

DCS

DIGITAL CUSTOMS SERVICES



HUMAN RESOURCES STRATEGIES OF DCS

DCS Digital Customs Services

*TRUSTED / SIMPLIFIED / DIGITALIZED
CUSTOMS SERVICES*



Our Human Resources Approach

As today's leading company in the field of Customs Brokerage, we are preparing for the future.

We are taking important steps that will lead to rapid results for both our company and our customers, with our digitalization strategy.

We make all our workflows more efficient with process improvements. At the same time, we contribute to the sector with the innovative tools we develop.

Our main goal is to increase the satisfaction and loyalty of our existing customers and to ensure that other large customers around the world prefer us with the investments that we make with our strong knowledge.

*In this journey, our most important strength is our **Human Resources**.*

Our Human Resources Basic Principles



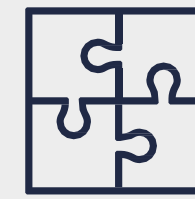
Our priority is our customers

We anticipate the needs of our customers, define their needs, establish trust-based relationships with them and respond to their needs and expectations quickly.



We want to be the best

While constantly improving the standards of our business, we aim to be the best and are continuously learning.



We are a good team

In order to achieve the business results we target, we maintain our motivation, energy and cooperation even in stressful environments.



We accelerate through agility and digital transformation

We learn, apply and adapt to Business Life, Business Law, Sectoral Dynamics, Changes in International Trade, and Technology and take our business to next level.

We see our management team as executives and role models for the adoption of these principles.



We have determined our Human Resources practices as one of the main building blocks of this development process so that each of our employees in the DCS Family can create a working culture in which they add value to themselves and their work.

We have left behind a challenging and instructive year 2020 for the whole world and most sectors. In this challenging period, we have taken serious steps in our Human Resources practices as well as determining our business priorities.

What Have We Done So Far?

We are working to protect and develop the social rights of our employees and to keep employee satisfaction high.



Complementary Health & Life Insurance

*We have take out **Inpatient Complementary Health Insurance** for all employees and **Life Insurance** for all executives and customs consultants.*

During the pandemic period, COVID-19 control and treatment expenses were included in the scope of TSS assurance.



Tema Foundation and Turkish Education Volunteers Foundation (TEGV) Donations

We share our employee's happiness and pain

In order to protect natural assets and a sustainable life for generations;

*We share the happiness of our employees by donating saplings to the **Tema Foundation** on behalf of the couples at their wedding ceremonies.*

*We join the excitement of our employees by donating to the **Turkish Education Volunteers Foundation** on behalf of their babies on the day they become parents.*

*By donating saplings to the **Tema Foundation** on behalf of the recently passed away relatives of our employees, we share their pain.*

At the same time, gold is gifted in addition to donation certificates for wedding ceremonies and newborn babies.

At DCS, we apply an Agile approach to ensure that employees constantly improve their work, adapt quickly to sectoral innovations, and work in harmony within the team.



Agile

We have positioned agile transformation not only on the software side, but also as a tool that will enable us to work in synergy with each other.

In particular, the application of the Agile methodology in joint projects by our software company ATEZ and the Consultancy Teams yielded successful results.

***TARIFF** was just one of these successful outputs.*

We promote open and transparent management principles.



Ambassador of Change

We have established “Ambassador of Change” in order to ensure that all these change processes have “meaning” for our employees and to implement open and transparent management principles.

Our volunteers from different regions and departments, who have strong communication skills, meet with the management periodically.

Ambassador of Change listens to critical messages first hand, provide necessary guidance for the understanding and adoption of practices on issues that are not understood in the field, and provide serious support by conducting one-to-one communication activities.

We ensure that individual performance and success are evaluated and rewarded with fair and objective criteria.



Performance Evaluation

We set our corporate goals and set individual goals for all our employees with the Balanced Scorecard approach.

While all of our managers set goals regarding employee satisfaction, individual development goals were also included in the scorecards of all of our friends.

We bring together people who have talents with different skills and ideas through our commitment to diversity and inclusion.



Young Sherpa Program

We have actualized the young talent program in line with our future vision and strategies.

With a communication campaign that also strengthened our employer brand, we received more than three thousand applications. At the end of the five-stage evaluation process (General ability, English, personality inventories, online interview, video interview), all of which are carried out on a digital platform, 17 young and talented new graduates joined our family in March 2021 with the role of Business Development.

In addition to training and on-the-job learning activities within the three-month development program, they will be involved in process projects carried out with an agile method.

We regularly renew and update our recruitment processes.



Using Internal Reference System in Recruitment Choose Your Colleague Yourself

With a win-win approach, we offered the opportunity to both choose a colleague and earn an reward.

How?

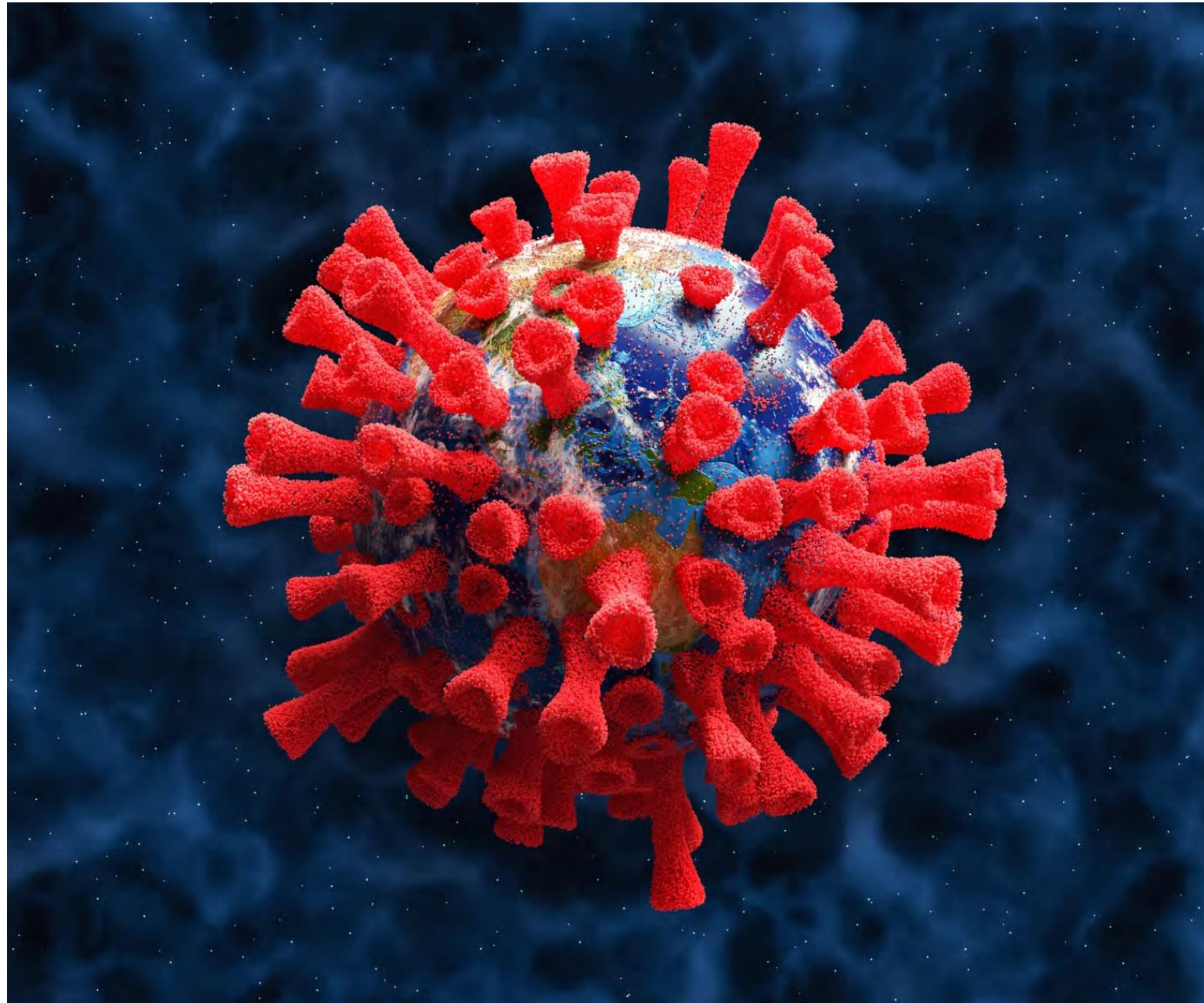
*We added an additional reward to the salary of our employee, who was included in our evaluation process according to our "**Equal Conditions for Everyone**" recruitment approach and became a reference, three months later from the day the referenced employee was hired.*



DCS Reference Center

All issues related to Customs Brokerage "**Internal & External Operation processes**" and "**Control & Documents**" were prepared by our company and collected in the Reference Center.

In order to refresh our technical knowledge and add excitement, we send a question about the processes in the Reference Center every week and reward our colleague with the fastest answer to the question with surprise gifts.



COVID-19

The world has come under the influence of the sudden and devastating Covid-19 pandemic.

The epidemic has augmented the already very high rate of change and uncertainty to extraordinary dimensions.

It is very clear that the COVID-19 epidemic, in which human beings are struggling seriously with all health teams, has radically changed the way we live, establish relationships and the normal flow of trade, and we are now entering a process where we have a new normal.

In International Trade, turning the wheels of the Supply Chain and ensuring the flow of international trade has gained importance in this period more than ever.

*Our work on structuring the applications to create the necessary conditions for the continuation of activities in **epidemics, earthquakes and all force majeure** situations by digitizing business processes with a hybrid working method that was established years ago.*



SECURITY



AUTOMATION



INTEGRATION

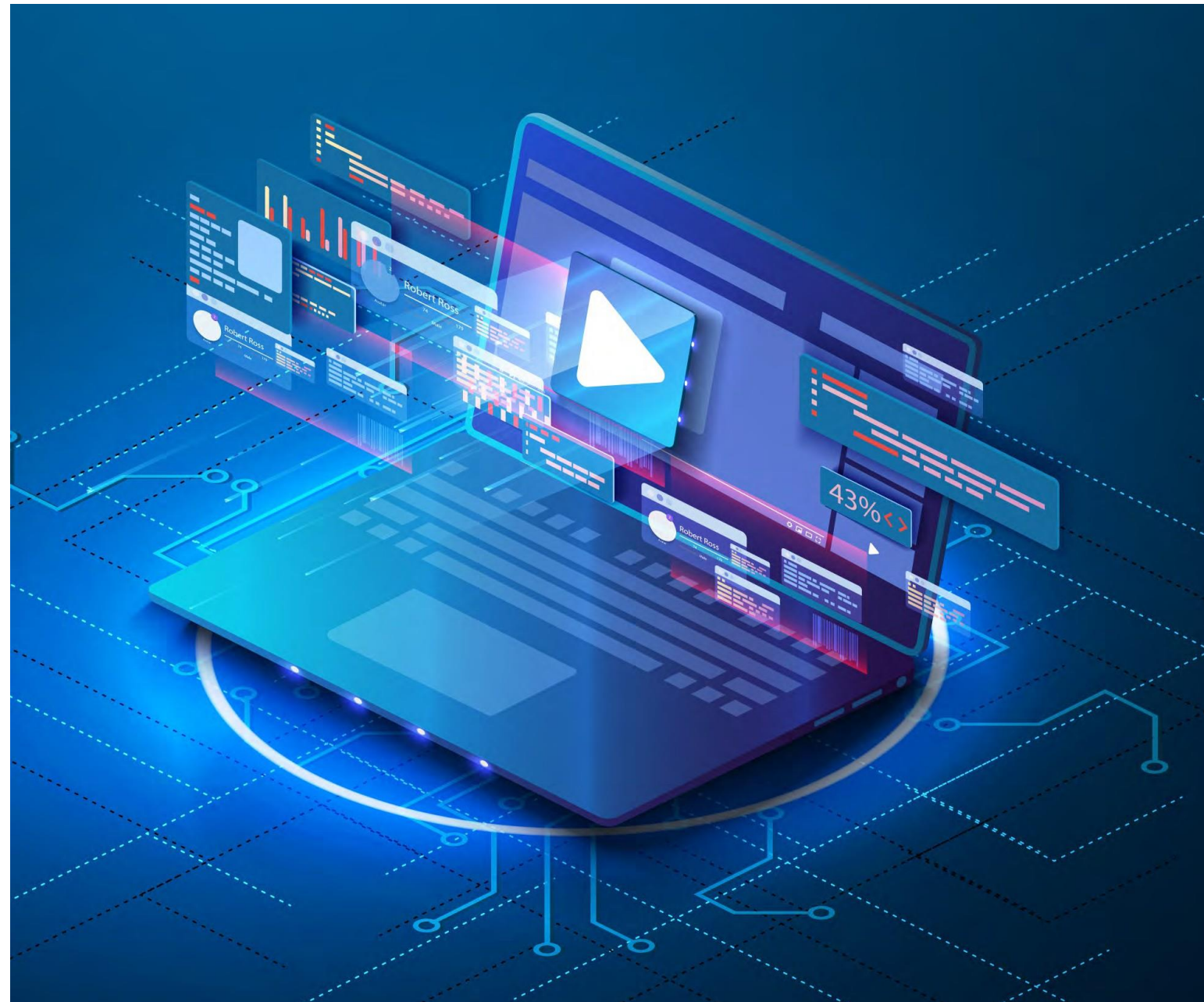


CLOUD

*In 2013, we started to use the **Citrix Application Virtualization** system, which is accepted by the whole world and is used in the 1st place in Gartner reports, with a great investment in order to provide high accessibility to our servers in the data center in terms of software.*

Access from any device (mobile phone, tablet, computer) and from anywhere has been enabled with this application.

*All our employees were allowed to access all kinds of information and documents by **allowing remote connection** with the application virtualization that we started in 2013.*



HR Digital Transformation

Our company, which carries its strategies to the future by closely following all technological innovations by taking an active role in practices that will save time for its customers and facilitating international trade, has carried the digital transformation to the Human Resources processes.

*We updated our **software** with an investment that will digitize our Human Resources Infrastructure. We renewed the system for an integrated platform where our employees can access by themselves.*

We digitized our recruitment processes

We can use many different tools such as General Ability Tests, personality inventories, software tests for recruitment from a single platform, and we can operate an efficient process, especially in mass recruitments such as the Young Sherpa Program, with video interviews.



Webinar Trainings – Lunch & Learn

DCS attaches importance to the continuous development of its employees and plans activities that will support their development, taking into account the needs of the company/person with its innovative vision.

The Webinar Trainings on personal and professional development, held every 15 days with the experts in one's subject, was a valuable development break in the busy work tempo.

The development of human resources practices will continue.

SOME OF THE TOPICS WE PRIORITIZED IN DEVELOPING APPLICATIONS;

- *Management Development Program*
- *DCS Development Program*
- *SherpaPlus Program*
- *Inter-Functional Project Studies with Agile Methods*
- *Assessment Center Application for Promotion Processes*
- *Hybrid Working*
- *Internal Trainer Training*
- *Digipedia – Employee Idea Development System*

DCS looks to the future with confidence, with its young human resources.



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THANK YOU

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