

ICBC TURKEY BANK A.Ş. HUMAN RESOURCES POLICY

Our human resources policy enhances the productivity and happiness of the employees, by using the remuneration, performance evaluation, career planning, training and similar human resources tools, in line with the targets and strategies of our Bank. With this understanding, we intend to create a workplace environment suitable for our employees to reveal their energy and creativity, to discover their talents. We believe that we may be able to reach our targets by a composition of staff, who considers it important to a future in a reputable bank and is conscious that his/her career will develop by well-disciplined and intense training processes and who value human relations. ICBC Turkey Bank, by its efficient and people oriented human resources policy, adopts the principle to have highly motivated employees, loyal to the institution they work at. We are aware that the position and corporate identity of our Bank in the sector, has developed by the contribution of our employees and we believe in the importance of the principle that everyone should work with a consciousness of being in a leading position in his/her job. Training courses to be given to each employee, who starts to work at ICBC Turkey, at every title and the criteria to be observed for their promotion to a higher position, are clearly defined. All our employees are informed about their career path. Employees of ICBC Turkey Bank are informed by feedbacks regarding their career development, by means of a performance assessment system. During said process, our employees are evaluated according to their personal development, competence and targets and the results are shared with them. According to our human resources policy, no discrimination shall be made among our employees for any reason, all our staff shall be treated equally.

Furthermore, premium payments are made in parallel with the contribution of our employees to our Bank and their achievements.

Recruitment Process

According to the annual workforce planning, experience and inexperienced staff are hired for required positions. As a result of evaluation of applications made through related career sites, job offer is made to the candidates who pass the examination and interview phases.

Recruitment of experienced staff shall be made as a result of interviews by related managers and our Department, with the candidates specified in related subject according to the requirements of that job. We have no examination phase for hiring experienced staff and English interview shall be made depending on the nature of related job.

For hiring inexperienced staff, in addition to the interview process; English, general aptitude and personality test, depending on the nature of related job.

MT Program

MT exam, which we make to train the managers of the future within the scope of our organization, in line with the strategies of our Bank and the conditions prevailing in the sector; is a different practice with regards to the recruitment. Among the candidates who apply for a vacancy announcement we make and who;

- are citizens of the Republic of Turkey,
- are graduated from the Economy, Business Administration, Law, Public Finance, Labor Economics, International Relations, English or American Language and Literature, Public Administration, Econometrics, Banking and Finance, Management Engineering, Computer Engineering or Industrial Engineering departments of universities, providing 4 years undergraduate education in foreign language,
- speak English fluently,
- for male candidate, completed military service obligation or postponed it for at least 2 years,
- have strong self-expression and communication skills,
- have the ability to think analytically,

those who are successful in examinations made and who are successful in collective and individual interview phases,

shall be employed at related departments of our Bank, where it is required to hire new staff.

Furthermore, for operations staff at our Branches, according to the needs, examinations are made and the candidates who can be successful in the examinations made and the interviews, shall be appointed to related positions at our Branches, following a “Basic Banking Training”.

Training Activities

Renovation and development are indispensable elements of contemporary banking. Our Bank considers these elements as a basis and has consolidated with the learning organization concept. In this context, at our Bank targeting to improve its employees and all its surrounding to who it provides services, within the scope of constantly developing system; training is the leading matter among those with the highest priority. Training vision of ICBC Turkey Bank, is based on a long term career planning perspective. Training programs to be attended by the employees according to their qualifications and competencies, beginning from the date when they start their banking career, targets are defined and implemented accordingly. For our young employees who participate in the organization of ICBC Turkey Bank; on-the-job, orientation and long term development trainings are provided and afterwards, they continue their job in related specialization areas.

And, our other employees working at our Bank complete their managerial and specialization programs, according to determined career planning, by means of the training courses they attend both in Turkey and abroad.

Our training programs cover the Career Training Programs, Personal Development Training Programs, Manager Development Training Programs, MT and Basic Banking Training programs.

Advance training courses are provided by trainers from prominent private training companies and by in-house trainers of the Bank.

Our Organizational Structure

Personnel Profile

The profile of our personnel consisting of the number of employees, rate of female/male workers, average of age, average of professional experience, information regarding trainings given to the personnel; is updated by our Department at the end of each month and is published on our Web site and in the intranet environment.

Head Office Departments

- ✓ Corporate Banking Department
- ✓ Project and Cross Border Finance Department
- ✓ Retail Banking Department
- ✓ Digital Banking Department
- ✓ Operation Management Department
- ✓ Operations Center
- ✓ Credit Allocation Department
- ✓ Financial Market Department
- ✓ Legal Affairs Department
- ✓ Human Resources Department
- ✓ Investment Banking Department
- ✓ Internal Control and Compliance Department
- ✓ Risk Management Department
- ✓ Internal Audit Department
- ✓ Administrative Affairs Department
- ✓ Credit and Investment Management Department
- ✓ Asset and Liability Management Department
- ✓ Financial Institutions Business Department
- ✓ International Business Department
- ✓ Financial Technology Department
- ✓ Technology Center
- ✓ Financial Control and Accounting Department
- ✓ Board of Director's Office
- ✓ Executive Office
- ✓ Economic Research Department

Branch Organizational Structure

- ✓ Marketing Unit
- ✓ Operations Unit

Title Structure

The title structure of our Bank is divided into two, Expertise Title Line consists of 8 steps while Managerial Title Line consists of 5 steps;

- ✓ General Manager
- ✓ Deputy General Manager
- ✓ Assistant General Manager

For Managerial Line;

- ✓ Managing Director
- ✓ Director

For Expertise Line;

- ✓ Technical Advisor
- ✓ Senior Technical Expert
- ✓ Technical Expert
- ✓ Manager
- ✓ Assistant Manager
- ✓ Senior Specialist
- ✓ Specialist
- ✓ Security Staff