

OUR DIRECTIVE

DOSTEL MEDIATION AND ALTERNATIVE DISPUTE RESOLUTION CENTER TRAINING, CONSULTANCY, AND TRADE INC.WORKING PROCEDURES AND PRINCIPLES DIRECTIVE CHAPTER ONE

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Purpose, Scope, Legal Basis and Definitions

Purpose

Article 1 – The purpose of this Directive is to regulate the principles, rules and working procedures which the partners and employees of Dostel Mediation and Alternative Dispute Resolution Center Training, Consultancy, and Trade Inc. are required to comply with at the workplace for carrying out their tasks in an effective manner.

Scope

Article 2- This Directive covers the tasks and working principles and procedures governing the areas in which the partners and employees of Dostel operate in the Center and/or by representing the Center

Basis

Article 3 – These principles and procedures were prepared in reliance upon the Law No. 6325 on Mediation in Legal Disputes, the Labor Code No. 4857, and the Regulation on the Law on Mediation in Legal Disputes published in the Official Gazette No. 30439.

Definitions and Abbreviations

Article 4 – For the purposes of this directive, the following definitions shall apply:

Mediation: Dispute resolution method which brings together the parties in order to apply systematic techniques and engage in negotiations and discussions, enables parties to establish a communication process between themselves in order to let them understand each other and thus generate their solutions themselves, brings recommendations for solution if it appears that parties fail to generate a solution, which is carried out discretionarily and with the participation of an impartial and independent third person who received specialty training.

Mediation Center or Center or Dostel: Dostel Mediation and Alternative Dispute Resolution Center Training, Consultancy, and Trade Incorporation;

Employee: All employees under labor, or special contracts including the partners and provisional employees of Dostel;

Business Partners :Natural or legal person whom the center engages with in a legal or commercial relationship.

Addressee:Natural or legal person who applies for dispute resolution to Dostel Mediation Center

SECOND SECTION

General Principles and Procedures, Working Rules

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General Principles and Procedures

Article 5 – Dostel shall aim at;

- ensuring sustainable growth at national and international arenas and providing services at universal quality and standards;
- carrying out its activities within the framework of principles of trust and integrity that have been maintained since its incorporation, and developing itself continuously ;
- becoming a center which comprises the most successful, respected and competent professionals and which everyone is proud to be a part of;
- resolving the disputes with the help of expert Employees in an environment which is impartial, independent, and cleared off any the prejudices under the free will of the addressees; and
- contributing at the highest level to the prevalence of peace and patience at social and universal levels; and the Employees are obliged to observe these aims in question and to comply with the following required principles and procedures within the framework of business ethics and codes of conduct. Business Partners are also expected to comply with the Employee obligations specified in this document.

5. 1 – Honesty

Dostel Employees shall remain loyal to the principle of integrity in their relations with the Addressees, other Employees, and Business Partners.

5. 2- Reliability

Dostel shall aim at ensuring, in the best way, reliability and respect towards its Employees, Addressees, Business Partners, the environment, and society. Center Employees shall refrain from engaging in any behaviors that damage the sense of trust in all of its activities with other Employees and Business Partners or with the Addressees.

5. 3- Impartiality

Employees shall respect the rights and cultural diversities of people while carrying out any activities of the Center; not be involved in discrimination on grounds of language, religion, race, socioeconomic status, gender, or similar reasons, and avoid any prejudicial behaviors. All parties shall be treated equally in all activities within the body of the Center.

5. 4 – Confidentiality

Dostel and its Employees shall have the level of consciousness related to the importance Confidentiality Principle in both mediation and alternative dispute resolution processes. Dostel and its Employees shall be assigned with the task of keeping and archiving any type of document, information or record found within the body of the Center during the period foreseen in the relevant legislation and in accordance with the same. All Employees shall take all measures to ensure confidentiality and security of information, documents, and records related to the Center as obtained from the Addressees, Business Partners, and/ or third persons as a result of the service provided in accordance with relevant regulations. Employees shall not share any information, documents and records obtained as per their duties with unauthorized persons and bodies within or outside the Center for any reason whatsoever.

5. 5 – Business Ethics and Code of Conduct

Any ungrounded or false statements and all types of harassment and mobbing among the Addressees, Business Partners, and Employees shall be absolutely prohibited in Dostel Mediation Center.

Working Rules

Article 6 – The responsibility for protecting and developing the reputation and reliability of the Center and effective and efficient performance of any type of activity within the field of task of the Center, shall be borne by the Center and all Employees.

6. 1 Center and Employee Relations

Dostel shall work towards;

- creating the healthy and safe environment as necessary in order to ensure the expected benefit from the mediation process and enable the parties who are in the dispute process to demonstrate their emotions, thoughts, and expectations in a clear way;
- benefiting from the capabilities of their employees in an effective manner;
- increasing the effectiveness, success, and loyalty of the employees,
- creating the environment required to enable the employees to continuously develop themselves,
- taking the criteria of being fit for work and success as the sole criteria for recruitment, promotion, assignment, rotation, and similar processes related to employees; providing equal opportunities for all Employees without making any discrimination based on race, sect, and gender;
- being transparent, clear, and fair in all processes and pursuing policies that are not under the effect of prejudicial behaviors;
- respecting the rights of unionization and collective bargaining;
- taking the required measures for occupational health and safety in the Center; and
- valuing the opinions and recommendations of employees, creating a working environment where cooperation and solidarity prevail

6. 2 Employee Relations

Employees shall demonstrate maximum efforts to;

- comply with the general principles and procedures specified under Article 5;

- fulfill the tasks assigned to them by respecting the general targets and policies of the Center;
- represent the Center in such a way as not to damage its reputation and reliability;-place the necessary importance on teamwork and work in coordination with other Employees and take effective roles in the processes and policies of the Center.
- contact among themselves and in their relations with the Addressees and Business Partners within the rules of respect and good manners;
- not give any misleading information to any of the Addressees and Business Partners;
- be open and understandable in the process of service they present to addressees and take all measures required for avoiding any misunderstanding; and
- act in accordance with the relevant business ethic rules while fulfilling their tasks, avoid any behaviors that could prevent other Employees from fulfilling their tasks duly or any acts that do not fit their tasks or would endanger the Center or other Employees.

PART THREE

Miscellaneous and Final Provisions

Regulation

Article 7 – Dostel may issue regulations and amendments as required in this Directive at any moment in order to carry out the services in a more effective and efficient manner.

Matters Not Regulated in the Directive

Article 8 – Provisions of the Law on Mediation in Legal Disputes, the Labor Code, and other regulations shall govern any matters not regulated in this Directive.

Enforcement

Article 9 – Working Principles and Procedures Directive of Dostel Mediation and Alternative Dispute Resolution Center Training Consultancy, and Trade Inc. Shall come into force on the date of its approval.