Özyeğin University

# Human Resources Policy

This document summarizes work and employment policies and procedures as well as the main terms and conditions that apply to all directly employed/subcontracted employees.  The aim is to provide summarized information about the roles and responsibilities of all administrators and employees at the University, work conditions, and policies and procedures in line with OzU's institutional culture, business expectations, and processes.

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# 1. Legislative Responsibilities

- Procedures applicable to Özyeğin University employees are defined within the framework of Higher Education Law No: 2547, Turkish Labor Law No: 4857, Turkish Social Security and Universal Health Insurance Law No: 5510. All employees are responsible for knowing these laws as well as knowing and adhering to this legislation defined based on these laws.

- **All employees are expected to read all of the effective procedures and complete the business processes within the framework of the principles defined by these procedures.** The procedures included herein are not all of the procedures. All policies and procedures are available on the intranet.

- **All employees are responsible for reading and complying with the announcements released via the myOzU web and mobile applications.**

- Both faculty and staff must check their email accounts regularly during the working hours. This is of paramount importance not only for the fast and timely delivery of notifications but also for the effective planning and execution of our work flow. Meanwhile, all news and new developments pertaining to life on campus, working conditions, and emergencies are announced by the University on the MyOzU platform. For these reasons, regular checking of e-mail messages and MyOzU announcements by faculty and staff during the working hours is part of the proper fulfillment of professional duties, and it is important and necessary for all OzU members to exercise due care and attention in this matter. It is the responsibility of all our academic and administrative employees to comply with the announcements made and the internal legislation published regarding the secure use of email during the employment contract.

- All employees are expected to follow the academic calendar and ensure the timely completion of all roles and responsibilities as required by academic processes. Prior to scheduling any event, the academic calendar must be taken into account based on the needs of the event, and it must be ensured that the event will not interrupt the teaching and learning processes.

- The University is subject to a large number of inspections. All employees are responsible for providing all necessary information and documents for such inspections as required by their job definitions.

- Human Resources announce mandatory trainings required by legislations(i.e. Occupational Health and Safety, Information Security, First Aid). Attending mandatory training is the responsibility of both employees and their managers. Any negligence regarding mandatory training programs may cause material and moral sanctions.

- Legally-mandated eye and general periodical medical examinations are announced by Human Resources. Undergoing these examinations is mandatory.

- New employees are provided with this document and the University Handbook, and are offered orientation training and a campus tour.

- In a case in which an employee has a complaint regarding equal opportunities within the scope of Article 5 of Labor Law No:4857, the employee may report it within the scope of the Complaint Management Procedure, and the complaint will be evaluated based on the respective procedure.

- For matters not covered in this document or published policies, Higher Education Law No: 2547, and Turkish Social Security and Universal Health Insurance Law No:5510 will apply.

- All employees may directly contact the University for any matter they wish to discuss with the university management.

**Related Legislation/Procedure:**

Higher Education Law No:2547 (yok.gov.tr)

Turkish Labor Law No: 4857

Turkish Social Security and Universal Health Insurance Law No:5510

Employee Orientation Procedure

Complaint Management Procedure

## 2. Code of Ethics

- Within the scope of our Code of Ethics, members of Özyeğin University are responsible for seeking for the truth, endeavoring to reach perfection, protecting academic freedom which includes the freedom to teach, learn, conduct scientific research, share information, express ideas and opinions, as well as the freedom of communication and expression, and providing equal opportunities and amenities for everyone in order to ensure that ethical principles and ideals can come true.

- University employees are responsible for protecting the dignity and reputation of both the University and their positions in all internal and external channels, including social media.

**Related Legislation/Procedure:**

Özyeğin University Code of Ethics (Senate Decision No:4 dated June 23, 2015)

## 3. Absenteeism

- Remote working processes have been defined in the hybrid working procedure. Within the scope of this procedure, all employees excluding those working remotely must be present in their on-campus offices in accordance with the working hours. Employees working remotely

must be working in compliance with the University's working hours and hybrid working procedure at the address the employee has previously provided to the University.

- Should an employee request for a leave of absence for any reason, the employee must first obtain permission from his/her senior manager. The employee must then fill out the appropriate annual or daily/hourly leave of absence request form and submit it to his/her manager for approval. The employee should not take leave before the completion of the approval process. The respective manager must then submit the leave of request form to Human Resources.

- Employees who are unable to come to work due to a health problem must inform their line managers and submit their sick leave reports.

- Employees who need to attend an off-campus meeting or event must notify their line managers and obtain their approval in advance.

- For any meeting/event for which a leave of absence was taken, employees must remind their line managers one day before the scheduled event/meeting that they will be out of office.

- Managers are required to monitor, record, and be able to declare the periods when their subordinates are outside the office (due to leave or assignment).

- Reaching the units by phone when needed is an important issue for the University. Therefore, employees who need to leave their desks must direct their phones to their corporate mobile phones, if any, or a colleague who can answer incoming calls, and make sure there is someone available in the office who can take incoming calls.

- Employees must turn on their out-of-office responder when they will be out of office or when they will not be able to check their emails.

- Annual leaves must be used during the respective year as per Labor Law. Managers are expected to schedule the annual leave of their employees and submit their employees' annual leave forms to Human Resources in advance. It is also the responsibility of managers to follow up on and make sure their direct-reports use their scheduled leave.

**Related Legislation/Procedure:**

PROS.İK.210.03 Absenteeism and Leave of Absence Procedure

PROS.İK.13 Hybrid Work Procedure

## 4. Information Security and Confidentiality

- Employees are responsible for not disclosing any confidential information or trade secrets obtained or disclosed in connection with the University's operations and administrative processes due to one's position at the University, or any information about the University's

administrative processes that the University might expect to be kept confidential due to its nature, without the written approval of the University, excluding any information disclosed due to legal obligation; and for exercising the best efforts and taking all necessary precautions to prevent the access or disclosure of such confidential information.

- Employees' personnel information including salary information is confidential. Employees should not share their personnel information with other employees.

- Access privileges are provided by the University primarily for teaching and research purposes in line with the University's goals. These privileges cannot be used by staff for commercial gain. Although the University does not ban its staff from using these access privileges for social purposes, it reserves the right to set the priority of use in alignment with teaching and research activities.

- Privileges offered to employees must be used in line with the University's academic principles and goals. The University does not monitor or inspect how employees use these privileges. Nevertheless, the freedom provided by the University cannot be interpreted or construed to permit employees to use these privileges as they please. Unacceptable use may result in denial of access and legal and/or disciplinary proceedings depending on the effect and damage caused by such incident.

- Work emails provided to employees are private. The University does not monitor work emails, nor does it keep or block messages. However, where communications may constitute a crime, system records are served to the respective public authorities in response to their official request.

- Employees cannot send spam emails, fake emails, or malicious emails designed to damage or disrupt the operation of systems, or create a similar traffic via the email address and communication environment provided by the University.

- The rules and regulations for email use are subject to occasional changes and/or updates by the Information Security Office in accordance with legal, regulatory, and technological developments. The updates and changes can be communicated to employees in the form of email announcements and/or procedure revisions. Employees must keep themselves abreast of and act in accordance with such revisions/updates.

- Each university email account is specifically designated for individual employees, making it the personal responsibility of each employee to ensure the appropriate use of their account, the protection of their password, and the overall security of the account. Employees should not allow others to use their accounts, nor share their passwords for this purpose, or similarly use others' accounts.

- Employees should not use their email accounts for personal purposes (i.e. memberships, correspondence). Employees should not use their institutional email accounts to sign up on websites, blogs or other similar environments that contain or publish content that poses the risks specified within the University's information security policy and regulations.

- Employees should not share their personal passwords and other critical information via email, and they should refrain from accepting requests of this nature. In cases in which they need to share personal information via email, employees should exercise the utmost care and caution. They should refrain from sharing such information with individuals they do not trust and/or cannot verify, and make sure that any information they share is limited to what is strictly necessary on a need-to-know basis. Employees should report such emails and similar suspicious messages to the Solution Center or  bilgiguvenligiofisi@ozyegin.edu.tr for investigation purposes.

- The University is responsible for keeping all data pertaining to traffic on its systems and disclose it to the respective authorities in case of any violation of University policies as per Law No:5651.

- Employees are authorized to use the University's systems and applications with their user accounts, passwords, and laptops issued by the University in their name. In case of any inappropriate use or any resulting sanctions due to disclosure of account information to and/or sharing the University issued laptop with another employee, the account/laptop owner is held personally responsible.

- All information processed through any type of University-issued equipment or system such as the email system belongs to the University.  Hence, it is prohibited to store personal data on University-issued equipment or systems such as the email system. In case of disclosure or processing of any personal data that is kept on the University-issued equipment, the University cannot be held accountable.  All University-issued computers or devices containing information assets belong to the University, and the University reserves its right to inspection, when deemed necessary.

- Desktop or laptop computers issued by the University must be kept physically secure. Due care must be exercised, and personal precautions must be taken to prevent them from theft or loss. In case the mobile devices issued to employees are stolen or lost, employees must open a ticket via the SC and report the incident to the authorities. If the mobile device is stolen, a police report must be filed, and the incident must be reported to the Information Security Office, accompanied by the police report.

- The University reserves the right to erase or request the erasure of any folders with illegal, harmful, or malicious content or any program files saved in the laptop issued to an employee or in its servers.

- Access privileges are granted to employees only to the extent that it is necessary and proportionate to their position and role within the University. Unauthorized access is not allowed. Conscious attempts of unauthorized access are considered as threats and are subject to necessary precautions as per laws or university policies.

- The Information Systems resources are accessed via computers that are configured based on the University's security standards, settings, and policies.  Employees should refrain from using different devices when accessing system resources.

- Access to standard services (i.e. Internet, email, disk space) is granted only after the employee is assigned with an OzUNet account. Access to institutional data or the systems where data are kept is granted with the approval of the department head.

- The University reserves the right to set forth which Internet access privileges, software programs, and settings can be available on the computer of employees who have access to confidential institutional data.

- Although it is technically possible, employees should not attempt to access the resources for which they do not need access for their role within the University. Employees are responsible for reporting to the University any vulnerability they may become aware of. (Via solutioncenter or bilgiguvenligiofisi@ozyegin.edu.tr)

- Employees must keep the network access settings on their University-issued computers/laptops as is. They are not allowed to change the user specific records on their computers, including their IP addresses, domain names, or MAC addresses.

- All files accessed from or open for sharing on employee computers must comply with the copyright laws (i.e. movies, music, books etc.). The employee is personally held liable for any legal consequences for having or sharing such files on his/her computer. The University cannot be held legally responsible for providing computers or communication environment.

- The University offers employees opportunities to update or contact a variety of websites. When updating or contacting a website, content used by employees must be in compliance with effective laws, and university policies. The University reserves the right to remove any content that violates the effective laws or university policies.

- Computers not issued by the University are not allowed to connect to the University network unless it is authorized with special permission. Guests on campus are granted with temporary access privileges subject to the request of the host unit.

- Employees must use private encrypted lines (i.e., VPN-Virtual Private Network, HTTPS, SSH.) for off-campus access to the University network.

- Employees must use university-issued and configured laptops for remote access to the university network. They should not access the university network from public and unsecured computers. In case of an unavoidable circumstance, employees must make sure that they have deleted all information which can be used to re-access the network as well as all institutional data and access footprints.

- The University does not guarantee to provide remote access to all of its on-campus services. The University has the right to temporarily or permanently re-organize the access rights/privileges depending on the remote access risks.

- Visiting illegal websites and/or websites that violate the University's regulations is strictly prohibited. This includes:
    - Websites used for political propaganda,
    - Websites containing pornographic content,

- o Websites in violation of ethical values,
- o Websites containing games or other forms of entertainment,
- o Websites containing information about addictive substances, weapons, and games of chance, and
- o Websites containing information that promotes violence or discrimination.

The University may decide to restrict access to any website in line with its security policies.

- It is critical that all business-related files are stored in the Z: drive for information security and confidentiality purposes. Employees are responsible for keeping their business related files and works in the Z: drive, using a sustainable filing system. Utmost attention must be paid to protect data during data transfer in order to prevent unauthorized people from getting hold of files which contain confidential and personal data according to Turkish Personal Data Protection Law. Private data (i.e., movies, photos, documents) should not be kept in the Z: drive. The University has the right to delete such data when necessary with prior notice.

- Employees are expected not to disclose the passwords of their university accounts to any other third persons, and to periodically change their passwords. When setting passwords, easily predictable passwords that contain personal information must be avoided.

- Computers/laptops are issued to employees by the University with anti-virus installed. Employees must endeavour to use the anti-virus suite selected and installed on their computers by the University. Employees should not make any changes to security software (i.e. anti-virus suites, firewalls) or update settings on their university-issued computers. Employees may always contact the Solution Center, should they need further assistance.

- Employees must use University-issued and properly configured laptops for remote access to the University network. They should not access the University network from public and insecure computers. In case of an unavoidable circumstance, employees must make sure that they have deleted all information which can be used to re-access the network as well as all institutional data and access footprints.

- Employees working remotely are equally responsible for adhering to relevant laws and the University's policies, procedures, and regulations, in particular privacy and information security measures, as their on-campus counterparts. They are also expected to take the necessary precautions, as required during their on-campus work at the University.

- Careful attention should be paid to ensure that the wireless internet connection used for internet access is password-protected and secure. It should be refrained from connecting to any wireless network that is not password-protected, or otherwise is insecure, and/or suspicious. If employees are working outside of their homes, they should avoid connecting to shared wireless networks as much as possible, and instead, opt to use their own mobile phone's internet connection as their primary choice of Internet connection.

- If employees choose to work in public places like cafes, they must position their computer monitors in a way not to be visible to third parties. Likewise, it is important that employees

keep an eye on their physical notes (i.e., notebooks that do not contain confidential information) and make sure they are not seen by any other persons.

- In situations where employees need to briefly leave their remote workspaces, they should lock their computer screens and ensure the security of their computers and documents.

- Employees must pay utmost attention to the physical protection of their devices.

- Necessary measures must be taken for information and document security in workspaces during working hours. Personal data and/or confidential information and documents must not be left exposed in a way that can be easily accessed by unauthorized employees or third parties.

- When workspaces are left unattended for an extended period (i.e., at the end of the day or during lunch breaks), no papers, documents, post-its, notes, notebooks, or similar recording medium containing sensitive/confidential information or personal data (i.e., student information, employee information) should be left on desks. Before leaving the workspace, all documents and recording media should be locked in a drawer or cabinet. Keys should not be left on the drawers or cabinets. Employees should also exercise due caution to ensure that any telephone conversations they have in the course of their duties, which may contain personal or corporate confidential data, are not overheard by unauthorized individuals.

- No information or document should be left behind on desks, boards and/or walls in meeting rooms, and before leaving, the meeting room must be checked for any items or information left behind.

- University computers must be locked when not in use.

- When using shared or private printers and scanners, documents/printouts must be collected immediately, and employees must make sure that there are not any documents left on these devices.  Unless absolutely necessary, employees must refrain from printing documents containing personal data or confidential information.

- The disclosure of any information related to the University's internal correspondences, internal information, and personal data of real persons such as employees/students, or the disclosure of any information that might be construed as a breach of the confidentiality policy on social media platforms is prohibited. In the digital environment, there is no guarantee that such disclosures will remain restricted to the intended recipients.  As such disclosures can be easily copied and duplicated,  due care and attention must be exercised.

- Creating institutional accounts on social media under the names owned by the University is prohibited. Using the University's name for another purpose may create confusion in perception and authority. Therefore, creating a social media account under the name of the University or using the University's name or logo is prohibited.

**Related Legislation/Procedure:**

POLI.GRC.01 Personal Data Protection and Processing Policy

POLI.GRC.02 Personal Data Storage and Erasure Policy

POLI.BT.03 Acceptable Use of IT Facilities Policy (For Staff)

Law No:6698 on the Protection of Personal Data

Information and Communication Security Guide issued by the Digital Transformation Office of the Presidency of the Republic of Türkiye

ISO 27001 Information Security Management System

## 5. Correspondence and Communication Rules

- University announcements are released via the MyOzU web platform only. Internal announcements are released both in English and Turkish.  Commercial announcements are not allowed within the University.

- Employees are expected to respond to their emails in a reasonable time frame to ensure continuous communication.

- The University's official correspondences are sent via the electronic document management system (EBYS) from the University's registered email address (KEP) with secure electronic signature. For the numbering system to be used for the University's official and internal correspondences, the OzU Official Correspondence Codes and Document Number Assignment Procedure will apply.

- More information about official correspondences is available at the YÖK Relations Coordination Office.

- Excluding forms, any document submitted to the Rector for approval or information must first go through the Electronic Document Data Management (EBYS) system, which is managed by the YÖK Relations Coordination Office. Forms must be submitted to the Rector's Office for approval in the respective unit's own signature folder.

- <u>In communication, due care and caution must be exercised with respect to the principles listed below. Failure to adhere to these principles in our communications will constitute grounds for disciplinary proceedings.</u>

  - **Be inclusive.** We welcome and support individuals from all backgrounds and identities. This includes all kinds of sexual orientations, gender identities and expressions, race, ethnic origin, culture, national origin, social and economic class, education level, color, immigration status, gender, age, physical characteristics, family status, political beliefs, religion, and mental and physical abilities.

  - **Be thoughtful.** As an institution, we trust each other to do our best.  Your decisions will impact on our students and your colleagues. In making decisions, you should consider their consequences.

- Be respectful. We will not all agree all of the time, but disagreement is not an excuse for disrespectful behavior. We will all experience disappointment at times, but we cannot allow that disappointment to turn into personal attacks. An environment where people feel uncomfortable or threatened is neither productive nor creative.

- Choose your words wisely. Always act professionally. Be kind to others. Do not demean others. Harassment and exclusionary behaviors are unacceptable. This includes, but is not limited to:

  - Threats of violence.
  - Discriminatory jokes and language.
  - Sharing sexually explicit or violent materials through electronic devices or other means.
  - Personal insults, especially those using racist or sexist terms.
  - Unwanted sexual attention.
  - Defending, encouraging, or condoning any of the above behaviors.

- Do not harass others. In general, if someone asks you to stop something, then stop it. When we do not agree with each other, try to understand the reasons behind it. Differences of opinion and disagreements are often inevitable. What matters is our ability to resolve conflicts and differing views in a constructive manner.

- Our differences can be our strengths. We can find strength in diversity. Different people have different perspectives on issues, and that can be valuable for solving problems or developing new ideas. Being unable to understand why someone holds a viewpoint does not mean that they are wrong. Remember that we all make mistakes and blaming each other gets us nowhere. Instead, focus on resolving issues and learning from mistakes.

**Related Legislation/Procedure:**

PROS.KI.01 Internal Communications Procedure

PROS.GN.03 Format of Correspondence with Public and Private Institutions and Organizations

PROS.YK.03 OzU Official Correspondence Codes and Document Number Assignment Procedure

Rules and Regulations No: 29255

Electronic Signature Law No:5070

## 6. Document Management

- Official documents for work permit applications, visa applications, or payroll sheets are prepared by Human Resources within two business days. Therefore, these documents must be requested at least two days before.

- All expenses incurred on behalf of the University must be duly documented and entered into the ERP system with the right budget codes. Employees are expected to have read the relevant expense procedures before incurring any expense, and if necessary, contacted the Finance Department or Purchasing Unit for the required documents or budget codes.

- All information and documents about the private group health insurance plan, including its coverages, are available at  Z:\__ Cesitli Bilgi & Belgeler\SAGLIK SIGORTASI. Employees are expected to use their private health insurance plan in accordance with information provided. Employees who use out-of-network providers must submit their medical examination forms prepared by their physicians, their bills, and test results with a cover letter to Human Resources for a reimbursement. Documents are sent to the insurance carrier every Thursday. Reimbursements may take 2 to 3 weeks.

**Related Legislation/Procedure:**

PROS.FN.02 Travel Business Advance and Expense Procedure

PROS.FN.03 Payment Request Procedure

PROS.FN.05 Non-Travel Business Advance and Expense Procedure

PROS.FN.09 Personal Research Support Procedure

PROS.SA.01 Purchasing and Supplier Management

Rules And Regulations For Purchasing and Tenders at Özyeğin University

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## 7. Daily Life

- All employees must download the MyOzU app on their mobile phones.

- Anyone who comes to campus must present their campus cards via the MyOzU app on their mobile phones, place their campus cards onto the card readers, and pass through the turnstiles.

- Employees should not let any other third persons use their Campus Cards.

- Campus cards must also be placed on the card readers when buying lunch in the dining hall or printing documents at the on-campus printers.

- Employees must contact the HSE Security Unit to register their names for staff shuttles for their daily commute to and from campus.

- Shuttle routes were determined after detailed studies conducted by the University and they pass through the main arteries of the city as much as possible. Requests for route changes can be considered, but it is not possible to accept and meet all requests. In case of a problem with shuttles, employees must contact Administrative Services, not the subcontractor or shuttle drivers.

- Daily shuttle schedules are available on myOzU and the University website.

- Employees may request a vehicle for business purposes with the approval of their senior managers. When employees need to do overtime, they must submit their request for a vehicle to Administrative Services via email (ulasim@ozyegin.edu.tr) before 16:00, by copying their managers.

- Employees who wish to request a vehicle for personal reasons by paying the fees out of pocket may submit their request to Administrative Services (ulasim@ozyegin.edu.tr) or SC (solutioncenter@ozyegin.edu.tr) via email.

- Personal mail and cargos can be left at the University's correspondence office for shipment by paying the cost of delivery out of pocket. Likewise, received mail and packages can be collected from the University's correspondence office.

- Employees issued a mobile phone line (voice/data) by the University are responsible for checking their data and voice limits in their bundle before travelling abroad for business purposes, regardless of whether the bundle also includes roaming services. Employees must notify Administrative Services in writing, copying their managers (which will be considered as management approval), of their destinations and length of stay at least 2 business days before the date of travel. Based on the information provided, Administrative Services takes necessary precautions to ensure the affordable usage of the line while roaming.

- In a case in which employees who are issued with a mobile phone (voice/data) by the University exceed the quota limits set for mobile usage, employees must explain whether such excess is caused for business reasons, and if not, must compensate for the excess charges.

- Employees are responsible for using all equipment and items entrusted to them as specified. Users must cover any mobile phone or computer/laptop expenses caused by user error, or any traffic tickets issued to University-issued vehicles. Employees who leave the University are expected to return any equipment or item issued for their use to the University in good working condition.

- All kinds of IT, technical support, maintenance, and repair needs and requests, as well as comments, recommendations, and complaints regarding Özyeğin University's on-campus services must be submitted via http://solutioncenter.ozyegin.edu.tr. These requests, comments, recommendations, or complaints should not be sent via email.


**Related Legislation/Procedure:**

PROS.II.04 Appropriate Issuance and Use of Mobile Phones/Smart Phones and Business Lines

PROS.II.09 Transportation Services Request for Business Purposes Procedure

PROS. II.11 Staff Shuttle Transportation Services

PROS.İİ.13 Mail Services

PROS_II_16 Dining Hall and Cafeteria Services

## 8. Health & Safety and Environment

- Our University currently holds the ISO 45001 Occupational Health and Safety Management Systems certification, the ISO 14001 Environmental Management Systems certification, and the zero waste certification. The University duly satisfies the requirements of these certifications.  We provide a safe and healthy workplace and adhere to the effective laws on occupational health and safety, and environment, as well as other relevant laws, rules and regulations and internal requirements. We strive to continuously improve health and safety in our workplace, including the identification of hazards, and the resolution of health, safety, and environmental issues. All employees must know and observe on-campus security rules. Environmental aspects of our educational, research, and campus operations and their impacts on health, safety, and environment are duly evaluated. Hazards and risks are identified and the necessary actions are taken for their prevention. To that end, processes are managed, measured, reported, and reviewed by independent auditing organizations in alignment with our health, safety and environment procedures in place.

- Employees' awareness and consciousness are raised through the training, information, and announcements provided.

- All employees are expected to act in accordance with the emergency response procedures during on-campus emergency drills. Participation in the drills is mandatory.

- The identity of the driver and passengers in the vehicle as well as the trunk of the vehicle are checked before a vehicle is admitted in the campus premise. Drivers must adhere to the on-campus traffic and parking rules when driving or parking their vehicles on campus.  Drivers must reverse into parking spaces whenever possible. (Reverse Parking)

- All employees are expected to fulfill the following responsibilities pertaining to emergencies.
  - o Know and adhere to the emergency response plans,
  - o Take part in training and drills,
  - o Report any incidents they witness or become aware of,
  - o Ensure their own wellbeing and safety first in case of an emergency,
  - o Follow the instructions and directions of authorized teams in emergencies.

- In case of an emergency, the first witness is expected to ensure his/her own safety and well-being first, and use the **emergency telephones available in each hallway** and call the extension number **9 911** or **0216 564 9 911** to report the incident by providing his/her full name, the location, and the nature of the incident.

- Likewise, all lost and found items can be reported to the extension number 9 155 or phone number 0216 564 9 155, and can be handed over to the Security Center on Floor G in AB1.

- The general rules for employees are summarized below. Accordingly, employees are expected to:
  - Observe all health, safety, and environment rules, and fulfill all reasonable health and safety instructions given by the management.
  - Take care of their own health and safety, and take reasonable measures to that end while at work.
  - Avoid any acts or actions that may put any other person's life at risk.
  - Refrain from operating any plant, equipment or machinery unless trained and authorized to do so.
  - Assist in keeping the business environment tidy and safe.
  - Wear or use personal protective equipment at all times as directed by the management.
  - Report all accidents and damages to the HSE Department, regardless of whether or not any persons are injured.
  - Report immediately to the management any defects in University-issued protective equipment.
  - Understand the University's emergency procedures.
  - Comply with the University's security rules.
  - Act in coordination with the HSE Department prior to any structural or organizational change as per the Change Management Procedure.
  - List all activities and share them with the HSE Department for risk assessment.
  - Inform the HSE Department prior to any on-campus activity to ensure compliance with the HSE requirements.
  - Inform the HSE Department and about the activity outputs achieved relevant to HSE
  - Use water and energy efficiently and exercise due care to waste management in accordance with the University's environmental policies, plans, and procedures.

- **Within the scope of the fight against climate change**, we voluntarily share data for the GreenMetric University Rankings, which assess universities worldwide across various dimensions including energy, recycling, infrastructure, climate change, water resources, transportation, and education. Through this collaboration, we continuously monitor, keep under control, and minimize the environmental impacts of our operations. Furthermore, we uphold strict compliance with environmental laws and regulations.

- **Energy Management:** Under the academic guidance of our Center for Energy, Environment, and Economy, and through the operation of our HSE and Energy Management units, we place a high emphasis on energy efficiency in our buildings, most of which are LEED certified. To that end, we prefer using climate control, smart automation systems, and motion sensor lighting across our entire campus and dormitories.  We monitor our energy consumption on a daily, weekly, and monthly basis using our energy monitoring system.  To track our energy consumption, we oversee our cooling, climate control, and lighting systems centrally through the automation system we have implemented.

- **Water Management:** We are aware of the critical importance of water for human health, and in line with our commitment to human rights, we place great emphasis on providing clean

water to our employees and all stakeholders. The on-campus water consumption is recorded, monitored, and reported to the senior management on a monthly basis.

To ensure water efficiency, we use motion sensors in faucets and toilets. Furthermore, we cooperate with municipalities to duly fulfill legal obligations and thus prevent environmental impacts of the wastewater generated as a result of our activities. Through aerators connected to the end of faucets, we achieve nearly 50% water savings. Additionally, we have systems in place for storing greywater and rainwater. We also have wells located at specific points on campus which are actively used for irrigation. Furthermore, we periodically calculate and report our institutional water footprint.

- **Waste Management:** Taking pride in our zero waste certificate, we adhere to the policy of "reduce, reuse, and recycle" in all the resources we use. We monitor our paper consumption on a monthly basis and disseminate the data across all departments. All our waste is channeled towards recycling through licensed firms. Our campus undergoes annual inspections by the Provincial Directorate of Environment.

- **Preservation of biological diversity**: As a university that ranked among the world's top 100 greenest universities in the overall rankings and placed first among foundation universities in Türkiye in the Greenmetric rankings for four consecutive years between 2019-2022, we ensure the preservation of biological diversity on our campus. In addition, we have planted over 18,000 trees in the last decade to enhance biodiversity. In selecting plants, we prefer plants well-suited to local climate. These plants are well-cared-for, and are regularly pruned and watered through drip and sprinkler irrigation to ensure their preservation.

- **Reduction of Carbon Emissions:** We report our carbon footprint. We provide free shuttles to our employees from the nearest routes to their homes. We continuously encourage using public transportation and reducing our carbon footprints. We offer vegetarian options on the daily menu and strive to create menus primarily focused on seasonal fruits and vegetables.

- **Prevention of Food Loss and Waste:**
We organize information and awareness campaigns in our cafeterias, which are open to all our employees and all stakeholders, in order to prevent food loss and waste. We encourage everyone to take only what they can consume, and offer discounted menu options for students. Working closely with non-governmental organizations, we extend a helping hand by distributing plate leftovers to stray animals in our streets and forests. Additionally, any excess food that is prepared but not served is donated to those who are in need. In cases where recycling of waste is not feasible, we sort food waste and waste oils at the source to minimize environmental impacts. Through our collaboration with the municipality, we contribute to composting and energy recovery from organic waste that is unsuitable for consumption.

**Related Legislation/Procedure:**
Environmental Protection, Waste Management and Energy Efficiency Management Plan
Emergency Response Plan

## 9. Employment

### a. Employment Documents

All institutions are legally responsible for keeping records of all of their employees as per Higher Education Law No:2547 (yok.gov.tr) and Turkish Labor Law No:4857. New hires must submit the following documents to their employers:

- Copy of Identity Card
- 3 passport size photos
- Certified Copy of Identity Card
- Health Certificate (a clean bill of health/medical report issued by the University physician based on medical tests completed at off-campus health institutions)
- Residence Certificate
- Extract of Civil Registry Record – Obtainable from Civil Registry
- Copies of all diplomas and equivalency letters
- Curriculum Vitae / Resume (Free-Format)
- Criminal Record Check (Police Clearance Certificate) and Archival Criminal Record Check. (From the Prosecutor's Office)
- Blood Group Card
- Copy of Marriage Certificate
- Military Discharge Certificate
- Security and Archival Investigation Form (to be obtained from the respective mukhtar's office and submitted with the national identity card form)

If requested, employees must supply copies of other certificates such as technical qualifications or medical certificates.

### b. Personnel Records

The employer keeps the personnel records of all employees. This will include records of hours worked, holidays, wages and any disciplinary issues or grievances. Although personnel records are confidential, as per Law No:6698 on the Protection of Personal Data, they may be disclosed to third parties such as public inspectors or labor auditors to verify compliance with national laws and international standards.

### c. Employment

At the start of employment, new hires are offered employment contracts which specify their position, department, start date of employment, term of employment, working days and hours, annual leave days, and salary and benefits.

Employees are provided with the Non-Disclosure Agreement for Information Security and PPDL Clarification Document and Express Consent Form, and they are requested to grant their consent.

### d. Orientation

New hires are invited to attend an orientation presentation and campus tour in the month in which they start work at the University. The orientation presentation provides information about both the

ownership structure, type of organization, governing laws and legislations, and the organizational structure, salary and Social Security information, and side benefits.

## 10. University Policies

This section is prepared to further explain the topics covered in the first eight articles and to provide additional information about matters not covered thereunder. The legislations and procedures covered in the first eight articles also apply to this section.

### a. Personal Conduct

All employees are expected to adhere to the Özyeğin University's Code of Ethics. Business ethics requires treating other employees, managers, and any visitors with mutual respect and being polite and open in communications.

### b. Equal Opportunity Policy

Özyeğin University is committed to offering equal opportunities to all its employees in relation to recruitment, promotion, and any aspect of employment. Discrimination is not tolerated in any form on the basis of gender, race, nationality, ethnic origin, religion or belief, disability, age, or sexual orientation.

### c. Policy and Processes on Harassment and Bullying

Özyeğin University is committed to providing a fair and safe workplace where all employees can perform their jobs professionally. Bullying or harassment is not tolerated in any form by any employee or manager. Should any employee feel that they are subject to bullying or harassment for any reason, he or she should follow the steps explained in the attached Complaint Management Procedure.

### d. Disciplinary Policy and Processes

All employees are expected to comply with University policies, agreed processes, and instructions. Discipline procedures are conducted as per Higher Education Law No:2547, and Turkish Labor Law No:4857.

For administrative staff, the disciplinary committee is chaired by the Rector or the person appointed by the Rector, and composed of the department heads from the Legal Office, Human Resources, and other relevant departments determined according to the subject of the disciplinary investigation. The subject of the disciplinary investigation must be communicated to Human Resources in writing by the employee or manager. Human Resources conducts a preliminary investigation and presents its assessment to the disciplinary committee chair (the Rector or the person appointed by the Rector). The decision regarding whether or not the disciplinary issue is to be evaluated by the disciplinary committee is made jointly with the disciplinary committee chair.

All steps of the disciplinary process are completed as per the principles of confidentiality and privacy.

Disciplinary offenses that call for a disciplinary investigation include but are not limited to the following:

- Causing material and moral damage to the University by abusing one's own authority,
- Obtaining commercial gain through the disclosure of personal or institutional data owned by the University,

- Involvement in cases of sexual harassment and violence within the institution,
- Engaging in acts or actions that do not align with institutional ethical values.

### e. Grievance Process

We are committed to offering a transparent process for employees to express their concerns and file their grievances. We recognize that we have a responsibility to address justifiable complaints effectively and efficiently. We will ensure that there is no retaliation or discrimination against those who express grievances, and that grievances will be treated with confidentiality.

Management will treat all grievances seriously and take prompt and appropriate action.

Our grievance mechanism does not substitute other channels defined within the framework of Higher Education Law No:2547, or Turkish Labor Law No:4857. The grievance procedure is described in the attached Complaint Management Procedure.

### f. Policy on Minimum Age

Our institution adheres to the minimum age restrictions in recruitment as stipulated the within the framework of Higher Education Law No:2547, and Turkish Labor Law No:4857.

### g. Policy on Forced Labor

Any form of forced or bonded labor is not used or tolerated. All work must be voluntary. Employees are free to terminate their employment. Recruitment that involves payments by employees to an agent will not be used.

### h. Confidentiality

All employees are expected to maintain confidentiality in relation to scientific, commercial or operational information. Any personal data the employee collects about employees will be treated confidentially as legally required.

### i. Policy on Trade Union Membership and Activities

Özyeğin University respects employee rights as described within the framework of Higher Education Law No:2547, and Turkish Labor Law No:4857.

### j. Policy on Bribery and Corruption

Employees are expected to act honestly and with integrity and to comply with all anti-corruption and/or bribery laws and regulations. There is a zero-tolerance approach to bribery and corruption. If corruption or bribery is suspected, appropriate investigation and actions will be put in place, such as reporting to appropriate authorities, disciplinary action and/or prosecution.

### k. Policy on Drugs, Alcohol and Gambling

Consumption of any drugs or alcohol on campus or during working hours is not tolerated. Gambling on campus or during working hours is prohibited.

### l. Training Policy

In the light of our fundamental value of multidimensionality which promotes learning, discovery and creativeness at university, and under the guidance of our fundamental value of flexibility which we embrace in all our learning and development processes, all employees are offered training and personal development opportunities.

**m. Retrenchment Policy**

In situations where retrenchment is inevitable, the retrenchment process is conducted as per Higher Education Law No:2547, and Turkish Labor Law No:4857.

**n. Use of University Property**

All employees are expected to treat university property with care and attention, and return any such property in their possession when requested.

**o. Employee Representative**

We have employee representatives in place as required by the "Communique on the Qualifications of the Employee Representative for Occupational Health and Safety, and Electoral Principles and Procedures" published in the Official Gazette No:28750 dated August 29, 2013.

In the pursuit of compliance with this legislation, candidates are solicited for employee representative positions, and representatives are selected through a voting process each year.

The Employee Representative is responsible for attending occupational health and safety related activities, monitoring ongoing initiatives, making requests or proposals to take precautions in order to eliminate the source of hazard or mitigate associated risks, and representing employees on similar issues.

## 11. Our Commitment to the United Nations Global Compact (UNGC)

Respect for Human Rights: We uphold respect for human rights as a fundamental principle throughout recruitment, promotion, compensation, and other human resources processes. We reject all forms of discrimination, protect the legal rights of employees, and take necessary measures to support human rights.

Compliance with Labor Standards: We ensure that employees work under conditions compliant with fundamental labor standards in terms of working hours, remuneration, and occupational health and safety.  We place a special emphasis on the welfare and safety of our employees.

Environmental Responsibility: As an environmentally responsible university, we promote environmentally friendly practices and strive to reduce our environmental impacts.  We support our employees in achieving environmental sustainability goals and organize awareness programs.

Equity in the Workplace: We are committed to creating a fair work environment. We endeavor to make sure that everyone has equal opportunities and benefits from promotion, training, and development opportunities fairly.  We update our policies and procedures to prevent discrimination, harassment, and bullying.

Anti-Corruption: We unequivocally reject corruption and maintain a zero-tolerance policy against it. We encourage our employees to adhere to the codes of ethics and provide them with the necessary mechanisms for reporting corruption along with training programs on the codes of ethics.

Relationships with Partners: We expect our business partners to adhere to the principles of the Global Compact.  We respect the ethical, social, and environmental standards of our business partners, and strive to build sustainable supply chain relationships and work in mutual cooperation.

## 12. Working Arrangements

The following section summarizes the basic conditions for employees.

**Communication Processes**
The University is committed to ensuring open communication at all times. To this end, it is endeavored that all employees receive clear instructions and information to enable them to perform their jobs.

**Working Hours**
Working hours are scheduled as per Higher Education Law No:2547 and Turkish Labor Law No:4857.

**Work Breaks**

The University has a 45-minute lunch break which can be used between 12:00 and 14:00 (depending on the work/course schedule). Additionally, employees may also take a 15-minute break until the end of working hours if their schedule allows.

**Holiday (Leave) Entitlements**
Employees are entitled to annual leave and other forms of leave (i.e. marriage, moving) as specified by the governing laws and their employment contracts.

**Processes for Giving Notice and Leaving**
Employees are free to leave employment at the University subject to reasonable notice in accordance with their employment contracts.

**Salary and Benefits**
Employees are paid in full and on time in accordance with their employment contracts. Employers are responsible for paying social security contributions and making all other legally-mandated payments on behalf of their employees. Employees are offered a clear and transparent breakdown of their pay (payrolls), accessible through an online system. Employees are continuously provided with free access to drinking water. Employees are also provided with free lunch. Employees are encouraged to use shuttles to access campus. Furthermore, all full-time employees are enrolled in private health insurance plans free of charge.

**Continuous Improvement**

The institution regularly reviews its human resources policies to keep them up to date.
The institution also commits to continuously improving its human resources processes in alignment with received feedback.

**EK: Şikayet Yönetimi Prosedürü**

| | **PROCEDURE** |
|---|---|
| ÖZYEĞİN ÜNİVERSİTESİ | **Complaint Management** |

| Document No. | Version No. | Procedure Owner | Reviwer | Publication Date | Review Date |
|---|---|---|---|---|---|
| PROS.IK.150 | 1.0 | Müge Belbes | Aslı Kapaklı | 14.1.2020 | |

**Purpose**

This procedure aims to provide guidance for an initial overview for potential complainants and respondents of the University's complaint management process.

**Validity**

This document is effective as of the date it is uploaded to the system. It is revised and updated within the first two months of every year and otherwise whenever necessary. Only the latest version on the system is valid. This is why depending on the printed version of the document is not recommended. In case a printed copy has to be used, it is the user's responsibility to check the document's validity through the system.

**Scope**

This procedure's scope is limited to Ozyegin University staff, faculty and contractors.

**Description**

As part of its commitment to principles of equal opportunity in work and study, Özyeğin University provides internal procedures for complaint resolution. These procedures keeps staff informed of what constitutes acceptable behaviour within the University environment. Any person may contact the University for advice and assistance with a problem which they feel has been caused by discrimination or by an abuse of human rights as well as harassment and for confidential conflict resolution There is no need for a complainant or respondent to have legal representation. In reading through the following material, we hope you will understand better the types of situations the University investigates.

Complaints about discrimination can be made under any relevant grounds of the Equal Opportunity Article (no.5) of Turkish Labour Law (no. 1475).

A complaint may be made on the grounds of:

- Race (colour, nationality, ethnic or national origin or descent, or the race of a relative or associate)
- Gender
- Marital status (single, married, separated, divorced, widowed, de facto)
- Pregnancy
- Impairment (current, past or of a relative or associate)
- Religious or political conviction
- Age (or of a relative or associate in some areas)
- Sexual harassment and racial harassment

**Procedure**

1. In case of a confidential conflict resolution requirement, before you initiate the written complaint prosedure, talk directly with the person with whom you have a complaint. If you find this step too difficult to do by yourself, you may like to take a support person with you. Remind yourself that emotional outbursts will not help to resolve the concern. Before the meeting organize your thoughts and effectively express yourself and how you feel, provide realistic alternatives to resolve the conflict.

2. If your Complaint is not related to any of the following:

   - A Policy Decision
   - An Employment Decision
   - A Performance Management Concern
   - Workplace Procedures or Practices
   - Workplace Safety and Health Issues

you may consider seeking advice from LEAP Employee Asistance Program, which is 7/24 available to all Ozyegin University Employees free of charge, that may also provide some useful strategies for resolving your complaint.

3. For the complaint to be officially processed, it must be made in writing. There is a standart complaint form that could provide a guideline, you can either use it or write a simple letter to the University. The complaint letter should include your name and contact details, give a brief explanation of why you are making a complaint and what happened and how it happened and how you have been affected If there is any wittnesses name them. Also, include some suggestion as to what you think a fair settlement of the complaint would be.

4. Either via the official complaint resolution form or some other form of writing all complaints must be submitted to the HR Coordinator.

5. A complaint can be made in one's native language; the University can arrange a translation service if necessary and required.

6. From the time the complaint is lodged, the time taken to finalise a complaint is one month on average. More complex complaints could take longer to finalise.

7. For the University to investigate a matter properly, the respondent must be advised of the complaint. If the University decides to investigate the complaint, a copy of the complaint may be forwarded to the respondent within the knowledge of the complainant.

8. Generally you will receive copies of all the documents provided to the University by other parties if they are relevant to your complaint.

9. To help the inquiry process work the University encourages open sharing of information by both parties. However, inquiry proceedings are considered confidential.

10. The University assesses each complaint according to the circumstances and evidence available. All complaints received by the University are assessed at a senior level.

11. The University may contact the person who made the complaint for more information about the issues raised in the letter of complaint. This may be necessary before the University can decide whether or not to investigate a complaint, or it may take place after the University has decided to investigate. This information may be sought by mail, telephone or in a meeting

12. Once the University has decided that the complaint requires investigation, it will contact the respondent (the person who the complaint is about) and ask for a response to the allegations. Sometimes the University may approach the issue in a less formal way. Initial contact may be by telephone to seek an immediate response and resolution. In more complex matters the University will seek a written response from the respondent. This process must be inline with the University's Disciplinary Procedure based on the Higher Education Council (YÖK)'s regulations (law no.2547)

13. Once an investigation is underway, the person making the complaint and the respondent should expect to provide further information to the University. The person making the complaint should be prepared to provide information that would help the University better understand the main parts of the complaint, the evidence to support the allegations, and the degree to which the complaint relates to an isolated event or a longer term pattern. The person responding to a complaint will be asked for any evidence or witnesses to disprove the allegations. If the University seeks further information from a respondent it will typically ask for very specific information.

14. Both parties may suggest witnesses who will support their position either through a written or oral statement.

15. In conflict resolution cases, the purpose of the inquiry process is to assist both parties to settle on an agreed set of arrangements. The inquiry process gives both parties the opportunity to express their feelings and concerns. At the same time it is a good opportunity to try to understand the position of the other party better.

16. In cases where parties cannot reach agreement, a report is prepared on the matter for the Rector to consider.

17. No one will be threatened, harassed or will be subject to detriment because they have made a complaint.

18. The University may decide to terminate a complaint at any stage, especially if there is not sufficient evidence to support the claims being made. The University may also terminate a complaint if it is unable to be conciliated. In both cases the decision to terminate must be approved by the Rector.

19. People sometimes change their mind about continuing with their complaint. You can withdraw your complaint at any time. You should write and advise the University that you do not want to continue with the complaint.

20. Once the University decides that a complaint is resolved, either through a decision that the complaint is not/no longer valid or through some action, the University will inform both the complainant and the respondent of this decision in writing.

# COMPLAINT RESOLUTION FORM

Privacy Notice: The information provided on this form will be used by the University to follow up your complaint. The provision of this information is voluntary. It will be stored securely. You may correct any personal Information at any time by contacting the University Human Resources.

| | | |
|---|---|---|
| Name: | | |
| Address: | | |
| Staff Number: | | |
| Phone: (H) | Phone: (W) | Phone: (M) |
| Email: | | |
| Details of your complaint: Please note that it is your responsibility to clearly identify the issues of your complaint and the outcome you hope for and to give us all the information you hold or are aware of in support of your complaint at the beginning of the process. | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| On completion of this form please forward or email to Human Resources (ik@ozyegin.edu.tr ). | | |

# COMPLAINT RESOLUTION FORM

| Name of person(s) or University area(s) you are complaining about. |
| --- |
| |
| |

| What is the exact nature of your complaint? |
| --- |
| |
| |
| |
| |

| Have you contacted the person(s) or area(s) you are complaining about to try to resolve the problem? Please provide details of your attempt to resolve this matter. |
| --- |
| |
| |
| |
| |

| What evidence do you have to support your complaint? |
| --- |
| |
| |
| |

| What actions or outcomes do you expect as a result of making your complaint? |
| --- |
| |
| |
| |

| Signature: | Date: |
| --- | --- |