



Contents



ABOUT THE REPORT	4
MESSAGE FROM THE GENERAL MANAGER	5
COMPANY PROFILE	6
About Gediz Retail	7
Operations Map	8
Vision, Mission, Values	9
Awards and Significant Improvements in 2024	10



CORPORATE GOVERNANCE	11
Board of Directors	14
Sustainability Committee	16
Stakeholder Engagement	17
Identifying Material Issues, Impacts, and the Double Materiality Approach	18
Double Materiality Matrix	19
Contributions to Sustainable Development Goals	20
Integrated Management Systems	23
Supply Chain Management	25



CORPORATE RISK MANAGEMENT	26
Sustainability and Climate-Related Risk Management	27
Risk Management Strategy	28
Risk and Opportunity Assessment Structure	29



STRATEGY	30
Scenario Analysis	32
Resilience	34
Response Strategies for Sustainability-Related Risks	35
Response Strategies for Climate-Related Risks	37
Sustainability and Climate-Related Opportunities	38



ENVIRONMENTAL PERFORMANCE	40
Climate Transition Plan	41
Emissions Management	41
Water Management	42
Waste Management	43



SOCIAL PERFORMANCE	44
Human Resources Practices	45
Occupational Health and Safety	49
Corporate Social Responsibility	50



DIGITALISATION	53
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ATTACHMENTS	55
TSRS 2 Sector-Based Metrics	56
Performance Tables	59
Limited Assurance Statement	67
TSRS Content Index	68
GRI Content Index	71



ABBREVIATIONS

CDP: Carbon Disclosure Project

CRC: Customer Relations Center

EBITDA: Earnings Before Interest, Taxes, Depreciation and Amortization

EMEA: Europe, Middle East and Africa

EPDK: Energy Market Regulatory Authority

ESG: Environmental, Social and Governance

GHG: Greenhouse Gas

GRI: Global Reporting Initiative

HSE: Health, Safety and Environment

HR: Human Resources

IEA: International Energy Agency

IPCC: Intergovernmental Panel on Climate Change

IT: Information Technologies

KGK: Public Oversight, Accounting and Auditing Standards Authority

KPIs: Key Performance Indicators

LACP: League of American Communications Professionals

NZE: Net Zero Emissions

OHS: Occupational Health and Safety

QDMS: Quality Document Management System

RPA: Robotic Process Automation

RSC: Retail Sales Contract

SAP: Systems, Applications and Products in Data Processing

SASB: Sustainability Accounting Standards Board

SDGs: Sustainable Development Goals

SSP: Shared Socioeconomic Pathways

TCFD: Task Force on Climate-related Financial Disclosures

TEIAS: Turkish Electricity Transmission Corporation

TSRS: Türkiye Sustainability Reporting Standards

UN: United Nations

UNGC: United Nations Global Compact

UN SDGs: United Nations Sustainable Development Goals

UN WEPs: United Nations Women's Empowerment Principles

WBCSD: World Business Council for Sustainable Development

WEF: World Economic Forum

WRI: World Resources Institute

YEK-G Certificate: Renewable Energy Guarantee of Origin Certificate

YGA: Young Guru Academy



About The Report

Gediz Electricity Retail Sales Inc. (Gediz Retail) 2024 Sustainability Report comprehensively assesses the company's sustainability performance for the year 2024, aiming to highlight its environmental, social and governance impacts with concrete data. It also aims to strengthen accountability and corporate responsibility by transparently presenting relevant financial analyses to stakeholders.

This report, created in line with the company's sustainable growth and value creation goals, focuses on the integrated business model and comprehensively analyses sustainability and climate change-related risks and opportunities from a financial perspective. This report has been prepared in accordance with the Türkiye Sustainability Standards (TSRS).

Publication Date and Frequency

This report is published annually as a reflection of Gediz Retail's commitment to transparently sharing its sustainability performance with its stakeholders.

Report Scope

The data and information presented in the report cover the period from 1 January 2024 to 31 December 2024, unless otherwise stated. Gediz Retail comprehensively presents its future strategies, shaped around sustainability and climate change, along with its performance indicators in the financial, environmental, social and governance areas. The

company's commitment to sustainability principles and transparency forms the basis of the report, providing stakeholders with a reliable and accountable flow of information. This report presents the company's performance in the area of sustainability, the results achieved and its long-term strategic goals in a holistic approach.

Reporting Principles and Standards

Gediz Retail's 2024 Sustainability Report has been meticulously prepared in accordance with the requirements of relevant standards and frameworks. These principles and standards are:

- **Türkiye Sustainability Reporting Standards – General Provisions on Disclosure of Financial Information (TSRS 1)**
- **Türkiye Sustainability Reporting Standards – Climate-Related Disclosures (TSRS 2),**
- **Global Reporting Initiative Standards (GRI),**
- **Task Force on Climate-Related Financial Disclosures (TCFD),**
- **United Nations Sustainable Development Goals (UN SDGs),**
- **United Nations Women's Empowerment Principles (UN WEPs),**
- **United Nations Global Compact (UNGC)**

About the Company

Trade Name

Gediz Electricity Retail Sales Limited Company

Trade Registry Number

İZMİR - 118242

Company Registration Date

03.06.2015

MERSIS Number

0390043239200016

Gediz Retail's 2024 Sustainability Report has been prepared in both Turkish and English. You can send your comments, suggestions and feedback regarding the report to bilgi.gedizperakende@aydemenerji.com.tr

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MESSAGE FROM THE GENERAL MANAGER

Dear Stakeholders,

At Gediz Retail, we continue to transform our business processes with the awareness of our responsibility to build a sustainable future, minimising environmental impacts and increasing efficiency through digitalisation.

Throughout 2024, we implemented projects aimed at using our resources more effectively, increasing workforce productivity, and maximising customer satisfaction.

As one of our digitalisation steps, we have significantly reduced paper consumption by transferring customer correspondence to electronic media. By communicating irregular usage detection letters and customer request/complaint responses to our customers via SMS and invoice notifications, we saved 70,000 sheets of paper per year and were able to redirect 40,000 hours of labour to more productive areas.

We have also optimised our Call Centre processes through digital transformation. By automating call analysis, which was previously done manually, using voice analysis technology, we have gained the ability to evaluate all calls. Thanks to this transformation, we are meeting customer demands faster, improving our service quality and planning our training processes more effectively.

Following the improvements we made to our Call Centre processes, we reduced the number of written applications by 60% while increasing customer satisfaction to 90%.

We have also strengthened our financial processes with digitisation and automation projects, accelerating our collection processes. By automating manual collection processes with Robotic Process Automation (RPA) technologies, we have optimised operational costs by reducing bank block periods.

All these projects are tangible indicators of the steps we have taken towards a sustainable future. We will continue our digitalisation, efficiency and customer satisfaction-focused efforts; we will continue to produce environmentally friendly solutions that make a difference in our sector.

I would like to thank all our colleagues and stakeholders who have accompanied us on this journey of transformation.

We will steadfastly continue our efforts to further enhance the trust we provide to our customers, employees, and business partners.

Mustafa İREN

General Manager
Deputy Chairman
of the Board



COMPANY PROFILE



About Gediz Retail

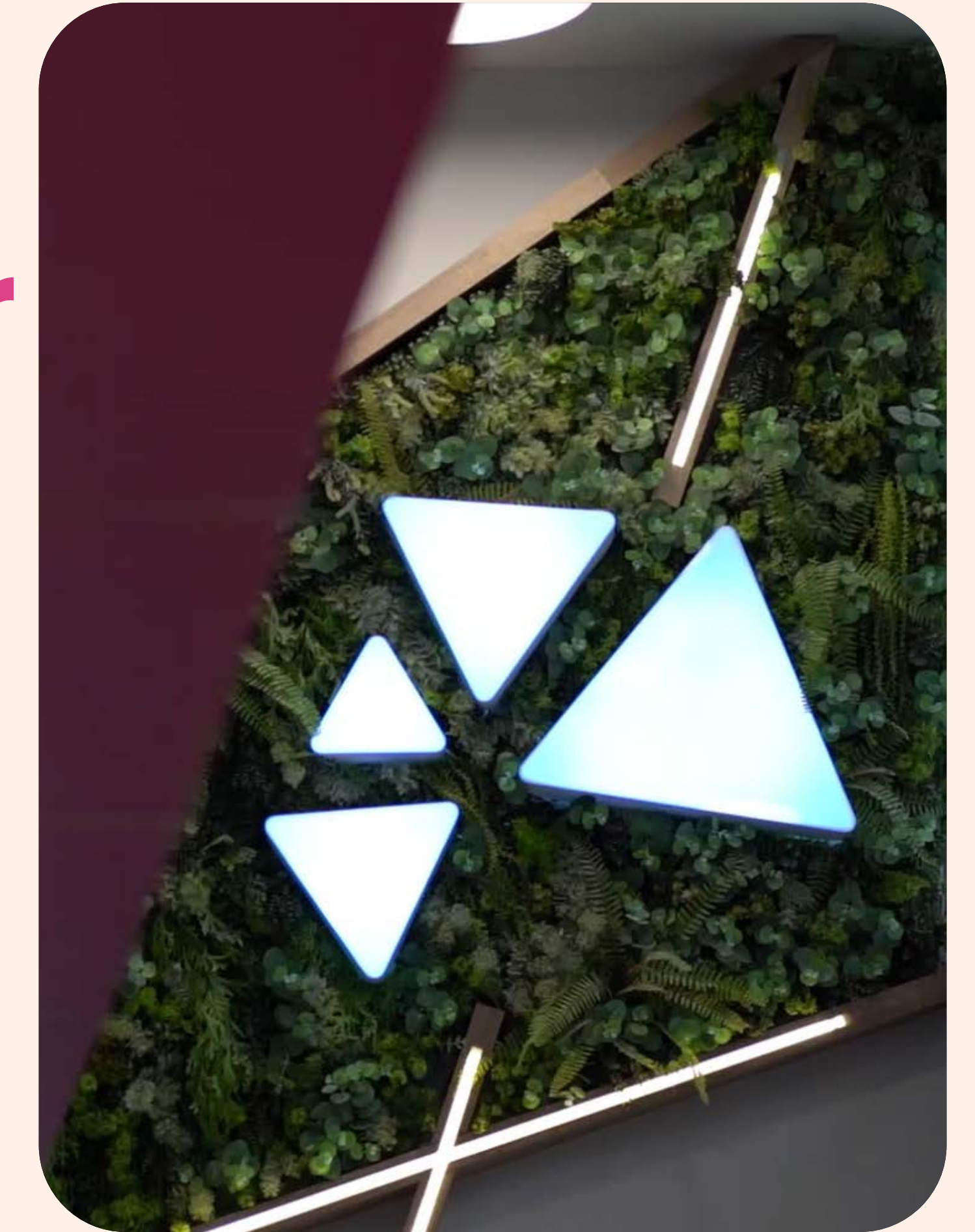
Gediz Retail, one of Türkiye's leading companies in the energy sector, began providing electricity supply services in Izmir and Manisa in 2013, drawing on 40 years of knowledge and expertise. Gediz Retail, which prioritises customer satisfaction, operates as a contracted electricity supplier in Izmir and Manisa. While providing services to non-free consumers under Retail Sales Agreements, it also supplies electricity to free consumers nationwide through Bilateral Agreements. It continues its operations with an extensive and robust service network, delivering energy to over three million locations across Türkiye's 81 provinces.

The company contributes to Türkiye's energy infrastructure and economy by developing innovative solutions that support sustainable growth in the energy sector. With its extensive service network, technology-focused services and customer-centric approach, it aims to deliver long-term value to its stakeholders. Continuously strengthening its corporate structure and integrating innovation into its business processes, the company has adopted a business model based on efficiency, sustainability and operational excellence in the energy sector.

Aiming to contribute to sustainable development by considering the social impact of its corporate decisions and activities, Gediz Retail operates in accordance with the fundamental principles of the United Nations Global Compact, which it signed in 2021, such as labour standards, environmental responsibility and anti-corruption. The company transparently demonstrates its adherence to these principles through its annual sustainability reports and continues to strengthen its leading position in the energy sector with its people-centred approach and long-term sustainability strategies.

Gediz Retail continues its activities in accordance with the time and quality standards defined within the framework of business ethics, embracing transparency and accountability as fundamental elements of its corporate culture. The company conducts its activities not only in line with financial profitability targets, but also with a view to the welfare of society and the environment. The company takes a firm stance against unethical and unfair practices, aims to contribute to a sustainable world vision, and acts with a sense of responsibility in all its business processes.

We deliver
energy to over
3 million locations
across Türkiye's **81**
provinces.





OPERATIONS MAP

Customer Relations Centres

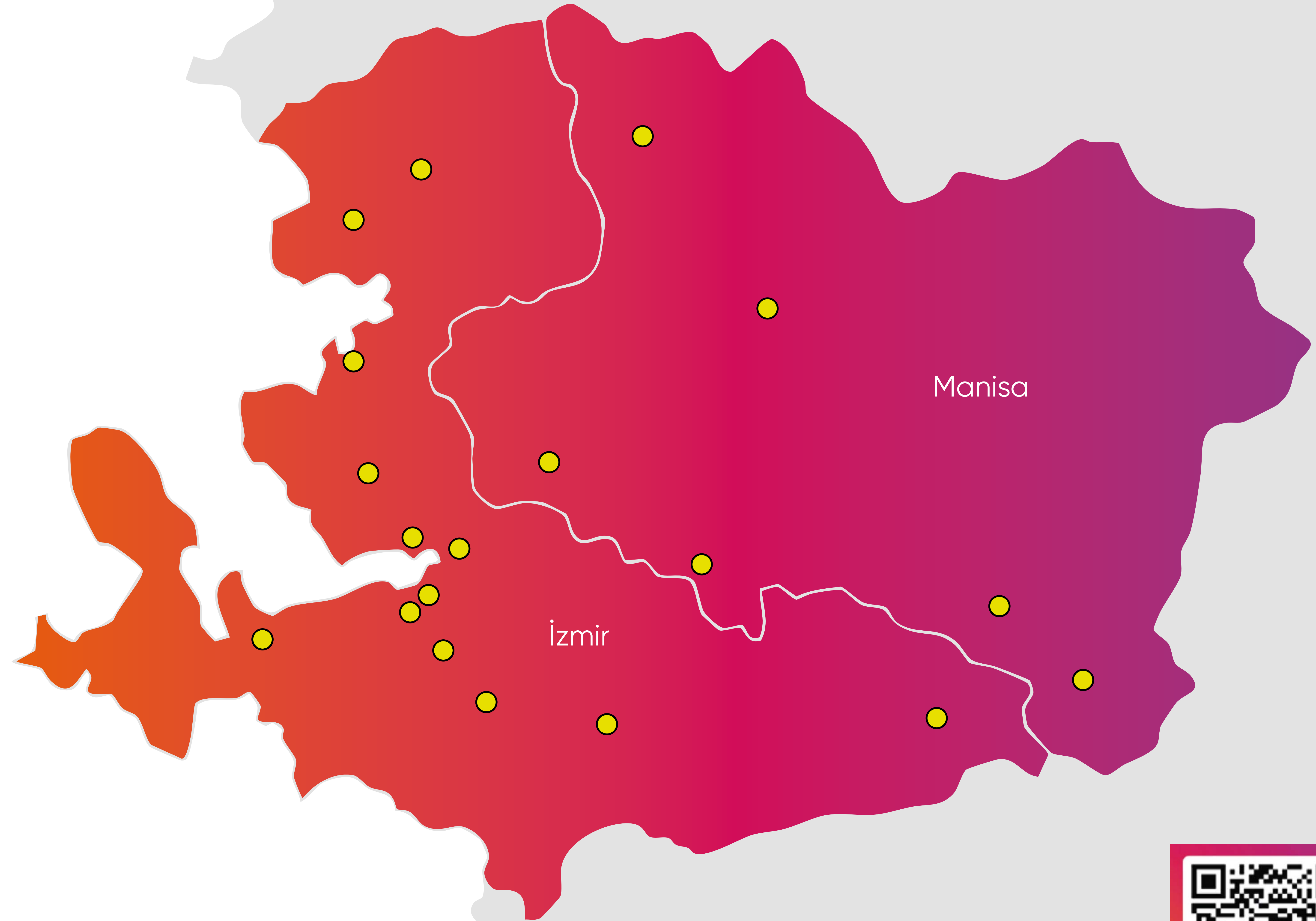
İzmir

Aliğa CRC
Konak CRC
Bergama CRC
Ödemiş CRC
Bornova CRC
Menderes CRC
Buca CRC

Menemen CRC
Çiğli CRC
Torbalı CRC
Eşrefpaşa CRC
Urla CRC
Karşıyaka CRC

Manisa

Akhisar CRC
Alaşehir CRC
Manisa CRC
Salihli CRC
Soma CRC
Turgutlu CRC



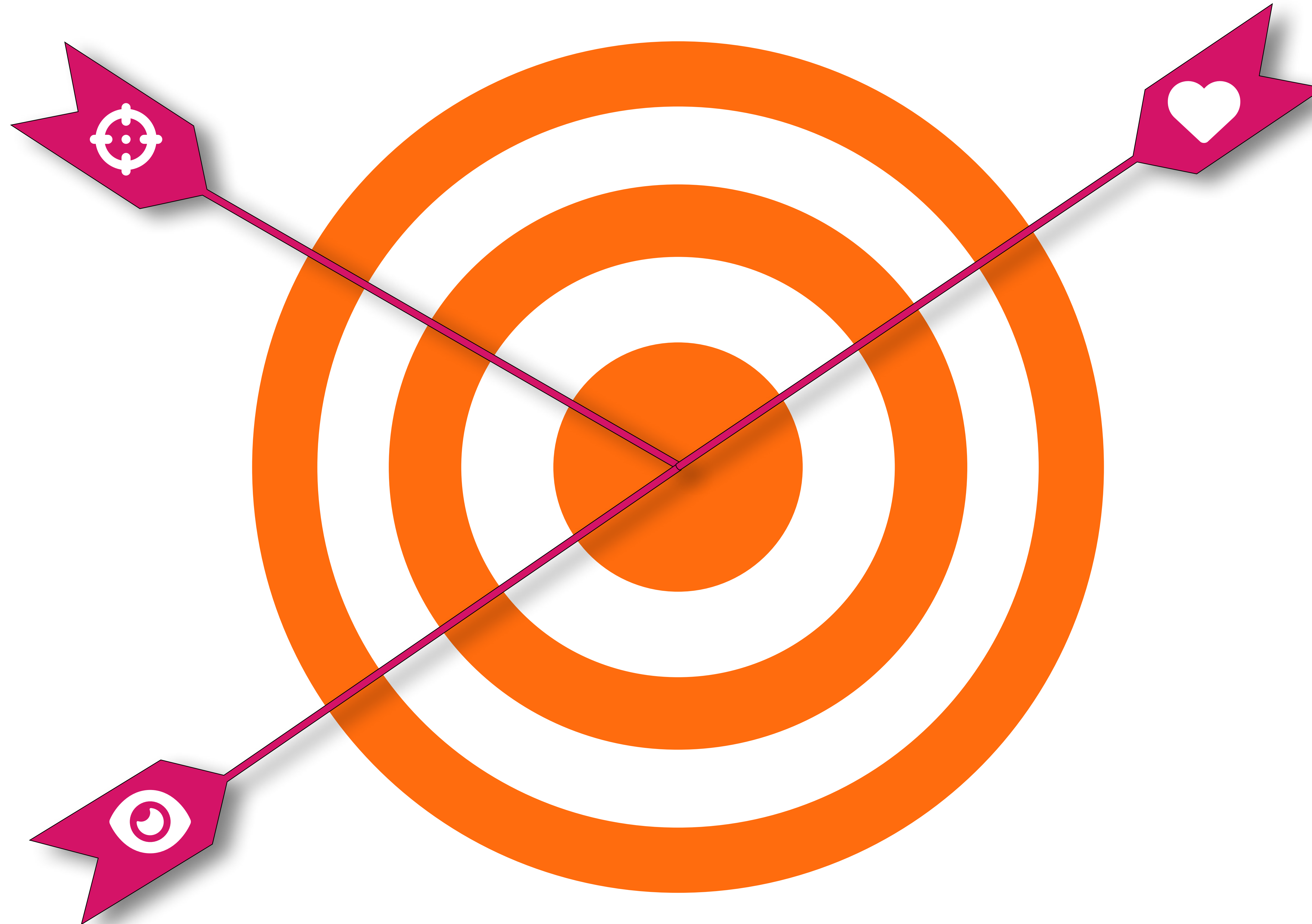


Mission

To bring vitality to life with our energy.

Vision

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



Values

Sensibility:

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

Dynamism:

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

Touching Lives:

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



Awards and Significant Improvements in 2024

Gediz Retail, which stands out in its sector with its sustainability, innovation and technology-focused projects, has distinguished itself in 2024 with its significant achievements and prestigious awards. The company has made a name for itself on national and international platforms with its strong financial performance, its work in the field of environmental sustainability and its digital transformation projects.

Outstanding Achievement at the LACP Vision Awards¹

Gediz Retail participated in the annual LACP (League of American Communications Professionals) Vision Awards report competition with its 2023 sustainability report. The company scored 97 out of 100 points and was awarded in a total of three categories: Silver Winner Worldwide Award, Top 50 Reports EMEA Region, and Top 20 Reports Türkiye's.

Double Success for Gediz Retail at the Future of CIO Awards

Gediz Retail, which stands out for its strategic investments in technology and digital transformation, has been honoured with two separate awards in the "Future Leaders" and "Digital Transformation Project Manager" categories at the Future of CIO Awards.

1 – LACP Vision Awards

Award Recognition for Gediz Retail at the Future of AI & Cloud Summit 2024

Gediz Retail has once again demonstrated its strong position in the field of technology and innovation, achieving significant success at the Future of AI & Cloud Summit 2024. At the event, held on 13 November 2024 at the Mandarin Hotel in Istanbul and recognised as Türkiye's most comprehensive artificial intelligence and cloud technology summit, the company was awarded in the "Best Data & Advanced Analytics" category for its "Gediz Voice Analysis Project". This success once again demonstrated Gediz Retail's expertise in data analytics and advanced technology. With projects implemented across a wide range of areas, from sustainability to digital transformation, innovation to environmental transparency, the company has further strengthened its leading position in the sector. It will continue to guide the energy sector with its innovation and sustainability-focused projects in the coming period.



Top 20 Turkish Reports

League of American Communications Professionals



Leaders of the Future

Future of CIO



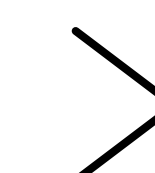
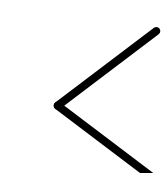
Digital Transformation Project Manager

Future of CIO



Best Data & Advanced Analytics

Gediz Voice Analysis Project





CORPORATE GOVERNANCE



CORPORATE GOVERNANCE

Gediz Retail plays a pioneering role in the clean energy transition, acting with a sense of responsibility in the fight against climate change through a sustainability-focused approach.

The company addresses sustainability and climate-related risks and opportunities from a strategic perspective, integrating these elements into its business processes to enhance its corporate performance. The relevant risks and opportunities are subject to comprehensive analysis in terms of financial and non-financial impacts and are monitored regularly. The data obtained is evaluated as a critical input in strategic decision-making processes.

The Board of Directors has adopted a robust governance model to ensure the effective management of sustainability and climate-related risks and opportunities. The structure, which ensures the implementation and monitoring of risk management principles, continues to operate in line with the company's long-term strategic objectives. Sustainability and climate issues are addressed within the framework of investment projects and the overall business strategy, featuring as Material topics at Board of Directors meetings and guiding strategic decision-making processes.

Gediz Retail updates its acceptable risk tolerance levels and risk policies annually through a comprehensive review process to



strengthen its risk management strategy. During this process, both data-driven analyses and expert opinions are considered to examine the current risk structure in detail. In line with the approved risk policies, critical risks and potential threats are regularly monitored within defined limits and necessary updates are made. In this regard, proactive risk management is provided to support the achievement of sustainability goals, while ensuring full compliance with relevant legal requirements.

The Audit, Corporate Governance, Early Risk Detection, Investment, Sustainability, Environment, and Occupational Health and Safety committees, reporting to the Board of Directors, are actively engaged and play an effective role in critical processes. These committees undertake important work in determining company strategies, establishing risk management policies, directing annual budgets and business plans, setting performance targets, and monitoring implementation.

The Board of Directors structure is as follows.

- Fehmi Saldanlı (Representing Aydem Holding) (Chairman)
- Mustafa İren (Vice Chairman)
- Baran Saldanlı (Board Member)
- Fatma Elif Yağlı (Board Member)

The Board of Directors, in line with the established procedures for convening and circulation, held 20 meetings in 2024.

Climate and sustainability issues are integrated into management processes, addressed regularly, and guide decision-making mechanisms.

The committees contribute to the creation of a strong governance model by submitting reports on their activities directly to the Board of Directors, thereby increasing accountability and transparency. In addition, progress towards climate-related targets and performance evaluations are regularly monitored and necessary actions are taken based on the indicators listed below:



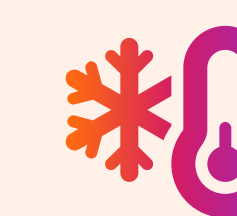
Ensuring that investments are evaluated for compliance with Environmental, Social and Governance (ESG) criteria in order to support a secure and efficient energy supply.



Sustainably maintaining a clean and renewable energy supply to reduce the carbon footprint.



Promoting sustainable solutions by prioritising environmentally friendly projects in investments to minimise environmental impacts.



Conducting ESG-based analyses to manage climate change risks, regularly monitoring risks and developing proactive measures.

BOARD OF DIRECTORS

Fehmi Saldanlı



Board Member

He was born in 1984. Fehmi Saldanlı graduated from Bahçeşehir University's English Language Business Administration Department in 2010. Between 2012 and 2014, he worked in the Energy Market Operations Department at Aydem Electricity Distribution, and then served on the Board of Directors of Aydem Electricity Distribution between 2014 and 2017. Leading the development and implementation of various R&D projects for three years under the umbrella of Aydem Renewable Energy in collaboration with the University of California, Riverside, Saldanlı founded Panobel Elektrik Gereçleri in 2015, a company manufacturing panels for the electricity distribution sector. Mr Fehmi Saldanlı has been appointed as Chairman of the Board of Directors of Gediz Retail on behalf of Aydem Holding.

Mustafa İren



General Manager/Deputy Chairman of the Board of Directors

He was born in Ankara in 1984, Mustafa İren graduated from Başkent University with a degree in Statistics and Computer Science. Mustafa İren began his career in the finance sector, gaining three years of work experience in the Risk Analysis department at Garanti Bank as part of the Management Trainee (MT) Programme. In 2011, he transitioned to the energy sector and worked in various departments at Enerjisa for nine years. Having served in senior management positions in the energy sector for many years, he has gained extensive experience and played an active role in strategic management and operational processes. Mr İren continues to serve as General Manager and Deputy Chairman of the Board of Directors at Gediz Retail.



BOARD OF DIRECTORS

Fatma Elif Yağlı



Board Member

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

Baran Saldanlı



Board Member

Baran Saldanlı was born in Denizli in 1988. After graduating from Yeditepe University with a degree in Industrial and Systems Engineering, he completed an Executive MBA programme at Sorbonne University. In 2011, he worked in production at Tümaş Mermer, in 2013 in the Project Finance department at Aydem Renewable Energy, in 2014 as Regional Manager of the Customer Relations Centre at Gediz Retail, and at the General Management of Aydem Retail. Between 2015 and 2018, he managed various projects at Adm Electricity Distribution, Aydem Retail, and Aydem Renewable Energy, and joined the holding management at Aydem Energy in 2018. In addition to his roles at Aydem Energy, Saldanlı, who also has investments in various sectors, has been serving as a member of the Aydem Holding Board of Directors since July 2021.



Sustainability Committee

The Sustainability Committee is structured to regularly review Gediz Retail's corporate strategies, policies and roadmaps in line with its sustainability priorities, identify necessary revisions, and assess sustainability-related risks and opportunities. Authorised by the Board of Directors, Gediz Retail represents the company in the field of sustainability on local and international platforms.

The Committee consists of at least one Board Member, the General Manager, the Aydem Energy HSE and Sustainability Group Director, and relevant department managers. The Aydem Energy HSE and Sustainability Group Director chairs the Committee, while members are appointed by the Board of Directors and the necessary resources and support for the effective functioning of the Committee are provided by the General Manager.

The Committee meets four times a year, once every three months. The role of Committee Secretary is performed by the Group's HSE and Sustainability Group Manager or a member designated by the Committee. The Committee's activities and meeting outcomes are regularly reported to the Board of Directors by the Committee Chair.

At the annual Sustainability Committee and Executive Board meetings, annual performance results and progress towards sustainability goals are comprehensively evaluated. Within the framework of these meetings, necessary actions are identified and integrated into strategic decision-making processes.





Stakeholder Engagement

Gediz Retail aims to go beyond being a supplier in the sector and achieve a pioneering position in the field of sustainability. It acts as an institution that guides the energy transformation process by establishing strong, long-term relationships with its customers. Feedback mechanisms such as surveys, training programmes and direct reporting lines are established to strengthen communication with all stakeholders, employees, suppliers and customers.

The company has made it a top material to develop innovative and sustainable solutions by focusing on customer satisfaction and expectations. It adopts proactive strategies to anticipate and effectively meet changing demands, designing its services in line with the principles of energy efficiency and environmental sustainability.

It organises training and awareness programmes for its customers to encourage energy saving and the use of renewable energy.



It contributes to reducing the environmental impact of individuals and businesses through guidance services and incentive mechanisms that support the transition to renewable energy.

Gediz Retail ensures that its customers are aware of energy efficiency and renewable energy issues through informative content and awareness campaigns published regularly.

Gediz Retail, which continues its operations with a focus on continuous improvement and innovation, continues to develop applications that make a difference in the field of energy management. By taking the lead in conscious consumption, energy efficiency and sustainable solutions, it continues its work towards the goal of a more liveable world for future generations.



Identifying Material Issues, Impacts, and the Double Materiality Approach

In determining Gediz Retail's material issues, stakeholder expectations, Sustainability Accounting Standards Board (SASB) Guidelines, and sectoral assessments by international organisations such as the World Economic Forum (WEF) and GRI were examined. Global trends, developments in the energy sector, competitor analyses and changes in the regulatory framework were taken into account.

The material issues identified within the sustainability strategy were assessed in terms of their environmental and social impacts, likelihood of occurrence, and effects on the value chain. Potential impacts on human rights were also considered during this process.

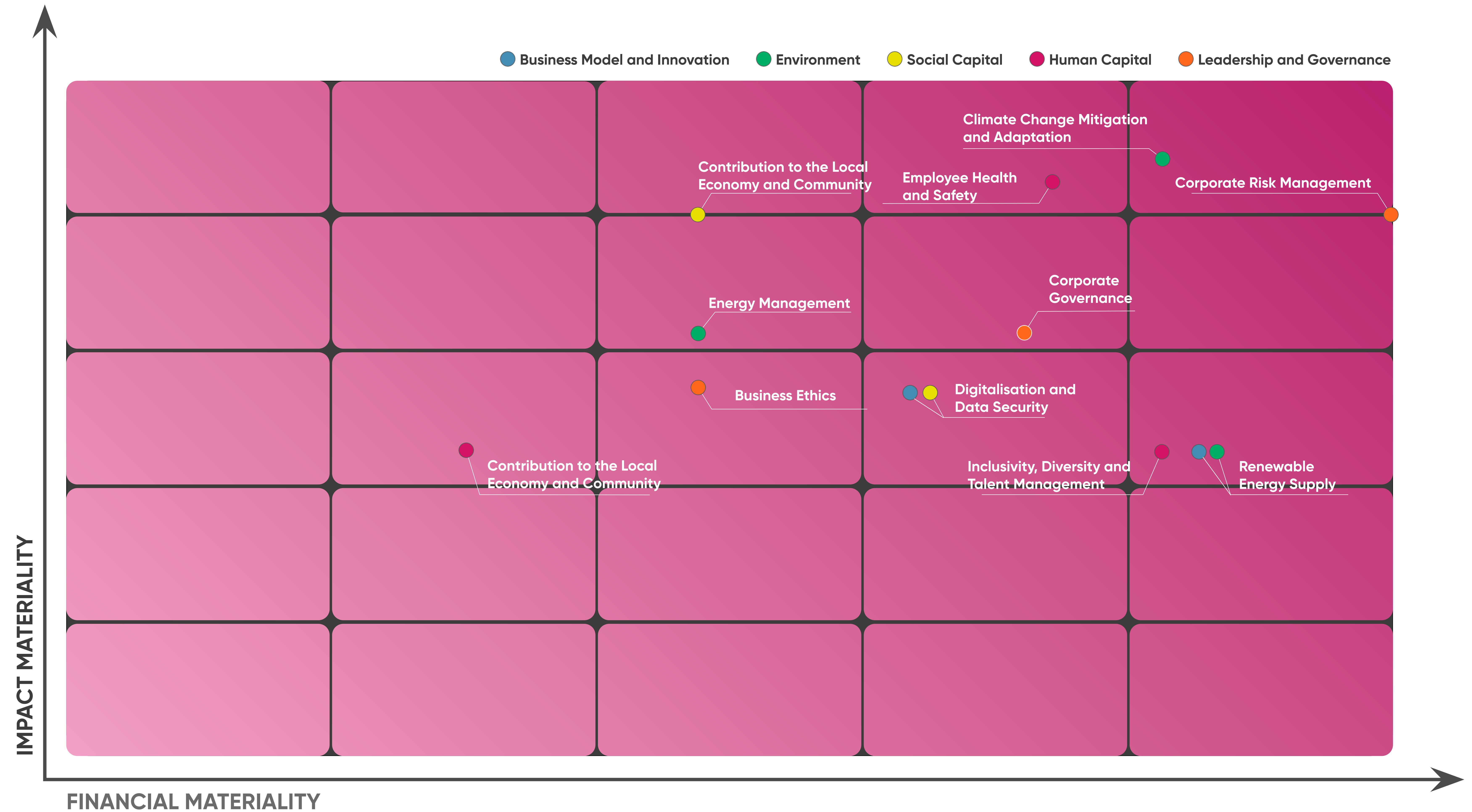
Using a risk management approach, each impact was analysed in terms of the stages of the operational processes in which it occurred, and its impact on the company's long-term value creation strategy was detailed. Material issues were assessed taking into account their level of importance from an environmental,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



Double Materiality Matrix

Gediz Retail has developed comprehensive insights into which stages of the value chain each impact affects the company by addressing them with a risk management approach. Impacts were analysed based on the criteria of impact, severity and probability within the scope of “environmental and social materiality”. The “financial materiality” assessment was carried out with the participation of the finance team, and financial impacts were forecasted by considering the severity and probability dimensions.

Based on the findings of the studies, a Double Materiality Matrix was created to support the company’s strategic decision-making processes.



Contributions to Sustainable Development Goals

The company aims to act in line with global sustainability goals at all stages of its operations, thereby contributing to the United Nations Sustainable Development Goals (SDGs).

Gediz Retail systematically advances its sustainability efforts by accelerating the transition to clean and renewable energy, effectively managing environmental impacts, supporting inclusive economic growth, and reducing social inequalities. The company aims to expand its sustainable impact by establishing trust-based, mutually beneficial, participatory, and continuously evolving relationships with all its stakeholders.

Gediz Retail integrates its sustainable development approach into all its business processes, aiming to create long-term impact in environmental, social and economic areas.





Contributions to Sustainable Development



Environment • Climate Change Mitigation and Adaptation, Energy Management

Gediz Retail develops comprehensive strategies to manage the effects of climate change on the energy sector. The company focuses on investments aimed at reducing its carbon footprint to comply with Net Zero Emissions (NZE 2050) targets. By increasing the use of renewable energy sources and structuring energy supply processes in line with sustainability principles, it supports the transition to a low-carbon economy. The company aims to accelerate the energy transition and promote sustainable energy consumption by offering renewable energy sources to its customers. It also develops risk management strategies and implements business continuity plans to mitigate the impact of extreme weather events on operational processes.

Gediz Retail aims to increase efficiency and minimise environmental impacts by optimising energy management processes. To this end, it invests in energy-saving technologies and integrates digitalisation processes into its energy management strategies. As part of the company's goal to increase the use of renewable energy, it provides its customers with the opportunity to document their renewable energy supply by acting as an intermediary for access to I-REC certificates. It also promotes digital solutions in operational processes to increase energy efficiency and develops projects that reduce energy consumption.



Social Capital • Contributing to the Local Economy and Society

Gediz Retail adopts a sustainable and inclusive business model to support economic development and contribute to social welfare in the region where it operates. The company aims to strengthen the local economy through job creation, support for local suppliers, participation in social projects, and a service approach based on customer satisfaction.

As part of its support for the local economy, it encourages regional partnerships and gives priority to local businesses in its supply chain processes. In this regard, it ensures that the economic cycle remains within the region by prioritising local product and service providers in its procurement processes and supports the sustainability of local businesses.

The company adopts a customer satisfaction-oriented approach and works to improve the customer experience through innovative solutions and digital services. Digitalisation and technology investments enable it to provide faster and more accessible services to customers, thereby increasing the efficiency of energy services.

In the area of social contribution, it carries out activities aimed at improving the well-being of the local community through social responsibility projects and supports sustainable social initiatives. It promotes social development through projects focused on education, environmental awareness, energy efficiency, and support for disadvantaged groups.



Contributions to Sustainable Development



Human Capital • Employee Health and Safety, Inclusion, Diversity and Talent Management

Gediz Retail aims to create a safe working environment for its employees by fully complying with the applicable legal regulations in the field of Occupational Health and Safety (OHS). In this context, the OHS management system is continuously updated and the necessary measures are taken for the safety of employees. Risk assessment processes are regularly monitored and measures are implemented to prevent accidents at work.

Gediz Retail aims to contribute to both the personal and professional development of its employees and to create a sustainable workforce. The company embraces the principles of diversity, inclusiveness and equal opportunity in its human resources management. It promotes diversity in the workplace by offering equal opportunities to all employees regardless of gender, age, disability or ethnic origin. The company's competency-based recruitment processes follow a fair and transparent career development process, offering opportunities that bring out the potential of employees. Aiming to create an inclusive work environment, the company develops programmes to increase employee loyalty and motivation.



Business Model and Innovation • Digitalisation & Cybersecurity and Data Security, Renewable Energy Supply

Gediz Retail is working to improve the customer experience and increase efficiency in its business processes by integrating digitalisation processes into the core of its operations. To adapt to the digital transformation in the energy sector, it is transferring its operational processes to digital platforms, making data management and analysis more effective. Gediz Retail aims to support the renewable energy transition by offering its customers sustainable energy solutions. In this regard, it contributes to reducing carbon emissions by facilitating access to renewable energy certificates such as I-REC.

The company develops various projects to promote low-carbon energy sources and facilitate customer access to sustainable energy. To increase the use of renewable energy, it offers its customers special renewable energy tariffs and carries out awareness-raising activities on sustainable energy solutions.



Leadership and Governance • Risk Management, Corporate Governance, Business Ethics

Gediz Retail anticipates financial, operational, environmental and strategic risks, takes preventive measures against these risks and continuously improves its risk management processes. As part of the company's risk management practices, risk analyses are conducted regularly, crisis scenarios are developed, and action plans are formulated to ensure business continuity. Critical factors such as climate change-related risks, fluctuations in the energy market, regulatory changes, and cyber security threats are prioritised in the company's risk assessment processes.

Gediz Retail embraces a strong corporate governance approach based on the principles of transparency, accountability, fairness and responsibility. The company establishes strong communication with its stakeholders, integrating their expectations and demands into its business processes. Furthermore, business ethics standards are adopted as a fundamental principle in all activities, and an ethical corporate culture is being developed. The company provides an environment for its employees, business partners, and all stakeholders committed to acting in accordance with ethical principles.



Integrated Management Systems

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

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

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



Integrated Management Systems



Quality Management System

Within the framework of the ISO 9001 Quality Management System, the aim is to improve service quality, meet customer expectations in the best possible way and continuously improve operations. In this context, all activities are managed with a focus on efficiency, customer satisfaction and quality.



Environmental Management System

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



Customer Contact Centre Management System

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



Information Security Management System

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



Occupational Health and Safety Management System

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



Business Continuity Management System

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



Customer Satisfaction Management System

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

[Click here](#) for Integrated Management System Policies

Supply Chain Management

Gediz Retail prioritises the meticulous application of environmental, social, and economic sustainability criteria for sustainable and responsible supply chain management.

Gediz Retail, which defines sustainability performance as one of the basic criteria in the supplier selection process, expects all its partners to meet these high standards. In this regard, suppliers’ environmental management systems, energy efficiency and renewable energy applications are regularly evaluated.

The company has comprehensive policies and procedures for supply chain management to effectively carry out these assessments. Under the Supplier Assessment Procedure, suppliers found to be harmful to the environment and natural resources are placed on a “Blacklist”. Furthermore, the Procurement Procedure ensures that environmental and social criteria are taken into account in the service sector, thereby supporting sustainable procurement processes.

Gediz Retail aims to contribute to economic development by encouraging cooperation with local businesses in supply chain management. As of 2024, all suppliers have been selected from local businesses. This approach, which embraces supporting the local economy as a strategic priority, strengthens regional sustainable development.

Effective communication and a collaborative environment are supported with all stakeholders in the supply chain to achieve common sustainability goals. In this context, regular meetings and feedback processes with stakeholders ensure the continuous improvement of sustainability performance.

The company's sustainable supply chain management practices contribute to **reducing environmental impacts** while also supporting economic and **social value creation**, thereby serving long-term corporate sustainability.

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

*Since the procurement processes of Aydem Retail and Gediz Retail are carried out jointly, the total number of suppliers is reported on a consolidated basis. The figures represent the number of goods and service suppliers within the scope of our Procurement System. Energy suppliers are not included.

Significant changes regarding suppliers	Business relationship terminated	Number of new suppliers
2022	18	62
2023	241	136
2024	58	40



A hand in a dark suit jacket points at a business chart on a glass wall. The chart features a line graph and bar charts. The background is a blurred office interior with warm lighting.

CORPORATE RISK MANAGEMENT

CORPORATE RISK MANAGEMENT

The risk management approach not only minimises the risks the company may encounter, but also provides the opportunity to evaluate opportunities and generate innovative solutions in strategic planning and investment processes.

Risk management is considered part of corporate governance. In this way, all operational activities and strategic decisions proceed in line with the company's risk appetite, ensuring critical elements such as financial performance, operational continuity and reputation.

The company closely monitors risks posed by factors such as climate change, depletion of natural resources, increased frequency and impact of natural disasters, economic imbalances, and digitalisation. These risks are assessed under various scenarios, and business continuity plans are updated accordingly. In this way, Gediz Retail increases its operational resilience and adapts quickly to market conditions.



Sustainability and Climate-Related Risk Management

Climate change is becoming an increasingly critical risk factor in today's business world. Gediz Retail, acting with this awareness, has adopted a comprehensive and strategic approach to effectively manage the risks posed by climate change.

The company aims to achieve long-term sustainability goals by addressing economic, social and environmental risks from a holistic perspective. It analyses risks in critical areas such as supply chain management, operational efficiency and corporate reputation to develop strategic opportunities. The company shapes its investment decisions by considering environmental and social impacts in addition to financial criteria, developing sustainable business models based on comprehensive risk analyses.

Within the scope of the physical and transition risks posed by climate change, Gediz Retail adopts an integrated risk management strategy based on Environmental, Social and Governance (ESG) principles, aiming to become more resilient to climate change.

Focusing on producing effective solutions not only within its direct operational processes but also across the sector and within society, the company takes responsibility for global challenges and develops strategic solutions in collaboration with its stakeholders.

Risk Management Strategy

Gediz Retail's risk management processes are structured within a systematic and comprehensive framework. Risks are analysed and managed in accordance with an international standard classification system and addressed under the following headings within the defined strategic framework:

1. Strategic risks:

These encompass risks that could impact the company’s long-term objectives and strategic decision-making processes. Market dynamics, the competitive environment and macroeconomic fluctuations are evaluated and analysed within this category.

2. Regulatory risks:

These include risks arising from changes in the regulatory framework and compliance processes. Climate policies, emission limits and related legal regulations are evaluated and analysed within this scope.

3. Operational risks:

These encompass process and technology-related risks that could affect daily operations. Digitalisation, energy supply chain management, and potential infrastructure-related disruptions are evaluated and managed within this category.

4. Market risks:

These encompass risks arising from fluctuations in energy prices and changes in customer demand. These factors are analysed and managed in line with market dynamics.

5. Credit risks:

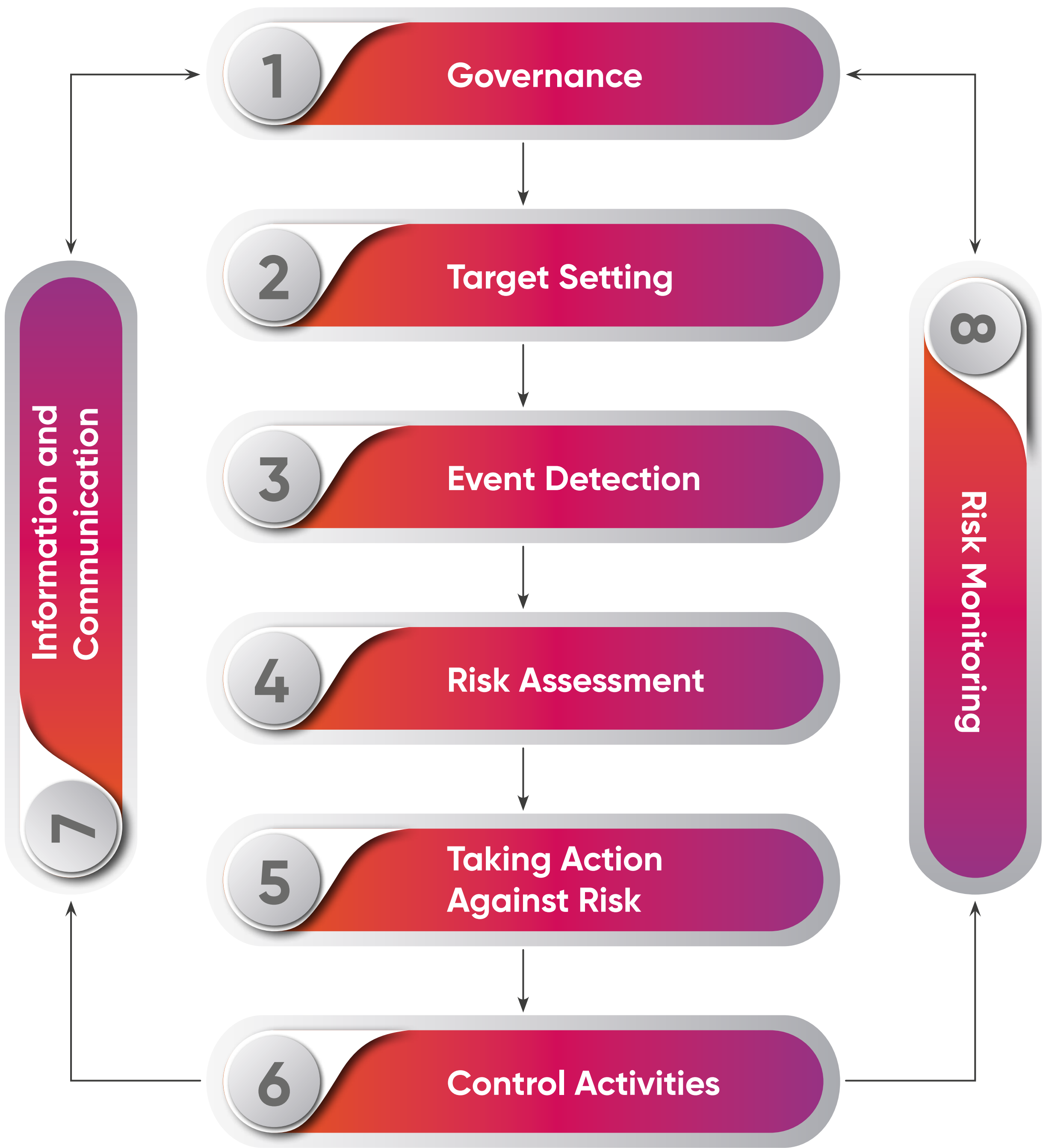
It includes risks that may arise in the event of failure to meet financial obligations. Risks related to financial security in customer and supplier relationships are assessed and managed within this category.

6. Employment, Security, Business Continuity and Environmental Risks:

It covers risks related to employee safety, operational continuity, and environmental impacts. In this regard, physical risks arising from extreme weather events and environmental factors are assessed and managed.

The management of climate-related risks and opportunities is integrated into the company’s corporate risk management system and addressed with a holistic approach. All risk management processes are conducted within a comprehensive framework that guides strategic planning, financial decision-making, and operational processes.

The Early Risk Detection Committee has established a comprehensive structure for identifying, analysing and managing risks by adopting approaches that comply with international standards. The process is structured around eight key components to ensure effective and sustainable risk management:



Risk and Opportunity Assessment Structure

Gediz Retail views comprehensive risk assessment processes as an important management tool that supports operational excellence and strategic decision-making processes.

The risk and opportunity assessment process consists of three fundamental stages: assessment, planning, and implementation. The systematic approach applied aims to ensure the effective management of risks and opportunities.

The company systematically addresses all risk factors, ensuring that its operational processes and strategic objectives are always protected at the highest level. The Early Risk Detection Committee is responsible for evaluating and making recommendations on risk management strategies for risks that will be accepted, managed, shared or completely eliminated within the company, based on probability and impact calculations.

The company's risk assessment process begins with the detailed identification of risks and continues with the analysis and prioritisation of the impact of these risks on company objectives. Each risk is classified as acceptable or unacceptable according to criteria established by the company. Identified risks are addressed taking into account their potential impact on the company's operations and strategic objectives. Acceptable risks that are manageable are addressed through various control mechanisms to mitigate their impact and are monitored regularly.



At Gediz Retail, risk management policies are determined by the Early Risk Detection Committee, led by the Board of Directors, and all risks are managed effectively.



STRATEGY

STRATEGY

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

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

Response assessments are conducted every six months. Once risks are identified, their timeframes are defined and their likelihood of occurrence is monitored. Necessary actions are taken under the responsibility of the Board of Directors for potential risks that could affect the company's financial structure or business processes. The Board of Directors monitors and manages this process through the Risk Management Department.




The company uses both qualitative and quantitative methods to assess the risks and opportunities it may encounter in the short, medium and long term, both in its direct operations and throughout its value chain. The management of sustainability and climate-related risks, the identification of opportunities and the analysis of the financial impact of related risks are based

fundamental criteria such as one-off and ongoing effects, as well as EBITDA and revenue loss. The defined criteria comprehensively identify the potential impact of risks and opportunities on the company's financial structure, based on detailed and quantitative data.

Financial Impact Levels:

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

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

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



Scenario Analysis

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

Greenhouse gas emissions are managed at a controlled level, with the target of reducing CO2 emissions to net zero by 2050.

📈↑ 1,6 °C

Risks:

In this scenario, where the transition to renewable energy accelerates, Gediz Retail may face strategic challenges such as increased competition, compliance with regulatory requirements, and responding to changing customer expectations. Supply disruptions or price fluctuations in energy supply could have a direct impact on sales strategies. Furthermore, the high initial costs of digitalisation and sustainability investments could place additional strain on financial resources in the short term, challenging financial stability. As part of the adaptation process, the company is prioritising strategic investments in digital transformation and sustainability, anticipating risks that may be encountered in the future.

This approach aims to both increase operational efficiency and strengthen long-term resilience.

Opportunities:

The rapidly increasing demand for renewable energy presents Gediz Retail with the opportunity to expand its customer base by facilitating sustainable solutions such as carbon-neutral energy tariffs and green energy certificates.

Investments in digital technologies and projects aimed at increasing energy efficiency can optimise operational costs and ensure long-term financial sustainability. Furthermore, strategies focused on environmental and social responsibility can strengthen the company's brand value and market position while facilitating easier access to green financing sources.

Scenario Summary IPCC AR6 Study SSP- Based Scenarios

Estimated Warming
(2041-2060)

Risks and Opportunities

SSP5: Fossil-fueled Development (Taking the Highway) SSP5-8.5:

Greenhouse gas emissions are increasing rapidly, and CO2 emissions are projected to triple by 2075.

📈↑ 2,4 °C

Risks:

Gediz Retail may face financial and operational risks due to increases in carbon taxes, regulatory sanctions, and fluctuations in the costs of fossil fuel-based energy sources. Strengthening consumer trends towards renewable energy may lead to a decline in fossil fuel-based energy demand, thereby affecting the customer portfolio. Furthermore, the uncertainty created by extreme weather events in energy demand may complicate long-term strategic planning. The company is entering into renewable energy-based bilateral agreements and adopting proactive approaches to manage these risks and minimise their impact.

Opportunities:

Energy tariffs designed specifically for carbon-intensive sectors have the potential to create alternative revenue streams. Fluctuations in energy prices can be turned into an advantage through strategic procurement and sales policies. Furthermore, it is possible to strengthen customer loyalty and gain a competitive advantage by offering uninterrupted and reliable energy solutions.



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

- Gediz Retail's bilateral agreements based on renewable energy sources offer new revenue opportunities by meeting the growing customer demand for low-carbon energy . Diversifying carbon-neutral energy tariffs has the potential to expand the company's market share by providing sustainable and competitive solutions to individual and corporate customers.
- Strategic investments aimed at reducing emissions by 2032, along with digitalisation and energy efficiency-focused projects, will contribute to the long-term optimisation of operational costs. The transition to digital customer services is expected to create cost advantages by reducing energy consumption, while strengthening the company's financial resilience and enhancing its competitiveness.
- Capital investments in renewable energy projects (CAPEX) can optimise the company's financing costs by offering low-cost green financing opportunities and the possibility of benefiting from government incentives. This approach will contribute to strengthening the capital structure while positively influencing the more effective implementation of long-term growth and sustainability strategies.
- The expansion of renewable energy supply may increase market competition, putting pressure on sales prices and limiting profitability. Companies that make early investments in sustainable energy can turn this transformation into a strategic advantage, increasing their competitive strength. Gediz Retail's proactive adaptation to this transformation has the potential to strengthen its long-term market position and support sustainable growth.

Impact on Financial Performance

SSP5: Fossil-fueled Development (Taking the Highway) (SSP5-8.5)

- In a fossil fuel-focused growth scenario, the increase in energy demand could positively impact Gediz Retail's total sales revenue. Limited demand for renewable energy could challenge the sustainability of this growth and the long-term business model.
- Carbon taxes and regulatory restrictions that may be implemented due to high carbon emissions could increase the company's operating expenses, putting pressure on profitability. In this context, strategic investments towards carbon neutrality targets could support financial stability in the long term by reducing this cost pressure.
- Rising energy prices have the potential to increase Gediz Retail's revenues. If market fluctuations are not managed effectively, this situation may negatively affect customer satisfaction and lead to imbalances in sales.
- Dependence on fossil fuels is expected to persist, while the shift toward renewable sources remains limited and largely confined to regional levels. Although a fossil-dominated market structure ensures supply security in the short term, rising carbon costs and international regulations may pose risks to the company's long-term revenues and complicate its transition to a sustainable business model.



Resilience

Long-term sustainability and operational resilience are critical success factors for companies in an increasingly complex global energy market. Gediz Retail is building a resilient and flexible structure against market fluctuations, regulatory changes and physical risks with its energy transformation and digitalisation-focused strategies.

This strategy provides a competitive advantage in low-carbon scenarios such as SSP1-1.9, while increasing the company's financial and operational resilience against the anticipated energy price increases and policy uncertainties in high-emission scenarios such as SSP5-8.5. Expanding the renewable energy portfolio strengthens long-term compliance by providing protection against regulatory uncertainty, while supporting customer satisfaction and market reliability.

The transition of traditional physical customer services to digital platforms and strategic CAPEX investments of 2.785 million TL are critical steps in terms of increasing operational efficiency and optimising energy consumption. Digitalisation enables cost savings by reducing energy consumption, while improving financial performance and making the company more resilient to changing market conditions.

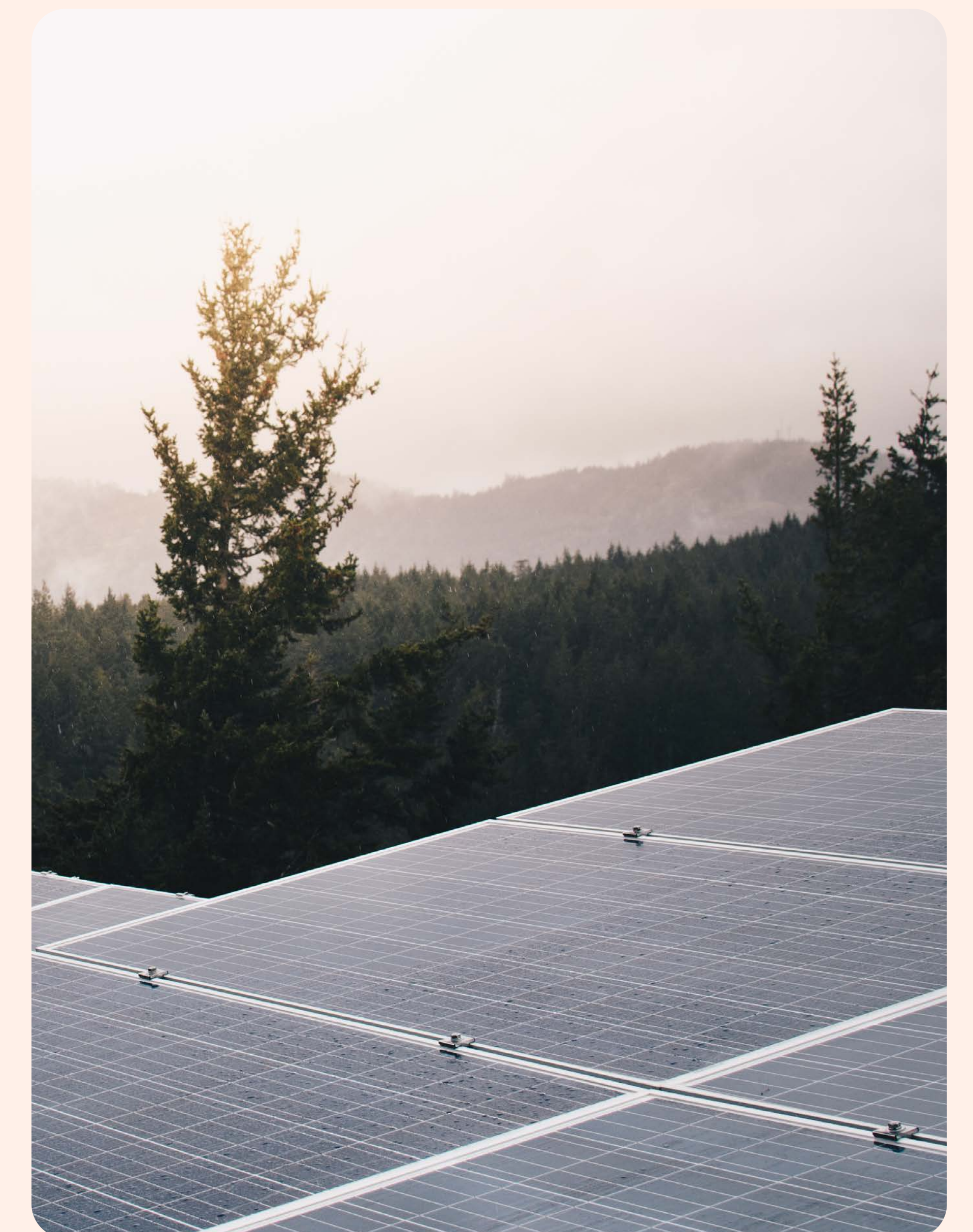
This transformation not only reduces operational costs but also strengthens the company's flexibility capacity against extreme weather events and market fluctuations. Continuing digitalisation investments and integrating advanced technologies are strategic priorities for maintaining long-term competitive advantage.

Extreme weather events linked to climate change increase operational risks in the energy sector, leading to interruptions and service disruptions. Gediz Retail ensures operational continuity and minimises service interruptions in the face of such events by implementing its Emergency and Crisis Management Plans. These measures strengthen the company's resilience against the increased physical risks predicted in the SSP5-8.5 scenario, while ensuring the uninterrupted execution of critical processes. The integration of new technologies and the implementation of comprehensive adaptation strategies will take physical risk management to a higher level, increasing long-term operational resilience.

Gediz Retail's digitalisation strategies and physical risk management approaches increase the company's competitive strength while also strengthening its operational resilience. Implemented to adapt to the global energy transition and support long-term growth, these strategies will enable the company to establish a robust and flexible structure against changing market dynamics.

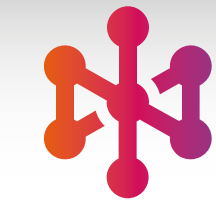
The company's goal of increasing the proportion of renewable sources in its energy portfolio is positioned as a strategic priority in the transition to a low-carbon economy.

2,785,000 TL CAPEX Investment





Response Strategies for Sustainability-Related Risks

[The Entire Value Chain](#)[Direct Operations](#)[Downstream Value Chain](#)[Upstream Value Chain](#)

POSITION IN THE VALUE CHAIN



RISK LEVEL



RISK HORIZON

Short



TCFD RISK CATEGORY

Market

RISK DESCRIPTION

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

INTERNAL RISK CONTROL AND PREVENTION MEASURES

Price fluctuations and supply uncertainties in energy trading are key factors requiring effective risk management. In this context, a strategic step was taken in 2023 with the implementation of bilateral agreements. These agreements play a critical role in mitigating risks with high financial impact potential, thereby providing resilience against market volatility. Furthermore, partnerships with renewable energy companies contribute to reducing greenhouse gas emissions from electricity sales, as well as responding to increasing customer demand. The aim is to further increase the proportion of renewable energy provided by these agreements by the end of 2026. The strategy, developed in line with the company's climate transition plan, represents an important step towards achieving the greenhouse gas emission reduction targets set for the next decade. By offering customers access to I-REC certificates, sustainable energy options are being developed for users seeking to reduce their carbon footprint, making clean energy more accessible. Bilateral agreements and renewable energy investments also contribute to maintaining financial stability, which supports business continuity.



Response Strategies for Sustainability-Related Risks

IMPACT OF RISK ON SERVICE PERFORMANCE AND FINANCIAL RESULTS

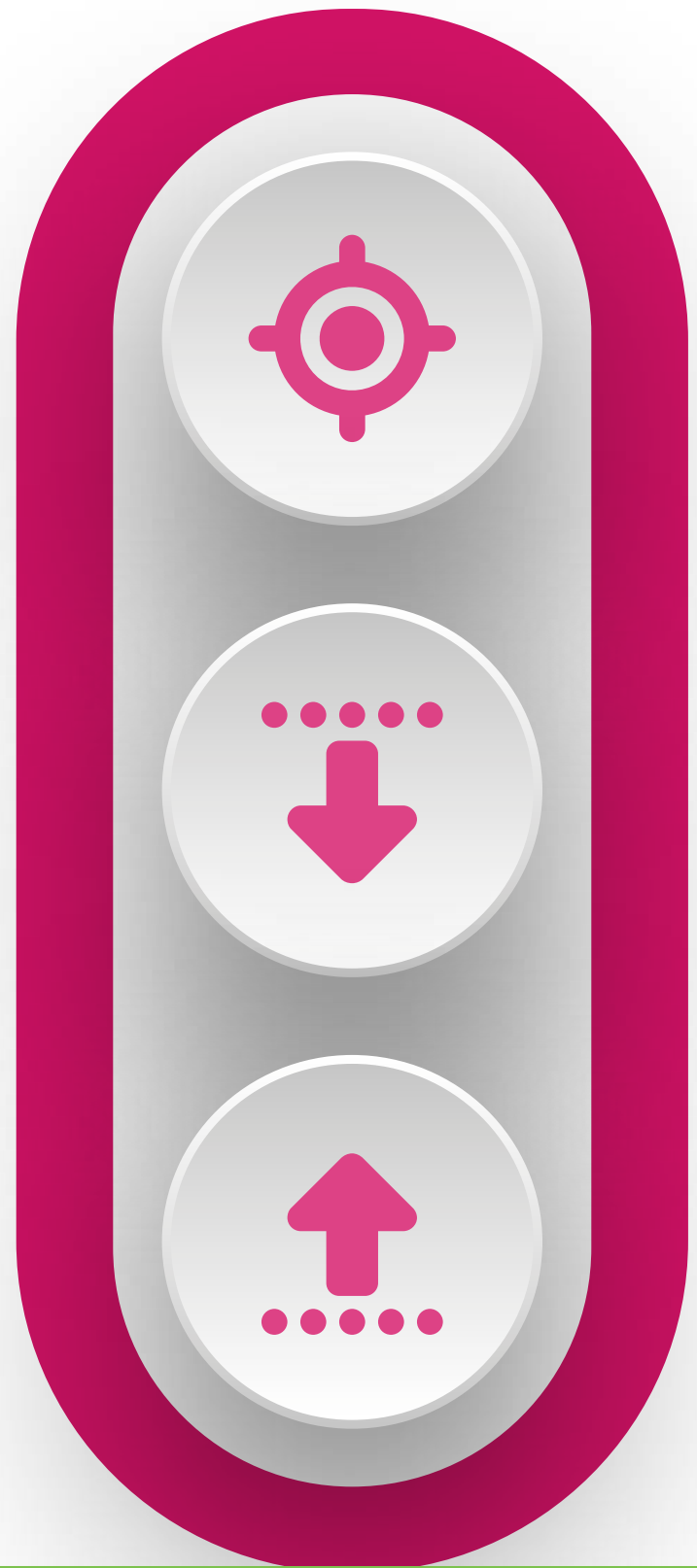

Electricity generated in Türkiye is integrated into the national grid and delivered to end users through retail companies. The amount of renewable electricity that can be offered to customers is directly dependent on the amount of renewable energy supplied to the grid. This situation creates the risk of insufficient supply in the face of increased demand, which may limit access to renewable energy.

In 2024, the amount of renewable electricity supplied to customers accounted for 66% of Gediz Perakende's total electricity sales. Considering the trends observed in previous years, demand for renewable energy is expected to increase by at least 9% and 10% over the next two years, respectively. Under more optimistic projections, however, demand growth for the same period is anticipated to reach 13% and 15%.

Bilateral agreements are implemented to provide effective protection against potential price increases and supply constraints in the electricity market. These agreements minimise financial risks and safeguard the company's financial structure in situations where electricity prices rise and supply is limited. Thanks to the meticulous cost planning carried out under bilateral agreements, the risk of procuring electricity at excessively high prices depending on market conditions has been eliminated. As these agreements are not of an investment nature, they do not incur any additional costs or response costs. Thus, a sustainable financial balance is achieved against market fluctuations.

Response Strategies for Climate-Related Risks

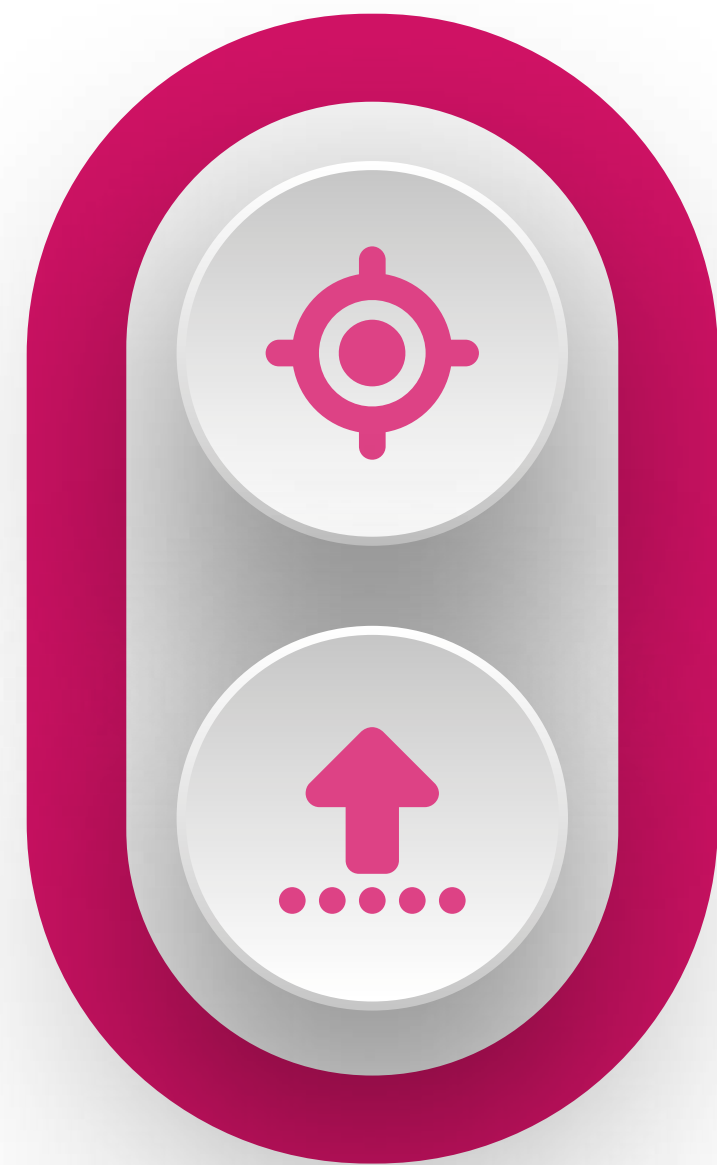


POSITION IN THE VALUE CHAIN	RISK DESCRIPTION	INTERNAL RISK CONTROL AND PREVENTION MEASURES
<div></div> <div>RISK LEVEL</div> <div></div> <div>RISK HORIZON</div> <div>Medium</div> <div>RISK CATEGORY</div> <div>Physical</div> <div>RISK SUB-CATEGORY</div> <div>Acute</div>	<p>Changes in working conditions for customer service centre staff due to extreme weather conditions associated with climate change.</p>	<p>The company evaluates the potential impact of sudden weather events related to climate change on Customer Relations Centre (CRC) operations and staff working conditions, and takes strategic measures accordingly. CRC location selections are made with a climate risk-conscious approach, and staff are directed to suitable locations or alternative solutions such as location changes are implemented to increase operational flexibility.</p> <p>To enable CRC employees to continue their activities in a safe and uninterrupted working environment, business continuity plans and risk management procedures are implemented to address sudden weather events linked to climate change. Flexible working models and alternative energy infrastructures are being introduced to minimise operational disruptions. Physical conditions are being improved, additional health and safety measures are being taken, and emergency access support is being provided to protect employees from climate-related risks.</p> <p>Comprehensive business continuity plans have been prepared to ensure the uninterrupted continuation of CRC services in emergencies, and alternative communication channels and redundant equipment have been put in place to ensure communication continuity. In this way, the sustainability of services is ensured by preventing possible operational interruptions.</p>
IMPACT OF RISK ON SERVICE PERFORMANCE AND FINANCIAL RESULTS		
<p>The potential effects of sudden and extreme weather events on the working conditions of CRC personnel are effectively managed through existing control mechanisms and measures taken. This risk is not expected to arise in the short term, and its potential effects are assessed as limited. According to current analyses, this situation is not expected to have a financial impact on the company and is classified as a low risk.</p>		

Sustainability and Climate-Related Opportunities

Opportunity-1

POSITION IN THE VALUE CHAIN



RISK HORIZON

Short

OPPORTUNITY DESCRIPTION

Bilateral agreements for the supply of renewable energy.

OPPORTUNITY-FOCUSED ASSESSMENT AND ACTION PLANS



Bilateral agreements with renewable energy producers contribute to more efficient energy management and reduced operational costs by providing cost advantages. This practice, which enables the strengthening of existing infrastructure, also makes it possible to sustainably increase future energy production capacity . The impact of renewable energy on the organisation increases resource efficiency, thereby strengthening the foundations for long-term sustainable growth.

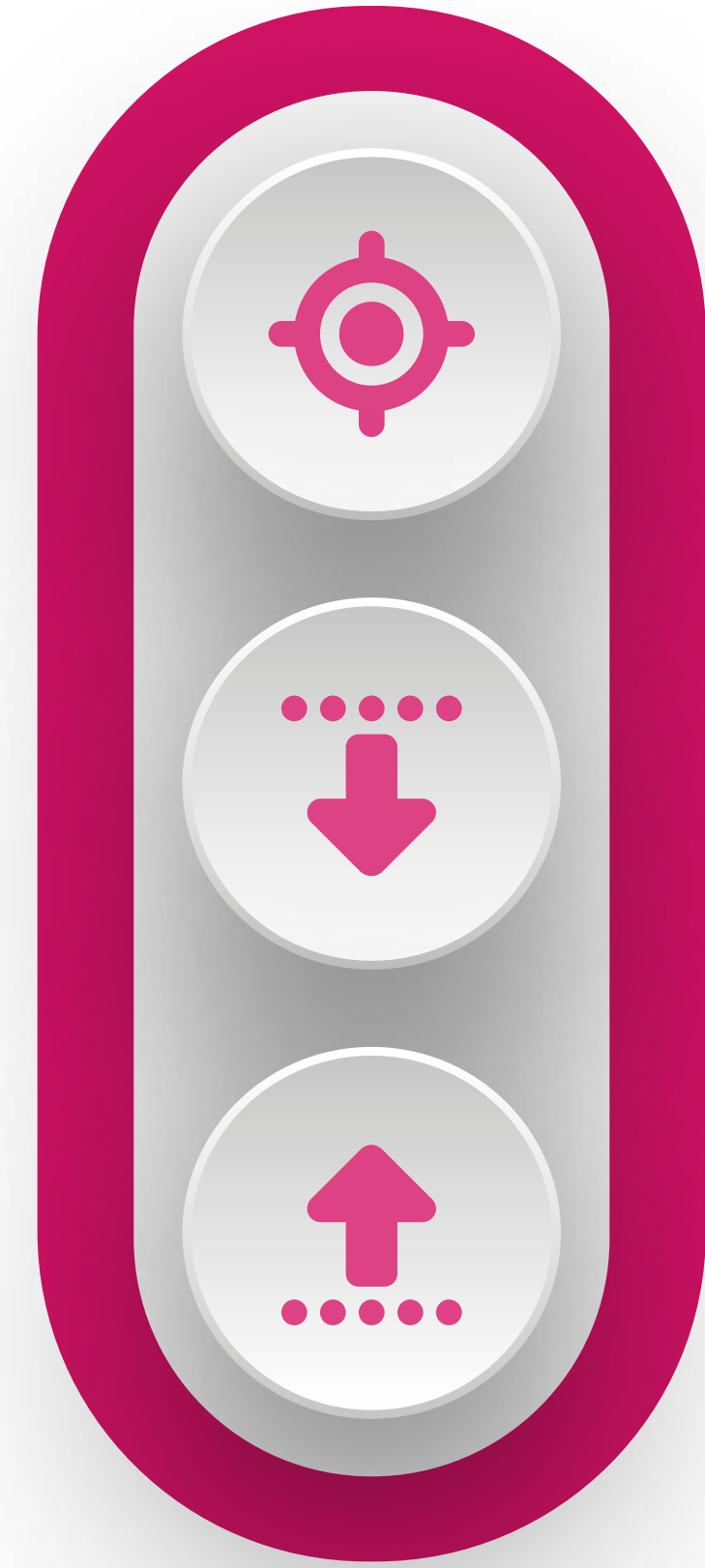
Pre-determined bilateral agreements enable the control of energy costs, reducing operational expenses and making resource use more efficient. The proliferation of renewable energy sources increases efficiency in operational processes while supporting the creation of a financial structure aligned with sustainability goals.



Sustainability and Climate-Related Opportunities

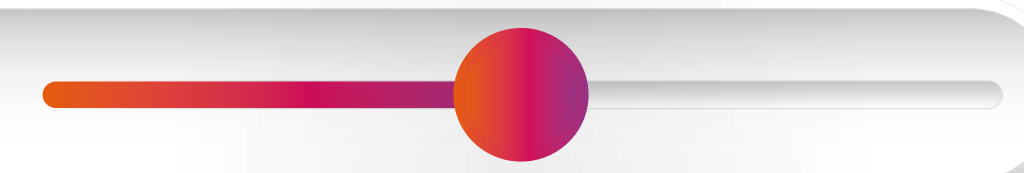
Opportunity-2

POSITION IN THE VALUE CHAIN



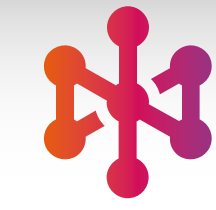
RISK HORIZON

Medium

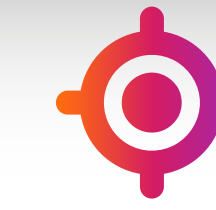


OPPORTUNITY DESCRIPTION

Market expansion through sectoral partnerships



The Entire Value Chain



Direct Operations



Downstream Value Chain



Upstream Value Chain

OPPORTUNITY-FOCUSED ASSESSMENT AND ACTION PLANS

Gediz Retail actively participates in international standards and sectoral collaborations to strengthen its sustainability-focused business strategies and increase its competitive advantage in the sector. Compliance with sustainability standards increases competitive advantage and paves the way for new business opportunities.

Furthermore, international joint ventures promote innovation and technology transfer, supporting the development of technical capacity and strengthening market position.

Public and private sector collaborations contribute to the expansion of areas of activity and increased revenue, while the financing and operational support provided facilitate access to new markets.



ENVIRONMENTAL PERFORMANCE



Environmental Management

Climate Transition Plan

Sustainability in the energy sector has become a key element in companies' long-term strategies. Gediz Retail is implementing its climate transition plan and taking steps to reduce carbon emissions in order to contribute to a low-carbon future as part of the fight against climate change.

The climate transition plan is supported by financial incentives, a performance management system, and Key Performance Indicator (KPI) assessments at board level. This process, overseen by the Corporate Governance Committee within the Board of Directors, provides a strategic framework that enables the company to achieve its sustainability goals.

Among the company's performance indicators, the assessment of new investments in line with environmental, social and governance (ESG) criteria, in line with the targets of combating climate change and ensuring a secure and efficient energy supply, plays an important role.

As part of its climate transition plan, Gediz Retail not only focuses on reducing emissions but also effectively manages water consumption. In this regard, water footprint calculations are carried out annually and verified by independent authorities. The results obtained are regularly shared with stakeholders in line with the principle of transparency.

Emissions Management

Gediz Retail has adopted a comprehensive emissions management strategy for the net zero process in line with the IEA NZE 2050 targets. It has established systematic monitoring mechanisms and measurable targets to effectively manage and reduce greenhouse gas (GHG) emissions.

Within the scope of Sustainability Governance, the "Greenhouse Gas Emissions Calculation Procedure" has been prepared to determine the practices and principles for the appropriate calculation, monitoring, reporting, and verification of greenhouse gas emissions arising from company activities. With this holistic approach, Gediz Retail transparently manages its carbon footprint and shapes its strategic steps towards reducing emissions.

The process of calculating the corporate carbon footprint includes emissions from directly controlled activities and purchased electricity, as well as the supply chain and other indirect operations.

Gediz Retail has reduced its greenhouse gas emissions by approximately 12.5 % as of 2024 compared to 2022.

Greenhouse Gas Emissions	Unit	2022	2023	2024
Scope 1	tCO ₂ e	405.0	391.0	430.9
Scope 2	tCO ₂ e	523.2	359.1	357.3
Scope 3	tCO ₂ e	4,678,124.6	4,663,505.9	4,097,119.4



Water Management

Gediz Retail conducts its activities within the framework of environmental responsibility, based on the sustainability of water resources. Although its operations do not cause high water consumption, the efficient use of water and the reduction of its water footprint are among its environmental targets. Water management is also considered within the climate transition plan. Water management processes are systematically monitored under the [Environmental Policy](#), and applications aimed at optimising resource use are implemented. This approach, which encourages water conservation, is positioned as one of the fundamental elements of the company's environmental sustainability strategy.

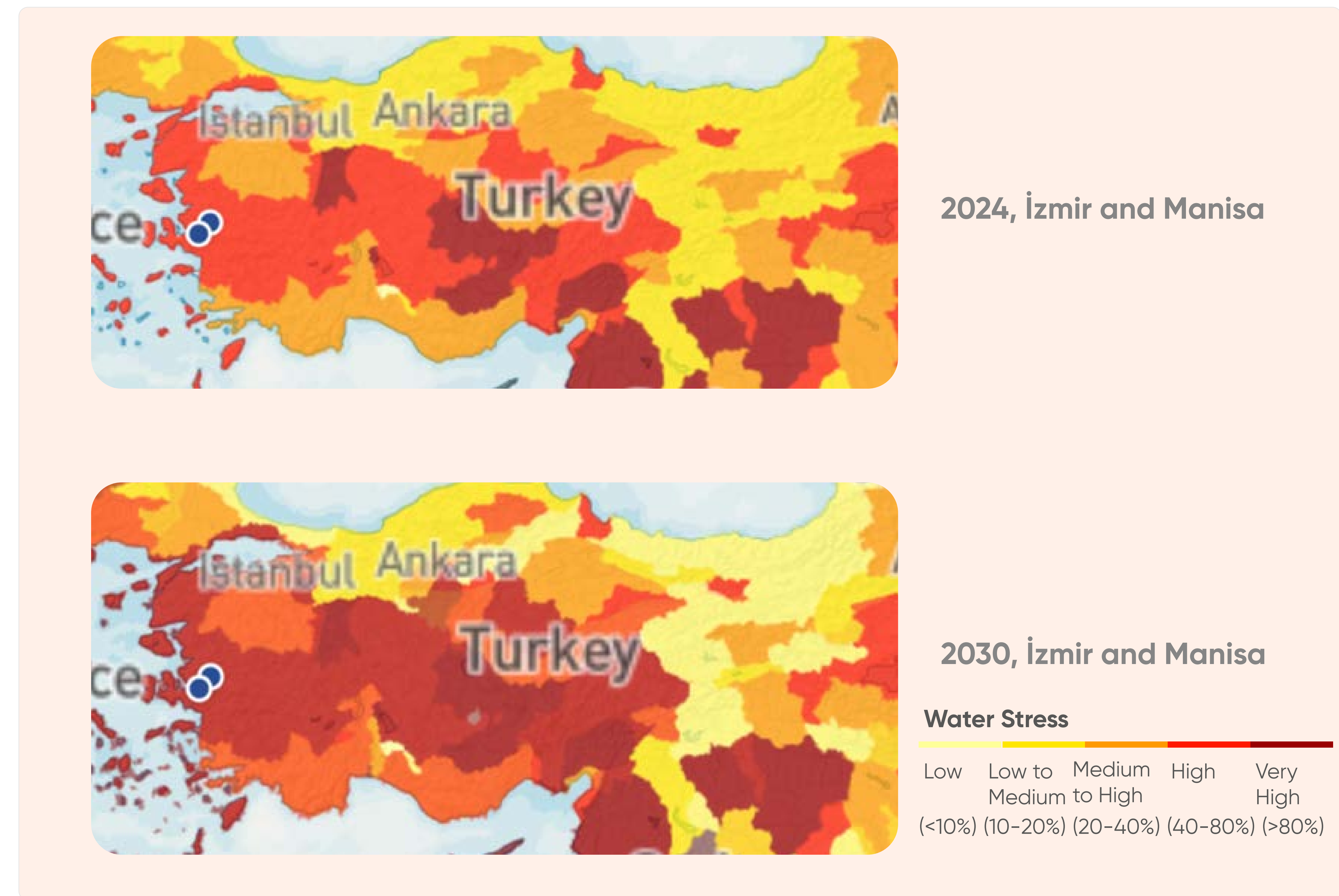
The company demonstrates its commitment to water management through water footprint calculations in accordance with the ISO 14046 standard. These calculations, whose reliability is ensured through independent verification processes, provide concrete data on the sustainable use of water. **Gediz Retail demonstrated its effectiveness in water management and its contribution to environmental sustainability by achieving a 17.42% reduction in its blue water footprint and a 17.39% reduction in its grey water footprint in 2024 compared to the previous year.**

The analyses conducted revealed that the water management approaches implemented within the company yielded positive results compared to the previous year and achieved a significant reduction in all three categories. In this regard, significant progress has been made in the efficient use of water resources, and successful results have been achieved in line with sustainability goals.

Water Footprint	Unit	2022	2023	2024
Blue Water Footprint	m ³ /year	5,042.67	4,146.34	3,423.86
Green Water Footprint	m ³ /year	2,760.71	2,903.85	2,909.88
Grey Water Footprint	m ³ /year	4,538.41	3,731.71	3,081.47

Water Stress

Gediz Retail conducts its operations in regions classified as experiencing high water stress according to the World Resources Institute's (WRI) Water Risk Atlas (Aqueduct) 2024 classification. Analyses predict that water stress in these regions will increase and reach extremely high levels by 2030. In this context, water stress maps covering the years 2024 and 2030 for the provinces of Izmir and Manisa have been created based on WRI Water Risk Atlas data. The findings highlight the need for effective water resource management and long-term planning. Although the company's activities are not inherently water-dependent, water management is considered a fundamental part of its corporate sustainability approach. Practices aimed at the efficient use and protection of water resources are carried out responsibly within this scope.



Waste Management

Gediz Retail implements waste management in an effective and systematic manner in line with its environmental sustainability strategy. It adopts a comprehensive approach within the framework of its environmental policy to minimise waste generation across the value chain, optimise recycling processes, and implement environmentally conscious disposal methods.

The company manages paper, plastic and electronic waste generated from office activities in line with environmental sustainability principles and implements practices that support recycling processes. Gediz Retail carries out its waste management processes in full compliance with legislation and regularly reviews these processes, adhering to the principle of continuous improvement.

The company prioritises digitalisation and energy efficiency initiatives in order to develop innovative approaches to waste reduction. It remains committed to continuing its efforts in this area to further enhance resource efficiency.

Saving 70,000 sheets of A4 paper is equivalent to protecting a forest area approximately the size of two football pitches.





SOCIAL PERFORMANCE



Human Resources Practices

Human Resources Management

Gediz Retail adopts a people-focused and sustainable human resources management approach, implementing strategic human resources policies that provide equal opportunities, support employee development, and increase corporate efficiency. In line with its commitment to human rights and ethical values, the [Human Rights Policy](#) established within Aydem Energy Holding is meticulously implemented, and justice, inclusiveness, and equality are adopted as fundamental principles in the workplace.

Embracing equal opportunity as one of the fundamental elements of its corporate governance

approach, the company aims to create a participatory and inclusive work culture. It is committed to providing all its employees with a fair, inclusive and working environment based on equal rights. In this context, the company does not tolerate discrimination on the basis of race, religion, language, colour, age, gender, marital status, origin, health status, physical disability, sexual orientation, current or potential pregnancy, or trade union activities.

Recognising diversity as a corporate value, Gediz Retail supports the differences among its employees and ensures equal rights in remuneration, performance

management, career development, employment opportunities, and all other human resources processes. Practices related to equal opportunity are shared transparently through internal and external communication channels.

In order to encourage female employment and strengthen gender balance, women's participation in the workforce is supported, and the principle of gender equality is integrated into all human resources policies. In this regard, necessary steps to improve gender balance in decision-making mechanisms and increase the representation of women on the Board of Directors and senior management are guaranteed and implemented within the scope of the Human Rights Policy.





Comprehensive Fringe Benefit Policy to Enhance Employee Experience

Gediz Retail provides equal and comprehensive fringe benefits to all its employees, basing its human resources management on inclusivity and sustainability. Social, financial and other fringe benefits are provided to all employees under equal conditions; human resources practices are carried out with a fair, transparent and inclusive approach.

The company offers its employees supplementary and private health insurance options. It supports employees during important moments in their lives with initiatives such as maternity assistance, baby kit support and marriage assistance.

Work-life balance is ensured for parents working at the Head Office through benefits such as the right to work part-time for the first year and travel assistance in locations without transport services.

In line with performance-based reward systems, annual performance bonuses, quarterly incentive bonuses for sales teams, and success-oriented reward programmes are implemented.

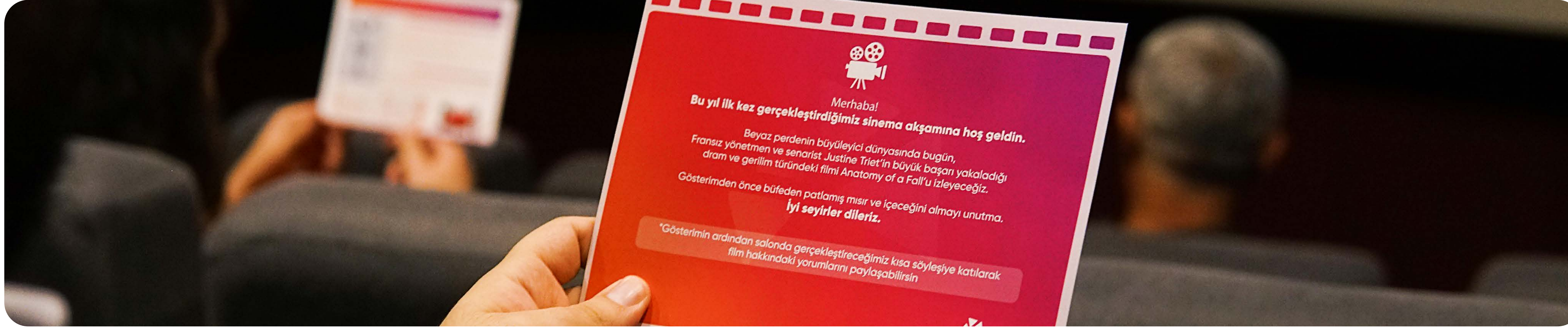
To encourage employee loyalty and honour long-term contributions, recognition programmes involving plaques and gold gifts are implemented for 5, 10, 15 and 20 years of service.





Employee Loyalty

Gediz Retail has organised various events to increase employee engagement and motivation. The cinema event held at İzmir Karaca Cinema strengthened employees' social bonds and supported work-life balance.



Customer Experience and Employee Achievement Awards

To strengthen its customer-focused approach, Gediz Retail organised a Customer Experience Day in collaboration with Gediz Retail. At this event, employees working in customer relations centres were rewarded according to specified criteria, and industry experts shared their knowledge and vision.

In addition, the "CRC Stars" award ceremonies, held every quarter in 2024, celebrated the achievements of employees who increased customer satisfaction. The CRC Stars ceremonies contribute to sustainable service quality as a demonstration of the corporate excellence philosophy.



Customer Relations Centre Visits

To develop a customer-focused service approach, Gediz Retail Corporate Communications Directorate organised a visit programme covering all Customer Relations Centres in 2024. During these visits, corporate identity applications were audited, feedback was collected to improve the customer experience, and actions were taken to boost employee motivation.





Talent Management

Gediz Retail takes a strategic approach to talent management, aiming to support both the individual development of its employees and the organisational success. Investing in human resources across a wide range of areas, from talent acquisition to career development, performance management to leadership programmes, the company offers innovative training and development programmes to continuously enhance the competencies of its employees.

In 2024, significant projects were implemented with the goal of attracting young talent and supporting their career development. The **“Full Energy Young Talent Programme”** talent management programme, designed for university students and recent graduates, offers young professionals career opportunities in the energy sector, while active participation in university career fairs has expanded the company’s talent pool. Through **the S-Energy Internship Programme**, university students gained practical experience in different departments of the company, providing them with the opportunity to make a solid start in the sector.

Bridge Project

Collective worker,
Learning,
Proactive,
Colourful and
Productive.

The **BRIDGE** project was launched to strengthen communication among Operations Directorate employees within Gediz Retail, improve their presentation skills, and increase their motivation. Named after the initial letters of the words Collective, Learner, Proactive, Colourful and Productive, the project involved 88 employees divided into 15 groups who prepared interactive presentations on specified topics and delivered them to the Operations Directorate under the guidance of managers.

Project Objective:

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

Presentations were evaluated by voting to add a competitive dimension to the process. The programme aims to increase employee collaboration, develop presentation and body language skills, enable employees to learn about different topics by stepping outside routine work processes, and strengthen their research capabilities.

Gediz Retail participates in leadership development projects carried out within the holding company to develop the leadership skills of its employees and strengthen corporate talent management. Within this scope, 26 managers working at Gediz Retail have been included in the Peak Leadership Development Project, which aims to cultivate leadership profiles aligned with the company’s strategic goals. During the project, training modules, mentoring activities and development areas are monitored by the Retail Learning and Development Team.

Gamified communication training sessions were conducted for different departments, and unique content was added to the Academy Platform and made available to employees. Monitoring of training on the platform has been encouraged , and mandatory training courses on Competition Law, Law on the Protection of Personal Data (KVKK), Occupational Health and Safety, Integrated Management Training, Business Continuity Management System, and Energy Management System Training have been conducted, with post-training exams assigned and reported. All efforts undertaken aim to establish a sustainable learning and development culture within the company and continuously enhance employees’ competencies.



Occupational Health and Safety

Occupational health and safety (OHS) is an integral part of operations in the energy sector. Gediz Retail considers protecting the safety of its employees, customers, and business partners at the highest level to be a fundamental priority.

The company carries out systematic work under the coordination of the OHS Committee to effectively manage OHS processes in line with legal regulations and international standards. The OHS Committee, consisting of an employer representative, an occupational safety specialist, an occupational physician, employee representatives and an administrative manager, meets regularly every three months to evaluate OHS practices and carry out continuous improvement work.

The OHS Committee analyses occupational health and safety risks, identifies necessary measures, and coordinates implementation processes. In addition to these efforts, external support is utilised within the scope of occupational health and safety services. Occupational safety specialists, workplace physicians, and other healthcare personnel with officially certified qualifications are assigned to relevant roles.

Active inspections are carried out in the field to ensure the highest standards in occupational health and safety. The Health and Safety Unit interacts directly with employees and business partners to observe safety practices and manage improvement processes. Regular monthly environmental monitoring is carried out in all work areas, including the Head Office building and Customer Relations Centres.

The risk assessment process includes the identification of hazards, risk analysis, risk assessment, recording of findings, implementation of measures, and periodic review of the process. In line with the principle of continuous improvement, risk assessment processes are revised at regular intervals to analyse newly emerging hazards and take necessary preventive actions. In addition, accident and near-miss records are systematically reviewed to monitor occupational health and safety performance and ensure its continuous improvement.

Gediz Retail has established a comprehensive communication and follow-up system to enable employees to effectively report work-related hazards and risks. Employees

can communicate any hazardous situations they identify in writing or verbally through employee representatives. Furthermore, the action module integrated into the QDMS management system ensures the systematic recording and tracking of reported risks and the implementation of necessary corrective measures, thereby enabling the effective management of processes.

The Golden Rules campaign, launched by the Sustainability Group Directorate, has been implemented as of 2024. Developed based on an analysis of work accidents and hazardous activities in previous years, the rules focus on critical areas such as **Working at Height, My Hands Are Safe, Work Permits, Safe Driving, Fire Line and Lifting Operations**, and are supported by implementation guidelines. In line with the comprehensive programme aimed at strengthening OHS standards, training was completed in 2024, marking an important step towards spreading a culture of safe working practices at the corporate level.

In 2024, the Golden Rules campaign was implemented with a proactive approach to reducing workplace accidents and contributed to the development of the corporate OHS culture.



Corporate Social Responsibility

Operating in the energy sector in line with the principles of sustainability, social benefit and environmental responsibility, Gediz Retail has undertaken important corporate social responsibility projects in 2024. Projects carried out across a wide range of areas, including education, environmental awareness, sports and customer experience management, demonstrate the company's commitment to its responsibility towards society and its employees through a holistic approach.

Your Future is in Your Hands!

Gediz Retail launched its "The Future is Yours with Your Energy" corporate social responsibility project in 2022 in partnership with Aydem Retail and Young Guru Academy (YGA). In 2024, it reached a wider audience with its "Sustainability Ambassadors" programme.

As part of the project, Gediz Retail aimed to raise awareness in disadvantaged schools in Izmir and Manisa, focusing on critical issues such as energy conservation, energy efficiency, and the importance of sustainable energy sources during science sessions organised for secondary school students. The interactive learning experience, delivered through science kits and virtual reality glasses, helped students gain energy awareness.

In 2024, the scope of the project was expanded to target vocational high school students and teachers. Within the framework of a three-stage training programme developed in collaboration with Yaşar University, participants were involved in an intensive one-week camp in Izmir. During this process, they received training from academic experts on sustainability, smart cities, renewable energy, community building, and networking. Seminars and field visits were also added to the training programme, offering participants the opportunity to put their theoretical knowledge into practice.

In the second phase of the programme, the ambassadors returned to their schools, formed teams, and developed sustainable projects. In the final phase, the students presented their projects, gaining the opportunity to produce innovative solutions and make concrete contributions to sustainability.

Gediz Retail aims to spread awareness of sustainability throughout society through education and continues its projects aimed at raising awareness of environmental issues among younger generations.





Participation in the Ephesus Ultra Marathon

The company participated in the Ephesus Ultra Marathon held in the ancient city of Ephesus with approximately 100 employees. Competing in the 6K and 12K courses, employees had the opportunity to strengthen their individual endurance as well as their team spirit and culture of solidarity.



Animal Rights and Social Awareness Events

Social awareness was raised through sport by participating in the Inter-Company Single Hoop League. Gediz Retail contributed to the protection of street animals and increased social awareness by donating twice the number of points scored during the league, 118, to the Ege University Animal Rights Society.





Innovative Ideas Camp

With the aim of supporting young people's creativity and directing them towards sustainable energy projects, the "Innovative Ideas Camp" project launched by Gediz Retail was expanded in 2024 in collaboration with Pamukkale University. A total of 69 project applications were received from across Türkiye, and the 20 projects that made it to the final round were developed with the support of mentors and awarded prizes following jury evaluation.



Steps That Add Value to Nature

The year 2024 will be remembered for the tragic forest fires that occurred in the Aegean Region, particularly in Izmir. Every tree lost is part of a story rooted in both the soil and the future. In this context, at the end of 2024, 480 saplings were donated on behalf of all employees in collaboration with the Aegean Forest Foundation. This step, aimed at contributing to the region's ecosystem, reflects the corporate responsibility approach towards the protection of natural resources. Similar projects are planned to continue in 2025 in line with environmental sustainability goals.





DIGITALISATION



DIGITALISATION

Gediz Retail embraces the critical importance of technological developments and digital transformation in the energy sector and implements effective projects towards sustainability goals. The company develops and implements innovative digital solutions to improve operational efficiency, enhance customer experience, and reduce environmental impact.

The **WhatsApp Chatbot AI** project enables customers to perform transactions such as debt enquiries and bill information updates online, thereby increasing efficiency in customer relations. The E-Receipt application reduces paper consumption by sending digital receipts to customers via email after payment transactions.

Under the **Digital RSC** project, sales contracts are prepared electronically, speeding up the contracting process while minimising paper consumption.

Through the **Official Institution Portal and Unlicensed Producer Portal**, official institutions and unlicensed producers can easily carry out all correspondence, reporting, and invoicing processes related to the company via digital platforms.

The **Faturamatik Field Control application** enables the creation of control lists used in field audits in a digital environment, thereby increasing the efficiency of processes and significantly reducing paper consumption.

Thanks to the Reconciliation Portal offered by Gediz Retail, customers can digitally monitor their current transactions and balances without having to contact company staff directly.

With **the Mobile Application**, customers can easily perform transactions such as bill payment and tariff changes via their mobile devices, thereby increasing customer satisfaction.

With **the Legal Tracking System**, legal processes have been digitised, and the tracking of transactions is ensured through integration with internal company systems and official applications. The E-Transformation Project ensures that e-invoices and e-archive documents are delivered to customers securely and quickly in a digital environment.

Through all these digitalisation initiatives, Gediz Retail is reducing energy consumption, minimising paper usage, and making significant progress towards its environmental sustainability goals. The company is steadfastly pursuing its target of being a pioneer in digital transformation and sustainability in the energy sector.

Hello !
I am
Digital Assistant
Robot Ada





ATTACHMENTS

TSRS 2 Sector-Based Metrics

Emissions management	2022	2023	2024
Scope 1 (tonnes of CO2)	404.97	390.97	430.87
Scope 2 (tonnes of CO2)	523.22	359.08	357.30
Scope 3 (tonnes of CO2)	4,678,124.63	4,663,505.97	4,097,120
Discussion of the long-term and short-term strategy or plan for managing Scope 1 emissions and emission reduction targets, and analysis of performance against these targets (%)	-	There has been a 3.5% decrease compared to the prior year.	There has been a 9.3% increase compared to the prior year.
Water Management	2022	2023	2024
Total Water Withdrawn (Thousand cubic metres (m³))	5,042.67	4,146.34	3,423.86
Total Water Consumed (Thousand cubic metres (m³))	504.27	414.63	342.39
Blue Water Footprint (m³/year)	5,042.67	4,146.34	3,423.86
Green Water Footprint (m³/yearr)	2,760.71	2,903.85	2,909.88
Grey Water Footprint (m³/year)	4,538.41	3,731.71	3,081.47

Activity Metrics	2022	2023	2024
Number of residential properties served	2,746,400	2,803,405	2,843,124
Number of commercial customers served	428,273	435,436	438,670
Number of industrial customers served	4,444	3,902	3,522
Total electricity delivered to residential customers (MWh)	5,456,879	5,778,036	6,629,820
Total electricity supplied to commercial customers (MWh)	3,747,308	4,559,373	3,822,489
Total electricity delivered to industrial customers (MWh)	3,158,850	4,566,560	3,557,548

TSRS 2 Metrics

Metric	Current Situation
Climate transition risks—the amount and percentage of assets or business activities vulnerable to climate transition risks	Gediz Retail meticulously manages control mechanisms for climate transition risks and conducts comprehensive risk assessments. As a result of the analyses carried out, no situation leading to any cost loss has been encountered.
Climate-related physical risks—the amount and percentage of assets or business activities vulnerable to climate-related physical risks	Gediz Retail meticulously manages control mechanisms for climate-related physical risks and conducts comprehensive risk assessments. As a result of the analyses performed, no situation leading to any cost loss has been encountered.
Climate-related opportunities—the amount and percentage of assets or business activities aligned with climate-related opportunities	31,875,174,475.87 TL
Capital allocation—the amount of capital expenditure, financing, or investment allocated to climate-related risks and opportunities	2,785,000.00 TL
Climate-related ratio in executive compensation	Climate change: 2%

Performance Tables

Economic Performance Indicators

	Unit	2022	2023	2024
Economic Value Created				
Economic Value Created (Revenues)	TL	72,089,624,608	60,316,418,674	34,727,368,959
Distributed Economic Value				
Operating expenses (including procurement, excluding wages)	TL	1,549,077,088	1,183,854,813	1,338,385,852
Wages and fringe benefits paid to employees	TL	9,885,876	12,869,716	7,977,398
Taxes and similar payments made to the government	TL	89,162,395	97,256,558	52,502,954
Total Sales Revenue		1,648,125,369	1,293,981,087	1,398,866,204
Domestic	TL	72,089,624,608	60,316,418,674	34,727,368,959
Financial Indicators	Unit	2022	2023	2024
Net Sales Value	TL	72,089,624,608	60,316,418,674	34,727,368,959
Net Profit	TL	2,390,992,483	(3,963,162,619)	(45,022,172)
Total Current Assets	TL	12,367,140,464	8,195,918,801	4,575,684,039
Total Assets	TL	19,780,028,548	11,476,428,336	8,595,876,921
Total Equity	TL	(2,880,210,377)	(10,576,694,422)	(9,474,399,586)

Environmental Performance Indicators

Energy

Direct Energy (Consumption)	Unit	2022	2023	2024
Gas	litre	25,891	73,250	100,525
Diesel	litre	115,766	91,029	65,065
Indirect Energy (Consumption)	Unit			
Electricity	kWh	362,847	365,561	352,180

Social Performance Indicators

Workforce and Employment

By Employment Type	Unit	2022	2023	2024
White-Collar - Female	Person	257	307	285
White-Collar - Male	Person	101	141	143
Blue-Collar - Female	Person	0	0	0
Blue-Collar - Male	Person	2	3	2
TOTAL		360	451	430
By Contract Type	Unit	2022	2023	2024
Indefinite Term – Female	Person	103	144	285
Indefinite Term – Male	Person	257	307	145
Fixed Term - Female	Person	0	0	0
Fixed Term - Male	Person	0	0	0
TOTAL		360	451	430

Workforce and Employment

By Gender	Unit	2022	2023	2024
Male	Person	103	144	145
	Ratio	28,61%	31,93%	33,72%
Female	Person	257	307	285
	Ratio	71,39%	68,07%	66,28%
TOTAL		360	451	430
By Age	Unit	2022	2023	2024
18–30 years old	Female	64	88	60
	Ratio	84.21%	64.71%	59.41%
	Male	12	48	41
	Ratio	15.79%	35.29%	40.59%
31–40 years old	Female	159	182	187
	Ratio	70.98%	72.51%	73.05%
	Male	65	69	69
	Ratio	29.02%	27.49%	26.95%
41–50 years old	Female	32	34	35
	Ratio	59.26%	59.65%	53.07%
	Male	22	23	31
	Ratio	40,74%	40,35%	46,97%
51–60 years old	Female	2	3	3
	Ratio	33.33%	50%	50%
	Male	4	3	3
	Ratio	66,67%	50%	50%
Above 60 years old	Female	0	0	0
	Ratio	0%	%0	0%
	Male	0	1	1
	Ratio	0%	100%	100%
TOTAL		360	451	430

Workforce and Employment

Other Groups	Unit	2022	2023	2024
Disabled	Female	5	7	6
	Ratio	62.50%	70.00%	66.67%
	Male	3	3	3
	Ratio	37.5%	30.00%	33.33%
By Management Category	Unit	2022	2023	2024
Senior Management	Female	0	2	1
	Ratio	0%	33.33%	16.67%
	Male	2	4	5
	Ratio	100	66.67%	83.33%
Middle Management	Female	8	12	10
	Ratio	53.33%	52.17%	47.62%
	Male	7	11	11
	Ratio	46.67%	47.83%	52.38%
Other	Female	13	15	16
	Ratio	50%	45.45%	47.06%
	Male	13	18	18
	Ratio	50%	54.55%	52.94%
TOTAL				

Workforce and Employment

Employment and Turnover	Unit	2022	2023	2024
New Hires – Total	Person	70	55	23
White-Collar	Person	70	52	23
Blue-Collar	Person	0	3	0
Departing – Total	Person	145	80	60
White-Collar	Person	145	78	59
Blue-Collar	Person	0	2	1
TOTAL		430	270	166
By Gender	Unit	2022	2023	2024
Male – New Hires	Person	31	28	23
	Ratio	44.29%	48.28%	71.88%
Male – Departures	Person	40	30	24
	Ratio	27.59%	51.72%	40%
Female – New Hires	Person	39	27	9
	Ratio	55.71%	35.06%	28.13%
Female – Departures	Person	105	50	36
	Ratio	72.41%	64.94%	60%
TOTAL		215	135	92

Workforce and Employment

By Age	Unit	2022	2023	2024
18–30 years old – New Hires	Person	46	38	20
	Ratio	65.71%	64.41%	62.50%
18–30 years old – Departures	Person	64	21	17
	Ratio	27.59%	35.59%	28.33%
31–40 years old – New Hires	Person	19	17	7
	Ratio	27.14%	30.36%	21.88%
31–40 years old – Departures	Person	117	39	27
	Ratio	46.21%	69.64%	45%
41–50 Years Old – New Hires	Person	2	0	5
	Ratio	2.86%	0%	15.63%
41–50 years old – Departures	Person	38	18	14
	Ratio	4.83%	100%	23.33%
51–60 years old – New Hires	Person	3	0	0
	Ratio	4.29%	0%	0%
51–60 years old – Departures	Person	7	2	2
	Ratio	4.83%	100%	3.33%
Above 60 years old – New Hires	Person	0	0	0
	Ratio	0%	0%	0%
Above 60 years old – Departures	Person	1	0	0
	Ratio	100%	100%	100%
TOTAL		297	135	92

Workforce and Employment


All Training (by Type)	Unit	2022	2023	2024
Professional Development	Hour	1674	214	395
Personal Development	Hour	5491	211	75593
Other (Leadership)	Hour	4698	263.5	7020
Total Training Hours	Hour	11863	688,5	83008

Employee Engagement	Unit	2022	2023	2024
Employee Engagement and Satisfaction Score	%	82%	77%	54%
Success rate of orientation and retention programmes for newly hired employees (0-2 years)	%	79%	78%	68%

Supplier	Unit	2022	2023	2024
Number of Local Suppliers	-	453	348	330
Percentage of Local Suppliers	%	100	100	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. 2024 Sustainability Report prepared by Gediz Elektrik Perakende Satış A.Ş. for the year ended 31 December 2024 with the GRI Standard at a limited confidence level.

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

Environmental Indicators

Direct CO₂ Emissions (Scope 1) (ton CO₂e)
Indirect CO₂ Emissions (Scope 2) (ton CO₂e)
Indirect CO₂ Emissions (Scope 3) (ton CO₂e)
Blue Water Footprint (m³/year)
Green Water Footprint (m³/year)
Grey Water Footprint (m³/year)
Direct Energy Consumption (Gasoline - Liter)
Direct Energy Consumption (Diesel - Liter)
Direct Energy Consumption (Natural Gas - Sm³)
Indirect Energy Consumption (Electricity - kWh)

Social Indicators

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


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

Page | 1

Unity Belgelendirme Muayene ve Test Hizmetleri Ltd. Şti.
İlk Yerleşim Mah., 1901. Cad. No: 4/3, Yenimahalle, Ankara



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

The limited assurance procedures we carry out are as follows:

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

Limited Assurance Statement

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

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

Restriction

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

Page | 2

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TSRS Content Index

TSRS 1: General Provisions Regarding the Disclosure of Financial Information Related to Sustainability	Page Number
Governance	
The board of directors’ oversight of sustainability-related risks and opportunities	Corporate Governance, pp. 12-13
The role of management in assessing and managing sustainability-related risks and opportunities	Corporate Governance, pp. 12-13, Sustainability Committee, p. 16
Strategy	
Sustainability-related risks and opportunities	Response Strategies for Sustainability-Related Risks, pp. 35-36, Sustainability and Climate-Related Opportunities, pp. 38-39
Business model and value chain	About Gediz Retail, p.7
Strategy and Decision-Making Processes	Corporate Risk Management, pp. 27-29, Strategy, pp. 31-34
Financial position, financial performance and cash flows	Economic Performance Indicators, p.59
Resilience	Resilience, p.34

TSRS 1: General Provisions Regarding the Disclosure of Financial Information Related to Sustainability	Page Number
Risk management	
Sustainability risk assessment process	Corporate Risk Management, p.27-29
The process of managing sustainability-related risks	Corporate Risk Management, p.27-29
Integration of the sustainability risk management process into overall risk management	Corporate Risk Management, pp. 27-29

TSRS 2: Climate-Related Disclosures	Page Number
Governance	
The board of directors' oversight of sustainability-related risks and opportunities	Corporate Governance, pp. 12-13
The role of management in assessing and managing sustainability-related risks and opportunities	Sustainable Governance Structure, pp. 12-13, Sustainability Committee, p.16

TSRS 2: Climate-Related Disclosures	Page Number
Strategy	
Climate-related risks and opportunities	Response Strategies for Climate-Related Risks, p. 37, Sustainability and Climate-Related Opportunities, pp. 38-39
Business model and value chain	About Gediz Retail, p.7
Strategy and decision-making	Corporate Risk Management, pp. 27-29, Response Strategies for Climate-Related Risks, p. 37
Financial position, financial performance and cash flows	Economic Performance Indicators, p.59
Climate Resilience	Resilience, p.34
Risk management	
Climate-related risk assessment process	Corporate Risk Management, pp.27-29
Process for managing climate-related risks	Corporate Risk Management, pp.27-29
Integration of the climate risk management process into overall risk management	Corporate Risk Management, pp. 27-29

GRI Content Index

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

Statement of Use

Gediz Retail, reporting in accordance with GRI Standards for the period 1 January 2024 – 31 December 2024.

GRI Usage

GRI 1 : Foundation 2021

GRI STANDARD	EXPLANATION	REPORT PAGE
GRI 2: General Disclosures 2021	2-1 Organisation Information	About Gediz Retail, p.7, Operational Map, p.8
	2-2 Organisations included in sustainability reporting	About the Report, p.4
	2-3 Reporting period, frequency, and contact point	About the Report, p.4
	2-4 Restatement of information	About the Report, p.4
	2-5 External assurance	Limited Assurance Statement, p.67
	2-6 Activities, value chain and other business relationships	About Gediz Retail, p.7

GRI STANDARD	EXPLANATION	REPORT PAGE
GRI 2: General Disclosures 2021	2-7 Employees	Human Resources Practices, pp. 45-48
	2-8 Non-employee workers	Confidentiality restrictions
	2-9 Governance structure and components	Corporate Governance, pp. 12-13
	2-10 Nomination and election of the highest management body	Confidentiality restrictions
	2-11 Chair of the highest management body	Board of Directors, pp. 14, 15, Corporate Governance, pp. 12-13
	2-12 The role of the highest governance body in overseeing the management of impacts	Corporate Governance, pp. 12-13
	2-13 Delegation of responsibility for managing impacts	Corporate Governance, pp. 12-13, Sustainability Committee, p.16
	2-14 The role of the highest governance body in sustainability reporting	Corporate Governance, pp. 12-13
	2-15 Conflicts of interest	Confidentiality restrictions
	2-16 Communication of critical issues	Corporate Governance, pp. 12-13, Sustainability Committee, p.16, Stakeholder Engagement, p.17
	2-17 Collective knowledge of the highest governance body	Board of Directors, pp. 14-15

GRI STANDARD	EXPLANATION	REPORT PAGE
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	Confidentiality restrictions
	2-19 Remuneration policies	Human Resources Practices, pp. 45-46
	2-20 Remuneration determination process	Confidentiality restrictions
	2-21 Annual total compensation ratio	Confidentiality restrictions
	2-22 Explanation of the sustainable development strategy	Contribution to Sustainable Development Goals, pp. 20-22
	2-23 Policy commitments	Corporate Governance, pp. 12-13, Human Resources Management, pp. 45
	2-24 Internalisation of Policies	Corporate Governance, pp. 12-13
	2-25 Processes for addressing adverse impacts	Corporate Governance, pp. 12-13, Risk Management Strategy, p. 28
	2-26 Mechanisms for seeking advice and raising concerns	Corporate Governance, pp. 12-13
	2-27 Compliance with rules and regulations	Corporate Governance, pp. 12-13, Corporate Risk Management, pp. 27-29
	2-28 Memberships	Confidentiality restrictions

GRI STANDARD	EXPLANATION	REPORT PAGE
GRI 2: General Disclosures 2021	2-29 Stakeholder engagement approach	Stakeholder Engagement, p.17
	2-30 Collective Bargaining Agreements	Confidentiality restrictions
GRI 3: Material Issues 2021	3-1 Processes for determining material issues	Identifying Material Issues, Impacts, and the Double Materiality Approach, p.18
	3-2 List of material issues	Double Materiality Matrix, p.19
Occupational Health and Safety		
GRI 3: Material Issues 2021	3-3 Management of material issues	Identifying Material Issues, Impacts and Double Materiality Approach, p.18, Contributions to Sustainable Development Goals, pp.20-22
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety, p.49
	403-2 Hazard identification, risk assessment and incident investigation	Occupational Health and Safety, p.49
	403-3 Employees with a high incidence or risk of occupational diseases	Occupational Health and Safety, p.49
	403-4 Worker participation, consultation and communication regarding occupational health and safety	Occupational Health and Safety, p.49
	403-5 Training of workers on occupational health and safety	Occupational Health and Safety, p.49

GRI STANDARD	EXPLANATION	REPORT PAGE
GRI 403: Occupational Health and Safety 2018	403-6 Promotion of worker health	Occupational Health and Safety, p.49
	403-7 Prevention and reduction of occupational health and safety impacts directly related to work relationships	Occupational Health and Safety, p.49
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety, p.49
Climate Change Mitigation and Adaptation		
GRI 3: Material Issues 2021	3-3 Management of material issues	Identifying Material Issues, Impacts and Double Materiality Approach, p.18, Contributions to Sustainable Development Goals, pp.20-22
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Environmental Performance Indicators, p.60
	302-4 Reduction of energy consumption	Environmental Management, p.41
	302-5 Reduction in energy requirements of products and services	Environmental Management, p.41
GRI 303: Water and Wastewater 2018	303-1 Interactions with water as a shared resource	Water Management, p.42
	303-2 Management of wastewater impacts	Water Management, p.42
	303-3 Water withdrawal	Water Management, p.42, TSRS 2 Sector-Based Metrics, p.56

GRI STANDARD	EXPLANATION	REPORT PAGE
GRI 303: Water and Wastewater 2018	303-4 Water discharge	Water Management, p.42, TSRS 2 Sector-Based Metrics, p.56
	303-5 Water consumption	Water Management, p.42, TSRS 2 Sector-Based Metrics, p.56
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Water Management, p.42, TSRS 2 Sector-Based Metrics, p.56
	305-2 Indirect (Scope 2) GHG emissions	Water Management, p.42, TSRS 2 Sector-Based Metrics, p.56
	305-3 Other indirect (Scope 3) GHG emissions	Water Management, p.42, TSRS 2 Sector-Based Metrics, p.56
	305-5 GHG emission reduction	Emission Management, p.41
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management, p.43
	306-2 Management of significant waste-related impacts	Waste Management, p.43
	306-3 Waste generated	Waste Management, p.43

GRI STANDARD	EXPLANATION	REPORT PAGE
Sustainable Profitability		
GRI 3: Material Issues 2021	3-3 Management of Material issues	Identifying Material Issues, Impacts and Double Materiality Approach, p.18, Contributions to Sustainable Development Goals, pp.20-22
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic Performance Indicators, p.59
	201-2 Financial outcomes and other risks and opportunities related to climate change	Strategy, pp. 35-39
GRI 203: Indirect Economic Impacts 2016	203-1 Supported infrastructure investments and services	Digitalisation, p.54
	203-2 Significant indirect economic impacts	Economic Performance Indicators, pp. 59
Inclusion, Diversity and Talent Management		
GRI 3: Material Issues 2021	3-3 Management of material topics	Identifying Material Issues, Impacts and Double Materiality Approach, p.18, Contributions to Sustainable Development Goals, pp.20-22
GRI 401: Employees 2016	401-1 New employee hires and employee turnover rate	Social Performance Indicators, pp. 64-65
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Human Resources Practices, pp. 45-46
	401-3 Parental leave	Comprehensive Fringe Benefit Policy to Enhance Employee Experience p.46

GRI STANDARD	EXPLANATION	REPORT PAGE
GRI 404: Education and Training 2016	404-1 Average annual training hours per employee	Social Performance Indicators, p.66
	404-2 Programmes to enhance employee skills and transition support programmes	Talent Management, p.48
	404-3 Percentage of employees receiving regular performance and career development reviews	Talent Management, p.48, Social Performance Indicators, p.66
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of management bodies and employees	Human Resources Practices, p.45, Social Performance Indicators, pp.61-63
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Human Resources Practices, p.45
Other Topics		
GRI 308: Supplier Environmental Assessment 2016	308-1 Assessment of new suppliers against environmental criteria	Supply Chain Management, p.25
GRI 408: Child Labour 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	308-1 Assessment of new suppliers against environmental criteria
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	308-1 Assessment of new suppliers against environmental criteria
GRI 413: Local Communities 2016	413-1 Operations involving local community participation, impact assessments, and development programmes	Corporate Social Responsibility, pp. 50-52

Responsibility Statement

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2024 Sustainability Report

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