



Energy for Life

**Sustainability
Report 2023**

CONTENTS

2 - ABOUT THE REPORT

3 - General Manager Message

4 - CORPORATE PROFILE

- 5 - About Aydem Retail
- 6 - Mission, Vision and Values
- 7 - Aydem Retail at a Glance
- 8 - Board of Directors and Executive Committee
- 9 - Focus Areas

10 - SUSTAINABILITY MANAGEMENT

- 11 - Our Sustainability Approach
- 13 - Integrated Management Systems Policy
- 15 - Management Commitment
- 16 - Integrated Management Systems Documents
- 17 - Corporate Sustainability Governance Structure
- 18 - Stakeholder Management
- 19 - Materiality Analysis and Contributions to Sustainable Development Goals
- 20 - Our Material Issues and Contribution to the SDGs

21 - ASSESSMENT OF CLIMATE RELATED IMPACTS

- | | | |
|--|--|---------------------------------------|
| 22 - Governance | 25 - Climate Change and Mitigation and Adaptation Strategy | 31 - Risk Management Processes |
| 22 - Board Oversight | | 32 - Board of DirectorsResponsibility |
| 23 - Competence and Responsibility of the Board of Directors | 26 - Green Tariff Practices | 33 - Metrics and Targets |
| 24 - Stakeholder Engagement | 27 - Risk Management | 33 - Aydem Retail Net Zero Roadmap |
| 25 - Strategy | 27 - Management of Climate Risks | 35 - Greenhouse Gas Emissions |
| | 30 - Enterprise Risk Management | 36 - Renewable Energy |
| | 31 - Corporate Risk Management | 37 - Water Management |

38 - DIGITALISATION

- 39 - Digitalisation
- 40 - Energetic Ideas Platform

42 - OUR EMPLOYEES

- 43 - AYDEM Retail HR Practices
- 45 - Talent Management, Inclusion and Diversity
- 49 - Ethics and Transparency
- 50 - Occupational Health and Safety

51 - OUR TIES WITH SOCIETY

- 53 - Our Projects

59 - APPENDICES

- 60 - Economic Performance Indicators
- 60 - Environmental Performance Indicators
- 61 - Social Performance Indicators
- 64 - GRI Content Index
- 70 - TCFD Index



ABOUT THE REPORT

As a company, we prioritize transparency and accountability in our relations with our stakeholders. We evaluate the environmental, social and economic impacts resulting from our operations in line with our sustainability focus. As Aydem Retail, we are proud to present our second sustainability report reflecting our aim to contribute to the welfare of our employees, customers, society and company values. This report details our impact on society and the environment, our sustainability approach, the issues we prioritise and the results we have achieved. Through this, we aim to reinforce public trust and provide effective solutions to the important issues

Scope of Reporting

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

Reporting Principles and Standards

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

Report Communication

The 2023 Sustainability Report has been prepared in Turkish and English, and the data and information contained in the report have been subject to limited assurance by an Independent Audit Firm. You can send your comments, suggestions and feedback on the report to bilgi.aydemperakende@aydemenerji.com.tr.

Publication Date and Frequency

June 2024- Published annually.





GENERAL MANAGER MESSAGE

Dear Stakeholders,

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

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

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

We instantly measured the experiences of our customers in every channel where they can communicate with us. Thanks to these measurements, we identified areas of development, and made developments to increase service quality. As a result of independent research our annual satisfaction survey, which we have been conducting every year since 2020, showed a 12% increase in the overall satisfaction score in 2023 compared to when we started, completing the customer experience year with the highest score.

With the digitalisation of contract transactions of legal entity customer groups, 30,000 of our customers completed their transactions digitally instead of traditionally. Thus, the physical document and archive process was eliminated for both our company and our customers. Thanks to our project, which supports our motto of an environmentally friendly and sustainable life, we prevented the use of 1 million pieces of paper, reducing paper use by 4.5 tonnes and preventing 18 tonnes of carbon emissions.

We started to offer the printed collection payment receipts used in our cash desks to our customers as e-receipts, reducing the use of paper by 1 tonne and preventing 4.5 tonnes of carbon emissions. We remain committed to reducing our emissions through digitalisation. With these efforts, our commitment to sustainability principles and innovative approaches will carry us to new achievements.

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

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

With my sincerest regards.

Mustafa İREN
General Manager

“ In 2023, we are proud to increase the proportion of electricity we provide from renewable energy sources to 69%. ”



CORPORATE PROFILE





About Aydem Retail

Aydem Energy is a leading integrated energy company with 40 years of experience and expertise in Turkey's energy sector. Aydem Electric Retail Sales Inc., a main components of Aydem Energy, began serving as an electricity supplier in Aydın, Denizli and Muğla regions in 2008, becoming Turkey's first privatised electricity retail company. In addition to its operations in these three provinces, Aydem Retail continues to add value to the energy and economy of the country by serving in 81 provinces across Turkey.

Aydem Retail continues to add value to society and individuals with its customer-oriented approach, services that adapt to the innovations of the age and its extensive customer relations network. Our company aims to increase the welfare of its customers, employees and suppliers as well as the general society by offering innovative solutions for a sustainable future.

Aydem Retail is on its way to becoming a global pioneer in sustainability with its participation in the United Nations Global Compact (UN Global Compact). By conducting our business processes at the highest standards, we carry our company into the future while fulfilling our responsibilities to individuals, society, our country and the environment. In line with our business ethics, we work in accordance with the determined time and quality targets and adopt a transparent and accountable business approach. We clearly demonstrate our stance against unethical or unfair practices and always consider how our behaviour affects others. By strictly adhering to the 10 principles of the UN, including human rights, labour standards, environment and anti-corruption principles, we act in accordance with these principles and strive to demonstrate our commitments concretely by reporting our annual work. As Aydem Retail, we will continue to be a pioneer in the sector with our human-centred approach and sustainable goals.

With the "Great Place to Work Certified" certificate in January 2023, Aydem Retail once again proved that it offers an excellent working environment thanks to its innovative practices and solid corporate culture. Selected as the Best Employer of the Aegean Region in the 250+ employee category in 2021, Aydem Retail managed to maintain this title by being included in the "Turkey's Best Employers" list for the third time in May 2023.



Aydem Retail is on its way to becoming a global pioneer in the field of sustainability with its participation in the United Nations Global Compact (UN Global Compact).





MISSION, VISION AND VALUES

Our Mission

To add liveliness to life with our energy

Our Vision

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

Our Values

Sensitivity

While carrying the organisation into the future by doing our job in the best way possible, we fulfil our responsibilities towards individuals, society, our country and the environment. We ensure that our work is carried out within the framework of our business ethics while performing our work in the targeted time and quality. We adopt a transparent and accountable working style in accordance with procedures and rules. We speak up if we encounter an unethical or unfair practice. We take into account how our behaviour affects others.

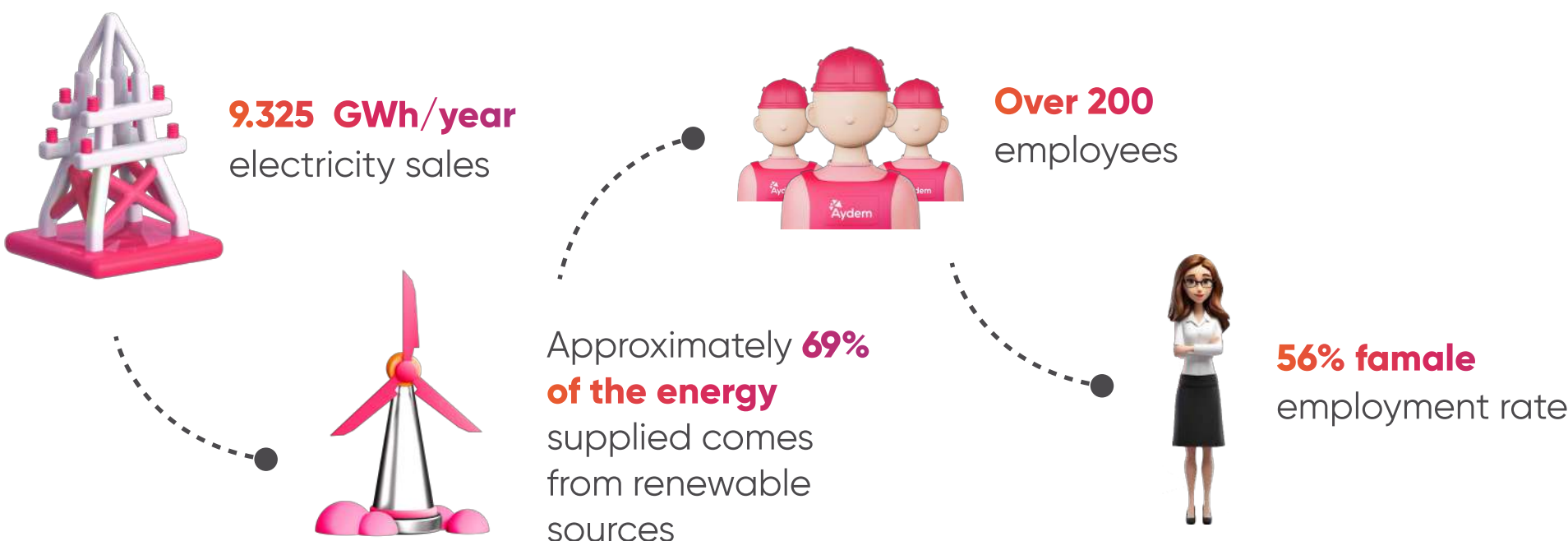
Dynamism

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

Touching Life

"Human" is at the centre of every work we do and every step we take. Our continuous development, curiosity, inquisitive 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 analysing their needs and expectations.

Aydem Retail at a Glance



Aydem Retail's Environmental, Social and Governance Performance

Total current assets TL 6,9 Billion	Level A" rating in CDP, 2023 Climate Change Programme
Total assets TL 8,3 Billion	Economic value distributed TL 703 Million
Domestic total sales revenue TL 25 Billion	All these performances were crowned with Sustainability Report Award for 2022.

Sectoral Size/Values/Effect of Aydem Retail



Over 2 million customers	We received the first prize in the "Aegean's Best Employers" category in the "Turkey's Best Employers 2023" programme for the third time.
the responsible supply company that has signed the most collaborations in the sector.	We are a participant of the United Nations Global Compact (UN Global Compact)



Board of Directors and Executive Committee



Chairman of the Board

İdris Küpeli

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



General Manager

Mustafa İREN

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



Board Member

Galip Ayköse

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



Focus Areas

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



Customer Focused Approach

We attach importance to customer satisfaction and constantly strive to meet the expectations of our customers in the services we provide. We continuously endeavour to understand customer needs and provide them with the best solutions.



Employee Welfare and Safety

We provide the necessary resources and support to ensure the welfare and safety of our employees. By ensuring that they work in a safe work environment, we aim to ensure that our employees are successful and increase their productivity.



Environmental Protection and Sustainability

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



Legal Compliance

We fully comply with legal requirements and manage our business activities in an ethical and responsible manner



Operational Efficiency

We continuously review our business processes and make improvements to ensure operational excellence. We endeavour to meet customer expectations and utilise resources properly by ensuring high standards of operational efficiency.



Financial Sustainability

We determine our financial management policies in line with sustainable profitability and create a strong financial foundation for the future. By investing in long-term opportunities, we strengthen the financial soundness of our company and support sustainable growth.



SUSTAINABILITY MANAGEMENT





Our Sustainability Approach

As Aydem Retail, we create our business model with a vision that brings together economic, social and environmental (ESG) elements. Sustainability is a fundamental part of our business strategy. We consider the potential impacts of environmental, social and governance (ESG) issues both today and for the future. While carrying out our activities, we evaluate and improve our existing business processes from a sustainability perspective.

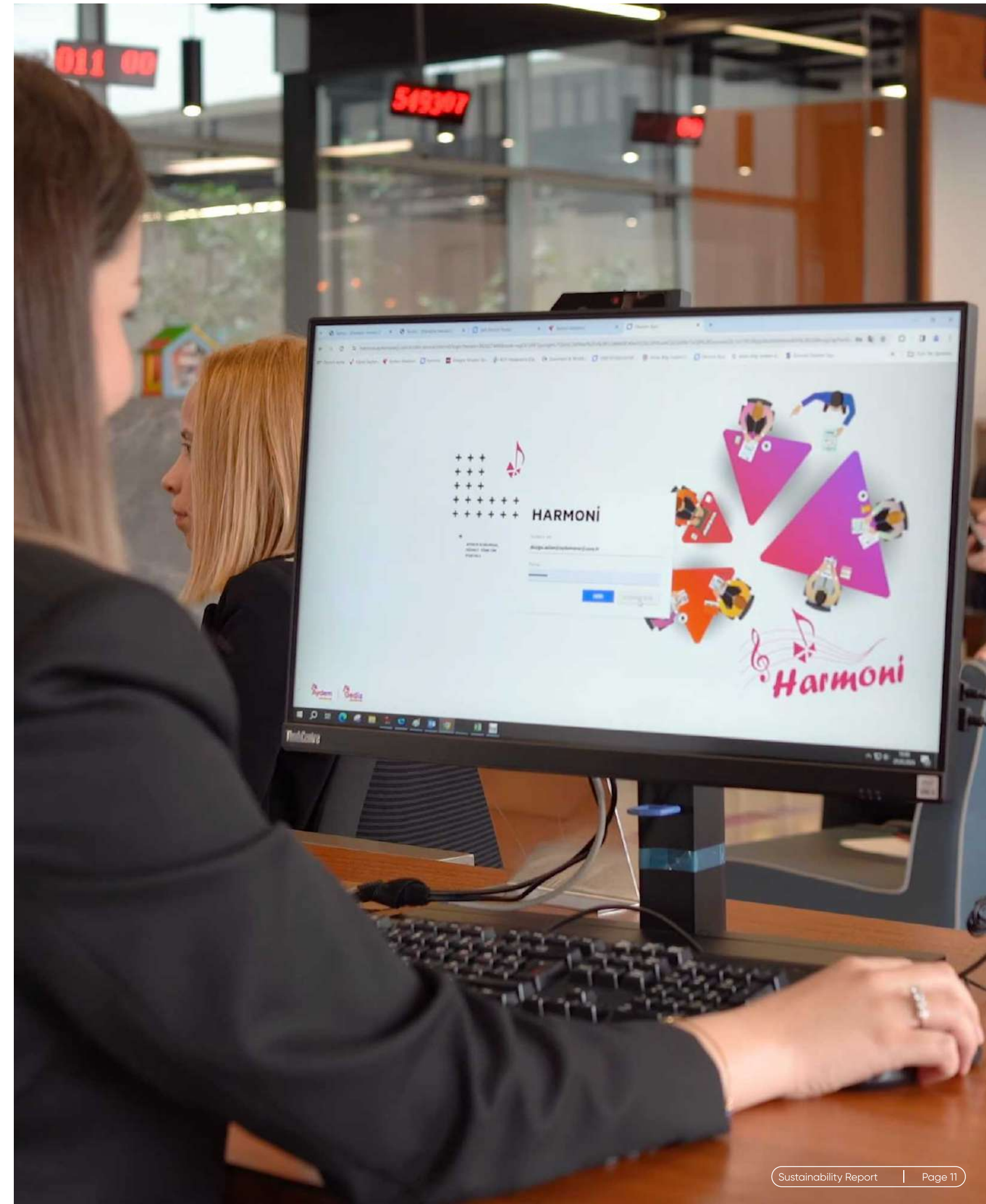
We take every precaution to minimise our impact on the use of natural resources in order to guarantee environmental sustainability for future generations, while providing our operations in a safe and high-quality manner. At the same time, we actively implement practices that will shape the future of our industry with a sustainable service approach.

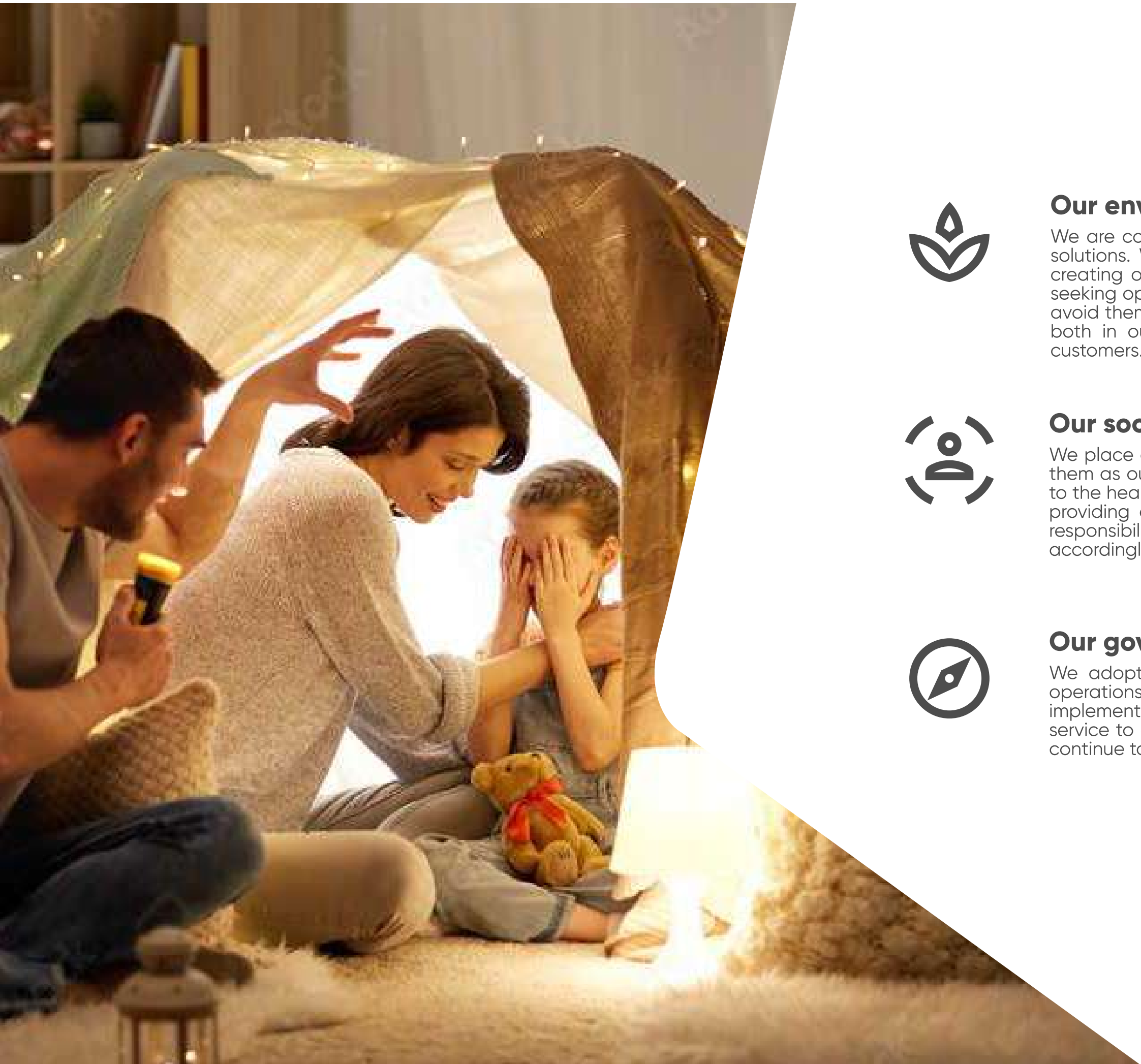
We focus on identifying key sustainability areas with our industry, pinpointing where we can address concerns and create positive impacts. We work to mitigate potential challenges and, strive to achieve net positive results wherever possible.

We realize our vision by leveraging the valuable knowledge and skills of our employees and evaluating the opinions of our customers. We continue to provide services that our customers, employees and all related parties can be proud of.



We take every precaution to minimise our impact on the use of natural resources in order to guarantee environmental sustainability for future generations while delivering our activities in a safe and high quality manner."





Our environmental approach

We are committed to providing our customers with long-term sustainable solutions. We take a responsible attitude towards resource consumption, creating opportunities to avoid and minimise environmental impacts and seeking opportunities for improvement and development where we cannot avoid them. In this way, we make environmental sustainability a key priority both in our business activities and in the solutions we provide to our customers.



Our social approach

We place our employees at the heart of our sustainable success and see them as our greatest competitive strength. We adopt a holistic approach to the health and well-being of our employees and do not compromise on providing a safe working environment. In addition, we work with social responsibility awareness and develop social investment strategies accordingly.



Our governance approach

We adopt a fair and transparent management approach in all our operations. We place great importance to ethical behaviour and implement the necessary policies to provide the highest standards of service to our customers. This protect the welfare of our employees and continue to provide reliable and quality service to our customers.



Our Policies

Quality Management System Policy

Quality Management System Policy outlines Aydem Retail's approach to quality management. Within the framework of the of ISO 9001 Quality Management Standard, the company aims to create a process-oriented and success-oriented customer experienceWe aim to provide our employees with a business environment conducive to personal development and careers advancement, while increasing the value added to customers,employees and company profitability. The company ensures continuous improvement in its targeted quality understanding by taking into account customer demands and expectations.

Our Quality Management System Policy;

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

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

Environmental Management System Policy

Environmental Management System Policy outlines Aydem Retail's approach to the environment. The Company aims to minimise the negative environmental impacts and to contribute to environmental protection in accordance with the requirements of ISO 14001 Environmental Management System Standard.

Environmental Management System Policy;

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

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





Business Continuity Management System Policy

Business Continuity Management System Policy shows Aydem Retail's approach to business continuity management. The Company aims to recover a possible interruptions in the supporting critical service processes within the framework of the scope and objectives determined according to the requirements of ISO 22301 Business Continuity Management Standard, in line with the business impact analysis results and to return to normal working order within the planned periods. The Company plans, establishes, regularly reviews and improves its Business Continuity Management System in order to manage interruptions due to extraordinary situations, prevent system and resource losses, reputational damages and fulfil its legal obligations.

In this direction, our Business Continuity Management System Policy;

- *Ensuring the health and safety of employees and customers in emergency and extraordinary situations,*
- *Protection of our buildings and facilities,*
- *Coordinating and implementing Crisis Management, Business Continuity, Information Technology Disaster Recovery and Emergency Management activities,*
- *To realise the return to normal working order in the most efficient way for the resumption of work after a business interruption,*
- *Minimise downtime for the company, customers, suppliers, shareholders and other critical stakeholders,*
- *Ensuring compliance with relevant legal, regulatory and contractual requirements in terms of Business Continuity,*
- *Minimising the financial, legal and reputational impact of business interruptions,*
- *Ensuring the correct internal and external communication flow by carrying out an effective decision-making process in case of interruption,*
- *Taking the necessary corrective and preventive actions to manage the risks that may cause interruption,*
- *Continuous improvement of the system through planned regular trainings, awareness raising activities and tests/drills,*

It aims to increase the effectiveness and quality of Business Continuity Management.





Management Commitment

As Aydem Retail, the consumer-facing group company of Aydem Energy, Turkey's first integrated energy company, we work with a sense of responsibility in order to touch every aspect of the lives of our customers, employees, suppliers and society, to produce solutions with innovative approaches, and to develop and implement sustainable projects that will lead the sector and make a difference. We create our business model with the awareness of our responsibility to serve the society and we realise our collaborations by guiding and centring all our stakeholders in this direction.

As Aydem Retail, our top priority is to provide a healthy, reliable working environment for all our employees by ensuring the highest standards in our company management and to act with environmental awareness in our internal and external activities. We build a sustainable future by integrating our responsibilities in the fields of quality, environment, occupational health and safety into all our business strategies in line with our understanding and values that put people, environment and sustainable operating system at the centre of all our internal and external activities.

We effectively fulfil the requirements specified in ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety Management System and ISO 10002 Customer Satisfaction Management System to achieve our goals and policies within the Integrated Management System. Maintaining system sustainability through continuous improvement is among our most important principles.

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

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



We effectively fulfil the requirements specified in ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety Management System and ISO 10002 Customer Satisfaction Management System in order to realise the goals and policies we have set within the scope of the Integrated Management System.



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

The Company recognises and confirms that ensuring the continuity of the Integrated Management System is of utmost importance for its employees and future strategic development plans.

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

Executives lead in giving responsibility and support to the employees in their units in the Integrated Management System.

We provide the necessary foundations for compliance with the Integrated Management System, which has entered into force and is being implemented, both inside and outside the company, and support its dissemination by increasing the awareness of employees.

We allocate resources to ensure the system is understood by all employees and operates efficiently, working towards continuous improvement of the system.





Integrated Management Systems

We use and certify our competencies in all areas we work in, maintaining the standard we have achieved. We continue our success in ISO (International Organization for Standardisation) audits. As of 2023, we have successfully passed the surveillance audits and renewed the following certificates



2015 Quality Management System	2018 Customer Satisfaction Management System	2015 Environmental Management System
 ISO 9001	 ISO 10002	 ISO 14001
2018 Occupational Health and Safety Management System	Customer Contact Centres Management System	2013 Information Security Management System
 ISO 45001	 ISO 18295-2	 ISO 27001

Corporate Sustainability Governance Structure

Our commitment to sustainability starts at the core of our operations and extends throughout our value chain. We have established a dedicated governance structure to ensure accountability and integrity, driving our sustainability approach, action plans and initiatives. This structure integrates sustainability principles and priorities across the organisation and embeds them in decision-making and implementation processes.

Through the Sustainability, Environment, Occupational Health and Safety Committee, integrated into the corporate governance model and supervised by our Board of Directors, our sustainable governance structure aims to create long-term value for all our stakeholders. This structure, which we have integrated into decision-making mechanisms and business processes, focuses on addressing sustainability-based issues in a holistic manner.

The Sustainable, Environment, Occupational Health and Safety Committee decides on the strategic direction and action plans of Aydem Retail. Within the scope of sustainability, the Committee evaluates the issues proposed or recommended by the employees, puts these issues on the agenda and ensures that the issue is spread throughout the Company by sharing the decisions taken with other units.

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

Due to our roles, all our investments contribute to security of energy supply, combating climate change, responsible consumption and production, sustainable cities and communities, decent work and economic growth, industry, innovation and infrastructure, inequality reduction targets and sustainability principles.

Through the Sustainability, Environment, Occupational Health and Safety Committee, which represents our strong corporate governance system, relevant issues related to sustainability within our own business operations and value chain are addressed and analysed in depth, and a culture of sustainability, occupational health and safety is developed that is widely disseminated to all staff and activities.

“Through the Sustainability, Environment, Occupational Health and Safety Committee, which we have integrated into our company's corporate governance model and which operates under the supervision of our Board of Directors, our sustainable governance structure aims to create long-term value for all our stakeholders.”

Our key factors driving business processes, projects or strategies.

- 

Innovative solutions and digitalisation
- 

Sustainability Vision
- 

Business Ethics and Transparency
- 

Sustainable Profitability Strategy
- 

Integrated Management Systems
- 

Reliable and Safe Energy Supply
- 

Talent and Culture Based Workforce



Stakeholder Management

Our strong corporate governance, innovative approaches, use of new technologies and environmental management sensitivity are key components of our sustainable value chain.

We value constant communication with stakeholders and consider their expectations and feedback.. We use various communication channels to develop a trust-based relationship with our customers, employees, suppliers, local communities, public institutions and other stakeholders, understanding their needs.

In order to increase customer satisfaction and better respond to their needs, we regularly collect feedback and continuously improve our products and services based on this feedback. In addition, we take care to provide information about our services and business processes by adopting a transparent communication policy to our customers.

We establish open and effective communication with our employees, listen to their ideas, and concerns and endeavour to continuously improve their working environment. Increasing the satisfaction of our employees and keeping their motivation high positively affect our business results.

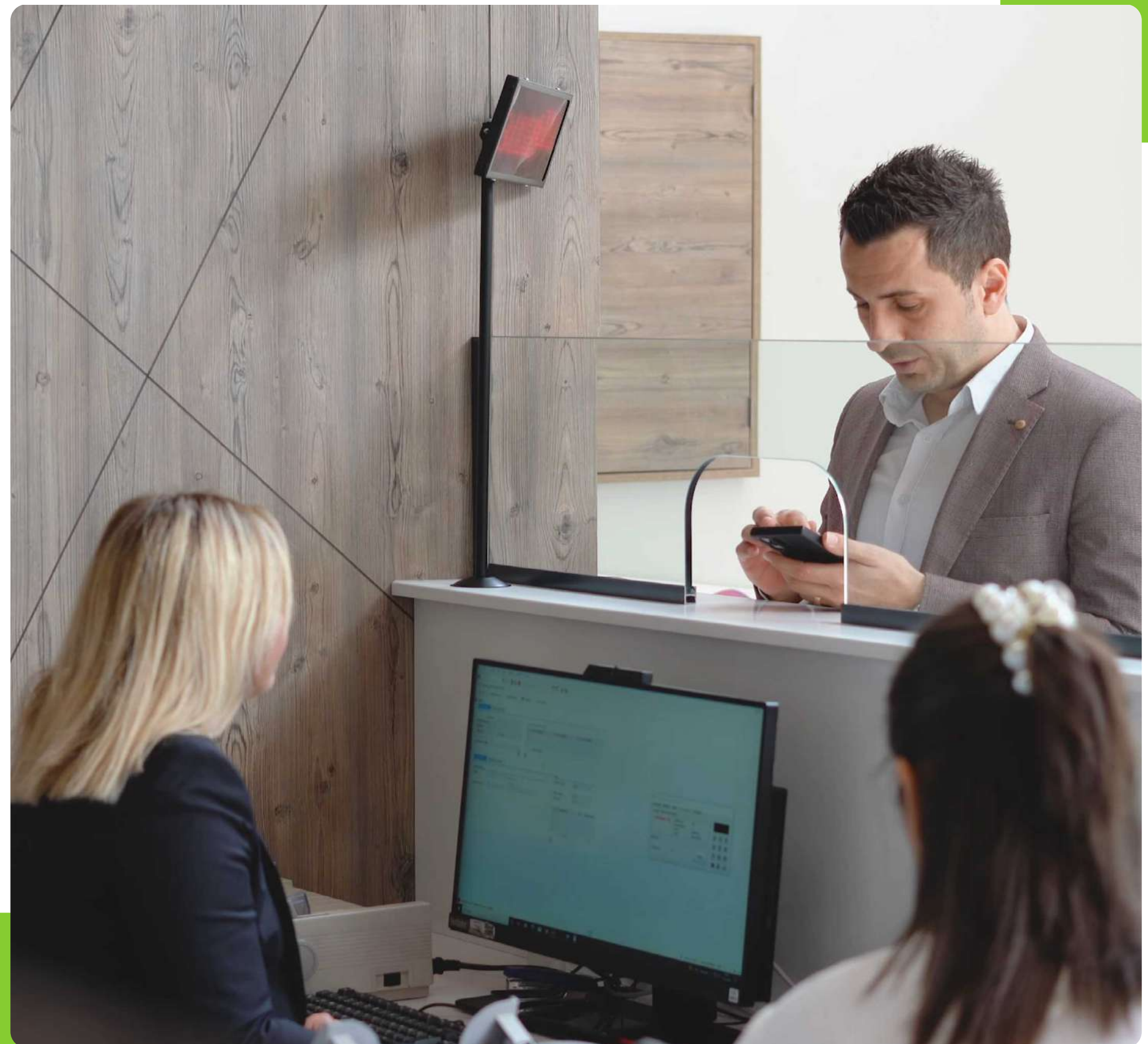
We maintain regular contact with suppliers, encouraging compliance with our business standards and sustainability principles.

We cooperate with both public and non-governmental organisations in the geographical regions where our Headquarters and district directorates are located, and support many projects in order to fulfil our environmental and social responsibilities, improve the quality of life of the society and contribute to sustainable development.

“

As Aydem Retail, we care about being in constant communication with our stakeholders and considering expectations and feedback.

”




Materiality Analysis and Our Contribution to Sustainable Development Goals

As Aydem Retail, we consider our sustainability approach as an integral part of our corporate strategy. This understanding, integrated with our risk management policies, guides us on our journey toward continuous improvement. With this perspective, we continuously enhance our direct and indirect contributions to the United Nations Sustainable Development Goals (SDGs). At the global level, spreading peace and prosperity to all segments, inclusive economic growth and transition to clean energy, eliminating inequalities and poverty, ensuring the sustainability of our resources and the ecosystem of our planet are the main goals of the SDGs, which make sustainability a way of life and hold us together.


Our activities, relationships with society and our interaction with the environment support the UN's sustainable development goals. As a priority, we monitor our impact on our social and natural environment with a focus on the following objectives:



Energy efficiency improvements and the transition to a low-carbon economy



Reduce our environmental impact by combating climate change



Reduce inequalities by supporting the social and economic welfare of society



Protect our natural environment by promoting the sustainable use of environmental resources

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



Our Material Issues and Contribution to the SDGs

Our Material Issues / Focus Areas

SDGs to which we directly contribute/ Related SDGs

How We Manage?

Occupational Health and Safety

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



Business Ethics

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



Combating Climate Change and Adaptation

As Aydem Retail, we play a critical role in providing energy to 2 million people and contribute to supporting the national economy. We support the fight against climate change, which has become a global problem, our country's clean energy transformation and ensuring energy supply security; we support clean energy transformation for our country with our approach that considers the sustainability of natural resources, the environment and the needs of future generations.



Social Responsibility Projects

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



Digitalisation and R&D

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



Sustainable Profitability

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



Inclusion, Diversity and Talent Management

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





ASSESSMENT OF CLIMATE-RELATED IMPACTS



GOVERNANCE

Board Oversight

As Aydem Retail, we play a leading role in the clean energy transformation of our country and actively contribute to the fight against climate change. Our sustainability governance ensures that climate-related issues as one of the most important agenda items at the Board of Directors meetings where our company strategy and investment projects are evaluated.

The Sustainability, Environment, Occupational Health and Safety Committee actively manages climate-related issues by establishing an appropriate action plan and reporting relevant procedures to the Board of Directors when necessary. This committee supports the growth and development of a culture of sustainability, environment, occupational health and safety, while encouraging compliance with environmental regulations and participation in related activities.

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

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

As Aydem Retail, we assume a leading role in the clean energy transformation of our country and actively contribute to the fight against climate change.





Competence and Responsibility of the Board of Directors

Professional experience and academic qualification are among the basic criteria for the competence of the committees at the Board level. The climate-related training seminars we organise for our Board members play an important role in ensuring this competence. Trainings on sustainability and climate change are shared at Aydem Academy, accessible by all employees.

In addition, we receive guidance from our competent engineers and sustainability professionals. This guidance is conveyed to the Board of Directors through committees. Non-executive employees with sustainability experience and competence actively serve as committee members under the Board-level committee. In assessing the climate-related competence of the Board of Directors, criteria such as long-term experience in sustainability, management, occupational health and safety are taken into consideration.

“As Aydem Retail, we assume a leading role in the clean energy transformation of our country and actively contribute to the fight against climate change.”



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

At the highest management level, the Managing Director (included in the Board of Directors) has an important role in overseeing climate-related issues. The Managing Director contributes to defining strategic objectives, setting corporate governance and organising and managing climate-related and sustainability issues.

The General Manager is responsible for managing annual budgets for climate mitigation investments. Given the General Manager's high position within the company, he is tasked with implementing the climate transition plan, aligning business strategies with climate-related issues and providing incentives to employees. In addition, the General Manager provides strategic direction and leads critical decision-making to ensure effective progress on climate change mitigation and sustainability.



Strategy

Climate Change Mitigation and Adaptation Strategy

While Turkey's energy environment is witnessing rapidly developing technologies to combat climate change, Aydem Retail continues its activities with the awareness of the critical importance of being at the forefront of these developments. Forest fires, which increase in the summer months in the region due to climate change, further increase these risks. Such forest fires may also disrupt electricity sales and significantly affect our company's profit margin. Necessary work is being carried out to ensure uninterrupted electricity sales and proactively manage financial risks by addressing our physical risks.

As a responsible energy supplier, Aydem Retail carefully monitors and complies with Turkey's dynamic regulatory environment. The commitment of the public administration to combat climate change through legal frameworks requires us to be constantly vigilant. To mitigate this risk, a dedicated team of experts continues its work, monitoring regulatory changes and rapidly developing strategies to align our operations with evolving environmental and energy policies.

Aydem Retail's strategy for climate-related risks and opportunities covers our products and services in the short, medium and long term. Increasing awareness of climate change among our customers has created a market risk as they demand green energy solutions. In order to effectively meet the renewable energy demands of our customers, Aydem Retail has taken steps to supply renewable energy through bilateral agreements. This strategic approach allows us to ensure a sustainable and reliable supply of renewable energy from sources such as wind, hydroelectricity, solar, geothermal and biomass.

Aydem Retail actively responds to customers' demands for environmentally friendly energy solutions by offering renewable energy supply and green energy tariffs through bilateral agreements. This strategic approach increases customer satisfaction and puts Aydem Retail in a leading position in the transition to green energy in line with the IEA NZE 2050 vision.

Our efficient digital transformation efforts such as e-invoice and e-archive contributed to the reduction of greenhouse gas emissions by eliminating the cost of paper. Thanks to these digitalisation steps, environmental impacts such as paper consumption and related forest cutting were minimised, while at the same time the efficiency of our business processes was increased. In this way, our company has reached its environmental sustainability targets more effectively, while also benefiting from the advantages offered by digital technologies.





Green Tariff Applications

Green Tariff applications are a system that encourages effective participation in the fight against climate change. This tariff promotes environmental sustainability by ensuring that green energy sources are preferred in electricity consumption. Turkey's energy regulatory authority, the Energy Market Regulatory Authority (EMRA), oversees and supports the implementation of the Green Tariff.

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

The Renewable Energy Resource Guarantee Certificate (YEK-G Certificate), which shows that the energy is obtained from renewable sources, is provided to consumers. This document guarantees the renewability and continuity of energy and represents a standard in our country and at the international level.

Another positive effect of the implementation of the Green Tariff is that it contributes to the fight against climate change. We can reduce carbon dioxide emissions by diverting energy resources obtained from fossil fuels to renewable energy (such as solar, wind, hydroelectricity). In addition to reducing the carbon footprint of individuals and organisations, the Green Tariff also helps to control global temperature rise and mitigate the effects of climate change.



The Green Tariff will help us achieve the goals of protecting the environment and combating climate change, along with economic stabilisation. Adoption of this voluntary commitment by all consumers and energy sector suppliers can increase sustainability in the energy sector as well as increase the overall demand for renewable energy.



This practice is the key to a pathway that shapes our future with environmental and social impacts.



RISK MANAGEMENT

Management of Climate Risks

The Global Risks Report published by the World Economic Forum emphasises that risks should be addressed holistically with economic, social and environmental components. This approach helps companies adopt a sustainable business approach and increase their competitiveness.

With our current risk management approach, we identify the risks that we may encounter or face and take measures in accordance with our company's risk preference framework. In this way, we develop practices that support ensuring competitive advantage and continuity and ensure their effective monitoring. This approach enables our company to cope with future uncertainties and adapt to changing conditions, while creating a solid foundation for long-term success.

Operating in the energy sector increases our potential exposure to various risks due to factors such as climate change and other natural risks. These risks include areas such as supplier management, socio-economic impacts, talent management, operational expenses, reputational risks, financial profit and loss management, equity and debt financing. Aydem Retail uses qualitative and non-qualitative risk monitoring methods to identify and monitor all these risks and opportunities.

Our risk and opportunity assessment process consists of three stages: assessment, planning and implementation. In the assessment phase, the Early Detection of Risk Committee identifies potential risks and opportunities and submits reports to our board-level committee. The committee at the board level evaluates the significance of these risks and opportunities and takes decisions to implement the planned actions. In the final stage, the execution process is delegated to the relevant units and this process is closely supervised by the committee.

We adopt a holistic approach by assessing environmental, social and economic impacts prior to investment decisions. We also conduct environmental risk analyses to understand the impact of our industry on the daily lives of end-users.

By integrating our risk policies into our risk management system, we identify significant risks for all our stakeholders that may jeopardise the existence, development and continuity of our company and take effective measures against these risks. In this context, we identify, monitor and take the necessary actions to eliminate financial and non-financial risks.

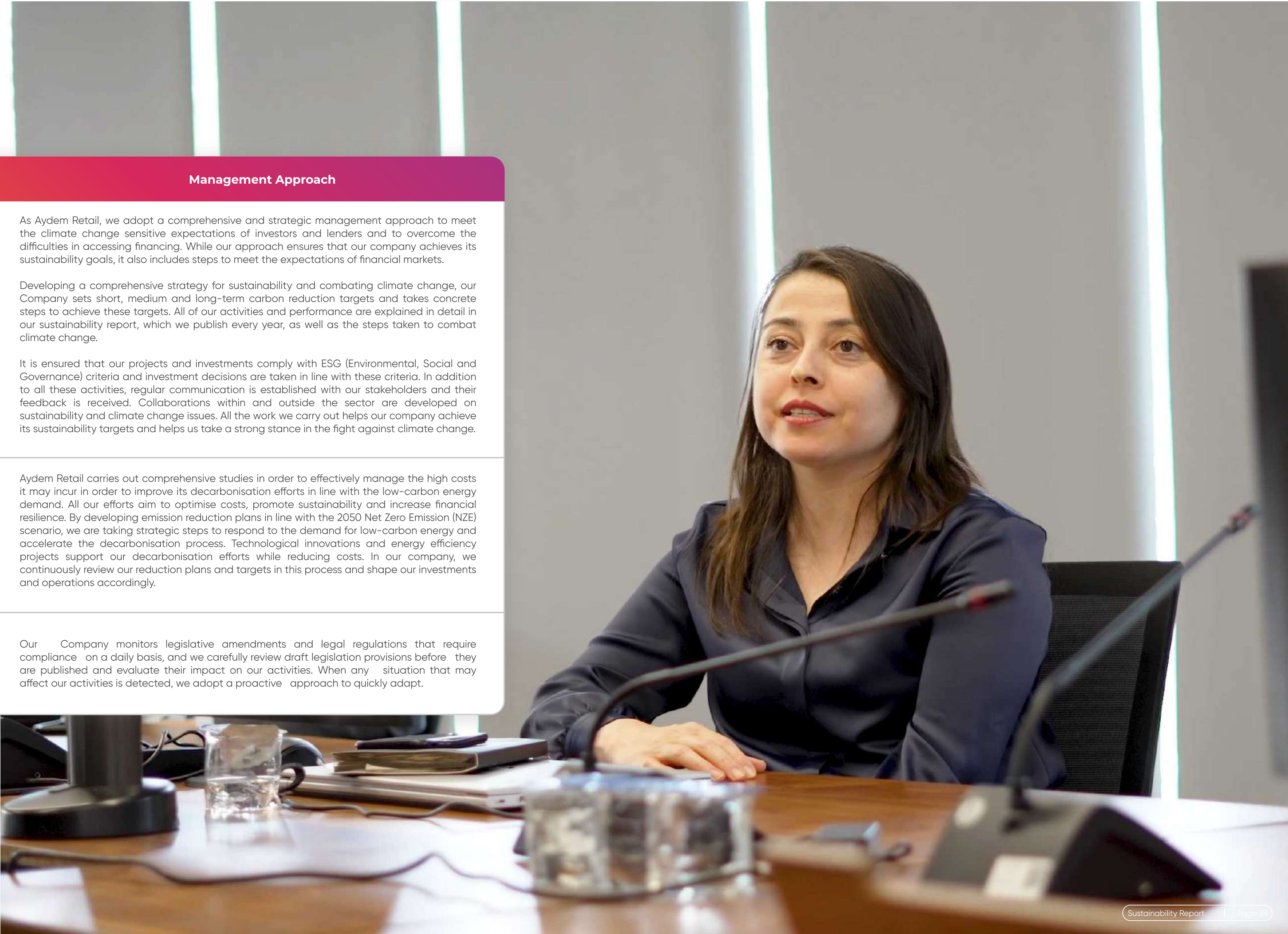
Factors such as energy supply-demand imbalance, climate change, depletion of natural resources, changes in legal regulations, natural disasters, changes in economic balances, new markets, technological innovations and digitalisation form the basis of our risk and opportunity assessment.

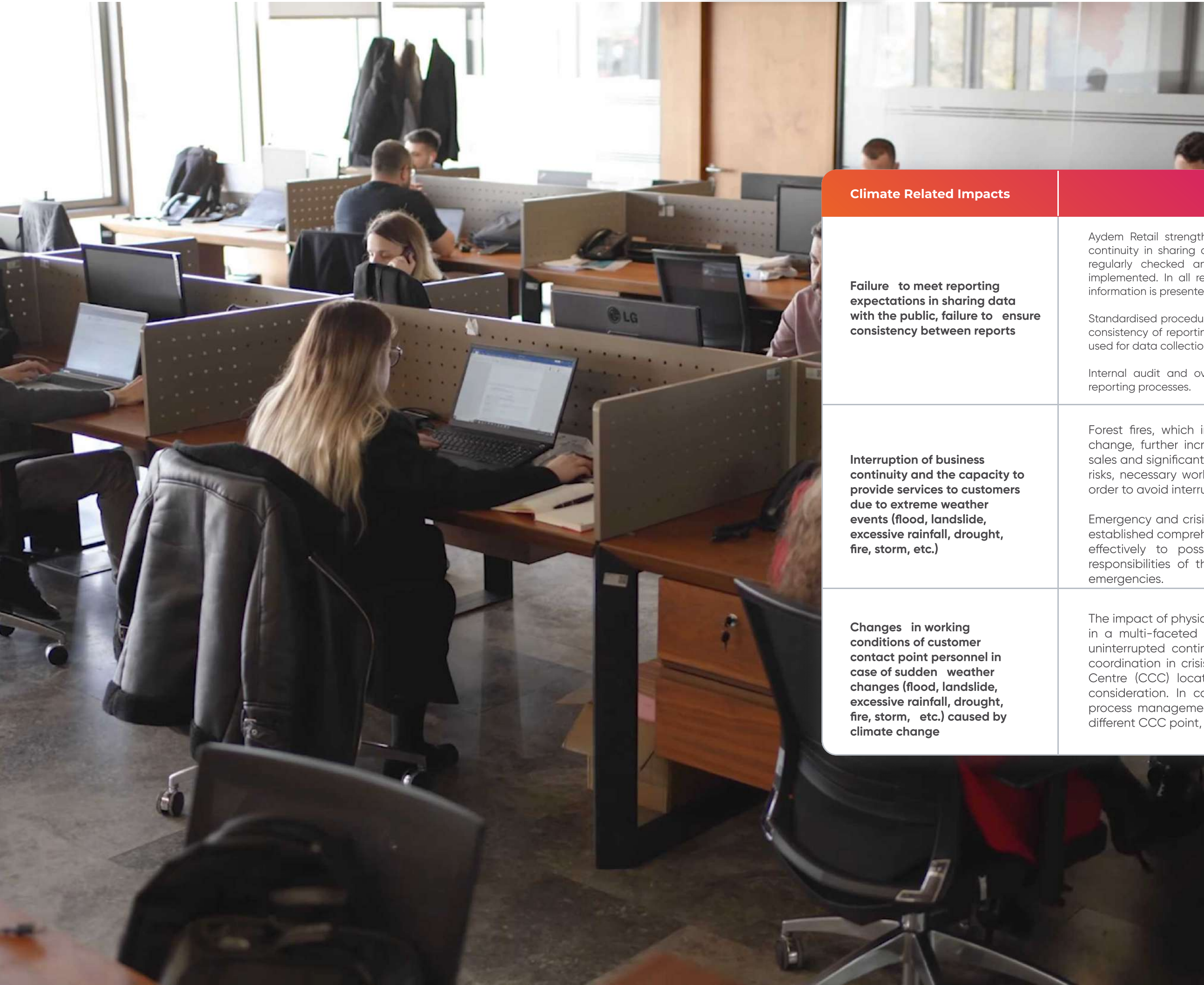
We endeavour to identify the transition or physical climate risks that our company and our sector may face in the medium and long term. In this process, we map not only environmental risks but also social and governance risks in our risk inventory within the framework of integrated risk management from an Environmental, Social and Governance (ESG) perspective. In the following stages, we aim to map the actions taken or planned in relation to the risks we have identified. In this way, we plan to update our risk inventory in terms of climate risks in the future and ensure that our company has a more resilient and sustainable structure.





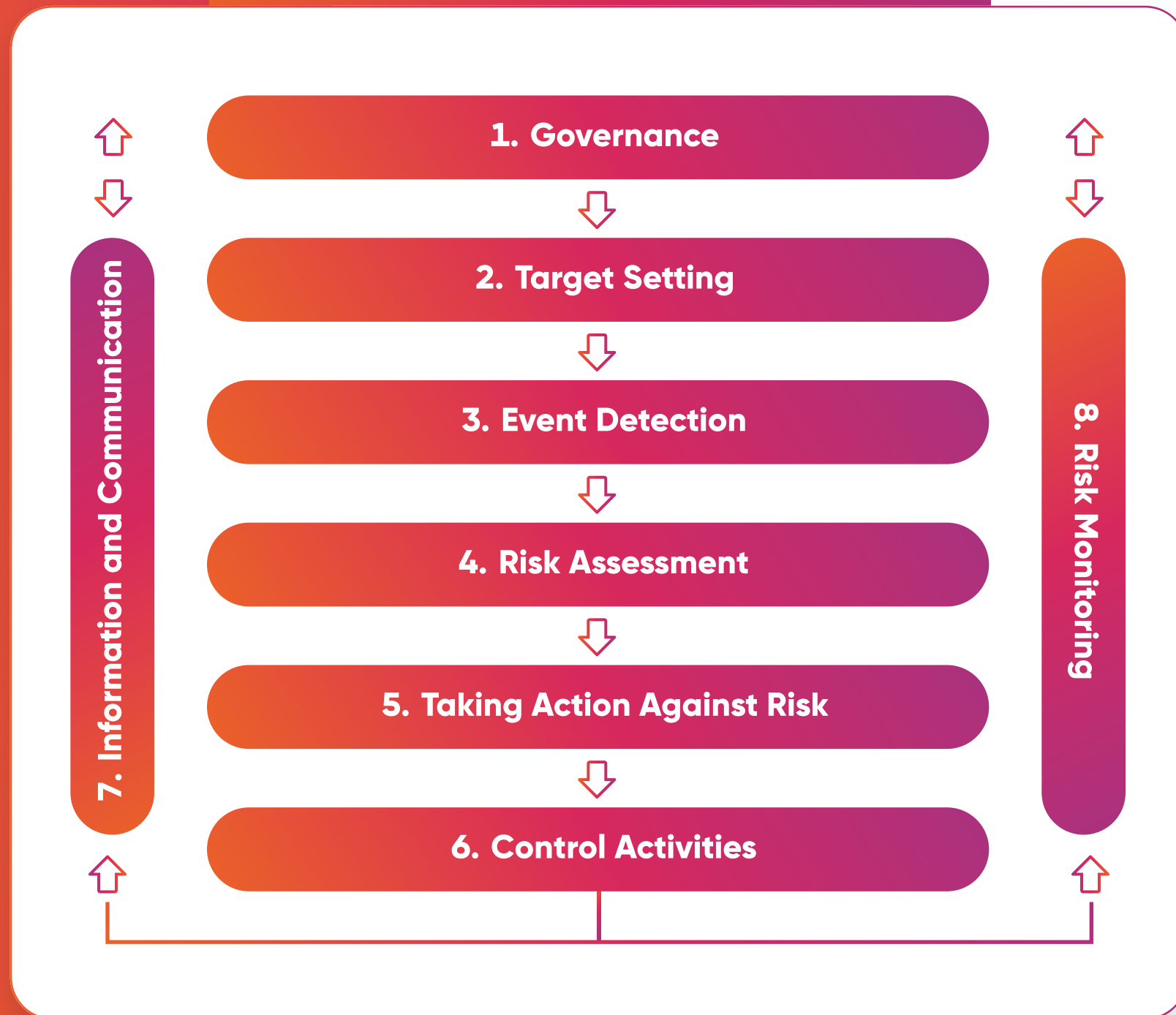
Climate Related Impacts	Management Approach
Changes in investor/creditors' expectations (difficulty in accessing capital/financing) in a way that is sensitive to climate change and failure to meet these expectations	<p>As Aydem Retail, we adopt a comprehensive and strategic management approach to meet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





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

RISK MANAGEMENT PROCESSES



Risk Management Processes

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

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

Once risks have been identified, we rigorously monitor the likelihood of the risk materialising. If a risk continues to pose a threat to the existence of the company in financial, operational and environmental terms, we direct the board of directors to take appropriate actions.

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



We identify and classify all climate-related risks such as energy supply-demand imbalance, climate change, depletion of natural resources, changes in legal regulations, natural disasters, changes in economic balances, new markets, technological developments and digitalisation.



Board of Directors Responsibility

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

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



The company risk appetite, acceptable risk tolerance levels and risk policies, which are reviewed and approved annually, are determined qualitatively and quantitatively throughout the company and in the main transaction processes.



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



The Company's risk management operations are adequately resourced and supported. This approach ensures effective and proactive management of risk and reflects Aydem Retail's strong commitment to risk management.



Metrics and Targets

Aydem Retail Net Zero Roadmap

While Aydem Retail maintains its leading position in the electricity retail sector in Turkey, the company has integrated actions to measure and mitigate climate change impacts into its business processes. In this context, it adopts the IEA NZE 2050 scenario, which presents the International Energy Agency's roadmap moving towards net zero by 2050. This scenario is aligned with the 1.5 1°C target based on the IPCC Sixth Assessment Report and is directly linked to the United Nations' sustainable development goals.

It is emphasised that investing in clean and energy efficient technologies is key to achieving the net zero target. In this direction, Aydem Retail contributes to this goal by taking various measures in accordance with the IEA NZE 2050 scenario.

The IEA NZE 2050 scenario foresees a significant increase in the integration of renewable energy into the electricity grid. By taking steps in this direction, the region where Aydem Retail operates is one of the leading renewable energy production regions in Turkey, and the electricity supplied by the company from renewable sources facilitates customers' access to renewable energy.

In line with the IEA NZE 2050 scenario, as part of the journey to reach the net zero emission target, Aydem Retail plans to improve its net zero target.



Aydem Retail is at Level A in CDP

The Carbon Disclosure Project (CDP) is one of the world's leading non-profit environmental reporting initiatives. CDP evaluates companies' efforts to address climate change and promotes best practices. Our "Level A" rating in the 2023 Climate Change Programme reflects the importance our company attaches to environmental risk management and its leadership role. This rating shows that our company's environmental performance is recognised and environmental risks are managed effectively. It also confirms that our efforts in the field of environmental sustainability have been recognised on international platforms and that we have assumed a leadership role in our sector.



**A LIST
2023**

CLIMATE

As Aydem Retail, in the Climate Change Programme of the Carbon Disclosure Project, the world's largest environmental reporting platform

**We qualified for
the A List!**



Greenhouse Gas Emissions

Managing greenhouse gas (GHG) emissions associated with our operations by calculating them on an annual basis and developing effective strategies to reduce them is an important part of our journey to become a net zero company. In this context, we calculate not only our Scope 1 and Scope 2 emissions, but also Scope 3 emissions for all our activities since 2021.

Scope 3 emissions are indirect emissions from activities beyond our direct control and contribute significantly to our total carbon footprint. These emissions have been carefully assessed and those that are significant are included in our emissions inventory.


In 2023, our Scope 1 emissions were calculated as 354.35 tonnes of carbon dioxide equivalent (CO₂eq) and our Scope 2 emissions were determined as 226.67 tonnes CO₂eq.

In order to ensure the reliability of our emission calculations and their compatibility with the industry, we have been developing a calculation methodology in line with the Science Based Targets Initiative (SBTi) since 2022. In addition, our greenhouse gas reduction studies are based on data calculated and verified according to ISO 14064-1 standard.

Our short-term reduction target, developed together with SBTi, focuses primarily on Scope 1 and Scope 2 emissions. This target covers all our operations in Turkey and company-wide emissions and no distinction is made.

“In 2022, we set a greenhouse gas emission reduction target for our company, which we remain determined to maintain this year. Ensuring the reliability and harmonisation of our emission calculations with the industry is a vital step towards achieving our sustainability goals. These efforts are an important foundation for reducing our environmental impact and for a more sustainable future.”


In 2023,



our **Scope 1** emissions are

354.35 tonnes

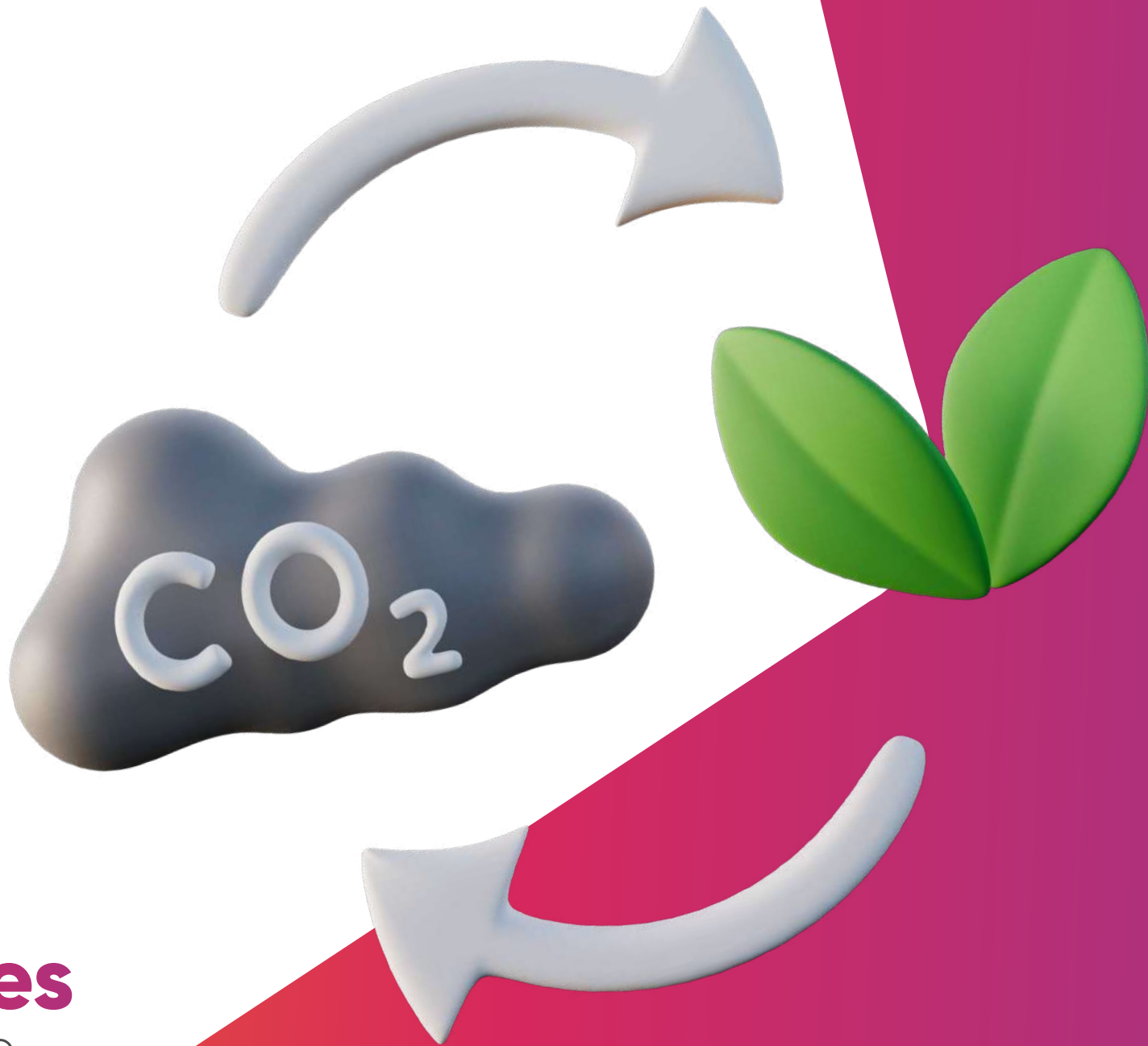
carbon dioxide equivalent (CO₂eq)



our **Scope 2** emissions are

226.67 tonnes

carbon dioxide equivalent CO₂eq





Renewable Energy

In line with our overarching goals, our primary objective is to ensure that all our electricity consumption is sourced exclusively from renewable energy sources, in line with the targets in our climate change plan and our strategy.

To achieve this goal, we aim to obtain the International Renewable Energy Certificate (IREC) for unavoidable emissions by 2030, taking our commitment to sustainability one step further. We are taking an important step towards achieving our 2050 net zero targets by switching to 100% renewable energy in all our operations. This transition is a significant milestone in our journey towards a sustainable future.

We have taken important steps to promote the use of renewable energy sources as a low-carbon alternative in the regions we serve. In 2023, approximately 69% of the energy supplied to end users came from renewable sources. In addition, as part of our comprehensive climate transformation plan, we have supported the use of renewable energy sources by installing a GES in our headquarters building.

Our bilateral agreements with electricity generation facilities actively contribute to the increased utilisation of domestic and renewable energy in the market and its integration into the national economy. To fulfil our company's climate change and sustainability commitments and to reduce our environmental impact through the widespread use of renewable energy sources, we aim to increase our interaction with our renewable energy suppliers. Our efforts not only support the country's transition to clean energy, but are also in line with our commitment to combating climate change and advancing the United Nations Sustainable Development Goals.

As an organisation that plays a key role in meeting the energy needs of our region, we actively encourage our production facilities to switch to renewable energy and focus our efforts on raising awareness among our customers. We prioritise making informed and effective investment decisions in line with these efforts. Beyond meeting regional energy demands, our investments in the energy sector play a critical role in combating climate change and promoting responsible production and consumption patterns. By actively supporting renewable energy sources and contributing to the country's clean energy transformation, we are enabling the development of a more sustainable and resilient energy system.



In 2023, approximately 69% of the energy supplied to end-users was provided from renewable sources.



We are taking an important step towards achieving our 2050 net zero targets by switching to 100% renewable energy in all our operations. This transition is an important milestone in our journey towards a sustainable future.



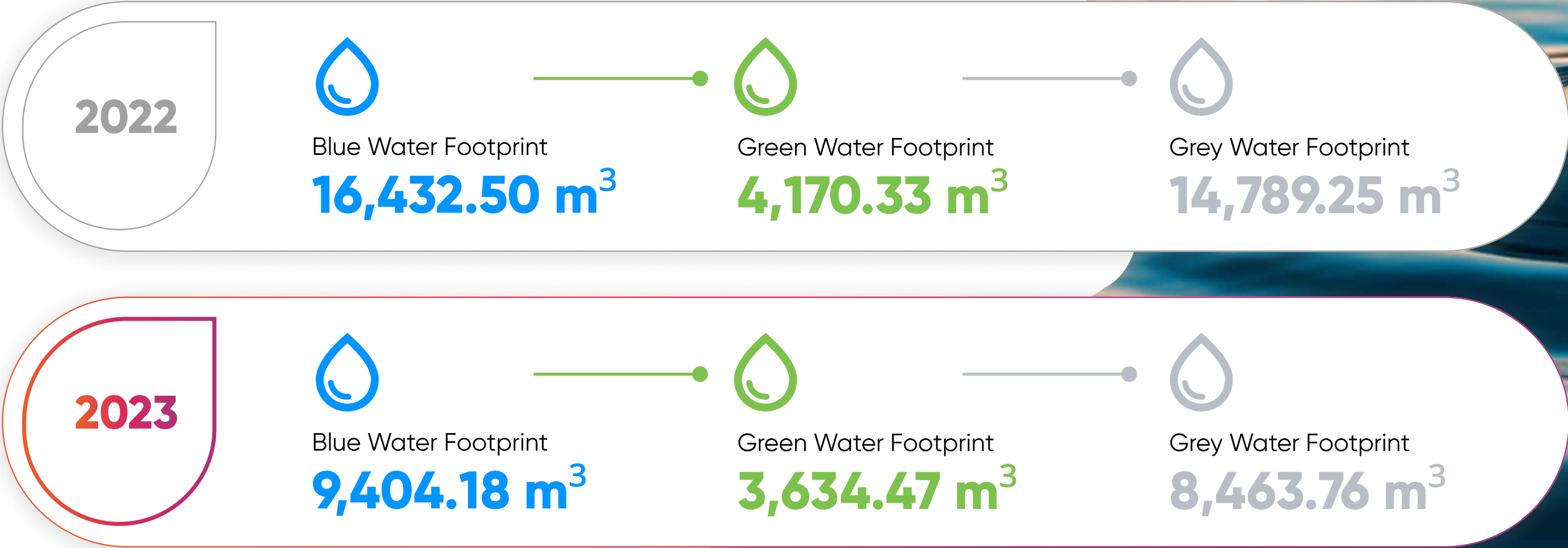


Water Management

Water is an indispensable resource for the continuity of life on earth, the health of societies and the sustainability of the economy. However, the pressure on water resources is increasing. As temperatures have increased by approximately 1°C globally in the last half century, freshwater resources are directly affected by impacts such as excessive rainfall, more frequent floods and droughts, rising sea levels and changing rainfall regimes.

If trends such as increasing population, irregular and decreasing rainfall regimes, and unsustainable water management habits continue, according to the United Nations' World Population Prospects Report, it is predicted that approximately half of the world's population will live in water-stressed regions by 2030.

Scientists warn that the impacts of climate change on water resources are increasing. Therefore, it is of great importance to understand the effects of climate change on water resources and to ensure water security. As Aydem Retail, although our water consumption does not have a major impact, we try to keep our consumption under control by taking responsibility. In this context, we act as a part of the transformation by calculating and verifying our water footprint.





DIGITALISATION



Digitalisation

Digitalisation requires staying abreast of rapidly changing and developing technologies and plays a critical role in the uninterrupted, secure delivery of energy to customers. It is also important to take strategic steps to minimise the impacts of climate change. Risks and opportunities related to climate change can directly affect operations in the short, medium and long term.

In this context, Aydem Retail has recently implemented strategic initiatives related to operations. For example, the decision to close the physical customer service centre and transition to an online service model demonstrates the company's recognition of the environmental challenges associated with carbon emissions and the steps taken to address the need to reduce these impacts. This strategic shift reflects the long-term vision to achieve sustainability and reduce its carbon footprint.

During the reporting year, Aydem Retail successfully transitioned all customer services to an online platform. This transition was realised in line with its commitment to environmental sustainability by reducing the energy consumption required for physical buildings. This digital transformation has helped the company significantly reduce carbon emissions and contribute to the fight against climate change. In addition, the transition to an online service approach has led to cost savings and a reduction in Scope-1 and Scope-2 emissions.

In addition to addressing climate-related risks, this strategic initiative of Aydem Retail has also revealed a number of opportunities. Digitalisation has enabled the company to achieve its sustainability goals and contribute to global efforts.

Our E-Receipt and E-Archive applications, which we launched in 2022, exceeded 1 million transactions in 2023, contributing to our customers' protection of the environment and enabling them to securely provide their personal information in the digital environment.

Aydem Retail, which serves with 13 customer relationship centres in Aydın, Denizli and Muğla, started renovation works to create a unique, accessible, comfortable and modern environment in its branches. Customers will be able to carry out their transactions in a more comfortable environment, and digitalised services will be experienced in new branches.

In addition, our customers can use our digital services such as our Call Centre, which operates 24 hours a day, 7 days a week, and our Whatsapp Chatbot artificial intelligence to receive online services on many issues without going to the customer relations centre. Our Aydem Assistant application on our website also provides online support to our customers. In addition, with Digital PSS, the digital execution and electronic storage of sales contracts prevents paper waste and makes transactions faster and more efficient.



In 2024, with our Mobile Application, which will be put into live use, customers will be able to make bill payments, tariff changes, etc. without going to CCC



In 2023, with the Official Institution Portal, which was put into live use, letters, invoices and reports sent to official institutions can be viewed digitally by official institutions by logging in with their usernames. With Faturamatik Field Control, the checklists filled in during Faturamatik inspections can be filled in electronically and action assignment can be made through this application. With the Unlicensed Producer Portal, letters, invoices and reports sent to unlicensed producers can be viewed digitally by unlicensed producers by logging in with their usernames. Thanks to these applications, environmental impact is reduced by preventing paper waste and business processes are digitalised and made more efficient.



Just click on the link to watch my video :)



Energetic Ideas Platform

What is Energetic Ideas?

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

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

What Does Energetic Ideas Provide?



Step-by-Step Idea Tracking

Idea Generation: We develop new ideas using our energy and creativity.

Evaluation: Our ideas are transparently evaluated and we receive feedback.

Feedback: We take our projects even further with the feedback we receive.



Transparent Evaluation

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

Applicability Viability
Profitable Idea
Efficiency
Cost/Benefit
Market Potential



Easy and Fast Use

User Friendly: You can enter ideas with a simple and understandable interface.

Fast Evaluation: Our ideas are quickly evaluated in a dynamic system.

Extensive Reporting: Your innovation process can be monitored with detailed reports.



Points and Rewards

Earn Points: You can climb up the leaderboard by collecting points for your ideas.

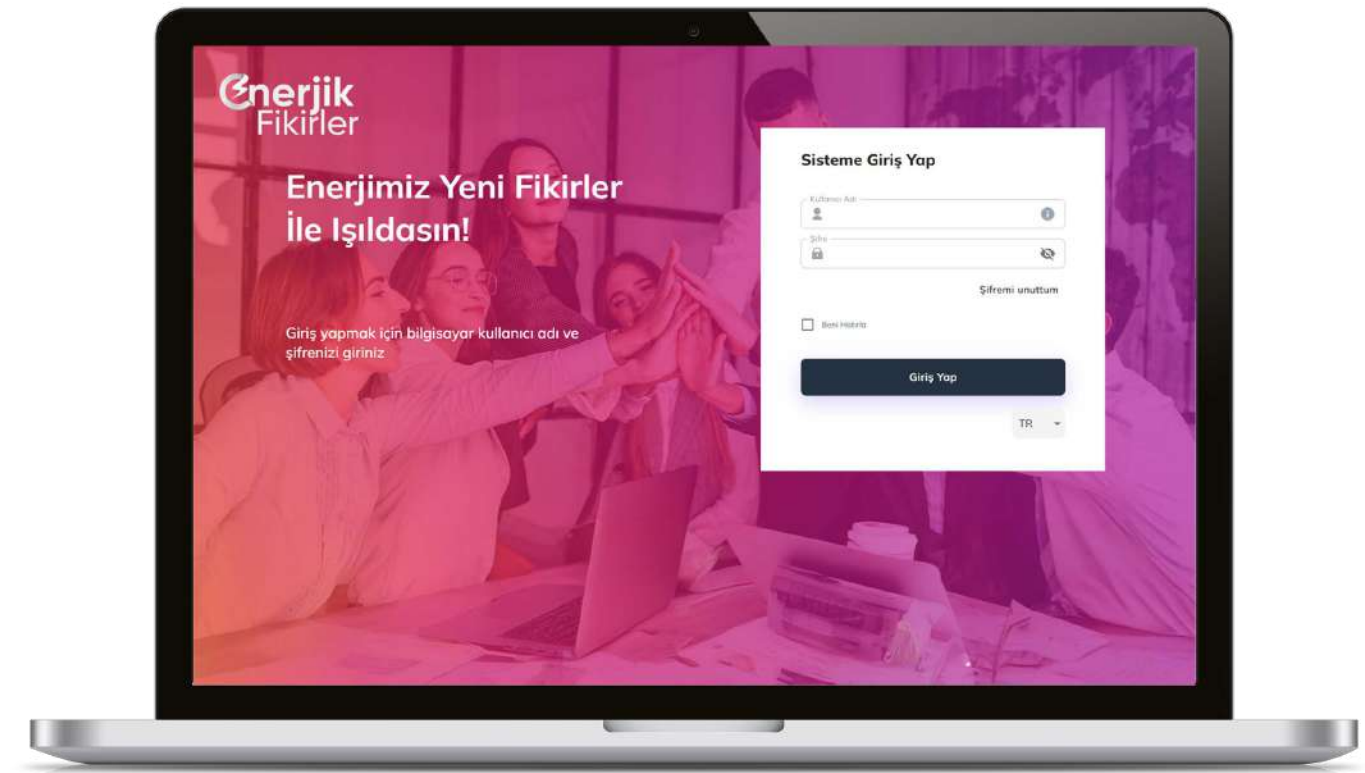
Track Rankings: You will be able to see your idea generation performance by monitoring the leaderboard.

Win Prizes: You can win prizes for the most creative and feasible ideas.

Energetic Ideas Category Headings

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

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





FUTURE OF CLOUD&AI AWARDS

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

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

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

Our Digital Success Crowned with an Award!

Future of CIO Summit and Awards

FUTURE OF CIO AWARDS

We were at the Future of CIO Summit, where panels with the participation of valuable CIOs and presentations of leading companies in the sector were held. At the 14th Future of CIO Summit and Awards Summit held by CxO Medya on 26 April 2023 at Istanbul Swissotel Bosphorus, Aydem Retail Information Technologies Director Gülsün Akhisaroğlu was awarded in the "Best CIO of the Year / CIOs of the Year" category with her digitalisation projects application.

Women Leaders of Digital Transformation Book Published

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

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

'ADA: Aydem Dijital Asistan
Her Zaman Yanınızda'
Projesine

Yılın En İyi RPA Projesi
Kategorisinde Ödül



Aydem Retail SEO Project Returned with Award from "Mena Search Awards"

The Search Engine Optimisation (SEO) Project, which was initiated on the website www.aydemperakende.com.tr in 2022 with the aim of developing digital marketing channels; We achieved great success by winning an award in international competition as a result of our superior performance in visibility in search engines and website traffic increase.

At the "MENA Search Awards", one of the most important events of the sector, the most successful projects in the fields of Search Engine Optimisation (SEO), Search Engine Advertising (PPC) and Content Marketing were evaluated in a two-step process with the participation of an international jury. As a result of the evaluation, Aydem Retail SEO Project was deemed worthy of the award in the "Best Local Campaign - SEO / Best Local Campaign - SEO" category. Aydem Retail Blog, which was launched within the scope of the SEO project, contributed to the award in terms of creating an information channel where all the information about the sector can be accessed.

The fact that this project, which was carried out to increase the findability of the Aydem Retail website on the user side, to improve the page performance in accordance with the user experience and to increase the number of website visits, was crowned with an award in the international arena in a short time, proved the success of the project in achieving its goals.

The award of the project, which was deemed worthy of the first place in the category where SEO campaigns created in a specific geographical location and language were awarded, was presented to our business partner ZEO Agency, with which we carried out the works together, at the award night held in Dubai.





OUR EMPLOYEES



Aydem Retail HR Practices

As Aydem Retail, we believe that our success is rooted in our vision to continuously improve, our strong corporate culture and the principles upheld by our employees. We enhance communication with our employees, our most important asset, through various channels. We manage all issues concerning our employees comprehensively under the headings of talent management and diversity, ethics and transparency, occupational health and safety.

As an organisation that attaches importance to employee satisfaction and happiness with our work policies and innovative practices based on a culture of high trust, we have succeeded in becoming a "Great Place to Work Certified" company for three consecutive years in 2023.



**Great
Place
To
Work®**
Certified
JUNE 2023 - JUNE 2024
TÜRKİYE TM

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



"Aegean's Best Employers Award for the Third Time

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

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

Our company fulfils its responsibilities towards individuals, society, our country and the environment with transparent Human Resources policies in accordance with procedures and rules. Our culture is characterised by a people-oriented approach. Our spirit of continuous development and research enables us to develop solutions that add value to life. We allow our colleagues to express their different ideas, value their social needs and appreciate their achievements. In addition, we make necessary improvements in the working environment, our business conduct system and our products/services by following the needs that arise in changing conditions.

Business ethics, transparency, respect for social values and the environment are among our top priorities. All employees are subject to a performance management system focussed on targets set by Key Performance Indicators (KPIs). This system directly influences company-wide decisions on promotions and bonuses. In addition, employees at all organisational levels can actively participate in decision-making processes related to the Idea Line system, which covers business development, efficiency, low carbon economy, sustainability and financial gains. When Idea Line initiatives are approved, employees are offered a 2% share of the projects. With this approach, we encourage employee participation, support internal innovation and reward employee achievements.



**Great
Place
To
Work®**

Talent Management, Inclusion and Diversity

We reinforce our belief in the principle of equality with an inclusive perspective and awareness. We believe that everyone is valuable, differences are enriching and everyone should have equal opportunities. We aim to create an environment where everyone can realise their potential. With an inclusive perspective, we understand the value of different perspectives and experiences and aim to produce more innovative and effective solutions by integrating them into our business. In this way, we aim to contribute to the empowerment and development of both our employees and all segments of society.

We demonstrate our clear stance against discrimination through our policies, practices and the clear attitude of our Board of Directors. Our Human Resources policies and business processes are meticulously designed to prevent all forms of discrimination and ensure equal opportunities. Our board of directors demonstrates decisive leadership in combating discrimination and firmly adheres to the principle of equality. This attitude reflects our company's commitment to providing a fair and inclusive working environment for every employee. In addition, training and awareness programmes are regularly organised to act effectively in the fight against discrimination. In this way, we aim to ensure that everyone feels safe, supported and respected at work and outside of work.

By adopting a culture of diversity and inclusion, we create a working environment where each employee can maximise their potential and talents. In this respect, we adopt equal opportunity and non-discrimination as a fundamental principle in all our human resources processes such as promotion, performance evaluation, transfer, leave, remuneration and training, starting from the recruitment process. At every stage, we create an egalitarian, discreet, reliable and fair work environment by including the diversity and differences of our employees in our decision-making processes. In this way, we ensure that every employee feels valued and accepted, while encouraging everyone to maximise their potential to increase the success of our company.

Our Human Rights Policy is the most important mechanism to encourage our employees in this regard. This policy aims to ensure equal opportunities, support diversity, prevent discrimination, provide a safe and respectful working environment and defend human rights. We support increasing the number of female employees and equal opportunities for women and we apply these principles in all our activities and at every stage of our supply chain.

Within the framework of our Human Resources Policy, we prioritise filling managerial positions from internal resources. We announce vacant managerial positions to our employees and make fair evaluations in the process designed for willing employees. As a result of these evaluations, we quickly provide feedback to employees and help them identify their strengths and development areas.

We provide equal rights to all our employees in remuneration, performance evaluation, career opportunities and other matters. We support women's participation in the labour force and integrate the principles of equal opportunities for women and men into our human resources policies. We try to meet the needs of all our employees by reorganising our leave processes with a gender equality perspective. For disadvantaged groups, we manage recruitment processes sensitively and provide fringe benefits regardless of differences.

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

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

“

By including the diversity and differences of our employees in our decision-making processes at every stage, we create an equitable, discreet, reliable and fair work environment.

”



**Equal
life**





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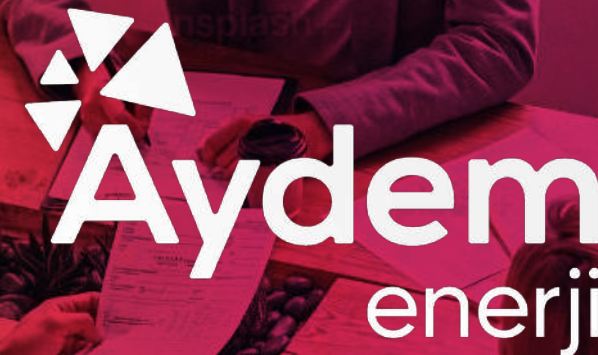
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Equal life

United Nations Global Compact (UNGC)

As Aydem Retail, we are proud to be a participant of the United Nations Global Compact (UN Global Compact). This demonstrates our commitment to fulfil our responsibilities towards individuals, society, country and the environment by joining the world's most comprehensive sustainability platform.

While carrying our business to the future, we adopt a transparent and accountable working style in accordance with procedures and rules, adhering to business ethics and sustainability principles. While realising our works in the targeted time and quality, we take the necessary steps by making our voice heard against unethical practices.

We fully comply with the 10 principles set out by the UN Global Compact in the fields of human rights, labour standards, environment and anti-corruption, and we observe these principles in our business processes. In addition, we report our activities in these areas every year and demonstrate the commitments we fulfil with concrete indicators.

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





Senior Legal and Compliance Counsel
Pinar Aksakal Aydın

We are in Legal 500 GC Powerlist Turkey 2023!

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

The
**LEGAL
500**



Ethics and Transparency



Business Ethics and Internal Audit

Our Company prioritize compliance with legal regulations on business ethics and internal audit. We ensure adherence to relevant legislation such as energy regulations, Competition Law and Personal Data Protection Law. Trainings and awareness-raising activities are regularly organised to promote ethical, transparent and responsible business practices among employees.

Competition Law is an important area that aims to protect a fair and competitive market environment. For this reason, employees are regularly provided with competition law trainings and awareness is raised about acting in accordance with competition rules. This practice helps protect the company's reputation and ensures a fair competitive advantage for customers.

The Personal Data Protection Law is of great importance for safeguarding customer data privacy and security.. Therefore, it is important to comply with the LPPD and ensure the protection of customer data. Employees are made aware of the LPPD and are encouraged to pay attention to the correct processing of personal data.

Compliance with legislation is essential for sustainability and customer satisfaction. For this reason, training and awareness-raising activities continue at all employee levels and are regularly updated. The content on "Aydem Code of Ethics and Working Principles" was assigned as compulsory training for all employees through the Aydem Academy training platform and all employees were provided with this training. In addition, face-to-face LPPD and Competition Law trainings were provided to all employees together with the Compliance Consultancy.

"Compliance Programme Implementation Policy" has been established in order to ensure that the Company's transactions are carried out in accordance with the relevant legislation and standards, ensuring that all activities meet with legal and technical requirements.



Ethics Committee

Aydem Energy Ethics Committee is a body established to resolve non-compliance in ethical issues. This board consists of the Chairman of the Board of Directors, Group Human Resources Senior Manager and Group Legal Senior Manager. The Ethics Committee evaluates the violation issues by taking into account the ethical investigation and disciplinary investigation reports prepared by the Internal Audit and Control Directorate.

The functioning, decision-making processes, relations with the Disciplinary Committees in the companies and reporting practices of the Ethics Committee are detailed in the Disciplinary Practices Procedure. This procedure determines how ethical violations will be handled and resolved. The Ethics Committee works in coordination with the disciplinary committees within the company to maintain ethical behaviour standards and ensure a fair process for violations. In this way, compliance with ethical values within the company and addressing non-compliance are ensured.





Occupational Health and Safety

As a supply company serving Aydın, Denizli and Muğla, provides energy to more than 2 million people, addressing customer needs promptly and efficiently. While providing this service, the health and safety of employees is one of the most important priorities. Providing a safe work environment to protect the health and safety of employees and taking high-level measures against disasters or emergencies are among our main commitments to occupational health and safety.

In line with the Occupational Health and Safety Policy, we continuously improve our processes by maintaining the highest standards and ensure the integration and implementation of these standards in all our activities. The Health and Safety unit monitors safety standards by making site visits and communicating directly with employees and business partners.

Each site has a structured safety management system that identifies hazards and manages risks in line with best practices, regardless of the stage of the project lifecycle. Within the scope of Occupational Health and Safety (OHS), risk analyses are conducted to identify and rate risks and take necessary precautions. Risks identified in these analyses are managed and continuously improved through procedures.

We align our OHS practices in accordance with legal regulations and international standards. With our certificate, we ensure that our company is a healthier and safer workplace by making proactive improvements.

Our OHS Board consists of the employer representative, employee representative, occupational safety specialist, occupational physician and administrative affairs manager. The board meets quarterly to discuss OHS issues and make relevant decisions.

There are 2 people in total in the OHS Board, 1 chief employee representative and 1 employee representative. These representatives are responsible for conveying the voice of employees to the OHS Board and representing the interests of employees in occupational health and safety issues.

Our short-term OHS targets include conducting periodic OHS training sessions and increasing training hours in high-risk areas. Reducing the number of accidents with lost days and accident frequency rate are among our unchanged targets. We aim to minimise occupational accidents and losses through preventive measures and awareness-raising activities.

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



Aydem Retail is on its way to becoming a global pioneer in the field of sustainability with its participation in the United Nations Global Compact (UN Global Compact).





OUR TIES WITH SOCIETY





We are Responsible for the Future!

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

We consider the social, economic and environmental impacts of our projects, striving to provide sustainable social benefits. We are proud to provide sustainable social benefit by transforming our energy into goodness with our responsibility towards our customers, employees, public institutions, non-governmental organisations, universities and the media.

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



Our goal in the short term,

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



Our medium-term goal is,

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



Our long-term goals include the,

Establishment of more inclusive social responsibility programmes that will benefit the society. In this context, our primary objectives include contributing to social development and strengthening the corporate reputation by identifying project areas and expanding the impact area.



Our Projects

YGA Science Mobilisation The Future is Yours with Your Energy



Aydem Retail continues to realise social responsibility projects for a sustainable world and awareness about energy saving.



In 2022, Aydem Retail and YGA (Young Guru Academy) began shaping the future with their corporate social responsibility project "The Future is Yours with Your Energy", which continues throughout 2023.

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

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

The 2023 science sessions covered topics such as renewable energy sources and their sustainable use, environmental pollution, recycling and smart city planning. Children designed their own sustainable smart cities in 10 steps with their smart choices, with the help of specially designed science sets and VR glasses.

The project aimed to bring children studying in disadvantaged schools together with technology and to raise awareness of sustainability at an early age. During the project, one-to-one science sessions were organised with 280 children, while nearly 20,000 children were provided with Twin science sets. The project achieved an awareness rate of nearly 90% in one-to-one science sessions. The focus was on interaction rather than theoretical education, encouraging students to discover on their own rather than just being taught. The goal was determined as enabling and paving the way rather than teaching.





Hackaton Innovative Ideas Camp

Sustain the Energy of the City

The Innovative Ideas Camp, organised in cooperation with Aydem Retail and Yaşar University, was held with the slogan "Sustain the Energy of the City!". Within the scope of the project with the theme of "Sustainable Energy Efficiency at City Scale (Transportation-Heating-Cooling)", high school and university students as well as young entrepreneurs had the opportunity to show their sustainable and innovative ideas. At the hackaton, which was planned to pave the way for young people and students, mentors consisting of academicians guided the participants and all projects were evaluated at the end of the day. The winners of each category were awarded a cash prize of 45,000 TL.



High School Category

42 Applications**19 Projects**

University Category

31 Project**10 Acceptance of Participation**

Start-Up Category

9 Applications**9 Project Acceptance**

A total of

38 Groups
competed
in 112
hackathons



Competing in the High School Category, the "DATAS" team won first place with the "Smart Hot Water Saver" (ASST) project. In the project, the system designed to contribute to the city's water and energy savings prevented the wasting of cold water.



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



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



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





SUPPORT FOR LÖSEV

LÖSEV, Foundation for Children with Leukaemia, is a foundation established in Ankara in 1998 by Dr. Üstün Ezer, Paediatric Haematologist and Oncologist, to help children and adults with leukaemia and cancer and to meet their many needs. The LSV shop stand, where handmade products made by mothers of children with leukaemia are offered for sale, was set up at the entrances of the Head Office building and support was provided for the treatment of children with leukaemia with each product sold. At the same time, within the scope of the piggy bank protocol signed with LÖSEV, donation piggy banks were placed in our Customer Relations Centres (CRCs) to continue our support.

SUPPORT FOR BODRUM HEALTH FOUNDATION

Bodrum Health Foundation is an institution that started in 1996 with the social initiative of a group of philanthropic business people by providing physical therapy services to individuals with special needs in a section allocated to it in Bodrum State Hospital, and continues its activities with special education and rehabilitation services. It was established with the aim of providing benefits and support to individuals with special needs through special education and physiotherapy activities, Work and Art Workshops including mosaic and textile workshops.

A large part of the energy usage cost of the relevant department is covered by our organisation. At the same time, additional income is provided to the institution through donation boxes located at Aydem Retail Customer Relations points.



EFES ULTRA MARATHON

Our Energy is for Goodness!

Aydem Retail Family signed a meaningful act of kindness with the awareness that the wounds opened after the earthquake disaster experienced by the country can be healed with uninterrupted solidarity and long-term aid. We participated as a co-sponsor with 77 runners in the Climbolic Ephesus Ultra Marathon, which was held in Selçuk Efes on 18-19 March and whose entire income will be used for the needs of citizens affected by the earthquake.

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

EMOTIONAL INTELLIGENCE MANAGEMENT AND COMMUNICATION SKILLS DEVELOPMENT WORKSHOPS

In line with the 2023 Customer Experience Development common goal of Aydem Retail Corporate Communications Directorate; Emotional Intelligence Management and Communication Skills Development Workshops were organised in order to improve the communication skills of Customer Relations Centre (CRC) employees, who are the direct ambassadors of corporate culture, and to strengthen emotional intelligence management.

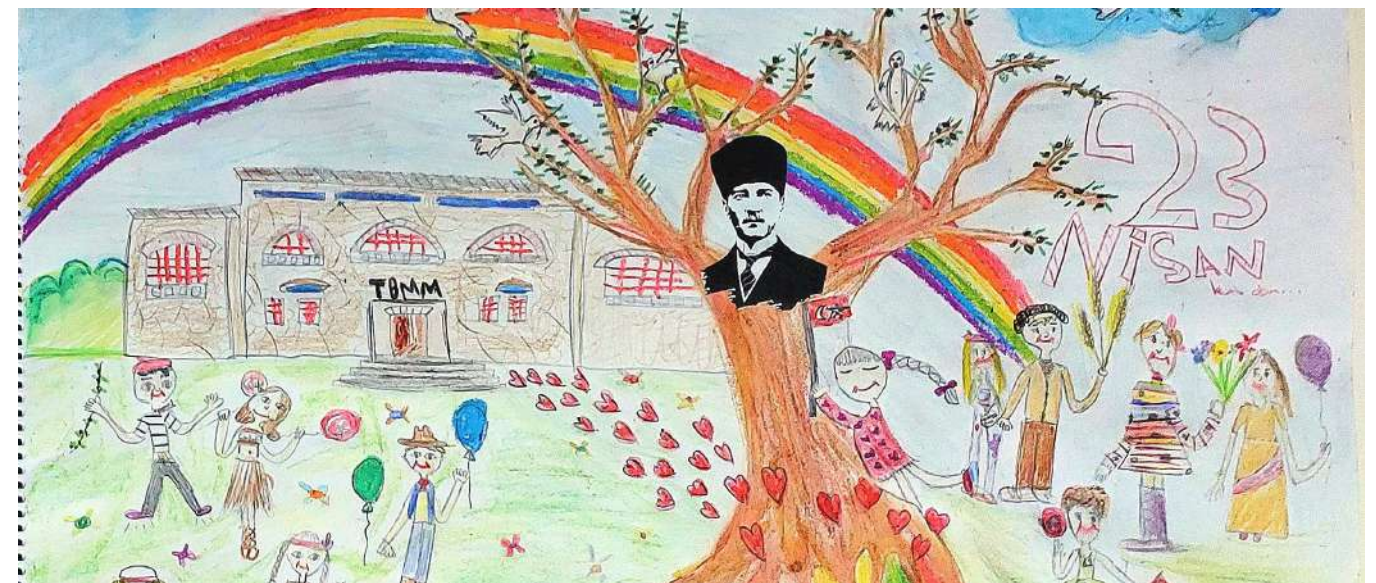
In the sessions organised with the participation of famous writer and director M. Caner Alper, corporate communication expert and director Mehmet Binay and professional actress Oya Ünal, presentations were made on the importance of emotional intelligence in customer communication and various techniques to improve emotional intelligence were shared. In addition, psychodrama re-enactments were performed by working on different scenarios. Thanks to these re-enactments, employees had the opportunity to interactively experience their ability to look at themselves and customers from the outside and empathise with them. Thanks to the breathing exercises guided by actress Oya Ünal, the tips on how to stay calm were emphasised.

23 APRIL NATIONAL SOVEREIGNTY AND CHILDREN'S DAY PAINTING COMPETITION

23 April National Sovereignty and Children's Day was celebrated with a special event. Within the scope of this event, an award-winning painting competition was organised for the participation of the children of employees, reflecting Mustafa Kemal Atatürk, Democracy and the 103rd Anniversary of the Grand National Assembly of Turkey.

As a result of the competition, Nisan Kurban with the pseudonym "Dreamerest" won the first prize, Melisa Karahan with the pseudonym "Vanessa" won the second prize and Nurcan Çoban with the pseudonym "Alya20" won the third prize.

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





EARTHQUAKE AID

Following the disaster caused by the earthquakes, the epicentre of which was Kahramanmaraş and which affected many of our provinces, an intensive work has been carried out since the first day to heal the wounds of the great destruction. Aydem Retail Family employees showed a great example of solidarity by producing fast and effective solutions based entirely on volunteerism to meet the needs of earthquake victims in the region.

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

FOR OUR CHILDREN TO SMILE

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

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



3 OCTOBER CUSTOMER EXPERIENCE DAY

3 October World Customer Experience Day was crowned with awards!

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

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

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



SUPPORT FOR SOMA VICTORY SPORT WOMEN FOOTBALL TEAM

Our energy "Soma Zafer Sports Women's Football Team" Drink up!

We were happy to be a part of the successful story of Soma Zafer Sports Women's Football Team, which hosts athletes from many provinces of Turkey in the multi-purpose campus they established in Soma, Manisa, and took the leading position in the TTF Women's First League by winning their first two matches.

Soma Zafer Sports Women's Football Team provides psycho-social support to girls living in the region by encouraging them to sports after the mining disaster in Soma, Manisa in 2014.

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



APPENDICES

Aydem
perakende



Economic Performance Indicators

Economic Value Created	2021	2022	2023
Economic Value Generated (Revenues) (TL)	21,599,688,482	33,628,096,901	25,057,416,909
Economic Value Distributed	2021	2022	2023
Activity costs (including procurement, excluding fees) (TL)	397,470,971	484,554,530	656,862,680
Salaries and benefits paid to employees (TL)	1,687,653	3,983,325	4,371,120
Taxes and similar payments to the government (TL)	43,140,461	49,555,129	42,693,519
Total Sales Revenue (TL)	2021	2022	2023
Domestic(TL)	21,599,688,482	33,628,096,901	25,057,416,909
Financial Indicators	2021	2022	2023
Net Sales (TL)	21,599,688,482	33,628,096,901	25,057,416,909
Net profit (TL)	(2,210,254,287)	1,269,664,366	(139,715,027)
Total current assets (TL)	5,182,735,434	7,206,962,009	6,924,954,352
Total assets (TL)	8,656,266,751	8,290,982,952	8,363,300,400
Total shareholders' equity (TL)	(4,929,059,834)	(3,659,785,342)	(2,289,675,534)

Environmental Performance Indicators

Greenhouse Gas Emissions	Unit	2021	2022	2023
Direct CO ₂ Emissions (Scope 1)	tCO ₂ e	307	388	354
Indirect CO ₂ Emissions (Scope 2)	tCO ₂ e	678	344	227
Indirect CO ₂ Emissions (Scope 3)	tCO ₂ e	365	2,998,159	2,529,575
Water Footprint	Unit	2021	2022	2023
Blue Water Footprint	m ³	2,555	16,433	9,404
Green Water Footprint	m ³	10,076	4,170	3,634
Grey Water Footprint	m ³	1,022	14,789	8,464



Social Performance Indicators

LABOUR FORCE				
According to Employment Type	Unit	2021	2022	2023
White Collar - Female	Person	169	117	127
White Collar - Male	Person	141	109	99
Blue Collar - Female	Person	0	0	0
Blue Collar - Male	Person	1	1	2
TOTAL		311	227	228
According to Contract Type	Unit	2021	2022	2023
Indefinite Term - Female	Person	169	117	127
Indefinite Term - Male	Person	142	110	101
Fixed Term - Female	Person	0	0	0
Indefinite Term - Male	Person	0	0	0
TOTAL		311	227	228
By Gender	Unit	2021	2022	2023
Male	Person	142	110	101
	Ratio	45,66%	48,46%	44%
Female	Person	169	117	127
	Ratio	54,34%	51,54%	56%
TOTAL		311	227	228

By Age	Unit	2021	2022	2023
18 - 30 years old	Female	87	28	28
	Ratio	61,27%	54,9%	54,9%
	Male	55	23	23
	Ratio	38,73%	45,10%	45,10%
31 - 40 years old	Female	92	79	83
	Ratio	50,55%	53,02%	55,46%
	Male	90	70	64
	Ratio	49,45%	46,98%	43,54%
Between 41 - 50 Years	Female	10	10	16
	Ratio	40%	41,67%	57,14%
	Male	15	14	12
	Ratio	60%	58,33%	42,86%
Between 51 - 60 Years	Female	0	0	0
	Ratio	0%	0%	0%
	Male	2	3	2
	Ratio	100%	100%	100%
Over 60 Age	Female	0	0	0
	Ratio	0%	0%	0%
	Male	0	0	0
	Ratio	0%	0%	0%

Social Performance Indicators

LABOUR FORCE				
Other Groups	Unit	2021	2022	2023
Foreigner	Female	0	0	0
	Ratio	0%	0%	0%
	Male	0	0	0
	Ratio	0%	0%	0%
Disabled	Female	2	3	2
	Ratio	25%	75%	28,57%
	Male	6	1	5
	Ratio	75%	25%	71,43%
By Management Category	Unit	2021	2022	2023
Senior Management	Female	0	0	0
	Ratio	0%	0%	0%
	Male	1	1	0
	Ratio	100%	100%	0%
Medium Level	Female	1	2	1
	Ratio	14,29%	28,57%	33,3%
	Male	6	5	2
	Ratio	85,71%	71,43%	66,67%
Other	Female	7	6	7
	Ratio	35%	71,43%	33,3%
	Male	13	15	14
	Ratio	65%	28,57%	66,67%

All Trainings (By Type)	Unit	2021	2022	2023
Professional Development	Hours	750	1374.25	64
Personal Development	Hours	1390.85	5108	204
Other (Leadership)	Hours	540.85	3730	251.5
Total Training Hours	Hours	2681.7	10212.25	519.5

Employee Engagement and Satisfaction Score	Unit	2021	2022	2023
	Ratio	76%	86%	77%

Success rate of orientation and retention programme for newly recruited employees (0-2 years)	Unit	2021	2022	2023
	Ratio	69%	80%	75%

Employment and Turnover	Unit	2021	2022	2023
New hires - Total	Person	26	17	16
White Collar	Person	25	17	16
Blue Collar	Person	1	0	0
Resigned - Total	Person	47	82	55
White Collar	Person	46	82	54
Blue Collar	Person	1	0	1
By Gender	Unit	2021	2022	2023
Male - Recruited	Person	14	8	8
	Ratio	53,85%	47,06%	18,18%
Male - Leaving the labour market	Person	21	33	36
	Ratio	44,68%	40,24%	81,82%
Female - Recruited	Person	12	9	8
	Ratio	46,15%	52,94%	29,63%
Female - Leaving the labour market	Person	26	49	19
	Ratio	55,32%	59,76%	70,37%
By Age	Unit	2021	2022	2023
18-30 Years-Recruited	Person	20	12	11
	Ratio	78,92%	70,59%	32,35%
18-30 years-Leaving the job	Person	26	24	23
	Ratio	55,32%	29,27%	67,65%
31-40 Years-Recruited	Person	5	5	5
	Ratio	23,08%	29,41%	17,86%
31-40 Years-Leaving the job	Person	17	50	23
	Ratio	36,1%	60,98%	82,14%
41-50 Years-Recruited	Person	0	0	0
	Ratio	0%	0%	0%
41-50 Years-Leaving the job	Person	4	8	7
	Ratio	8,51%	9,76%	100%
51-60 Years-Recruited	Person	0	0	0
	Ratio	0%	0%	0%
51-60 Years-Leaving work	Person	0	0	0
	Ratio	0%	0%	0%



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 Elsan Elektrik Gereçleri San. Tic. A.Ş. 2023 Sustainability Report prepared by Elsan Elektrik Gereçleri San. Tic. A.Ş. for the year ended 31 December 2023 with the GRI Standard at a limited confidence level.

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

Environmental Indicators

Total amount of waste (by type) (tons)

Total amount of waste (by type) (tons)

Non-renewable direct energy quantities

Non-renewable indirect energy quantities (kWh)

Energy supplied from renewable energy sources (kWh)

Direct CO₂ Emissions (Scope 1) (tonnes CO₂ e)

Indirect CO₂ Emissions (Scope 2)) (tonnes CO₂ e)

Indirect CO₂ Emissions (Scope 3) (tonnes CO₂ e)

Total volume of water withdrawn (m³ /year)

Water Footprint (m³ /year)

Social Indicators

Number of female and male employees by type of employment

Number of female and male employees by type of contract

Number of employees by management category

Number of employees by gender and age

Percentage of employees included in collective labour agreement (%)

Number of employees who quit their jobs by gender and age

Total training hours by training topics (hours)

Occupational health and safety training hours

Near miss

Kazakh frequency rate

Number of fatal accidents

Rate of lost days due to work accidents

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Page | 1



Verification Activities

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

The procedures we perform are based on our professional judgement and include research, interviews, observation of processes performed, review of documentation, analytical procedures, assessment of the appropriateness of measurement methods, review of reporting policies and reconciliation of underlying records.

The limited assurance procedures we carry out are as follows:

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

Limited Assurance Statement

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

In line with the procedures we have carried out and the evidence we have obtained, the GRI performance disclosures (environmental and social indicators) in the Company's 2023 Sustainability Report until 31 December 2023 have been verified and approved in all material aspects by the verification team.

Restriction

This report has been prepared to assist in the reporting of the Company's sustainability performance and activities, including the results. We authorise the inclusion of this report in the 2023 Sustainability Report for the year ending 31 December 2023 so that the Company can demonstrate that it has fulfilled its responsibilities by having a limited independent assurance report prepared on the performance data. To the extent permitted by law and with our prior written approval, we do not accept any responsibility to any person or organisation other than Elsan Elektrik Gereçleri San. Tic. A.Ş. in relation to the study or report we have carried out, except in cases expressly agreed upon.

UNITY CERT

Abdulkadir ÖZDOĞAN / Lead Verifier

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Page | 2



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

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



CONTENT INDEX ESSENTIALS
SERVICE
WITH REFERENCE OPTION

2024

GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	About Aydem Retail, p.5
	2-2 Entities included in the organization’s sustainability reporting	About the Report, p.2
	2-3 Reporting period, frequency and contact point	About the Report, p.2
	2-4 Restatements of	About the Report, p.2
	2-5 External assurance	Limited Asurance Statement, p.63
	2-6 Activities, value chain and other business relationships	About Aydem Retail, p.5, Mission, Vision and Values, p.6
	2-7 Employees	Aydem Retail HR Practices, p.43,44
	2-8 Workers who are not employees	Confidentiality constraints
	2-9 Governance structure and composition	Corporate Sustainability Governance Structure, p.17, Governance, p.22,23
	2-10 Nomination and selection of the highest governance body	Corporate Sustainability Governance Structure, p.17, Governance, p.22,23
	2-11 Chair of the highest governance body	Board of Directors and Executive Committee, p.8
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance Structure, p.17, Governance, p.22
	2-13 Delegation of responsibility for managing impacts	Competence and Responsibility of the Board of Directors, p.23
	2-14 Role of the highest governance body in sustainability reporting	Corporate Sustainability Governance Structure, p.17, Governance, p.22,23
	2-15 Conflicts of interest	Confidentiality constraints



GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	Corporate Sustainability Governance Structure, p.17, Materiality Analysis and Our Contribution to Sustainable Development Goals, p.19,20
	2-17 Collective knowledge of the highest governance body	Competence and Responsibility of the Board of Directors, p.23
	2-18 Evaluation of the performance of the highest governance body	Confidentiality constraints
	2-19 Remuneration policies	Talent Management, Inclusion and Diversity, p.45,46
	2-20 Process to determine remuneration	Talent Management, Inclusion and Diversity, p.45,46
	2-21 Annual total compensation ratio	Confidentiality constraints
	2-22 Statement on sustainable development strategy	Our Sustainability Approach, p.11, Our Material Issues and Contribution to the SDGs, p.20, Strategy, p.25
	2-23 Policy commitments	Our Policies, p.13,14
	2-24 Embedding policy commitments	Management Commitment, p.15
	2-25 Processes to remediate negative impacts	Confidentiality constraints
	2-26 Mechanisms for seeking advice and raising concerns	Stakeholder Management, p.18
	2-27 Compliance with laws and regulations	Ethics and Transparency, p.49
	2-28 Membership associations	Confidentiality constraints
	2-29 Approach to stakeholder engagement	Stakeholder Management, p.18, Stakeholder Engagement, p.24
	2-30 Collective bargaining agreements	Talent Management, Inclusion and Diversity, p.45,46



GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.19,20
	3-2 List of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.19,20
Occupational Health and Safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.19,20
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety, p.50
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety, p.50
	403-3 Occupational health services	Occupational Health and Safety, p.50
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety, p.50
	403-5 Worker training on occupational health and safety	Occupational Health and Safety, p.50
	403-6 Promotion of worker health	Occupational Health and Safety, p.50
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety, p.50
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety, p.50



GRI Content
Index

GRI STANDARD	DISCLOSURE	LOCATION
Business Ethics		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.19,20
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	United Nations Global Compact (UNGC), p.47
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Business Ethics and Internal Audit, p.49
Combating Climate Change and Adaptation		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.19,20
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Renewable Energy, p.36
	302-4 Reduction of energy consumption	Renewable Energy, p.36
	302-5 Reductions in energy requirements of products and services	Renewable Energy, p.36
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Greenhouse Gas Emissions, p.35,Environmental Performance Indicators, p.60
	305-2 Energy indirect (Scope 2) GHG emissions	Greenhouse Gas Emissions, p.35,Environmental Performance Indicators, p.60
	305-3 Other indirect (Scope 3) GHG emissions	Greenhouse Gas Emissions, p.35,Environmental Performance Indicators, p.60
	305-5 Reduction of GHG emissions	Greenhouse Gas Emissions, p.35
Social Responsibility Projects		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.19,20
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Our Projects,p.53,54,55,56,57,58



GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
Sustainable Profitability		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.19,20
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic Performance Indicators, p.60
	201-2 Financial implications and other risks and opportunities due to climate change	Management of Climate Risks, p.27,28,29
Inclusion, Diversity and Talent Management		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis and Our Contribution to Sustainable Development Goals ,p.19,20
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Social Performance Indicators, p.61
	404-2 Programs for upgrading employee skills and transition assistance programs	Talent Management, Inclusion and Diversity, p.45,46
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Social Performance Indicators, p.61
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Talent Management, Inclusion and Diversity, p.45,46
Non-material Disclosures		
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Our Projects,p.53,54,55,56,57,58
	203-2 Significant indirect economic impacts	Economic Performance Indicators, p.60



GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water Management, p.37
	303-2 Management of water discharge-related impacts	Water Management, p.37
	303-3 Water withdrawal	Water Management, p.37, Environmental Performance Indicators, p.60
	303-4 Water discharge	Water Management, p.37, Environmental Performance Indicators, p.60
	303-5 Water consumption	Water Management, p.37, Environmental Performance Indicators, p.60
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social Performance Indicators, p.61
	401-3 Parental leave	Talent Management, Inclusion and Diversity, p.45
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	United Nations Global Compact (UNGC), p.48
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	United Nations Global Compact (UNGC), p.48



TCFD Index

TCFD Main Headings	Recommended disclosures	Report Page
Governance - Disclose the organization's governance around climate-related risks and opportunities	A. Describe the board's oversight of climate-related risks and opportunities.	22
	B. Describe management's role in assessing and managing climate-related risks and opportunities.	23,32
Strategy - Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.	A. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	28,29
	B. Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	28,29
	C. Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	9,17,25
Risk Management- Disclose how the organization identifies, assesses, and manages climate-related risks.	A. Describe the organization's processes for identifying and assessing climate-related risks	27
	B. Describe the organization's processes for managing climate-related risks.	31
	C. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	30
Metrics and Targets - Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	A. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	34,35
	B. Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	35
	C. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	33,35,36



Sustainability Report – 2023

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