

**Measures Taken by TURKISH PTT CORPORATION against
CORONAVIRUS (COVID-19) Disease**

Due to the COVID-19 outbreak that occurred in Wuhan, People's Republic of China and spread to many countries, PTT Corp. has showed a rapid response to take necessary measures. Initially a **crisis management team has been established at the Headquarter with the commitment and involvement of the top management** and relevant steps have been practically applied to combat with the spread of corona virus. The spesific measures which have been taken by Ptt Corp. for its staff and customers are as follows:

<p>Pursuant to the Circular issued by the Presidency of Turkey, pregnant women, those who use breast-feeding permission, disabled employees, those who are 60 years and older, excluding those in managing positions, are deemed to have twelve days of administrative leave as of 16 March 2020 and it has also been decided to meet the annual leave requests of women employees who have children especially in pre-school and primary education. In this context, our Company takes those measures;</p>	<p>In cases when there is a sufficient number of personnel to serve in all of the central directorates and its affiliated branches, the services will continue as in its normal procedure,</p>
	<p>If this is not possible, plans are quickly made available to provide services in just one of the branches that are close to each other and leave the other branch/branches to be open on certain days,</p>
	<p>PTT Agencies (including FAST-PASS SYSTEM agencies) that are not providing the Universal Postal Service are temporarily closed, or made available on certain days of the week,</p>
	<p>In cases when there is not enough staff to provide service, temporary assignments are made within the Unit and the central directorates are always provided with absolute service,</p>
	<p>Branches close to each other are suspended or the number is reduced and working hours are reorganized in the offices that have flexible working hours until 19:00,</p>
	<p>The branches and agencies that provide services within the scope of Universal Postal Service are ensured to provide service at least one day a week, if deemed necessary,</p>

In addition;

- ✓ Considering that our staff and customers are very close to each other all the day, and customers frequently use q-matics, writing desks, customer waiting chairs, counters, office fixture and fittings etc., a detailed disinfection process for each point reached by our customers/personnel has been activated for offices serving at lunch time, and so the services at those offices are suspended between 12:30 and 13:30, effective from March 21st, 2020 until further notice.

- ✓ A cooperation has been established with Provincial Health Directorates / Community Health Directorates and Municipalities on disinfection and sterilization of our offices/branches and all of them have been quickly disinfected. These operations are ensured to continue along the whole illness process. In addition, disinfection of the vehicles used in service delivery is also carried out.

- ✓ The informative posters on the **“14 rules against the new Coronavirus risk”** prepared by the Ministry of Health are printed in sufficient numbers and displayed in all offices/branches.



- ✓ It is stated by the Scientific Committee that the transmission of Covid-19 virus can be partially prevented in case the mouths and throats are wet/moist, and therefore sufficient water is kept available in the water dispensers at offices and water consumption is continually encouraged.



- ✓ The posters prepared by the Ministry of Health on washing hands, which is one of the effective ways of protection from Coronavirus (Covid-19), is provided and displayed in all offices/branches.

- ✓ For the employees, hand disinfectants or cologne (80*) are provided and delivered in sufficient numbers.

- ✓ Cleaning operations carried out once a day in all office/branches that continue to provide services in PTT Corp. have been increased to 2/3 times a day due to the epidemic. Additional officers were provided in lieu of those deemed to have

administrative leave under the Presidential Circular. Cleaning officers perform their duties in equipped with personal Protective Equipment (Gloves, multi-wipe cloth, daily-cleaned work clothes, etc.) in accordance with the relevant legislation and the cleaning activities are recorded.

- ✓ In our headquarters and affiliated offices, personnel who contacted the money and personnel working in distribution / sorting / dispatch / ring duties were supplied with gloves and masks to be used daily.

- ✓ Based on the knowledge that the coronavirus has passed from person to person through close contact, the practice of taking customers in certain numbers has been initiated to provide a minimum of 100 cm safe area in office/branches. Necessary warning and direction signs have been placed in front of counters in all our office/branches in order to maintain the safe distance of customers and employees.
- ✓ Gloves, masks, hand disinfectants have been supplied to the staff at the field who are/will be in the positions to carry out duties of maintenance, repair, money transfer, acceptance, control, etc.
- ✓ Thermometer guns were purchased for use in office/branches.
- ✓ The relevant personnel and managers were informed about delivering the shipments to the recipients without any contact and avoiding any kind of physical contact between the personnel and the addressee during delivery of the item.
- ✓ Pre-planned annual face-to-face trainings were postponed until further notice.
- ✓ Pre-packaged foods are being distributed to the staff instead of giving in the Dining Halls. Kindergartens operating within the Corporation were closed. Entry restrictions were imposed on social facilities and localities.
- ✓ All social events of the Corporation have been cancelled.
- ✓ A training on "*Information for Coronavirus Disease (COVID-19)*" in accordance with the contents prepared by the Ministry of Health was prepared and made available on-line to the staff.
- ✓ For some services provided face-to-face from counters, it is advised to the customers to use e-government and PTTmatics (ATMs).
- ✓ In order for the social aid payments made from Post Offices to be paid to the beneficiaries at once, communication is carried out with the relevant Institutions and Organizations.
- ✓ For parcel deliveries, customers are informed via SMS to use the parcel lockers.
- ✓ Our customers are constantly being informed about performing their banking and other transactions at counters via PTT Internet Banking, mobile applications and PTTMatics (ATMs).
- ✓ Daily withdrawal limit from PTTMatics (ATMs) has been increased simultaneously with banks.
- ✓ Since the citizens in the risk group especially over the age of 65 have been restricted from going out, the practice of paying their salaries, benefits and promotions through the method of delivery at home have been launched.

- ✓ Within the scope of combating the coronavirus (Covid-19) epidemic, the announcements of the authorized institutions and PTT Corp. are conveyed to all employees and customers without any delay, from the Corporation's social media accounts and screens in the Post Offices. In addition, questions and answers that may be asked by our customers are prepared and published as "**KORONAVIRUS FAQ**" on the corporate website of the Corporation www.ptt.gov.tr
- ✓ Director General of PTT Corporation shared a video on the internet channel Ptttv about the Corona Virus in reply to the questions from social media.



- ✓ PTT Corp. Management constantly shares the measures taken in communication with the authorities. In addition, alternative study plans are updated according to the course of the outbreak / pandemic.
- ✓ A period of leave has been declared both in the public and in private sectors pursuant to the circular issued by the Presidency of Turkey in order to help to prevent the spread of the coronavirus (COVID-19) throughout Turkey. First EMIS was published by the Turkish PTT Corporation on 19 March 2020 indicating that the reduced workforce will have a major impact on operations and, consequently, on quality of service for all types of inbound mail (letter-post, parcel-post and EMS items) and service delivery standards cannot be guaranteed and a situation of force majeure has been declared until the situation returns to normal.
- ✓ Since many international flights have been cancelled, sending items abroad has been suspended to many destinations and are being updated daily. The second EMIS for outbound dispatches was published on 31 March 2020.