

# Informatics Ethics and Law

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Corporate Ethics

9

# Institutions and Organizations

- The concepts of morality and ethics have been thought and developed only for people for long periods, and institutions and organizations have not been thought to have ethical rules. The reason for this can be explained by social developments.
- During the times when the countries were ruled by the sultan or kings, the behavior of the ruler was not expected to behave ethically, since his behavior could not be questioned. This is still the case for countries that are similarly managed today. Institutions and organization have started to form in parallel with the development of democracy.
- We use two words: institution and organization. The meanings of these two words in our language are defined:
  - **Institution**: The structure or union, which is generally related to the state,
  - **Organization**: Everything established with service, production, consumption objectives and duties to society.

# Unethical Behaviors of Institutions -I

## The Bank is Sacking Rumor

In 1992, a private bank collected significant foreign currency deposits from the public with the advertisement of high interest yield. After a while, rumors began to circulate that the bank was sinking. Upon these rumors, depositors attacked the bank and stopped taking the interest they deserved.

## Manipulation on the Stock Exchange

We frequently read the news that some individuals and organizations in the world stock exchanges have consciously reduced the value of their stocks and then collected low-priced shares.

## Customer Identification Information

A well-known company of our country's retail market has produced a special card for the company to develop customer relations and acquired 1.5 million customers. The company that developed this infrastructure used the card system for a while and sold it to a bank with customer information for \$ 75 million in 2002.

## Commercial Ambition

It has been determined that there are companies that indirectly exceed the trade ban imposed by the country due to commercial ambition. The behavior of such companies is wrong with the law as well as ethical.

# Unethical Behaviors of Institutions -II

## Misleading the Measuring System

The system for misleading the system that measures the harmful gas emission developed by one of the world's leading German car manufacturers to show the harmful gas emission of the vehicles it produced was noticed in the USA in 2016. This event caused great turmoil in the world. This behavior, which is also wrong in terms of law, was punished with a fine of 15 billion USD. After the truth came out, he had to leave his post as the general manager of the manufacturer. This event caused the interest in diesel engines to decrease worldwide.

## One Time Taxes

After some sad events in our country, governments impose temporary taxes. Citizens think that these taxes are intended to overcome the suffering of the incident and accept the tax. It continues to be levied even if the wounds of the incident that took place many years after this tax was put into practice. Since citizens do not have the power to remove a tax that has been imposed, they only try to speak the issue in certain environments. In fact, such practices are ethically wrong and public institutions are expected to take care not to make such mistakes.

# Institutions

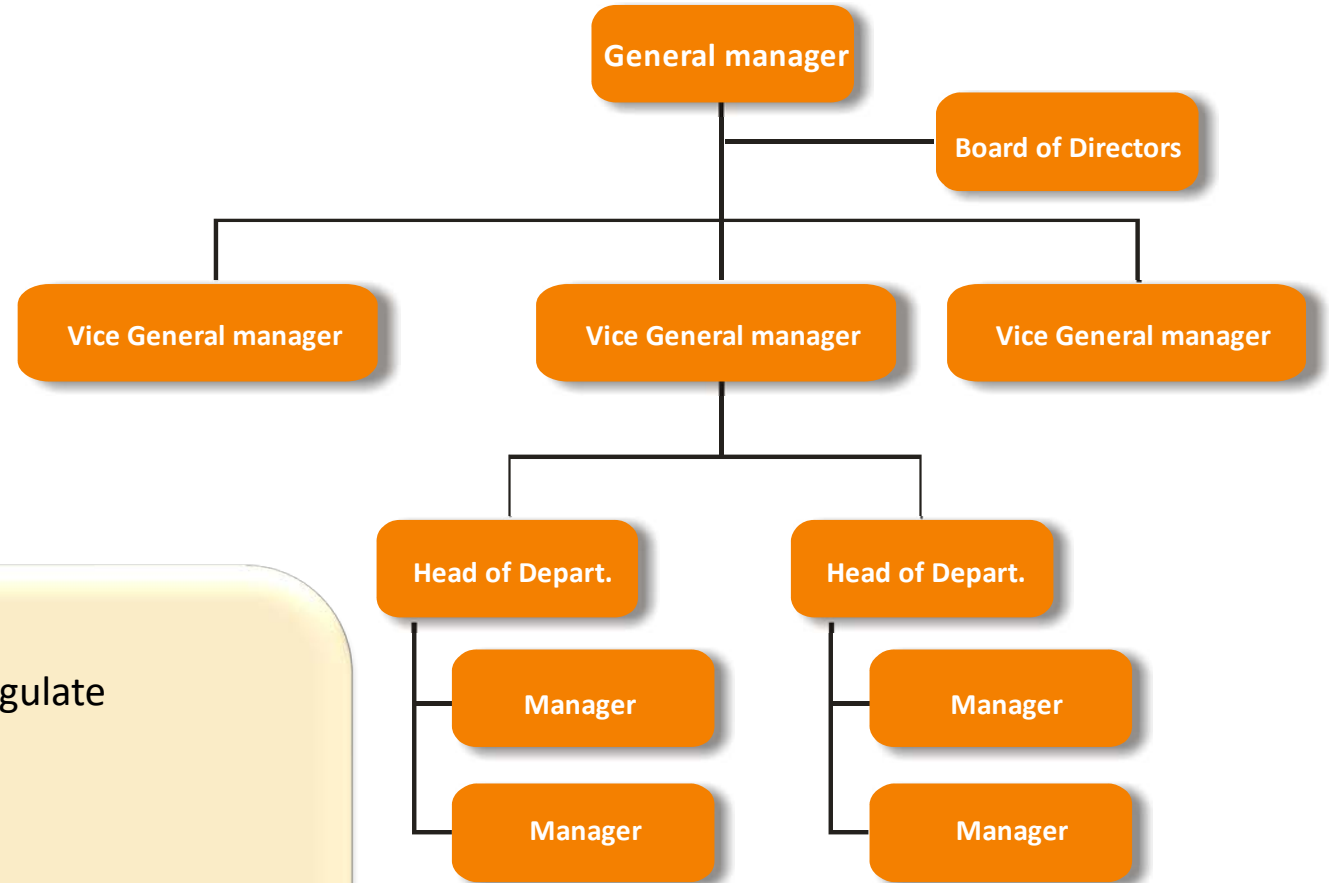
We can classify public institutions among themselves:

- Directly affiliated institutions: Finance, Population Administration, etc.
- Public partner institutions: Public banks, airline company, hospitals, etc.
- Semi-autonomous organizations: Universities etc.
- Municipalities

## Institution Rules

Whether it is a public or non-public institution, they regulate their own rules in order to introduce. These rules are;

- Service policy of the institution
- Service-related guidelines
- Duties and responsibilities of employees
- Methods of rewarding successful personnel and condemning failures
- Corporate ethics rules
- Penalties to be applied to those who break the code of ethics and
- Includes recruitment and dismissal rules.



# Duties and Responsibilities of Institutions

**Obligation:** Behaviors that an institution is obliged to do. Being correct, honest and fair are indispensable forms of behavior for institutions. In accordance with its duty, the services that should be provided to the society are the services that the institution must provide. It cannot be avoided to provide these services, it is not a favor that it provides the services to the society. Institution managers should teach their employees the necessities of the institution and internalize them. It should warn employees who make mistakes and punish them if necessary.

**Responsibility:** Institutions bear responsibility for every service they provide. They should inform the community about why and how they provide their service. They should take responsibility for any mistakes or omissions in their services. An organization with a sense of responsibility will try to continue its services more properly as it knows that the services it provides will be judged by the society. The responsibilities of the institution should be taught to every employee in the institution and a sense of responsibility should be created. Particular efforts should be made to ensure that people who maintain the organization's relationship with the community have access to this awareness. Those who cannot show their responsibility towards the society should be warned and punished when necessary.

**Care:** The services that an institution will provide to the society must be prepared carefully. There may be errors and deficiencies in the services provided. However, the care taken during service delivery can reduce the impact of these errors. Since the external face of the institution is human, it can be considered normal to have mistakes. Careful preparation of the way services are provided within the organization will minimize individual errors. Those who act sloppy of the service providers should be warned and punished if necessary.

**Condemnation or Rewarding:** While institutions that serve the society well are praised by the society, those who give bad services will be condemned

# Institutional Responsibilities to Society

- To give priority to human rights, democracy and respect in the services provided to the society.
- To provide services equally, without religion, language, race, all kinds of beliefs, gender differences and geographical discrimination.
- To accept his service as a duty, not a favor.
- To treat citizens fairly, honestly and in good faith. Thus, to increase the prestige of the institution in the society.
- Always maintaining love and respect in their relationships with citizens.
- To always be tolerant towards citizens.
- Making improvements to improve service quality. To this end, to provide services effectively and on time. For this reason, to develop methods and procedures that will not only provide the services but also provide them better.
- Avoiding conflicts of interest.
- Being transparent to the public and giving information and account when necessary.

# Internal Responsibilities of Institutions

- To work to improve the quality of the services it provides. To do this research. Trying to raise the level of education, knowledge and manners of its employees.
- To create a sense of responsibility in the organization and internalize it to its employees.
- To establish justice, equality, freedom, honesty, reliability, respect and legal rules within the organization.
- Establishing a relationship of love and respect among those working in the institution. To ensure that colleagues have a desire to develop.
- To be tolerant to employees of the institution, to accept that people have different emotions, thoughts, behaviors, attitudes, and action styles.
- To ensure that the employees of the institution use the resources of the institution in the most efficient way.
- To value the employees of the institution, to enable the development of personalities freely and completely.
- To ensure that the superiors are outspoken against their aces and the aces against their superiors.
- To give employees jobs and loads compatible with their abilities.
- To pay for the labor of their employees in proportion to their labor.
- To regulate the relations between subordinates and superiors in accordance with the institutional rules and general community rules.
- To prevent conflict of interest of employees.
- To prevent employees from receiving gifts and providing benefits.



# Ethics for Public Institutions - I

Universal ethical rules that public institutions must follow are published by some institutions. One of these publications was made by the TGNA (TBMM). Another study T.C. It is an ethical guide prepared by the Prime Ministry Public Officials Ethics Committee. This publication first describes what ethics is, then professional ethics and ethical rules that should be applied in the public.

**Justice:** Justice involves treating equals equally. From the perspective of the institution, justice personnel are entitled to their rights in proportion to their contributions to the institution; It is also a punishment for the rate of being against the rules.

**Equality:** It specifies the limits to be applied in the distribution of benefits, troubles and services. It is a concept integrated with the concepts of equality, honesty and justice.

**Honesty and Truth:** Honesty involves accuracy, but it is a different concept from it. Truth is telling the truth, that is, adapting our words to the truth. Honesty, on the other hand, is to adapt the truth to our words, that is, to stick to our word and to realize our expectations.

**Impartiality:** Impartiality or objectivity is the ability for a person to see individuals or objects as they are and to separate this image from the image created by the individual's own desires and fears.

**Responsibility:** It is defined as the fulfillment of a certain task in the desired quality and quantity. There are usually two types of responsibilities. The first one is “**being responsible**”, which includes accountability to superiors. The second is “**taking responsibility**” which means undertaking to do a job.

**Human Rights:** What a person owns due to being human; are personality rights that are inviolable, non-transferable and indispensable. Understanding human rights well and respecting the rights of individuals is an element that should be among the professional values of an employee.

# Ethics for Public Institutions - II

**Humanism:** Humanism is defined as the whole of thoughts and efforts aimed at the development of the human society and the further empowerment and liberation of the human race, aiming at the human being to be grown in many ways, to be freely active, to use their creative powers and abilities.

**Loyalty:** It is defined as the employees' loyalty to the institution and they want to stay in the institution.

**Rule of Law:** It is the rule of law in society.

**Love:** It means that a person has a creative relationship with himself and others. Responsibility for love requires care and respect, respect and knowledge, and willingness for someone else to grow and develop.

**Tolerance:** Tolerance is to understand, to know, to respect humanity. It is to accept that people have different emotions, thoughts, behaviors, attitudes, and action styles.

**Respect:** Respect is the ability to see a person as it is and to recognize it in its original individuality.

**Frugality:** To keep the institution alive in accordance with its goals, by using the human and substance resources in the institution in the most efficient way.

**Democracy:** Democracy is a form of government that gives importance to people as a value and enables the development of human personality freely and completely.

# Ethics for Public Institutions - III

**Positive Human Relations:** Positive human relations in management are necessary both for realizing the intended production and ensuring the satisfaction of the personnel. In this sense, human relations in management is the ability for people to work effectively with people. For healthy human relationships, it is necessary to understand the weaknesses and needs of individuals as well as their abilities and powers.

**Raising Service Standards:** One of the most important duties of all public officials should be to increase the quality of the services provided to citizens and to provide effective and timely service. For this, it is necessary not only to do the given work, but also to have a creative approach to how these works can be done in the best way.

**Openness:** The superiors must be straightforward against their subordinates, and the subordinates must be frank against their superiors.

**Rights and freedoms:** The concept of freedom is the freedom of the individual to do or not to do something. The concept of right has a broader meaning than freedom. This term includes not only freedom, but also some demands from the state or society.

**Giving the right to labor:** Labor is the head and arm power that the employee spends. Employee's labor is paid by the institution's payment. The payment is the return of the value it deserves from the increase in the value created by the employee with the labor he / she spends on production for the production.

**Resisting illegal orders:** Public officials should be in a strict attitude in terms of not fulfilling orders that are considered criminal in terms of law. The officer, who thinks that the order given is unlawful, must report this violation and ensure that the order is given to him in writing. Thus, the superior, who gives unlawful orders, is assumed to assume the responsibility arising from the issuance or fulfillment of this order.

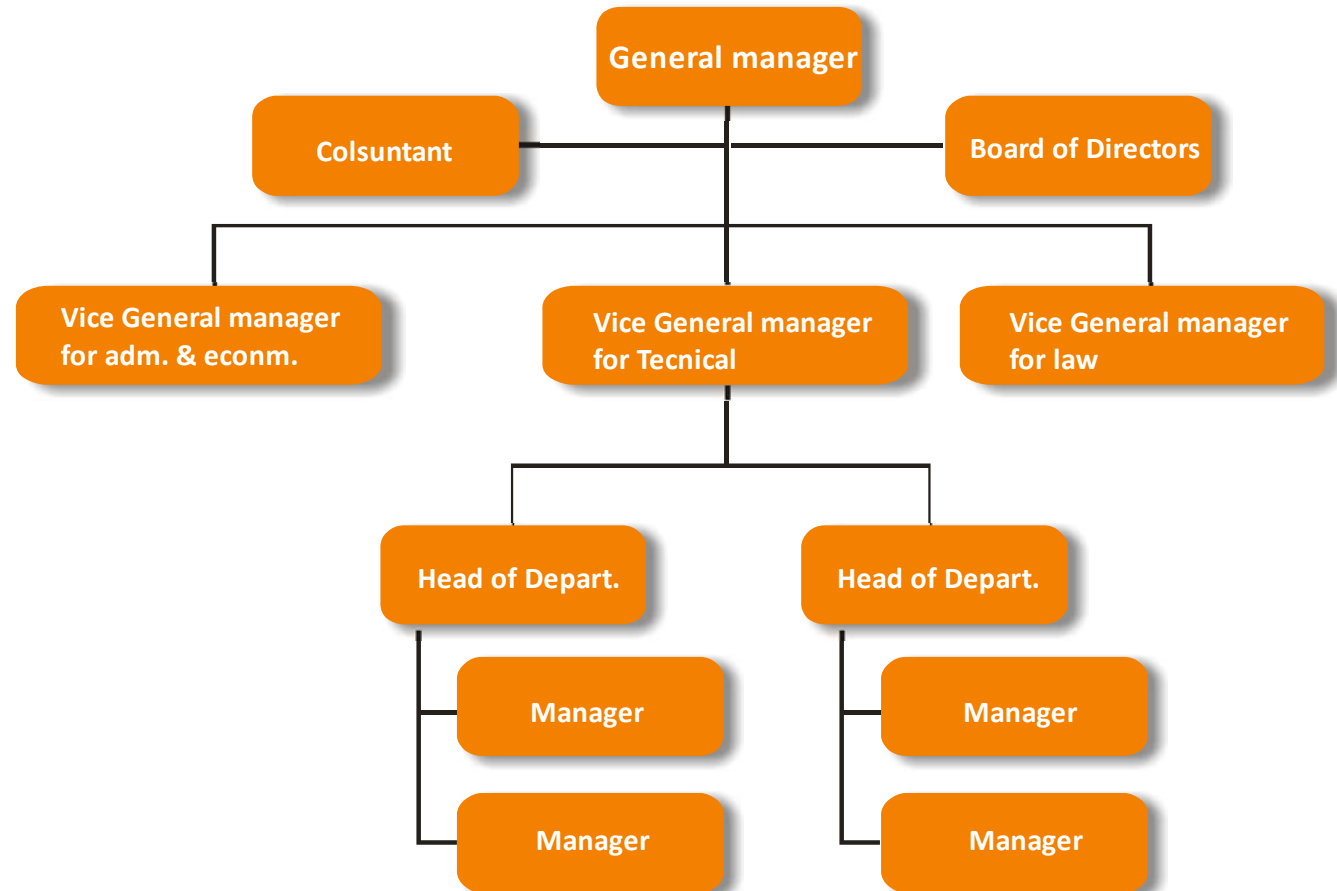
# Sample Ethical Rules for Institutions

The ethical principles published by some municipalities are very similar, an example is given below:

- Always follow high ethical standards and work to increase public trust in the public and public officials in the public interest.
- To act in accordance with written rules, ethical principles and values while fulfilling its duties, obtaining and using public resources, and purchasing goods and services from outside.
- Respect the colleagues and those who benefit from the service, behave impartially and fairly.
- To consider the opinions of colleagues and service users and to include them in the decision making process.
- To appreciate and announce the good work of their colleagues.
- Not to use public office and resources for personal benefit, not to benefit relatives, spouses, friends and relatives privately from public services.
- To be careful about possible and real conflicts of interest, to keep themselves and their relatives away from situations where they can benefit.
- To take responsibility for the consequences of their behavior and decisions.
- Filling out the goods declaration forms in a timely, complete and correct manner, in case of an increase in assets, to report this in time.
- Not working in an income generating job outside of public office.
- Not having a special business relationship with the person or companies that are connected with the institution they work for.
- Not to buy gifts from those who have a business, service or interest relationship with the institution in charge, to stay away from opportunities such as scholarships, travel, free accommodation and meals.
- Avoiding doing private works during working hours.
- To warn other public employees whose behavior does not comply with ethical principles, and if there is no result, report the situation to the competent authorities.

# Organization

- Organizations are structures established to offer a particular service or product to their customers. Organizations are established with a certain capital. The expectation of those who invest the capital is to make a profit. Therefore, the main goal of organizations is to make income and accordingly profit. We assume that the organizations involved have a large number of employees.
- It is up to the decision of those who establish the internal order of an organization. However, today we see that organizations are structured similar to public institutions. There is a general manager at the top of each organization. The assistants of the general manager are selected from experts on certain issues.
- Organizations offer services or products to their customers by nature. Therefore, the organization has responsibilities towards the partners who provide its capital and towards the customers. They have to successfully maintain responsibility in both directions. If they cannot satisfy customers, they cannot sell services or products and earn money. If they cannot earn money, they cannot distribute dividends to shareholders.



# Duties and Responsibilities of Organizations

**Obligation :** Behaviors that an organization is obligatable for. Being correct, honest and fair should be the basic principles of behavior for organizations. It is the primary duty to serve customers and sell products in accordance with its establishment purpose. In addition to this task, it must provide profit to its shareholders. While doing these works, it has to comply with the regulatory laws and regulations related to the line of business.

**Responsibility:** Organizations bear responsibility for the products and services they sell. They need to inform the community about the products they sell and the services they provide. It is important that this information is accurate and not deceptive. They should take responsibility for any mistakes and omissions in the services they sell.

**Care:** The services that an organization will provide to the society and the products it will sell must be carefully prepared. There may be errors and deficiencies in the services provided. However, the care taken during service delivery can reduce the impact of these errors.

**Condemnation and Rewarding:** The services and products provided by the employees of the organization should be rewarded when successful, and condemned when found faulty.

# Responsibilities of Organizations - I

## Responsibilities towards shareholders

The shareholders that provide the capital of the corporations may be single persons or investor partners and shareholder partners. In any case, shareholder expect to make a profit in return for the money they invest. The responsibilities of the organization towards these expectant partners are:

- Giving account, keeping accounts right,
- Giving information
- Giving a share of profit in proportion to its shares.

## Responsibilities towards customers

In the free market economy, organizations work customer-oriented. To this end, they are aware that they have the following responsibilities towards their customers:

- Selling quality products and providing services,
- Being always right and honest with the customer,
- To make the information about its products and services correct and to avoid misleading information.
- Especially service providers (eg banks) are responsible for the confidentiality of information about their customers.

# Responsibilities of Organizations - II

## Responsibilities towards providers

Organizations obtain the necessary inputs from the suppliers for production. It is important to establish and maintain good relationships with those who provide raw material or semi-finished product for quality production. The organization's responsibilities to providers are:

- Being correct and honest in shopping with providers,
- Making the agreements in writing,
- Making payments as specified in the agreements

## Responsibilities towards competitors

Organizations that rival each other in the national and international markets must be respectful and honest with each other. In this context, the responsibilities they have to comply with are as follows:

- Not trying to leak information from the competitor,
- Not to transfer the technical and administrative people working in the competitor in an unethical way,
- Not to defame the products and services of the competitor,
- Avoiding unfair competition.



# Responsibilities of Organizations - III

## Responsibilities towards regulatory agencies

In short, the organizations that we call regulatory agencies may be national and international organizations. These determine the regulations and measures that they must comply with in order to offer the products and services in the best way. Organizations aim to comply with these regulations and standards, thereby gaining the trust of customers.

In some lines of business, the rules set by regulators are very effective. For example, for an organization to work in the field of finance, it is difficult to comply with the rules set by the regulatory body of this market. The work of those who do not comply can be stopped.

## Responsibilities towards the state

States establish laws that organizations must comply with. Organizations must comply with these laws. Laws determine the main duties and responsibilities of the organization. In this context:

- Employer employee relations,
- Customer relationship,
- Relations with partners,
- Relations with providers

it is placed within the legal framework. The most important responsibilities of organizations to the state are the timely and complete payments of taxes.

# Responsibilities of Organizations - IV

## Responsibilities towards commercial organizations

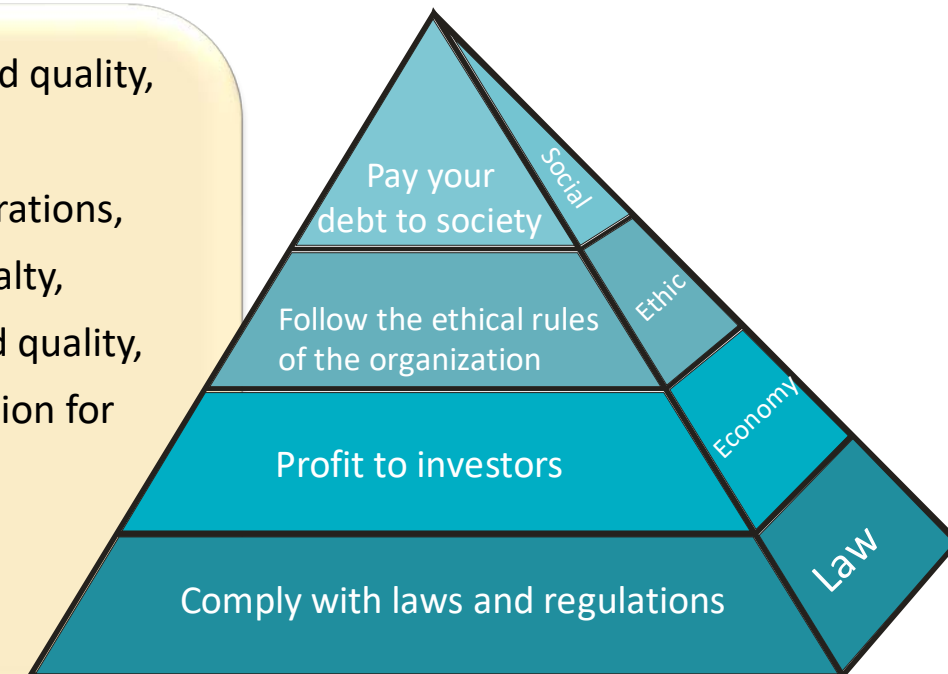
Commercial organizations are organizations established by organizations. These organizations can be considered just like professional organizations. Being a member of commercial organizations is optional. Members of the organization must act in accordance with the organization's regulations.

## Social responsibilities

Benefits of organizations that care about social responsibility:

- Increasing the image of the organization,
- Formation and increase of brand value,
- Increase in the reputation of the organization in the society,
- Increased reliability of the organization,
- Increase in the value of stocks,
- Increase in profitability,
- Ease of entering new markets,

- Increase in efficiency and quality,
- Competitive advantage,
- Development in collaborations,
- Increasing customer loyalty,
- Improving efficiency and quality,
- Being a center of attraction for a qualified workforce.



# Responsibilities of Organizations - V

## Responsibilities towards Nature and Environment

People's sensitivity to the environment increases day by day. Public administration takes measures to protect the environment and nature and publishes laws. In parallel with these developments, organizations are expected not to harm or even heal nature and the environment.

## Responsibilities towards employees

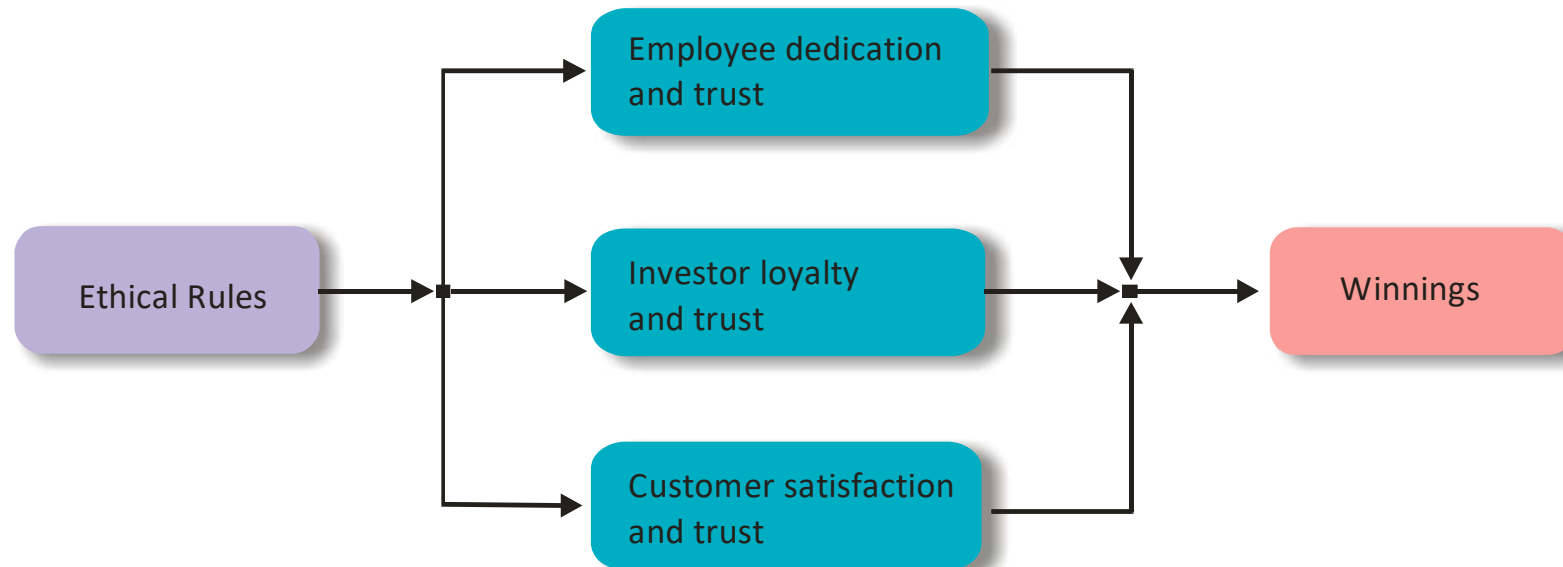
- Respect the right to work: To give employees jobs that are in line with their abilities and competencies; avoiding behaviors that would break the dignity of employees.
- Fair pay: A wage must be paid to the employee in return for his labor. Equal pay should be paid for equal work. Employee's seniority should be taken into account.
- To value the employees of the organization and to enable the development of personalities freely and completely.
- To ensure that the individual focuses on his personal education and career.
- Providing the opportunity to support open communication and participate in management.
- Adjusting and improving the working environment or conditions according to the employees.
- Creating safe and healthy conditions.
- Protecting employees from sexual harassment.
- Not to prevent the right of employees to form associations (unions) and to strike.
- Respect the right to privacy.
- Not discriminating among employees.
- Establishing justice, equality, freedom, honesty, reliability, respect and legal rules within the organization.

# Ethics for Organizations

It has been seen as a result of worldwide research that the organizations that respect and apply ethical rules are beneficial. In studies carried out according to ethical rules:

- Employees' self-sacrifice increases and they trust the organization more,
  - Investors' loyalty and trust in the organization increased,
  - Customers are more satisfied with the services and products, so they trust the organization more
- was observed.

Organizations are usually structures established by private entrepreneurs. Therefore, it should not be expected that ethical rules, which all of them must comply, are prepared from a center. However, some commercial organizations give advice and advice on these issues. Based on these suggestions and recommendations, the ethical rules of the organization and the code of conduct for employees are produced. While the rules are being developed, naturally specific additions and modifications are made.



# Model Organization Ethical Values - I

## Basic Ethical Principles

The organization listed the basic ethical rules it adopted as follows:

- Reflecting the honesty and integrity values to the business,
- Being humble, respectful and mutual understanding,
- Our actions and discourses are consistent and clear,
- Working with cost awareness (avoiding waste) and efficiency goal,
- Meeting customer needs in the best way,
- Working in accordance with the mission and aiming to achieve the vision,
- Adopting the sense of corporate belonging and institutionalism,
- Encouraging creativity, different ideas, common mind, team spirit, flexible thinking and acting in the face of events,
- Carrying out activities in a manner that does not harm the environment,
- To comply with regulations to protect occupational health and safety and to take necessary measures.

# Model Organization Ethical Values - II

## Code of Conduct

### Organization Employees;

- With every behavior; It creates a working environment where courtesy, sincerity, mutual tolerance and everyone treats each other with respect and allow open communication.
- Acts fairly and impartially in business relations from a professional perspective.
- It complies with the relevant legislation and establishment regulations in its works.
- It avoids behaviors that would damage the institutional identity and reputation of the organization.
- When it comes to meeting with institutions and individuals outside the organization due to the subject of the study, it pays attention to its clothes, behavior and appearance, which will represent the company in the best way.

## Prevention of Conflicts of Interest

- Organization employees do not engage in an activity or approach that creates a conflict of interest with the organization.
- Organizational employees do not use organizational assets for the benefit of their own interests or anyone else, inside or outside the company.
- It is unacceptable for the employees of the organization to make personal agreements with companies that may be in agreement with the Organization, to engage in personal agreements that may weaken the possible advantages of the Organization, to engage in activities or to carry out financial transactions.

# Model Organization Ethical Values - III

## Organization's Relations with Third Parties

- The organization evaluates and chooses the institutions, dealers, business partners, suppliers and representatives to which it will make agreements, by prioritizing the interests of the organization in a way that will provide the best service to its customers, in accordance with the principles of transparency and equality.
- The organization expects its suppliers to base similar principles, supports them in this regard and believes that a continuous cooperation will be established with these principles.
- It is essential to protect the interests of the organization in all commercial activities of the organization. In all kinds of transactions, the creation of a competitive environment is observed within the framework of existing laws, regulations and establishment regulations.

## Gifts and Discounts

- The employees of the organization, including their first-degree relatives (mother, father, sibling, child, spouse), gifts that directly or indirectly affect the organization's choices and decisions from the customer, supplier company or other third parties (value of a minimum wage. excludes gifts such as items, calendar organizers, etc.), commissions or gratuities, checks, real estate or securities, discounts and benefits, personal service or support, even if for charity purposes. Personal gifts and gifts to be presented by authorities that cannot be denied are recorded in the inventory of the organization.
- The undertaking of the trip and accommodation fee, participation in social, cultural, and sports activities by third parties is not justified. In case of this type of undertaking, the third party is paid according to the current price in the market or the transaction is initiated to be covered by the organization.
- Invitations that are directly related to business meetings or collaborative activities (for example lunch during the hours of a meeting, a cocktail organized afterwards, or a dinner for several days) are acceptable. Modest promotional materials that can contribute to the promotion of the organization during the visits can be given as gifts.

# Model Organization Ethical Values - IV

## Use of Organization Information and Assets

- The employees of the organization retain the information and the assets of the Organization for their personal purposes other than the services of the Company in order not to be used for personal purposes or for the personal interests of someone else. It protects the property of the organization, customers, business partners and suppliers of the organization.
- Using the assets of the establishment, no loan is given to any member of the Board of Directors and the employee, no credit is granted, no credit is given under the name of a personal loan through a third party or no collateral is given in favor of it.

## Opportunities for the organization

- It is not appropriate for the employees of the Organization to use the opportunities, the authorities and facilities of the Organization for the purpose of personal gain, and to compete with the Organization.

## Confidentiality

- The employees of the organization protect the confidentiality of the information that they are obliged to explain in accordance with the relevant legislation or that they have learned due to their duties except for public information, entrusted to the organization and / or belonging to the organization. He does not use this information for himself or others' personal gain.
- Wage information is a personal information. It is not appropriate for the employee to share his / her salary information with other employees, to try to learn the salary information of other employees or to take any action against the principle of wages confidentiality.
- Confidential information of the company is not spoken in public places inside and outside the company.
- Employees do not disclose non-publicly confidential information and documents of their previous employers to the Organization or other employees, and do not require other employees to disclose such information and documents of their previous employers.



# Model Organization Ethical Values - V

## Occupational health and Safety

The organization provides occupational health and safety at work and on the job. Organization employees act in accordance with the rules and instructions set for this purpose and take the necessary measures. Employees who act against the rules stated below are traded within the scope of the Organization Discipline Tracker.

Organization Employees:

- It takes the necessary precautions to prevent the possession or illegal goods or materials that are dangerous for the workplace and / or workers.
- It does not contain any drugs, addictive, mental or physical angels restricting or eliminating substances in the workplace, except those that are kept based on a valid doctor's report.
- Uses the special work clothes or accessories given for use in the office in terms of occupational health and safety according to the instructions.

## Behaviors Against Official Institutions and Authorities

Organization employees:

- It supports the investigations carried out by the official authorities, and answers the questions asked by the official authorities correctly and completely.
- While performing its duties, it does not offer or take bribes to any real / legal person or public institution.

# Model Organization Ethical Values - VI

## Investor Relations

- The method to be followed in all kinds of public disclosures, the persons authorized to make disclosures are included in the organizational Disclosure Policy and act in accordance with the regulations in the Institutional Disclosure Policy.
- The organization oversees and monitors the fulfillment of the obligations arising from capital market legislation and the Establishment regulations, including any issues related to corporate governance and public disclosure in investor relations

## Intellectual and Industrial Property Rights

Organization employees:

- It respects all intellectual and industrial property rights (patents, utility models, industrial designs, copyrights, trademarks, etc.) within the scope of its activities.
- It uses and protects the intellectual and industrial property rights of the organization in accordance with the regulations of the organization.
- The organization is committed to protecting the rights of employees who report their concerns and concerns in good faith, and does not retaliate against those who act in good faith. However, unrealistic notifications and accusations are processed within the scope of the Organization Discipline Tracker.

# Model Organization Ethical Values - VII

## Prevention of Discrimination and Harassment

- The organization provides equal rights to its employees, regardless of race, ethnic or national origin, gender or sexual identity, sexual orientation, age, religion, disability and any legally protected status in the recruitment and employment processes.
- The behavior and actions of the employees of the organization that violate this principle are not tolerated, and employees who harass another employee or third party on these issues are treated under the Disciplinary Tracker.

## Harassment Prevention

- The employees of the organization do not ignore the harassment of the employee, do not take protective, encouraging, facilitating actions and practices to those who do this, and take measures to prevent psychological harassment.

## Environmental Protection

Organization employees:

- Turkey and treats environmental protection awareness, and this awareness will spread to the world.
- It supports preventive approaches against environmental threats, works to promote a more effective environmental responsibility and to develop environmentally friendly technologies.
- It aims to protect and use natural resources in the most efficient way, to control possible environmental impacts, from the design stage to the end of their lifetimes, to reduce waste as much as possible and to recover it.

# Model Organization Ethical Values - VIII

## Political Activities

The organization does not support political parties, politicians or political candidates and does not donate to these individuals and organizations.

Organization employees:

- The organization does not perform demonstrations, propaganda and similar activities within the borders of the workplaces.
- He is not a candidate without resigning in local and general elections.
- It does not use the resources of the organization (such as tools, computers, e-mail) in political activities.

## Social responsibility

- The organization supports its employees to volunteer in appropriate social activities, where they will participate with a sense of social responsibility.
- Organization staff can volunteer in organizations that work for the public interest, such as associations or civil society initiatives. If this event is related to the employee's role at the Organization, Human Resources Management Deputy General Manager is informed beforehand.

## Social Media Usage

Organization employees:

- Social media, race, ethnic or national origin, gender or sexual identity, sexual orientation, age, religion, disability and any person or group of legally protected status uncomfortably approach, harass, discriminate, defame, humiliate, lie or threatening messages.
- The organization does not share information on the information it possesses or internal processes on an external social media platform.

# Model Organization Ethical Values - IX

## Use of Information Technology Resources

### Organization employees:

- Since the protection of the confidentiality of personal information of customers and employees is a primary goal, it acts in accordance with the rules and instructions set in accordance with this target and takes necessary measures.
- It maintains the confidentiality of any commercial, financial, technical and legal information it obtains as part of its works, does not disclose this information to other people and organizations, gives information as much as the business requires, and takes necessary measures to protect the confidentiality of the information. Organization employees do not take out and share the information, documents, projects and documents they have due to their duties after leaving the organization.
- It does not use wrong, misleading, exaggerated, uncertain or inappropriate information and expressions in any documents they use or create while doing their job.
- It avoids the transactions that may cause security breach, and when it encounters such a situation, it reports it to the application address described in the Information Technologies Security Directive.
- It avoids any operations that may cause systems or network communication to fail.
- It conducts corporate communication only through corporate platforms owned by the company.
- In cases where they need software for company computers, they meet their needs in accordance with the regulations of the Organization and the company uses computer resources only for business purposes.
- Personal passwords, usernames and similar identifying information used to access information technology resources are confidential and do not share with anyone.
- It pays attention to the confidentiality of information, uses the powers given to them as a duty only for the performance of this task and provides access to only the necessary information.

# Model Organization Ethical Values - X

## Compliance with Laws and Company Regulations

Organization employees:

- He / she knows the legal legislation and organization arrangements regarding his duties and acts in accordance with them.
- It is obliged to report any situation they deem or suspect in violation of the laws and regulations in effect, company regulations, to the Executive Ethics Committee or directly to the General Manager. The organization ensures the confidentiality of the identity of those who provide such information.

## Personal and Private Activities

Full-time employees follow the processes determined in the company regulations for their second or additional occupations, side activities or leisure activities, even if they do not generate income in the following situations:

- Activities or jobs that may negatively affect job performance and professional performance.
- Secondary activities that may or may appear to conflict with activities that the organization and its subsidiaries have or are planning to be located on.
- Secondary activities to be carried out using the facilities or equipment belonging to the organization or using the experience or expertise gained while working within the Organization.

## Reporting Inappropriate Behavior

Those who wish to apply to the Organization Ethics Principles Board and / or AEiK members or Ethical Consultants can report here.

# Unethical Behaviors of Institutions and Organizations-I

## Unethical Behaviors Against Employees:

**Discrimination:** To treat employees with biased attitudes.

**Favoritism:** It is the act of administrators giving privileges to some people in the institution or organization due to kinship or friendship ties.

**Bribery:** Bribery is when an official in the institution or organization receives money, goods, gifts with financial expectation, and benefits in return.

**Mobbing:** It is a manager's psychological ways of applying pressure to a person or persons.

**Exploitation:** It is the act of a manager using an employee for his own benefit.

**Insult and Swearing:** It is the insult and swearing of a manager against his employees.

**Sexual Harassment:** It is the act of making sexual harassment with words and actions of an employee of the opposite sex.

**Political Discriminator:** Especially the managers of public institutions treat their employees according to their political opinions.

# Unethical Behaviors of Institutions and Organizations-II

## Unethical Behaviors towards Other Institutions and Organizations:

**Unfair Competition:** It is the way of competing unfairly by putting its competitors in a difficult situation. Actions such as preventing competitors from obtaining business through unethical methods, and preventing banks from obtaining loans are examples.

**Product and Services Degradation:** It is the act of degrading the products and services of competitors with misleading announcements.

**Manager Transfer:** It is the act of transferring important managers of the competitor company by paying a price.

**Stealing Information:** Stealing information about the production, process and customers from the competitor is an act of having spies within the company for this action.

**Fraudulent Behaviors:** It is the act of maliciously lowering the value of the stock market by disseminating the knowledge that the organization is financially sinking, thereby deceiving partners and customers.

**Stock Exchange Playing:** It is the act of knowingly changing the values of the shares of the institution or organization traded on the stock exchange, thereby causing harm to the partners.

**Bribery:** An act of taking a tender by giving a bribe.

**Disclosure of Personal Information:** It is the act of disclosing personal information of employees or customers, which should be kept confidential, in open environments.

**Selling Customer Information:** It is the act of selling the information collected by the institution or organization to other organizations for money.

**Deceiving Due to Commercial Ambition:** It is an act of acting in any way to mislead customers, partners and society due to commercial ambition.

**Taxes with No Justification:** It is an action to continue to receive taxes that have no justification.