



GRAMEEN TRUST

COMMUNICATION POLICY

TGMP Communication Policy seeks to promote a positive brand image, consistent with the foundation's business vision and mission. This document serves to define the communication standards expected of all employees when communicating with both internal and external stakeholders of TGMP.

For purpose of this Policy, the following definitions apply:

- a) **Authorized Persons** - are *Senior Management, Managing Director and other individuals* specifically approved by the senior management and managing director from time to time for specific kinds of communications on behalf of the foundation. Authorized persons are also those whose communication with Staff members and external stakeholders fall within their approved job description
- b) **Basic Foundation Information** - is any information about TGMP, including its business, markets, products, services, finances, financing plans, operations, objectives, Members and other business relationships, personnel, and financial and operating results.
- c) **Confidential Foundation Information** - is any Foundation Information that has **not** been made publicly available by TGMP, as well as information of third parties that the TGMP is obligated to keep confidential.
- d) **External Communication** - is the dissemination of information to external stakeholders.
- e) **External Stakeholders** - refer to Regulators, Government and other Authorities; TGMP Shareholders; Members; Partners, other Exchanges; Media; Service Providers; the general public, etc.
- f) **Internal Communication** - is the dissemination of information to internal stakeholders. **Internal Stakeholders:** refer to TGMP Staff, Management and Board of Directors.

PURPOSE

The purpose of this Policy is to define and provide guidelines on the extent, quality and output of communication with TGMP external stakeholders and on the adherence to and quality of internal communications in line with TGMP approved Standards.

POLICY STATEMENT

TGMP is committed to the dissemination of timely, accurate and quality information to its internal and external stakeholders. All internal and external communications should be aimed towards the achievement of TGMP's vision and mission, and should be in line with its approved strategy. All communication should be in line with TGMP approved standards. Only Authorized Persons are permitted to undertake TGMP's internal and external communications.

Guiding Principles:

TGMP recognizes that active communication with different stakeholders, partner and the general public is an integral part of its strategy. In order to reach its overall goals for communication, the following guiding principles should always be adhered to:

- a) Regular internal communication and feedback is compulsory from all TGMP's employees with senior management before establishing any decision making communication with external stakeholders.
- b) All TGMP communication must be consistent internally to build stakeholder trust.
- c) All information must be conveyed through TGMP Senior Management channels to stakeholders in a timely manner.
- d) All communication must be clear, concise and intentional.
- e) Only Authorized Persons shall be permitted to have formal engagements with external stakeholder's via media engagements and press releases.
- f) Any formal/official documents of TGMP shall not be shared with external stakeholders without the consent and approval of TGMP's senior management.

**TURKISH FOUNDATION FOR WASTE REDUCTION
MICROCREDIT CENTER**

(Turkish Grameen Microfinance Program)

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