



Sustainability Report - 2023



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## ABOUT THE REPORT

As a company, we adopt an approach that prioritizes transparency and accountability in our relations with our stakeholders. We evaluate the environmental, social and economic impacts resulting from our operations in line with our sustainability focus. As Gediz Retail, we are proud to present our second sustainability report, which reflects our company values and our aim to contribute to the welfare of our employees, customers and the communities in which we operate. This report sets out in detail our impact on society and the environment, our sustainability approach, the issues we prioritize and the results we achieve. In this way, we aim to strengthen public trust and provide effective solutions to the significant issues we face.

### Reporting Scope

This report covers sustainability activities, initiatives and projects carried out from 1 January 2023 to 31 December 2023, except where noted. To provide context and enable comparisons, some sections also include data from 2022 and earlier years. In addition, certain sections of the report include data beyond the 2023 reporting period to provide current and relevant information on our performance indicators and targets.

### Reporting Principles and Standards

The report content has been prepared with reference to the GRI Sustainability Reporting Standards, the requirements of the Task Force on Climate-Related Disclosures (TCFD) methodology and the Turkish Sustainability Reporting Standards (TSRS) published in December 2023. In addition, the report includes our contributions to the United Nations Sustainable Development Goals (SDGs), which are widely recognized in the industry.

### Report Communication

2023 Sustainability Report has been prepared in Turkish and English and the data and information contained in the report have been subjected to limited assurance by an Independent Audit Firm. You can send your comments, suggestions and feedback on the report to [bilgi.gedizperakende@aydemenerji.com.tr](mailto:bilgi.gedizperakende@aydemenerji.com.tr)

### Publication Date and Frequency

June 2024- Published annually.



## GENERAL MANAGER MESSAGE

Dear Stakeholders,

As Gediz Retail Family, we have left behind a year full of achievements despite all national and global challenges. I am very pleased to share with you our company's commitment to sustainability and the important steps we have taken in this area.

As in previous years, we are taking safe steps towards our targets with our sustainable profitability and the value we add to our stakeholders. We further strengthen the trust-based communication we maintain with all our stakeholders with the strategic decisions we take by following global and national developments. We are actively shaping the transformation in the sector with our efforts in electricity retail and customer services.

In this context, "Sustainable Customer Satisfaction" was at the center of all the projects we implemented in 2023. In line with the importance we attach to digitalization, we launched our corporate mobile application to further strengthen the user experience, bringing the ease of transactions to our customers' pockets. We enabled them to easily manage processes through a single application.

We instantly measured the experiences of our customers in every channel through which they can communicate with us. Thanks to these measurements, we identified areas of improvement and made developments and improvements to increase service quality. As a result of the research conducted by independent companies, in our annual satisfaction survey, which we have been conducting every year since 2020, we have achieved a 12% increase in the overall satisfaction score for 2023 since the year we started, and we completed the customer experience year with the highest score.

With the digitalization of contract transactions of legal entity customer groups, 30,000 of our customers completed their transactions digitally, rather than through traditional means. Thus, the physical document and archive process was eliminated for both our company and our customers. Thanks to our project, which supports our motto of an environmentally friendly and sustainable life, we prevented the use of 1 million pieces of paper. We reduced paper use by 4.5 tons and prevented 18 tons of carbon emissions.

We started to offer the printed collection payment receipts used in our cash desks to our customers as e-receipts. Thus, we reduced the use of paper by 1 ton. We prevented 4.5 tons of carbon emissions. We remain committed to reducing our emissions through digitalization. With these efforts, our company's commitment to sustainability principles and innovative approaches will carry us to new achievements.

Green transformation and sustainability issues have become a necessity rather than a trend. In this respect, we work by creating planned strategies in full compliance with our principles of efficiency and profitability. In the fight against climate change, it is a source of pride to reinforce our environmental leadership and our commitments to sustainability by receiving the "A Level" rating in the CDP Climate Change Programme. This success is very valuable in terms of international recognition of our efforts to combat climate change and our performance in risk management. I believe that in the second 100 years of the Republic of Turkey, we will achieve successes that will leave a mark in our sector with new and different perspectives.

A sustainable future can only be possible by working together. I would like to thank all my colleagues, customers and business partners who have walked this journey with us. The successes we have achieved in our sustainability journey are the result of the joint efforts of all of us.

With my sincerest regards.

**Mustafa İREN**

General Manager

**“ We place sustainability at the center of our company's equality and strategy-oriented approach ”**

# CORPORATE PROFILE

We serve more than three million customers in 81 provinces of Turkey.



## About Gediz Retail

Gediz Retail is one of Turkey's pioneers in the energy sector, started its operations as an electricity supply company in Izmir and Manisa in 2013 with 40 years of experience and expertise. Gediz Retail, which prioritizes customer satisfaction and maintains a strong presence in a fair competitive environment, serves more than three million points in 81 provinces of Turkey as the contracted electricity supplier of Izmir and Manisa.

Gediz Retail provides electricity both to non-eligible consumers under Retail Sales Contracts and to eligible consumers across the country through Bilateral Agreements.

Providing added value to Turkey's energy and economy, Gediz Retail has a corporate culture that embraces the strategy of providing energy solutions for a sustainable future. With its customer-oriented approach, modern services and extensive service network, Gediz Retail aims to create value for its customers, employees, suppliers and society.

It was a source of great pride for us to receive the "Great Place to Work Certificate" for the third time in January 2023. In addition to showing that our employees work in a happy and satisfying environment at work, this certificate also proved the quality of our corporate culture and labor policies. Together with our innovative practices and labor policies, we have shown that we are an important part of providing our employees with a "great workplace".

In addition, Gediz Retail, which was selected as the Best Employer of the Aegean Region in the 250+ employee category in 2022, managed to maintain this title by being included in the "Turkey's Best Employers" list for the third time in May 2023. These awards show the value given to our efforts to ensure the satisfaction of our employees and happiness in the workplace. The welfare and satisfaction of our employees will always be an issue we prioritize.



As Gediz Retail, we resolutely pursue our goal of becoming a global pioneer in the field of sustainability with our participation in the United Nations Global Compact (UN Global Compact). While carrying our business processes to the future by conducting them at the highest standards, we also fully fulfill our responsibilities for individuals, society, the country and the environment.

We work in accordance with the time and quality targets set in line with our business ethics and adopt a transparent and accountable business approach. We take a clear stance against unethical or unfair practices. We always consider the impact of our behavior on others and strive to fulfill our social responsibilities.

We strictly adhere to the 10 principles of the UN Global Compact, including principles such as labor standards, environmental protection and anti-corruption, act in accordance with these principles and demonstrate our commitments in concrete terms by reporting our annual activities. We will continue to be a pioneer in the sector with our people-centered approach and sustainable goals.

We set an example in the business world with our sustainability efforts. We act with a sense of social responsibility and carry out our activities by considering not only our own profitability, but also the welfare of society and the environment. With this approach, we aim to contribute to the vision of a sustainable world not only for today but also for future generations.



## Our Values

### Sensitivity

While carrying the organization into the future by doing our job in the best way possible, we fulfil our responsibilities towards individuals, society, our country and the environment. We ensure that our work is carried out within the framework of our business ethics while performing our work in the targeted time and quality. We adopt a transparent and accountable working style in accordance with procedures and rules. We speak up if we encounter an unethical or unfair practice. We consider how our behavior affects 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, products and services. We pioneer the electricity sector with the steps we take and lead the development and change in the sector. With curiosity in our soul, we try new ways to fulfil products, processes and services more efficiently, quickly and error-free.

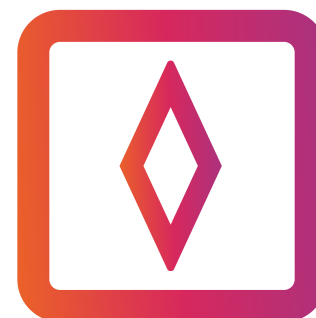
### Touching Life

"Human" is at the center of every work we do and every step we take. Our continuous development, curiosity, inquisitive spirit and the expertise we have acquired 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.



## Our Mission

To bring vitality to life with our energy.



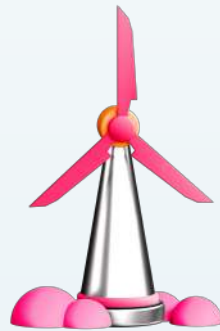
## Our Vision

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

# Gediz Retail at a Glance



**15,923 GWh/year** electricity sales



Approximately **65%** of the energy supplied is from **renewable sources**



**Over 450** employees



**% 68 female** employment rate

Total current assets  
**TL 5.7 Billion**

2023 Climate Change Programme  
**"Level A" rating in CDP**

Total assets  
**TL 7.9 Billion**

Economic value distributed  
**TL 880 Million**

Total domestic sales revenue  
**TL 41 Billion**



**Electricity supply service in 81 provinces** of Turkey



We won the Great Place to Work "Great Place to Work" certificate **for the 3rd time**



Turkey's most widespread service network **20 Customer Relationship Centers**

**More than 3 million** customers

We received the first prize in the **"Aegean's Best Employers"** category in the "Turkey's Best Employers 2023" programme for the **third time**.

the duty supply company with the **highest number of collaborations** in the sector

We are a participant of the United Nations Global Compact **(UN Global Compact)**

## Board of Directors and Executive Committee



### İdris Küpeli

#### Chairman of the Board of Directors

Mr. KÜPELİ, who has nearly 20 years of experience in the energy sector, returned to Turkey in 2012 after serving as a senior executive in international companies, and worked as Project Finance and Trade Director in TANAP, Trans Anatolian Natural Gas Pipeline Project, one of the most important energy projects of Turkey and Azerbaijan, until 2014. Subsequently, he served as Group Chief Investment Officer (CIO) of SOCAR Turkey. As of 2018, Mr. KÜPELİ is the Chief Executive Officer (CEO) of Aydem Energy and Chairman of the Board of Directors of Gediz Retail.



### Mustafa İREN

#### General Manager Deputy Chairman of the Board of Directors

He started his career in the finance sector and switched to the energy sector in 2011. After working as a senior executive in the energy sector for many years, he continues to serve as General Manager and Deputy Chairman of the Board of Directors at Gediz Electric Retail.



### Galip AYKÖSE

#### Board Member

He worked as a manager in the energy sector for many years. In May 2019, he started to work as Aydem Holding Financial Affairs Group President. In addition to this duty, AYKÖSE, who served as a member of the Board of Directors in Aydem Holding companies, was appointed as a member of the Board of Directors of Gediz Retail in 2023.

## Focus Areas

As Gediz Retail, our focus is to create an energy transformation that supports the lives of all our stakeholders and our operations and positively affects the environment. In this direction, we direct our activities to provide the energy of the future in a safe and sustainable manner.

### Customer Oriented Approach

We attach importance to customer satisfaction and constantly strive to meet the expectations of our customers in the services we provide.

We endeavor to understand customer needs and provide them with the best solutions

### Employee Welfare and Safety

We provide the necessary resources and support to ensure the welfare and safety of our employees.

By ensuring that they work in a safe work environment, we aim to ensure that our employees are successful and increase their productivity

### Environmental Protection and Sustainability

We use natural resources efficiently and take various measures to protect the environment. We focus on the principle of environmental sustainability to leave a healthy environment for future generations.

### Legal Compliance

We manage our business activities ethically and responsibly by fully complying with legal requirements.

### Operational Excellence

We continuously review our business processes and make improvements to ensure operational excellence.

We endeavor to meet customer expectations and utilize resources properly by ensuring high standards of operational efficiency.

### Financial Sustainability

We determine our financial management policies in line with sustainable profitability and create a strong financial foundation for the future.

By investing in long-term opportunities, we strengthen the financial soundness of our company and support sustainable growth.

# SUSTAINABILITY MANAGEMENT

"We aim to protect our natural resources and leave a livable world for the future."



# Our Sustainability Approach

We recognize sustainability as a key priority in the conduct of our operations. We endeavor to reduce the environmental impact of our operations and explore the potential for our industry to transform into a low-carbon, cleaner and greener energy sector.

With this approach, we aim to not only conduct our business in a sustainable manner, but also to create a positive social and environmental impact. We build our business model with a vision that combines economic, social and environmental elements. Sustainability is a fundamental part of our business strategy. We shape our activities by considering the impacts of environmental, social and governance issues and the UN Sustainable Development Goals.



## Our Environmental Approach

We are committed to providing our customers with long-term sustainable solutions. To this end, we seek opportunities to reduce or minimize environmental impacts. By assessing the life cycle of our services, we identify environmental impacts and develop strategies to minimize these impacts.

Even where environmental impacts are unavoidable, we take a responsible approach to reducing resource consumption by seeking opportunities for improvement and development. In this context, we take measures such as increasing energy efficiency, reducing waste and encouraging recycling. We also invest in technological innovations and green practices to reduce environmental impacts.

With these efforts, we aim both to protect the sustainability of natural resources and to leave a more livable world to future generations by minimizing environmental impacts. By offering environmentally friendly solutions to our customers, we also contribute to their fulfilment of their environmental responsibilities.



## Our Social Approach

In our social approach, our employees are at the center of our sustainable success and constitute our greatest competitive strength. Their health, happiness and well-being are of great importance to us. Therefore, we adopt a holistic approach to protect and improve the health and well-being of our employees.

We continue our activities without compromising in any way on providing a safe working environment. We keep occupational health and safety standards at the highest level and continuously carry out improvement and development activities. We organize various programmes and activities to support the physical and mental health of our employees.

In addition, we work with the awareness of corporate social responsibility and develop social investment strategies in this regard. We work to understand the needs of the society and develop solutions in line with these expectations and act in co-operation with our stakeholders.

With this approach, we aim to contribute to the welfare of the society while increasing the welfare of our employees. Thus, we create a positive impact for social benefit and take important steps towards a sustainable future.



## Our Governance Approach

In our governance approach, we adopt a fair and transparent management approach in all our activities. We attach great importance to ethical values in order to effectively manage our business processes and gain the trust of our stakeholders. We are committed to providing the highest quality service to our customers and we implement the necessary policies in this direction.

With a fair and transparent management approach, we ensure that everyone has equal opportunities and that participation in decision-making processes is encouraged. We shape our business processes by listening to and evaluating the opinions of our employees and other stakeholders. In this way, we support diversity and make more robust and sustainable decisions by taking different perspectives into account.

We set clear policies and procedures to ensure our ethical behavior. We fully comply with laws and regulations and conduct our business with integrity, transparency and accountability. We strictly adhere to ethical standards while fulfilling our responsibilities towards our customers and other stakeholders.

With this approach, we create a reliable business environment and achieve sustainable success by laying the foundations of being a reputable company with the trust we provide to our customers, the stakeholders we cooperate with and the society. This helps us build long-term relationships and grow with sustainable potential

# Our Policies

## Quality Management System Policy

Quality Management System Policy shows Gediz Retail's approach to quality management. Within the framework of the scope and targets determined according to the requirements of ISO 9001 Quality Management Standard, our company aims to create a process-oriented and success-oriented customer experience, to provide a business environment where employees can advance their personal development and careers, and to increase the value added to customers and employees and company profitability. Our company ensures continuous improvement in the quality understanding it targets by considering customer demands and expectations.

### Our Quality Management System Policy;

- To carry out company activities in order to understand the demands and expectations of the relevant parties, to ensure customer satisfaction and continuous improvement,
- To comply with the national and international standards and all legal regulations and other requirements,
- To fulfil and continuously improve the quality management system conditions in all our activities,
- To act with team spirit while achieving company and unit targets in accordance with our understanding of quality,
- To continuously support the development of employees through training programmes and to ensure employee satisfaction and loyalty,
- To support innovative and creative attitudes in company activities,
- To review business processes with the perspective of evaluating risks and opportunities, to implement approaches to improve company efficiency,
- To increase the quality awareness of all our employees,
- It undertakes to ensure the continuity of the Quality Management System we have established,

Our policy will always be open and accessible to our customers, employees and all relevant parties.



## Occupational Health and Safety Management System Policy

Occupational Health and Safety Management System Policy shows Gediz Retail's approach to occupational health and safety. Our company aims to create a healthy and safe working environment by eliminating or minimizing risks within the framework of the scope and objectives determined according to the requirements of ISO 45001 Occupational Health and Safety Management System Standard and undertakes that the activities in this working environment will be handled with a continuous improvement approach.

### In this context, our Occupational Health and Safety Management System Policy;

- To comply with legal regulations, legislative provisions and standards related to occupational health and safety,
- To establish the necessary policies, procedures and systems to create a culture in which safe and healthy working habits are internalized within the company,
- To determine the risks that will adversely affect occupational health and safety, to take necessary measures to prevent occupational accidents and occupational diseases, to ensure the health, safety and social welfare of all its employees, subcontractors and visitors, to ensure that appropriate training is provided to create and improve the occupational health and safety awareness of employees,
- To maximize employee participation by taking the opinions and suggestions of employees on occupational health and safety issues and to share all kinds of information on health and safety issues with employees,
- To increase, audit and ensure continuous improvement of occupational health and safety performance,
- It undertakes to ensure the continuity of the Occupational Health and Safety Management System we have established.

Our policy will always be open and accessible to our customers, employees and all relevant parties.



## Environmental Management System Policy

The Environmental Management System Policy demonstrates Retail's approach to the environment. Within the framework of the scope and targets determined according to the requirements of ISO 14001 Environmental Management System Standard, our company aims to minimize the negative environmental impacts that may arise from its activities and to contribute to the protection of the environment and undertakes to continuously improve its understanding of environmental protection.

**In this respect, our Environmental Management System Policy;**

- *To comply with legal regulations, legislative provisions and contracts related to the environment, to increase the use of renewable energy sources in its processes, to prefer environmentally friendly products and services that care about energy efficiency,*
- *To ensure that business processes are carried out in accordance with the policies and procedures published within the scope of the environmental management system,*
- *To take care to protect the environment and prevent pollution with a sustainable development perspective and to improve our recycling methods by reducing waste at its source,*
- *To carry out trainings in order to increase environmental awareness within the company and to improve the competencies of employees,*
- *It undertakes to establish, operate, increase the performance and continuous improvement of the Environmental Management System and to provide the human, infrastructure, technology and financial resources needed for these.*

*Our policy will always be open and accessible to our customers, employees and all relevant parties.*



## Business Continuity Management System Policy

Business Continuity Management System Policy shows Gediz Retail's approach to business continuity management. Within the framework of the scope and objectives determined according to the requirements of ISO 22301 Business Continuity Management Standard, our company aims to recover a possible interruption in the processes supporting critical services in line with the business impact analysis results and to return to normal working order within the planned periods.

Our Company plans, establishes, regularly reviews and improves the Business Continuity Management System in order to manage interruptions due to extraordinary situations, prevent system and resource losses, reputational damages and fulfil its legal obligations

**In this context, our Business Continuity Management System Policy;**

- *Ensuring the health and safety of employees and customers in emergency and extraordinary situations, protecting our buildings and facilities, coordinating and implementing Crisis Management, Business Continuity, Information Technologies Disaster Recovery and Emergency Management activities,*
- *To realize the return to normal working order in the most efficient way for the resumption of work after a business interruption,*
- *Minimize downtime for the company, customers, suppliers, shareholders and other critical stakeholders,*
- *Ensuring compliance with relevant legal, regulatory and contractual requirements in terms of Business Continuity requirements,*
- *Minimizing the financial, legal and reputational impacts of business interruptions on the organization, ensuring the correct internal and external communication flow by carrying out an effective decision-making process in case of interruption,*
- *Taking the necessary corrective and preventive actions to manage the risks that may cause interruption,*
- *It aims to continuously improve the system and increase the effectiveness and quality of Business Continuity Management through planned regular trainings, awareness activities and tests/drills.*

*Our policy will always be open and accessible to our customers, employees and all relevant parties.*



# Management Commitment

As Gediz Retail, the consumer-facing group company of Aydem Energy, Turkey's first integrated energy company, we aim to create a positive impact on the lives of our customers, employees, suppliers and society by acting responsibly. We strive to produce solutions with innovative approaches and lead the sector. Thus, we develop and realize sustainable projects that make a difference.

**Our top priority is to ensure the highest standards in risk and company management and to provide a healthy and reliable working environment for all our employees.** We strive to build a sustainable future by acting with environmental awareness in our internal and external activities. By integrating our responsibilities in the fields of occupational health and safety, environmental protection and quality into our business strategies, we act with an understanding that puts people, the environment and the sustainable operating system at the center.

Accordingly, we realize the goals and policies we set within the scope of the Integrated Management System in accordance with ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety Management System and ISO 10002 Customer Satisfaction Management System standards. In line with the principle of continuous improvement and development, we regularly review our systems and strive to ensure their sustainability. In this way, we make positive contributions to both our business and our society.

In line with the Integrated Management System, we convey the importance of legislation and legal requirements to our employees, raise their awareness about the Integrated Management System practices and support the development of our employees.

In all our business processes, we create our policies with the aim of being a reliable company in an understanding that meets the needs and expectations of our customers, ensuring that all our employees become people who can use their talents at the highest level within the framework of quality systems, and continuously increasing the level of quality with teamwork.



In order to utilize the Integrated Management System requirements in the most effective way in our business strategies, our company;

***The Company acknowledges and confirms that ensuring the continuity of the Integrated Management System is of utmost importance for the Company's employees and future strategic development plans.***

***By providing trainings and infrastructure investments related to the Integrated Management System throughout our company, continuous improvement is encouraged by supporting the use of process approach and risk-based thinking.***

***Managers at management levels lead in giving responsibility and support to the employees in their units in the Integrated Management System.***

***While providing the necessary foundations for compliance with the Integrated Management System, which has entered into force and is being implemented, both within and outside the company, all necessary support is provided for its dissemination by increasing the awareness of employees.***

***The necessary resources are allocated to ensure that the system is understood by all employees and that it operates efficiently, and efforts are made to continuously improve the system.***

# Integrated Management Systems Documents

We use and certify our competences in all areas we work in. We continue to develop without compromising the standard we have achieved and continue our success in ISO (International Organization for Standardization) audits.

As of 2023, we have renewed all the certificates we have as a result of the surveillance audits we have successfully passed.



<p><b>2015 Quality Management System</b></p>  <p><b>ISO 9001</b></p>	<p><b>2018 Customer Satisfaction Management System</b></p>  <p><b>ISO 10002</b></p>	<p><b>2015 Environmental Management System</b></p>  <p><b>ISO 14001</b></p>
<p><b>2018 Occupational Health and Safety Management System</b></p>  <p><b>ISO 45001</b></p>	<p><b>Customer Contact Centers Management System</b></p>  <p><b>ISO 18295-2</b></p>	<p><b>Information Security Management System</b></p>  <p><b>ISO 27001</b></p>

# Corporate Sustainability Governance Structure

Our commitment to sustainability starts at the core of our operations and extends throughout our value chain. To ensure accountability and integrity, we have established a dedicated governance structure that guides our sustainability approach, action plans and initiatives. This structure ensures that our sustainability principles and priorities are fully integrated across the organization and that sustainability-related issues are included in decision-making and implementation processes.

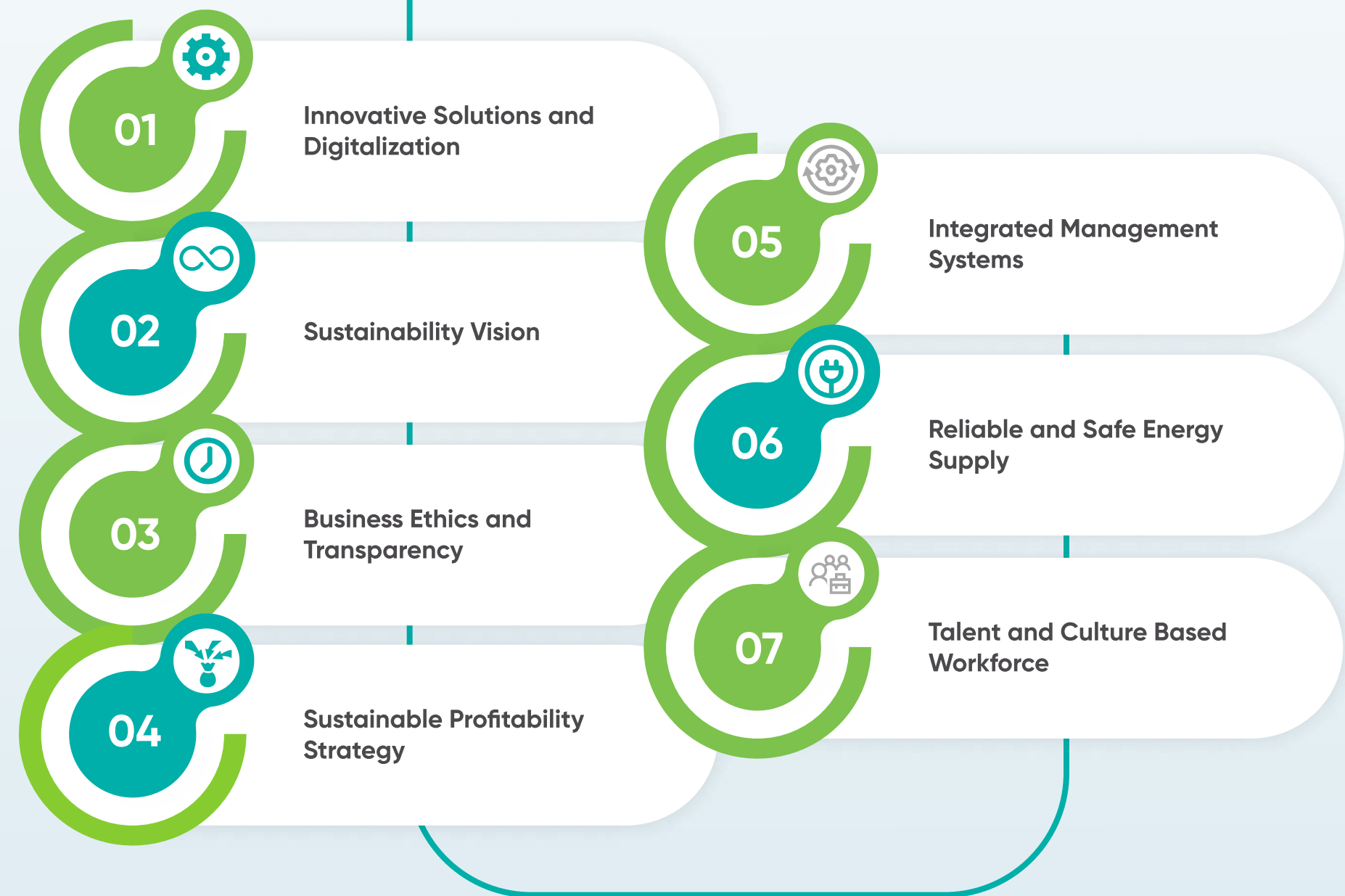
Through the Sustainability, Environment, Occupational Health and Safety Committee, which we have integrated into the corporate governance model of our company and which operates under the supervision of our Board of Directors, we aim to create long-term value for all our stakeholders with our sustainable governance structure. In addition, this structure, which we have integrated into decision-making mechanisms and business processes, focuses on addressing sustainability-based issues in a holistic manner.

The Sustainability, Environment, Occupational Health and Safety Committee decides on the strategic direction and action plans of Gediz Retail. Within the scope of sustainability, the Committee evaluates the issues proposed or recommended by the employees, puts these issues on the agenda and shares the decisions taken with other units to ensure that the issue is disseminated throughout the Company.

The aim of the Committee is to adopt a proactive safety approach and to promote safety awareness, including compliance with environmental regulations and participation in related activities. The Committee informs the General Manager on preventive/corrective actions and identifies potential areas for improvement. It also manages environmental and social performance, energy consumption, waste management, environmental and social risks, climate-related key performance indicators (KPIs) and oversees Occupational Health and Safety (OHS)-related training initiatives and ensures their reporting.

Through the Sustainability, Environment, Occupational Health and Safety Committee, which represents our strong corporate governance system, relevant sustainability-related issues in our own business operations and value chain are addressed and analyzed in depth. As such, it fosters a culture of sustainability, occupational health and safety that extends broadly to our employees and operations.

Our key factors that drive business processes, projects or strategies





## Stakeholder Management

As Gediz Retail, we consider our strong corporate governance approach, innovative approaches and sensitivity in environmental management processes as the key components of our sustainable value chain.

We care about being in constant communication and interaction with our customers, employees, suppliers, local communities, public institutions and other stakeholders and taking their expectations and feedback into consideration. Therefore, we aim to develop trust-based relationships and understand the needs of our stakeholders by actively using various communication channels.

We regularly receive feedback in order to increase customer satisfaction and better respond to their needs. Based on this feedback, we continuously improve our products and services and adopt a transparent communication policy towards our customers, taking care to inform them about our business processes.

**“ We establish open and effective communication with our employees and listen to their ideas, suggestions and concerns. In this way, we endeavor to continuously improve the working environment and aim to keep the motivation of our employees high by increasing their satisfaction. ”**

”

We are in regular contact with our suppliers and encourage them to comply with our business standards and act in accordance with our quality and sustainability principles.

In addition, we cooperate with public and non-governmental organizations in the geographical regions where we operate and support many projects that aim to fulfil our environmental and social responsibilities and improve the quality of life of the society.





Through these projects, we aim to benefit society by contributing to sustainable development.

# Materiality Analysis and Our Contribution to Sustainable Development Goals

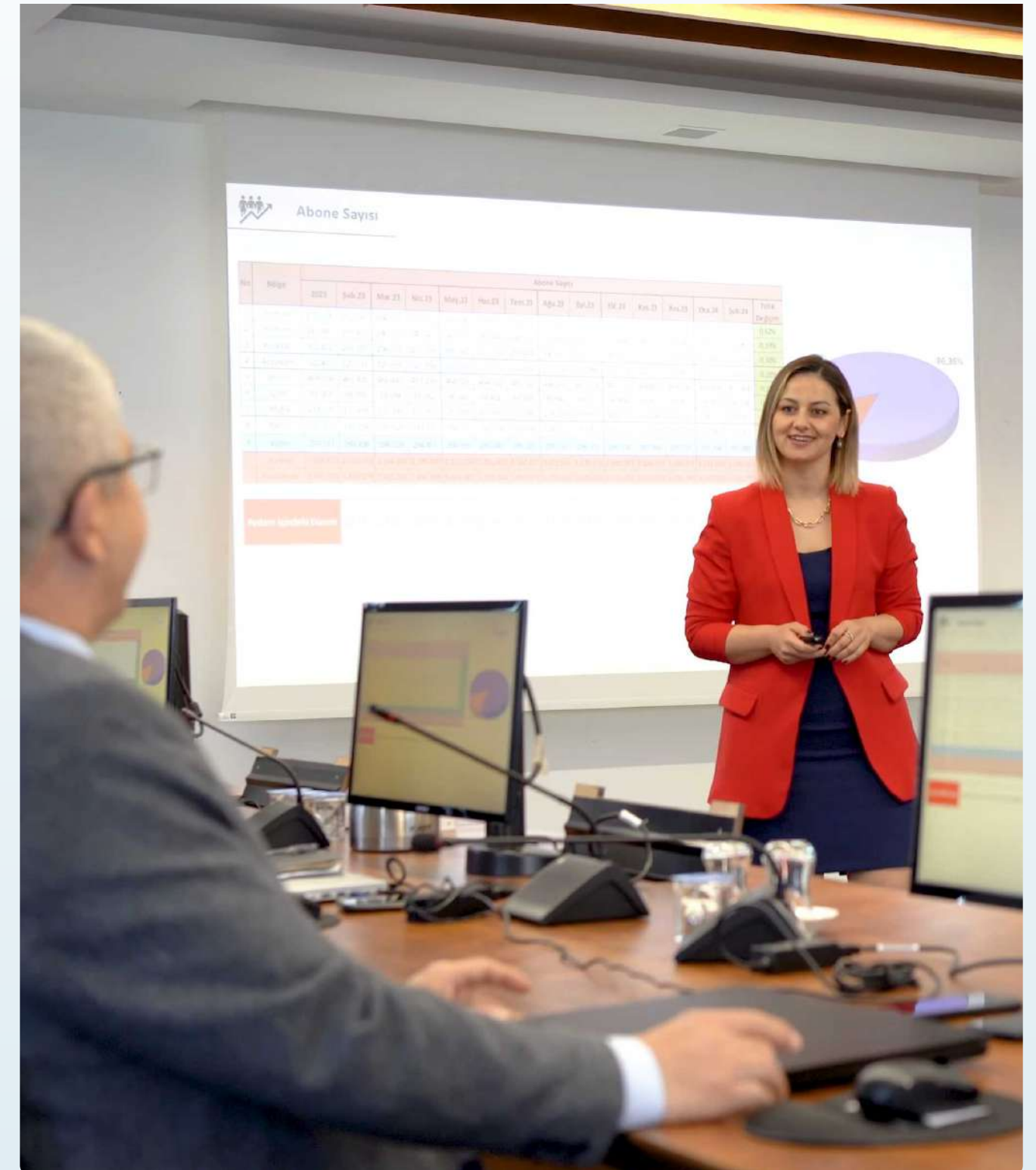
As Gediz Retail, we consider our sustainability approach as an integral part of our corporate strategy. This understanding, integrated with our risk management policies, guides us on our journey of always moving towards the better. With this perspective, we continuously improve ourselves to effectively realize our direct and indirect contributions to the United Nations Sustainable Development Goals (SDGs).

At the global level, spreading peace and prosperity to all segments, inclusive economic growth and transition to clean energy, eliminating inequalities and poverty, ensuring the sustainability of our resources and the ecosystem of our planet are the main goals of the SDGs that make sustainability a way of life and hold them together.

Our activities, our relationships with society and our interaction with the environment support the UN Sustainable Development Goals. As a priority, we monitor our impact on our social and natural environment by focusing on the following goals:

-  **Increasing energy efficiency and transition to a low carbon economy**
-  **Reduce our environmental impact by tackling climate change**
-  **Reducing inequalities by promoting the social and economic well-being of society**
-  **Protecting our natural environment by promoting the sustainable use of environmental resources**

To achieve these goals, we integrate sustainability principles into our business model and fulfil our responsibilities towards our stakeholders. At the same time, by adopting the Environmental, Social and Governance (ESG) framework, we shape our decisions by taking into account the impacts of our stakeholders and the environment. We regularly share our Sustainability Reports to further reinforce these efforts and increase our transparency.



# Our Material Issues and Contribution to the SDGs

## Our Material Issues / Focus Areas

### Direct Contribution to the SDGs/Relevant SDGs

## How We Manage?

### Occupational Health and Safety

One of the main topics in our business continuity is to provide an accident-free work environment. All our units have a health and safety management system that determines the necessary health and safety procedures, responsibilities and requirements to reduce operational risks in different areas.



### Business Ethics

Our company's core values and principles guide our business ethics rules and constitute our expectations, standards and ethical practices that form the basis of all our business relationships and transactions.



### Inclusion, Diversity and Talent Management

We promote and sustain a culture of inclusion as a workplace that values our individual differences, perspectives and backgrounds. We continue to accelerate and enhance diversity, equality and inclusion through employee-led initiatives and committees, education and training, recruitment and retention strategies and internal policies.



### Combating Climate Change and Adaptation

As Gediz Electric Retail, we play a critical role in providing energy to 3 million people and contribute to supporting the national economy. We support the fight against climate change, which has become a global problem, our country's clean energy transformation and ensuring energy supply security; we support clean energy transformation for our country with our approach that considers the sustainability of natural resources, the environment and the needs of future generations.



### Sustainable Profitability

By maintaining our financial discipline and keeping our economic performance at the highest level, we follow and implement the innovative developments brought by our sector. We aim to distribute energy efficiently and safely by managing our financial and non-financial risks in the most accurate way.



### Digitalization and R&D

We aim to add value to the lives of all our stakeholders in our sphere of influence with our investments in digitalization and innovation by making technological breakthroughs that pioneer the provision of electrical energy.



### Social Responsibility Projects

Since the day we started our operations, we have been working with all our strength to ensure uninterrupted access to reliable and efficient energy distribution as well as uninterrupted access. We aim to be a positive transformative force for our society with our entire value chain by supporting sustainable development through all our activities.



# CLIMATE-RELATED IMPACT MANAGEMENT

"We actively contribute  
to the fight against  
climate change."





## GOVERNANCE

### Board Oversight

As Gediz Retail, we assume a pioneering role in the clean energy transformation of our country and actively contribute to the fight against climate change. While focusing on this goal through our sustainability governance, we address climate-related issues as one of the most important agenda items at the Board of Directors meetings where our company strategy and investment projects are evaluated.

The Sustainability, Environment, Occupational Health and Safety Committee actively manages climate-related issues by creating an appropriate action plan. The committee supports the growth and development of a culture of sustainability, environment, occupational health and safety, while encouraging compliance with environmental regulations and participation in related activities.

In addition, our committee takes an active role in the development and adoption of a behavior-based safety approach that includes compliance with environmental regulations and participation in related activities. Monitoring key performance indicators (KPIs) is also among the responsibilities of our committee. Thus, our progress in sustainability, environment, occupational health and safety is regularly evaluated.

**“** The Committee plays a critical role in resolving climate-related issues. Actively involved in the decision-making process, risk analyses and growth strategy, this committee guides our company's approach to assessing and managing climate risks in a participatory manner, while ensuring that responsibilities are distributed across the entire company. **”**

**”**

## Board Competence and Oversight

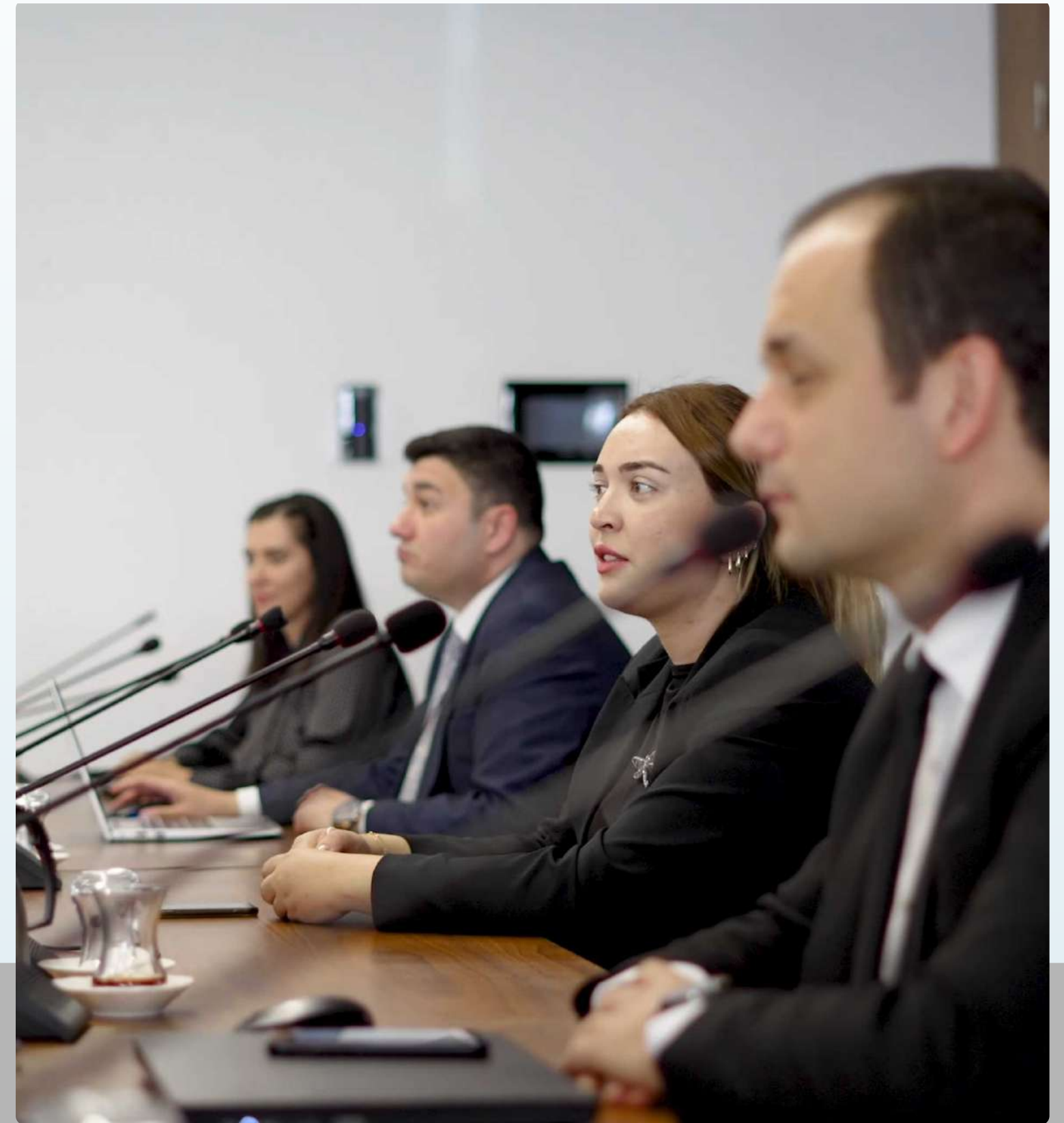
Professional experience and academic qualification are among the basic criteria for the competence of the committees at the Board level. The climate-related training seminars we organize for our Board members play an important role in ensuring this competence. We also receive guidance from our competent engineers and sustainability professionals. This guidance is conveyed to the Board of Directors through committees. Non-executive employees with sustainability experience and competence actively serve as committee members under the Board-level committee. In assessing the climate-related competence of the Board of Directors, certain criteria such as long-term experience in sustainability, management, occupational health and safety are taken into consideration.

We attach great importance to the active participation of our Board of Directors and senior executives in shaping our climate-related initiatives, decision-making processes and risk management practices. The Board of Directors acts as the highest governance body with responsibilities such as setting strategic goals, developing a corporate governance approach, managing and organizing climate and sustainability issues and acting as the approval authority for critical decisions.

At the highest management level, the General Manager (part of the Board of Directors) has an important role in overseeing climate-related issues. The Managing Director contributes to defining strategic objectives, setting corporate governance and organizing and managing climate-related and sustainability issues. The General Manager is responsible for managing the annual budgets for climate mitigation investments. Given the General Manager's high position within the company, he is tasked with implementing the climate transition plan, aligning business strategies with climate-related issues and providing incentives to employees. In addition, the General Manager provides strategic direction and leads critical decision-making to ensure effective progress on climate change mitigation and sustainability.

**“ We attach great importance to the active participation of our Board of Directors and senior executives in shaping our climate-related initiatives, decision-making processes and risk management practices ”**

”



# Stakeholder Engagement

We care about customer satisfaction, their needs and creating sustainable solutions, and we work towards these goals. By actively interacting with our customer base, we endeavor to meet their current needs and anticipate their changing demands. We develop products and services to meet the needs of our customers.

Our strong commitment to energy efficiency and sustainable practices has led us to establish a training/information sharing strategy as part of our customer engagement approach. This strategy is an important tool to further strengthen the understanding of communication with our customers.

Through educational initiatives, we aim to inform our customers about energy efficiency and support them with practical applications. By sharing valuable information on energy saving techniques and tips, we not only benefit them financially, but also enable them to make informed choices that contribute to environmental sustainability.

We also encourage the adoption of renewable energy sources among our customers. Through campaigns and guidance, we provide our customers with the motivation they need to adopt renewable energy options and make a positive impact on the environment.

By continuously developing and expanding this engagement strategy, we continue to be at the forefront of the sustainability movement in the energy sector. At Gediz Retail, we act with the vision of being a leader in adopting renewable energy and promoting responsible energy consumption.

Our climate-related stakeholder engagement strategy has yielded extremely positive results, reflecting the high quality of our services and the trust our customers place in us. Significant levels of engagement and outreach to a wide range of customers, a significant increase in demand for renewable energy and the growing adoption of sustainable practices are indicative of changing market dynamics in the energy sector. These developments will lead to fundamental changes in the energy sector and pave the way for the widespread adoption of sustainable approaches. Aligned with our company's short-term goals, this strategy will further support our climate transition plan and drive us towards our commitment to achieve net zero emissions.

We are implementing various proactive approaches to build and maintain a strong engagement with our customers. One of our key initiatives is to regularly send our customers e-newsletters with energy saving tips, insights on the benefits of using renewable energy and valuable information on sustainable practices. This consistent flow of content and information empowers our customers.

**Our climate-related customer engagement strategy has not only increased customer satisfaction and trust, but also positioned us as a catalyst for positive change in the energy sector. By empowering our customers to adopt renewable energy and sustainable practices, we significantly contribute to our company's business goals and align with our commitment to achieve net zero emissions.**





## STRATEGY

### Climate Change Mitigation and Adaptation Strategy

Gediz Retail shapes its strategy to combat and adapt to climate change by focusing on rapidly developing technologies in Turkey's energy environment. We prioritize efforts to ensure uninterrupted electricity sales and proactively manage financial risks, taking into account physical risks such as forest fires, which increase especially during the summer months.

**In this context, we strictly comply with the regulations and legal framework requirements necessary to combat climate change.**

As Gediz Retail, we fulfil our commitment to combat climate change by carefully monitoring the dynamic regulatory environment. We have a dedicated team of experts who monitor regulatory changes and develop strategies to align our operations with environmental and energy policies. In this way, we take the necessary steps to minimize current and future risks.

Our climate-related risks and opportunities strategy covers our short, medium and long-term products and services. Increasing climate change awareness among our customers has increased the demand for green energy solutions. Therefore, we adopt a strategic approach towards the supply of renewable energy sources to meet the demands of our customers.

**We ensure sustainable and reliable supply of renewable energy from sources such as wind, hydropower, solar, geothermal and biomass.**

We also offer renewable energy supply and green energy tariffs through bilateral agreements to actively respond to our customers' demands for environmentally friendly energy solutions. This strategic approach enhances customer satisfaction while also positioning Gediz Retail as a pioneer in the transition to green energy in line with the IEA NZE 2050 vision.

Another important step is our efficient digital transformation efforts. Thanks to digital technologies such as e-invoice and e-archive, we contribute to the reduction of greenhouse gas emissions by eliminating paper costs. With these digitalization steps, we minimize environmental impacts while increasing the efficiency of our business processes. In this way, we achieve our environmental sustainability goals more effectively.

# Green Tariff Applications

The Green Tariff is a system that promotes environmental sustainability and effectively contributes to the fight against climate change. This tariff encourages the preference for renewable energy sources in electricity consumption and is supervised and supported by the Energy Market Regulatory Authority (EMRA), the energy regulatory authority in Turkey.

The voluntary Green Tariff offers consumers the opportunity to manage the environmental impact of their energy consumption and support the transition to sustainable energy use. Consumers can choose to see symbols on their bills showing that their energy is produced from renewable sources.

Another important aspect of the Green Tariff is that it is provided to consumers through the Renewable Energy Resource Guarantee Certificate (YEK-G Certificate). This document represents national and international standards while guaranteeing the renewability and continuity of energy.

One of the positive effects of the implementation is that it contributes to the fight against climate change. It helps to reduce carbon dioxide emissions by directing energy resources obtained from fossil fuels to renewable energy. This helps individuals and organizations reduce their carbon footprint and mitigate the effects of climate change.

The adoption of the Green Tariff will help us achieve the goals of economic stabilization as well as environmental protection and combating climate change. It would be an important step towards increasing sustainability in the energy sector as well as increasing the overall demand for renewable energy, shaping our future with environmental and social impacts.



# RISK MANAGEMENT

## Management of Climate Risks

As Gediz Retail, we are aware of the risks posed by climate change and we are taking proactive steps to overcome these challenges. As emphasized by the World Economic Forum, addressing economic, social and environmental risks in a holistic manner forms the basis of a sustainable business approach. In line with this understanding, we develop comprehensive risk management strategies in order to maintain and increase our competitive advantage, and to put our long-term success on a solid foundation.

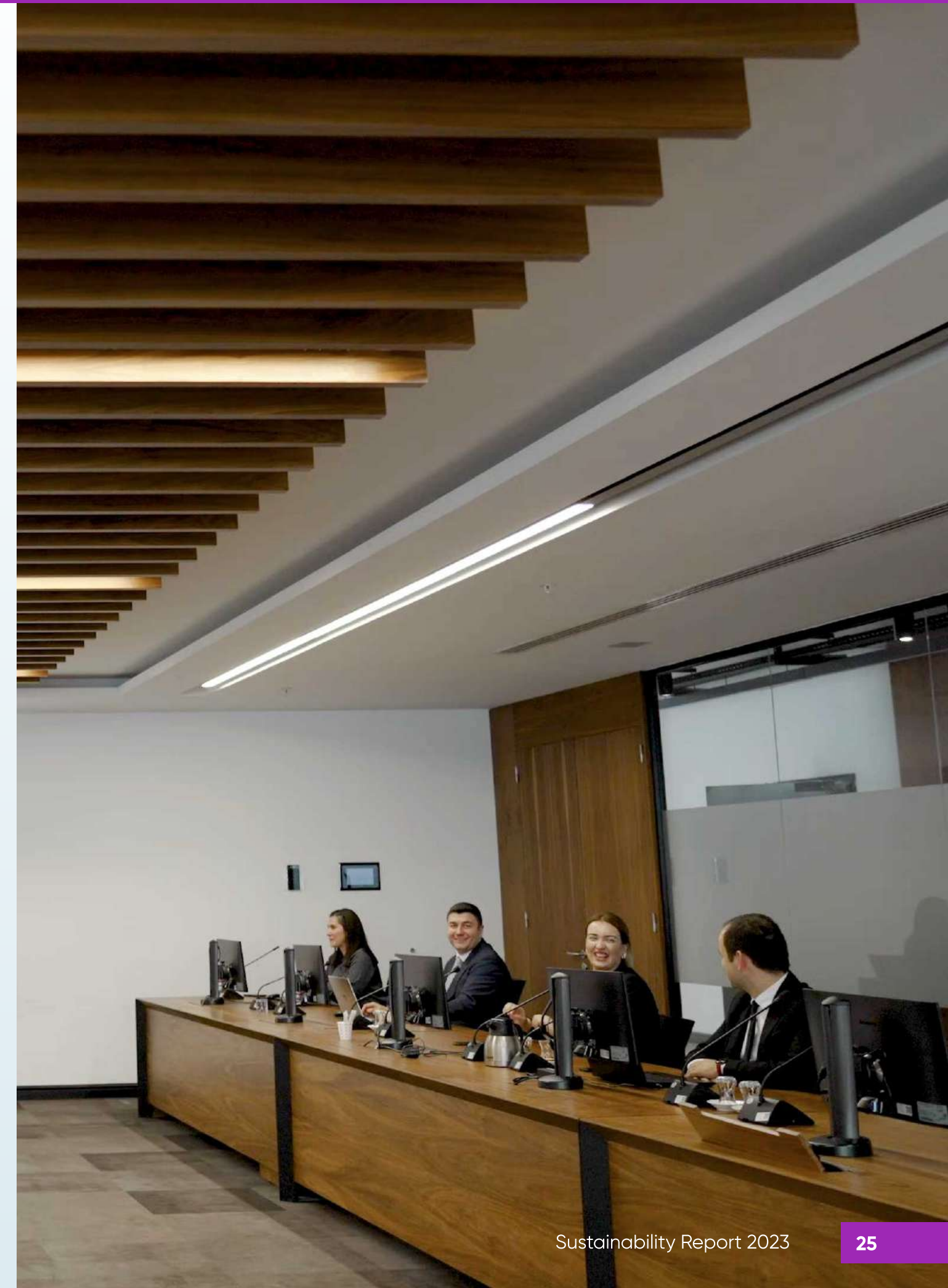
As a Company operating in the energy sector, we have a high potential to be exposed to climate-related risks, particularly climate change. Therefore, we identify and assess our risks and opportunities in a wide range of areas, from supply chain management to operational efficiency, financial performance indicators to reputation management. Central to this process is identifying and monitoring potential risks and opportunities using qualitative and quantitative risk monitoring methods.

**Our risk and opportunity assessment process consists of three main stages in which the Early Detection of Risk Committee plays an important role. This process reports the risks to our Board of Directors and ensures that the necessary decisions are taken to realize the planned actions. The execution process is then delegated to the relevant units and closely monitored by our committee.**

We conduct environmental risk analyses to understand the impact of our industry on end users by evaluating the environmental, social and economic impacts of our investment decisions. Our risk policies are designed to ensure that effective measures are taken to identify, monitor and manage financial and non-financial risks.

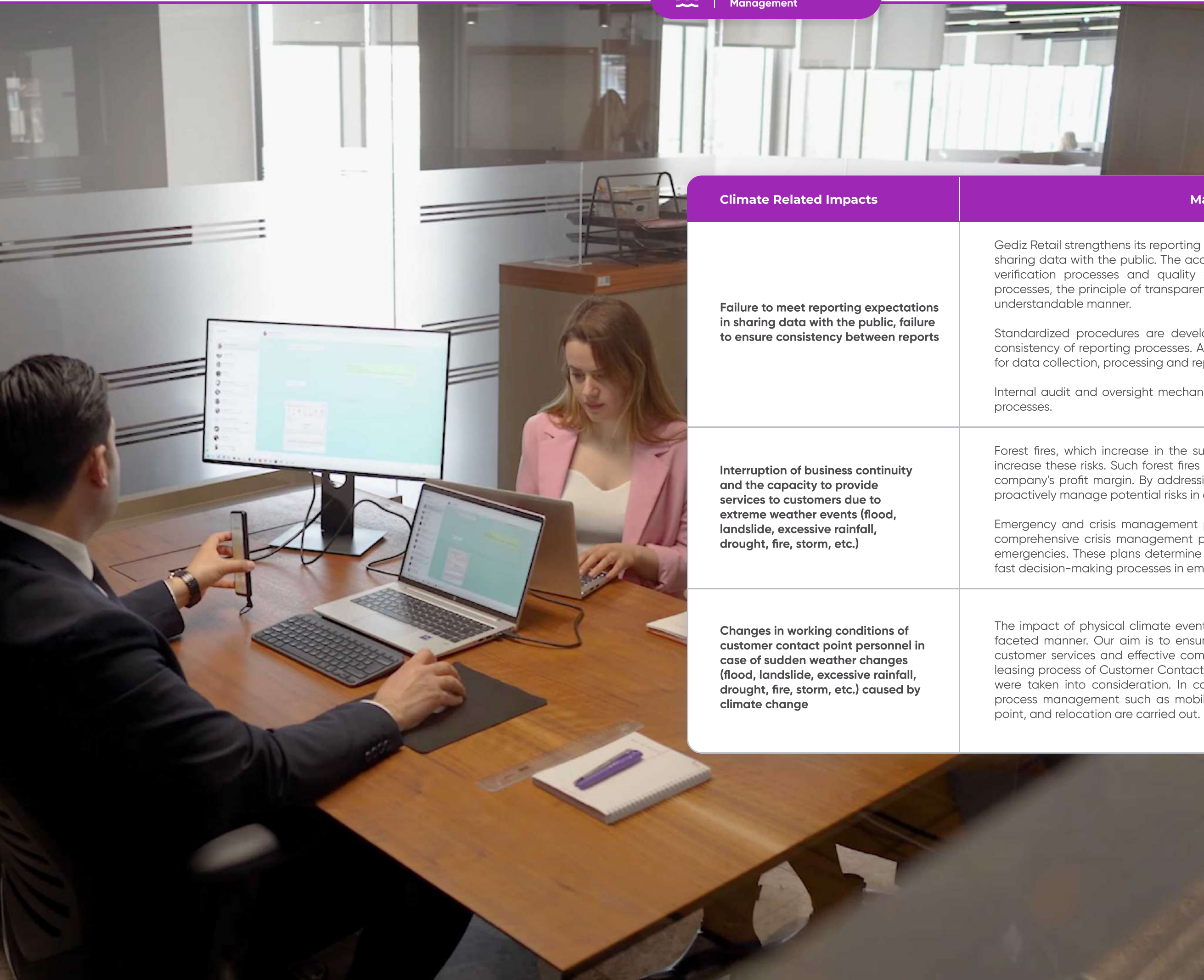
**“ In the medium and long term, we implement an integrated risk management process with an Environmental, Social and Governance (ESG) perspective by identifying transition and physical risks related to climate change. This process aims to make our company more resilient and sustainable against climate risks. ”**

As Gediz Retail, we are taking a leading role in the fight against climate change and taking proactive steps for a sustainable future. In co-operation with other stakeholders in our industry and society, we continue our efforts to take responsibility and offer effective solutions to this global challenge.



Climate Related Impacts	Management Approach
<p><b>Changes in investor/creditors' expectations (difficulty in accessing capital/financing) in a way that is sensitive to climate change and failure to meet these expectations</b></p>	<p>As Gediz Retail, we adopt a comprehensive and strategic management approach to meet the climate change sensitive expectations of investors and creditors and to overcome difficulties in accessing financing. While our approach ensures that our company achieves its sustainability goals, it also includes steps to meet the expectations of financial markets.</p> <p>Developing a comprehensive strategy for sustainability and combating climate change, our Company sets short, medium and long-term carbon reduction targets and takes concrete steps to achieve these targets. All of our activities and performance are explained in detail in our sustainability report, which we publish every year, as well as the steps taken to combat climate change.</p> <p>It is ensured that our projects and investments comply with ESG (Environmental, Social and Governance) criteria and investment decisions are taken in line with these criteria. In addition to all these activities, regular communication is established with our stakeholders and their feedback is received. Collaborations within and outside the sector are developed on sustainability and climate change issues. All the work we carry out helps our company achieve its sustainability targets and helps us take a strong stance in the fight against climate change.</p>
<p><b>High costs that may be incurred to develop decarbonization efforts in line with low-carbon energy demand</b></p>	<p>Gediz Retail carries out comprehensive studies to effectively manage the high costs it may incur to develop decarbonization efforts in line with the low carbon energy demand. All our efforts aim to optimize costs, promote sustainability and increase financial resilience. By developing emission reduction plans in line with the 2050 Net Zero Emission (NZE) scenario, we are taking strategic steps to respond to the demand for low-carbon energy and accelerate the decarbonization process. Technological innovations and energy efficiency projects support our decarbonization efforts while reducing costs. In our company, we continuously review our reduction plans and targets in this process and shape our investments and operations accordingly.</p>
<p><b>Potential exposure to climate-related litigation or other legal sanctions</b></p>	<p>Our Company monitors legislative amendments and legal regulations that require compliance on a daily basis, and we carefully review draft legislation provisions before they are published and evaluate their impact on our activities. When any situation that may affect our activities is detected, we adopt a proactive approach to quickly adapt.</p>





Climate Related Impacts	Management Approach
<p><b>Failure to meet reporting expectations in sharing data with the public, failure to ensure consistency between reports</b></p>	<p>Gediz Retail strengthens its reporting processes based on transparency, accuracy and continuity in sharing data with the public. The accuracy of the data used in reporting is regularly checked and verification processes and quality assurance mechanisms are implemented. In all reporting processes, the principle of transparency is adhered to and information is presented in a clear and understandable manner.</p> <p>Standardized procedures are developed and technological infrastructure is utilized to ensure consistency of reporting processes. Advanced data management systems and software are used for data collection, processing and reporting.</p> <p>Internal audit and oversight mechanisms are implemented to increase the reliability of reporting processes.</p>
<p><b>Interruption of business continuity and the capacity to provide services to customers due to extreme weather events (flood, landslide, excessive rainfall, drought, fire, storm, etc.)</b></p>	<p>Forest fires, which increase in the summer months in the region due to climate change, further increase these risks. Such forest fires may also disrupt electricity sales and significantly affect our company's profit margin. By addressing our physical risks, necessary work is being carried out to proactively manage potential risks in order to avoid interruptions in our services.</p> <p>Emergency and crisis management plans are regularly updated. Our company has established comprehensive crisis management plans in order to respond quickly and effectively to possible emergencies. These plans determine the duties and responsibilities of the personnel and support fast decision-making processes in emergencies.</p>
<p><b>Changes in working conditions of customer contact point personnel in case of sudden weather changes (flood, landslide, excessive rainfall, drought, fire, storm, etc.) caused by climate change</b></p>	<p>The impact of physical climate events on our operations and employees is assessed in a multi-faceted manner. Our aim is to ensure the safety of our colleagues, uninterrupted continuity of customer services and effective communication and coordination in crisis situations. During the leasing process of Customer Contact Centre (CCC) locations, the climatic effects that may occur were taken into consideration. In cases that may occur in climatic conditions at MIM points, process management such as mobile vehicle routing, assignment to the nearest different MIM point, and relocation are carried out.</p>



## Enterprise Risk Management

At Gediz Retail, sustainability and corporate risk management are among the cornerstones of our operations. While our long-term plans and strategies aim for sustainable financial performance, competitive advantage and growth, we always consider the interests of our stakeholders. In this process, managing all financial and non-financial risks, particularly climate change and environmental factors, is one of our material issues.

We are always sensitive and sensitive to climate-related risks. Due to the nature of our sector, we evaluate all risks and opportunities through qualitative and non-qualitative risk monitoring. This process, which consists of assessment, planning and implementation stages, plays a critical role in achieving our company's sustainability goals. All situations that may jeopardize the existence, growth and continuity of our company and prevent the realization of our strategic, operational and financial targets are considered as significant risks and effective measures are taken for each risk.

We identify our financial and non-financial risks and take necessary actions to eliminate these risks. We categorize our risks under six headings: strategic, operational, financial, regulatory, employment, security, business continuity and environmental risks, and under corporate risk management.

During the assessment phase, the Risk Management unit reports potential risks and opportunities to the board-level committee along with solution proposals. The committee at the board of directors' level grades the importance of the risks and implements the planned practices. During the implementation process, risks are transferred to the relevant departments and this process is supervised by the committee.

**Risks and actions to be taken are assessed and prioritized holistically together with environmental, social and economic impacts on a continuous basis in our operations and prior to investment decisions.**

By making risk management a fundamental part of our operations and strategic planning, we review our investment decisions and business processes through a reliable risk management mechanism. We comprehensively assess all risks and opportunities.

We consider risks beyond financial results, taking into account their potential impact on our reputation, our position before supervisory organizations, our employees and every stage of our value chain. We define our risk management processes in accordance with international standards.

**As throughout the company, we maintain a culture of risk awareness and keep our strategic decisions and operational activities within the defined risk tolerance. We manage all risk factors that may adversely affect our financial performance and reputation in the best way possible.**

We regularly review our risk management policies and systems to identify and analyze risks, set risk limits and identify key risk indicators.

# Risk Management Processes

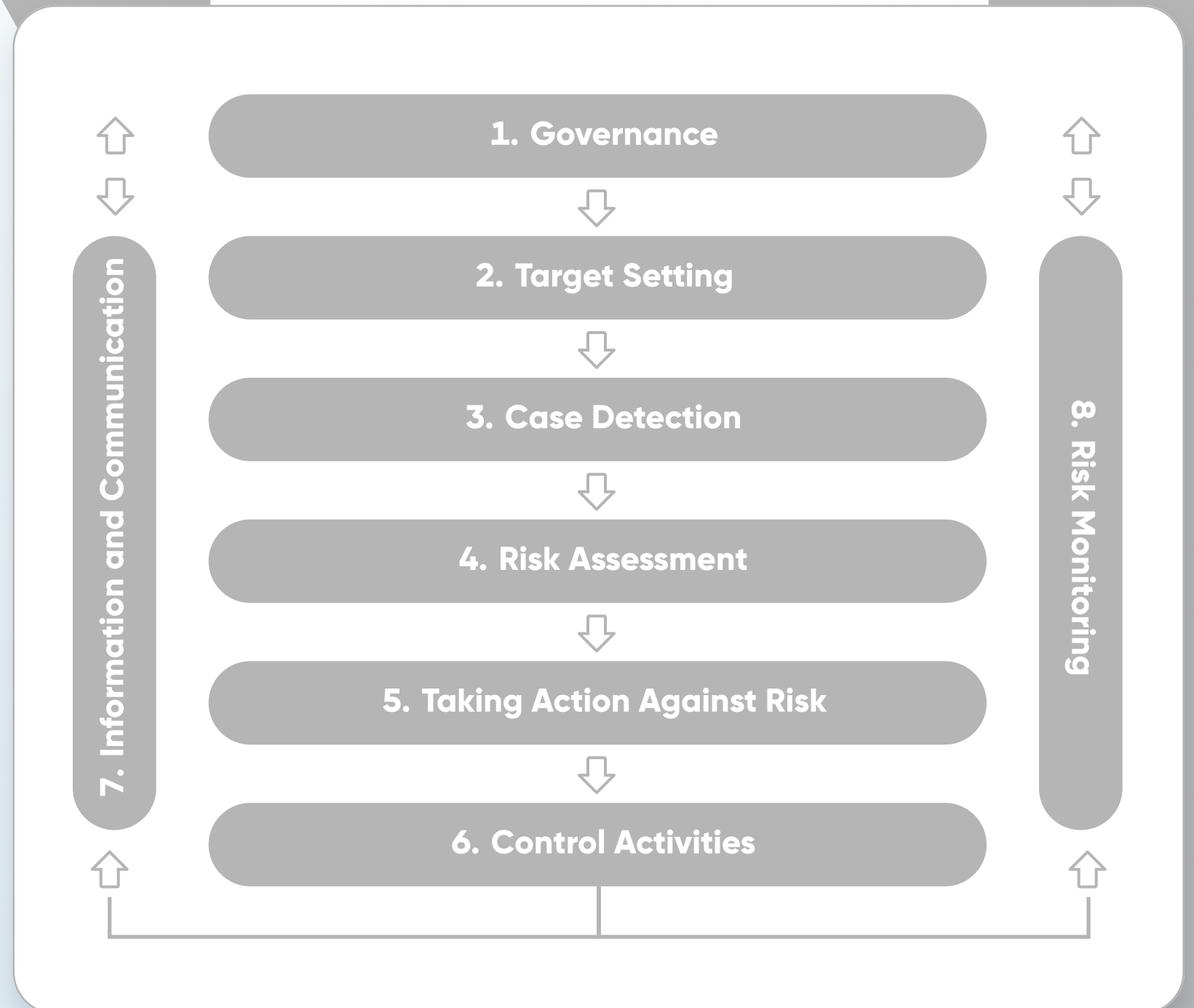
Gediz Retail is exposed to various risks due to the importance of the sector in which it operates for the development and sustainability of social welfare and the interdependence of the energy sector with the climate. Any situation that may jeopardize the existence, growth and continuity of our company and prevent the realization of our strategic, operational and financial targets are considered as significant risks and effective measures are taken for each risk.

We identify and classify all climate-related risks such as energy supply-demand imbalance, climate change, depletion of natural resources, changes in legal regulations, natural disasters, changes in economic balances, new markets, technological developments and digitalization. We evaluate these risks in six basic risk categories and take precautions.

Once risks are identified, we meticulously monitor the likelihood of the risk materializing. If a risk continues to pose a threat to the company's existence in financial, operational and environmental terms, we direct the board of directors to take appropriate actions.

“ In order to respond to the risks, we are exposed to, we measure and monitor them with methods in accordance with international standards, and we act in compliance with legal regulations. We ensure that risks are managed effectively through the Risk Management Department. Our risk management strategy consists of 8 basic components and we carefully monitor these components. ”

## RISK MANAGEMENT PROCESSES



## Board of Directors' Responsibility

We fully integrate risk management into Gediz Retail's daily operations and strategic planning in order to make faster and more accurate decisions in volatile and competitive market conditions.

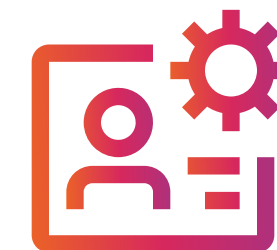
Gediz Retail Board of Directors oversees the implementation of the following risk management principles in order to establish an integrated and effective risk management structure and harmonize it with the company operations:



The Company's risk appetite, acceptable risk tolerance levels and risk policies, which are reviewed and approved annually, are determined qualitatively and quantitatively.



The prominent risks and potential threats faced by the Company are assessed periodically in terms of compliance with approved risk policies and limits, and in terms of providing advantages.



Adequate resources and support are provided to the company's risk management operations. This approach ensures effective and proactive management of risk and reflects Gediz Retail's strong commitment to risk management.

# METRICS AND TARGETS

## Gediz Retail Net Zero Roadmap

Gediz Retail maintains its leading position in the electricity retail sector in Turkey and has successfully integrated actions to measure and mitigate the impacts of climate change into its business processes. As part of this integration, Gediz Retail adopts the IEA NZE 2050 scenario presented by the International Energy Agency (IEA), which aims to reach net zero by 2050. This scenario, in line with the 1.5°C temperature rise target, is based on the IPCC Sixth Assessment Report and is directly linked to the United Nations' sustainable development goals.

**Investments in clean and energy efficient technologies are of critical importance in achieving the net zero target. As Gediz Retail, we are taking various measures in line with the requirements of the IEA NZE 2050 scenario.**

These measures include increasing the integration of renewable energy into electricity grids and facilitating our customers' access to renewable energy.

The IEA NZE 2050 scenario foresees a significant increase in the integration of renewable energy into the electricity grid. With its steps in this direction, Gediz Retail has transformed the region in which it operates into one of Turkey's leading renewable energy generation regions. Thanks to the electricity supplied by our company from renewable sources, our customers' access to renewable energy is significantly facilitated.

In line with the IEA NZE 2050 scenario, Gediz Retail plans to develop this target as part of its journey to reach the net zero emission target. This planning is shaped in line with the principles of sustainability and environmental sensitivity. Our company takes concrete steps in this direction by determining the strategies, policies and technological investments necessary to achieve the net zero target.

Gediz Retail's net zero roadmap is important as an indicator of the company's commitment to a sustainable future. By adopting the IEA NZE 2050 scenario, investing in clean and renewable energy sources and increasing energy efficiency, Gediz Retail not only maintains its leading position in the electricity retail sector in Turkey, but also takes a pioneering role in environmental sustainability. This journey is critical for both the future of the company and the health of our planet.

## Gediz Retail is at Level A in CDP

Gediz Retail has been awarded the "Level A" rating in the Carbon Disclosure Project (CDP) 2023 Climate Change Programme, demonstrating its leadership in environmental sustainability and superior performance in environmental risk management on an international platform. This achievement demonstrates our company's proactive approach and environmental sustainability efforts in the fight against climate change. It also demonstrates our commitment to minimizing our environmental footprint through strategies such as reducing our greenhouse gas emissions, increasing energy efficiency and investing in renewable energy.

The success we achieved in CDP is an important step for our company to become a role model in the field of environmental sustainability while reinforcing its leading position in the sector.



**A LIST  
2023**

**CLIMATE**

As Gediz Retail

**We were entitled  
to enter the A List**

in the **Climate Change Programme** of the Carbon Disclosure Project, the world's largest environmental reporting platform!



# TCFD Recommendations

## Governance

Disclose the organization's governance around climate related risks and opportunities.

Describe the board's oversight of climate-related risks and opportunities.

Describe management's role in assessing and managing climate-related risks and opportunities.

## Strategy

Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.

Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term

Describe the impact of climate related risks and opportunities on the organization's businesses, strategy, and financial planning.

Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.

## Risk Management

Disclose how the organization identifies, assesses, and manages climate-related risks.

Describe the organization's processes for identifying and assessing climate-related risks.

Describe the organization's processes for managing climate-related risks.

Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.

## Metrics and Targets

Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.

Disclose the metrics used by the organization to assess climate related risks and opportunities in line with its strategy and risk management process.

Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.

Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.

# Greenhouse Gas Emissions

In 2023,



Our **Scope 1** emissions

**390.9 tons of**  
carbon dioxide equivalent (CO<sub>2</sub>eq)



Our **Scope 2** emissions

**359.08 tons of**  
CO<sub>2</sub>eq

As Gediz Retail, we carry out comprehensive studies to effectively manage and reduce our greenhouse gas (GHG) emissions on our journey to reach our net zero target. Starting from 2021, we calculate on an annual basis, taking into account all emission categories directly and indirectly related to our activities. These calculations include not only emissions from activities under our direct control (Scope 1) and indirect emissions from purchased electricity (Scope 2), but also emissions from the supply chain and other indirect activities (Scope 3).

In 2023, our Scope 1 emissions were calculated as 390.9 tons of CO<sub>2</sub> e and Scope 2 emissions were calculated as 359.08 tons of CO<sub>2</sub> e.

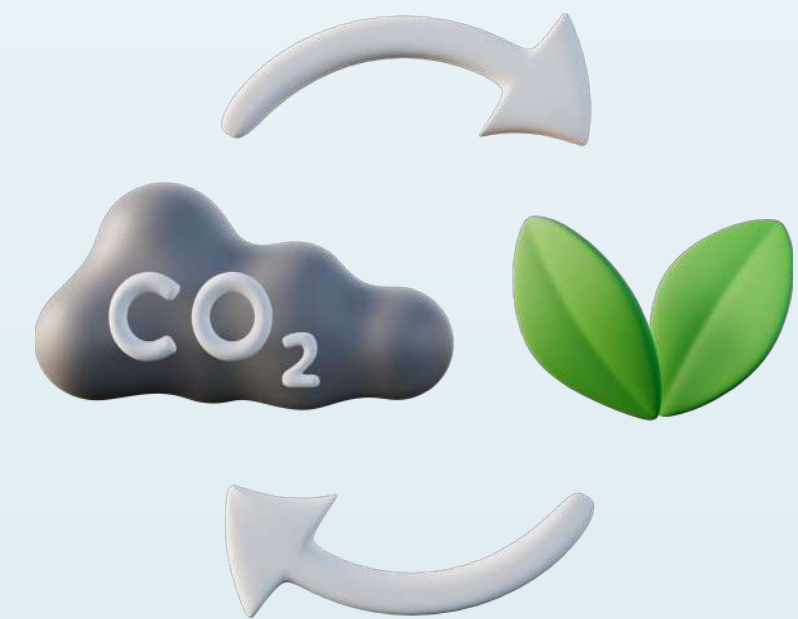
**Gediz Retail's progress in its sustainability journey points to a visible success, especially with a 31% reduction in Scope 2 emissions compared to the previous year.**

This significant reduction clearly demonstrates the effectiveness of the company's mitigation strategies and its steadfast commitment to environmental sustainability. Scope 2 emissions refer to indirect emissions from purchased electricity, and their reduction has been possible through strategies such as switching to renewable sources in our energy consumption and energy efficiency projects.

In order to ensure the reliability and industry alignment of our emission reduction efforts, we have developed a calculation methodology in line with the Science Based Targets Initiative (SBTi) starting from 2022. This methodology ensures that our greenhouse gas reduction efforts are calculated according to the ISO 14064-1 standard and based on verified data.

Our short-term mitigation targets focus specifically on reducing Scope 1 and Scope 2 emissions and take a broad perspective to cover all our operations in Turkey. These targets, which we set in 2022 and are committed to continue this year, are vital to achieving our sustainability goals. These efforts are a reflection of our deep commitment to reducing our environmental impact and building a more sustainable future.

We aim to be a pioneer in environmental sustainability while maintaining our leading position in the industry. In this context, our efforts to manage and reduce greenhouse gas emissions serve as a guide for our future investments and policies. The steps taken by Gediz Retail in this direction are vital for both the future of our company and the health of our planet.



# Renewable Energy

We adopt a comprehensive renewable energy strategy to combat climate change and achieve sustainability goals. Within the scope of this strategy, we aim to reach net zero in energy consumption in all our processes by 2030 compared to the base year of 2022 and to provide all our electricity consumption only from renewable energy sources. These targets are important steps towards achieving our company's 2050 net zero emission targets.

The transition to renewable energy sources is further strengthened by our aim to obtain the International Renewable Energy Certificate (IREC) for unavoidable emissions by 2030. These steps aim to transition to 100% renewable energy use in our operations and thus leave behind an important milestone towards a sustainable future.

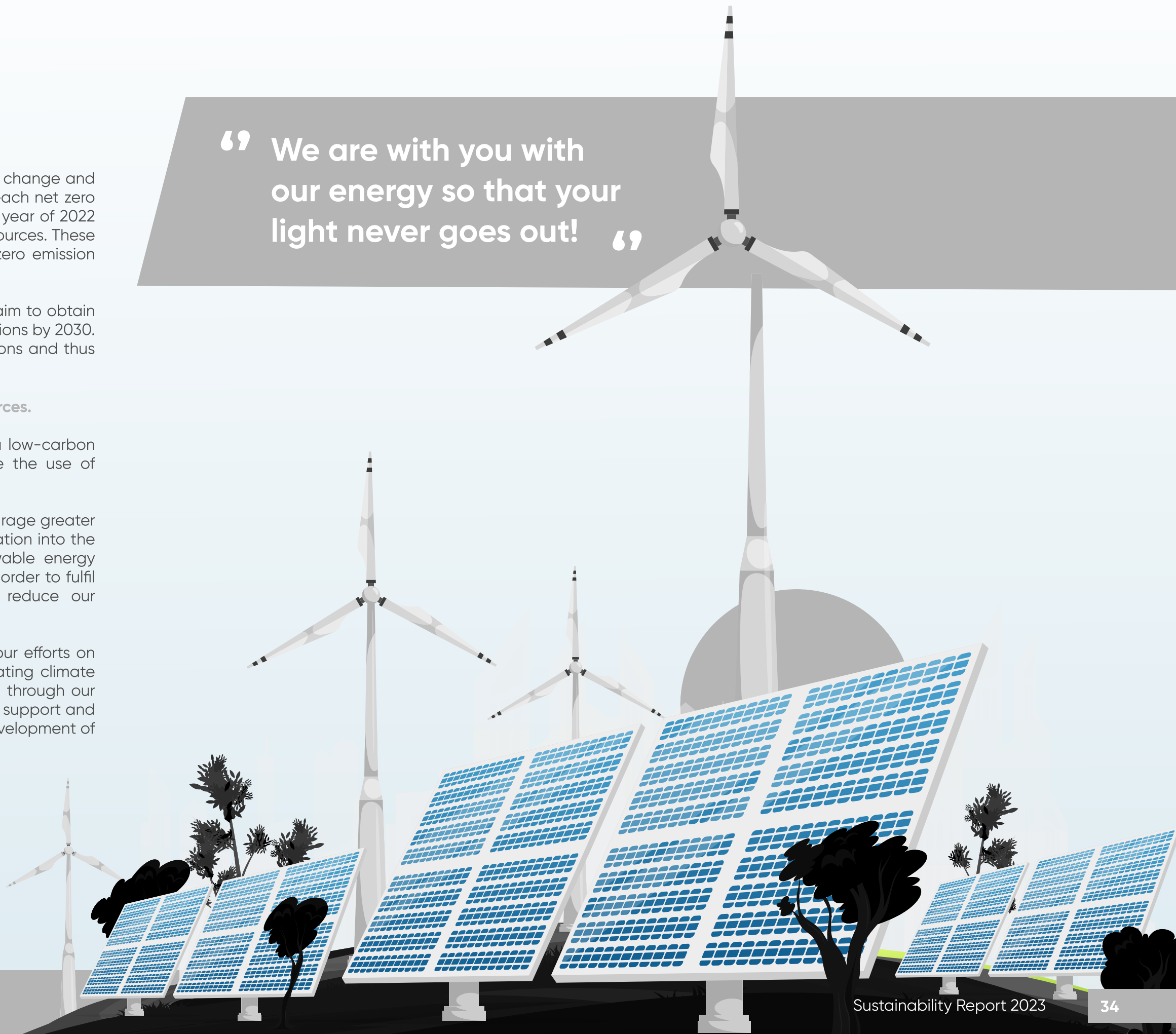
**In 2023, 65.6% of the energy supplied to end users was from renewable sources.**

This is a proportion that is gradually increased each year and provides a low-carbon alternative in the regions we serve as part of our strategy to promote the use of renewable energy.

Through bilateral agreements with electricity generation facilities, we encourage greater use of domestic and renewable energy in the market and ensure its integration into the national economy. Our goal to increase our interaction with our renewable energy suppliers is to support the widespread use of renewable energy sources in order to fulfil our company's climate change and sustainability commitments and reduce our environmental impact.

We encourage production facilities to switch to renewable energy, focus our efforts on raising awareness among our customers and play a critical role in combating climate change and promoting responsible production and consumption patterns through our investments in the energy sector. The renewable energy sources we actively support and our contribution to the country's clean energy transformation enable the development of a more sustainable and resilient energy system.

“ We are with you with our energy so that your light never goes out! ”



As of 2023,



Our Blue Water Footprint

**4,146.34 m<sup>3</sup>**



Our Green Water Footprint

**2,903.85 m<sup>3</sup>**



Our Grey Water Footprint

**3,731.71 m<sup>3</sup>**

## Water Management

Water is a fundamental resource for the sustainability of life and as Gediz Retail, we attach great importance to the protection and effective management of this indispensable resource. Increasing pressures on water resources worldwide and the challenges caused by climate change, such as excessive rainfall, frequent floods and droughts, are leading to the gradual depletion of fresh water resources. In the light of many internationally recognized reports, it is predicted that approximately half of the world's population will experience water stress by 2030. This situation further increases the importance of water management and makes the protection of water resources a necessity.

As Gediz Retail, we attach great importance to the protection of water resources. Although our water consumption does not directly create a major impact, we aim to contribute to the sustainable use of water resources and minimize our environmental footprint. To this end, we take proactive steps on water efficiency through our Environmental Management System, which we have implemented with the participation of all our departments, and regularly report our water consumption data to the HSE and Sustainability Directorate. Within the framework of ISO 14046 standard, we carefully calculate and verify our water footprint. As of 2023, our blue water footprint was calculated as 4146.34 m<sup>3</sup>, green water footprint as 2903.85 m<sup>3</sup> and grey water footprint as 3731.71 m<sup>3</sup>. This data allows us to clearly understand and manage our water consumption and our impact on water resources.

Our water management strategy is based on sustainable water use and protection of water resources. We take conscious steps to calculate our water footprint, minimize our consumption and ensure the efficient use of water resources. In addition, we continuously review and improve our practices for the management of water resources in order to understand the impacts of climate change on water resources and to adapt to these changes.

As Gediz Retail, we are aware that the steps taken in water management and conservation are not only an environmental responsibility but also a social and economic necessity. For this reason, we continue our efforts to promote the sustainable use of water resources, reduce pressures in regions experiencing water stress and leave a healthy environment for future generations. Our practices and strategies in water management constitute the cornerstones of our steps towards a sustainable future.

## DIGITALIZATION

"As Gediz Retail, we will continue to work on and implement projects that will integrate the technologies of the future into our corporate culture."



# DIGITALIZATION

By embracing the critical role that technological advances and digitalization play in the energy sector, Gediz Retail has taken important steps to ensure the uninterrupted and secure delivery of energy to customers. These steps also aim to be at the forefront of the fight against climate change and fulfil our environmental sustainability commitments. In recent years, as the challenges posed by climate change have increased worldwide, Gediz Retail has been shaping its operations in line with this new reality.

The reduction in the number of customer relationship centers and the transition to an online service model have demonstrated our company's commitment to reducing carbon emissions. This strategic transformation has resulted in a significant reduction in energy consumption, helping us to achieve our sustainability goals. Our digitalization process has resulted in the successful integration of customer services into online platforms, which has both saved costs and significantly reduced our carbon footprint.

**Launched in 2022, our E-Receipt and E-Archive applications exceeded 1 million transactions in 2023, enabling our customers to both protect the environment and store their information securely in a digital environment. These digital solutions make significant contributions in preventing paper waste and making transactions more efficient.**

With the renewed customer relationship centers and digitalized service processes, we offer our customers a unique, accessible, comfortable and modern environment. In addition, our customers can access various services through our Call Centre, which operates 24 hours a day, 7 days a week, our WhatsApp Chatbot artificial intelligence and our Gediz Assistant application on our website. Thus, the need for physical visits is also reduced.

With our Mobile Application, which will be launched in 2024, we will provide our customers with an even more accessible and convenient service experience and provide ease of transaction in many issues such as bill payment and tariff change. In addition, our applications such as the Official Institution Portal, Faturamatik Field Control and Unlicensed Producer Portal make our business processes more environmentally friendly and efficient as part of our steps to reduce paper waste.

**As Gediz Retail, our digitalization strategy enables us to achieve our sustainability goals, while supporting us in our efforts to combat climate change and reduce our environmental impact. The steps we take on this path reinforce our mission to be the pioneer of sustainability and innovation in the energy sector and reflect our commitment to offer our customers a greener, cleaner future.**

“ With our Mobile Application, which will be put into live use in 2024, customers will be able to make bill payments, tariff changes, etc. without going to MİM. ”



Just click on the link to watch my video :)





"Best RPA (Robotic Process Automation) Project of the Year" at the "Future of Cloud & AI Awards 2023 Awarded in the Category

We achieved a proud success at the "Future of Cloud & AI Awards 2023" held as part of the "Future of Cloud & AI Summit" organized by CxO Medya.

"ADA: Aydem Digital Assistant is Always with You!" project was awarded in the category of the best RPA (Robotic Process Automation) project of the year.



As Gediz Retail, we will continue to work on and realize projects that will integrate the technologies of the future into our company culture.

### Our Success in Digital was Crowned with an Award!

*Future of CIO Summit and Awards*



The Future of CIO Summit, where panels attended by valuable CIOs and presentations of leading companies in the sector, attracted great attention. At the 14th Future of CIO Summit and Awards Summit organized by CxO Medya on 26 April 2023 at Istanbul Swissotel Bosphorus, Gediz Retail Information Technologies Director Gülsün Akhisaroğlu was awarded in the category of "Best CIO of the Year / CIOs of the Year" for her application for digitalization projects.

### Women Leaders of Digital Transformation Book Published

The Women Friendly Brands Platform, which is aware of the production power of women, contributes to women's entrepreneurship, women's employment, education and equal social opportunities, and aims to bring together the social responsibility projects of brands aiming to have more women in the economy, has published the book titled Women Leaders of Digital Transformation. The book, which includes successful businesswomen who make a difference in their fields and lead the digital transformation of all sectors, also included an interview with Gülsün Gönültaş Akhisaroğlu, Gediz Retail Information Technologies Director.

[Click here to access the book.](#)



# Energetic Ideas Platform

## What is Energetic Ideas?

"Energetic Ideas" is a digital platform where each of our employees can showcase their creativity, get feedback by sharing their ideas and establish collaborations. This platform allows everyone to take an active role in shaping the future of our company. As a center for creative ideas and innovative solutions, this platform directly contributes to our sustainable success.

The Energetic Ideas Platform offers all our employees the opportunity to add value by creating a participatory culture that reflects the innovative spirit of our company.

## What Does Energetic Ideas Provide?



### Step-by-Step Idea Tracking

**Idea Generation:** We develop new ideas using our energy and creativity.  
**Evaluation:** Our ideas are transparently evaluated and we receive feedback.  
**Feedback:** We take our projects even further with the feedback we receive.



### Transparent Evaluation

We will be able to clearly see according to which criteria the idea we submit is evaluated;

Applicability Viability  
 Profitable Idea  
 Efficiency  
 Cost/Benefit  
 Market Potential



### Easy and Fast Operation

**User Friendly:** You can enter ideas with a simple and understandable interface.  
**Fast Evaluation:** Our ideas are quickly evaluated in a dynamic system  
**Enriched Reporting:** Your innovation process can be monitored with detailed reports.



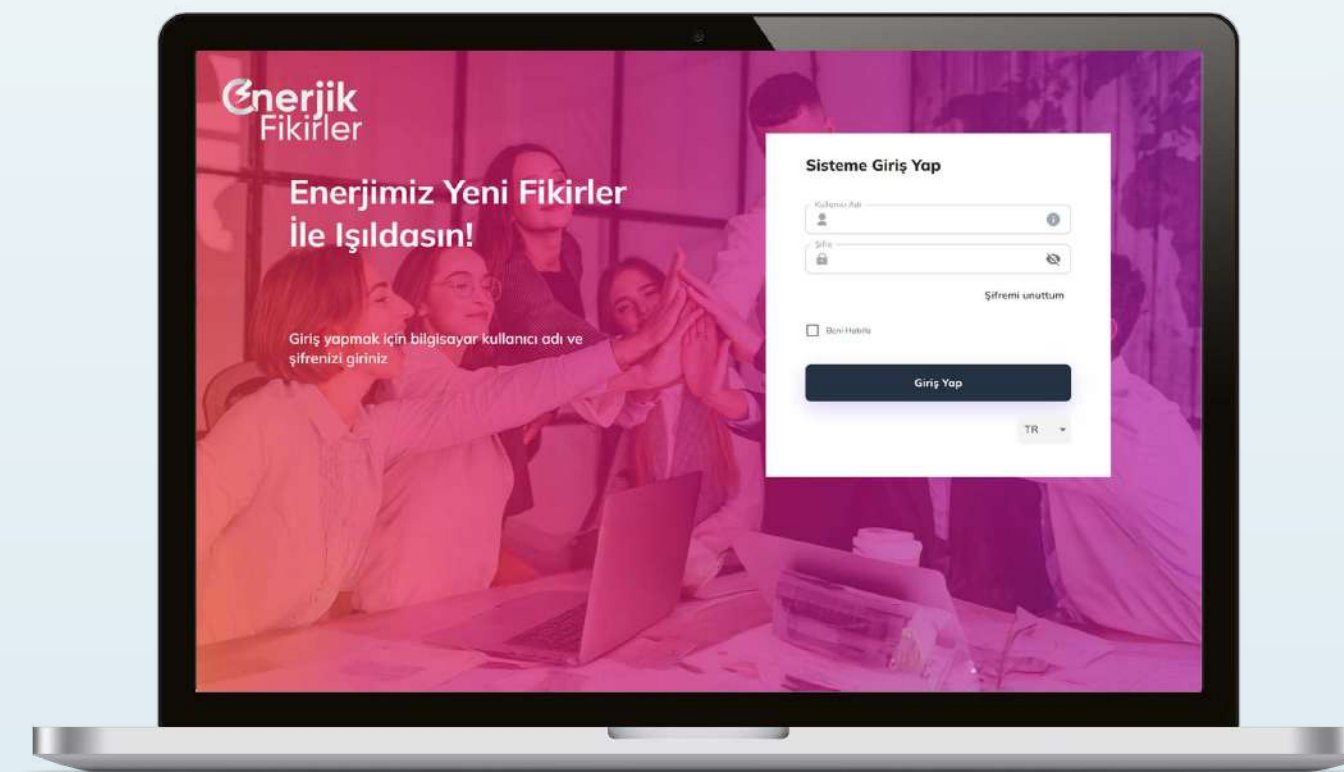
### Points and Rewards

**Earn Points:** You can climb up the leaderboard by collecting points for your ideas.  
**Track Rankings:** You will be able to see your idea generation performance by monitoring the leaderboard.  
**Win Prizes:** You can win prizes for the most creative and feasible ideas.

## Energetic Ideas Category Headings

When people submit ideas to the platform, they must first select a category title according to the subject of the idea. In this way, the idea that the person will present on the platform will be directly forwarded to the responsible person of the selected category and the evaluation process will be started. In this way, ideas will be evaluated quickly through a correct evaluation. Category titles are as follows;

- Productivity
- Environment and Sustainability
- Occupational Health and Safety
- System Development and Process Improvement
- Training & Development
- External Customer Experience
- Employee Experience
- Corporate Communication (Promotion, Sponsorship, Social Responsibility etc.)
- New Business Model & Additional Income & Productivity
- New Campaign / Product / Service / Collaboration / Business Partnership



## OUR EMPLOYEES

"By receiving the "Great Place to Work Certified" certificate for three consecutive years, we have recognized the quality of our working environment at an international level. "



## Gediz Retail HR Applications

Gediz Retail takes a pioneering approach in human resources management and places employee satisfaction and happiness at the center of its business strategy. As a company, we believe that we achieve our success with our strong corporate culture, the principles adopted by our employees and our innovative vision that is open to continuous development. With this belief, we aim to strengthen our communication with our employees in all areas.

We implement comprehensive policies on key issues such as talent management, inclusion, diversity, ethics, transparency, occupational health and safety. These policies are supported by our labor policies and innovative practices built on a high culture of trust. In this way, we have received the "Great Place to Work Certified" certificate for three consecutive years, recognizing the quality of our working environment at an international level.



Great  
Place  
To  
Work®

Certified

JUN 2023-JUN 2024

TÜRKİYE

TM

We succeeded in becoming a **"Great Place to Work Certified"** company in 2023 by deserving it for three consecutive years.

## Aegean's Best Employers Award for the Third Time

As Gediz Retail, we are happy to receive the 'Aegean's Best Employers Award' for the third time.

With our people-oriented perspective and services that meet the innovative requirements of the modern world, we fulfil our mission of providing energy to more than 3 million locations in 81 cities across Turkey. We have achieved this success thanks to the valuable contributions of all our colleagues. We would like to thank all our colleagues who are the energy behind our success. Every year, we add more energy to our strength and develop together.

Our company attaches great importance to transparent Human Resources policies that fulfil its responsibilities for the good of individuals, society, our country and the environment. Our people-oriented approach enables us to place "people" at the center of all our work and breakthroughs. With our investigative spirit and continuous development-oriented approach, we develop solutions that add value to life, allow our colleagues to express their different ideas and value their social needs.

Our employees are included in the performance management system in line with the targets set by Key Performance Indicators (KPI). This system directly affects company-wide promotion and bonus decisions. In addition, employees at all levels of the organization can contribute to the Idea Line system on topics such as business development, efficiency, low carbon economy and sustainability. Approved Idea Line initiatives encourage innovation and reward achievements by offering employees a 2% share of the projects.

Gediz Retail's HR practices support the participation of our employees and internal innovation by prioritizing ethics, transparency, respect for social values and environmental awareness. This approach increases the motivation of our employees and their loyalty to our company, while at the same time strengthening our vision of building a sustainable future.



# Talent Management

As Gediz Retail, our talent management strategy is based on an approach that supports the career paths of our employees and prioritizes their professional development. This strategy aims to increase the overall success of our company by maximizing the potential of individuals. We see our human resources as the most valuable asset of our organization and we design our talent management processes with this perspective.



## Career Development and Training

By encouraging career development and continuous learning, we enable our employees to develop themselves professionally and personally. We support individuals to achieve their career goals through professional development programmes, mentoring systems and trainings. We offer our employees opportunities to discover their strengths and improve their development areas.

## Performance Management

Our performance management processes provide an objective assessment of how our employees contribute to the goals and overall objectives of the company. This process includes setting individual goals, continuous feedback exchange and comprehensive performance evaluations. Performance management is also used as a tool to unlock the potential of our employees and guide them towards appropriate career paths.

## Talent Pool Management

By actively managing our talent pool, we utilize internal resources to fill open positions within the company. This approach encourages talent mobility within the organization by providing our employees with opportunities to move up and gain experience in different roles. Our talent pool plays a critical role in developing our company's future leaders and meeting strategic business needs.

## Leadership Development

Leadership development is at the center of our talent management strategy. We offer comprehensive leadership development programmes to develop future leaders. These programmes focus on developing leadership skills, enhancing strategic thinking capacity and learning effective team management techniques.



As Gediz Retail, we aim to ensure the continuous development and success of our employees and our organization with our talent management strategy. We adopt a strategic approach to support our employees in their professional journey, to ensure that they make the best use of their talents and to meet the future needs of our company.

We attach great importance to the personal and professional development of our employees and offer comprehensive training programmes in this direction. These trainings, which we carry out under the roof of Aydem Academy, aim to contribute to the development of our employees in a wide range from managerial skills to sales competencies, from personal development to professional skills.

#### **Tower Leadership School**

This programme aims to develop the leadership and management skills of participants at the manager level and offers training content focused on feedback mechanisms and increasing managerial capabilities. This school aims to help leaders in our organization develop more effective management strategies.

#### **Sales School**

Aiming to improve the skills of sales professionals at all levels, especially those who are new to sales, this programme consists of classes such as "First Step to Sales", "I Manage My Business" and "I Manage My Career". The programme includes strategic and practical training to enhance sales capabilities.

#### **MIM Senior Development School**

Aiming to improve the managerial skills of senior specialists working in Customer Relations Centers, this training project aims to increase the leadership and management competencies of participants.

#### **Holistic Development Project**

The project offers various trainings in the areas of personal development for senior specialists and specialist level employees working in our Company. This project aims to make our employees more successful and happier in both their professional and personal lives.

#### **Operations Directorate Learning and Development Project**

This programme, designed for employees working in the Operations Directorate, focuses on the development of analytical thinking and communication skills. With this programme, we aim to improve our employees' ability to effectively solve the challenges they face in business processes.

#### **Webinars**

1.5-hour talks with experts and well-known people in the field enable our employees to be informed about current issues and gain different perspectives.

#### **Vocational Training Videos**

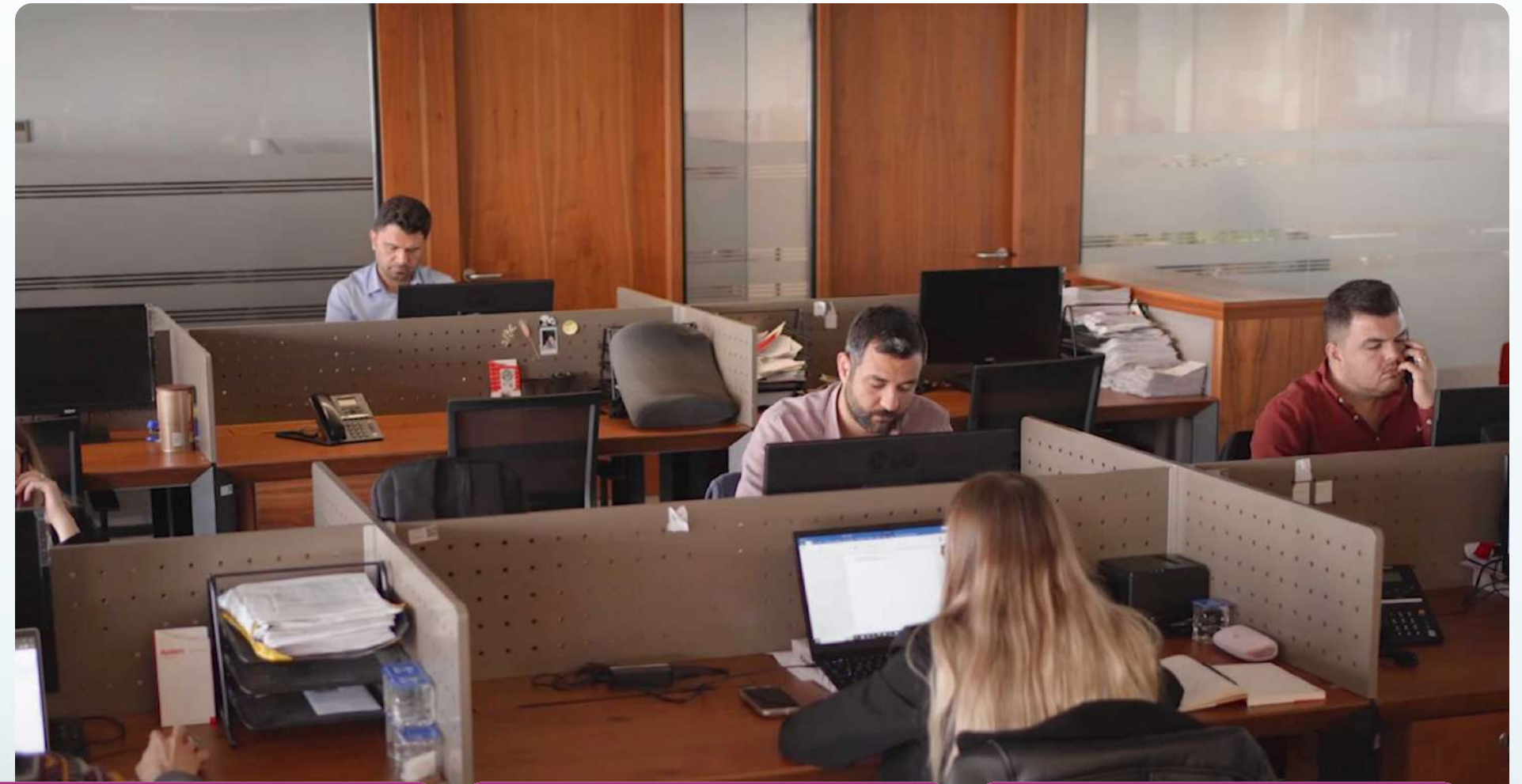
Training videos prepared especially for the systems used in our company ensure that our employees have the necessary skills and knowledge in the professional sense. These videos help our employees to carry out their work more efficiently and effectively.

# Inclusion and Diversity

At Gediz Retail, our approach to inclusion and diversity is one of the core values of our business and we prioritize these principles in all our business processes. We see diversity as the greatest strength of our organization and the main source of innovation. In this context, we aim to produce more comprehensive and effective solutions by integrating the unique experiences, skills and perspectives of each individual into our business processes. This approach contributes to the overall well-being of both our employees and broader community.



**Eşit  
hayat**



## Strengthening Diversity and Inclusion

We are guided by our belief that everyone is valuable, that differences are richness and that every individual should have equal opportunities. By bringing together individuals from different cultural, linguistic, gender, age, religious or racial backgrounds, we encourage them to work together and learn from each other. This diversity enables the development of innovative ideas and solutions. Creating an inclusive workplace culture allows every employee to feel valued and realize their full potential.

## Taking a clear stance against discrimination

We take a clear stance against discrimination and organise our policies and practices, business processes and the leadership of our board of directors in line with these principles. We are firmly committed to providing a fair and inclusive working environment for all our employees. We raise awareness against discrimination through regular training and awareness programmes and believe that diversity strengthens us.

## Ensuring Equal Opportunity

We offer equal opportunities to all our employees in all areas from recruitment to promotion, from performance evaluation to leave and remuneration policies. By implementing policies that support diversity and inclusion, we recognize the diversity and differences of our employees in every decision-making process. This not only creates a fair and equal work environment, but also ensures that every employee feels valued and recognized.

## Training and Development Opportunities

We create fair training and support processes to ensure the equality of our employees and contribute to their development. We also support the right to freedom of expression and provide an environment where everyone can freely share their ideas.

## Respect for Human Rights

Our respect for human rights is a fundamental principle in every unit of our business and in all our business processes. Guided by the United Nations Universal Declaration of Human Rights, we are committed to respecting and protecting human rights in all our investments and operations. This commitment is included in our decision-making processes at every stage of our business processes.

# United Nations Global Compact (UNGC)

As Gediz Retail, by joining the United Nations Global Compact (UNGC), we have confirmed our deep commitment to sustainability and ethical business practices on an international platform. This important step reflects our commitment to fulfil our responsibilities towards individuals, society, the country and the environment.

We adopt a transparent and accountable business approach in accordance with business ethics, procedures and rules. We strictly adhere to the principles of sustainability in our business that we carry into the future. We stand against unethical practices and do not hesitate to take the necessary steps.

We fully comply with the 10 core principles set out by the United Nations Global Compact on human rights, labor standards in the business world, environmental protection and anti-corruption. We take concrete steps by observing these principles in our business processes and reporting our commitments in these areas every year.

We aim to make a difference in our sector with our people-oriented approach and sustainable goals. As Gediz Retail, we will continue to fulfil our responsibilities to both society and the environment by maintaining our commitment to sustainability and ethical values.

Thanks to the United Nations Global Compact, of which we are a participant, we integrate globally recognized sustainability and ethical standards into every aspect of our business, and we aim to reinforce our leadership in our sector and increase our social contribution with the steps we will take on this path. In this context, under the guidance of UNGC, we will continue our efforts for a sustainable future with determination.



## 10 PRINCIPLES OF THE GLOBAL COMPACT

### Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

Human Rights

### Principle 2

make sure that they are not complicit in human rights abuses.

Human Rights

### Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Labor

### Principle 4

the elimination of all forms of forced and compulsory labor;

Labor

### Principle 5

the effective abolition of child labor; and

Labor

### Principle 6

the elimination of discrimination in respect of employment and occupation.

Labor

### Principle 7

Businesses should support a precautionary approach to environmental challenges;

Environment

### Principle 8

undertake initiatives to promote greater environmental responsibility; and

Environment

### Principle 9

encourage the development and diffusion of environmentally friendly technologies.

Environment

### Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

Anti-Corruption

# Equal Life in Gediz Retail

As Gediz Retail, we are committed to providing equal opportunities to our employees throughout their lives, creating a healthy and respectful working environment, increasing the number of female employees in the energy sector and supporting the empowerment of women. To this end, we have implemented the "Equal Life Project", an important initiative to support equality, diversity and inclusion.

We position the "Equal Life Project" as an important initiative not only for our employees but also for the society in general. This project aims to eliminate gender-based barriers in the business and social life of women and men, to prevent gender inequality and to create a permanent and sustainable culture of equality. To this end, we create different projects through various methods such as raising awareness, organizing training programmes and policy changes.

## We took our place in the "Turkey's Best Employers 2023" List!

As Gediz Retail, we are very happy and proud to be listed in the "Turkey's Best Employers 2023" program as one of "Turkey's Best Employers" in once again affirming our success with our sustainable values, innovative work policies, and strong corporate culture!

We extend our sincere thanks to all valuable colleagues of the Gediz Retail Family who have contributed to this significant achievement for three consecutive years. This success, achieved through the evaluations of both our colleagues and independent organizations, is the result of our collective effort and collaboration. It underscores how strong our teamwork is at our workplace and how crucial employee satisfaction is to us. We are grateful to everyone who has contributed to this success and take pride in achieving further successes with this strong team spirit.

## We've Once Again Earned the 'Great Place to Work' Certification!

We are delighted to receive the first place award in the 'Best Employers in Aegean Region' category for the third time in the 'Turkey's Best Employers Special, Sector, and Regional Awards.' At Gediz Retail, we once again validate our success with innovative work policies and a strong corporate culture, based on evaluations from our valued colleagues, earning us the 'Great Place to Work' certification.

With our people-oriented perspective and services that meet the innovative requirements of the modern world, we fulfil our mission of providing energy to more than 2 million points in 81 provinces across Turkey. We have achieved this success thanks to the valuable contributions of all our colleagues. We would like to thank all our colleagues who are the energy behind our success. Every year, we add more energy to our strength and develop together.



## We are on the Legal 500 GC Powerlist Turkey 2023!

Gediz Retail has made it to the Legal 500 GC Powerlist Turkey 2023, which includes Turkey's most influential and successful legal executives in the rating made by the UK-based Legal 500, one of the world's leading legal rating organizations. For the GC Powerlist - The Legal 500, the competencies and achievements of legal executives in approximately 150 countries were analyzed. Senior Legal and Compliance Counsel Pinar AKSAKAL AYDIN received the award.



Kıdemli Hukuk ve Uyum Müşaviri  
Pinar Aksakal Aydın



## Occupational Health and Safety

As Gediz Retail, as a supply company that provides energy to more than 3 million people in Izmir and Manisa, the health and safety of our employees is our top priority while providing our services. In this context, we maintain our comprehensive occupational health and safety (OHS) commitments to ensure a safe work environment and to be prepared for possible disasters or emergencies.

**In line with our Occupational Health and Safety Policy, we continuously improve our business processes and ensure that health and safety standards are implemented in all our activities.**

Our Health and Safety unit conducts field visits to directly communicate with our employees and business partners, inspecting safety standards. We meticulously adhere to all requirements of the ISO 45001:2018 Occupational Health and Safety Management System Certification, as well as the provisions of the Law No. 6331 on Occupational Health and Safety, Law No. 4857 on Labor, and all related regulations.

Our risk assessment team, composed of the employer representative, occupational safety specialist, workplace physician, employee representatives, and support staff, is responsible for identifying potential hazards and risks in our workplace. This team uses a five-step approach to conduct risk assessments and ensures continuous improvement through the identification of evolving hazards and the effectiveness of implemented measures.

Our employees can report hazardous situations through employee representatives or through the action module in our QDMS management system. This proactive approach allows us to continuously improve our risk assessments and OHS performance.

We receive support from external sources for occupational health and safety services, appointing part-time occupational safety specialists, workplace physicians, and full-time nurses. Regular health examinations are conducted for our employees, and mobile health screening vehicles are deployed for health screenings of our employees at customer relations centers."

We review our OHS performance by keeping accident and near-miss records, and report occupational accidents and incidents to the SSI. Employees who return to work after an accident are given OHS training again, thus we get one step closer to our goal of minimizing occupational accidents and losses.

As Gediz Retail, we are committed to creating a sustainable business environment for the health and safety of our employees and to provide a safe working environment for all our employees. In this process, we assess the risks of employees for situations requiring special policies, take the necessary measures and encourage employee participation. We would like to emphasize that we prioritize protecting the safety and health of our employees while fulfilling our obligations in the field of occupational health and safety for our OHS management system and policies.

You can access our Occupational Health and Safety Policy by [clicking here](#).

## OUR TIES WITH SOCIETY

"As Gediz Retail, we will continue to work on and implement projects that will integrate the technologies of the future into our corporate culture."



# We are Responsible for the Future!

As Gediz Retail Family, we are aware of our responsibilities towards our customers and stakeholders as well as our environment and our country. Therefore, with our understanding of social responsibility, we implement a series of projects for children, women, youth and non-governmental organizations. Our aim is to maintain and develop our social responsibility projects for a better and livable world.

When carrying out our social responsibility projects, we consider social, economic, and environmental impacts. With our sense of responsibility to our customers, employees, public institutions, non-governmental organizations, universities, and the media, we are proud to transform our energy into good and provide sustainable social benefits.

As Gediz Retail, we shape our activities with the awareness of the size of our sphere of influence and our responsibility to the society. The transparency and inclusiveness-oriented work we have established with the regions where we operate forms the basis of our corporate communication strategy. Accordingly, we focus on managing the process in a more holistic manner by creating our short, medium and long term social contribution plans.



### Our short-term goal is

To establish a corporate governance system in order to achieve the determined goals and targets more effectively. At the same time, we aim to further strengthen internal communication to increase internal stakeholder satisfaction. In this way, we aim to strengthen external stakeholder satisfaction by ensuring internal stakeholder satisfaction.



### Our medium-term goal is,

To create projects and programmes that will contribute to social development based on solid foundations. In line with our sustainability vision, we strive for a better future through work and collaborations that will contribute to society and the environment. In this direction, we aim to support social development by developing collaborations that will contribute to social development, change and sensitivity and by raising awareness.



### Our long-term goals,

To create more inclusive and socially beneficial social responsibility programs. In this context, our primary objectives are to contribute to social development and strengthen corporate reputation by identifying project areas and expanding their impact.



## Our Projects

# YGA Science Mobilization: The Future is Yours with Your Energy

Gediz Retail continues to implement social responsibility projects for a sustainable world and saving awareness. In 2022, Gediz Retail continues to maintain its social sensitivity and shape the future with the corporate social responsibility project "The Future is Yours with Your Energy", which was implemented in cooperation with Gediz Retail and YGA (Young Guru Academy) and continues throughout 2023.

The aim of the project is to raise awareness on energy saving and sustainability among disadvantaged secondary school students. In 2022, Gediz Retail organized science sessions in disadvantaged schools in the provinces (Izmir, Manisa) in its operating region. It was implemented in order to raise sustainability awareness among students studying in disadvantaged schools who are interested in science and technology but lack equipment and role models.

In the first year of the project, 5th and 6th grade middle school students both designed autonomous vehicles with Twin Science Kits and experienced energy saving by getting acquainted with virtual reality-VR glasses. Volunteers organized interactive science sessions on "How is energy produced?", "How does it come to our home?", "What is energy efficiency?", "What are the energy saving methods? / How to do it?". Developed in 2023, the project expanded beyond the company's operating regions, visiting provinces such as Diyarbakir, Samsun, Ankara and Bursa, and renewed its concept as "Sustainable Smart Cities". At the same time, the target audience was renewed as 7th and 8th grade middle school students.

In the 2023 science sessions, topics such as renewable energy sources and their sustainable use, environmental pollution, recycling, and smart city planning were covered. Children first used science kits and then experienced specially designed content through virtual reality (VR) glasses to design their own sustainable smart cities in 10 steps through smart choices.

**With the project, it was aimed to bring children studying in disadvantaged schools together with technology and to raise awareness of sustainability at an early age. During the project, one-to-one science sessions were organized with 280 children, while nearly 20,000 children were provided with Twin science kits. An awareness rate of nearly ninety per cent was achieved in one-to-one science sessions. In the project implementation, interaction rather than theoretical education was prioritized and students' own discovery was encouraged.**

The goal was defined as enabling and paving the way rather than merely teaching.



To introduce children to the constructive, fun, educational, and creative aspects of technology and science by leveraging their potential

By raising awareness among middle school students, who are the adults of the future, the project aims to enable their families and close circles to gain consciousness and awareness of sustainability as well.

To introduce children studying in disadvantaged schools to the possibilities of technology



To raise awareness on energy saving, sustainability, renewable energy sources, sustainable use of resources, smart cities, environmental cleaning and recycling through Science Kits and Virtual Reality (VR) glasses.

Raising awareness of sustainability at an early age.

To provide them with useful information for the real world when evaluating the consequences of the choices they make in their daily lives.

# Hackathon Innovative Ideas Camp: Sustain the City's Energy

In collaboration with Yaşar University, Gediz Retail organized the Innovative Ideas Camp under the slogan "Sustain the City's Energy!" The project focused on "City-scale Sustainable Energy Efficiency (Transportation-Heating-Cooling)," providing an opportunity for high school and university students, as well as young entrepreneurs, to showcase sustainable and innovative ideas. Mentors, consisting of academics, guided participants during the hackathon designed to open doors for young people and students. At the end of the day, all projects were evaluated, and a cash prize of 45,000 TL was awarded to the winners of each category.



High School Category

**42 Applications****19 Projects**

University Category

**31 Projects****10 Acceptance of Participation**

Start-Up Category

**9 Applications****9 Project Acceptance**

A total of

**38 Groups****competed in 112 Hackathons.**

In the high school category, the "DATAS" team won first place with their project "Smart Hot Water Saver (ASST)." The project aimed to prevent the wastage of cold water with a system designed to contribute to the city's water and energy conservation efforts.



Competing in the Entrepreneur / University Category, the "Alsancak GM-Arge Alfa" team won the first place with its "ULAK" forest fire early detection device project. The developed autonomous vehicle collects data with sensors that monitor humidity, temperature, wind and carbon dioxide gas in difficult terrain conditions. This data is analyzed by artificial intelligence. As a result of the analysis, the vehicle tries to extinguish the fire by using ultrasonic sound waves for fire intervention. In case of failure, location and status information is transmitted to the teams.



The "Some Carbon" team, which competed in the Incorporated Start-up Category, won the first place with its project to turn industrial carbon dioxide back into energy.

**We will continue our projects supporting young talents in order to build our future on more solid foundations and leave a more livable world to new generations.**





## Support to Lösev

LÖSEV, short for Lösemili Çocuklar Sağlık ve Eğitim Vakfı (Foundation for Children with Leukemia Health and Education), was established in Ankara in 1998 by Pediatric Hematologist and Oncologist Dr. Üstün Ezer. The foundation provides support to children and adults with leukemia and cancer, fulfilling many of their needs. At Gediz Retail, we set up LSV shop stands at the entrances of our headquarters, where handmade products by mothers of leukemia children are sold. Each product sold contributes to supporting the treatment of leukemia children. Additionally, through a piggy bank protocol established with LÖSEV, donation piggy banks were placed at our Customer Relations Centers (CRCs) to continue our support.

## Support for Bodrum Health Foundation

The Bodrum Health Foundation, established in 1996 through a social initiative by a group of philanthropic business people, initially provided physical therapy services to individuals with special needs in a dedicated section of the Bodrum State Hospital. Over time, it expanded its services to include special education and rehabilitation programs. The foundation aims to benefit and support individuals with special needs through vocational and art workshops, including mosaic and textile workshops, alongside its special education and physiotherapy efforts.

A significant portion of the energy usage costs for the relevant department are covered by our organization. Additionally, donation boxes placed at Customer Relations points generate additional income for the institution.



## Ephesus Ultra Marathon

### Our Energy is for Good!

As Gediz Retail Family, understanding that the wounds from the earthquake disaster our country experienced can only be healed through continuous solidarity and long-term support, participated in a meaningful act of kindness. On March 18-19, we joined the Climbolic Efes Ultra Marathon in Selçuk Efes as a co-sponsor with 77 runners, with all proceeds going towards the needs of citizens affected by the earthquake.

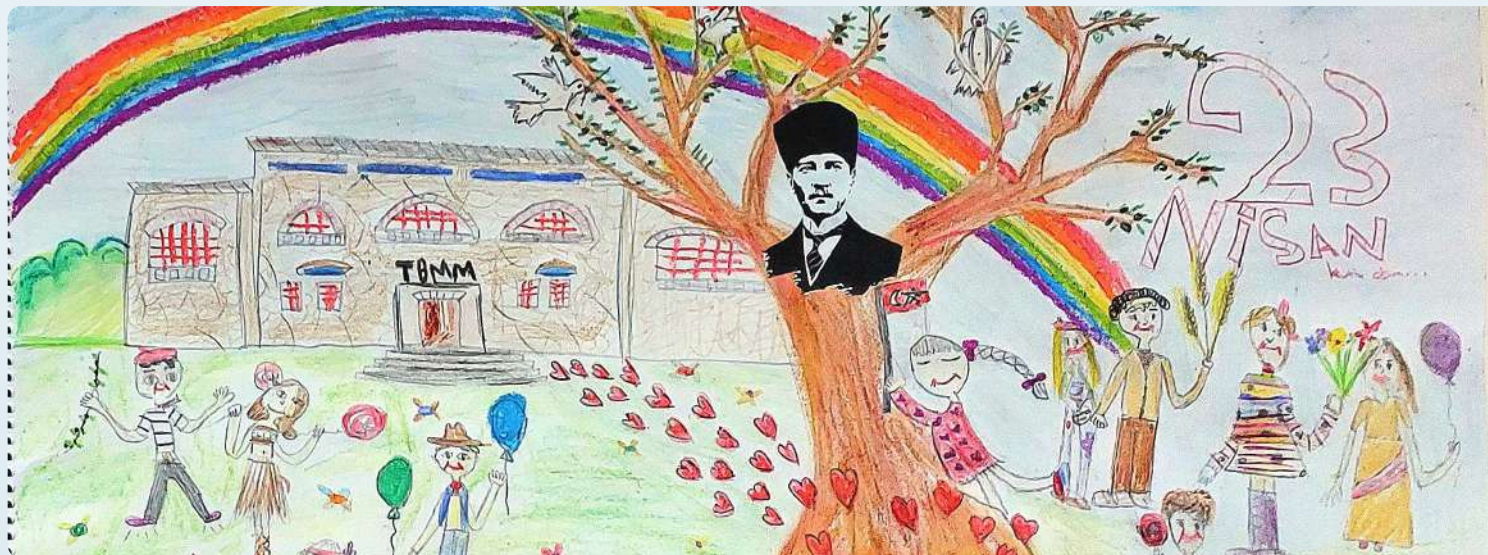
In the marathon held with the slogan "Discover World Heritage by Running", runners spent their energy for good. Gediz Retail employees competed in the 6K and 12K courses and achieved high grades at the end of the run.



### Emotional Intelligence Management and Communication Skills Development Workshops

In line with Gediz Retail's Corporate Communication Department's joint goal of enhancing the customer experience in 2023, Emotional Intelligence Management and Communication Skills Development Workshops were organized to improve the communication skills of Customer Relations Center (CRC) employees, who are direct ambassadors of the corporate culture, and to strengthen emotional intelligence management.

In the sessions organized with the participation of famous writer and director M. Caner ALPER, corporate communication expert and director Mehmet BINAY and professional actress Oya ÜNAL, presentations were made on the importance of emotional intelligence in customer communication and various techniques to improve emotional intelligence were shared. In addition, psychodrama re-enactments were performed by working on different scenarios. Thanks to these re-enactments, employees had the opportunity to interactively experience their ability to look at themselves and customers from the outside and empathize with them. Thanks to the breathing exercises guided by actress Oya Ünal, the tricks of staying calm were also mentioned.



### April 23 National Sovereignty and Children's Day Painting Competition

To celebrate April 23rd National Sovereignty and Children's Day, we organized a special event. Within the scope of this event, an award-winning painting competition was held for the participation of the children of employees, reflecting Mustafa Kemal Atatürk, democracy and the 103rd anniversary of the Grand National Assembly of Turkey.

As a result of the competition, Nisan Kurban with the pseudonym "Hayalperest" won the first prize, Melisa Karahan with the pseudonym "Vanessa" won the second prize and Nurcan Çoban with the pseudonym "Alya20" won the third prize. At the award ceremony, Gediz Retail General Manager presented gifts to the winning children.

As Gediz Retail, we will continue to support our children to take strong steps into the future and encourage their creativity.



## Support for the Soma Zafer Sport Women Football Team

Our energy for the "Soma Zafer Sports Women's Football Team"!

We are delighted to share in the success story of the Soma Zafer Sport Women's Football Team, which has hosted athletes from many provinces of Turkey at their multi-purpose campus in Manisa Soma and has taken the lead in the TTF Women's First League by winning its first two matches.

The Soma Zafer Sport Women's Football Team has been providing psycho-social support to girls in the region by encouraging them to engage in sports since the mining disaster in Soma, Manisa, in 2014.

As the Gediz Retail family, we continue our promise to touch the lives of women with our energy of goodness under the light of our "Equal Life" initiative.



## October 3rd Customer Experience Day

**We Celebrated October 3rd, World Customer Experience Day, with Awards!**

As Gediz Retail, we continue to increase our service quality day by day with our projects we have implemented by focusing on customer experience and our "Service and Communication Policies" built on solid foundations.

On Customer Experience Day, an award ceremony was held under the leadership of Gediz Retail Business Excellence Directorate and Customer Experience Management. At the ceremony, the General Manager of Gediz Retail presented awards to the Customer Relations Centers that made a difference with their energy and Customer Representatives who stood out with their success, taking into account the number of transactions and satisfaction survey scores.

Organized for the first time this year, the 'Customer Experience Day' award ceremony will continue next year with new surprises.



## Earthquake Aid

After the disaster caused by the earthquakes centered in Kahramanmaraş, which affected many of our provinces, intensive efforts have been made to heal the wounds of the great destruction since day one. The employees of the Gediz Retail Family have shown great solidarity by providing rapid and effective solutions on a completely voluntary basis to meet the needs of earthquake-affected citizens waiting for assistance in the region.

Gediz Retail employees in Izmir packed the collected aid items into boxes and loaded it onto aid trucks. All essential needs such as clothes, blankets, baby food, diapers, baby bottles, pacifiers, hygiene materials, pet food and water were quickly delivered to the earthquake zone. Volunteer employees took part in the entire process from the safe delivery of the aid trucks to the region to their distribution.

## So Our Children Can Smile

Gediz Retail Family joined hands to heal the wounds of earthquake-affected children. Following the aid solidarity initiated to meet the basic needs of disaster victims, this time we are collecting toys, books, drawing books and crayons to bring smiles to the children's faces. During the collection, sorting and parceling processes, all volunteers worked with excitement, knowing that they would touch tiny hearts. While deciding on the types of toys to be sent, the opinion of a pedagogue was taken. All the collected toys were gift wrapped and it was aimed to help children get away from the psychology they were in, albeit to some extent.

After the earthquake, plaques were presented to our volunteers who accompanied the aid trucks that were set out to heal the wounds of our earthquake victims and meet their needs, delivered them safely to the region, listened to the people of the region, endured their pain and labored for this cause, for their support and courage in the spirit of solidarity.

# APPENDICES

Performance  
indicators and indices

## Economic Performance Indicators

<b>Economic Value Created</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Economic Value (Revenues) (TL)	27,654,456,017	49,927,994,674	41,772,604,325
<b>Economic Value Distributed</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Activity costs (including procurement. excluding fees) (TL)	525,666,534	1,073,022,302	811,987,289
Salaries and benefits paid to employees (TL)	2,722,958	6,847,182	8,913,856
Taxes and similar payments to the government (TL)	16,418,440	61,755,890	59,377,743
<b>Total Sales Revenue (TL)</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Domestic(TL)	27,654,456,017	49,927,994,674	41,772,604,325
<b>Financial Indicators</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Net Sales (TL)	27,654,456,017	49,927,994,674	41,772,604,325
Net profit (TL)	206,493,634	1,808,549,185	2,818,497,087
Total current assets (TL)	6,260,953.881	8,567,771,133	(5,699,223,829)
Total assets (TL)	11,488,437,166	13,850,623,612	7,977,139,661
Total shareholders' equity (TL)	(3,66,724,420)	(1,859,330,391)	7,263,376,594

## Environmental Performance Indicators

<b>Greenhouse Gas Emissions</b>	<b>Unit</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Direct CO2 Emissions (Scope 1)	tCO <sub>2</sub> e	703.16	404.97	390.97
Indirect CO2 Emissions (Scope 2)	tCO <sub>2</sub> e	746.14	523.22	359.08
Indirect CO2 Emissions (Scope 3)	tCO <sub>2</sub> e	6,608.62	4,678,124.63	4,663,505.97
<b>Water Footprint</b>	<b>Unit</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Blue Water Footprint	m <sup>3</sup> /year	3,095.70	5,042.67	4,146.34
Green Water Footprint	m <sup>3</sup> /year	13,825.27	2,760.71	2,903.85
Grey Water Footprint	m <sup>3</sup> /year	1,179.30	4,538.41	3,731.71

# Social Performance Indicators

LABOR FORCE				
By Employment Type	Unit	2021	2022	2023
White Collar - Female	Person	362	257	307
White Collar - Male	Person	137	101	141
Blue Collar - Female	Person	0	0	0
Blue Collar - Male	Person	1	2	3
<b>TOTAL</b>		<b>500</b>	<b>360</b>	<b>451</b>
By Contract Type	Unit	2021	2022	2023
Indefinite Term - Female	Person	362	103	144
Indefinite Term - Male	Person	138	257	307
Fixed Term - Female	Person	0	0	0
Fixed Term - Male	Person	0	0	0
<b>TOTAL</b>		<b>500</b>	<b>360</b>	<b>451</b>
By Gender	Unit	2021	2022	2023
Male	Person	138	103	144
	Ratio	28.40%	28.61%	31.93%
Female	Person	362	257	307
	Ratio	72.40%	71.39%	68.07%
<b>TOTAL</b>		<b>500</b>	<b>360</b>	<b>451</b>

By Age	Unit	2021	2022	2023
18 - 30 years old	Female	89	64	88
	Ratio	83.96%	84.21%	64.71%
	Male	17	12	48
	Ratio	16.40%	15.79%	35.29%
31 - 40 years old	Female	210	159	182
	Ratio	70.71%	70.98%	72.51%
	Male	87	65	69
	Ratio	29.29%	29.02%	27.49%
Between 41 - 50 years old	Female	56	32	34
	Ratio	65.88%	59.26%	59.65%
	Male	29	22	23
	Ratio	34.12%	40.74%	40.35%
Between 51 - 60 years old	Female	6	2	3
	Ratio	54.55%	33.33%	50%
	Male	5	4	3
	Ratio	45.45%	66.67%	50%
Over 60 years old	Female	1	0	0
	Ratio	100%	0%	0%
	Male	0	0	1
	Ratio	0	0%	100%

# Social Performance Indicators

LABOR FORCE				
Other Groups	Unit	2021	2022	2023
Disabled	Female	6	5	7
	Ratio	54.55%	62.50%	70%
	Male	5	3	3
	Ratio	45.45%	37.50%	30%
By Management Category				
Senior Management	Unit	2021	2022	2023
Senior Management	Female	0	0	2
	Ratio	0%	0%	33.33%
	Male	3	2	4
	Ratio	100%	100%	66.67%
Medium Level	Female	9	8	12
	Ratio	52.94%	53.33%	52.17%
	Male	8	7	11
	Ratio	%47.06	%46.67	%47.83
Other	Female	14	13	15
	Ratio	45.16%	50%	45.45%
	Male	17	13	18
	Ratio	54.87%	50%	54.55%

All Trainings (By Type)	Unit	2021	2022	2023
Professional Development	Hours	480:00:00	1674:00:00	214:00:00
Personal Development	Hours	739:30:00	5491:05:00	211:00:00
Other (Leadership)	Hours	1219:30:00	4698:00:00	263:30:00
Total Training Hours	Hours	2439:00:00	11863:05:00	688:30:00

Employee Engagement and Satisfaction Score	Unit	2021	2022	2023
	Ratio	71%	82%	77%

Success rate of orientation and retention programme for newly recruited employees (0-2 years)	Unit	2021	2022	2023
	Ratio	70%	79%	78%

Employment and Turnover	Unit	2021	2022	2023
New Hires - Total	Person	72	70	55
White Collar	Person	72	70	52
Blue Collar	Person	0	0	3
Resigned - Total	Person	72	145	80
White Collar	Person	61	145	78
Blue Collar	Person	11	0	2
By Gender	Unit	2021	2022	2023
Male - Recruited	Person	23	31	28
	Ratio	31.94%	44.29%	48.28%
Male - Resigned	Person	24	40	30
	Ratio	33.3%	27.59%	51.72%
Female - Recruited	Person	49	39	27
	Ratio	68.06%	55.71%	35.06%
Female - Resigned	Person	48	105	50
	Ratio	66.67%	72.41%	64.94%
By Age	Unit	2021	2022	2023
18 - 30 years old - Recruited	Person	54	46	38
	Ratio	75%	65.71%	64.41%
18 - 30 years old - Resigned	Person	32	64	21
	Ratio	44.44%	27.59%	35.59%
31 - 40 years old - Recruited	Person	17	19	17
	Ratio	23.61%	27.14%	30.36%
31 - 40 years old - Resigned	Person	23	117	39
	Ratio	31.94%	46.21%	69.64%
41 - 50 years old - Recruited	Person	1	2	0
	Ratio	1.39%	2.86%	0%
41 - 50 years old - Resigned	Person	15	38	18
	Ratio	20.83%	4.83%	100%
51 - 60 years old - Recruited	Person	0	3	0
	Ratio	0%	4.29%	0%
51 - 60 years old - Resigned	Person	2	7	2
	Ratio	2.78%	4.83%	100%
Over 60 years old- Recruited	Person	0	0	0
	Ratio	0%	0%	0%
Over 60 years old - Resigned	Person	0	1	0
	Ratio	0	0.69%	100%

# Limited Assurance 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 Gediz Elektrik Perakende Satış A.Ş. 2023 Sustainability Report prepared by Gediz Elektrik Perakende Satış A.Ş. for the year ended 31 December 2023 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

Water Footprint (m<sup>3</sup> /year)

Direct CO<sub>2</sub> Emissions (Scope 1) (tonnes CO<sub>2</sub> e)

Indirect CO<sub>2</sub> Emissions (Scope 2)) (tonnes CO<sub>2</sub> e)

Indirect CO<sub>2</sub> Emissions (Scope 3) (tonnes CO<sub>2</sub> e)

### Social Indicators

Number of female and male employees by type of employment

Number of female and male employees by type of contract

Number of employees by gender and age

Number of employees by management category

Employee engagement and satisfaction score (%)

Success rate of orientation and promotion (%)

Number of employees who quit their jobs by gender and age

Total training hours by training subjects (hours)

### Verification Activities

The accuracy and responsibility for the information contained in the Sustainability Report lies with Gediz 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 the appropriateness of measurement methods, review of reporting policies and reconciliation of underlying records.

The limited assurance procedures we carry out are as follows:

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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 2023 Sustainability Report until 31 December 2023 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 2023 Sustainability Report for the year ending 31 December 2023 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 Gediz 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

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# GRI Content Index

For the Content Index – Essentials With Reference option Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting with reference to the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the English version of the report.

Statement of Use	Gediz Retail has reported the information cited in this GRI content index for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards.
GRI 1 Used	GRI 1: Foundation 2021



GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	About Gediz Retail, p.5
	2-2 Entities included in the organization's sustainability reporting	About the Report, p.2
	2-3 Reporting period, frequency and contact point	About the Report, p.2
	2-4 Restatements of information	About the Report, p.2
	2-5 External assurance	Limited Assurance Statement, p.61
	2-6 Activities, value chain and other business relationships	About Gediz Retail, p.5
	2-7 Employees	Gediz Retail HR Applications, p.41,42
	2-8 Workers who are not employees	Confidentiality constraints
	2-9 Governance structure and composition	Corporate Sustainability Governance Structure, p.15, Governance, p.20
	2-10 Nomination and selection of the highest governance body	Confidentiality constraints
	2-11 Chair of the highest governance body	Corporate Sustainability Governance Structure, p.15
	2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Sustainability Governance Structure, p.15, Governance, p.20
	2-13 Delegation of responsibility for managing impacts	Board Competence and Oversight, p.21
	2-14 Role of the highest governance body in sustainability reporting	Corporate Sustainability Governance Structure, p.15, Governance, p.20



# GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-15 Conflicts of interest	Confidentiality constraints
	2-16 Communication of critical concerns	Corporate Sustainability Governance Structure, p.15, Materiality Analysis and Our Contribution to Sustainable Development Goals, p.17,18
	2-17 Collective knowledge of the highest governance body	Board of Directors and Executive Committee, p.8
	2-18 Evaluation of the performance of the highest governance body	Confidentiality constraints
	2-19 Remuneration policies	Inclusion and Diversity, p.45
	2-20 Process to determine remuneration	Confidentiality constraints
	2-21 Annual total compensation ratio	Confidentiality constraints
	2-22 Statement on sustainable development strategy	Our Sustainability Approach, p.10, Materiality Analysis and Contributions to Sustainable Development Goals, p.17,18
	2-23 Policy commitments	Our Policies, p.11,12
	2-24 Embedding policy commitments	Our Governance Approach, p.10
	2-25 Processes to remediate negative impacts	Management Commitment, p.13
	2-26 Mechanisms for seeking advice and raising concerns	Our Governance Approach, p.10
	2-27 Compliance with laws and regulations	Our Approach to Sustainability, p.10, Strategy, p.23
2-28 Membership associations	Confidentiality constraints	



# GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	Stakeholder Management, p.16, Stakeholder Engagement, p.22
	2-30 Collective bargaining agreements	Confidentiality constraints
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.17,18
	3-2 List of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.17,18
<b>Occupational Health and Safety</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.17,18
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety, p.48
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety, p.48
	403-3 Occupational health services	Occupational Health and Safety, p.48
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety, p.48
	403-5 Worker training on occupational health and safety	Occupational Health and Safety, p.48
	403-6 Promotion of worker health	Occupational Health and Safety, p.48
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety, p.48



# GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 403: Occupational Health and Safety 2018	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety, p.48
<b>Business Ethics</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.17,18
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	United Nations Global Compact (UNGC), p.46
	205-2 Communication and training about anti-corruption policies and procedures	United Nations Global Compact (UNGC), p.46
<b>Combating Climate Change and Adaptation</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.17,18
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Renewable Energy, p.34
	302-4 Reduction of energy consumption	Renewable Energy, p.34
	302-5 Reductions in energy requirements of products and services	Renewable Energy, p.34
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Greenhouse Gas Emissions, p.33, Environmental Performance Indicators, p.58
	305-2 Energy indirect (Scope 2) GHG emissions	Greenhouse Gas Emissions, p.33, Environmental Performance Indicators, p.58
	305-3 Other indirect (Scope 3) GHG emissions	Greenhouse Gas Emissions, p.33, Environmental Performance Indicators, p.58
	305-5 Reduction of GHG emissions	Greenhouse Gas Emissions, p.33
<b>Social Responsibility Projects</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.17,18
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Projects, p. 51,52,53,54,55,56



# GRI Content Index

STANDARD	DISCLOSURE	LOCATION
<b>Sustainable Profitability</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.17,18
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic Performance Indicators, p.58
	201-2 Financial implications and other risks and opportunities due to climate change	Climate Risk Management, p.25,26,27
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Projects, P.51,52,53,54,55,56
	203-2 Significant indirect economic impacts	Economic Performance Indicators, p.58
<b>Inclusion, Diversity and Talent Management</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.17,18
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social Performance Indicators, p.60
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Inclusion and Diversity, p.45
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Social Performance Indicators, p.60
	404-2 Programs for upgrading employee skills and transition assistance programs	Talent Management, p.43,44
	404-3 Percentage of employees receiving regular performance and career development reviews	Aegean's Best Employers Award for the Third Time, p.42, Talent Management, p.43
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Inclusion and Diversity, p.45
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Inclusion and Diversity, p.45



# GRI Content Index

STANDARD	DISCLOSURE	LOCATION
Non-material Disclosures		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water Management, p.35
	303-2 Management of water discharge-related impacts	Water Management, p.35
	303-3 Water withdrawal	Water Management, p.35, Environmental Performance Indicators, p.58
	303-4 Water discharge	Water Management, p.35, Environmental Performance Indicators, p.58
	303-5 Water consumption	Water Management, p.35, Environmental Performance Indicators, p.58
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	United Nations Global Compact (UNGC), p.46
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	United Nations Global Compact (UNGC), p.46



# TCFD Index

TCFD Main Headings	Recommended Disclosures	Report Page
<b>Governance - Disclose the organization's governance around climate-related risks and opportunities.</b>	A. Describe the board's oversight of climate-related risks and opportunities.	20,21
	B. Describe management's role in assessing and managing climate-related risks and opportunities.	20,21,30
<b>Strategy - Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.</b>	A. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	26,27
	B. Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	26,27
	C. Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	8,15,23
<b>Risk Management - Disclose how the organization identifies, assesses, and manages climate-related risks.</b>	A. Describe the organization's processes for identifying and assessing climate-related risks.	25,28
	B. Describe the organization's processes for managing climate-related risks.	29
	C. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	28
<b>Metrics and Targets - Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.</b>	A. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	31,33,34
	B. Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	33
	C. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	31,33,34



**Sustainability Report - 2023**

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