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KAMUYU AYDINLATMA PLATFORMU

RAY SİGORTA A.Ş.

Sustainability Compliance Report

2023 - Annual Notification

Summary

2023 Sustainability Compliance Report



Related Companies

Related Funds

	Company Compliance Status				Explanation	Report Information on Publicly Disclosed Information (Page number, menu name on the website)
	Yes	Partial	No	Not Applicable		
Sustainability Compliance Report						
A. GENERAL PRINCIPLES						
A1. Strategy, Policy and Goals						
A1.1. The prioritised environmental, social and corporate governance (ESG) issues, risks and opportunities have been determined by the Company's Board of Directors.	X				Some of the principles under the headings of Social Principles and Corporate Governance Principles included in the Sustainability Principles Compliance Framework are already covered by the existing Corporate Governance Principles of the Capital Markets Board, and our Company's compliance with these principles is presently disclosed in URF - Corporate Governance Compliance Report, and KYBF - Corporate Governance Information Form, and under the title of Explanations as per Article 8-(1) of the Corporate Governance Communique no. 1.17 included in our Activity Report, all of which are published through PDP Platform.	https://www.kap.org.tr/en/cgif/4028e4a241733d4201417ddf67f8288c
A1.1. The ESG policies (Environmental Policy, Energy Policy, Human Rights and Employee Policy etc.) have been created and disclosed to the public by the Company's Board of Directors.	X				Our policies published in the ESG field (Information Policy, Human Resources Policy, Wage Policy (for members of the Board of Directors), Ethical Principles Policy, Policy on Fight Against Bribery and Corruption) are approved by our Board of Directors. Additional policies and procedures shall be developed as needed.	https://www.raysigorta.com.tr/en/about-us/investor-relations
					Some of the principles under the headings of Social Principles and Corporate Governance Principles included in the Sustainability	

<p>A1.2. The short and long-term targets set within the scope of ESG policies have been disclosed to the public.</p>	<p>X</p>		<p>Principles Compliance Framework are already covered by the existing Corporate Governance Principles of the Capital Markets Board, and our Company's compliance with these principles is presently disclosed in URF - Corporate Governance Compliance Report, and KYBF - Corporate Governance Information Form, and under the title of Explanations as per Article 8-(1) of the Corporate Governance Communique no. 1.17 included in our Activity Report, all of which are published through PDP Platform.</p>	<p>Annual Report / Sustainability Compliance Report</p>
<p>A2. Implementation/Monitoring</p>				
<p>A2.1. The responsible committees and/or business units for the implementation of ESG policies and the senior officials related to ESG issues in the Company and their duties have been identified and disclosed to the public.</p>	<p>X</p>		<p>It is planned that the works required under the Sustainability Principles Compliance Framework are monitored by the Investor Relations Department to ensure they are performed in accordance with the activities of our Company and such works are reported to senior management.</p>	<p>Annual Report / Sustainability Compliance Report</p>
<p>A2.1. The activities carried out within the scope of policies by the responsible committee and/or unit have been reported to the Board of Directors at least once a year.</p>	<p>X</p>		<p>It is planned that these are monitored by the Investor Relations Department and are submitted to senior management.</p>	<p>Annual Report / Sustainability Compliance Report</p>
<p>A2.2. In line with the ESG targets, the implementation and action plans have been formed and disclosed to the public.</p>		<p>X</p>	<p>Thanks to the awareness of this issue , maximum effort will be put to comply with these goals as our company's principal shareholder VIG has been publishing Sustainability Reports since 2016.</p>	<p>Annual Report / Sustainability Compliance Report</p>
<p>A2.3. The Key ESG Performance Indicators (KPI) and the level of reaching these indicators have been disclosed to the public on yearly basis.</p>		<p>X</p>	<p>ESG key performance indicators have not been defined.</p>	
<p>A2.4. The activities for improving the sustainability performance of the business processes or products and services have been disclosed to the public.</p>		<p>X</p>	<p>Company departments conduct activities to improve sustainability performance of business processes or product and services, and they plan solutions in line with existing conditions.</p>	

A3. Reporting					
A3.1. The information about the sustainability performance, targets and actions have been given in annual reports of the Company an understandable, accurate and sufficient manner.	X			Explanations on compliance with the principles set out in the Sustainability Principles Compliance Framework are included in the annual report.	
A3.2. The information about activities which are related to the United Nations (UN) 2030 Sustainable Development Goals have been disclosed to the public.	X			Works on information about which of the United Nations 2030 Sustainable Development Goals are related to the sustainability activities are ongoing.	
A3.3. The lawsuits filed and/or concluded against the Company about ESG issues which are material in terms of ESG policies and/or will significantly affect the Company's activities, have been disclosed to the public.	X			There is no lawsuit commenced against the Company regarding the ESG issues.	Annual Report / Sustainability Compliance Report
A4. Verification					
A4.1. The Company's Key ESG Performance metrics have been verified by an independent third party and publicly disclosed.			X	No verification service is received in relation to sustainability. Procurement of verification service is planned upon systematization of sustainability activities and works .	
B. ENVIRONMENTAL PRINCIPLES					
B1. The policies and practices, action plans, environmental management systems (known by the ISO 14001 standard) and programs have been disclosed.	X			Ray Sigorta A.Ş. acts in full compliance with the laws and other regulations pertaining to environment to the extent they are related to its fields of activity and its business processes. To this end, with a view to assuring compliance with the environmental management practices, a waste management policy is created and being applied. In accordance with zero waste regulation, paper, plastic, metal, glass , battery and electrical-electronic wastes are segregated at their sources and are delivered to recycling firms.	Annual Report - Strategy
B2. The environmental reports prepared to provide information on environmental management have been			X	Ray Sigorta A.Ş. acts in full compliance with the laws and other regulations pertaining to environment to the extent they are related to its fields of activity and its business processes. To this end, it is conducting its insurance and underwriting policies in strict compliance with its	Annual Report - Strategy

disclosed to the public which is including the scope, reporting period, reporting date and limitations about the reporting conditions.				"Climate Change Strategy Regulation" document approved also by the Company's Board of Directors. Through projects conducted jointly with WWF, actions are taken in order to raise awareness of employees on the use of natural resources.	
B4. The environmental targets within the scope of performance incentive systems which included in the rewarding criteria have been disclosed to the public on the basis of stakeholders (such as members of the Board of Directors, managers and employees).			X	Currently, there is no such activity.	
B5. How the prioritised environmental issues have been integrated into business objectives and strategies has been disclosed.			X	Our environmental activities are implemented by remaining loyal to the principle of efficiency and in parallel with all our goals and objectives; process planning is carried out in a manner that ensures minimum impact to the environment.	Annual Report / Sustainability Compliance Report
B7. The way of how environmental issues has been managed and integrated into business objectives and strategies throughout the Company's value chain, including the operational process, suppliers and customers has been disclosed.			X	Our environmental activities are implemented by remaining loyal to the principle of efficiency and in parallel with all our goals and objectives; process planning is carried out in a manner that ensures minimum impact to the environment.	Annual Report / Sustainability Compliance Report
B8. Whether the Company have been involved to environmental related organizations and non-governmental organizations' policy making processes and collaborations with these organizations has been disclosed.			X	While the company does not directly take part in policy-making processes in environmental issues, it complies with national policies.	Annual Report - Strategy
B9. In the light of environmental indicators (Greenhouse gas emissions (Scope-1 (Direct), Scope-2 (Energy indirect), Scope-3 (Other indirect), air quality, energy management, water and wastewater management, waste management, biodiversity impacts)), information on environmental impacts is periodically disclosed to the public in a comparable manner.			X	In terms of its fields of business, our Company is not directly related to the standards on environmental issues.	
B10. Details of the standard, protocol, methodology, and baseline year used to collect and calculate data has been disclosed.			X	In terms of its fields of business, our Company is not directly related to the standards on environmental issues.	
B11. The increase or decrease in Company's environmental indicators as of the reporting year has been comparatively disclosed with previous years.			X	In terms of its fields of business, our Company is not directly related to the standards on environmental issues.	
B12. The short and long-term targets for reducing the environmental impacts have been determined and the progress compared to previous years' targets has been disclosed.			X	Ray Sigorta A.Ş. acts in full compliance with the laws and other regulations pertaining to environment to the extent they are related to its fields of activity and its business processes.	Annual Report / Sustainability Compliance Report

				To this end, a Climate Change Strategy Policy is prepared, and then approved by our Company's Board of Directors.	
B13. A strategy to combat the climate crisis has been created and the planned actions have been publicly disclosed.	X			Ray Sigorta A.Ş. acts in full compliance with the laws and other regulations pertaining to environment to the extent they are related to its fields of activity and its business processes. To this end, a Climate Change Strategy Policy is prepared, and then approved by our Company's Board of Directors.	Annual Report / Sustainability Compliance Report
B14. The programs/procedures to prevent or minimize the potential negative impact of products and/or services on the environment have been established and disclosed.			X	In terms of its fields of business, our Company is not directly related to the standards on environmental issues.	
B14. The actions to reduce greenhouse gas emissions of third parties (suppliers, subcontractors, dealers, etc.) have been carried out and disclosed.			X		
B15. The environmental benefits/gains and cost savings of initiatives/projects that aims reducing environmental impacts have been disclosed.			X	In terms of its fields of business, our Company is not directly related to the standards on environmental issues.	
B16. The data related to energy consumption (natural gas, diesel, gasoline, LPG, coal, electricity, heating, cooling, etc.) has been disclosed as Scope-1 and Scope-2.			X		
B17. The information related to production of electricity, heat, steam and cooling as of the reporting year has been disclosed.			X		
B18. The studies related to increase the use of renewable energy and transition to zero/low carbon electricity have been conducted and disclosed.	X			These activities are detailed in the Sustainability compliance section of the Annual Report.	Annual Report / Sustainability Compliance Report
B19. The renewable energy production and usage data has been publicly disclosed.	X			These activities are detailed in the Sustainability compliance section of the Annual Report.	Annual Report / Sustainability Compliance Report
B20. The Company conducted projects about energy efficiency and the amount of reduction on energy consumption and emission achieved through these projects have been disclosed.			X	In terms of its fields of business, our Company is not directly related to the standards on environmental issues.	
B21. The water consumption, the amount, procedures and sources of recycled and discharged water from underground or above ground (if any), have been disclosed.			X	In terms of its fields of business, our Company is not directly related to the standards on environmental issues.	
B22. The information related to whether Company's operations or activities are included in any carbon pricing system (Emissions Trading System, Cap & Trade or Carbon Tax).			X	In terms of its fields of business, our Company is not directly related to the standards on environmental issues.	
B23. The information related to accumulated or purchased carbon credits within the reporting period has been disclosed.			X	In terms of its fields of business, our Company is not directly related to	

				the standards on environmental issues.	
B24. If carbon pricing is applied within the Company, the details have been disclosed.			X	In terms of its fields of business, our Company is not directly related to the standards on environmental issues.	
B25. The platforms where the Company discloses its environmental information have been disclosed.		X			
C. SOCIAL PRINCIPLES					
C1. Human Rights and Employee Rights					
C1.1. The Institutional Human Rights and Employee Rights Policy has been established in the light of the Universal Declaration of Human Rights, ILO Conventions ratified by Turkey and other relevant legislation. The policy and the officials that responsible for the implementation of it have been determined and disclosed.	X			The Company acts in full compliance with the Labor Act. It has procedures and practices in accordance with the Labor Act.	Annual Report Talent and Culture
C1.2. Considering the effects of supply and value chain, fair workforce, improvement of labor standards, women's employment and inclusion issues (gender, race , religion, language, marital status, ethnic identity, sexual orientation, gender identity, family responsibilities, union activities, political opinion, disability, social and cultural differences, etc., such as non-discrimination) are included in its policy on employee rights.	X			Equality of opportunity is provided in recruitment processes. Our Companies KPIs also include goal/ goals with regards to equality at work.	Annual Report Talent and Culture
C1.3. The measures taken for the minority rights/equality of opportunity or the ones who are sensitive about certain economic, environmental, social factors (low income groups, women, etc.) along the supply chain have been disclosed.	X			Diversity and equality of opportunity is achieved by placing an emphasis on the employment of women and youth and observing their rights.	Annual Report Talent and Culture
C1.4. The developments regarding preventive and corrective practices against discrimination, inequality, human rights violations, forced and child labor have been disclosed.	X			Equality of opportunity is provided in recruitment processes. Our Companies KPIs also include goal/ goals with regards to equality at work.	Annual Report Talent and Culture
C1.5. Investments in employees (education, development policies), compensation, fringe benefits, right to unionize, work/life balance solutions and talent management are included in the employee rights policy.	X			As a result of an evaluation of strong corporate culture and employee satisfaction conducted by the Great Place to Work Institute in 2019, the Company obtained the Great Place to Work Certificate. Additionally, in 2020, our Company was included in the List of Best Employers of Türkiye also prepared by Great Place to Work Institute.	Annual Report Talent and Culture
				As a result of 'trust index' analysis measuring the trust of employees to the Company, and ' workplace culture' analysis covering the human resources applications adopted by the Company, both performed in 2019 by Great Place to Work Institute, which conducts	

<p>C1.5. The mechanism for employee complaints and resolution of disputes have been established and related solution processes have been determined.</p>	<p>X</p>	<p>studies and researches for reinforcement of corporate culture and formation of best workplaces all over the world since more than 30 years, our Company is found eligible to be named as "Great Place To Work Certified" on 18.11.2019. In the "Best Employers of Turkey" Survey organised for the eighth time in 2019, our Company has been selected as one of the best employers, and in the survey which it participated for the first time, it has been named as the "Best Employer of Turkey" as of 21.04.2020.</p>	<p>Annual Report Talent and Culture - Strategy - Strategy</p>
<p>C1.5. The activities carried out within the reporting period which related to ensure employee satisfaction have been disclosed.</p>	<p>X</p>	<p>Through its Flexible Fringe Benefits Program Allray't, various different fringe benefits from private pension to health insurance, from shopping to travel are presented in the choice of our employees. Through its Employee Support Program Avita, 7/24 consulting and information services are provided by specialists to employees and their family members sharing the same home with them on various issues and subjects such as healthy nutrition, psychological counseling and guidance, technologic support, social life, and lumbago, neck and back pains which may create stress on individuals and may be needed to be researched and learned. Taking the periodical needs of employees into consideration, special gift boxes are sent to employees so as to raise their motivations in their busy work schedules.</p>	<p>Annual Report Talent and Culture - Strategy</p>
		<p>Occupational Health and Safety policies are formed and issued. Within our Company's organization, an Occupational Health and Safety</p>	

C1.6. The occupational health and safety policies have been established and disclosed.	X			Committee is established, and this Committee regularly meets with participation of Occupational Health and Safety Advisor, Employer's Representative and in-house doctor of our Company, in order to review the practices. Measures taken for protection against work accidents and for protection of health, as well as accident statistics are recorded and documented.	Annual Report Talent and Culture - Strategy
C1.6. The measures taken for protecting health, preventing occupational accidents and related statistics have been disclosed.			X	Occupational Health and Safety policies are formed and issued. The measures taken to prevent work accidents and to protect health are recorded along with accident statistics.	Annual Report Talent and Culture
C1.7. The personal data protection and data security policies have been established and disclosed.	X			Personal data protection and data security policies have been established and published.	https://www.raysigorta.com.tr/en/about-us/legal-information
C1.8. The ethics policy have been established and disclosed.	X			An ethics policy is formulated. It is both shared with our customers, suppliers and employees, and published in our internet site.	https://www.raysigorta.com.tr/en/about-us/investor-relations
C1.9. The studies related to social investment, social responsibility, financial inclusivity and access to finance have been explained.		X		These activities are detailed in the Sustainability compliance section of the Annual Report.	Annual Report / Sustainability Compliance Report
C1.10. The informative meetings and training programs related to ESG policies and practices have been organized for employees.			X	It is planned that informative meetings and training programs are organized to inform employees about the ESG policies and practices.	Annual Report Talent and Culture
C2. Stakeholders, International Standards and Initiatives					
C2.1. The customer satisfaction policy regarding the management and resolution of customer complaints has been prepared and disclosed.	X			Our company attaches great importance to this issue. In the customer experience index survey prepared by Şikayetvar.com for four consecutive times between 2019 and 2022, the Company ranked in the top three in the non-life insurance category and received the A.C.E - Achievement in Customer Excellence Award. In addition, the Company received the bronze award in the Innovative Customer Experience and Interaction	Annual Report / Marketing and Customer Experience

				category of the Smart Insurance Awards, which was held in 2022 and 2023 to develop the insurance industry and highlight innovative projects.	
C2.2. The information about the communication with stakeholders (which stakeholder, subject and frequency) have been disclosed.			X	Our Company handles its communications with its stakeholders continuously and transparently within the frame of its Corporate Governance Principles. In line with the development of its business activities, our Company will formulate and publish policies for communication with other stakeholders as well, within the frame of same principles.	
C2.3. The international reporting standards that adopted in reporting have been explained.			X		
C2.4. The principles adopted regarding sustainability, the signatory or member international organizations, committees and principles have been disclosed.			X		
C2.5. The improvements have been made and studies have been carried out in order to be included in the Borsa Istanbul sustainability indices and/or international index providers.			X		
D. CORPORATE GOVERNANCE PRINCIPLES					
D1. The opinions of stakeholders have been sought in the determination of measures and strategies related to sustainability field.			X	Within the frame of reporting of compliance with the Corporate Governance Principles, information on relations with stakeholders is included in our activity report, URF - Corporate Governance Compliance Report, and KYBF- Corporate Governance Information Form.	Annual Report / Corporate Governance and Sustainability Principles Compliance Reports
D2. The social responsibility projects, awareness activities and trainings have been carried out to raise awareness about sustainability and its importance.	X			These activities are described in detail in the Assistant General Manager of Strategy and Sustainability Compliance Report sections of the Annual Report.	Annual Report / Strategy and Sustainability compliance report