

NORM Holding Stakeholder Policy

1. Objective and Scope

- 1.1 The Stakeholder Policy has been established to define the procedures and principles for the protection of the rights of stakeholders in NORM Holding and its subsidiaries.
- 1.2 Stakeholders; are persons, institutions or interest groups that are related to NORM Holding's activities, such as NORM Holding shareholders, employees, customers, suppliers, public institutions, intermediary institutions and organizations, potential investors, and various non-governmental organizations.

2. Protecting NORM Holding Stakeholders

- 2.1 Norm Holding works meticulously to regulate the relationships between the stakeholders and NORM Holding and its subsidiaries through written contracts as much as possible. In its transactions and activities, the company protects the rights of stakeholders that are regulated by the relevant legislation and mutual agreements.
- 2.2 In cases where the rights of the stakeholders are not regulated by the legislation and contracts, the interests of the stakeholders are protected within the framework of good faith rules, and the rights, opportunities and reputation of NORM Holding and its subsidiaries are taken into consideration.
- 2.3 In case of conflicts of interest among the stakeholders or if a stakeholder is included in more than one interest group; as balanced a policy as possible is followed in terms of protecting the rights owned, and protecting each right independently of the other is aimed.

3. Informing NORM Holding Stakeholders

NORM Holding and its subsidiaries have adopted the principles of equality, accuracy, impartiality and timing in informing shareholders and stakeholders. In this context, it is essential that the announcements and explanations are made in a timely, accurate, complete, understandable and easily accessible manner, taking into account the rights and interests of NORM Holding and its subsidiaries. In line with the principles of public disclosure and transparency, it exerts its

utmost effort to create a structure that will enable stakeholders to access complete and timely information.

- 3.1 Stakeholders are informed through material disclosures, general assembly information, annual activity and sustainability reports, and the company website. Employees are informed about the objectives and activities of the company through evaluation and information meetings held within the framework of the understanding of open communication. In addition, external information is accessible to all employees through the corporate website, and internal information through the corporate portal established as an internal sharing system.
- 3.2 The Board of Directors, the Corporate Governance Committee and the Office of the General Secretary of the Board of Directors are responsible for informing the stakeholders.

4. NORM Holding Stakeholders' Participation in Management

- 4.1 Our company's articles of association do not contain a regulation that stipulates the participation of stakeholders in the Company's management. In addition, there are independent members on the Board of Directors to ensure that the rights of minority shareholders and other stakeholders are respected equally within the scope of the decisions taken.
- 4.2 Effective participation of employees in decision processes is ensured by the "employee satisfaction survey" system. In line with the results of the biannual survey conducted to get the opinions of the employees, suggestions for improving the work and working conditions are evaluated in the action committees, and the suggestions deemed applicable are taken into consideration in determining the company policies.
- 4.3 In order to support the innovative and creative aspects of our employees, there is a "Suggestion System" platform on the QDMS system of our Company, within the scope of systematically evaluating the suggestions for improvement and implementing the appropriate ones. In order to ensure the effectiveness of the system, the owners of the proposals accepted by the company management are rewarded in order to encourage the participation of employees in creative and innovative works.

- 4.4 In the weekly communication meetings, the opinions of senior executives are taken and evaluated during the decision-making process of the company. Various meetings are held with customers, suppliers and potential and current investors.
- 4.5 The protection of shareholders' right to participate in management is ensured within the framework of the relevant legislation and articles of association.

5. Norm Holding's Relationships with Customers and Suppliers

- 5.1 Our company puts utmost importance on customer satisfaction in the marketing and sale of its goods and services and takes the necessary measures. Within the scope of customer satisfaction, it is essential to meet the demands of the customer regarding the goods and services purchased in a timely and complete manner, and it is aimed to inform the customers about possible delays without waiting for the deadline. NORM Holding and its subsidiaries aim to continuously improve product quality in order to meet and exceed customer expectations, within the scope of its quality policy. Norm Holding takes the quality system as the basis of its operations while ensuring that everyone in its organization moves towards the same goal as a whole in harmony. Our company takes care of the confidentiality of customer and supplier information within the scope of trade secrets. Necessary measures have been taken by our company in order to establish good relations between our company and customers and suppliers, free from unfair benefits, and to comply with terms of agreements between the parties, and our sensitivity on this issue has been communicated to all our employees and a common corporate awareness environment has been created.

6. Enforcement and Implementation

- 6.1 This regulation and related amendments come into effect with the decision of the Norm Holding Board of Directors.
- 6.2 The Norm Holding Board of Directors is primarily responsible for the enforcement of this regulation.