Aydem retail

2024 Sustainability Report

Energy For Life

Contents

05/ABOUT THE REPORT
06/MESSAGE FROM THE GENERAL MANAGER

07/COMPANY PROFILE
08/About Aydem Retail
10/Misson, Vision and Values
11/Aydem Retail in 2024
12/Membership and Collaborations

13/CORPORATE GOVERNANCE
14/Corporate Governance
15/Board of Directors
16/Business Ethics
17/Integrated Management Systems
20/Sustainability Governance
22/Health, Safety, Environment (HSE) and Sustainability Policy
23/Stakeholder Enegagement and Management
24/Material Analysis
27/Contributions to Sustainability Developments Goals
29/Supply Chain Management

30/CORPORATE RISK MANAGEMENT
31/Management of Climate Change-Related Risks and Opportunities
32/Risk Categories
33/Risk Management Processes

35/STRATEGY
37/Scenario analysis
40/Response Strategies for Sustainability-Related Risks
41/Response Strategies for Climate-Related Risks
42/Opportunities Related to Sustainability and Climate

44/ENVIRONMENTAL PERFORMANCE
45/Environmental Management
46/Emissions Management and Climate Transition Plan
47/Energy Management
48/Water Management
49/Waste Management

50/DIGITALISATION
51/Digitalisation
54/Information Security

55/SOCIAL PERFORMANCE
56/Inclusivity, Diversity and Talent Management
61/Occupational Health and Safety
63/Corporate Social Responsibility

67/APPENDICES
68/TSRS 2 Sector-Based Metrics
72/Performance Indicators
83/Limited Assurance Statement
84/TSRS Content Index
87/GRI Content Index

ABBREVIATIONS

CDP: Carbon Disclosure Project
CRC: Customer Relations Center
EBITDA: Earnings Before Interest, Taxes, Depreciation, and Amortization
EMEA: Europe, Middle East, and Africa
EPIAS: Energy Markets Operation Joint Stock Company
EPDK: Energy Market Regulatory Authority
ESG: Environmental, Social, and Governance
GHG: Greenhouse Gas
GRI: Global Reporting Initiative
HR: Human Resources
HSE: Health, Safety, and Environment
IEA: International Energy Agency
IPCC: Intergovernmental Panel on Climate Change
I-REC: International Renewable Energy Certificate
IT: Information Technologies
KGK: Public Oversight, Accounting and Auditing Standards Authority
KPI: Key Performance Indicators
LACP: League of American Communications Professionals
NZE: Net Zero Emissions
OHS: Occupational Health and Safety
QDMS: Quality Document Management System
RPA: Robotic Process Automation
RSC: Retail Sales Contract
SAP: Systems Analysis and Program Development
SASB: Sustainability Accounting Standards Board
SDGs: Sustainable Development Goals
SSP: Shared Socioeconomic Pathways
TCFD: Task Force on Climate-Related Financial Disclosures
TEIAS: Turkish Electricity Transmission Corporation
TSRS: Türkiye Sustainability Reporting Standards
UN: United Nations
UNGC: United Nations Global Compact
UN SDGs: United Nations Sustainable Development Goals
UN WEPs: United Nations Women's Empowerment Principles
WBCSD: World Business Council for Sustainable Development
WEF: World Economic Forum
WRI: World Resources Institute
YEK-G Certificate: Renewable Energy Guarantee of Origin Certificate
YGA: Young Guru Academy

ABOUT THE REPORT

About the Report

Aydem Electricity Retail Sales Inc. (Aydem Retail) embraces transparency, accountability and strong communication with its stakeholders as the cornerstones of its sustainability approach. While assessing the environmental, social and economic impacts of its activities from a responsible perspective, it continues to contribute to sustainable development. Through this report, the company details its sustainability goals, the work it has carried out to achieve these goals, and the results it has achieved. This report is published annually as a reflection of Aydem Retail's commitment to transparently sharing its sustainability performance with its stakeholders.

Scope of Reporting

This report covers Aydem Retail's performance indicators in the financial, environmental, social and governance areas, risk and opportunity management, materialities, future strategies and communication with stakeholders between 1 January 2024 and 31 December 2024. To provide meaningful context, certain sections of the report include historical data from 2022 and/or 2023, and data from outside the 2024 reporting period has also been included to present performance metrics and targets.

Reporting Scope and Principles

This report has been prepared in accordance with the following standards, frameworks, and the requirements of environmental, social, and governance (ESG) rating agencies.

- **Global Reporting Initiative (GRI)**
- **United Nations Sustainable Development Goals (UN SDGs)**
- **Task Force on Climate-related Financial Disclosures (TCFD)**
- **United Nations Global Compact (UNGC)**
- **Türkiye Sustainability Reporting Standards - General Provisions on the Disclosure of Financial Information Related to Sustainability (TSRS 1)**
- **Türkiye Sustainability Reporting Standards - Climate-Related Disclosures (TSRS 2)**

Contact

You can contact us for more information about our Sustainability Report or to share your questions and suggestions.

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Message from the General Manager

Dear Stakeholders,

At Aydem Retail, we continue to transform our business processes with the awareness of our responsibility to build a sustainable future, and in doing so we minimise environmental impacts and increase efficiency through digitalisation. Throughout 2024, we implemented projects aimed at using our resources more effectively, boosting workforce productivity, and maximising customer satisfaction.

Thanks to the effective use of digital channels in customer information processes, we have significantly reduced the need for written notifications, saving **70,000 sheets of paper** per year. This has enabled us to reduce our environmental impact and redirect **40,000 hours of labour** to more value-added areas.

We have also optimised our Call Centre processes through digital transformation. We have automated call analysis, which was previously done solely by human labour, using voice analysis technology, enabling us to evaluate all calls. Thanks to this transformation, we are meeting customer demands faster, improving our service quality, and planning our training processes more effectively. As a result of the improvements we have made, we have managed to reduce the post-call written application rate by **60% while maintaining the customer satisfaction rate at approximately 90%.**

We have also strengthened our financial processes with digitisation and automation projects, accelerating our collection processes. By automating manual collection processes with RPA technologies and reducing bank block periods, we have lowered our operational costs. All the projects we have implemented are indicative of strategic and measurable steps taken towards a sustainable future. With our efforts focused on digitalisation, operational efficiency and customer satisfaction, we will continue to produce innovative solutions that make a difference in our sector and reduce environmental impacts.

I would like to thank all our colleagues and stakeholders whose efforts and contributions have added value to our transformation journey.

> As we shape the future of the energy sector, we will continue to move forward without compromising our transparent, innovative and responsible business approach.

Mustafa İren
General Manager
Deputy Chairman of the Board

COMPANY PROFILE

About Aydem Retail

As Türkiye's first private electricity retail company, it continues its operations with the aim of providing its customers with reliable, innovative and sustainable energy solutions. The company, which has an extensive service network in the provinces of Aydın, Denizli and Muğla, provides advantageous tariffs and value-added services to its individual and corporate customers.

Focusing on customer satisfaction and sustainable growth, the company continuously improves its business processes and takes pioneering steps in the areas of digitalisation, green energy transformation and energy efficiency.

Placing digitalisation at the heart of its business model, the company continuously improves the user experience with services such as online customer transactions, e-receipts and mobile applications, and develops solutions focused on energy efficiency and sustainability. While encouraging the use of renewable energy, it offers its customers the opportunity to minimise their environmental impact through projects aimed at reducing their carbon footprint. Within the framework of its sustainability approach, it continues to create value in the areas of energy management, environmental responsibility, employee health and safety, ethical management, and contribution to society. Thanks to its investments in digital transformation and customer-focused strategies, it was awarded the "Leadership in Digital Transformation" award at the Future of AI & Cloud Summit.

It shapes its business processes based on ethical management principles, transparent reporting processes, and stakeholder participation, continuing to shape the future of the energy sector in line with its sustainable growth strategy.

Aydın

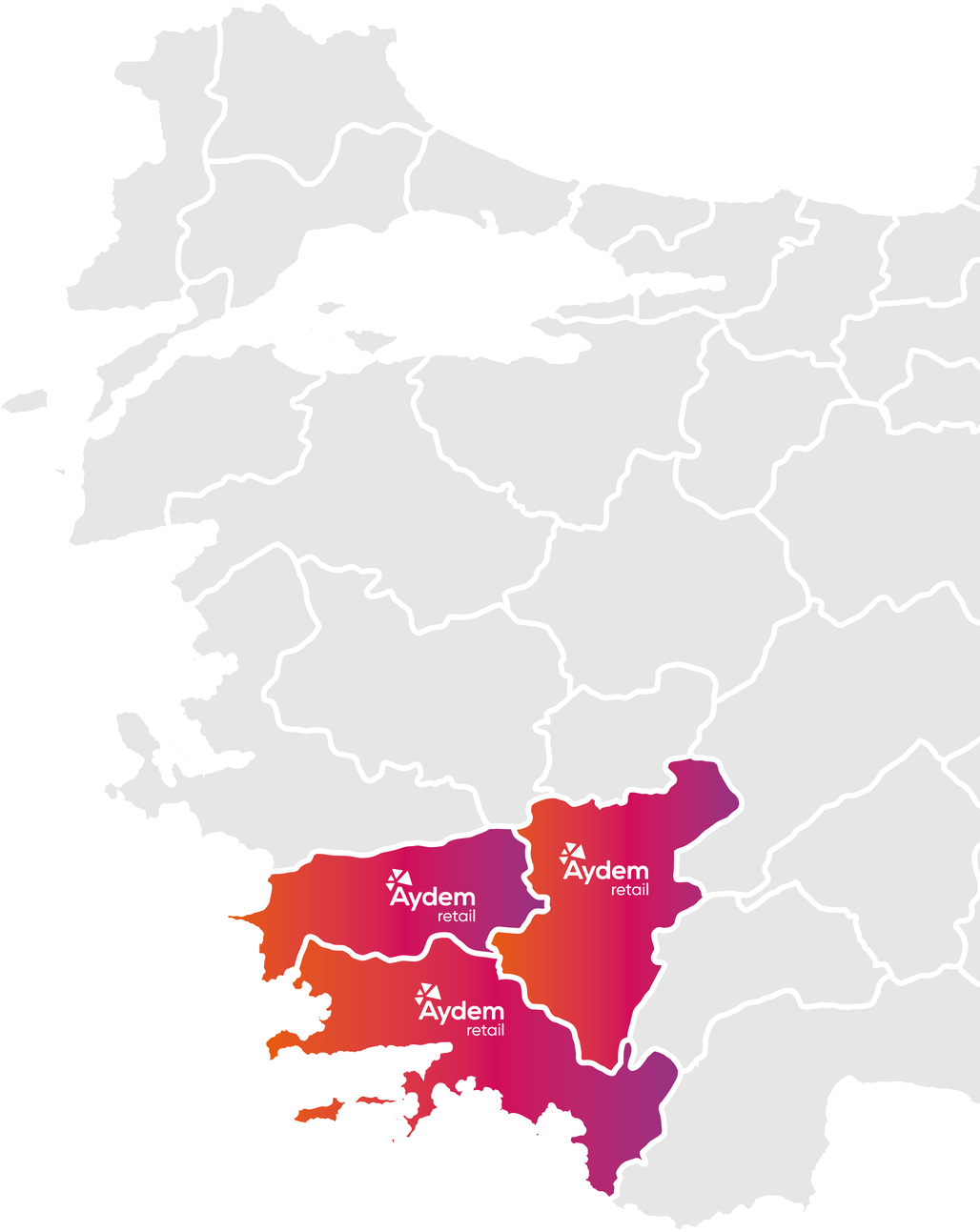
1. Batıgazi CRC
2. Egemenlik CRC
3. Didim CRC
4. Kuşadası CRC
5. Nazilli CRC

Muğla

1. Bodrum CRC
2. Fethiye CRC
3. Ortaca CRC
4. Muğla CRC

Denizli

1. Acıpayam CRC
2. Çivril CRC
3. Merkez CRC
4. Saltak CRC



Numbers of Customers

Period/Customer Group (K2**)	Lighting	Residential	Industrial	Commercial	Agricultural Irrigation	Total
2022	127	15	1,561	4,416	40	6,159
2023	7	11	1,353	2,053	1	3,425
2024	-	-	1,289	2,527	-	3,816

Period/Customer Group (K2**)	Lighting	Residential	Industrial	Commercial	Agricultural Irrigation	Total
2022	2,794	1,749,567	1,665	296,504	73,094	2,123,624
2023	1,349	1,801,221	1,518	306,067	75,960	2,186,115
2024	1,282	1,836,585	1,251	306,783	77,886	2,223,787

*Non-eligible consumer: Refers to natural or legal persons who can procure electricity and/or capacity solely from the incumbent supply company operating within their designated region, as well as consumers who, despite qualifying as eligible consumers, choose not to obtain electricity from a supplier other than the company holding a supply license authorized as the supplier of last resort.

Total Consumption kWh for 12 Months

Period/Customer Group (K2**)	Lighting	Residential	Industrial	Commercial	Agricultural Irrigation	Total
2022	43,451,934	181,610	2,072,625,217	1,197,387,264	19,307,940	3,332,953,965
2023	46,699,954	99,576	2,243,081,895	899,025,249	727,997	3,189,634,671
2024	9,449	9,911	1,646,236,886	868,207,637	108,337	2,514,355,545

Period/Customer Group (K2**)	Lighting	Residential	Industrial	Commercial	Agricultural Irrigation	Total
2022	10,167,879	3,146,794,573	239,862,950	1,761,605,315	287,248,126	5,445,678,843
2023	6,093,904	3,437,649,602	209,976,289	2,125,977,231	314,868,119	6,094,565,144
2024	7,637,569	3,987,510,350	142,700,863	2,035,062,062	403,374,140	6,576,284,985

**Eligible consumer: Refers to a natural or legal person who has the right to choose their supplier by either consuming electricity in an amount exceeding the threshold set by the Regulatory Authority, being directly connected to the transmission system, or holding legal entity status as an organized industrial zone.

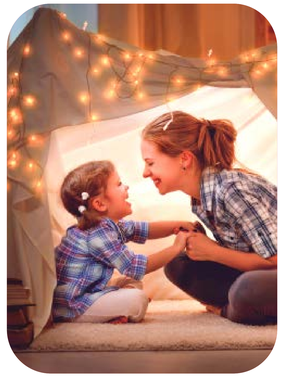
Mission, Vision and Values

Our Mission ;

To bring vitality to life with our energy.

Our Vision;

To offer products and services that make daily life easier, more comfortable and more enjoyable.



Our Values

Sensitivity

While we carry the institution to the future by doing our job in the best way; We fulfill our responsibilities towards individuals, society, our country and the environment. While we carry out our work in the targeted time and quality, we ensure that it is done within the framework of our business ethics. We adopt a transparent and accountable working style that complies with procedures and rules. If we encounter an unethical or unfair practice, we will make our voices heard. We take into account how our actions affect others.

Dynamism

We follow the needs of our colleagues and stakeholders that arise under changing conditions, and make the necessary improvements in the working environment, our business system, and our products and services. We lead the electricity sector with the steps we take and direct development and change in the sector. With curiosity in our soul, we try new ways to deliver products, processes and services more efficiently, quickly and error-free.

Touching Life

'Human' is at the center of everything we do and every step we take. Continuous development, curiosity, our investigative spirit and the expertise we have gained over the years enable us to develop solutions that add energy and value to every moment of life. We allow our colleagues to express their different ideas, value their social needs and celebrate their successes together. We work to improve the quality of life of our stakeholders by accurately analyzing their needs and expectations.

Aydem Retail in 2024

Domestic total sales revenue

21.3 Billion TL

Over 200 employees, with a

%54 Female employment rate

Economic value distributed

884.6 Million TL

Total Assets Amount

7 Billion TL

9.832 GWh/year **electricity sales**

Memberships and Collaborations

In order to play an active role in sustainability and sectoral development processes, we develop partnerships on different platforms and strengthen stakeholder participation by becoming members of important organisations.

Organisations that Aydem Retail is a member of and collaborates with:

- **UN Global Compact (UNGC)**
- **Global Compact Signatories Association (KİSİD)**
- **Digitalization in Energy Association (EDD)**
- **Ege Industrialists and Business People Association (ESİAD)**
- **Denizli Chamber of Commerce (DTO)**
- **Aydın Chamber of Commerce (ATO)**
- **Muğla Chamber of Commerce (MTO)**

CORPORATE GOVERNANCE

Corporate Governance

Aydem Retail builds its corporate governance approach on the principles of transparency, accountability, fairness and responsibility. This approach enables the achievement of long-term sustainability goals while also facilitating the establishment of reliable and robust relationships with stakeholders.

The management structure is shaped within the framework of corporate governance principles determined by Aydem Energy Holding and is supported by various committees and strategic planning mechanisms to ensure sustainability-focused management of business processes. Closely monitoring developments in the energy sector and the regulatory framework, the company continuously strengthens its governance structure and develops risk management mechanisms.

Aydem Retail's highest governance body, the Board of Directors, sets the company's strategic objectives, directs operational processes and monitors sustainability performance. The Board of Directors assumes responsibility for decision-making in critical areas such as risk management, financial performance, operational processes and sustainability strategies to ensure long-term success. The corporate governance framework is built on a structure that supports robust risk management and sustainable growth strategies.

The Sustainability Committee is responsible for determining sustainability policy, ensuring the integration of sustainability strategies into business processes, and monitoring performance. It carries out work aimed at ensuring the implementation of strategies designed to minimise environmental and social impacts.

The committee members consist of at least one member of the Board of Directors, the General Manager, the Aydem Energy HSE and Sustainability Group Director, the Operations Director, the Finance Director, and the Sales Director. The decisions taken are submitted to the Board of Directors, and our company's sustainability roadmap is shaped accordingly.

Board of Directors

Fehmi Saldanlı

Chairman of the Board of Directors

Born in 1984, Fehmi Saldanlı graduated from the English Language Business Administration Department of Bahçeşehir University in 2010.

Between 2012 and 2014, he worked in the Energy Market Transactions Department at Aydem Electricity Distribution, and then served on the Board of Directors of Aydem Electricity Distribution between 2014 and 2017.

Under the umbrella of Aydem Renewable Energy, Mr. Fehmi Saldanlı led the development and execution of various R&D projects in collaboration with the University of California, Riverside, over a three-year period. In 2015, he founded Panobel Electric Equipment, a company specializing in panel production to meet the needs of the electricity distribution sector. Mr. Saldanlı has been appointed as the Chairman of the Board of Aydem Retail.

Mustafa İren

Deputy Chairman of the Board and General Manager

He was born in Ankara in 1984. He graduated from Başkent University with a degree in Statistics and Computer Science. Mustafa İren began his career in the finance sector and gained three years of work experience in the Risk Analysis department at Garanti Bank as part of the Management Trainee (MT) Programme.

In 2011, he transitioned to the energy sector and worked in various departments at Enerjisa for nine years. Having held senior management positions in the energy sector for many years, he has gained extensive experience and played an active role in strategic management and operational processes. In line with this, he continues to serve as Managing Director and Deputy Chairman of the Board of Directors at Aydem Retail.

Fatma Elif Yağlı

Board Member

She was born in Istanbul in 1982. She graduated from Bilkent University Electrical and Electronics Engineering Department in 2005. She began her professional career as an engineer at Aydem Renewable Energy. She worked for over three years as a Technical Support Engineer responsible for North America, Europe, the Middle East and Africa at Nortel Networks Netaş. Between 2010 and 2018, she held the position of Energy Sales and Trade Director at Aydem Renewable Energy.

Fatma Elif YAĞLI Elim was appointed as a Member of the Board of Directors at Aydem.

Baran Saldanlı

Board Member

Baran Saldanlı was born in Denizli in 1988. After graduating from Yeditepe University with a degree in Industrial and Systems Engineering, he completed an Executive MBA programme at Sorbonne University.

In 2011, he worked in production at Tümaş Mermer, in 2013 in the Project Finance department at Aydem Renewable Energy, in 2014 as Regional Manager of the Customer Relations Centre at Gediz Retail, and at the General Management of Aydem Retail. Between 2015 and 2018, he managed various projects at Adm Elektrik Dağıtım, Aydem Retail, and Aydem Renewable Energy, and joined the holding management at Aydem Energy in 2018.

In addition to his duties at Aydem Energy, Saldanlı, who also has investments in various sectors, has been serving as a member of the Aydem Holding Board of Directors since July 2021. Mr. Baran Saldanlı was appointed as a member of the Aydem Retail Board of Directors in October 2024.

Business Ethic

Aydem Retail considers business ethics rules, based on the principles of transparency, accountability, fairness and responsibility, to be one of the fundamental elements of its business practices. The company conducts all its activities in accordance with its ethical values and corporate governance principles, supporting sustainable growth by establishing trust-based relationships with its stakeholders.

The ethical rules and working principles reflect a fair, transparent and responsibility-based approach to corporate governance. These principles, which all employees and stakeholders are expected to adhere to, provide clear and understandable frameworks on fundamental issues such as honesty, confidentiality, compliance with laws and internal regulations, and avoidance of conflicts of interest. In the event of any situation that violates ethical principles, all stakeholders can report it through the Ethics Hotline, and these reports are evaluated in accordance with the principles of confidentiality and impartiality. The processes are supported by an effective and transparent control mechanism aimed at preventing violations and protecting corporate values.

Click here for the Code of Ethics and Business Principles

Ethical Principles

The company has established a comprehensive ethical management framework to ensure that employees at all levels act in accordance with business ethics rules. The fundamental principles adopted within this framework are as follows:

- **Integrity and Transparency:** The company conducts all business processes in a fair, transparent and accountable manner and bases its relationships with business partners, customers and stakeholders on the principle of integrity.

- **Combating Bribery and Corruption:** The company has a zero-tolerance policy towards bribery, corruption and unethical practices in all business processes.

- **Respect for Human Rights and Diversity:** The company respects the human rights of its employees and business partners and creates a working environment that promotes equal opportunities and diversity.

- **Prevention of Conflicts of Interest:** The company encourages its employees and managers to take measures to prevent potential conflicts between company interests and individual interests.

- **Information Security and Confidentiality:** The company implements high security standards to protect customer and employee information, putting best practices in data privacy and cyber security into action.

- **Social and Environmental Responsibility:** It minimises environmental and social impacts by supporting sustainable business models and develops projects aimed at improving the welfare of society.

Implementation and Monitoring of Ethical Rules

Aydem Retail continuously develops its corporate governance mechanisms to ensure the effective implementation of its ethical principles across all business processes. It encourages the adoption of ethical rules by organising regular ethical awareness training for employees and manages its partnerships through ethical assessment processes, ensuring that suppliers and business partners also comply with ethical rules.

A confidential, independent reporting mechanism has been established to prevent ethical violations and report unethical situations. Reports received via **etik@aydemperakende.com.tr** and the Ethics Hotline on **0850 800 00 80** are evaluated confidentially, and the necessary processes are carried out while protecting the identity of the applicant.

Regular audits are conducted at intervals determined by the Business Ethics Committee based on risk, and ethical compliance processes are monitored in conjunction with the Internal Audit and Control Directorate. The Ethics Board evaluates ethical violations and makes the necessary decisions based on reports prepared by Internal Audit. Reports are handled confidentially, and a preventive approach is adopted against possible retaliation against whistleblowers.

> **Aydem Retail,**
> **is committed to adhering to ethical values and promoting a culture of responsible business practices.**

Integrated Management Systems

As the consumer-facing group company of Aydem Energy, Türkiye's first integrated energy company, it acts with a sense of responsibility to add value to its customers, employees, suppliers and society. It pioneers the sector by developing innovative approaches, implements sustainable projects that make a difference and shapes its business models with a community service mindset. It establishes partnerships with all stakeholders in this direction and continues to develop sustainable, long-term relationships.

Integrating sustainability into the core of its business strategies, Aydem Retail implements Integrated Management Systems to continuously improve its operational processes. Thanks to management systems based on internationally recognised standards, it reduces its environmental impact, increases its social contribution and corporate transparency, and provides reliable and sustainable services to its stakeholders.

In line with the corporate governance approach; effectively implementing various management systems, including the **ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety Management System, ISO 10002 Customer Satisfaction Management System, ISO 22301 Business Continuity Management System, and ISO 27001 Information Security Management System**, among others.

Quality Management

Within the framework of the ISO 9001 Quality Management System, the objectives are to improve service quality, best meet customer expectations, and continuously improve operations. In this context, all activities are managed with an approach focused on efficiency, customer satisfaction, and quality.

Environmental Management System

We are committed to implementing environmentally conscious business processes and minimising the environmental impact of our activities. Under the ISO 14001 Environmental Management System, we develop environmentally friendly policies, ensure the efficient use of energy and natural resources, and offer sustainable solutions for waste management.

Customer Contact Centre Management System

Aydem Retail implements the ISO 18295-2 Customer Contact Centres Management System standard to enhance the service quality of customer contact centres and maximise customer satisfaction.

Information Security Management System

The ISO 27001 Information Security Management System is implemented to ensure information security in digitalised business processes and to protect customer data. Under this system, the confidentiality, integrity and availability of corporate and customer information are protected, ensuring the highest level of data security.

Occupational Health and Safety Management System

Protecting the health and safety of employees is a materiality. Within the framework of the ISO 45001 Occupational Health and Safety Management System, occupational safety risks are proactively managed, and necessary measures are taken to ensure a safe working environment.

Business Continuity Management System

The ISO 22301:2019 Business Continuity Management System standard is implemented to ensure the uninterrupted continuity of operations and to be prepared for unexpected situations.

Customer Satisfaction Management System

The ISO 10002 Customer Satisfaction Management System is implemented to maximise customer satisfaction and establish a transparent feedback mechanism. Thanks to this system, customer feedback is effectively managed, complaint processes are handled within a standard framework, and a service approach sensitive to customer expectations is adopted.

Click here for Integrated Management System Policies.

United Nations Global Compact (UNGC) Commitment

Aydem Retail is proud to be a participant in the United Nations Global Compact (UN Global Compact). By joining this initiative, one of the world's most comprehensive sustainability platforms, it strengthens its commitment to global principles in the areas of human rights, labour standards, environmental responsibility, and anti-corruption.

At the core of its sustainability approach lie an ethical business culture, a transparent management philosophy and accountable working principles. Its working environment, based on respect for human rights, its determination to fulfil its environmental responsibilities and its adherence to business ethics rules are conducted in full compliance with the ten universal principles set out by the UN Global Compact.

It continuously improves its business processes in line with these principles and fulfils its responsibilities by reporting its progress annually. It carries out a wide range of activities, from combating climate change to protecting labour rights, and from developing ethical business standards to implementing transparent governance processes.

By aligning its sustainable business models with the UN Global Compact principles, Aydem Retail continues to create value for society, the environment and all stakeholders. It is committed to leading the sustainability transformation in its sector and promoting responsible leadership in the business world.

Sustainability Governance

Aydem Retail views sustainability as one of the fundamental elements of its business practices and manages this approach in line with international standards and best practices. It strengthens its climate change mitigation, energy efficiency and sustainable growth strategies with a transparent, accountable and inclusive governance structure. The sustainability governance structure is implemented in full alignment with corporate strategies and integrated into all business processes.

The sustainability management mechanism is carried out by the Board of Directors, the Sustainability Committee, and the HSE and Sustainability Group Directorate. The Board of Directors places sustainability at the centre of investment projects and business strategy, incorporating climate change-related risks and opportunities into strategic decision-making processes.

The Board of Directors and Management Committees regularly address sustainability issues in the processes of determining company strategies, establishing risk management policies, planning annual budgets, and implementing performance targets. To assess progress in combating climate change, it conducts assessments in line with Environmental, Social and Governance (ESG) criteria for new investments.

It ensures the continuity of clean and renewable energy supply, implements environmentally friendly projects taking environmental impacts into account, and identifies and periodically monitors ESG risks.

The CEO takes on active responsibility in the processes of setting strategic goals, shaping the corporate governance structure, auditing budgets allocated for investments to combat climate change, and monitoring progress towards sustainability goals.

Within the sustainability governance framework, the Sustainability Committee plays a critical role. This committee, which monitors and guides the company's performance in environmental and social sustainability issues, consists of at least one Board member, the General Manager, Aydem Energy HSE and Sustainability Group Director, and relevant department managers.

The committee meets every three months, develops comprehensive action plans related to climate change and sustainability, and reports these plans to the Board of Directors when necessary. It also promotes the adoption of a culture of sustainability and occupational health and safety (OHS) throughout the company and takes the necessary steps to comply with environmental legislation.

Monitoring and Reporting Sustainability Performance

Aydem Retail regularly monitors and reports on its sustainability performance, coordinating these processes through the HSE and Sustainability Group Directorate. The implementation of sustainability strategies is reported to the Sustainability Committee every three months and to the Board of Directors once a year. The Board of Directors is informed about the topics discussed and decisions taken at the meetings by the Committee Chair. Training on environmental and social performance, energy consumption, waste management, environmental and social risks, and occupational health and safety is evaluated, and regular feedback is provided to the General Manager.

Remuneration and Performance Incentive System

Aydem Retail has adopted a performance-based remuneration model that encourages its employees and managers to contribute to sustainability goals. While senior management closely monitors the company's financial, operational and environmental performance, it rewards employees' achievements through an inclusive and fair incentive mechanism.

To ensure the effective implementation of sustainability strategies, climate change risk management and compliance with the company's sustainability policies are among the most important KPIs directly linked to remuneration. The monitoring and control of these indicators is carried out by the General Manager (GM).

The incentive model applied within the company is based on short- and long-term performance criteria and supports the integration of sustainability strategies into business processes.

All employees across the company are evaluated under a performance management system based on Key Performance Indicators (KPIs), which directly influences promotion and bonus processes.

In addition, the **"Idea Hotline"** initiative has been launched to support employees' innovative ideas in the areas of sustainability, business development, efficiency and the low-carbon economy. Employees submit their projects via this platform and, if approved, receive an additional payment equivalent to 2% of the financial gain generated by the project.

Health, Safety, Environment (HSE) and Sustainability Policy

Aydem Retail integrates the concept of sustainability, which encompasses environmental, social and governance dimensions, into its business processes. It manages and regulates its processes in line with this approach, basing all its activities on a business model that respects nature and people. The company, which views sustainability as an integral part of its corporate approach, accepts and commits to implementing and enforcing all materialities and principles defined along these lines, aiming for continuous development with the participation of Group Companies and employees.

The HSE and Sustainability Policy, which aims to bring all stakeholders together with the same goal, consists of the following points:

- To enhance the loyalty and well-being of our employees, provide equal opportunities, and maximise employee participation in order to ensure sustainable productivity,
- To take into account our stakeholders' expectations regarding sustainability, ensure the availability of necessary resources, and integrate sustainability into all organisational levels of our company,
- Paying attention to the monitoring of sustainability criteria in our supply chain and taking care to spread awareness of sustainability throughout our entire value chain,
- Regularly reviewing our sustainability activities and processes, setting objectives and targets in light of identified risks and opportunities to improve our sustainability performance,
- To engage in activities that increase the share of renewable energy sources in the total energy supply and reduce our energy consumption through energy efficiency practices, in order to contribute to the fight against climate change,
- To adhere to the highest ethical standards in all sectors and regions in which we operate, and to act in compliance with local legislation in force in the relevant regions and all relevant international standards and corporate governance principles,
- To serve the community and maintain our cooperation through our corporate social responsibility approach.

We are committed to communicating our Sustainability Policy to all employees and making it accessible to our stakeholders.

Stakeholder Engagement and Management

Aydem Retail materialitises establishing open, transparent and continuous communication with all its stakeholders. It closely follows the changing dynamics in the energy sector and focuses on understanding the needs of its stakeholders and developing proactive solutions to meet their expectations.

It develops innovative projects and services based on customer feedback in order to continuously increase customer satisfaction. It organises awareness campaigns to increase energy efficiency, encouraging its customers to switch to sustainable energy use. It runs campaigns and information programmes to promote the use of renewable energy sources.

It creates regular satisfaction surveys, training programmes and feedback mechanisms to increase employee participation and motivation. With a working environment that encourages open communication, it regularly collects the views and suggestions of its employees through employee satisfaction surveys and a suggestion line, and effectively evaluates this feedback to improve its business processes. Thanks to the participatory structure it has created, it increases employee satisfaction and work efficiency, while also strengthening corporate loyalty.

By developing partnerships with its suppliers based on sustainability criteria, it ensures a high level of compliance with quality, ethical standards and environmental compliance. It observes environmental and social responsibility principles in supplier selection and adopts policies that encourage sustainable supply chain management.

In collaboration with local communities, it develops and implements projects that support social development. In line with the Sustainable Development Goals, it contributes to education, environment and social support programmes and considers creating social benefit to be one of its primary objectives.

Materiality Analysis

The materiality approach is one of the cornerstones of the sustainability strategy and plays a critical role in achieving the company's long-term value creation goals.

Aydem Retail, which bases its material issues on stakeholder expectations, international standards and regulatory frameworks, develops sustainable business models by adopting best practices in line with global frameworks such as the Türkiye Sustainability Reporting Standards (TSRS), the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB) Standards.

The stakeholder engagement process forms the basis of the company's materiality efforts. It is important to regularly understand the views and expectations of different stakeholder groups, and in this regard, materiality analyses are reviewed and updated at specific intervals. It maintains regular communication with customers, employees, suppliers, public institutions, regulatory authorities, civil society organisations and local communities; analysing expectations through surveys, focus group studies, one-to-one interviews, sectoral meetings and digital platforms. The data obtained during this process plays an important role in determining materiality sustainability issues and developing strategic actions.

Material Issues and Related Topics	Topics Covered
Environment	Combating Climate Change and Adaptation Energy Management
Social Capital	Contribution to the Local Economy and Society
Human Capital	Employee Health and Safety Inclusivity, Diversity and Talent
Business Model and Innovation	Digitalisation Renewable Energy
Leadership and Governance	Risk Management Corporate Governance Business Ethics

Approach to Material Issues

Environment

1

As a company operating in the energy sector, it places climate change mitigation and energy management at the heart of its business processes. It develops strategies to reduce its carbon footprint, promotes the use of renewable energy sources, and implements practices that increase energy efficiency.
It conducts regular measurement and reporting processes to manage and reduce greenhouse gas emissions and adopts technologies that minimise energy consumption. It also implements effective policies in areas such as waste management and water conservation to ensure environmental sustainability.

2. Human Capital

2

The health, safety and development of its employees are one of the cornerstones of Aydem Retail's sustainability strategy. It creates safe working conditions by continuously developing occupational health and safety management systems, takes measures to prevent accidents and raises awareness among its employees through regular training programmes. It supports diversity with policies that promote inclusiveness and equal opportunities, and implements projects that raise awareness on gender equality. It runs training and talent management programmes to ensure the continuous development of its employees and offers opportunities to support their career development.

Leadership and Governance

3

Aydem Retail integrates corporate governance principles into every stage of its business processes and embraces a transparent, accountable and ethical management approach. It ensures operational and financial sustainability by continuously improving its risk management processes and aims to create long-term value by establishing strong relationships with its stakeholders. In line with its business ethics and compliance policies, it maintains ethical standards in all its business processes and provides a fair and reliable working environment.

Social Capital

4

It contributes to society by supporting economic development in the regions where it operates. It revitalises the regional economy by collaborating with local suppliers and supports sustainable growth by creating employment opportunities. It runs educational programmes, awareness campaigns and social responsibility projects to support the social and economic development of the community. It offers innovative solutions to increase access to sustainable energy, encourage conscious energy consumption and help its customers save energy.

Business Model and Innovation

5

Aydem Retail distinguishes itself in its sector by making innovation and digitalisation a fundamental part of its business model. It improves the customer experience by effectively using technology and increases accessibility by expanding its digital services. It ensures the protection of customer information by adopting the highest standards in data security and cyber security. It contributes to sustainable energy solutions by implementing best practices in renewable energy supply.

Double Materiality Approach

The materiality issues identified within the sustainability strategy have been assessed in terms of their environmental and social impacts, likelihood of occurrence, and effects on the value chain. Potential impacts on human rights have also been taken into account in this process.

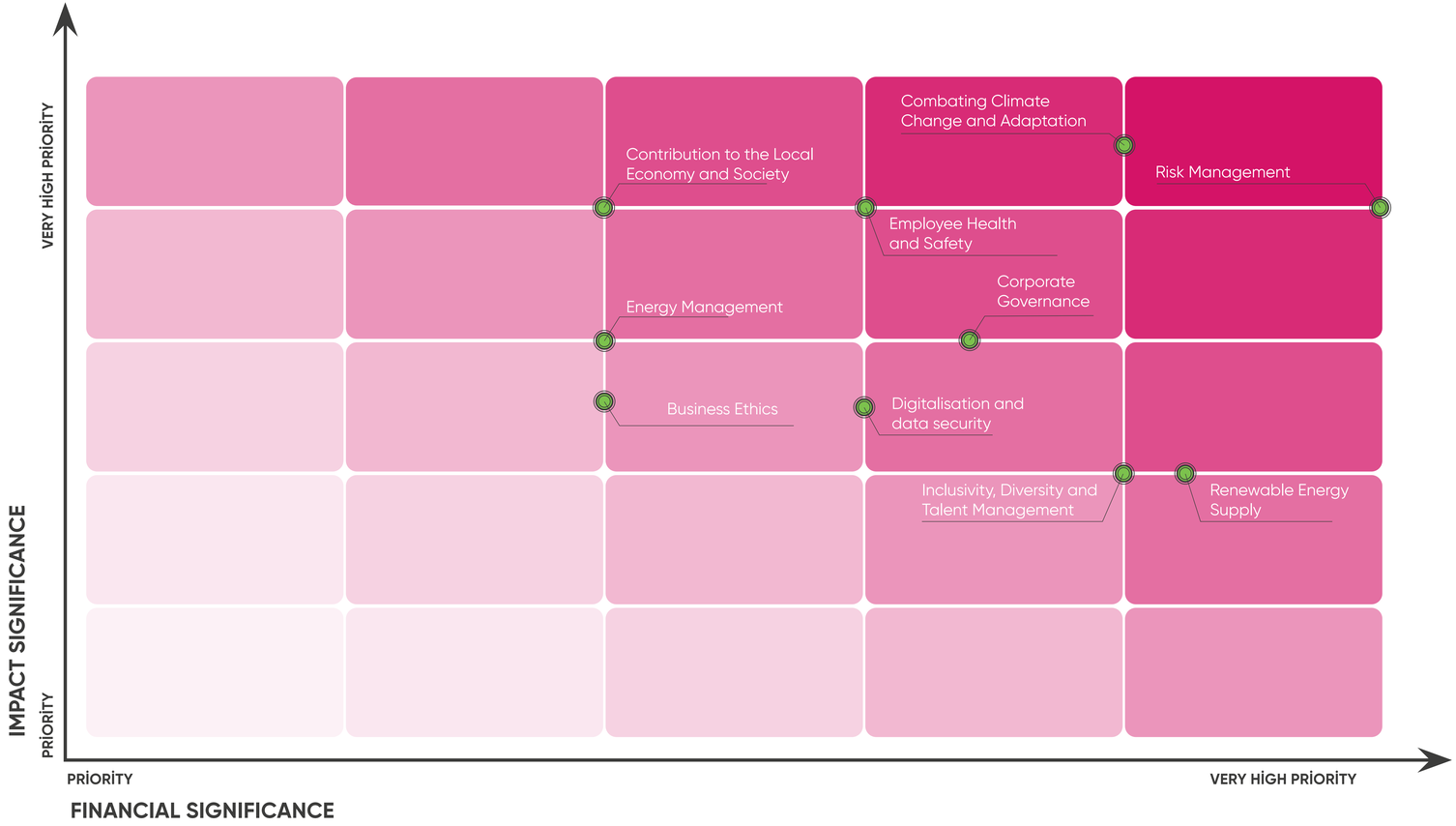
Using a risk management approach, the company analysed at which stages of its operational processes each impact arises and detailed its effect on the company's long-term value creation strategy. Materiality issues were assessed taking into account their level of importance from an environmental, social and financial perspective.

By addressing each impact with a risk management approach, our company has developed comprehensive insights into the stages of the value chain where these impacts affect the company. Impacts were analysed according to the criteria of impact, severity and likelihood within the scope of "environmental and social materiality". The "financial materiality" assessment was carried out with the participation of the finance team, and financial impacts were forecasted taking into account the severity and likelihood dimensions.

During this process, EFRAG's Double Materiality Guidance provided the methodological and conceptual framework, while SASB sector standards served as the primary reference for identifying materiality issues.

By defining sector-based sustainability risks and opportunities, SASB played a guiding role in understanding investor and stakeholder expectations, particularly in terms of financial materiality. Based on the findings of the studies conducted, a Double Materiality Matrix has been created to support the company's strategic decision-making processes.

Matrix has been developed to support the company's strategic decision-making processes.



Contributions to Sustainable Development

Aydem Retail places sustainable development at the heart of its business model and develops strategies that directly contribute to the United Nations Sustainable Development Goals (SDGs). In line with its environmental, social and governance (ESG) materialities, it contributes to a sustainable future by implementing projects aligned with the SDGs.

Aydem Retail continues its sustainability efforts by accelerating the transition to clean and renewable energy, effectively managing environmental impacts, supporting inclusive and sustainable economic growth, and reducing social inequalities. It integrates environmental responsibility principles into all its business processes, invests in innovative energy solutions, and works towards its sustainability goals by establishing strong partnerships with its stakeholders. While resolutely pursuing its work in the areas of social development and environmental sustainability, it aims to create lasting value for all its stakeholders in the long term.

Under **Qualified Education**, professional training programmes, leadership development projects and content that raises awareness of sustainability are offered to support the continuous development of employees. In order to expand the talent pool in the energy sector , internship and training opportunities are provided for young people and recent graduates, and partnerships are developed to increase knowledge sharing in the sector. For more detailed information, please visit our Talent Management page.

In line with the goal of **Gender Equality,** the principle of equal opportunity and inclusivity has been made one of the fundamental principles of the business model. Since 2020, work focused on gender equality has been carried out under the Aydem Equal Life initiative, and equality has been adopted as a corporate principle in many areas, from recruitment to training, physical conditions to corporate culture, with the aim of strengthening the position of women in economic and social life. As a company with a high rate of female employment, Aydem Retail bases its human resources practices on diversity and inclusivity, meticulously monitoring equality and anti-discrimination

Within the scope of **Accessible and Clean Energy,** with an awareness of its responsibility in the energy sector, it promotes the use of renewable energy and offers solutions aimed at increasing energy efficiency. Through its decarbonisation strategy, it is increasing customers' access to renewable energy, offering low-carbon energy options, and developing savings-oriented projects. Sustainable energy use is being promoted through green energy tariffs and I-REC certificates.

In line with the **Decent Work and Economic Growth** objective, economic growth is being contributed to by creating employment at local and national levels. Safe and healthy working conditions are provided for employees, fair wage policies and occupational health and safety measures are implemented within the scope of integrated management systems (IMS), and practices that increase employee well-being are being developed. Furthermore, business partners in the supply chain are encouraged to adopt sustainable business models.

Within the framework of **Industry, Innovation and Infrastructure,** digitalisation is integrated into business processes, adopting an innovation-focused business model. Process efficiency is increased through digitalisation projects in the energy sector. Call centre and collection processes are being improved, service quality is being enhanced, and innovative solutions are being developed for the energy infrastructure through the implementation of E-Invoicing, E-Archiving, Legal Tracking System, Voice Analysis Technologies, and Robotic Process Automation (RPA) applications.

Under the heading of **Reducing Inequalities,** equal opportunity policies are being strengthened and inclusive practices developed for employees and all segments of society. The employment of people with disabilities is being encouraged, and projects that provide social benefits are being supported by adopting social responsibility principles in the supply chain. In order to prevent entrenched gender stereotypes in corporate communication, the "Equal Language Dictionary" project has been implemented. As part of company policy, a systemic regulation has been introduced to automatically correct discriminatory expressions in office programmes and email

Within the framework of **Sustainable Cities and Communities,** investments are made in sustainable infrastructure projects to make energy management in cities more efficient. Applications that adapt to climate change are developed, and energy solutions that support sustainable living in cities are offered. Social awareness campaigns are conducted to raise awareness on energy efficiency and sustainable consumption.

In line with the **Responsible Consumption and Production** goal, sustainable production and consumption models are supported in operations. Waste management is optimised to reduce natural resource use, technologies that minimise energy consumption are employed, and sustainability policies aimed at reducing environmental impacts are

Under **Climate Action,** projects are developed to reduce greenhouse gas emissions, accelerating the transition to low-carbon business models. Regular measurement and reporting are carried out to manage the carbon footprint; the focus is on minimising environmental impact by increasing the use of renewable energy. Furthermore, through the Green Energy at Work Campaign, I-REC certified green energy solutions are offered to customers, encouraging voluntary carbon reduction and sustainable energy use.

Within the framework of **Peace, Justice and Strong Institutions,** ethical management is strengthened and actions are taken in line with the principles of transparency, accountability and compliance. Business ethics policies are continuously updated and ethical rules are fully integrated into business processes. Ethical rules and ethical reporting channels are used to prevent breaches of business ethics.

Supply Chain Management

Due to the nature of the energy sector, a strong, flexible and sustainable supply chain is critical to ensuring operational continuity. Within Aydem Retail, supply chain management is considered one of the cornerstones of a sustainable business model, and all procurement processes are conducted in accordance with environmental, social and governance (ESG) criteria.

Factors such as quality, reliability, ethical standards, environmental performance, and occupational health and safety (OHS) are among the primary evaluation criteria in the supplier selection process. The Supplier Evaluation Procedure, established within the scope of the Integrated Management System, regularly assesses the compliance of partner companies with sustainability principles and encourages their continuous improvement.

In line with the supply chain management policy:

- **Suppliers are included in the environmental impact assessment processes, and the use of renewable energy and low-carbon supply models is encouraged.**
- **In line with the principle of responsible sourcing, care is taken to collaborate with suppliers who respect ethical trade rules and human rights.**
- **Suppliers' sustainability performance is regularly reviewed; critical environmental indicators such as occupational health and safety practices, carbon footprint, and water consumption are analysed.**
- **In the transition to a low-carbon economy, active partnerships are developed with suppliers, and projects that increase energy efficiency and support the circular economy are implemented.**
- **As part of risk management, crisis management plans are being developed to prevent potential disruptions in the supply chain, and strategic approaches are being adopted with suppliers to ensure business continuity.**

Aydem Retail manages its partnerships with suppliers not only within the scope of commercial relations but also with a view to achieving common sustainability goals. In line with future-oriented supply chain strategies, the aim is to encourage innovative and environmentally friendly practices and contribute to sustainable growth.

Supplier Management*	Unit	2022	2023	2024
Number of Local Suppliers	Number	453	348	330
Percentage of Local Suppliers	%	100	100	100

*The total number of suppliers has been reported jointly, as the procurement processes of Aydem Retail and Gediz Retail are carried out in an integrated manner. The figures reflect the number of goods and service suppliers included within the scope of our Procurement System. Energy suppliers are not included.

Significant changes	Number of suppliers with discontinued business relationships	Number of new suppliers
2022	18	62
2023	241	136
2024	58	40

CORPORATE RISK MANAGEMENT

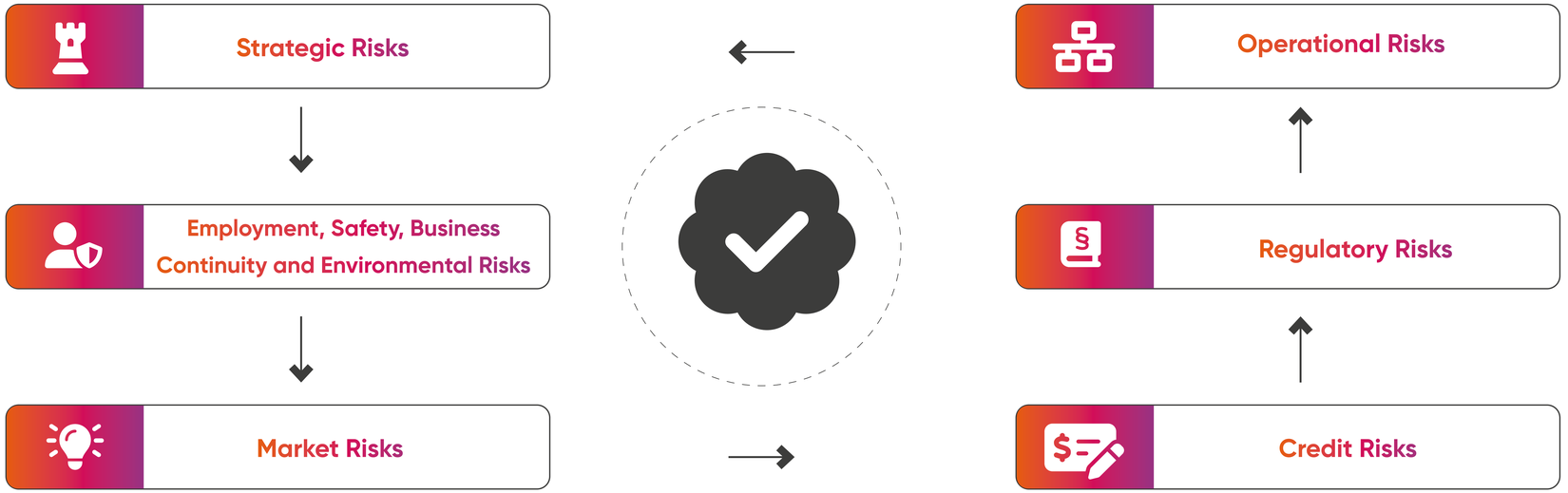
Corporate Risk Management

Aydem Retail defines any situation that could jeopardise the company's continuity, growth and objectives as a risk and takes effective measures against these risks. Risks that could negatively impact the company's strategic, operational and financial objectives also have the potential to damage the company's reputation in the eyes of its stakeholders. Therefore, financial and non-financial risks are comprehensively analysed, continuously monitored and necessary actions are taken to mitigate their effects. In the risk management process, identified risks are classified using a cause, event and outcome-focused approach. Under the integrated risk management system, risks addressed under six main headings are managed using a detailed methodology, and solutions compatible with company strategies are developed for each.

Management of Climate Change-Related Risks and Opportunities

Aydem Retail considers a holistic assessment approach that addresses environmental, social and economic impacts as one of the fundamental elements of its business practices. Recognising that decisions made in the electricity retail sector directly affect millions of end users, it evaluates these impacts as an integral part of its strategic risk management process.

It develops climate change risk and opportunity management mechanisms to minimise the impact of climate change on its operations and support the transition to a low-carbon economy. Physical risks (such as extreme weather events) and transition risks (such as carbon regulations and market transformations) are addressed through detailed analyses, and operations are guided accordingly.



Risk Categories

Strategic risks

Factors that could threaten the company's long-term strategic goals and competitive strength are assessed as strategic risks. These risks may arise from changes in market trends, technological innovations, strategic moves by competitors, and shifts in consumer habits. Aydem Retail manages these risks by analysing market trends and investing in developing technologies . Using these methods, the company develops proactive approaches and creates innovative business models to support its long-term strategic objectives.

Regulatory risks

In the energy sector, changes in applicable regulations can directly affect companies' activities. The company closely monitors regulatory risks and continuously updates its compliance processes.

Operational risks

Disruptions in operational processes can stem from numerous factors, ranging from equipment failures at energy production facilities to human error. Such risks have the potential to reduce the company's efficiency. Aydem Retail has developed regular maintenance programmes, continuous monitoring systems, and an effective internal control infrastructure to minimise operational risks. Regular structural, hydraulic and technical checks carried out at power stations, in particular, ensure that energy production processes run smoothly. The aim is to achieve operational excellence by maintaining availability rates above industry averages.

Market risks

Fluctuations in energy prices and changes in consumer behaviour create market risks.

Fluctuations in demand or price changes can directly affect company revenues. Aydem Retail utilises financial instruments in energy trading and develops demand management strategies to manage these risks. Furthermore, by continuously analysing market dynamics and adopting flexible business models, it adapts quickly to such changes.

Credit risks

Increases in borrowing costs and difficulties in accessing finance are assessed under this category and can affect financial stability. Aydem Retail addresses these risks through careful financial planning, debt restructuring and interest rate risk management strategies.

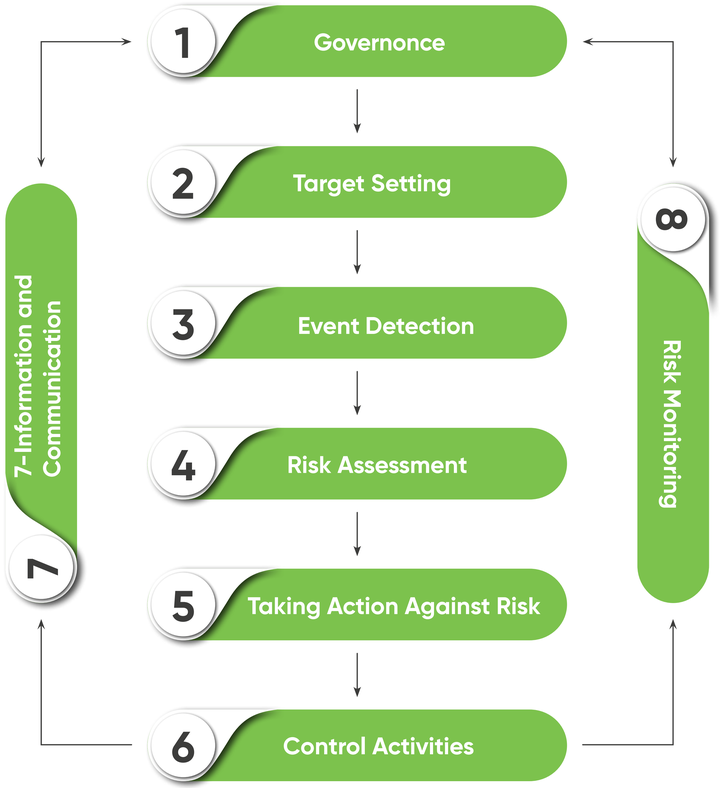
Employment, Safety, Business Continuity and Environmental Risks

Occupational health and safety, employee satisfaction, and environmental compliance are the key risk factors addressed in this category. Work accidents, employee health issues, and instability in the workforce can affect company operations and reputation. Furthermore, failure to comply with environmental regulations can result in serious sanctions against the company's activities.

Aydem Retail organises regular training to provide its employees with a safe and healthy working environment, utilises innovative technologies to reduce environmental risks, and conducts regular audits. Its efforts to reduce environmental impacts are carried out in accordance

Risk Management Processes

At Aydem Retail, risk management policies are established by the Early Risk Detection Committee, and risks are managed effectively. By following a strategy consisting of eight components, existing and potential risks that could affect the Company's objectives are identified, assessed, and monitored.



1 Governance

At Aydem Retail, governance provides a strategic framework to ensure the effectiveness and continuity of risk management systems. The Company's Board of Directors is responsible for the high-level execution of risk management processes, and the Early Risk Detection Committee has been appointed to guide these processes. This independent committee is responsible for monitoring and assessing risks related to strategic objectives and reporting to the Board of Directors.

2 2-Target Setting

The company's risk management framework has been shaped in line with its strategic objectives. Aydem continues its activities with the objective of leadership in the retail sector and, in this context, sets its long-term objectives by taking into account the needs of its stakeholders and market dynamics. The objectives set are used as key indicators that define risk appetite and support strategic planning. The company's goal setting process is integrated into the risk and opportunity management system, ensuring that both areas contribute to the strategic decision-making mechanism.

3 Event Detection

One of the fundamental steps in risk management, the event identification process involves identifying existing and potential risks that the company may encounter. Aydem Retail uses advanced analytical tools to identify risks in many areas, such as operational, financial, environmental, and reputational, at an early stage. Risks are monitored using key risk indicators and assessed through stress tests to predict the impact of events. The designed process enables proactive risk management and rapid response to unexpected situations.

4 4-Risk Assessment

The risk assessment process involves a detailed analysis of the impacts and probabilities of identified risks. Aydem Retail evaluates the potential consequences of risks on the company, considering both financial and non-financial impacts. Materialitising risks determines the actions that need to be taken in line with the company's strategic objectives.

5 Taking Action Against Risk

Aydem Retail develops strategic actions to minimise, transfer, share or completely eliminate risks. A proactive approach is adopted to transform potential or encountered risks into opportunities.

6 6-Control Activities

Control activities established within the framework of risk management ensure that the defined actions are implemented effectively. In this context, Aydem Retail regularly reviews and updates its internal control mechanisms. Control activities support the safeguarding of operational processes, the monitoring of financial performance, and the management of 's reputation. Furthermore, the participation of all departments within the company in these activities is encouraged, thereby enhancing the effectiveness of control processes.

7 Information and Communication

The company has established a robust communication infrastructure to ensure transparent information flow with internal and external stakeholders. Reports prepared by the Early Risk Detection Committee are regularly submitted to the Board of Directors. Information sharing between departments within the company facilitates both the early detection of risks and the effective implementation of necessary actions. Technological solutions and digitalisation processes support the acceleration of information flow and data-driven decision-making across all processes.

8 Risk Monitoring

Risk monitoring enables the continuous improvement of Aydem Retail's risk management system. All risk management processes are regularly monitored using performance indicators and key risk indicators. The company has a dynamic risk monitoring process to adapt to changing market conditions, regulatory requirements and technological innovations. The continuous observation of risks and evaluation of results minimises the obstacles the company may encounter in achieving its strategic objectives. Aydem Retail analyses the financial impact of financial risks and sustainability-related risks using an integrated approach, and this process is at the heart of the company's overall risk management strategy. Financial risks may arise from factors such as market fluctuations, credit risks, interest rates and changes in exchange rates, and these risks can have a direct impact on the company's financial health and cash flows. Sustainability-related risks, on the other hand, can stem from issues such as environmental regulations, climate change, resource scarcity and social expectations, and these risks have the potential to affect the company's financial performance and reputation in the long term.

STRATEGY

STRATEGY

Aydem Retail integrates sustainability and climate change-related risks and opportunities into its management strategies, making them a fundamental component of its business processes. These risks and opportunities are comprehensively analysed in terms of their financial and non-financial impacts, and the data obtained is materialitised in strategic decision-making processes.

Within the framework of an integrated management approach, strategies are developed and implemented to systematically identify, assess and manage climate risks and opportunities. Adopting a holistic management approach, the company takes a proactive role in risk and opportunity management by ensuring these processes are carried out effectively.

Once risks are identified, their timeframes are defined and their likelihood of occurrence is monitored. The Board of Directors takes the necessary action on potential risks that could affect the company's financial structure or business processes. The Board of Directors carefully monitors and manages this process through the Risk Management Department.

The company uses both qualitative and quantitative methods to assess the risks and opportunities it may encounter in the short, medium and long term, both in its direct operations and throughout its value chain. The following time horizons are used as a basis for managing sustainability and climate change-related risks and opportunities and planning related investments:

Time Horizon	Time Frame	Years
Short	0-3	2024-2026
Medium	4-10	2027-2033
Long	11-30	2034-2052

In analysing the financial impact of risks, one-off and ongoing effects, as well as key criteria such as EBITDA and revenue loss, are taken into account. These criteria comprehensively identify the potential impact of risks and opportunities on the company's financial structure, based on detailed and quantitative data.

Financial Impact Levels:

- Low Impact (Level 1): Annual impact is less than 0.5% of EBITDA
- Medium Impact (Level 2): If the annual impact is between 0.5% and 1% of EBITDA
- High Impact (Level 3): If the annual impact is between 1% and 3% of EBITDA
- Very High Impact (Level 4): If the annual impact is between 3% and 5% of EBITDA
- Critical Impact (Level 5): If the annual impact is 5% or more of EBITDA

Comprehensive strategic action plans are being developed with the aim of reducing sustainability and climate-related risks and transforming them into financial opportunities. In this regard, investment plans are also being implemented after careful evaluation of the relevant criteria. 's comprehensive process effectively utilises comprehensive tools and methodologies such as scenario analyses based on international standards and Intergovernmental Panel on Climate Change (IPCC) projections. In this way, the company's capacity to adapt to climate change is increased, its resilience is strengthened, and it contributes to the creation of an environmentally friendly business model.

Scenario Analysis

SSP1: Sustainability – Going Green (Low-level challenges for mitigation and adaptation)	Scenario Summary IPCC AR6 Study SSP-Based Scenarios	SSP2: The Middle Path (Moderate challenges for mitigation and adaptation)
SSP1-1.9: Greenhouse gas emissions are kept to a minimum, with the aim of reducing CO2 emissions to net zero by 2050.		**SSP2-4.5:** Greenhouse gas emissions remain at moderate levels and stay at current levels until 2050. CO2 emissions begin to decline after this date but do not reach the net zero target by 2100.
1,6 °C	Estimated Warming (2041-2060)	2,0 °C
Risks: In this scenario, where the transition to renewable energy is accelerating, Aydem Retail may face challenges such as increased competition, compliance with regulations, and meeting customer expectations. Disruptions in renewable energy supply or price fluctuations may affect energy sales strategies. In addition, the high initial costs of digitalisation and sustainability projects may create short-term financial pressures.	Physical Changes	**Risks** Aydem Retail may face increasing carbon taxes, regulatory sanctions, and fluctuations in the costs of fossil fuel-based energy sources. Customers' shift towards renewable energy may reduce demand for fossil fuel-based supplies, leading to customer loss. Furthermore, fluctuations in energy demand caused by extreme weather events may complicate long-term planning.
Opportunities: Increased demand for renewable energy presents Aydem Retail with the opportunity to expand its customer portfolio with innovative products such as carbon-neutral energy tariffs and green energy certificates. Transitioning to digital solutions and investing in energy efficiency can reduce operational costs, providing long-term financial advantages. Furthermore, sustainability-focused strategies can enhance the company's brand value and competitive strength, facilitating access to green financing.		**Opportunities** Customised energy tariffs, particularly for carbon-intensive sectors, can create new revenue streams. High energy prices can be converted into revenue through strategic procurement and sales policies. Furthermore, solutions that ensure energy security can increase customer satisfaction.

SSP1: Sustainability – Going Green
(Low-level challenges for mitigation and adaptation) (SSP1-1.9)

1. Aydem Retail's bilateral agreements based on renewable energy sources offer revenue growth potential in line with increasing customer demand for low-carbon energy. The development of carbon-neutral energy tariffs can expand the customer base by offering attractive options to both individual and corporate customers.

2. Digitalisation and energy efficiency investments made in line with the target of reducing emissions by 42% by 2032 can strengthen the company's financial structure in the long term by reducing operational costs. The transition to digital customer services, along with a reduction in energy consumption, will provide a cost advantage.

3. Strategic CAPEX investments in renewable energy projects offer the opportunity to benefit from low-interest green loans and incentives. This can reduce the company's capital costs and increase its financial flexibility.

4. Increased market competition due to the expansion of renewable energy supply may lead to lower sales prices and pressure on profitability. However, having invested early in sustainable energy could position Aydem Retail in a competitive advantage.

Impact on Financial Performance

SSP2: The Middle Path
(Moderate challenges for mitigation and adaptation) (SSP2-4.5)

1. In a fossil fuel-based development scenario, increased energy demand could boost Aydem Retail's total energy sales revenue. However, if demand for renewable energy remains limited, this increase may be less pronounced.

2. Carbon taxes and regulatory sanctions that may be imposed due to high carbon emissions could increase the company's operational costs and negatively impact profitability. Therefore, investments made to achieve carbon neutrality targets could mitigate the impact of these costs in the long term.

3. High energy prices may increase Aydem Retail's revenues. However, if price fluctuations are not managed correctly, this could negatively affect customer satisfaction and sales stability.

4. Continued dependence on fossil fuels may lead to long-term revenue losses if customer demand shifts to renewable energy. This could complicate the company's transition to a sustainable business model.

Renewable Energy Use: The increase in renewable sources in the company's energy portfolio represents a significant step towards a low-carbon economy. Securing renewable energy supply through bilateral agreements enhances operational resilience against supply-demand fluctuations.

• **Resilience:** This strategy provides a competitive advantage in low-carbon scenarios such as SSP1-1.9, while increasing the company's financialand operational resilience against anticipated energy price increases and policy uncertainties in higher emission scenarios such as SSP2-4.5. Expanding the renewable energy portfolio strengthens long-term compliance by providing protection against regulatory uncertainty, while supporting customer satisfaction and market reliability.

• **Continuous Improvement:** Continuing to increase the proportion of renewable energy is critical in terms of reducing regulatory risks in the long term and increasing customer satisfaction.

• **Physical Risk Management:** Measures Against Extreme Weather Events The implementation of Emergency and Crisis Management Plans has increased the company's resilience against operational disruptions caused by extreme weather events.

• **Resilience:** These measures ensure operational continuity by providing flexibility against increased physical risks in the SSP2-4.5 scenario.

• **Continuous Improvement:** Supporting physical risk management with new technologies and implementing more comprehensive adaptation strategies will further enhance the company's resilience.

Resilience Analysis

• **Certificate Acquisitions:** 100% Renewable Energy Target
The purchase of Renewable Energy Certificates (IREC) has set targets for 100% renewable energy usage. This initiative increases the company's long-term resilience in terms of both environmental sustainability and regulatory compliance.

• **Resilience:** IREC certificates strengthen compliance with low-carbon regulations in the SSP1-1.9 scenario, while increasing the capacity to **respond to customer demands in the SSP2-4.5 scenario.**

• **Continuous Improvement:** Achieving the 100% renewable energy target is considered an important element of resilience in terms of reducing regulatory risks and supporting sustainable growth.

• **Digitalisation and Efficiency:** Operational Strengthening The transformation of physical customer services to digital platforms and strategic CAPEX investments of 2,785,000 TL in strategic CAPEX investments has increased operational efficiency while reducing energy consumption. This aligns with both cost savings and sustainability goals.

• **Resilience:** Digitalisation strengthens financial performance by reducing energy consumption and costs, while increasing the company's flexibility in the face of extreme weather events or market fluctuations.

• **Continuous Improvement:** Continuing digitalisation and integrating new technologies is emerging as a critical strategy for reducing the company's operational costs and increasing its competitive strength.

Response Strategies for Sustainability-Related Risks

Entire value chain | Direct Operations | Downstream Value Chain | Upstream Value Chain

POSITION IN THE VALUE CHAIN

RISK LEVEL

RISK HORIZON

RISK DEFINITION

Inability of the traditional sales model to meet the growing demand for renewable energy

INTERNAL RISK CONTROL AND PREVENTION MEASURES

To effectively manage risks inherent in energy trading, such as price fluctuations and supply uncertainties; a strategic step was taken to mitigate these risks by entering into bilateral agreements in 2023. These agreements play a critical role in mitigating risks with high financial impact potential. Collaborations with renewable energy companies enable both the fulfilment of increasing customer demand and the reduction of greenhouse gas emissions from sold electricity.

It is planned to increase the proportion of renewable energy procured through bilateral agreements over the next three years. This target is consistent with the climate transition plan and is an important step towards achieving the greenhouse gas emission reduction targets set for the ten-year period.

IMPACT OF RISK ON SERVICE PERFORMANCE AND FINANCIAL RESULTS

In the fight against climate change, the transition to green energy systems in production processes has become inevitable. Fuel consumption is being reduced to meet emission reduction targetsfuel consumption is being reduced and a shift towards renewable energy use is being facilitated. This trend is also clearly the electricity produced in Türkiye is collected in the grid and sold by retail companies. The amount of renewable electricity that can be offered to customers is entirely dependent on the amount of renewable electricity entering the grid. This situation poses the risk of renewable electricity demand not being met.

In 2023, the amount of renewable electricity demanded by customers accounted for 69% of total electricity sales. This ratio increased to 79% in 2024. Demand for renewable energy is projected to rise by 9%–13% in 2025 and by 10%–15% in 2026.

The aim of implementing bilateral agreements is to provide protection against potential price increases and supply constraints in the electricity market. These agreements serve as a safeguard to prevent adverse financial outcomes in scenarios where electricity prices rise and supply is limited, guaranteeing the prevention of negative financial outcomes. Thanks to carefully planned expenditures under bilateral agreements, the risk of procuring electricity at potentially inflated prices has been successfully eliminated. Furthermore, as bilateral agreements do not constitute an investment, they have not incurred any additional costs and have not resulted in any cost.

Response Strategies for Climate-Related Risks

Entire value chain | Direct Operations | Downstream Value Chain | Upstream Value Chain

POSITION IN THE VALUE CHAIN

RISK LEVEL

RISK HORIZON

RISK CATEGORY

PHYSICAL

RISK SUB-CATEGORY

ACUTE

RISK DEFINITION

Sudden weather changes caused by climate change (floods, landslides, extreme rainfall, drought, fire, storm, etc.) changes in customer contact centre staff working conditions

INTERNAL RISK CONTROL AND PREVENTION MEASURES

The company comprehensively assesses the impact of sudden weather events related to climate change on Customer Relationship Centre (CRC) operations and staff working conditions.
During the process of leasing CRC locations, location selections are made with potential climate risks in mind , staff are assigned to the nearest CRC location or operational flexibilities such as relocation are implemented.

In the event of sudden weather events related to climate change, business continuity plans and risk management plans are implemented to ensure that CRC employees can work safely and efficiently business continuity plans and risk management procedures are in place to implement flexible working models and redundant communication and energy infrastructure. procedures are in place.

To protect employees from climate impacts, additional health and safety measures are being implemented at centres, physical environment conditions are improved, and emergency access support is provided.

To ensure continuity of communication during emergencies, alternative communication channels and equipment are utilised, and business continuity plans have been established to ensure the uninterrupted continuation of CRC services.

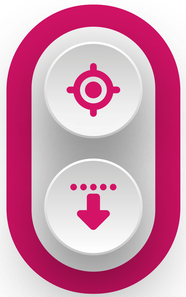
IMPACT OF RISK ON SERVICE PERFORMANCE AND FINANCIAL RESULTS

Thanks to the current controls and measures taken, sudden and extreme weather events causing changes in the working conditions of CRC personnel will be effectively controlled. It is not expected that the aforementioned risk will occur in the short in the short term. Therefore, it is not anticipated that this situation will have a financial impact on the company and is assessed as a low risk category.

Sustainability and Climate-Related Opportunities
Opportunity 1

Entire value chain | Direct Operations | Downstream Value Chain | Upstream Value Chain

OPPORTUNITY DESCRIPTION



OPPORTUNITY HORIZON

SHORT

POSITION IN THE VALUE CHAIN

Green Tariff, digital services and innovative solutions to reduce environmental impact and increase customer satisfactioncosts

OPPORTUNITY-FOCUSED ASSESSMENT AND ACTION PLANS

Aydem Retail offers Green Tariff programs to encourage the use of renewable energy sources. Under the supervision of the Energy Market Regulatory Authority (EMRA), this tariff provides customers with the opportunity to manage the environmental impact of their energy consumption and support sustainable energy use.

Under the Green Tariff, a Renewable Energy Source Guarantee Certificate (YEK-G Certificate) is provided, guaranteeing that the energy is obtained from renewable sources. This service aims to reduce the carbon footprint, increase environmental sustainability, and increase the demand for renewable energy.

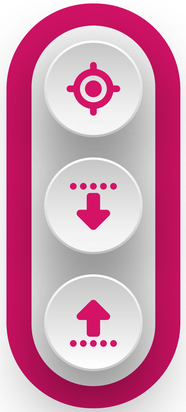
Strategies shaped by R&D investments focus on developing innovative technologies and solutions, while digitalization initiatives enable the optimization of operations and the reduction of environmental impacts.
Thanks to digital transformation, energy consumption at physical customer service points is reduced, leading to a decrease in carbon emissions and contributing to sustainability goals.

Customer interactions such as subscriptions, billing, and payment transactions are conducted through web-based systems, offering customers convenience and accessibility, thereby minimizing dependence on physical service centers. Environmental impacts are minimized through digital applications such as e-invoicing and e-archiving, and operational efficiency is increased by digitizing processes for producers through the Unlicensed Producer Portal. These applications not only reduce paper usage but also provide digital security to customers.

Sustainability and Climate-Related Opportunities
Opportunity 2

Entire value chain | Direct Operations | Downstream Value Chain | Upstream Value Chain

OPPORTUNITY DESCRIPTION



OPPORTUNITY HORIZON

MIDDLE

POSITION IN THE VALUE CHAIN

Access to new markets and strategic business partnerships growth opportunities

OPPORTUNITY-FOCUSED ASSESSMENT AND ACTION PLANS

Strategic initiatives respond to customers' sustainability-focused expectations, strengthen the company's market position, and create new business opportunities.

Public-private partnerships are expected to contribute to the expansion of business areas and revenue growth. These partnerships will facilitate access to new markets by providing financial and operational support to projects. Compliance with national and international sustainability standards will increase competitive advantage and enable new business opportunities.

Multilateral partnerships will increase expertise and resource sharing, leading to operational efficiency and cost savings. International joint ventures will increase technical capacity through innovation and technology transfer, improving product and service quality and strengthening market position.

ENVIRONMENTAL PERFORMANCE

Environmental Management

Aydem Retail views environmental management as an integral part of its business processes and aims to continuously improve its environmental performance. In this regard, it shares environmental responsibilities across all management levels and adopts an integrated environmental management model from strategic decision-making processes to operational applications.

The Environmental Management System Policy is embraced throughout the entire organisation, from the Board of Directors to operational units, and is effectively implemented in decision-making processes. Environmental strategies are determined through the Sustainability Committee, and high-level governance processes are carried out. The HSE and Sustainability Group Directorate ensures that these strategies are effectively implemented and managed in the field.

In accordance with the ISO 14001:2015 Environmental Management System (EMS) standards, the environmental impacts of activities are systematically managed, and environmental sustainability is supported with a continuous improvement approach.

The environmental impacts of operations are regularly assessed; comprehensive analyses are conducted on key environmental indicators such as energy consumption, waste production, water usage, and greenhouse gas emissions. Improvement plans to enhance environmental performance are developed based on these analyses.

Risk analyses are conducted to be prepared for environmental emergencies, crisis scenarios are created, and detailed emergency plans are prepared to prevent environmental accidents. Potential risks are monitored regularly, and a proactive approach is adopted to minimise the environmental impacts of operational processes by taking preventive measures.

> “Acting with a holistic and responsible approach to environmental management, the company aims to minimise the impact of its activities on natural resources and ecosystems and continues to develop innovative solutions for a sustainable future.

Emissions Management and Climate Transition Plan

Aydem Retail places the fight against climate change at the heart of its business strategy and implements a comprehensive emissions management process to align its operations with a low-carbon economy. The company defines its greenhouse gas emission reduction targets within a clear framework, implements projects that increase energy efficiency, and promotes the use of renewable energy.

Strategies and implementation steps to achieve these targets have been determined within the scope of the Climate Transition Plan. During the transition process, materiality is given to increasing energy efficiency in operational processes and investing in renewable energy. Environmental, social and governance (ESG) criteria are used as a basis for evaluating all investments, and the transition to low-carbon business models is accelerated through power plant and project-based analyses.

Digitalisation and smart energy management systems are utilised to increase the effectiveness of emission management processes, and operational efficiency is improved by analysing energy consumption. Sustainable business models are developed with suppliers, and the carbon impact of the supply chain is reduced by encouraging the use of renewable energy.

The climate transition plan is integrated with the company's long-term strategic goals, and the transition to a low-carbon economy is being managed in a robust and sustainable manner. Furthermore, low-carbon operations are also encouraged across the supply chain.

GREENHOUSE GAS EMISSIONS	Unit	2022	2023	2024
Scope 1	tCO_2e	388	354	319
Scope 2	tCO_2e	344	227	244
Scope 3	tCO_2e	2,998,159	2,529,575	2,392,315

> Significant progress has been made in reducing greenhouse gas emissions between 2022 and 2024:
>
> Aydem Retail is demonstrating its commitment to combating climate change through concrete steps, reducing Scope 1 emissions **by 18%,** Scope 2 emissions **by 29%** and Scope 3 emissions **by 20%.**

Aydem Retail continues to undertake projects that benefit the future through its sustainability and efficiency efforts in line with its environmental responsibilities. This success is a concrete demonstration of its commitment to environmental transparency and sustainable development, reflecting the company's vision and commitments.

Energy Management

Aydem Retail materialitises the supply of renewable energy sources during the transformation process of the electricity retail sector in Türkiye. It shapes this process with a sustainable energy management approach and embraces it as one of the fundamental elements of its operations.

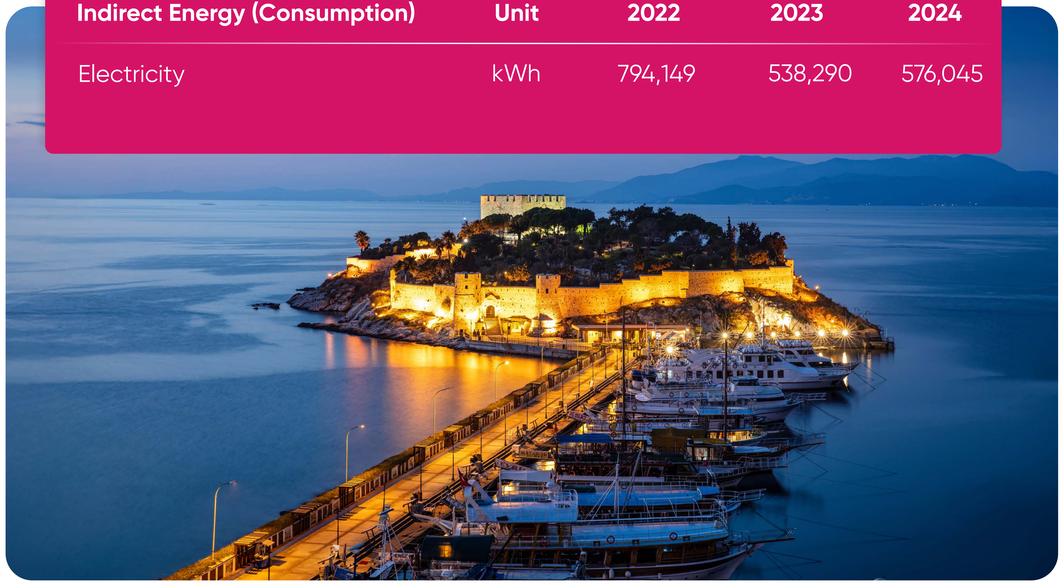
In order to achieve climate change mitigation targets, it aims to strengthen cooperation with renewable energy suppliers and make energy supply processes sustainability-focused. In the supplier selection process, in addition to economic criteria, sustainability performance, environmental, social and governance (ESG) criteria and renewable energy capacity are also taken into account, and a comprehensive assessment is conducted based on these elements.

It aims to support the local economy by promoting the use of local renewable energy sources, reduce energy distribution costs, and secure a sustainable energy supply.

Within the scope of energy management, the primary objective is to meet electricity consumption from renewable energy sources and contribute to Türkiye's 2053 Net Zero target.

ENERGY

Direct Energy (Consumption)	Unit	2022	2023	2024
Petrol	litre	14,953	41,198	34,951
Diesel/Motor oil	litre	116,020	90,370	60,552
Natural Gas	sm^3	307,198	273,062	248,970
Indirect Energy (Consumption)	**Unit**	**2022**	**2023**	**2024**
Electricity	kWh	794,149	538,290	576,045



By 2030, it plans to acquire International Renewable Energy Certificates (IRECs) to offset unavoidable emissions in its operations. This step reinforces the company's commitment to sustainability and supports its goal of decarbonising its energy consumption.

Success criteria include developing renewable energy-focused partnerships with at least 50% of suppliers contributing to total procurement expenditure. Achieving this goal also accelerates the company's transformation within the framework of sustainability.

In the coming period, the aim is to expand the renewable energy supply network and steer existing fossil fuel suppliers towards sustainable practices. Investments and collaborations in the field of renewable energy supply are leading to tangible progress in combating climate change and making operations more sustainable and environmentally friendly.

Water Management

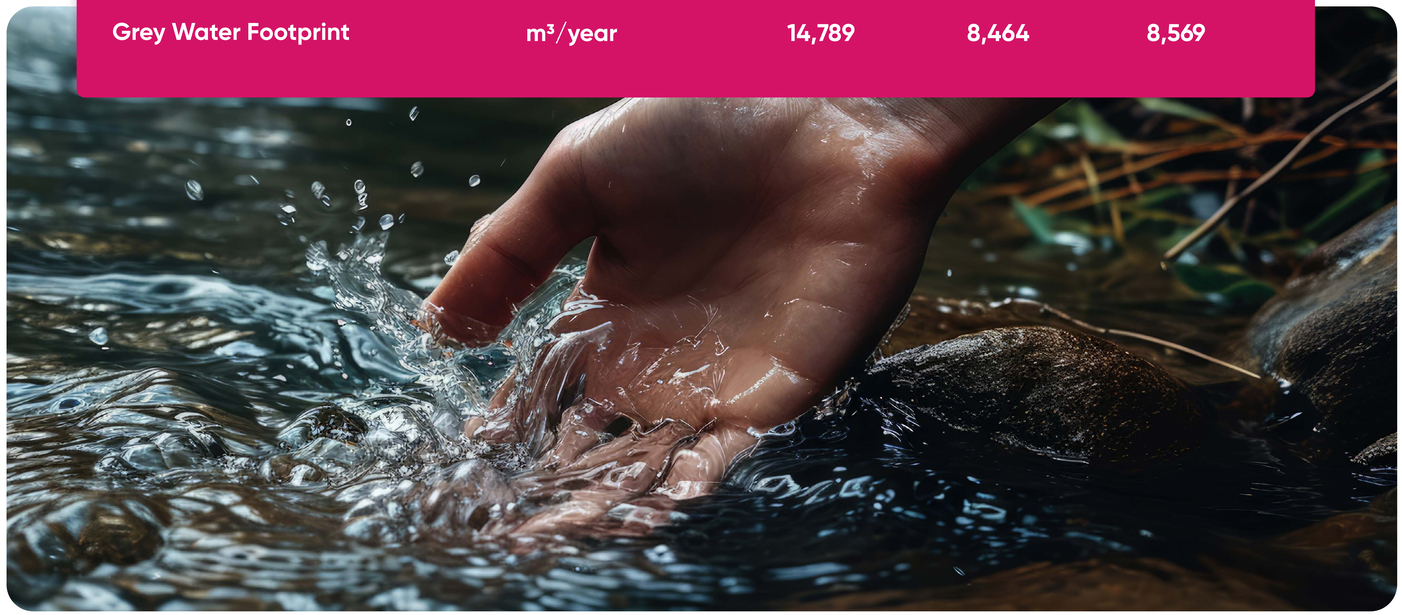
Water is considered a critical resource in terms of ecosystem conservation, economic sustainability and social welfare. However, with the effects of climate change becoming increasingly apparent, rising temperatures, changing rainfall patterns and extreme weather events are placing serious pressure on freshwater resources.

As part of the climate transition plan, water consumption in operational processes is monitored, controlled, and integrated with practices aimed at increasing efficiency. The water footprint is calculated regularly, and these data are verified to determine the necessary improvement actions to achieve sustainability goals.

Aydem Retail also promotes sustainable water use throughout the supply chain. Its commitment to protecting water resources reflects its environmental and social responsibility approach, and concrete steps are being taken to mitigate the negative effects of climate change on water resources. With the goal of protecting clean and sustainable water resources for future generations, materiality is given to projects that increase water efficiency, and the focus is on achieving high operational efficiency with low water consumption.

Water Management

Water Footprint	Unit	2022	2023	2024
Blue Water Footprint	m^3/year	16,433	9,404	9,521
Green Water Footprint	m^3/year	4,170	3,634	3,494
Grey Water Footprint	m^3/year	14,789	8,464	8,569



> Compared to 2022, in 2024, it has contributed to the sustainable use of water resources by reducing its blue water footprint by 42%, its green water footprint by 16% and its grey water footprint by 42%.

Waste Management

Aydem Retail implements waste management in an effective and systematic manner in line with its environmental sustainability strategy. In accordance with the ISO 14001:2015 Environmental Management System (EMS) standards, it aims to minimise waste generation, optimise recycling processes and implement environmentally sensitive disposal methods.

The company manages paper, plastic, electronic and medical waste generated from office activities in line with environmental sustainability principles and supports recycling or appropriate disposal processes. Waste management processes are regularly reviewed and a continuous improvement approach is adopted.

Materiality is given to digitalisation and energy efficiency applications to support waste reduction across the value chain, with the aim of using resources more efficiently.

> The recycling of 1,100 kg of scrap electronic devices contributed to preventing approximately 5.15 kg of CO_2 equivalent emissions.

DIGITALISATION

Digitalisation

Leading the transformation process in the energy sector, Aydem Retail integrates technology into its business models, digitising its processes and providing faster, more reliable and accessible services. Digitalisation investments are implemented across a wide range of areas with the aim of improving customer experience, optimising operational processes and making resource use more efficient.

Thanks to the WhatsApp Chatbot AI application, customers can now check their debts and update their invoice information without having to visit Customer Relations Centres (CRC). The E-Receipt application eliminates the use of paper receipts, contributing to environmental sustainability.

Through the Digital Sales Contracts (Digital RSC) application, all contracts are executed electronically and archived digitally. This prevents paper waste and ensures that transactions are carried out more quickly and efficiently. Through the Official Institution Portal and the Unlicensed Producer Portal, document processes for official institutions and unlicensed producers are being transferred to a digital environment, providing ease of access and time savings.

With the Mobile Application launched in 2024, customers can quickly and easily perform transactions such as bill payment and tariff changes. With the Faturamatik Field Control System, audit processes have been transferred to a digital environment, aiming to reduce paper consumption. Furthermore, legal processes are monitored through the Legal Tracking System, which is integrated with internal systems and official platforms such as UYAP.

As part of the E-Transformation Project planned for implementation in the coming period, it is aimed to bring the e-Invoice and e-Archive processes used in retail companies up to today's standards with a new method and a new supplier, and to improve the Revenue Administration submission processes. Furthermore, the created Reconciliation Portal provides an infrastructure where customers can independently monitor their current transactions and balance checks.

Aydem Retail aims to continue its digitalisation investments in the coming period, increase customer satisfaction by offering sustainable and innovative solutions, and make its business processes more efficient. It continues to strengthen its position as a company driving digitalisation in the energy sector with technology-focused transformation projects.

> "Over the past two years, a total investment of 6,340,000 TL has been made in digitalisation.

Projects	Content	Implementation Period
Legal Tracking System	All legal tracking processes belonging to Aydem Retail will be carried out through the system, and integration will be achieved both with our own internal systems and with official applications such as UYAP.	It will be launched for live use in 2025.
E-Transformation Project	E-invoices and E-archive documents generated will be digitally transmitted to recipients and reported via the Revenue Administration using new technology through a special integrator.	It will be launched for live use in 2025.
Reconciliation Portal	Customers can view their current transactions and check their balances within the specified date range via the portal without needing to contact any company personnel.	It was launched in 2024.
Mobile Application	Customers can perform transactions such as bill payments and tariff changes via digital platforms without having to visit CRC.	It was launched in 2024.
Official Institution Portal	Documents, invoices, and reports sent to official institutions are securely shared in a digital environment through this application and can be viewed by authorised users upon login.	Launched at the end of 2023.
Faturamatik Field Control	During Faturamatik audits, the checklists filled out can be completed electronically, actions can be assigned through this application, and thus paper waste is prevented.	It went live at the end of 2023.
Unlicensed Producer Portal	Documents, invoices, and reports sent to unlicensed producers are made accessible in a digital environment through this application, and unlicensed producers can view the documents by logging in with their user names.	Launched at the end of 2023.
WhatsApp Chatbot AI	Customers can check their debts and change their invoice receipt methods without having to visit the Customer Relations Centre (CRC).	Launched in 2022.
E-Receipt	Following payments made at the CRC, digital receipts are sent to the customer's email address instead of paper receipts, thereby reducing paper waste.	Launched in 2022.
Digital RSC	Sales contracts are executed digitally and securely stored, preventing paper waste and making processes more efficient.	Launched in 2022.

Voice Analysis Project

“Aydem Voice Analysis Project” Awarded at the Future of AI & Cloud Summit

Aydem Retail had the opportunity to once again demonstrate its leadership in technology and innovation at the Future of AI & Cloud Summit 2024.

At the event, held on 13 November 2024 at the Mandarin Hotel in Istanbul and recognised as Türkiye’s most comprehensive artificial intelligence and cloud technology summit, Aydem was awarded the “Best Data& Advanced Analytics” category.

Project” in the “Best Data

The award reflects the effectiveness of digital transformation strategies and the innovative approach in customer-focused projects, while also demonstrating a commitment to enhancing the customer experience.

> “The success of this achievement is attributable to the contributions of all teams involved in implementing the projects.

Future of CIO & Awards

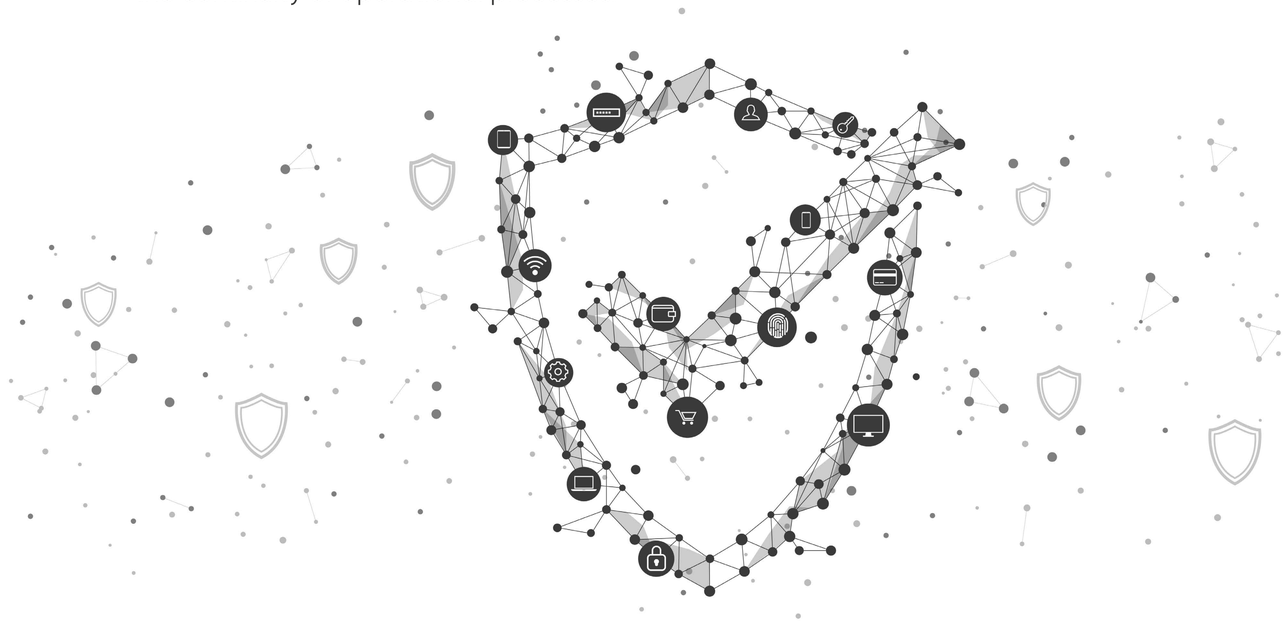
Aydem Retail has once again crowned its leadership in technology and innovative approach. At the Future of CIO Awards, one of Türkiye’s leading technology awards, it was honoured with two different awards in the “Future Leaders” and “Digital Transformation Project Manager” categories.

The awards stand out as a testament to the company’s investments in technology, innovation-focused projects, and the dedicated efforts of its employees. The goal is to achieve even more success with projects that shape the future. Investments in technology and innovation for a more sustainable future are being pursued with determination.

Information Security

As the energy sector is among critical infrastructures, continuous measures are developed against potential cyber threats, and security policies are updated in line with international standards. Aydem Retail materialitises information security and cyber security in the digital world, ensuring that business processes and customer data are protected according to the highest security standards.

Information security management is structured within the framework of the ISO 27001 Information Security Management System. Risk management strategies, technical security measures, and employee awareness programmes are implemented to ensure data security, create a resilient infrastructure against cyber attacks, and guarantee the continuity of operational processes.



Under the Company's Information Security Policy:

- **Strong data security protocols are implemented to ensure the confidentiality, integrity, and availability of customer and corporate data.**
- **Advanced cyber security technologies such as multi-factor authentication, data encryption methods and firewalls are utilised to prevent unauthorised access.**
- **Regular penetration tests and security audits are conducted to continuously monitor and assess information security risks.**
- **Network security, email security, malware protection systems, and security incident monitoring systems are used to protect against cyber attack threats.**
- **Regular training and simulation programmes are organised to increase employee awareness of information security, thereby aiming to raise the level of corporate awareness against potential threats.**

The primary objectives in the field of cyber security include strengthening the digital infrastructure, ensuring the highest level of data security, and maintaining uninterrupted operational processes. In this context, security systems that improve threat detection and response processes are established to protect digital assets and customer information.

Information security and cyber security are materialitised areas in the digital transformation projects carried out by Aydem Retail. New security measures are continuously being developed in response to the evolving threat landscape, with the aim of creating a secure digital ecosystem for both the company and its customers.

SOCIAL PERFORMANCE

Inclusivity, Diversity, and Talent Management

Aydem Retail views its employees as its most valuable asset and maintains a people-centric approach to human resources management. 's approach to all human resources processes, from recruitment to career development, training programmes to performance management, is transparent, fair and inclusive. By providing a work environment that supports employee development and encourages diversity, the company aims to contribute to its sustainable growth objectives.

Human Rights Policy

Aydem Retail considers inclusivity and diversity to be one of the core values of its corporate culture. It views the diversity of its employees as a source of strength and focuses on creating a work environment that offers equal opportunities for everyone. It adopts a transparent, fair and equitable approach at every stage, from recruitment processes to career development.

Click here to review our Human Rights Policy.

Under our equal opportunity policy, all employees are guaranteed equal rights regardless of factors such as race, gender, age, language, ethnic origin, physical disability, and sexual orientation.

In order to encourage female employment, projects are developed to support the participation of female employees in the workforce, and the aim is to increase female representation in management positions.

In order to support the participation of disabled individuals in the workforce, care is taken to make the working environment accessible, and materiality is given to disabled individuals in the recruitment process.

Mentorship programmes that encourage knowledge sharing are implemented to increase the contribution of employees from different generations to the workforce.

Talent Management and Employee Development

The company offers various development programmes and leadership training to support employees in their career journeys.Some of the programmes offered to support employees' professional and personal development include:

- Continuous feedback and evaluation processes are conducted through the performance management system to develop employees' skills.
- In line with career management and promotion policies, the company aims to develop employees in managerial and technical areas.
- Training projects such as the Tower Leadership School, Sales School and CRC Senior Development School strengthen employees' leadership skills and sales competencies.
- Webinars and digital training content are used to keep employees informed about industry developments and technical competencies.
- Investments in the continuous development of employees are maintained through Aydem Academy and professional training programmes.

Employee Engagement and Employer Brand

Ensuring that employees feel secure and happy in the workplace is one of the company's top materialities. Care is taken to maintain a worklife balance, and a working environment is provided where employees can perform their duties efficiently and with motivation.

The fringe benefits provided to all employees aim to increase employee loyalty and support work-life balance. The main fringe benefits offered in this context include private health insurance and supplementary health insurance, statutory maternity, paternity and birth leave, remote working support, social assistance for employees (marriage assistance, holiday assistance, meal and travel support), performance-based reward and incentive mechanisms, and seniority awards and plaques for employees who have served for many years.

The PEAK programme, which supports feedback culture, is implemented as a governance model aimed at increasing employee satisfaction. Under the "Full Energy Young Talent Programme" recent graduates are guided on their career journeys, and the aim is to bring young talent into the sector. Furthermore, by participating in university partnerships and career fairs, the company aims to attract future energy professionals.

The company remains committed to providing a working environment where employees can develop their skills, feel valued, and have equal opportunities. By promoting inclusivity, diversity, and employee development in human resources processes, the company contributes to the sustainable future of both itself and the sector.

Bridge Project

Collective worker,
Learning,
Proactive,
Colourful and
Productive.

Within the scope of the project, which was specially designed for the Operations Directorate, 48 employees from Aydem Retail were included in the programme. Participants were divided into 15 separate groups, bringing together employees from different departments; each group was led by Operations Directorate managers, who played an active role in guiding the process.

At the start of the project, all participants received Presentation Techniques Training to develop effective presentation skills. In addition, Gamified Communication Training was organised with the aim of improving body language use and increasing interaction in communication.

Following the training, each group was asked to prepare interactive presentations on designated topics and deliver these presentations to Operations Directorate staff. At the end of the process, the presentations were evaluated to make the learning process more dynamic and interactive, fostering a healthy competitive environment among participants.

Project Objective:

- **To enhance communication and collaboration within the Operations Directorate,**
- **To increase motivation by moving away from routine tasks performed at the computer,**
- **To develop presentation skills and encourage the effective use of body language,**
- **To instil confidence by providing new experiences,**
- **To provide opportunities to gain knowledge on various topics,**
- **To stimulate research and creativity mechanisms.**

CINEMA EVENT

An enjoyable cinema event was organised at İzmir Karaca Cinema to enhance employee motivation and strengthen intra-team cohesion. Held in two sessions, the event provided an opportunity for employees to spend time together and strengthen their social bonds outside of work.

Through such events, the aim is to support employees' work-life balance and strengthen the corporate culture.

CUSTOMER EXPERIENCE DAY

A Customer Experience Day event was organised to strengthen the customer-focused approach and encourage successful practices in this area. In collaboration with Customer Experience Management, the event involved evaluating the outstanding performance of employees working in customer relations centres according to defined criteria, with a total of 20 employees receiving awards.

The event highlighted the corporate vision for improving customer experience and honoured the contributions of employees. With the participation of Gökhan Kara, Senior Customer Experience Consultant and one of the leading names in the industry, valuable information was shared with participants and an inspiring perspective was presented.

CRC (CUSTOMER RELATIONSHIP CENTRES) STARS

The “CRCs Stars Award Ceremonies,” held every quarter throughout 2024 under the coordination of the Retail Services Directorate, were organised to support a customer satisfaction-focused service approach and to recognise the outstanding performance of Customer Relations Centre employees. Employees evaluated according to defined criteria were rewarded for their achievements, thereby contributing to increased motivation and improved customer experience.

Organised by Aydem Retail, these events not only highlight the personal achievements of employees but also serve as a practice that strengthens the company’s sustainable corporate culture. It is intended that these award ceremonies, which promote a customer-focused service approach and operational excellence, will continue in the coming periods.

CUSTOMER RELATIONSHIP CENTRES (CRC VISITS)

As Aydem Retail Corporate Communications Directorate, a comprehensive visit programme covering all Customer Relations Centres (CRCs) has been implemented throughout 2024 with the aim of developing a customer-focused service approach.

The purpose of the visits is to check that corporate identity applications are correctly reflected in the field, to take quick and solution-oriented actions in the face of possible disruptions, and to implement feedback mechanisms that will continuously improve the customer experience. Through employee interviews conducted during the visits, the aim is also to update internal communication strategies and establish a more effective structure. In this context, the work carried out aims to increase service quality as well as elevate employee satisfaction and customer loyalty to the highest level.

Customer-focused strategies and on-site analysis efforts are enabling the organisation to move forward with greater strength into the future.

Occupational Health and Safety

Aydem Retail shapes its occupational health and safety (OHS) management by materialitising the well-being of its employees, business partners and society. Within the scope of the OHS policy, the aim is to ensure full compliance with legal obligations, create a safe working environment and minimise risks through continuous improvement processes. In this regard, activities are carried out in accordance with the ISO 45001:2018 Occupational Health and Safety Management System standard; all relevant legal requirements, primarily the Occupational Health and Safety Law No. 6331, are met. A preventive approach is adopted in all operations, and strategies are developed to protect employee health and safety.

Periodic work is carried out with risk assessment teams consisting of employer representatives, occupational safety experts, workplace physicians, employee representatives and support staff to identify and assess hazards and risks in the workplace and to take the necessary control measures. A five-step risk management process is applied with the aim of preventing occupational accidents and diseases.

The risk assessment process includes the steps of identifying hazards, analysing the people who may be affected and the nature of the impact, taking measures to assess and reduce risks, reviewing practices, and continuous improvement. To make risk management more effective, a "near miss" reporting system is implemented, enabling employees to immediately report any potential hazards they encounter.

To protect employee health, regular health screenings and risk-based examinations are conducted by workplace physicians and health personnel. Infirmary services are provided at the Head Office building, and mobile health screening vehicles are directed to conduct health checks for employees working at Customer Relations Centres.

Furthermore, as part of the fringe benefits provided to employees, supplementary and private health insurance, annual health checks, vaccination programmes, and healthy living programmes including nutrition, physical activity, and smoking cessation support are offered.

Occupational Health and Safety (OHS) Training and Awareness Programmes

Occupational health and safety (OHS) training is conducted regularly to increase employees' knowledge of occupational safety, and innovative awareness projects are implemented. Training provided under the Aydem Academy umbrella supports the professional and personal development of employees and contributes to the creation of a safe working culture.

The company organises training courses for all employees on the following topics:

- **Basic Occupational Health and Safety Training**
- **Emergency and Fire Drills**
- **Ergonomics and Psychosocial Risks Training**

Occupational Health and Safety Performance Management and Continuous Improvement

OHS performance is regularly monitored, and analyses are conducted through accident and near-miss reporting systems. Following every workplace accident, root cause analyses are performed using the Accident Investigation Form, and the corrective measures identified are implemented promptly.

In our company;

- Workplace accidents and occupational diseases are recorded, and the necessary notifications are made to the Social Security Institution (SGK) in accordance with the relevant legal notification obligations.
- Following an accident, the sequence of events is analysed in detail, and corrective and preventive actions targeting the root causes are implemented.
- Employee satisfaction with OHS practices is regularly measured through feedback mechanisms, and continuous improvement efforts are carried out based on the data obtained.

Best Practices

Over the past three years, various projects have been implemented to develop the OHS culture and promote safe working environments.

In this context:

- **Golden Rules Campaign:** Implemented to prevent workplace accidents, the Golden Rules Campaign is applied in high-risk areas and contributes to strengthening the culture of workplace safety. The six fundamental rules established under the campaign are listed below:

  - Working at height
  - My hands are safe
  - Work Permit
  - Safe Driving
  - Fireline
  - Lifting operations

- **Accident Root Cause Investigation Team:** Detailed analyses are conducted by expert teams and corrective measures are determined to prevent the recurrence of workplace accidents.

Corporate Social Responsibility

YOUR ENERGY, YOUR FUTURE

Launched in 2022 by Aydem Retail in collaboration with YGA (Young Guru Academy), the corporate social responsibility project “The Future is Yours with Your Enegy” aims to raise energy awareness in disadvantaged schools in the provinces of İzmir, Manisa, Aydın, Denizli and Muğla. During science sessions organised for secondary school students, topics such as energy saving, energy efficiency and the sustainability of energy sources were conveyed through interactive methods using science kits and virtual reality glasses.

In 2023, the project was expanded to reach many cities across Türkiye. During this process, which extended from Diyarbakır to Bursa and from Samsun to Ankara, students had the opportunity to design their own sustainable cities under the theme of “Sustainable Smart Cities”. According to the results of an evaluation conducted by an independent research company, a significant increase in awareness was recorded in 90% of the students who participated in the science sessions.

In 2024, a new dimension was added to the project with the “Sustainability Ambassadors” programme; this time, the target audience was identified as vocational high school students and teachers in the activity areas. As part of the three-stage programme developed in collaboration with Yaşar University, the ambassadors first attended a week-long training camp in Izmir, where they received training from academics on sustainability, smart cities, renewable energy, community building and networking. The training in d seminars and field visits. In the second module, the ambassadors returned to their schools, formed their own teams, and developed sustainability projects. In the final stage, the developed projects were presented.

Through this comprehensive social responsibility programme, which ran for three years, direct contact was established with hundreds of children and thousands of students were reached. By contributing to building a sustainable future through education, the project has been a tangible demonstration of the company’s commitment to society.

> “Steps continue to be taken today towards a sustainable world and smart cities of the future!

INNOVATIVE IDEAS CAMP

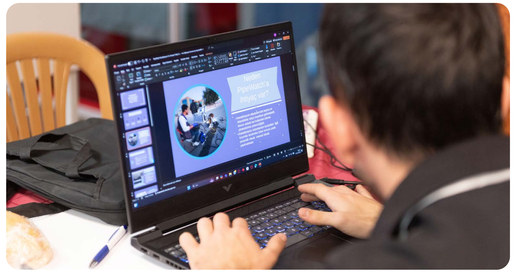
Shaping the Future with Young People at the Innovative Ideas Camp!

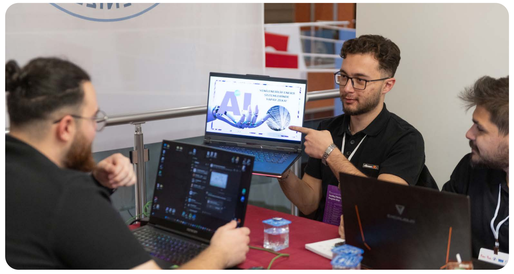
Organised by Aydem Retail in collaboration with Yaşar University last year, the Innovative Ideas Camp was held again this year in collaboration with Pamukkale University on 12 December. The event, which attracted significant interest from university students across Türkiye, received 69 project applications in the themes of Energy Systems, IoT Technologies, Artificial Intelligence, Smart Cities and E-Mobility. The 20 projects that made it to the final were developed during the camp with the support of mentors and the winners were announced following the jury's evaluation.

1. The Energy Savers Team from Süleyman Demirel University received an award for their project that uses artificial intelligence to detect faults in transformers early on.

2. The DUCK Team from Pamukkale University developed an analysis system that helps individuals save energy.

3. The InoTech Team from Pamukkale University was awarded for their PipeWatch system, which detects problems in sewer infrastructure.





EPHESUS ULTRA MARATHON

The company actively participates in projects that contribute to sustainability goals by adopting an environmentally and socially conscious approach. Approximately 100 employees participated in the Efes Ultra Marathon, held in the enchanting atmosphere of the ancient city of Ephesus.

This meaningful event, held on 6K and 12K courses, not only strengthened individual endurance but also reinforced team spirit and a culture of solidarity. The marathon brought together the past and the present, once again emphasising the importance of respect for nature and cultural heritage.

SINGLE HOOP LEAGUE

Participation in the Inter-Company Single Pot League brought corporate energy to the basketball courts. This participation contributed not only to sporting activities but also to efforts aimed at increasing social awareness.

Twice the number of points scored in the Single Pot League, 118, was donated to the Ege University Animal Rights Society, raising awareness for street animals. Thus, the competition on the court was transformed into a movement of kindness, strengthening social responsibility awareness.

It is committed that efforts will continue to ensure that corporate energy creates a positive impact not only on the field but in all areas of life.

SAPLING DONATION

Aydem Retail continues to support its environmental sensitivity and sustainability vision with concrete steps.

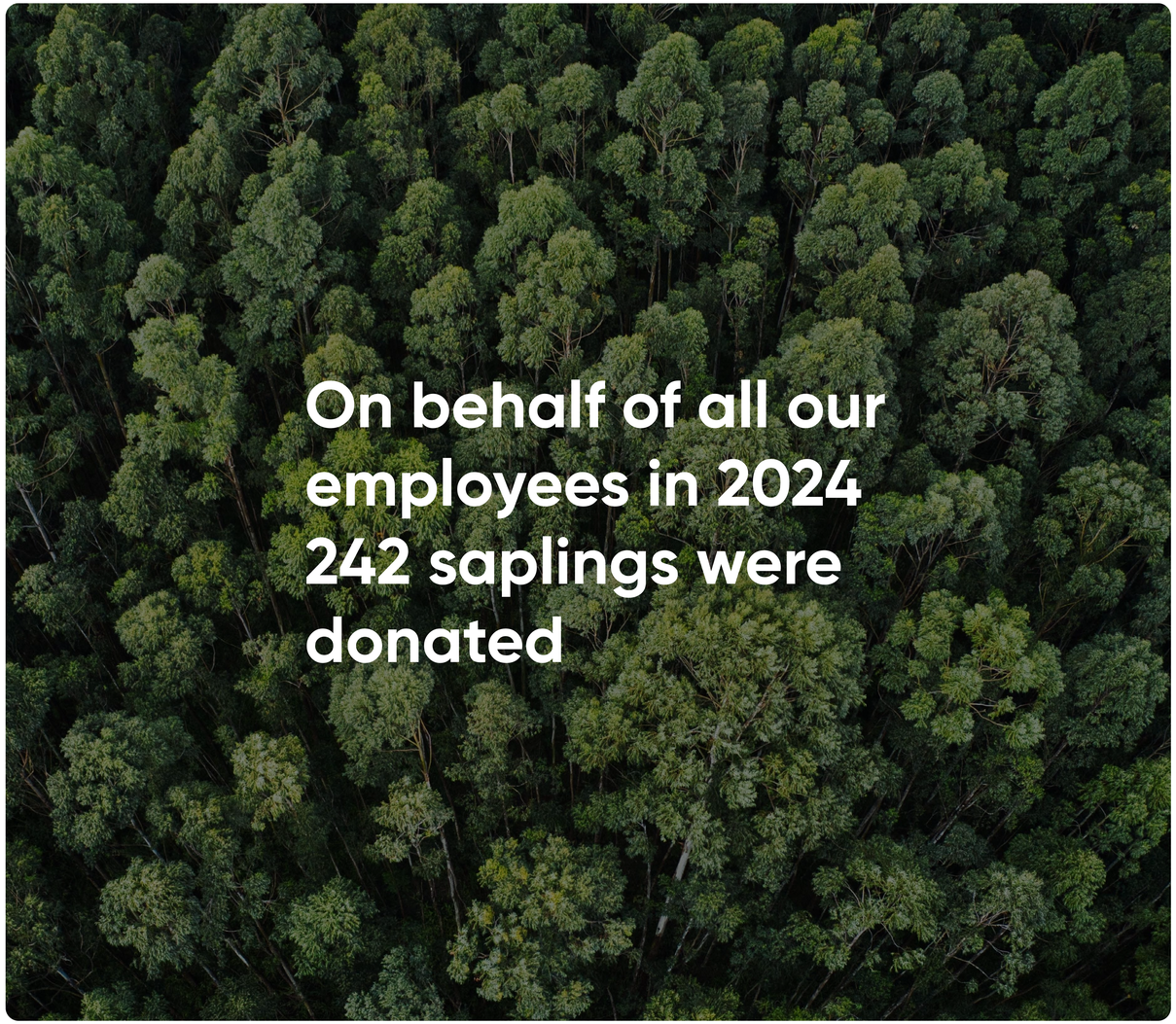
Throughout 2024, the severity of the damage caused to nature was once again highlighted, particularly with the forest fires in the Aegean Region, especially in Izmir.

Every tree lost means the loss of living spaces, biodiversity and our future. With this awareness, at the end of 2024, a total of 242 saplings were donated on behalf of all employees in collaboration with the Aegean Forest Foundation.

These saplings contribute to the revival of the Aegean's green landscape and symbolise the company's commitment to environmental protection. Aydem Retail will continue to increase its efforts to contribute to nature, society and the future in 2025.

This step towards a sustainable world is a sign of both environmental awareness and the values created together with employees being carried into the future.

Towards a brighter tomorrow, nurtured together...



ATTACHMENTS

TSRS 2 Sector-Based Metrics

Energy and emissions management	2022	2023	2024
Scope 1 (tonnes of CO_2)	387.83	354.35	319.07
Scope 2 (tonnes of CO_2)	343.95	226.67	243.78
Scope 3 (tonnes of CO_2)	2,998,158.52	2,529,574.88	2,392,315.05
Scope 1 emissions, emission reduction targets or plan for managing Scope 1 emissions and emission reduction targets (%)	–	A 15.6% decrease compared to the previous year was observed.	A 5.4% decrease was observed.

Water Footprint	2022	2023	2024
Total Water Withdrawn (Thousand cubic metres (m^3))	16,432.50	9,404.18	9,520.55
Total Water Consumed (Thousand cubic metres (m^3))	1,643.25	940.42	952.05
Blue Water Footprint (m^3/year)	16,432.50	9,404.18	9,520.55
Green Water Footprint (m^3/year)	4,170.33	3,634.47	3,493.86
Greywater Footprint (m^3/year)	14,789.25	8,463.76	8,568.49

Activity Metrics	2022	2023	2024
Number of residential properties serviced	1,749,582	1,801,232	1,836,585
Number of commercial customers served	300,920	308,120	309,310
Number of industrial customers served	3,226	2,871	2,540
Total electricity delivered to residential customers (MWh)	3,146,976	3,437,749	3,987,520
Total electricity supplied to commercial customers (MWh)	2,958,993	3,025,002	2,903,270
Total electricity supplied to industrial customers (MWh)	2,312,488	2,453,058	1,788,938

TSRS 2 Metrics

Metric	Current Situation
Climate transition risks—the amount and percentage of assets or business activities that are vulnerable to climate transition risks operations	Aydem Retail implements effective control systems for managing climate-related physical risks and conducts comprehensive assessments of these risks., no adverse situations causing cost losses have been identified
Climate-related physical risks—the quantity and percentage of assets or business operations	Aydem Retail systematically and meticulously maintains control mechanisms for the management of climate-related physical risks systematically and meticulously; in this regard, it carries out comprehensive risk assessment processes. As a result of the analyses conducted, no adverse situation that would lead to a loss of cost adverse situation that would lead to cost losses.
Climate-related opportunities—the amount and percentage of assets or operations that have been aligned with climate-related opportunities operations	105.16 million TL
Percentage linked to climate assessments in executive compensation	Climate change: 2%

Economic Performance Indicators

Economic Value Created	Unit	2022	2023	2024
Economic Value Created (Revenues)	TL	48,551,833,160	36,177,424,083	21,333,620,350

Distributed Economic Value	Unit	2022	2023	2024
Operating Expenses (including procurement, excluding wages)	TL	699,953,881	948,370,267	846,079,118
Wages and Benefits Paid to Employees	TL	5,751,075	6,310,969	3,952,367
Taxes and Similar Payments Made to the State	TL	71,540,086	61,640,378	35,573,273

Total Sales Revenue	Unit	2022	2023	2024
Domestic	TL	48,551,833,160	36,177,424,083	21,333,620,350

Economic Performance Indicators

Financial Indicators	Unit	2022	2023	2024
Net Sales Value	TL	48,551,833,160	36,177,424,083	21,333,620,350
Net Profit	TL	1,833,062,686	(201,504,188)	346,103,936
Total Current Assets	TL	10,405,323,204	9,998,000,723	5,507,502,699
Total assets amount	TL	11,973,194,050	12,077,598,466	7,070,360,633
Total equity	TL	(5,281,178,400)	(3,303,037,317)	(5,166,903,972)

Environmental Performance Indicators

Water Footprint	Unit	2022	2023	2024
Blue Water Footprint	m^3/year	16,432.50	9,404.18	9,520.55
Green Water Footprint	m^3/year	4,170.33	3,634.47	3,493.86
Greywater Footprint	m^3/year	14,789.25	8,463.76	8,568.49

ENERGY

Direct Energy (Consumption)	Unit	2022	2023	2024
Petrol	Litre	14,953	41,198	34,951
Diesel/Motor oil	Litre	116,020	90,370	60,552
Natural Gas	Sm^3	307,198	273,062	248,970
Indirect Energy (Consumption)	**Unit**	**2022**	**2023**	**2024**
Electricity	kWh	794,149	1,807,266	1,764,405

Social Performance Indicators

LABOUR FORCE

By Type of Employment	Unit	2022	2023	2024
White-Collar - Female	Person	117	127	119
White Collar - Male	Person	109	99	97
Blue Collar - Female	Person	0	0	0
Blue Collar - Male	Person	1	2	2
TOTAL		**227**	**228**	**218**

By Contract Type	Unit	2022	2023	2024
Indefinite Term – Female	Person	117	127	119
Indefinite Term – Male	Person	110	101	99
TOTAL		**227**	**228**	**218**

By Gender	Unit	2022	2023	2024
Male	Person	110	101	99
	Ratio	48.46%	44%	45.41%
Female	Person	117	127	119
	Ratio	51.54%	56%	54.59%
TOTAL		**227**	**228**	**218**

By Age	Unit	2022	2023	2024
18–30 years old	Female	28	28	25
	Ratio	54.9%	54.9%	53.19%
	Male	23	23	22
	Ratio	45.1%	45.1%	46.81%
31–40 years old	Female	79	83	77
	Ratio	53.02%	56%	57.25%
	Male	70	64	59
	Ratio	46.98%	44%	42.75%
41–50 Years Old	Female	10	16	14
	Ratio	41.67%	57.14%	46.67%
	Male	14	12	16
	Ratio	58.33%	42.86%	53.33%
51–60 years old	Female	0	0	1
	Ratio	0	0	33.33%
	Male	3	0	2
	Ratio	100%	0%	66.67%
TOTAL		**227**	**228**	**218**

LABOUR FORCE

Other Groups	Unit	2022	2023	2024
Foreign	Female	0	0	0
	Ratio	0%	0%	0%
	Male	0	0	0
	Ratio	0%	0%	0%
Disabled	Female	3	2	3
	Ratio	75%	28.57%	42.86%
	Male	1	5	4
	Ratio	25%	71.43%	57.14%

By Management Category	Unit	2022	2023	2024
Senior Management	Female	0	0	0
	Ratio	0%	0%	0%
	Male	1	0	0
	Ratio	100%	0%	0%
Middle Management	Female	2	1	1
	Ratio	28.57%	33.3%	50%
	Male	5	2	1
	Ratio	71.43%	66.67%	50%
Other	Female	6	7	7
	Ratio	71.43%	33.3%	35%
	Male	15	14	13
	Ratio	28.57%	66.67%	65%

Employment and Turnover	Unit	2022	2023	2024
New hires – Total	Person	17	16	7
White-collar	Person	17	16	7
Blue Collar	Person	0	0	0
Departed from work – Total	Person	82	55	26
White-collar	Person	82	54	26
Blue Collar	Person	0	1	0

By Gender	Unit	2022	2023	2024
Male – Hired	Person	8	8	4
	Ratio	47.06%	18.18%	57%
Male – Left work	Person	33	36	11
	Ratio	40.24%	81.82%	42.31%
Female – Hired	Person	9	8	3
	Ratio	52.94%	29.63%	43%
Female – Left their job	Person	49	19	15
	Ratio	59.76%	70.37%	57.69%

By Age	Unit	2022	2023	2024
18–30 Years Old – Hired	Person	12	11	6
	Ratio	70.59%	32.35%	85%
18–30 years old – Left their job	Person	24	23	15
	Ratio	29.27%	67.65%	19.23%
31–40 years old – Hired	Person	5	5	1
	Ratio	29.41%	17.86%	15%
31–40 years old – Left their job	Person	50	23	15
	Ratio	60.98%	82.14%	57.69%
41–50 years old – Hired	Person	0	0	0
	Ratio	0%	0%	0%
41–50 years old – Retired	Person	8	7	6
	Ratio	9.76%	100%	23.08%
51–60 years old – Hired	Person	0	0	0
	Ratio	0%	0%	0%
51–60 years old – Retired	Person	0	2	0
	Ratio	0%	100%	0%

All Training Courses (by Type)	Unit	2022	2023	2024
Professional Development	Hours	1,374.25	64	200
Personal Development	Hour	5,108	204	37,960
Other (Leadership)	Hour	3,730	251.5	1,404
Total Training Hours	**Hours**	**10,212.25**	**519.5**	**39,564**

Employee Satisfaction	Unit	2022	2023	2024
Employee Engagement and Satisfaction Score	Ratio	86%	77%	54%
Success rate of orientation and retention programmes for newly hired employees (0–2 years)	Percentage	80%	75%	83.70%

Supply Chain Management	Unit	2022	2023	2024
Number of Local Suppliers	Number	453	348	330
Percentage of Local Suppliers	%	100	100	100
Number of suppliers with terminated business relationships	Number	18	241	58
Number of new suppliers started working with	Number	62	136	40

Limited Warranty Statement

LIMITED ASSURANCE STATEMENT

Verification Scope

Necessary verification activities were carried out to independently verify the compliance of GRI performance disclosures (environmental and social indicators) in the Aydem Elektrik Perakende Satış A.Ş. 2024 Sustainability Report prepared by Aydem Elektrik Perakende Satış A.Ş. for the year ended 31 December 2024 with the GRI Standard at a limited confidence level.

This Statement of Assurance covers the data and information relating to the performance disclosures assessed within the scope of the work described below.

Environmental Indicators

Direct CO_2 Emissions (Scope 1) (ton CO_2e)
Indirect CO_2 Emissions (Scope 2) (ton CO_2e)
Indirect CO_2 Emissions (Scope 3) (ton CO_2e)
Blue Water Footprint (m^3/year)
Green Water Footprint (m^3/year)
Grey Water Footprint (m^3/year)
Direct Energy Consumption (Gasoline - Liter)
Direct Energy Consumption (Diesel - Liter)
Direct Energy Consumption (Natural Gas - Sm^3)
Indirect Energy Consumption (Electricity - kWh)

Social Indicators

Number of Female and Male Employees by Employment Type
Number of Female and Male Employees by Contract Type
Number of Employees by Gender and Age
Number of Employees by Management Category
Employee Engagement and Satisfaction Score (%)
Orientation and Retention Success Rate (%)
Number of Newly Hired Employees by Gender and Age
Number of Employees Who Left by Gender and Age
Total Training Hours by Training Topics (hours)
Number of Local Suppliers (units)

Verification Activities

The accuracy and responsibility for the information contained in the Sustainability Report lies with Aydem Elektrik Perakende Satış A.Ş. and Unity Belgelendirme Muayene ve Test Hizmetleri Ltd. Şti. did not participate in the preparation of this report. The responsibility of Unity Belgelendirme Muayene ve Test Hizmetleri Ltd. is to verify the accuracy and reliability of the information available and to provide independent assurance of the underlying systems and processes used to obtain, analyse and review this information.

The procedures we perform are based on our professional judgement and include research, interviews, observation of processes performed, review of documentation, analytical procedures, assessment of

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the appropriateness of measurement methods, review of reporting policies and reconciliation of underlying records.

The limited assurance procedures we carry out are as follows:

1. Interviews were conducted with the persons responsible for the relevant environmental and social indicators.
2. It includes the control and verification of environmental and social performance reporting data with reference documents.
3. The source data used for the preparation of environmental and social indicators have been evaluated and selected specific examples of calculations have been redone.
4. Limited testing was carried out on a sample basis for the compilation and preparation of environmental and social indicators prepared by the Company.
5. It covers the evaluation of data and information management systems in terms of collecting, combining, analysing and reviewing data.

Limited Assurance Statement

Unity Certification has planned and implemented verification studies in order to collect the information, explanations and evidence required to provide limited assurance in line with the processes and procedures applied.

In line with the procedures we have carried out and the evidence we have obtained, the GRI performance disclosures (environmental and social indicators) in the Company's 2024 Sustainability Report until 31 December 2024 have been verified and approved in all material aspects by the verification team.

Restriction

This report has been prepared to assist in the reporting of the Company's sustainability performance and activities, including the results. We authorise the inclusion of this report in the 2024 Sustainability Report for the year ending 31 December 2024 so that the Company can demonstrate that it has fulfilled its responsibilities by having a limited independent assurance report prepared on the performance data. To the extent permitted by law and with our prior written approval, we do not accept any responsibility to any person or organisation other than Aydem Elektrik Perakende Satış A.Ş. in relation to the study or report we have carried out, except in cases expressly agreed upon.

UNITY CERT

Abdulkadir ÖZDOĞAN / Lead Verifier

Unity Belgelendirme Muayene ve Test Hizmetleri Ltd. Şti.
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TSRS Content Index

TSRS 1: General Provisions on the Disclosure of Financial Information Related to Sustainability	Page Number
Governance	
The board of directors' oversight of sustainability-related risks and opportunities	Corporate Governance, p.14 Sustainability Governance, pp.20-21
The role of management in assessing and managing sustainability-related risks and opportunities	Sustainability Governance, pp. 20-21
Strategy	
Sustainability-related risks and opportunities	Response Strategies for Sustainability-Related Risks, pp. 40, Sustainability and Climate-Related Opportunities, pp. 42-43
Business model and value chain	About Aydem Retail, pp. 8-10
Strategy and decision-making processes	Corporate Risk Management, pp. 31-34, Strategy, p. 36
Financial position, financial performance and cash flows	Economic Performance Indicators, pp. 72-73
Resilience	Resilience Analysis, p.39

TSRS 1: General Provisions on the Disclosure of Financial Information Related to Sustainability	Page Number
Risk management	
Sustainability risk assessment process	Corporate Risk Management, pp. 31-34
Process of managing sustainability-related risks	Corporate Risk Management, pp. 31-34
Integration of the sustainability risk management process into overall risk management	Corporate Risk Management, pp. 31-34

TSRS 2: Climate-Related Disclosures	Page Number
Governance	
The board of directors' oversight of sustainability-related risks and opportunities	Corporate Governance, p.14, Sustainability Governance, pp.20-21
The role of management in assessing and managing sustainability-related risks and opportunities	Sustainability Governance, pp. 20-21

TSRS 2: Climate-Related Disclosures	Page Number
Strategy	
Climate-related risks and opportunities	Response Strategies for Climate-Related Risks, p.41 Sustainability and Climate-Related Opportunities, pp. 42-43
Business model and value chain	About Aydem Retail, pp. 8-10
Strategy and Decision-Making	Corporate Risk Management, pp. 31-34, Strategy, p.36
Financial position, financial performance and cash flows	Economic Performance Indicators, pp. 72-73
Climate resilience	Resilience Analysis, p.39
Risk management	
Climate-related risk assessment process	Corporate Risk Management, pp. 31-34
The process of managing climate-related risks	Corporate Risk Management, pp. 31-34
Integration of the climate risk management process into overall risk management	Corporate Risk Management, pp. 31-34
Metrics and targets	
Metrics and targets	TSRS 2 Sector-Based Metrics, pp. 68-71

GRI Content Index

Content Index - Basic Information GRI Services has assessed that the GRI Content Index has been prepared in accordance with the reporting requirements of the GRI Standards, and that the information in the index is presented in a clear and accessible manner for stakeholders. The service was performed on the English version of the report.

Statement of Use — Statement of Use Aydem Retail, reporting in accordance with GRI Standards for the period 1 January 2024 - 31

GRI Usage — GRI 1: Foundation 2021

GRI STANDARD	DESCRIPTION	REPORT PAGE
GRI 2: General Disclosures 2021	2-1 Organisation Information	About Aydem Retail, pp. 8-9
	2-2 Organisations included in sustainability reporting	About the Report, p.5
	2-3 Reporting period, frequency and contact point	About the Report, p.5
	2-4 Restatement of information	About the Report, p.5
	2-5 External assurance	Limited Assurance Statement, p.83
	2-6 Activities, value chain and other business relationships	About Aydem Retail, pp. 8-9

GRI STANDARD	DESCRIPTION	REPORT PAGE
GRI 2: General Disclosures 2021	2-7 Employees	Inclusivity, Diversity and Talent Management, pp.56-60
	2-8 Non-employee workers	Confidentiality restrictions
	2-9 Governance structure and components	Corporate Governance, p.14, Board of Directors, p.15
	2-10 Nomination and election of the highest management body	Confidentiality restrictions
	2-11 Chair of the highest management body	Corporate Governance, p.14, Board of Directors, p.15
	2-12 The role of the highest governance body in overseeing the management of impacts	Corporate Governance, p.14, Board of Directors, p.15
	2-13 Delegation of responsibility for managing impacts	Corporate Governance, p.14, Sustainability Governance, pp. 20-21
	2-14 The role of the highest governance body in sustainability reporting	Governance, pp. 20-21, Sustainability Governance, pp. 20-21
	2-15 Conflicts of interest	Confidentiality restrictions
	2-16 Communication of critical issues	Corporate Governance, p.14, Sustainability Governance, pp. 20-21, Stakeholder Engagement and Management, p.23
	2-17 Collective knowledge of the highest governance body	Corporate Governance, p.14, Board of Directors, p.15 Sustainability Governance, p.20-21

GRI STANDARD	DESCRIPTION	REPORT PAGE
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	Confidentiality restrictions
	2-19 Remuneration policies	Inclusivity, Diversity and Talent Management, pp. 56-57
	2-20 Remuneration determination process	Confidentiality restrictions
	2-21 Annual total compensation ratio	Confidentiality restrictions
	2-22 Explanation of the sustainable development strategy	Contribution to Sustainable Development Goals, pp. 27-28
	2-23 Policy commitments	Health, Safety, Environment (HSE) and Sustainability Policy, p.22, Integrated Management Systems, pp. 17-18
	2-24 Internalisation of Policies	Health, Safety, Environment (HSE) and Sustainability Policy, p.22, Integrated Management Systems, pp. 17-18
	2-25 Processes for addressing adverse impacts	Corporate Risk Management, pp. 31-34
	2-26 Mechanisms for seeking advice and raising concerns	Sustainability Governance, pp. 20-21, Stakeholder Participation and Management, p.23
	2-27 Compliance with rules and regulations	Corporate Governance, p.14, Business Ethics, p.16
	2-28 Memberships	Memberships and Collaborations, p.12

GRI STANDARD	DESCRIPTION	REPORT PAGE
GRI 2: General Disclosures 2021	2-29 Stakeholder engagement approach	Stakeholder Engagement and Management, p.23
	2-30 Collective Bargaining Agreements	Confidentiality Restrictions
GRI 3: Materiality Issues 2021	3-1 Processes for determining materiality issues	Materiality Analysis, p.24, Materiality Approach to Issues, p.25, Double Materiality Approach, p.26
	3-2 List of material issues	Materiality Analysis, p.24, Materiality Approach to Issues, p.25, Double Materiality Approach, p.26
Occupational Health and Safety		
GRI 3: Materiality Issues 2021	3-3 Management of materiality topics	Materiality Analysis, p.24, Materiality Approach, p.25, Double Materiality Approach, p.26
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety, pp. 61-62
	403-2 Hazard identification, risk assessment and incident investigation	Occupational Health and Safety, pp. 61-62
	403-3 Employees with a high incidence or risk of occupational diseases	Occupational Health and Safety, pp. 61-62
	403-4 Worker participation, consultation and communication on occupational health and safety	Occupational Health and Safety, pp. 61-62
	403-5 Training of workers on occupational health and safety	Occupational Health and Safety, pp. 61-62

GRI STANDARD	DESCRIPTION	REPORT PAGE
GRI 403: Occupational Health and Safety 2018	403-6 Promotion of worker health	Occupational Health and Safety, pp. 61-62
	403-7 Prevention and reduction of occupational health and safety impacts directly related to work relationships	Occupational Health and Safety, pp. 61-62
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety, pp. 61-62
Climate Change Mitigation and Adaptation		
GRI 3: Materiality Issues 2021	3-3 Management of materiality topics	Materiality Analysis, p.24, Materiality Approach, p.25, Double Materiality Approach, p.26
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Environmental Performance Indicators, p.74
	302-4 Reduction of energy consumption	Energy Management, p.47
	302-5 Reduction in energy requirements of products and services	Energy Management, p.47
GRI 303: Water and Wastewater 2018	303-1 Interactions with water as a shared resource	Water Management, p.48
	303-2 Management of wastewater impacts	Water Management, p.48
	303-3 Water withdrawal	Water Management, p.48, TSRS 2 Sector-Based Metrics, p.69

GRI STANDARD	DESCRIPTION	REPORT PAGE
GRI 303: Water and Wastewater 2018	303-4 Water discharge	Water Management, p.48, TSRS 2 Sector-Based Metrics, p.69
	303-5 Water consumption	Water Management, p.48, TSRS 2 Sector-Based Metrics, p.69
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Emissions Management and Climate Transition Plan, p.46
	305-2 Indirect (Scope 2) GHG emissions	Emissions Management and Climate Transition Plan, p.46
	305-3 Other indirect (Scope 3) GHG emissions	Emissions Management and Climate Transition Plan, p.46
	305-5 Reduction of GHG emissions	Emissions Management and Climate Transition Plan, p.46
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Environmental Management, p.45
	306-2 Management of significant waste-related impacts	Environmental Management, p.45
	306-3 Waste generated	Environmental Management, p.45

GRI STANDARD	DESCRIPTION	REPORT PAGE
Sustainable Profitability		
GRI 3: Materiality Issues 2021	3-3 Management of materiality topics	Materiality Analysis, p.24, Materiality Approach, p.25, Double Materiality Approach, p.26
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic Performance Indicators, pp.72-73
	201-2 Financial outcomes and other risks and opportunities related to climate change	Strategy, pp. 36-43
GRI 203: Indirect Economic Impacts 2016	203-1 Supported infrastructure investments and services	Digitalisation, pp. 51-54
	203-2 Significant indirect economic impacts	Economic Performance Indicators, pp. 72-73
Inclusion, Diversity and Talent Management		
GRI 3: Materiality Issues 2021	3-3 Management of materiality topics	Materiality Analysis, p.24, Materiality Approach, p.25, Double Materiality Approach, p.26
GRI 401: Employees 2016	401-1 New employee recruitment and employee turnover rate	Social Performance Indicators, pp.78-80
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Inclusivity, Diversity and Talent Management, pp. 56-57
	401-3 Parental leave	Inclusivity, Diversity and Talent Management, pp. 56-57

GRI STANDARD	DESCRIPTION	REPORT PAGE
GRI 404: Education and Training 2016	404-1 Average annual training hours per employee	Social Performance Indicators, p.81
	404-2 Programmes to enhance employee skills and transition support programmes	Talent Management and Employee Development, p.57
	404-3 Percentage of employees receiving regular performance and career development reviews	Inclusivity, Diversity and Talent Management, pp.56-58 Social Performance Indicators, p.81
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of management bodies and employees	Inclusivity, Diversity and Talent Management, pp. 56-57, Social Performance Indicators, pp. 75-77
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	United Nations Global Compact (UNGC) Commitment, p.19
Other Issues		
GRI 308: Supplier Environmental Assessment 2016	308-1 Assessment of new suppliers against environmental criteria	Supply Chain Management, p.29
GRI 408: Child Labour 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	United Nations Global Compact (UNGC) Commitment, p.19, Supply Chain Management, p.29
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	United Nations Global Compact (UNGC) Commitment, p.19, Supply Chain Management, p.29
GRI 413: Local Communities 2016	413-1 Operations involving local community participation, impact assessments, and development programmes	Corporate Social Responsibility, pp. 63-66

Responsibility Statement

This report has been prepared by Aydem Electricity Retail Sales Inc. in accordance with the Türkiye Sustainability Reporting Standards (TSRS) and reflects the company's strategic approach, analyses and assessments regarding its sustainability and climate performance. All data, analyses and explanations presented in the report have been compiled based on internal sources available as of the date of publication, applicable legal regulations and reliable third-party information.

The company has exercised the utmost care in ensuring the accuracy and currency of the information presented in this report; however, it does not provide any express or implied warranty regarding the accuracy, completeness or suitability of this information for future developments. The information contained in this report is for general informational purposes only and does not constitute any form of investment, commercial, financial, legal or environmental advisory service.

The report may contain forward-looking statements. Such statements are based on current assumptions and projections and may involve uncertainties. Actual results may differ from these statements due to various factors.
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Aydem retail

2024 Sustainability Report