what has been done about notices, improvements and how they have been shared with employees.
- At the end of the year, all ethical reports are co-consolidated and the Firm-specific Ethical Manifesto is shared with all Firm employees on a web-based platform or on the Firm's own intranet.

C. OUR OTHER SERVICES COMPLETING THE ETHICAL CODE SERVICE

Upon the request of the Firm, different and complementary services are provided for the following;

- **Consultancy services for increasing the number of unethical disclosures.**
- **Reward and incentive programmes.**
- **Mobile applications or web based applications.**
- **Workshop, trainings and in-company seminars.**