PL.10.80.001 | Revision 00

Sustainability Policy

Turkish Airlines declares the Sustainability Policy based on the sustainability strategy to unite its employees, customers, providers, affiliates, all business partners, and shareholders around the same goal for its future.

Our Company's Sustainability Policy is based on our sustainability strategy and the priority issues determined considering our stakeholders' expectations.

Adoption of Corporate Management Culture

Adopting the Corporate Management Principles as its corporate culture, Turkish Airlines complies with the national legal requirements, other national and international requirements, and the aviation sector regulations, with which it is liable to comply, and develops methods going beyond the national and international rules where applicable.

It works to detect the risks that may jeopardize the continuity of all its activities, products, and services as well as the opportunities that may support its development in advance, to determine the correct actions for the detected risks and opportunities, to implement such actions, and to manage the risks and opportunities.

Climate Change Combat

Turkish Airlines is fully aware of the impact of the aviation industry on the climate change. Therefore, it acts being aware of the importance of the works carried out to decrease the carbon footprint.

It supports the fuel efficiency initiatives and takes measures to decrease the greenhouse gas emissions to decrease and eliminate the factors that may worsen the climate change. It supports the sustainable biofuel research and development works.

Considering People and the Environment while Growing

It acts with an awareness of the fact that the resources in the world are not infinite and the responsibility of leaving a carefully protected environment for the future.

It takes preventive measures against noise pollution and wastes. It minimizes wastes by giving priority to the use of sustainable products with the life cycle understanding and support to recycling. It motivates its providers and affiliates accordingly.

It places importance on protection of the natural ecosystems and biological diversity.

Adding Value to Stakeholders

Turkish Airlines provides all its customers with the highest possible standards to ensure flight safety and security, and designs, implements, and audits all its processes with the same care so that these standards can be applied in a sustainable manner.

It monitors the customer satisfaction continuously, measures it periodically, and carries out the works, designs and implements the projects required to increase the customer satisfaction.

It monitors its employees loyalty and satisfaction continuously by making periodic measurements, and offers a better Employee Experience by developing projects to increase their satisfaction.

It offers its employees the latest human resources and sector practices that will make contributions to the corporate culture. It keeps its employees' health and motivations at the top level and invests in their personal and professional developments.

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It protects the confidentiality, integrity, and accessibility of information under the national and international legal requirements, and develops projects to ensure the security of the information that belongs to all its stakeholders.

Improving the Balance between Female and Male Employees

It creates equal opportunity in the human resources selection and evaluation processes. It aims to increase the women's employment rate in operational and governance areas. It carries out works to make contributions to improvement of the gender balance at each level in the aviation sector, and supports the relevant national and international projects.

Adding Value to Society

It respects the universal human rights and complies with the laws and regulations in force in every country it operates.

It respects the cultures, traditions, histories, values, and social norms of the societies in which it operates, and considers the expectations of all concerned parties.

It acts being aware of that its corporate social responsibility is universal at all stations where it performs a flight, and supports the social responsibility projects at these stations.

Compliance with the Code of Conduct Principles

It defines the policies, principles, and rules all its employees and managers are liable to comply with.

The acquisitions it has gained through ethical conducts and the fight against corruption serve the purpose of becoming the identity and course of conduct of Turkish Airlines employees in the long run.

Sustainable Growth and Profitability

It aims to create value for everybody living in the society and adopts the sustainable growth strategies to leave a better world to the next generations while extending all its activities, products, and services.

With its wide flight network, it supports the local economic and social developments in the regions it flies to.

Support to Innovation

It targets to decrease its emissions and noise level by increasing its fuel efficiency through the next generation environment-friendly aircraft by modernizing its fleet.

It follows the technological developments continuously and supports the innovative projects.

Continuous Improvement

It monitors and measures the development of its sustainability performance. It reviews its practices and Sustainability Policy in line with the performance results, and updates and shares the same with the concerning parties when necessary. It works to improve its sustainability performance continuously.

It develops its sustainability strategy continuously in line with the expectations and interests of the stakeholders.

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