


## OUR VISION


To be strategic business partner for our customers with our holistic logistic approach in port management


## OUR MISSION


To create sustainable value for all our stakeholders as a port company providing world class services in container, general cargo and vehicle handling operations with our understanding of continuous improvement and efficiency


## OUR VALUES

 We aim the perfect

 We take initiative and responsibility

 We create contributions for the society

 We make our customers to be happy

 We are reliable



### Our Relations with Shareholders

- We aim to increase the value of the company.
- We conduct transparent sharing and reporting with our shareholders.
- We determine, prioritize our risks and opportunities that strategic, financial, operational, HSE and manage sustainable growth with supplying the necessary resources what we need.

### Relationship with Our Competitors

- Pursuant to competition laws and ethical rules, we aim an honest and moral competition, and avoid unfair competition. We only compete on legal and ethical grounds.

### Relationship with Our Group Companies

- We act with responsibility of being part of Borusan group.
- We work with group companies operating on complementing industries with synergy.
- We make intra-group collaboration with the win-win principal.
- We take condition of competition into consideration when providing intra-group services.

### Relationship with Our Customers

- We fully understand our customers' logistic needs thanks to our differentiated customer resolution, we continuously develop our services, and we aim for digitalization in our processes.
- We effectively and efficiently manage the feedbacks by collecting them proactively and reactively and we continuously improve customer satisfaction and processes.
- We take work ethics and justice principles into consideration in our relationship with our customers.
- We see customers as our work partners, we give importance to establishing longterm relationship with them.
- We guarantee our commitments to our customers in the sense of business continuity.
- We protect our customers' information and legal requirements in the framework of our information security principle and customer confidentiality agreements.

### Relationship with Public Administration and Laws

- We obey the laws and other relevant conditions without question.
- We accurately and detailly reflect our company's processes and management of entities in our accounting records
- We do not support any political parties, we are at the same distance to all political parties.
- We build supportive and value-adding longterm relationship with local administrations.

### Relationship with our Colleagues

- We build a corporate culture where we show each other mutual respect and trust, and where we establish positive and transparent relationships, share and provide appropriate feedbacks.
- We predict threats, evaluate risks, take proactive and reactive precautions to decrease and never forget that our colleagues' safety is in our hands.
- We prevent injuries and health deterioration through preventive health surveillance in line with our aim, the size and complexity of operations, the internal and external issues that affect and are affected, and the nature of HSE risk and improvement opportunities.
- We support our employees' success, participation and improvement.
- We ensure that our employees are recognized and appreciated on time.
- We ensure the participation of our employees and their representatives in the OHS management system and support the development in consultation.
- As we continue our activities, we support and ensure that all our colleagues act in accordance with the values, ethical rules and business principles of Borusan Group and the manner in which Borusan conducts business.

### Relationship with Our Company

- We provide the necessary resources and information to focus on all relevant stakeholders.
- We base on risk-based process approach and evidence-based for decision making.
- We ensure continuous development and improvement.
- We ensure that our achievements are sustainable within the framework of the trust environment we create.
- We adhere to company values and adapt to ethical rules.
- We set our company targets in the scope of Quality-HSE-Energy-Information Security-Customer Satisfaction and do our share in access. Accordingly, we aim to minimize our corporate risks and to realize our opportunities.
- We save energy and prevent extravagancy by using our company's current energy resources in the most efficient way.
- We use our company's entities, facilities and services in appropriate and legal manner.
- We never confuse our personal interest with company interest.
- We manage confidentiality, availability and integrity of our company's information.
- We work with awareness that the health and safety are parts of our working culture and our mutual responsibility.
- We recognize that health and safety are essential parts of our work performance and they are important for growth and improvement.
- We protect the data and information of our employees in accordance with legal and other relevant conditions.
- We conduct our relations with our employees, customers, suppliers, shareholders and other business partners on the basis of transparency, continuity, mutual trust and honesty.

### Relationship with Society

- We aim to contribute to country's economy along with the commercial success in areas we are operating.
- We contribute to our society in environment, culture, art, sport and education areas.
- We are represented by our senior managers in high standing non-governmental organizations and occupational organizations.
- We support our employees to participate in respected social occupational organizations producing service and adding value.
- We assess our current and possible environmental effects, control them and prevent pollution.
- We support sustainable sourcing and protect biodiversity and ecosystem for the environment.
- We calculate our carbon footprint to decrease the global warming effects and ensure its continuity.

### Relationship with Our Suppliers and Subcontractors

- We build long-term, permanent and reliable relations with our providers to improve our performance.
- We consider our providers' interests and care their development to ensure continuous relationship with them.
- We consider price, quality, energy, environment and occupational safety and we act reliably and honesty during our procurement process.
- Within the framework of the Borusan Group management approach and practices, we do not engage in any personal relationships that may harm the Borusan principles and ethical understanding.
- We protect the information of our providers within the scope of legal requirements and confidentiality agreements.
- We look for a strong health and safety culture in all our partners and we prefer to work that partners.

Serdar Erçal  
General Manager of  
Borusan Port



2019, October