



Sustainability Report 2022



Energy for Life

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About The Report

About the Report
General Manager Message
Mission, Vision and Values

Hayat için enerji

 **Aydem**
perakende





About the Report

Communication is a critical part of our relationship with our stakeholders. We share our activities, environmental, social and economic performance in our report by establishing a transparent dialogue with our stakeholders. Our report describes in detail our sustainability efforts and how we realise the goals we have set in this direction. Our commitment to environmental, social and governance issues provides the structure needed to support our sustainability strategy. This year's Sustainability Report summarises our efforts in each of these areas and outlines our commitment to the key elements of sustainability.

Reporting Period and Scope

This report covers sustainability initiatives, programmes and projects undertaken between 1 January 2022 and 31 December 2022, unless otherwise stated. Historical data from 2021 and earlier is included where necessary to provide context or comparison. However, certain sections also include data outside the 2022 reporting period to provide important up-to-date information on performance measures and targets.

Reporting Frameworks

As Aydem Retail, we utilise widely accepted reporting methodologies to inform our progress in sustainability and our approach to sharing our key performance indicators (KPIs). The standards and frameworks we use provide a scope in line with industry trends and allow us to regularly inform our stakeholders about our sustainability efforts. We endeavour to report our goals, progress and performance in accordance with Global Reporting Initiative (GRI) standards and the United Nations Sustainable Development Goals.

Publication Date and Frequency

December 2023 - Published annually.



General Manager Message

Dear Business Partners,

As I reflect on the past year, I am incredibly proud of my team's achievements. As we dealt with the uncertainties of the pandemic and continued changes in our world, we successfully responded to and adapted to all the adversities. In 2022, we achieved our best ever performance results in the areas of safe energy, reliability and customer service. As we work towards a more sustainable future, how we do it is as critical as what we do. In every decision we make, we consider the potential impacts and opportunities for our employees, customers and partners, the environment and our operations. We are working to provide the energy we will all need, both now and in the future, and to strengthen energy transmission.

Our value creation network is
very strong and robust.

Due to the rapid increase in climate change and greenhouse gas emissions, the importance of efficient energy use is increasing in the world. According to the Energy Efficiency Law in force in our country; it is aimed to use energy efficiently, protect the environment and reduce energy costs. In order to prevent energy loss, the Ministry of Environment and Urbanisation has introduced the obligation of "Energy Identity Certificate" in the licensing process for new buildings, and this practice is aimed at efficient energy use and saving. As Aydem Retail, we believe in the efficient use and sustainability of energy resources for a sustainable world. We offer energy-saving services to our valued customers for an effective fight against climate change and a better future.

With the Here is Green Energy Campaign, which we offer specially to our customers who want to support renewable energy sources, we mediate our customers to obtain I-REC Certificate; while paving the way for them to export within the framework of changing requirements, we also contribute to the sustainable development goals of our country. With the transformations realised in the billing operations module, we shortened both our invoicing and collection periods. By increasing the number of invoice notifications made via SMS and e-mail, we notified 25% of all our invoices to our subscribers via digital channels.

While aiming for customer satisfaction, we provided financial and operational benefits, while maintaining our sustainability approach. Thanks to the module on our website, we enable our customers to perform invoice checks and tariff comparisons at any time, from anywhere, without the need for company channels, while our "Savings Assistant" application allows our customers to calculate the consumption of electrical household appliances. Thus, we contribute to the energy saving of all our consumers in order to ensure efficient use and sustainability of energy resources. In every step we take, we contribute to our brand image and increase our operational and financial efficiency with our environmentalist and customer-friendly approach.

We support increasing efficiency in every area where consumption takes place, and we continue our efficiency efforts in 2022.

Yours sincerely,

Mustafa İREN
General Manager



Mission, Vision and Values

Aydem Retail manages all its activities by adopting sustainable success as a business model. Aiming to create a permanent and active sustainability culture, the Company goes beyond being a leading electricity retail company and meets the expectations of all its stakeholders by providing quality, modern and environmentally friendly energy services. Aydem Retail determines its targets through meticulous analyses and strategic approaches and continues its activities to guarantee the continuity of its operations with the goal of uninterrupted energy supply.

MISSION

Bringing vitality to life with our energy

VISION

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

OUR VALUES

Responsiveness

While carrying the organisation to the future by doing our job in the best way; 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 in changing conditions, and make the necessary improvements in the working environment, our business system, products and services. We pioneer the electricity sector with the steps we take and lead the development and change in the sector. With curiosity in our soul, we try new ways to fulfil products, processes and services more efficiently, quickly and error-free..

Touching Life

“Human” is at the 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

Company Profile

Board of Directors and Executive Committee

Organisation Structure and Business Model





Company Profile

Aydem Electricity Retail Sales A.Ş., one of the building blocks of Aydem Energy, Turkey's first and leading integrated energy company with 40 years of experience and expertise in the energy sector, started its operations as an electricity supply company in Aydın, Denizli and Muğla in 2008 and became the first privatised electricity retail company in Turkey. Aydem Retail, operating in Aydın, Denizli and Muğla provinces, creates added value to the energy and economy of the country by providing life energy to more than three million people in 81 provinces of Turkey.

With a corporate culture that supports its strategy of providing energy solutions for a sustainable future, Aydem Retail continues its activities to create value for its customers, employees, suppliers and society with its customer-oriented approach, services that keep pace with the innovations and needs of the modern age, and customer relationship centres with the widest service network in Turkey.

Aydem Retail, which received the "Great Place to Work Certificate" in February 2021, has proven that it is an ideal company to work for with its work policies as well as the strong corporate culture it has created with its innovative practices. In April 2021, our Company was listed among "Turkey's Best Employers", and in May 2021, it was selected as the Best Employer in the Aegean Region in the category of companies with more than 250 employees within the scope of 2021 Turkey's Best Employers Regional Awards.

We Provide Energy for Life

As Aydem Retail, we are very happy and proud to be a participant of the UN Global Compact, the world's most comprehensive sustainability platform. While working in the best way to carry our company into the future, we also fulfil our responsibilities towards individuals, society, our country and the environment. While completing our tasks within the specified timeframe and at the targeted quality level, we also ensure that they are carried out in line with our ethical values. We adopt a transparent and accountable working style in accordance with procedures and rules. When we encounter an unethical or unfair situation, we express it openly. We consider how our behaviour affects others.

As a participant of the UN Global Compact, we are committed to complying with the United Nations' Global Principles of 10 principles related to human rights, labour, environment and anti-corruption. In addition to acting in accordance with these principles, we will work to demonstrate with concrete evidence that we fulfil our commitments by reporting our work in these areas annually. As Aydem Retail, we will continue to participate in activities that make a difference in our sector with an approach that always focuses on people and our sustainable goals.



As Aydem Retail, we will continue to participate in activities that make a difference in our sector with an approach that always focuses on the human element and our sustainable goals.



**Turkey's most widespread service network
13 customer relations centres**



51% female employment rate



**I-REC certified
green energy sales**

More than 2 million customers



More than 200 employees



**The most collaborative
supplier company
in the sector**

BOARD OF DIRECTORS AND EXECUTIVE COMMITTEE



Chairman
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 Electricity 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.

Organisation Structure and Business Model

Focus Areas

As Aydem Retail, we are committed to creating a transformative impact in the field of energy in a way that supports the lives of all our stakeholders in our sphere of influence and our operations and improves the environment positively. In this context, we continue to provide the energy of the future with a safe and sustainable energy approach in all our activities.

Customer Service

We focus on providing reliable, safe and quality services to our customers. We are committed to providing innovative solutions that our customers want and need.

Employee Responsibility

We provide our employees with the resources and support they need, enabling them to succeed in a safe work environment. We encourage teamwork and provide a safe, rewarding, equitable and inclusive working environment. We continue to provide services without compromising on safety and security.

Respect for the Environment

We are committed to using natural resources wisely and protecting our environment for the benefit of future generations. Our Integrated Management Systems Policy details this commitment in terms of responsibility, efficiency, management, performance, evaluation, communication and training.

Compliance with Legislation

We adhere to a policy of full regulatory compliance and communicate frequently and openly with regulators regarding our business performance.

Operational Excellence

Together with our employees, we take great pride in delivering excellence in every aspect of our business. Our high standards for operations and system maintenance ensure that we meet and exceed our customers' expectations, perform our work safely and utilise our resources properly.

Financial Strength

In our investments and improvements, we take steps towards sustainable profitability and focus on long-term opportunities that will contribute to the future strength of our company.

Sustainability Management

Our Sustainability Approach

Integrated Management Systems Policy

Management Commitment

Integrated Management Systems Documents

Corporate Sustainability Governance Structure

Stakeholder Management

Our Contribution to Sustainable Development Goals

Materiality Analysis

Our Sustainability Approach

As Aydem Retail, our commitment to sustainability is at the centre of our entire business strategy. While making all our decisions and creating our plans, we consider the potential impacts on environmental, social and governance (ESG) issues both today and for the future. Our understanding of sustainability encompasses our core business policies and values and is based on our existing programmes, policies and procedures as well as the best corporate sustainability practices in our industry.

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 activities in a safe and high quality manner. In order to provide a sustainable service for everyone, we develop the necessary technologies and actively implement practices that will determine the future of our industry.

We focus on realising our vision by utilising the valuable knowledge and skills of our employees as well as the feedback from our customers. We will continue to provide services that our customers, employees and all interested parties will be proud of.

Environmental

We are committed to providing our customers with long-term sustainable solutions. We take a responsible approach to resource consumption by creating opportunities to avoid or minimise environmental impacts and finding opportunities for improvement and development where impacts are unavoidable.

Social

Our employees are at the centre of our sustainable success and are our strongest competitive advantage. For the health and happiness of our employees, we continue our activities without compromising on providing a safe working environment by adopting a holistic approach. We realise our responsibility towards the regions we serve through our social investment strategy and our consultation activities.

Governance

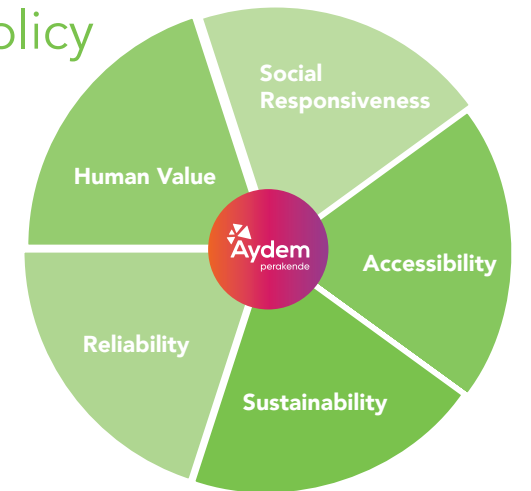
We demonstrate a fair and transparent management approach in all our activities. We place great importance on ethical behaviour and implement the necessary policies to ensure that we work to the highest standards for our customers.

Integrated Management Systems Policy

As Aydem Retail, our aim is to create a process-oriented and success-oriented customer experience, to provide our employees with a business environment where they can advance their personal development and careers, to increase the value we add to our customers and employees and to increase company profitability. Aiming to be a leading company in its sector by offering products and services that make daily life easy, comfortable and enjoyable, Aydem Retail provides continuous improvement in the quality understanding it aims by always taking customer demands and expectations into consideration.

In this context, our Integrated Management Systems Policy;

- To ensure continuity in our core values of human value, reliability, sustainability, accessibility and social sensitivity.
- To ensure customer satisfaction by providing products and services above expectations within the framework of applicable national and international standards and legal regulations.
- To continuously improve and develop our services and increase efficiency.
- Establishing measurable targets related to quality, environment, occupational health and safety management systems by taking into account the best practices in the sector and in the world, regularly reviewing their realisation and continuously improving our performance and management systems in this field.
- To ensure the satisfaction of our customers and all stakeholders who receive services from our company by meeting their needs and expectations in a timely manner by using existing resources effectively and efficiently with our trained and experienced staff.
- To create and improve effective management systems in all processes in our company in order to provide sustainable service at the level of international standards.
- Adopting and adopting a transparent, fair and accountable management approach with a sense of social responsibility.
- To continuously improve all processes by managing risks effectively.



- To use energy efficiently, to carry out activities to prevent environmental pollution, to protect environmental balance and natural resources.
- To protect the environment with a sustainable development perspective, to pay attention to the prevention of pollution and to improve our recycling methods by reducing waste at its source.
- To comply with occupational health and safety legislation and administrative regulations, to create a healthy and safe working environment.
- To identify the risks that may cause occupational accidents and occupational diseases in the workplace, to ensure the health, safety and social welfare of employees, visitors and subcontractors at all levels, to reduce all kinds of material and moral losses that may arise in the future for themselves and their families.
- To maximise employee participation by taking the opinions and suggestions of employees on occupational health and safety issues. To share all kinds of information on health and safety issues with employees.
- To ensure that our activities are consistent with the principles of sustainable development by keeping the effects of our activities on the environment and human health under control.

It aims to ensure that all activities achieve business results that will create value for the relevant parties in line with the company's main purpose and objectives.

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

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 risk and company management, and to act with environmental awareness in our internal and external activities. Accordingly, we are building 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, 14001 Environmental Management System, 45001 Occupational Health and Safety Management System and 10002 Customer Satisfaction Management System in order to realise the goals and policies we have set within the scope of the Integrated Management System. It is among our most important principles to maintain the sustainability of the system through continuous improvement.

In line with the Integrated Management System, we convey the importance of 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 within 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.

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

- The Company acknowledges and confirms that ensuring the continuity of the Integrated Management System is of utmost importance for the Company's employees and future strategic development plans.
- By providing trainings and infrastructure investments related to the Integrated Management System throughout our company, continuous improvement is encouraged by supporting the use of process approach and risk-based thinking.
- Managers at management levels lead in giving responsibility and support to the employees in their units in the Integrated Management System.
- 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 we provide all necessary support for its dissemination by raising the awareness of employees.
- We allocate the necessary resources to ensure that the system is understood by all employees and operates efficiently, and we continue to work towards continuous improvement of the system.

Integrated Management Systems Documents

In all areas we work, we use the competences we have and certify them according to national and international standards. We continue to develop without compromising the standard we have achieved. As of 2022, we have successfully passed the certification audits and completed the renewal of our certificates.



ISO 9001:2015
Quality Management System



ISO 18295-2:2017
Customer Contact Centres
Management System



ISO 10002:2018
Customer Satisfaction Management
System



ISO 45001:2018
Occupational Health and Safety
Management System



ISO 14001:2015
Environmental Management System



ISO 27001:2013
Information Security Management
System



Corporate Sustainability Governance Structure

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

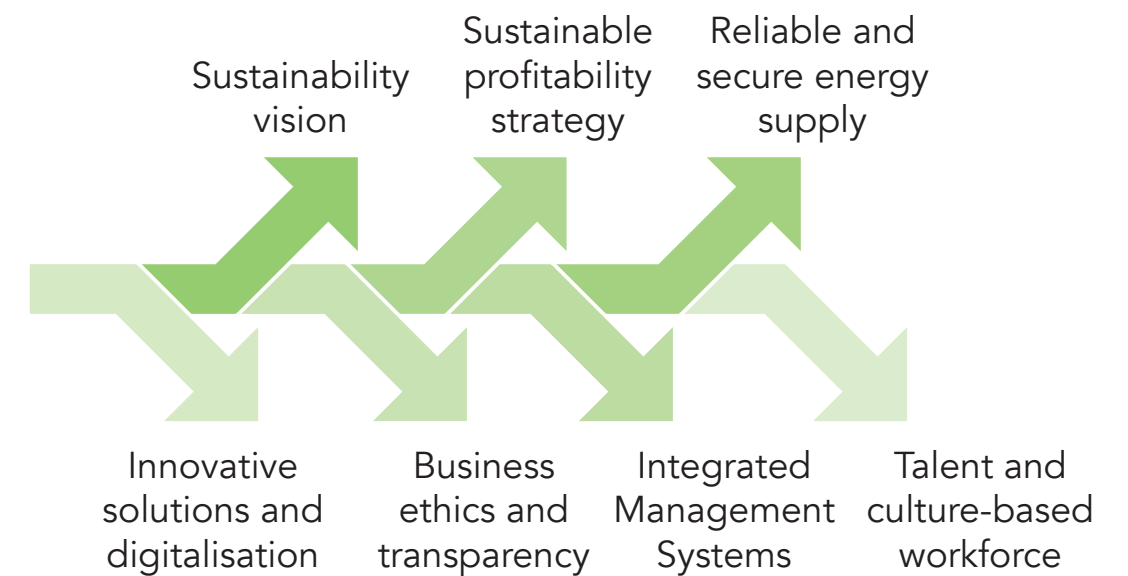
The Sustainable, Environment, Occupational Health and Safety (HSE) Committee decides on the strategic direction and action plans of Aydem Retail. Within the scope of sustainability, the Committee evaluates the issues proposed or recommended by employees by putting them on the agenda. The decisions taken in the committee are shared with other units to ensure that the issue is disseminated throughout the Company.

The Committee's primary objective is to promote the adoption and development of safety-conscious behaviour, including the adoption of a proactive safety approach, adherence to environmental regulations and participation in relevant activities. The Committee also informs the General Manager on preventive/corrective actions and identifies potential areas for improvement. The Committee is also tasked with evaluating inputs related to environmental and social performance, energy consumption, waste management, environmental and social risks, management of climate-related key performance indicators (KPIs), and overseeing and reporting on Occupational Health and Safety (OHS), environmental and social training initiatives.

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

Through the Sustainability, Environment, Occupational Health and Safety Committee, which represents our strong corporate governance system, relevant sustainability-related issues in our own business operations and value chain are addressed and analysed in depth. With the contributions of the Committee, a culture of sustainability, occupational health and safety that extends broadly to all staff and operations is developed to include environmental regulations and our operations, while maintaining a safe behaviour approach.

Value Drivers



Sustainable Development Goals



Stakeholder Management

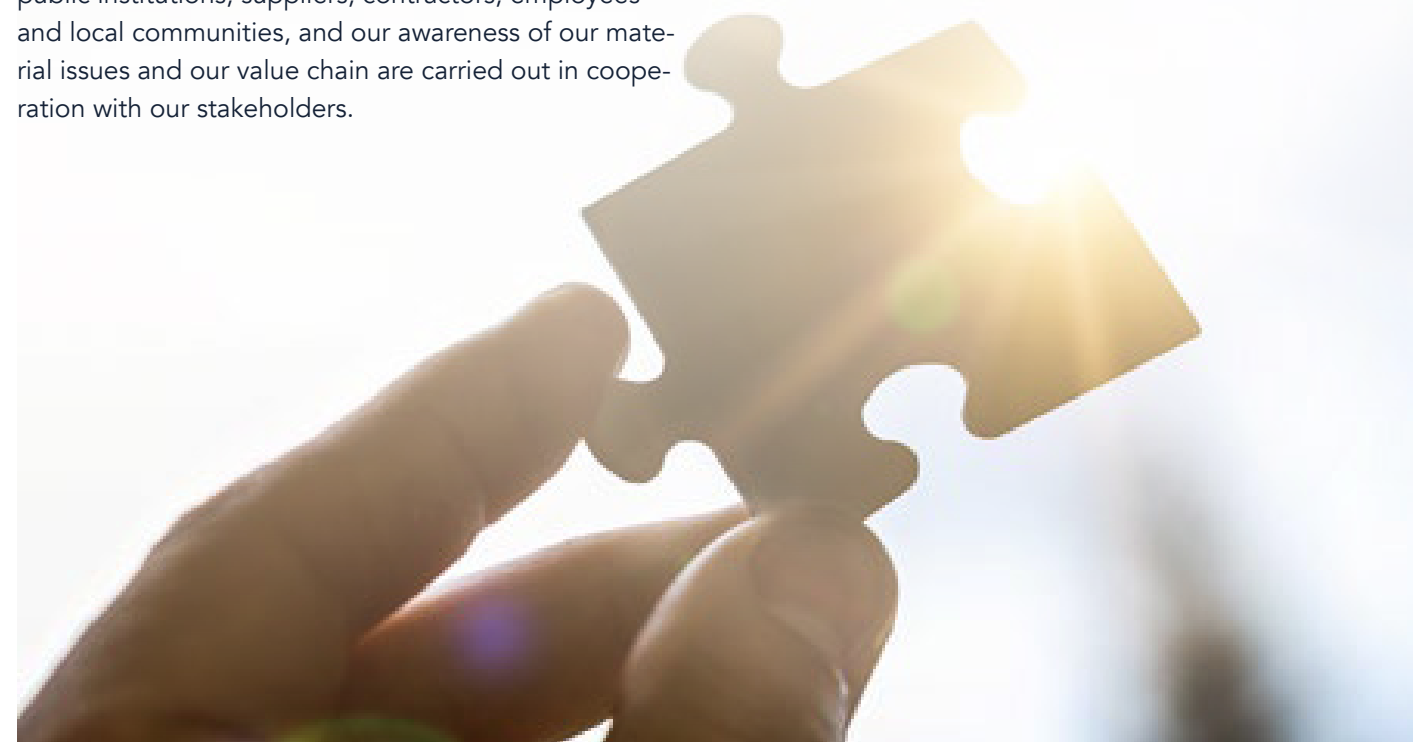
Sustainable Value Chain

With our deep sense of responsibility, we take initiatives and carry out our activities to create value for our country. We do not limit our environmental, social and financial responsibilities to our organisation and employees, but share these responsibilities with our suppliers, contractors and consumers.

Our strong corporate governance, innovative approaches, use of new technologies and sensitivity in environmental management processes represent the most important components of our sustainable value chain.

Our value chain is managed with a transparent approach in an end-to-end integrated manner, from safe and efficient energy supply to customer delivery activities.

All our processes are handled under the headings of public institutions, suppliers, contractors, employees and local communities, and our awareness of our material issues and our value chain are carried out in cooperation with our stakeholders.



Our sustainability approach, which is “always forward”, is integrated into every stage of our value chain with the criteria of environmental protection, social development and economic development.

Within the framework of our corporate values and business ethics, we identify our material stakeholders and define various communication methods and platforms for each stakeholder group. These methods provide us with the opportunity to ensure continuous and effective communication.

We maintain uninterrupted contact with our main stakeholders through various platforms. We support many projects by cooperating with both public and non-governmental organisations in the geographical regions where our Headquarters and District Directorates are located.

Our Contribution to Sustainable Development Goals

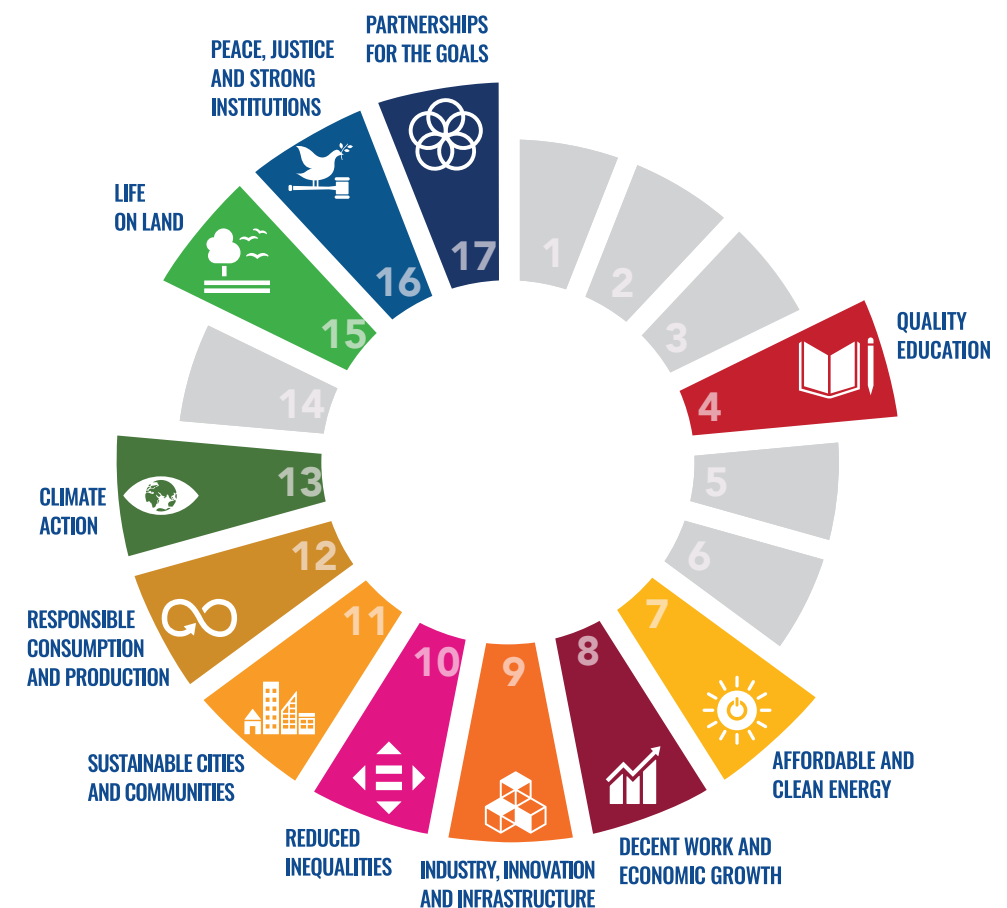
As Aydem Retail, we consider our sustainability approach as an integral part of our corporate strategy. This understanding, integrated with our risk management policies, guides us on our journey of always moving towards the better. With this perspective, we continuously improve ourselves to effectively realise 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 them together.

In order to achieve these comprehensive goals, our company continues its activities in line with the objectives of transition to a low carbon economy, combating climate change, and establishing sustainable cities and communities.

With this perspective, we take innovative steps by assuming responsibilities towards the realisation of our company goals. By taking the right decisions today, we strive at every level to realise sustainable development and create a sustainable world for future generations.

Our activities, our relations with society and our interaction with the environment support the UN’s sustainable development goals. The following objectives are prioritised in terms of our activities and our impact on our social and natural environment.



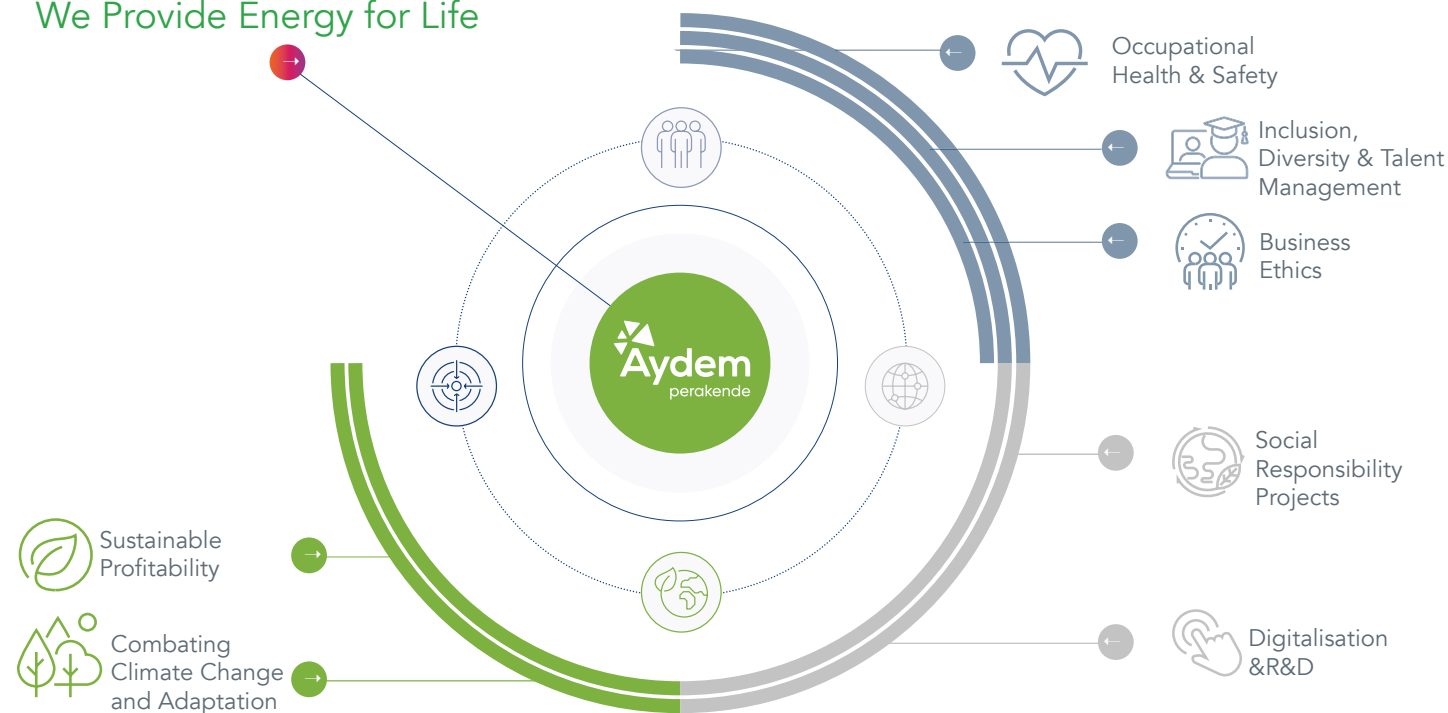
Materiality Analysis

We continue our efforts to create a fully integrated, smart electricity distribution system to support the increase in electricity demand and technological developments. By investing in a robust, secure and practical grid, we are building the infrastructure necessary to provide the modern and innovative electricity services our customers expect.

We adopt the Environmental, Social and Governance (ESG) framework to ensure that our business model is multi-faceted and to consider the full impact of our decisions not only on our operations, but also on our stakeholders and the environment. Our responsible business approach includes identifying our key stakeholders and understanding the issues that concern them, prioritising them and responding to them in a consistent and transparent manner.

Our Priority Issues

We Provide Energy for Life



Our commitment to environmental, social and governance issues provides the structure needed to support our sustainability strategy. Our commitment to the key elements of sustainability is summarised in this year's Sustainability Report, which summarises our efforts in each of these areas.

Our sustainability vision is based on concrete goals, targets, strategies and practices. We comprehensively integrate sustainability issues into strategic planning.



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.



Inclusion, Diversity and Talent Management

We promote and sustain 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.



Business Ethics

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



Social Responsibility Projects

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



Combating Climate Change and Adaptation

As Aydem Electricity, we contribute to supporting the national economy by playing a critical role in providing energy to 2 million people. 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 the clean energy transformation for our country with our approach that considers the sustainability of natural resources, the environment and the needs of future generations.



Sustainable Profitability

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.

Combating Climate Change and Adaptation

Combating Climate Change
Management of Climate Change Related Issues
Climate-related Risk and Opportunity
Management
Aydem Retail Net Zero Roadmap
Green Tariff Applications

Combating Climate Change

As one of the pioneers of our country's clean energy transformation, we actively contribute to the fight against climate change through our sustainability governance. In this context, climate-related issues are addressed as one of the most important agenda items at the Board of Directors meetings where investment projects and company strategy are evaluated.

An appropriate action plan is established through the Sustainability, Environment, Occupational Health and Safety Committee and relevant issues and procedures are reported to the Board of Directors when necessary. The Committee actively supports the growth and development of a culture of sustainability, environment, occupational health and safety. The Committee takes an active stance in the development and adoption of a behaviour-based safety approach that encompasses compliance with environmental regulations and participation in related activities. The Committee also manages the monitoring of key performance indicators (KPIs) related to sustainability, environment, occupational health and safety.

Management of Climate Change Related Issues

We attach great importance to addressing climate change and carbon management within our Company and making comprehensive assessments with relevant stakeholders. The board-level committee plays a critical role in resolving climate-related issues. The board-level committee is actively involved in the decision-making process, risk analyses and growth strategy.

Our company's approach to assessing and managing its business strategy related to climate risks is participatory and ensures that responsibilities are distributed across the entire company. 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 defining strategic goals, developing a corporate governance approach, managing and organising climate and sustainability issues and acting as the approval authority for critical decisions. The Board of Directors plays a decisive and supervisory role in our processes, especially in situations involving high financial impact and risk.

As global concerns about climate change grow, the pressure on the role of electricity retailers to contribute to environmental impacts is also increasing. In anticipation of this situation, we emphasise innovative practices in our operations and transparency and public disclosure of our activities.

Climate-related Risk and Opportunity Management

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 can 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. In order to mitigate this risk, a dedicated team of experts is in place to monitor regulatory changes and rapidly develop 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 provide a sustainable and reliable renewable energy supply from sources such as wind, hydroelectricity, solar, geothermal and biomass. In this context, Aydem Retail offers the green energy tariff as a response to its customers' desire to switch to renewable energy sources.

The green tariff offers customers the opportunity to actively contribute to a cleaner and sustainable future by supporting renewable energy production. Our strategy in this area is shaped by both our short and long-term goals. In the short term, Aydem Retail addresses the current market risk by meeting the increasing demand for green energy. By offering green energy tariffs, Aydem Retail seizes market opportunities and meets customers' expectations for sustainable energy solutions. In the long term, our strategy aims to continuously expand and improve our renewable energy portfolio, allowing us to adapt to changing customer demands and contribute to long-term sustainability goals.

This strategic approach increases customer satisfaction and puts Aydem Retail in a strong position in the green energy transformation in terms of IEA NZE 2050.

Aydem Retail makes bilateral agreements with its suppliers to increase its renewable electricity capacity and purchases renewable electricity generated by its suppliers.

Aydem Retail Net Zero Roadmap

IEA NZE 2050 is an International Energy Agency scenario for the global energy sector that presents a path towards net zero by 2050. The scenario is aligned with the 1.5 degrees Celsius target based on the IPCC Sixth Assessment Report and is directly linked to the energy-related United Nations Sustainable Development Goals.

According to this scenario, the only way to achieve the net zero target is to invest in clean and energy efficient technologies. Aydem Retail takes various measures in its activities in line with the IEA NZE 2050 scenario. Considering the IEA NZE 2050 scenario, there will be a significant increase in the integration of renewable energy into the electricity grid as part of the 2050 net zero roadmap, and as a result, a higher proportion of electricity sales will be provided from renewable sources.

The geographical region in which we operate is one of the leading regions in Turkey in terms of renewable energy generation. In addition, thanks to the bilateral agreements made by Aydem Retail, the share of renewable energy in the electricity supplied is increasing, making it easier for our customers to purchase renewable energy.

Greenhouse Gas Emissions

Calculating and managing greenhouse gas (GHG) emissions associated with our operations on an annual basis and developing effective strategies to reduce these emissions are important steps in our journey to become a net zero company as part of our comprehensive climate transformation plan. We calculate not only our Scope 1 and Scope 2 emissions, but also our Scope 3 emissions for all our activities since 2021.

Scope 3 emissions, which are indirect emissions from activities beyond our direct control but still contribute significantly to our total carbon footprint, have been carefully assessed and significant emissions have been included in our emissions inventory.

In 2022, our Scope 1 emissions are estimated to be 387.83 tonnes of carbon dioxide equivalent (CO₂eq) and Scope 2 emissions are estimated to be 343.95 tonnes CO₂eq.

In order to ensure the reliability and compatibility of our emission calculations with the sector, we have been developing a calculation methodology in line with the Science Based Targets Initiative (SBTi) since 2022. Aydem Retail started its carbon footprint studies in 2017. In this context, greenhouse gas reduction studies are continued using data calculated and verified according to ISO 14064 standard.

Our short-term mitigation target, developed together with SBTi, focuses primarily on direct and energy-related greenhouse gases within the scope of Scope 1 and Scope 2 inventories. This approach covers all our operations in Turkey and company-wide emissions and no distinction is made.

In order to ensure the reliability of our emission calculations and their compatibility with the industry, we have developed a calculation methodology in line with the Science Based Targets Initiative (SBTi) as of 2022. Also this year, we set a greenhouse gas emission reduction target for our company using 2022 as the base year.

Renewable Energy

In line with our overarching goals, our primary objective is to achieve a significant company-wide reduction of 100% in energy consumption in all our processes by 2030 compared to the base year of 2022, in line with the targets set in our climate change plan. Furthermore, an important part of our strategy is to ensure that all our electricity consumption is sourced exclusively from renewable energy sources.

In line with this goal, we aim to obtain the International Renewable Energy Certificate (IREC) for unavoidable emissions by 2030 and take 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 an important 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 2022, approximately 61% of the energy supplied to end users came from renewable sources. In addition, as part of our comprehensive climate transformation plan, we took steps to support the use of renewable energy sources by installing a SPP in our headquarters building.

Through bilateral agreements with electricity generation facilities, we are actively contributing to the increased utilisation of domestic and renewable energy in the market and its integration into the national economy.

Our efforts not only support the country's transition to clean energy, but are also in line with our commitment to combat climate change and advance the United Nations Sustainable Development Goals.

As a key player in meeting the energy needs of our region, we actively encourage production facilities to switch to renewable energy and strive to raise 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 vital role in addressing 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.

Promoting Stakeholder Engagement in Climate Targets

As a retail electricity sales company, our focus is on serving end users, which makes our relationship with our customers important. By actively engaging with our customer base, we strive to meet their current needs and anticipate and meet their changing demands. Understanding customer behaviour is vital to tailor our offers and services to best meet their preferences and requirements.

Embracing our strong commitment to energy efficiency and sustainable practices, we have established the education/information sharing engagement strategy as a pillar of our customer engagement approach. This strategy serves as a tool that we use to further strengthen our understanding of information and communication on issues that may be required by our customers.

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

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

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

Measuring success is critical to assessing the effectiveness of our customer interactions and aligning our strategies with customer demands. As part of our customer engagement approach, we have set a success threshold of reaching 70 per cent of our customer base, and we consider ourselves successful by providing training and information to all our customers.

Stakeholder Engagement in Combating Climate Change

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

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

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

Green Tariff Applications

The Green Tariff is a system that offers consumers the opportunity to actively participate in the fight against climate change through their energy consumption habits. This type of tariff incentivises the use of electricity generated from green energy sources in the electricity grid. Turkey's energy regulator, the Energy Market Regulatory Authority (EMRA), also ensures the implementation of this tariff.

The Green Tariff (YETA) is voluntary. In this context, consumers can choose to see a sign on their bills indicating that energy is produced from renewable sources. YETA gives consumers the opportunity to manage the environmental impact of their energy consumption and to transition to sustainable energy consumption.

A reliable and transparent proof that consumers' energy comes from renewable sources is given by the Renewable Energy Resource Guarantee Certificate (YEK-G Certificate). While this document assures the user of the continuity and renewability of energy, it also represents a standard in our country and worldwide.

Another positive impact of the implementation of the Green Tariff is the support it gives to the fight against climate change. By shifting our energy sources from fossil fuels to renewable energy (such as solar, wind, hydroelectricity), we can reduce our carbon dioxide emissions. The Green Tariff not only helps to reduce the carbon footprint of individuals and organisations, but also to control the global temperature increase 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. The adoption of this voluntary commitment to the use of renewable energy by all consumers and energy sector suppliers can increase both energy sustainability and the overall demand for renewable energy. This practice is key to a pathway that shapes our future with environmental and social impacts.

Risk Management

Risk Management
Risk Management Processes
Board of Directors Responsibility

Risk Management

As Aydem Retail, we manage the assets and values of our company with long-term planning. With this management approach, we ensure sustainable financial performance, competitive advantage and growth. While looking after the interests of our stakeholders, we take the management of financial and non-financial risks, including risks related to climate change, environmental factors and sustainability issues, with great seriousness.

The electricity retail sector has a direct impact on the daily lives of our end users. Our Risk Policies incorporate this responsibility into our risk management system. All situations that may jeopardise the existence, growth and continuity of our company, prevent the realisation of our strategic, operational and financial targets, and negatively change our company image in the eyes of all our stakeholders are considered as significant risks and effective measures are taken for each risk. In this context, we monitor our financial and non-financial risk definitions and take action to eliminate these risks. Our risks are categorised under six headings: strategic, operational, financial, regulatory, employment, security, business continuity and environmental risks, and under corporate risk management.

Due to the nature of our sector, we are sensitive to climate-related risks. The main areas where the climate crisis challenges us are supplier management, socio-economic impact, talent management, operational, reputation risks, profitability management, and equity and debt financing. Aydem Retail assesses all risks and opportunities through qualitative and non-qualitative risk monitoring. The risk and opportunity assessment process is divided into three main stages.

At the assessment stage, the Risk Management unit reports potential risks and opportunities to the board-level committee along with potential solutions. The committee at the board level carries out the necessary implementations according to the planning through a materiality assessment. In the execution process, the risk issue is delegated to the relevant departments and the execution process is personally supervised by the committee.

Risks and actions to be taken are assessed and prioritised holistically with environmental, social and economic impacts both continuously in our operations and prior to investment decision processes.

Apart from financial results, we take into account the reputational effects that risks may create, the effects on audit and regulatory bodies, the effects on our employees and our value chain. As Aydem Retail, we determine the framework of our risk management processes in accordance with internationally recognised principles.

We integrate risk management as the foundation of our operations and strategic planning; we review our investment decisions and processes by implementing a reliable risk management mechanism. We evaluate a wide range of risks and opportunities.

As in all units of our company, risk awareness is part of our culture and we keep our strategic decisions and operational activities within the limits of our risk tolerance. We manage all risk factors that may adversely affect our financial performance and reputation in the best possible way.

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



Risk Management Processes

Risk Identification

Aydem Retail is exposed to heterogeneous risks due to the importance of the sector in which it operates in terms of the development & sustainability of social welfare and the interdependence of the energy sector with climatic problems. All situations that may jeopardise the existence, development and continuity of our company, prevent the realisation of our strategic, operational and financial targets, and change our company image negatively in the eyes of all our stakeholders are considered as significant risks and effective measures are taken for each risk.

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

Risk Assessment

Once the risks are identified, we monitor the probability of the risk materialising. If the risk continues to pose a threat to the existence of the company financially, operationally and environmentally, we direct the board of directors to take appropriate actions in this regard.

Reciprocation

In order to intervene in the risks we assess, we measure and monitor the risks we are exposed to by applying methods in accordance with international standards in accordance with legal regulations. We ensure that risks are managed effectively through the Risk Management Department. While managing our risks, we follow a strategy consisting of 8 components.

Risk Management Strategy



We act by fully integrating 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.

Board of Directors Responsibility

Aydem Retail Board of Directors guarantees the supervision of the implementation of the following risk management principles in terms of establishing an integrated and effective risk management structure and harmonising it with the company operations.

We integrate risk management as the foundation of our operations and strategic planning. By implementing a reliable risk management mechanism, we review our investment decisions and processes.

- The Company's risk appetite, acceptable risk tolerance levels and risk policies, which are determined qualitatively and quantitatively throughout the Company and in the main transaction processes, are reviewed and approved every year.
- The prominent risks and potential threats faced by the Company are assessed periodically in terms of compliance with approved risk policies and limits and in terms of providing advantage.
- A commitment is made to provide sufficient resources and support to the company's risk management operations. This approach demonstrates the effective and proactive management of risk and Aydem Retail's strong commitment to risk management.



Digitalisation

Digitalisation

Digitalisation

Following rapidly changing and developing technologies, taking the necessary strategic steps and making the necessary transformations are critical for the uninterrupted and safe delivery of energy to customers and mitigating the effects of climate change. In this context, risks and opportunities related to climate change will directly affect our operations in the short, medium and long term.

Aydem Retail's recent implementation of strategic initiatives related to operations reflects a clear response to climate-related risks and opportunities. The decision to close the physical customer service centre and move to an online service model demonstrates Aydem Retail's recognition of the environmental challenges associated with carbon emissions and the need to reduce them. This strategic shift is influenced by its long-term vision to achieve sustainability and reduce its carbon footprint on the basis of NZE 2050, which aims to achieve a net zero target.

During the reporting year, Aydem Retail successfully transitioned all customer services to an online platform. This transition was realised in line with Aydem Retail's commitment to environmental sustainability by eliminating the energy consumption required for physical buildings. By adopting this digital transformation, Aydem Retail has significantly reduced carbon emissions and contributed to global efforts to combat climate change. This strategic initiative of Aydem Retail not only addressed climate-related risks, but also created numerous opportunities. The transition to an online service approach has resulted in significant cost savings. In the short term, Aydem Retail's adoption of digitalisation has resulted in a reduction in Scope-1 and Scope-2 emissions. During the reporting year, 40 physical customer service buildings were closed.

We continue to provide high quality service by implementing our digitalisation projects!

As Aydem Retail, we are happy to launch the "E-Archive & Information Update with Verification Code" project, which we also contribute to nature by preventing the use of paper. With our new digital application that we have launched as of July 2022; We complete the invoice notification preference change and information update transactions of our customers digitally faster and more safely with SMS verification.

Our customers receive services on many subjects online without going to the customer relations centre by using our Whatsapp chatbot artificial intelligence.

We are happy to receive an award in the "Customer Experience" category at IDC CIO 2022 Turkey Awards!

Organised by International Data Corporation (IDC) for the 13th time this year, IDC CIO Turkey Summit was held with the participation of nearly 500 senior information technology executives from both Turkey and abroad.

Aydem Retail continues to develop and realise environmentally friendly, innovative digital applications.

At the IDC CIO 2022 Turkey Summit, where Turkey's leading companies competed with 210 projects in 14 categories at the IDC CIO 2022 Awards, Aydem Retail won the 3rd prize in the "Customer Experience" category with its "Digitalisation in Electricity Subscription Contracts" project.

With our "Digitalisation in Electricity Subscription Contracts" project application, which we have put into practice and which has earned us this valuable award, we once again experience the happiness of being able to facilitate the lives of our customers and offer quick solutions to their changing needs while contributing to nature by preventing the use of paper.

With our endless positive energy, we continue to develop our innovative digital applications and work at full speed for a sustainable future.



Aydem Retail received the 3rd prize in the Customer Experience Category in the competition, which it participated in for the first time this year.

Our Employees

Aydem Retail HR Practices
Talent Management, Inclusion and Diversity
Occupational Health and Safety



Aydem Retail HR Practices

As Aydem Retail, behind our success is our vision and financial structure that always aims for the better, and the strong corporate culture and principles adopted by our employees. As an institution that attaches importance to employee satisfaction and happiness with our working policies built on a culture of high trust and our innovative practices that make a difference, we have succeeded in becoming a “Great Place to Work Certified” company in 2022 by meeting the criteria of a great workplace.

Aydem Retail was named the Best Employer in the Aegean Region in the 250+ employee category at the Turkey’s Best Employers 2021 Regional Awards.

One of our biggest goals is to make our labour policies, which we have built on a culture of high trust, sustainable in the coming years. Our company fulfils its responsibilities towards individuals, society, our country and the environment with transparent HR policies that comply with procedures and rules.

“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 create opportunities for our colleagues to express their different ideas, value their social needs and recognise their achievements. We follow the needs of our colleagues and stakeholders that arise under changing conditions and make the necessary improvements in the working environment, our business conduct system, products and services.

With high standards of business ethics; sensitivity, responsibility, dynamic and innovative values that touch life are our most valuable compass that guides us while doing our business.

With curiosity in our soul, we are trying new ways to fulfil products, processes and services more efficiently, quickly and error-free. With our sense of responsibility towards individuals, society, our country, the environment and future generations, business ethics, transparency, respect for social values and the environment are among our top priorities.

All company personnel are subject to a performance-orientated management scoring framework that includes targets set by Key Performance Indicators (KPIs). The system directly influences decisions on overall company-wide promotions and bonuses. Employees at all organisational levels can actively participate in decision-making processes related to the Idea Line system, which covers areas such as business development, efficiency, low carbon economy, sustainability and financial gains. Projects approved through the Idea Line initiative offer employees a 2% share of project revenues.

With our pioneering practices in the field of human resources, we lead the electricity sector and shape development and change in the sector.

Talent Management, Inclusion and Diversity

Our most defining characteristics for our company consist of our fair and egalitarian structure, our management approach that values employees and respects diversity, and our human resources approach that observes equal opportunities, is safe and takes responsibility for its employees. In all our business processes, we see it as our basic principle to never allow any discrimination against our employees based on language, religion, race, sect, belief, gender, nationality, marital status, age and similar reasons; We show our clear stance against all kinds of discrimination with our policies, practices and the clear attitude of our Board of Directors in this field.

We work with the awareness that our senior management is committed to equality in our company. In our work environment, we try to prevent any incident of discrimination, and in the event of notifications from our employees, we evaluate and resolve the notifications in the most accurate way.

In order to support the diversity of our employees and the inclusiveness of our practices, we act in accordance with our equal opportunity and non-discrimination approach in all our human resources processes such as promotion, performance evaluation, transfer, leave, wages and training rights in our interaction with our employees starting with the recruitment process. We create an egalitarian, discreet, reliable and fair work environment without including these differences in our decision-making processes in the decisions we make about our employees at every stage.

Our Human Rights Policy, which we share with all our employees, is the most important mechanism that encourages employees in this regard. In this context, our most important principles are to provide equal opportunities to all our employees throughout their working lives, to create a safe, healthy and respectful working environment that is egalitarian, diversified and against all discrimination, to defend human rights in all our activities and in every step of our supply chain, to increase the number of women working, to support women employees and all women to have equal opportunities.



Equal Life in Aydem Retail

We are committed to providing equal opportunities to employees throughout their life cycle, creating a healthy and respectful working environment, increasing the number of female employees in the energy sector and supporting the empowerment of women.

“Equal Life Project” is the most important title that we have implemented as an upper goal in supporting equality, diversity and inclusion.

Our Employees are Our Biggest Capital

With the approach that our employees are our greatest capital, we aim to develop them in an environment where they can reach their best potential by discovering their unique talents and valuing them properly. This approach not only increases employee satisfaction and loyalty, but is also the greatest proof of our company’s sustainable success and profitability.

The fair policies we follow within the scope of talent management, inclusion and diversity encourage our employees. In this context, our in-kind incentive mechanisms are more prominent. We use fair assessment tools (interview, inventory, assessment centre applications, etc.) in our recruitment processes within the scope of talent management.

With the awareness that our employees are our most important strength in achieving our success and sustainability goals, we attach importance to the development of our employees, invest in talents and provide a motivating work environment for our employees by creating a corporate culture that encourages both our Company and our employees to achieve their goals. In order to successfully adapt to the rapid transformation in the sector, we make many investments to develop our employees.

Within the scope of the Human Resources Policy, we prioritise the filling of managerial positions by promotion/appointment from within the Company. We announce vacant managerial positions to employees through internal resources, and in the process designed for willing employees, we carry out the knowledge-skills and managerial evaluation of the employee.

We position the Equal Life Project as an initiative with an important content that covers not only our employees but also the society in general.

We build Equal Life on eliminating gender-based barriers in women’s and men’s work and social life, and on providing permanent and sustainable perspectives, attitudes and behaviours to prevent gender inequality.

In this context, we increase awareness of the employee’s strengths and development areas by providing rapid feedback to the employee about the fair evaluations made by the committee.

We do not tolerate discrimination among our employees based on race, religion, language, colour, age, gender, family status, national origin, employment, occupation, social background, health status, physical disability, sexual orientation, possible or probable pregnancy status, union activities or other factors determined by law, and we value the diversity of our employees.

We attach importance to providing equal rights to all our employees in terms of remuneration, performance evaluation, equal access to career opportunities, employment and similar issues, ensuring fair wages and working hours, and announcing all developments regarding our equal opportunity plans through internal and external communication channels. By supporting women’s participation in the labour force, we aim to guarantee the principles of equal opportunities for women and men in all our human resources policies and procedures, this Human Rights Policy, and to increase the employment rate and the ratio of female employees in senior management.

We have reorganised our leave processes to cover the sensitivities of all genders and parenthood with a gender equality perspective. We manage recruitment processes for disadvantaged groups with sensitivity and provide benefits to our employees without discrimination.

United Nations Global Compact (UNGC)

As Aydem Retail, we are proud and happy to be a participant of the United Nations Global Compact (UN Global Compact), the world’s most comprehensive sustainability platform.

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, and we make our voices heard if we encounter an unethical or unfair practice.

As a participant of the Convention, we have committed to comply with the 10 United Nations Global Principles in the areas of human rights, labour standards, environment and anti-corruption in all our business processes; in addition to observing these principles, we will report our work in these areas every year and demonstrate our commitments with concrete indicators.

As Aydem Retail, we will continue to take part in activities that make a difference in our sector with our people-oriented approach and sustainable goals.



10 Principles of the Global Compact

1. Principle

Businesses should support and respect proclaimed human rights

Human Rights

2. Principle

Businesses should not be complicit in human rights violations

Human Rights

3. Principle

Businesses should support employees’ freedom of association and collective bargaining

Study Standards

4. Principle

An end to forced and compulsory labor

Study Standards

5. Principle

An end to all forms of child labor

Study Standards

6. Principle

End discrimination in recruitment and placement

Study Standards

7. Principle

Businesses should support precautionary approaches to environmental challenges

Environment

8. Principle

Businesses should support all activities and organizations that increase environmental responsibility

Environment

9. Principle

Businesses should support the development and diffusion of environmentally friendly technologies

Environment

10. Principle

Businesses must fight corruption in all its forms, including bribery and extortion

Corruption Struggle

We took our place in the “Turkey’s Best Employers 2022” list!

With our sustainable values, innovative work policies and strong corporate culture, we are once again proud and happy to be listed as “Turkey’s Best Employer” in the “Turkey’s Best Employers 2022” programme conducted by the Great Place to Work Institute, which identifies the best employers worldwide!

We would like to thank our valuable colleagues who make up the strong team of the Aydem Retail Family for their efforts and efforts for this significant success we have achieved for two consecutive years as a result of the evaluations of both our colleagues and independent institutions.



Great Place to Work “Great Place to Work” We Won the Certificate Once Again!

As a result of the evaluation made by the Great Place to Work Institute, which determines the best employers worldwide, we became “Great Place to Work Certified”, “Turkey’s Best Employer” in “Turkey’s Best Employers 2022”, and then we were proud and happy to win the first prize in the category of “Aegean’s Best Employers” in “Turkey’s Best Employers Special, Sector and Regional Awards”.

As Aydem Retail, we were deemed worthy of the Great Place to Work “Great Workplace” certificate by documenting our success once again with our innovative working policies and strong corporate culture with the evaluations of our valuable colleagues. We would like to thank each of our colleagues who make up the Aydem Retail Family, who are the real power behind our success. We are proud and excited to receive the “Great Place to Work” certificate again.

Ethics and Transparency

Business Ethics and Internal Audit

As the Company, it is one of our top priorities to act in compliance with legal regulations while operating in the electricity supply sector we serve. In this context, we endeavour to ensure compliance with the Competition Law, the Law on the Protection of Personal Data (“KVKK”) and other relevant legislation, especially energy legislation.

The trainings and awareness-raising activities we organise to ensure that our company acts in compliance with the legislation and to raise the level of awareness of our employees play an important role in conducting our business in an ethical, transparent and responsible manner. In addition to these, since we are a regulated company, we closely follow the energy legislation and provide trainings on current information and changes in energy legislation. In this way, we are able to provide our customers with the most up-to-date and accurate information.

Competition Law is an important area that aims to protect a fair and competitive market environment. We regularly train our employees on competition law and raise their awareness on this issue. Acting in accordance with competition rules helps us both protect our company’s reputation and provide our customers with a fair competitive advantage.

The Law on the Protection of Personal Data is of great importance for the confidentiality and security of customer data. Compliance with the LPPD is of high importance to ensure the protection of our customers’

Ethics Committee

Incompatibilities in ethical issues are resolved within the Aydem Energy Ethics Committee. The Ethics Committee 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 issued by the Internal Audit and Control Directorate.

personal data and to gain their trust. Our employees are made aware of important issues and updates on KVKK and are encouraged to pay attention to the correct processing of personal data. Acting in compliance with the legislation and regulations we are subject to is of great importance for both the sustainability of our company and customer satisfaction.

These training and awareness-raising activities continue at all levels of our company and are regularly updated. Through the Aydem Academy training platform, the content on “Aydem Code of Ethics and Working Principles” was assigned as compulsory training for all employees and all employees were provided with this training. In addition, face-to-face KVKK and Competition Law trainings were given to all employees together with the Compliance Consultancy.

With the Compliance Programme Implementation Policy, it is aimed to carry out the transactions carried out and/or to be carried out by the Company in accordance with the legal and technical requirements within the scope of the Law No. 4054 on the Protection of Competition, the Electricity Market Law No. 6446 and the Law No. 6698 on the Protection of Personal Data and its secondary regulations; all relevant legislation such as laws, regulations, communiqués and instructions; regulatory actions and decisions of regulatory and supervisory authorities; national and international standards; competition law principles, rules, decisions and internal regulatory procedures issued within the scope of the Compliance Programme.

The functioning of the Ethics Committee, decision-making processes, relations with the Disciplinary Committees in the companies and reporting practices are described in detail in the Disciplinary Practices Procedure.

Occupational Health and Safety

Aydem Retail provides energy to more than 2 million people by producing faster and permanent solutions to the needs of customers as a supply company in Aydın, Denizli and Muğla. While providing this service to our customers, the health and safety of our employees is one of our strategic priorities. In this context, providing our employees, our most valuable asset, with a safe and healthy work environment and taking high-level measures for disasters and emergencies are among our most fundamental topics within the scope of occupational health and safety.

In line with our Integrated Management Systems Policy, we maintain the highest standards and continuously improve our processes to ensure their integration and implementation in all our activities. The Health and Safety unit carries out regular site visits to ensure direct communication with our employees and business partners. Each site, regardless of the stage of the project lifecycle, has a structured safety management system that identifies hazards and manages risks in line with best practice.

Within the scope of OHS, Risk Analyses are carried out to identify and rate risks and take measures in necessary areas in order for our employees to perform their work in a safe environment. The path to be followed in risk management is determined through procedures. Risks are managed and controlled in our procedures. They are updated with continuous improvements. Risks under control are reported to senior management. In addition, OHS issues are part of corporate risk management.

We determine all our OHS practices primarily in accordance with legal regulations and in order to improve them, we follow the practices of international institutions and organisations and include them in our system. With our ISO 45001:2018 Occupational Health and Safety Management System certificate, which is based on the conventions and guidelines of the International Labour Organization (ILO), we focus on increasing the efficiency of the work and appropriate health conditions by eliminating hazards and minimising risks for our employees.

ISO 45001:2018 Occupational Health and Safety Management System enables our company to consistently assess health and safety risks, reduce accident risks, identify near misses and improve overall performance.

Our short-term targets within the scope of OHS are to increase the training hours in the areas we deem risky in addition to our periodic OHS trainings with our employees. Reducing the number of accidents with lost days and our accident frequency rate is one of our constant targets every year. In this direction, we aim to minimise occupational accidents and related lost day rates, occupational diseases and possible losses with the practices we follow, the measures we take and our awareness-raising activities.



Our Ties with Society

Our Ties with Society
Our Projects



Our Links with Society

As Aydem Retail Family, we are aware that we have responsibilities towards the world we live in and the country we live in, as well as our stakeholders and customers. With this awareness, we have been implementing our social responsibility projects with the aim of creating a better and livable world by implementing many projects for children, women, youth and non-governmental organisations with our understanding of social responsibility since the day we were founded.

We are proud to provide a sustainable social benefit by transforming our energy into goodness with the responsibility we feel for all our social stakeholders, including our customers, employees, the public, non-governmental organisations, universities and the media, by considering our social, economic and environmental impact at the basis of our social responsibility projects that we have carried out and will continue to carry out.



Corporate Communication and Social Development Goals

As Aydem Retail, we shape all 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 region in which we operate forms the basis of our corporate communication activities. In this context, we focus on managing the process more holistically by creating our short, medium and long-term social contribution plan.

Long Term

Creating more inclusive and socially beneficial social responsibility programmes
Contributing to social development and strengthening the reputation of the organisation by identifying project areas and expanding its impact area

Medium Term

Establishing projects and programmes built on solid foundations that will contribute to social development
Contributing to social development, change and sensitivity and raising awareness by developing collaborations for a better future and world through our work and collaborations that will contribute to society and the environment with our sustainability vision

Short Term

Establishing a corporate governance system that will ensure more effective work in accordance with the determined goals and objectives
Ensuring internal stakeholder satisfaction by further increasing internal communication and strengthening external stakeholder satisfaction accordingly

YGA Science Mobilisation The Future is Yours with Your Energy

Aydem Retail continued to implement social responsibility projects for a sustainable world and savings awareness. In 2022, within the scope of the Young Guru Academy (YGA) Science Mobilisation launched in 2022, the Enerjinle Gelecek Senin Project met with children by developing and renewing in 2022. In cooperation with YGA, middle school 5th and 6th grade students both designed autonomous vehicles with Nobel Prize-winning Twin Science Sets and experienced energy saving by meeting with virtual reality (VR) glasses. Within the scope of the project, YGA and company volunteers gave preliminary information to children on "How is energy produced?", "How does it come to our homes?", "What is energy efficiency?", "What are saving methods? How to do it?" and designed an autonomous vehicle together with science sets.



While directly touching children with science and energy sessions during secondary school visits in Aydın, Denizli and Muğla, which are our operating regions, we also made the desired impact sustainable with the Twin science sets we presented to schools. Thanks to these science sets, we managed to inspire thousands of students in 2022.



During the science session, the students were both surprised by their own potential and excited to experience the VR goggles. The feedback we received from project volunteers, students and teachers after the sessions was invaluable as they talked about their awareness of energy saving and their newfound curiosity about technology and science.

In 2023, our cooperation with YGA will continue with science sets and VR glasses content developed with the concept of "Smart Cities" for 7th and 8th grade secondary school students. At the same time, we aim to carry this experience to different regions and cities in Turkey, not limiting it to our regions of operation. Our biggest goal is to touch more children and make our project sustainable.

Believing that social awareness begins to form at a young age and at school, we are working on developing new projects with high school and university students in the near future.



**With our energy,
the future belongs to all of us!**

Orange Awareness from Aydem Retail



While Aydem Retail gave hope to children with leukaemia with the support it gave to LÖSEV with the movement of goodness extending from the branch to life, Aydem Retail refreshed their energy by offering vitamin C store tangerines to its staff on cold winter days.

LÖSEV, which has contributed to more than 65 thousand leukaemia and cancer patients in their difficult struggle to date, established a tangerine farm in Seferihisar by pioneering an awareness movement that emphasises the importance of healthy nutrition in the fight against cancer. Our Corporate Communications Directorate supported this meaningful movement by sending the tangerines, which were put up for sale to meet the health and education needs of child and adult cancer patients, to Aydem family employees at Customer Relations Centres and Denizli Headquarters.

Aegean Forest Foundation Afforestation and Memorial Forest

New saplings are growing in the memorial forest created by Aydem Retail in cooperation with the Aegean Forest Foundation.

Aydem Retail, which continues to work with a sense of responsibility towards society, our country, the environment and future generations with its afforestation activities, donated 2,500 saplings to the Aegean Forest Foundation and created a "Memorial Forest" in the afforestation area in Kınık district of İzmir.



"Combating Domestic Violence" Awareness in Aydem Retail's Electricity Consumption Invoices

Within the scope of the "16 Days of Activism - End Violence Against Women Campaign" organised by the United Nations (UN) on a global scale, Aydem Retail raised awareness with special invoices containing the contact information of the Federation of Women's Associations of Turkey Emergency Helpline on electricity bills.

Aydem Retail contributed to strengthening this awareness by participating in the 16 Days of Activism - End Violence Against Women Campaign, an international movement that starts on 25 November International Day for the Elimination of Violence against Women and continues until 10 December Human Rights Day.

With the design we made on the back of the electricity bills distributed in the region in November, we conveyed the message "We are on the Side of Women, Against Violence. If you need support, call the Federation of Women's Associations of Turkey Domestic Violence Emergency Hotline (0212 / 0549 656 96 96) and ask for support!", our company aimed to raise awareness of more than 2 million subscribers in Aydın, Denizli and Muğla on this issue.



Our Energy is for Satisfaction!

As of 1 March 2022, with our customer-centric approach, we launched the Central Complaints Team (CET) structure under the Customer Relations Department.

With MEŞE, we listen to the demands and complaints of our customers face-to-face at our Customer Relations Centres in central regions. By providing on-site and fast solutions, we keep in touch with our customers through one-to-one communication.

At other points where the MEŞE team is not available, we take the demands of our customers and ensure that they are finalised quickly by the same team.

With our service and communication policy, we approach all our customers from a common perspective with our slogan "Our Energy is for Satisfaction!". We continue to produce new projects where we strengthen our communication channels with our understanding of quality service and to realise activities that will strengthen our customer bonds.



Appendix

Social Performance
Environmental Performance
Economic Performance
GRI Index

Social Performance

	2020	2021	2022
Total Labour Force (Number)			
Direct Employment	351	334	243
Female	189	178	125
Male	162	156	118
Total Labour Force by Education Level (Number)			
Primary	6	5	5
High School	53	50	29
University and Above	292	279	209
Total Labour Force by Age Groups			
18-30	143	113	45
30-45	201	210	188
45+	7	11	10
Employee Trainings - Number of Participants (person)			
White Collar	351	334	243
Female	189	178	125
Male	162	156	118
Employee Trainings - Total Hours (personxhour)			
White Collar	4.906,50	2.681,42	10.212,15
Female	2.642,08	1.429,10	5.253,00
Male	2.264,42	1.252,32	4.959,15
Lost Day		3	0
OHS Trainings Provided to Employees - Katılımcı Sayısı			
Direct Employment		209	133
Contractor Employee		-	8
OHS Trainings Provided to Employees - Total Hours (personxhour)			
Direct Employment		836	532
Contractor Employee			8
Aydem Retail	10.516	11.523	14.654,25

Environmental Performance

	2020	2021	2022
Total direct energy consumption (kWh)	1.272.482,28	1.387.643,40	1.553.279,20
Total indirect (purchased) energy consumption (Total renewable energy consumption (kWh)			794.148,60
Water consumption per product (m³)	254.496,45	277.528,68	310.655,84
Recovered (R-coded) non-hazardous waste (tonnes)	15.498,00	20.870,00	18.355,00
Recovered (R coded) hazardous waste (tonnes)	-	-	7.130,00
Disposed (D coded) hazardous waste (tonnes)	-	-	30,00
Disposed (D coded) non-hazardous waste (tonnes)	11,00	11,00	11,00

Energy supplied from renewable energy sources	Unit	2020	2021	2022
Solar	kWh	90.254,59	97.504,19	86.564,12

Greenhouse Gas Emissions	Unit	2020	2021	2022
Direct CO ₂ Emissions (Scope 1)	t CO ₂ e	319,00	306,93	387,83
Indirect CO ₂ Emissions (Scope 2)	t CO ₂ e	730,86	678,47	343,95
Indirect CO ₂ Emissions (Scope 3)	t CO ₂ e	381,34	364,73	1.107,51

Water Footprint	Unit	2020	2021	2022
Blue Water Footprint	m³/year	2.600,70	2.555,08	16.432,50
Green Water Footprint	m³/year	10.722,60	10.076,46	4.170,33
Grey Water Footprint	m³/year	1.047,46	1.022,03	14.789,25

Economic Performance

	2020	2021	2022
Net revenue (TL)	3.352.254.144	6.568.399.820	17.260.843.029
Operating profit (TL)	74.496.415	8.115.672	663.536.988
EBITDA (TL)	121.719.590	93.968.679	1.229.376.719
Net debt (TL)	431.354.145	2.239.011.667	1.215.244.182
Return on equity (ROE) (%)	-24%	-62%	-19%
Total assets (TL)	2.046.782.380	3.147.051.279	4.934.300.033

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