

PETROL OFİSİ IS READY TODAY with its ever smiling employees and evolving services, its 1923 stations and 1400 village pumps spanning from the north to the south and east to west of Turkey, with the iconic Asena logo, with its deep-rooted history, with a passionate brand purpose of investing for Turkey's development since 1941, with its investments in technology while being a pioneer in its sector with its firsts and unique offers, with its V/Max that provides a 5% fuel saving, with the Active-3 Technology that cleans and protects the engine from the first tank, with its Fuel Safety System and 100% guaranteed LPG PO/Gaz, with its Smart Pressure System that ensures just the right autogas fill each time, with its LPG Pass that controls fuel usage of LPG fleet vehicles, with its AutomaticPlus fleet management system that offers an end-to-end digital experience, with its automated infra-structure and fuel identification system that ensures accurate fuel filling for vehicles, with its customer-oriented service approach, with its Positive Points, personalized campaigns, exciting collaborations, a 5-star mobile app, mobile pay&go technology, unique advantages for the journeys, with Marketplus filled with snacks that sweeten breaks, with its fresh Kap Bi' Tat sandwiches and fruit juices, hot pastries fresh from the oven, Tchibo coffees, with its car-wash technologies that make every vehicle shine, with its touchless toilets continuously being disinfected and with specially designed child toilets, with its accessible stations for people with disabilities, with its high-tech motor oil brands Maxima, Maximus, and Maximoto, with industrial solutions, with a lubricant production facility serving on an area of 120,000 square meters, with POTEM the technology development center, that is exporting lubricants to more than 30 countries across 4 continents, with its ground tanker fleet capable of direct fuel distribution, with PO/Marine supplying fuel to all vessels in Turkish shores, with the barge fleet with the capability of low-sulfur VLSFO fuel supply, with a pioneering end-to-end digital bunker quality control system, with PO/Air, the star of the skies with 18 airport refueling units, refueling nearly a quarter million aircraft annually, low carbon emission SAF fuels pioneering in aviation, with being an indispensable partner for major projects in both public and private sectors, leaving its mark on Turkey's bridges, airports, highways, and dams, with a focus solely on human-oriented health, safety, environment, and security applications, with its human resources fostering the pioneers of progress, a perspective towards the development of the society, supporting athletes who challenge disabilities in 20 disciplines from football to sailing, from fencing to basketball, taking steps for women's economic and social inclusion, sponsoring Fenerbahçe and Galatasaray Women's Football Teams, supporting women in STEM education with the Million Women Mentors Project, driving for gender equity at work and its dealer ecosystem, investing in a sustainable future, with its s-POwer stations powered by solar energy, with its e-POwer electric charging units of future technology, adding value to the national economy with new ventures, with its Turkey's first fantasy football game Petrol Ofisi Social League, with the first and only digital solution in the second-hand consumer finance, Credin, the new blood in financial technologies, Vinns, with its new communication platform and brand ambassador winning awards on local and international platforms, a leading stance in the industry, its employees, business partners, and dealers, with its mission to create value for all stakeholders, proudly, confidently, and with ever-increasing value. **READY FOR TOMORROW.**

Petrol Ofisi Group Sustainability Report 2022

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About This Report

All processes of Petrol Ofisi Group are implemented to raise awareness of sustainability and contribute to sustainable development, taking into account environmental, social and economic impacts. The information provided in this report sheds light on the fuel oil and lubricant activities carried out by Petrol Ofisi Group between 1 January 2022 and 31 December 2022.

This report has been prepared following the “Core” option of GRI Standards as well as the industry standards. The PDF version of this report is accessible to all stakeholders at www.petrolofisi.com.tr



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Dear Stakeholders

In 2022, the energy markets were put through a massive test. The energy security, accessibility and sustainability, namely the energy triad, has become our most critical agenda item this year under the influence of certain factors such as the ongoing war between Russia and Ukraine, emerging problems in the supply chain, global inflation, and volatility in foreign exchange markets. In addition,, the terrible earthquake disaster we experienced on February 6th upset all the balances. Incurable pains have shaken our country, and we have mobilized to build our future together after this devastating period which reminded us of the vital importance of energy supply in a very shocking manner. As Petrol Ofisi Group, we put 5 million liters of fuel, which we sent to the earthquake zone through Disaster and Emergency Management Presidency (AFAD), at the disposal of search and rescue efforts free of charge.

In the latter part of 2023, we are determined to heal our wounds quickly. As

the Petrol Ofisi Group, we're concentrating on value-added, practical, and sustainable social investments that will help us make the energy transition meaningful. Our efforts are geared towards creating a livable future for both our industry and our nation. We grow based upon the social investment understanding which considers environmental, social and governance-oriented factors in all our investment steps. In line with this philosophy, we as Petrol Ofisi Group are committed to reducing our carbon footprint by 42% by 2030 and setting to zero by 2050.

We started to take action in the scope of this process starting from scope 1 and scope 2 emissions. We focused on reducing our direct emissions arising from the resources we own and control as well as the indirect emissions that are caused by our purchases. We accelerated our works conducted in this sense at our terminals, aviation units, lubricants factory, head office and fuel stations.

We shifted our direction towards transitional and sustainable energy progres-

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sing in three main lanes, namely conventional, transitional and sustainable energy products in the axis of foreign trade relations.

We are increasing the sales and production of LPG, LNG and bio-diesel for transitional products as well as hydrogen, solar energy, electricity and sustainable aviation fuels for sustainable products.

We aim to produce and sell 3 million tons of petroleum equivalent transitional products and 1.6 million tons of petroleum equivalent sustainable energy products by 2030.

Each and every step we take towards net zero emissions counts not only for our company but also for our country's long-term goal of reaching the net zero target by 2053. We maintain our investment and collaboration activities in our internal and external stakeholder ecosystem without a pause, leading the sectors in which we operate and providing real added value to the future of the country's economy.

We consider the principles of participation, equal opportunities, and accessibility when designing our social objectives. We place the initiatives we have developed based on ensuring gender equality and inclusion at the heart of our corporate strategy. We are currently implementing an intense program that will last until March 2024 to serve our objective of increasing the number of women working at our stations by 30 percent, and increasing the ratio of female employees in our head office, terminals and factory to 30 percent in 5 years. We adopt an equal pay policy at all levels of our group by combating gender-based wage inequality. Similarly, we increase our accessibility-oriented projects within the framework of our inclusiveness initiatives and redesign our stations for our disabled and disadvantaged visitors. Blazing the

trail in our sector, we have integrated audio simulation technology into our website, thus enabling fully and partially visually impaired consumers to access all digital solutions and services and we aim at increasing and expanding these types of accessible digital processes.

We will continue to focus on our permanent and future-serving social investments, acting with the awareness of our responsibilities, and sustainable practices that we will scale in all our air, land and sea operations as a group in line with the philosophy of sustainable development in the 100th anniversary of our Republic.

Best Regards

Mehmet Abbasoğlu
CEO
Petrol Ofisi Group

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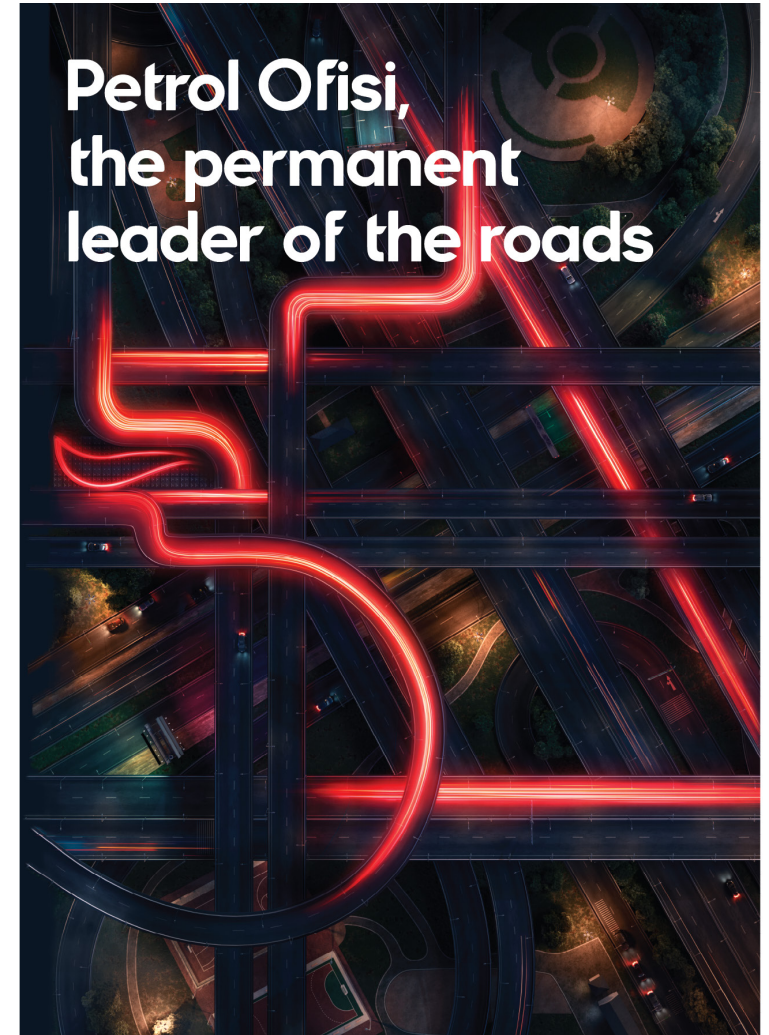


About Petrol Ofisi Group

Petrol Ofisi Group started its activities in Ankara in 1941 as public institution with only 9 employees established to purchase and import petroleum and petroleum products to meet the needs of public and private sector organizations and final consumers, and to create and market stocks to cover the needs of the whole country. The company's symbol is a she-wolf with fire coming out of her mouth; This symbol originates from the she-wolf Ase-na, one of the main figures of Turkish mythology.

Petrol Ofisi Group, which acquired the title of a joint stock company in 1983 and was privatized in 2000, maintains its traditional leadership position in the market as Turkey's leading fuel, LPG distribution and lubricant company with more than 1.900 fuel stations, 1 lubricant plant, 8 fuel terminals, 1 LPG terminal, 18 aviation units, approximately 1 million m³ of storage capacity and TRY 200 billion sales revenue.

Today, Petrol Ofisi Group is among the top 5 private companies in Turkey as the only group company that can supply all types of fuel needed for the air, sea and land vehicles within our country and in our region.



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The production facility in 120.000 m2 lubricants plant located in Derince-Kocaeli and POTEM, the most comprehensive technology center of Turkey and the region, allows for the export of Lubricants to more than 30 countries in 4 continents.

Petrol Ofisi Group acts in cooperation with the largest public and private sector institutions as one of the most important dynamos of aviation, maritime and highway economy. We provide fuel for a quarter of a million aircraft on an annual basis. In addition, the group assumes the leadership of the Turkish marine fuels market with an annual volume of a million ton of marine refueling.



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Organizations Leading the Sector in the Petrol Ofisi Group



Petrol Ofisi Group focuses on adding sustainable value to the country's economy and the social benefit in every step it takes. It leads the industry with innovative initiatives in the energy transition transformation required to perform its main line of business in the light of its motto "Ready for Tomorrow".

Petrol Ofisi Group attaches great importance to carrying out its activities with the awareness of sustainability. It is aimed at the fuel stations, which comprise a significant part of Petrol Ofisi Group activities, that the energy efficiency is increased by utilizing renewable energy resources. In this sense, Turkey's first fuel station providing electricity to the electric network was established under the brand name S-POwer which stands for the solar energy roofed station.

Today, environmentally friendly electric vehicles are accepted as the future vehicles. Petrol Ofisi Group equips Turkish



highways with electric charging stations developed with its unique technology in preparation for the infrastructure of the future from now.

Petrol Ofisi Group evaluates its financial and infrastructural power in the scope of a new cycle and constructs value-added formations through ecosystem initiatives and subsidiaries that put technology and the changing and developing demands of the consumers in the heart of their operations. Social League, one of these formations, meets with more than 3 million consumers as Turkey's first and only fantasy football league.

Credin, a BDDK (Banking Regulation and Supervision Agency)-licensed consumer financing company as an affiliate of Petrol Ofisi Group gave a new impulse to the consumer financing sector by offering end-to-end digital solutions in second-hand vehicle financing.

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Mission

- **Adds** value to all its stakeholders;
- **Invests in** the excellence and sustainability of customer-oriented services,
- Makes use of the strength of global operation **to improve** the local industrial dynamics further;
- **Has the required knowledge, experience and confidence** for guiding its industry in finding what is correct as the leader and pioneer of the industry;
- **Drives** the social and economic development of both the company and the community as it was born out of the country's own resources;
- Focuses on safety and works with a solution-oriented and **responsible approach** and team spirit, as well as a fast and efficient working method

Our Vision

"Proudly, Confidently, With Our Increasing Value, We are ready for tomorrow"

Pride

As a company born out of the resources of this country, we bear a greater responsibility towards our country and society than that of all our competitors. Every step we take with this mentality to move our country and the whole society forward is a national pride for us.

Trust

The mutual trust between all the stakeholders that make up an institution sets the ground for the institution to become a place that attracts every talent. Justice and mutual respect can only occur in an environment of trust.

Increased Value

Achieving our goals and overcoming problems through collective work increases the value of both our institution and each individual in our teams. Our growth in numbers provides us with the desired operational capabilities.

Ready for Tomorrow from Today

Being a leader means being innovative in a sustainable way and being able to sign big projects.

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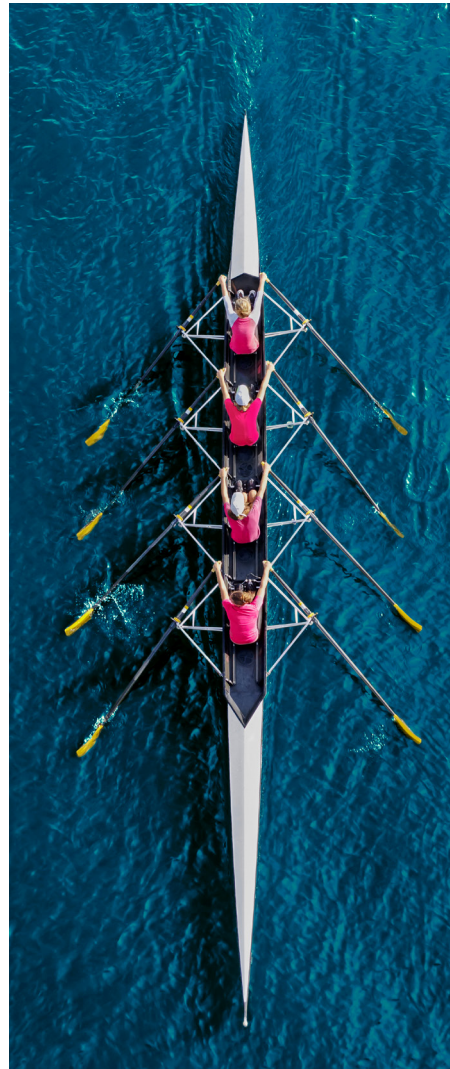
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Our Common Values



Innovation

Being constantly aware of our country's requirements and challenging the status quo, we continuously develop ourselves. We carry Petrol Ofisi always one step further working with passion in a manner to lead by example for those who will join us in future.

Customer Orientation

As can be expected of the industry's leading and pioneering brand, we deem it as one of our key priorities to provide our customers and distinguished business partners with the highest level of service.

Excellence

We are aware that the only way to operational excellence is working with a high level of dedication and systematic management approach without compromising discipline.

Integrity

We act honestly under all conditions in line with great goals, which will make significant contribution to society when achieved, in a manner that can be expected of a major company such as ours.

We are the members of Petrol Ofisi Group Family. We walk the talk and assume full responsibility for our acts.

Team Spirit

We are a giant family together with all our stakeholders consisting of our employees, business partners and customers, who are closely attached. We value each member's opinion and work in harmony. We recognize the value of having skills in diverse disciplines.

Responsibility

In line with our corporate principles, we work with a responsibility towards reaching excellence for our country and with full knowledge on all aspects of our business. We always take the initiative towards achieving this goal, and act with a committed and consistent passion.

National Pride

We always remember our own history and the fact that we are one of the most significant values of Turkey. Taking strength from this national pride, we strive for achieving all targets which will ultimately add value to our company.

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Sustainability At Petrol Ofisi Group

Sustainability at Petrol Ofisi Group is maintained in an environmental, social, economic and digital transformation-oriented journey with innovative and pioneering practices.



e-POwer

Petrol Ofisi Group continues to be innovative in the support of the future and improve the service standards of the sector with pioneering activities. Petrol Ofisi Group, the first fuel company in Turkey to establish electric charging stations by creating its own brand, opened its first charging under the brand name “e-POwer” in Gebze in 2017.

Following the opening of this unit, the number of electric vehicles charging stations, which started to be located on main routes of electric and hybrid vehicles such as İstanbul, Ankara, Bursa, İzmir, Bodrum reached 23 in 2022. Petrol Ofisi Group continues its investments in this field by accelerating transformation of its stations for electric vehicles, which are regarded as the vehicles of the future.

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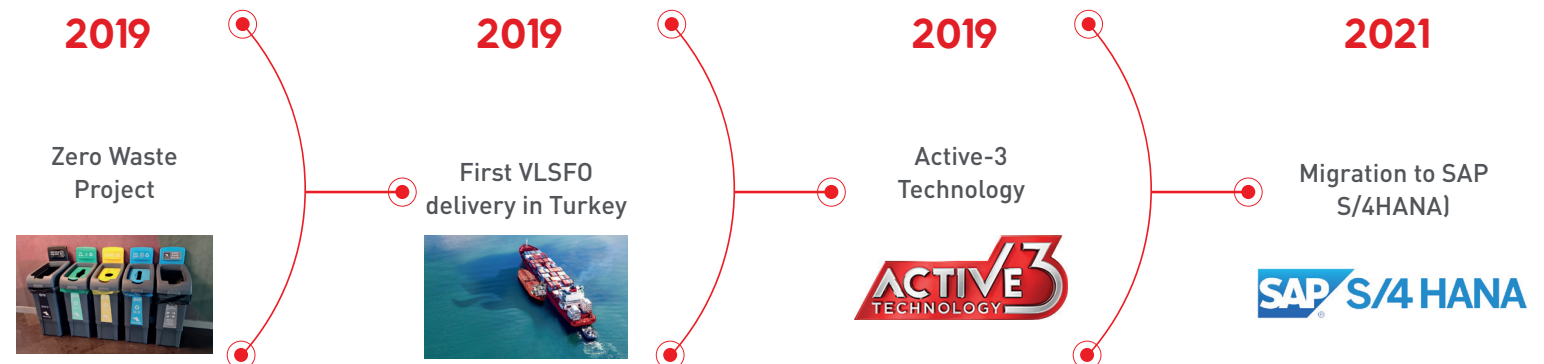
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Wastewater Management Works

Petrol Ofisi Group runs its activities in different locations with its fuel terminals, aviation units, and lubricant factory. It is well known that the protection of water resources and an effective wastewater management can only be possible by taking control of the pollution at its resource in the course of running our activities. With this in mind, we started oily water-rainwater infrastructure works for all of our facilities in 2018. Thanks to these works, rainwater and oily water can be separated by color codes in respective canals. Oily water manholes and channel grates are marked in red, and rainwater manholes and channel grates in blue. An API separator with a skimmer and hydrocarbon sensor is attached to all oily water systems. The separated oil is pumped into a sloping tank. The waste accumulated in the slop tanks is sent to the cement factories at certain periods, thus forming a circular economy. Additionally, the treatment facility operation has been improved, and the system is more efficient and resistant to human mistake.



Maxima Hybrid

Maxima Hybrid is a full-synthetic motor oil with low ash, which is designed for the current exhaust emission regulation for the motors of passenger cars and light commercial vehicles having high technology.

S-POwer

Petrol Ofisi Group attaches great importance to carrying out its activities with the awareness of sustainability. It is aimed at the fuel stations, which comprise a significant part of Petrol Ofisi activities, that the energy efficiency is increased by utilizing renewable energy resources. In this sense, Turkey's first fuel station providing electricity to the electric network was established in Bodrum, Muğla in 2019 under the brand name S-POwer which stands for the solar energy roofed station. The number of S-POwer installed stations reached 12 as of the end of 2022. It is aimed to increase the number of S-Powers, which increases energy efficiency while reducing our carbon footprint.

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Zero Waste Project

Disposal of wastes without proper recovery causes serious resource losses in terms of both material and energy. The zero-waste philosophy, which aims to minimize these losses, has also been adopted by the Petrol Ofisi Group. Road maps for the separation of wastes at the source were drafted in this project's scope which started in 2019. Waste areas were made more visible with new designs, zero waste logos, new waste containers and announcements.

First VLSFO Delivery

The International Maritime Organization (IMO) has taken a series of regulative decisions regarding the migration to the use of low sulfur fuel (VLSFO) in ship fuels in 2020 to prevent environmental pollution caused by ships. Petrol Ofisi Group displayed its pioneering approach in the sector here as well, completing the IMO 2020 preparations as early as October 2019 when it was able to carry out the first VLSFO delivery in Turkey.

Active-3 Technology

Petrol Ofisi aims to minimize the negative effects of fuels on environment with the new technologies it has developed. Active-3 technology, which was developed as a result of intensive and meticulous work of Afton a strong supplier of international energy markets and POTEM, the largest fuel and lubricant technology center in Turkey in 2019, was tested by independent laboratories and the test processes carried out were also followed by Istanbul Technical Univer-

sity which approved the results. Active-3 technology, which cleans the engine up to 100 percent, protects the engine from the first tank and saves up to 5%, was offered for the first time in Turkey by Petrol Ofisi.

Migration to SAP S/4HANA

The SAP software's latest "S/4HANA" version has superseded the ERP-Business Operating System of Petrol Ofisi Group in 2021. The migration to SAP S/4HANA has been the cornerstone of Petrol Ofisi Group's end-to-end digitization ambition, with the purpose of making all processes more effective, from operations to logistics, finance to human resources, with this transfer.

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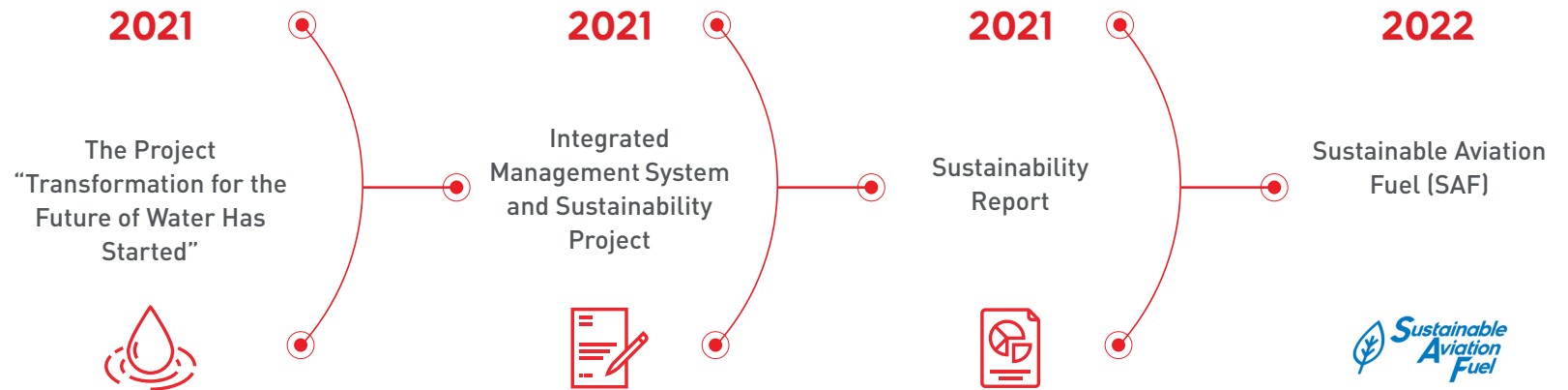
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Transformation for the Future of Water Has Started

Transformation for the Future of Water Has Started” project launched by Petrol Ofisi Group in 2021, paves the way for collection of waste cooking oils at homes and their storage at special points set up at stations in a way that will not harm the environment. With this project, implemented in cooperation with the Petrol Ofisi Group and the Biodiesel Industry Association, waste cooking oils are collected through licensed waste vegetable oil collectors and then converted into biodiesel. This project supports the protection of environment and resources while contributing to the circular economy and reducing the carbon footprint in transportation.

Integrated Management System and Sustainability Policy

Petrol Ofisi Group Integrated Management System policy commitments included no harm to people or environment due to operations as well as maintaining the continuity of services and the security of information assets for customer satisfaction. In 2021, Petrol Ofisi Group sustainability commitments were combined with this policy under a single roof and presented to Petrol Ofisi Group stakeholders in writing.

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Sustainable Aviation Fuel

Neste MY, Sustainable Aviation Fuel (SAF), a sustainable aviation fuel produced from 100 percent renewable waste and waste raw materials such as cooking oil and waste animal oil, reduces greenhouse gas emissions caused by aviation activities up to 80 percent.

Petrol Ofisi Group carried out the first flight in Turkey with SAF fuel in March 2022 in Izmir, which demonstrated its pioneering approach in the sector in this field as well. Sustainable Aviation Fuel practices have been carried out since 2022, reducing greenhouse gas emissions. Petrol Ofisi Group aims to increase the refueling volume in 2023 as well by accelerating its sustainable aviation investments.



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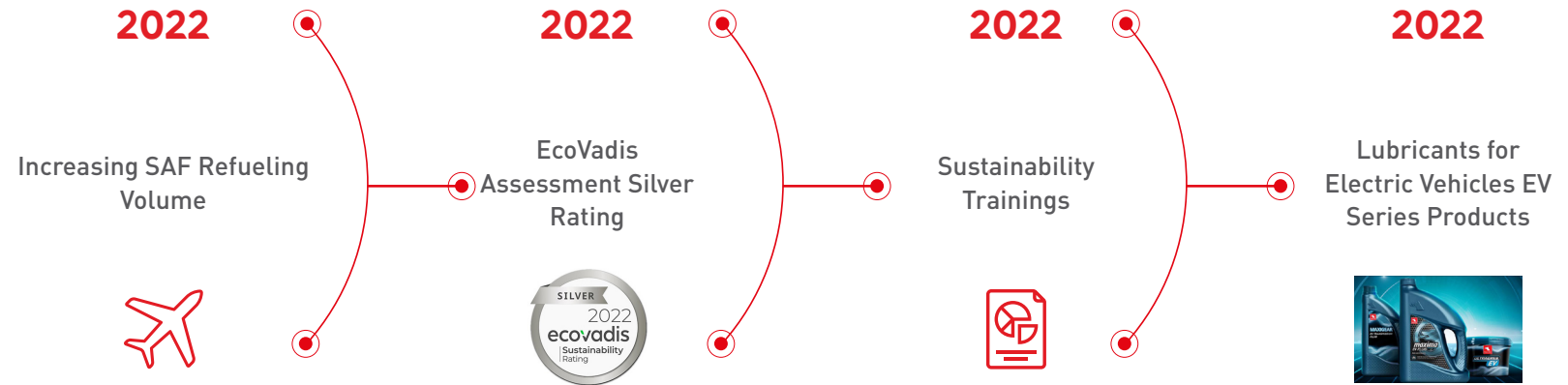
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EcoVadis Assessment

EcoVadis assessment is comprised of a wide range of non-financial management systems with implications for environment, labor and human rights, ethics and sustainable procurement. This system assesses each company in terms of vital aspects specific to company size, location and industry and rewards the companies where applicable with medals (bronze, silver, gold). Petrol Ofisi Group, which aims to measure sustainability performance and take actions in this direction in the days to come, was awarded a silver medal under the EcoVadis assessment.

Lubricants EV Series

Petrol Ofisi Group continues to develop new products in line with technological developments and changing market needs. In this context, electric vehicle (EV) series products consisting of special coolant, transmission fluid and grease products have been developed for electric vehicles, the number of which is increasing day by day in the Tur-

kish automotive market and will contribute to reduction of emissions. Electric vehicle (EV) series products were developed at the Petrol Ofisi Group Technology Center in order to meet the expectations in this swiftly growing market. Electric Vehicle (EV) Series product group comprises advanced technology products such as Maxima EV Fluid, the coolant for electric vehicles, MaxiGear EV Transmission Oil to be used in power transmission systems, and Ultra Grease EV developed for electric motors. These new electric vehicle products are formulated with low electrical conductivity and environmental impact to ensure security.

Sustainability Awareness Trainings

Petrol Ofisi Group maintained its efforts to raise awareness in the field of sustainability in 2022 as well. In this sense, awareness trainings were held in 2022 for the stations, which form a significant part of Petrol Ofisi's activities, with the objective to expand the philosophy of sustainability into this area of its activities.

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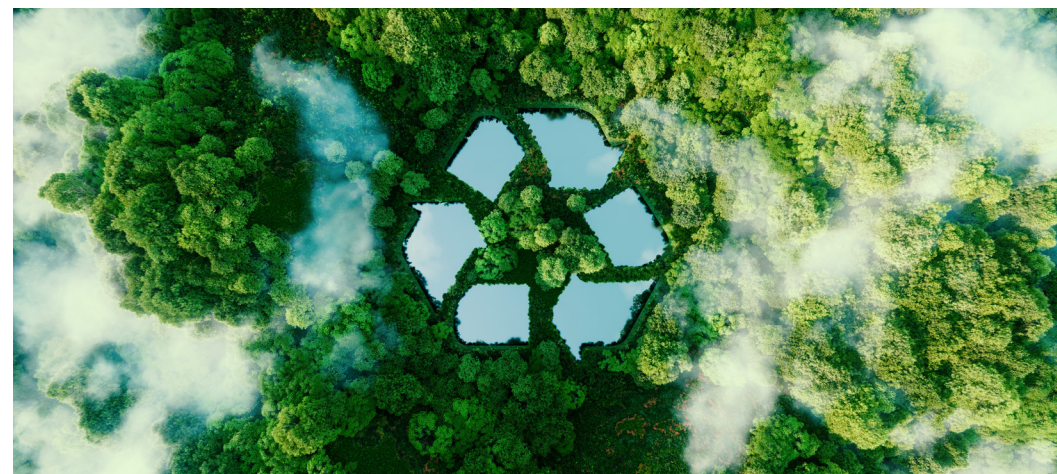
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Environmental Management

The development of an environmental management approach has gained vital importance to provide solutions for environmental problems, which have become more influential worldwide in recent years. Issues such as the rapid depletion of natural resources, inefficient use of resources, and climate change have begun to put severe pressure on the environment. In order to reduce the impacts of these pressures on the environment and to take effective actions in this regard, environmental legislation, environmental management approaches as well as expectations in this regard change and evolve every passing day.

Petrol Ofisi Group considers minimizing the environmental impacts of its activities as one of its main sustainability commitments. In this respect, environmental impacts are evaluated by Petrol Ofisi throughout the whole life cycle of its operations. Petrol Ofisi Group tracks all environmental impacts through air emission measurements, wastewater discharge studies,



environmental impact assessments of new fields, status and validity of environmental permits and/or compliance programs are by keeping records in accordance with legal and internal requirements.

Additionally, the assessment of environmental impacts arising from all activities stands as an important part of Petrol Ofisi Group risk management studies. In this direction, environmental risks that may arise in all activity fields of Petrol Ofisi Group in 2022 were re-evaluated within the scope of

ISO 14001 Environmental Management System and environmental dimension analyses were carried out.

Relevant Petrol Ofisi Group procedures have been revised accordingly. Necessary actions to be taken were identified by assessing the probabilities and impacts of the dimensions to reduce risks to acceptable levels.

All environmental studies conducted by Petrol Ofisi Group are subject to external audits. While environmental management system audits are implemented by institutions such as BSI,

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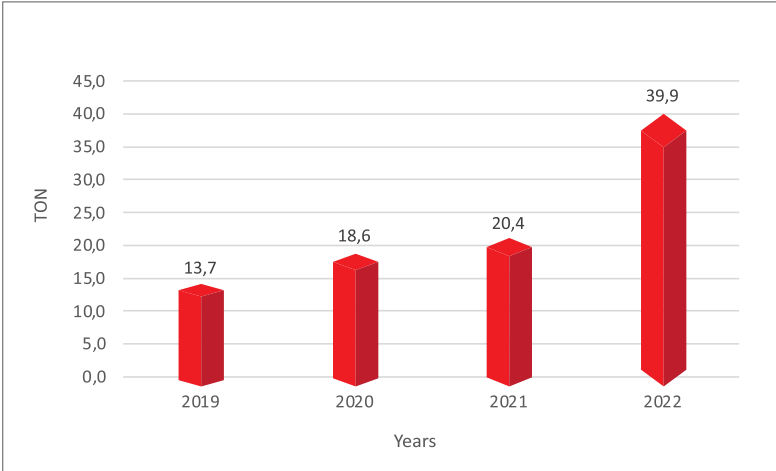


TSE, etc. Environmental monitoring activities are regularly monitored through audits by official bodies.

Petrol Ofisi Group classifies the waste into five categories: namely domestic solid waste, non-hazardous waste, special waste, hazardous waste and packaging waste. All wastes are collected in suitable waste storage areas according to the legal requirements, they are disposed of based on the legal maximum storage periods and then sent to the third-party waste companies (licensed by the relevant competent authority) for recycling or reuse.

As Petrol Ofisi Group conducts improvements activities in waste management studies by considering the waste hierarchy. In this respect, while Petrol Ofisi Group’s waste management approach prioritizes prevention of waste generation, disposal is considered as the last resort. Changes in legisla-

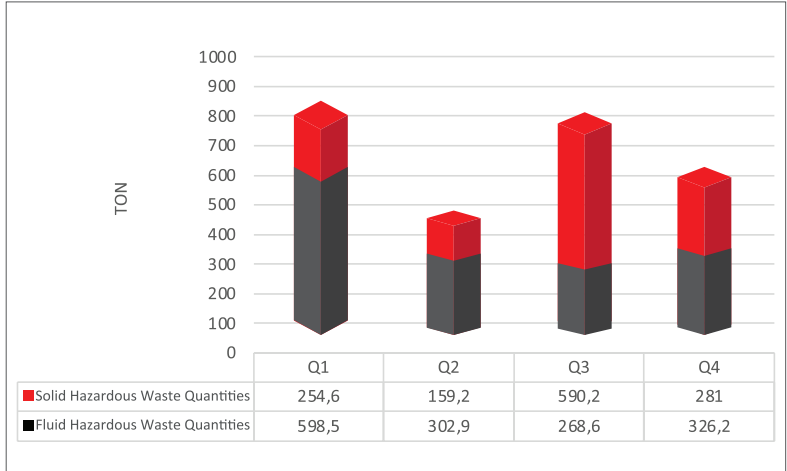
Amounts of Waste Transported Under the Zero Waste Project



tion are followed regularly and the necessary improvement works are carried out to ensure compliance of the waste management works. A waste management system has been established in line with the zero-waste principle under the scope of environmental management. In this respect, visibility of waste areas has been increased through the usage of zero waste logos, waste containers, training and announcements. Approximately 40 tons of waste packaging was collected in 2022 in the scope of the zero-waste project.

A great majority of Petrol Ofisi Group waste is comprised of hazardous waste. Similarly, management of hazardous waste follows the waste hierarchy and it is aimed to contribute to the circular economy by sending the recycled hazardous waste collected in slop tanks to cement factories. Mobile Waste Tracking System records are created using an integ-

Period Based Hazardus Waste in 2022



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rated environmental information system throughout all these activities conducted for the management of hazardous waste transportation, and all data such as end destination, quantity, waste kind, and so on may be traced and checked.

In addition to management of waste generated as a result of its activities, Petrol Ofisi Group also carries out waste management activities as a part of its corporate social responsibility in order to raise awareness in this regard. One of the examples of these works is the “Transformation for the Future of Water Has Started” project, which was launched in 2021 in cooperation with the Petrol Ofisi Group and the Biodiesel Industry Association and is still ongoing. This project provides solutions to prevent pollution of water resources by collection of cooking oil waste and converting them into biodiesel in accordance with the legislation. Therefore, the project supports environmental protection as well as the protection of resources, contributes to increasing the share of renewable energy in the country and reducing the carbon footprint in transportation. In order to raise awareness of this project among Petrol Ofisi Group employees, prize competitions were announced on the “You First” Platform, which encouraged the people to put oil waste in oil collection boxes located in offices and stations.

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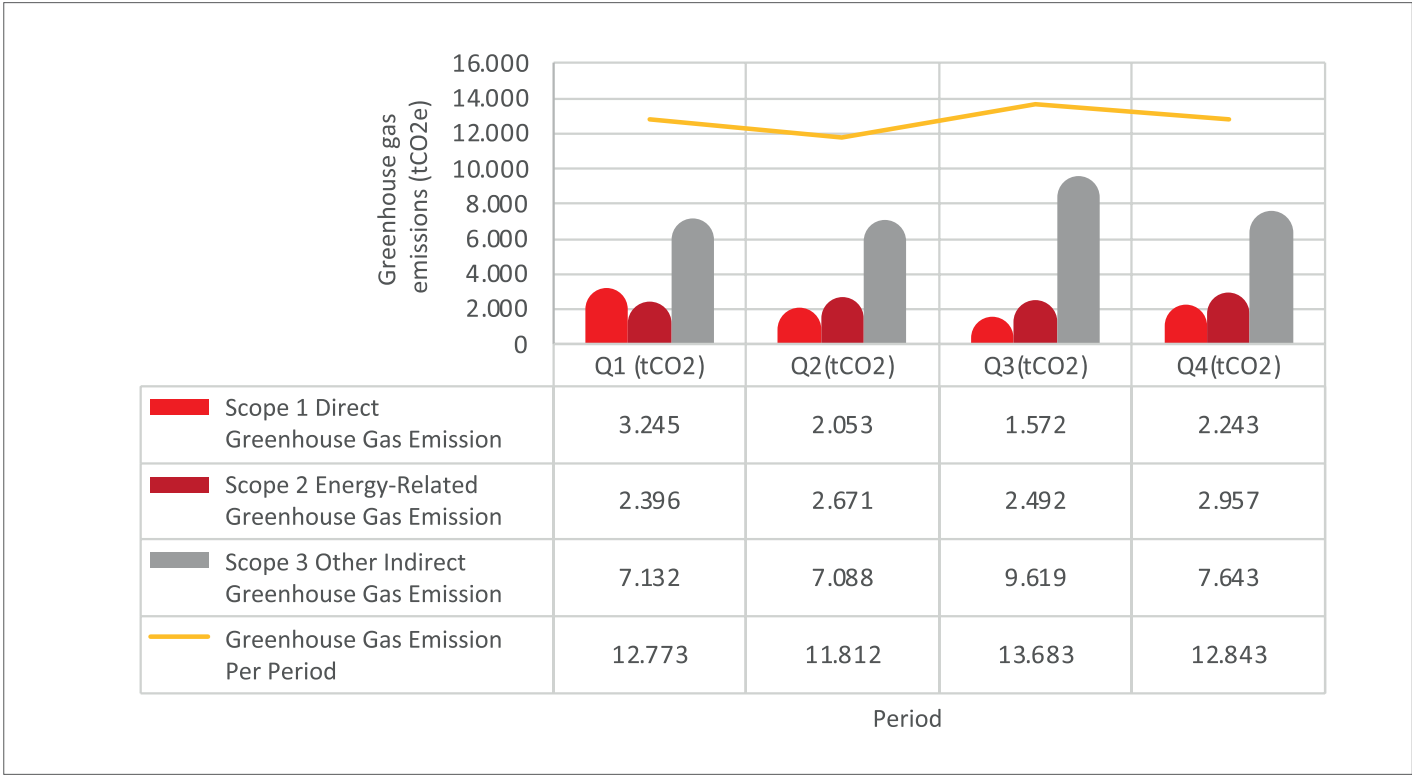
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Emissions Management

Petrol Ofisi Group attaches great importance to monitoring greenhouse gas and emissions management. Every two years, authorized laboratories monitor and analyze emissions from point and zone emission sources. Necessary precautions are taken by implementing emission-reducing measures at the point emission sources. Equipment is also tested, maintained, and replaced as needed to avoid the risk of leakage emissions. In addition, greenhouse gas emissions are monitored in accordance with international standards.

Period Based Greenhouse Gas Emissions



*Scope 3 calculations cover emissions of dedicated transportation vehicles and company vehicles.

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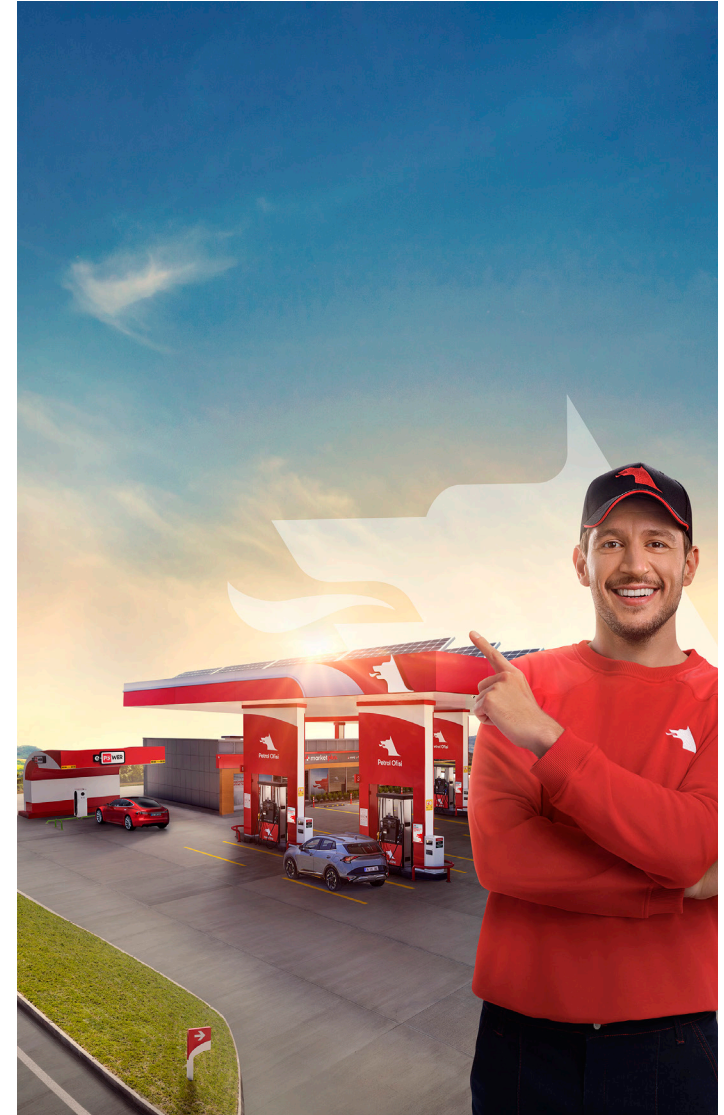
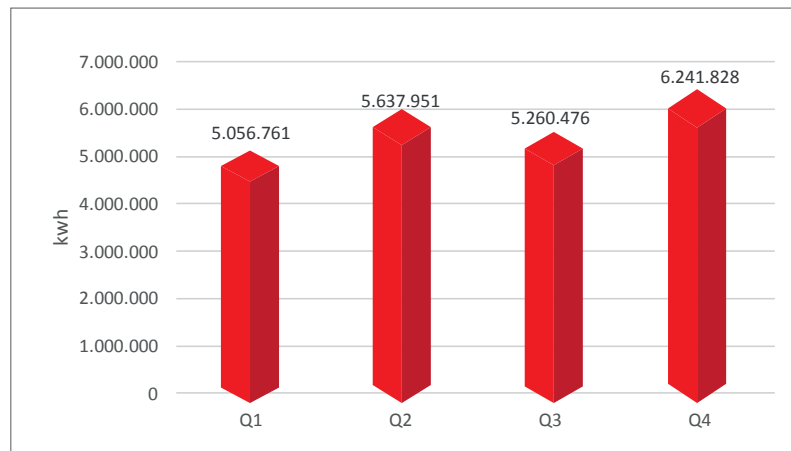


Energy Management

Rapid population growth, urbanization and industrialization lead to an increased need for energy every passing day. With environmental pressures brought about by these changes, it is of great importance to ensure sustainable and environmentally friendly energy security. Agreements and systems are developed to guide the whole world in endeavors for migration to the energy trends on a global scale. All these developments reveal the necessity of creating diversity and making changes in business and investment behaviors as well. Ensuring energy security in the oil and gas sector, which is the focal point of these issues, has also revealed the need to take control of greenhouse gas emissions arising from activities and designing road maps for the future in this direction.

Therefore, Petrol Ofisi Group places the issue of reducing emissions at the center of its energy management system.

Period-Based Electricity Consumption



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S-Power project, which was launched in 2019, is one of the works conducted in this field. It is aimed to reduce the carbon footprint with the solar energy panels installed on the canopy tops. Petrol Ofisi Group stations involved in this project meet almost all their power needs by solar energy and they also sell the excess power they generate to the electrical network. The number of S-Power Installed stations reached 12 in 2022.

The e-Power project, which is implemented with the objective of meeting the needs of the electric vehicles; the future of the automotive industry, is another work conducted by Petrol Ofisi Group in this field. In this project, Petrol Ofisi devised a unique and authentic approach instead of deploying the ordinary ready-to-use charging devices. The number of stations with Petrol Ofisi Group e-Power units is 23.

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Water and Wastewater Management



Water and wastewater management is another critical issue addressed in the environmental management of Petrol Ofisi Group. It is aimed to ensure that the water required and used for the activities is discharged to better standards than the receiving environment and related sewerage standards. Reducing water consumption, identifying water-related risks and taking necessary actions are among the priority issues of Petrol Ofisi Group's environmental management.

Petrol Ofisi Group implements wastewater management from the receiving environment or sewage discharges examined in premises to assessment of pollutant parameters and legal compliance regularly. Additional actions are also part of the activities, such as the treatment facility maintenance and enhancement work, or changes in the type and quantity of chemicals used in the treatment facility based on the evaluation of analysis results on pollutant parameters.

Petrol Ofisi Group's environmental management approach is based on preventing pollution at its source. Therefore, it aims to minimize hydrocarbon emissions in the locations where it carries out its activities and to control the leakages that may occur at the source before they reach the environment. In order to achieve this aim, infrastructure works have been carried out to separate oily water and rainwater in activity areas and treat them according to their type.

There are oily water systems connected to API separators with skimmer and hydrocarbon sensors at all locations in the activity areas. The oil separated from the separators is collected in slop tanks and the slop tank waste are transferred to licensed cement factories. This way, environmental management is supported with a circular economy awareness.

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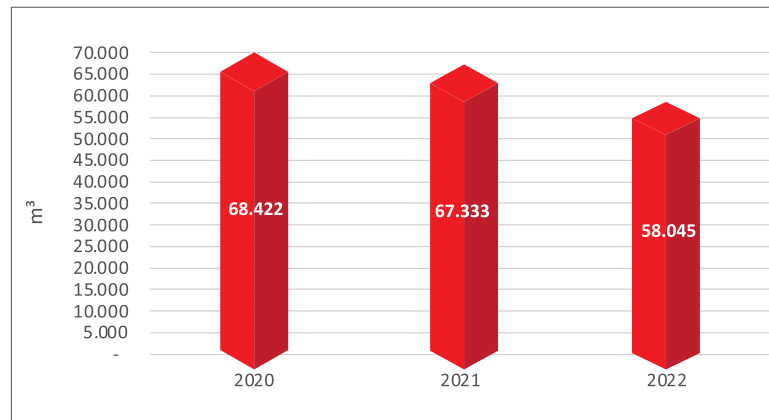
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Rainwater outlets are also designed as API separators and equipped with hydrocarbon sensors and motorized valves. This minimizes environmental risks that may arise from the activities. This entire system has been explained in Oily Water Rainwater Procedure of Petrol Ofisi Group and operating instructions have been prepared on a local basis.

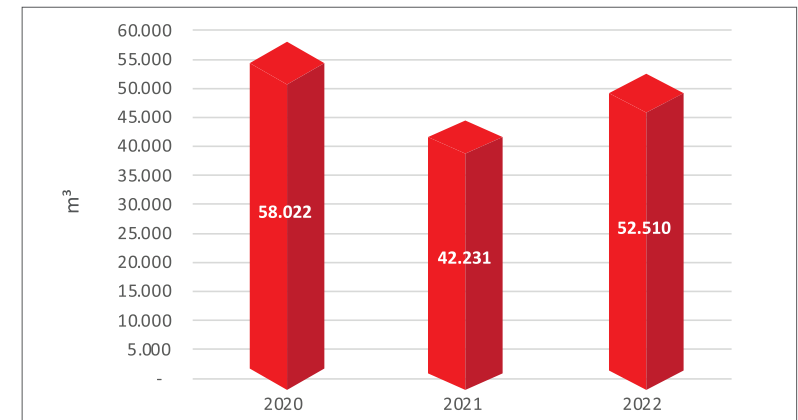
City Water Usage



Spills that may occur despite all these measures are also evaluated within the framework of Petrol Ofisi Group environmental management and studies are carried out on necessary intervention methods. It is of great importance to raise the awareness of the employees in order to keep environmental pollution that may occur in such situations at the minimum possible level. In this regard, risk as-

sessments at coastal facilities are carried out, emergency response plans are drafted, intervention training and drills are organized at least twice a year.

Well Water Usage



In 2022, a total of 103 spill drills were carried out, 67 of which were hands-on and 36 were desktop exercises.



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Biodiversity

Petrol Ofisi Group works towards reducing the negative impact of the natural receiving environment on biodiversity value by assessing potential environmental impacts and taking the necessary measures where an effect on biodiversity is detected throughout its investment processes, new activity areas and in the scope of environmental impact evaluations. Wastewater treated at waste water treatment plants is discharged in compliance with discharge licenses and legal restrictions and in a manner that does not affect the natural receiving environment's biodiversity qualities.



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Governance Structure Of Petrol Ofisi Group

Board Chairperson
Christopher Paul Bake

Deputy Board Chairperson
Matthew James Stacey

Board Member
Mehmet Abbasoğlu

Board Member
Selim Şiper

Independent Auditor



The Board of Directors, the highest-level management body of Petrol Ofisi Group consists of 5 members, including the Chairperson, Deputy Chairperson, 2 members and an independent auditor.

Different individuals carry out the duties of the Board Chairperson and CEO, and Petrol Ofisi Group CEO is not a member of the Board. Election, service and working principles for the Board of Petrol Ofisi Group are defined in Petrol Ofisi A.Ş. Working Principles Document for the Management and Petrol Ofisi A.Ş. Articles of Incorporation.

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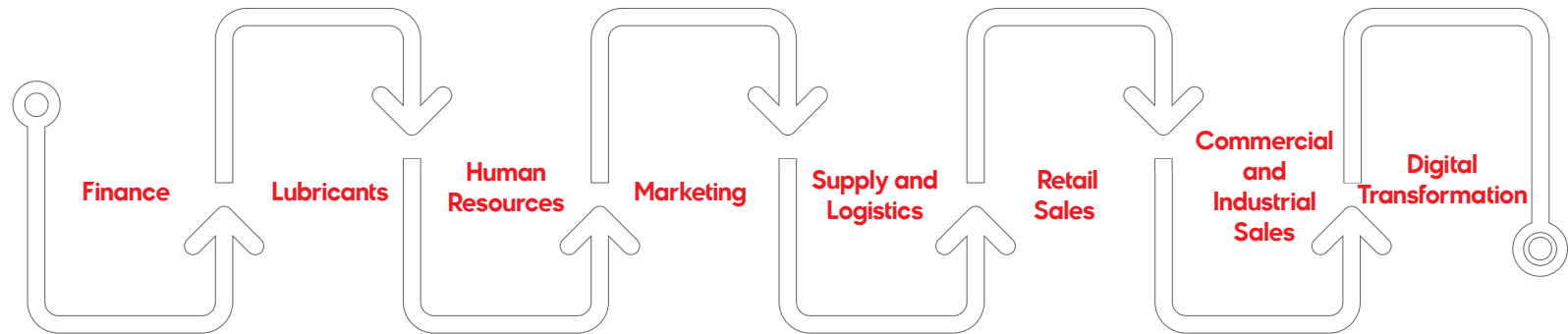
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The Petrol Ofisi Group Management eTeam basically consists of the Petrol Ofisi Group CEO, 8 directors and executive board members who represent the departments directly reporting to the CEO. The Management Team is responsible for the Board in terms of identifying the strategies and targets of Petrol Ofisi Group.



Management Team meetings are held twice a week under the chairmanship of the CEO to exchange ideas and receive approval for the company's strategic, operational and tactical issues that require a board decision.

The governance plan is drafted by following the below steps and after the preparation and approval of the documents pertaining to the governance plan, they are announced to the employees through digital platforms and stored. The prepared Governance Plan is revised as required by the internal and external dynamics and reviewed annually.



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The senior management remuneration policy is determined in line with the remuneration procedure. The wage levels are defined in line with the job size calculations based on global and reliable job evaluation methods. Market data produced by international and reliable data providers is used as a benchmark in the calculation of the job size and the wage level.

Bonus payments are provided according to the evaluations made on an annual basis concerning company, department, unit and personal target realizations. Bonus amounts to be paid are determined based on the calculation made in line with the performance procedure.

Corporate Performance Model

Corporate performance indicators, together with the suggestions by the Management Coordination Team for each year, are submitted to and approved by the Board. Dynamic modeling and SMART targets are used to identify corporate performance indicators. Petrol Ofisi Group's corporate targets are identified annually and the following organizational targets are expanded to support the achievement of these annual corporate targets.

Petrol Ofisi Group values the innovative ideas of its employees and encourages them to share their ideas. Petrol Ofisi Group's Power Together program is carried out in order to avail opportunities for employees to realize their ideas that will create value, increase savings and generate income,

and reward such ideas. Saving ideas that will directly reduce costs or ideas on new products, markets and new processes that are likely to increase revenue are evaluated under this program.

Petrol Ofisi Group Memberships

YASED International Investors Association

Turkish LPG Association

Istanbul Chemicals and Products Exporters' Association (IKMIB)

People Management Association of Türkiye (PERYÖN)

Petroleum Industry Association (PETDER)

The Union of Chambers and Commodity Exchanges of Türkiye (TOBB)

Gulf of Kocaeli Energy Region Association

The Association of Ship Refuelers

Advertisers Association

TEID - Ethics and Reputation Association

Authorized Economic Operator (AEO) Association

e-Mobility Operators Association (E-MOD)

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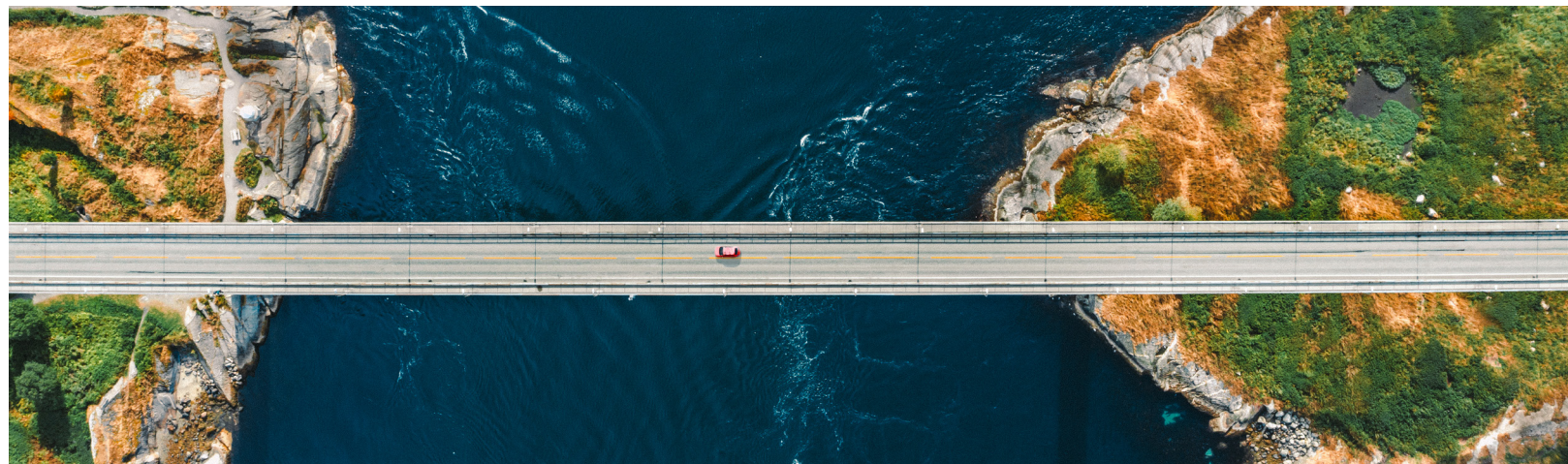
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Economic Impact



Capital Risk Management

The “Group” refers to Petrol Ofisi Group, its affiliates, and joint activities. Regarding capital management, the Group intends to boost profitability by guaranteeing activity continuity and making the best use of the debt and equity balance. Obligations, including credits, cash, and cash equivalents, issued capital, capital reserves, profit reserves, and equity items, which include profits from the previous year, make up the Group’s capital structure. Senior Management assesses the

Group’s cost of capital and the risks associated with each capital class. According to senior management’s assessments, the capital structure’s balance will be maintained by acquiring new debts or repaying existing debt, as well as dividend payments and fresh share issuance. The Group monitors the capital using the debt/total capital ratio. This ratio is calculated by dividing the net debt by the total capital. Total debt is calculated by subtracting cash and cash equivalent assets from the total debt amount (which includes financial debts and

obligations with commercial debts). The total capital is calculated by adding the equity capital to the net debt.

Financial Risk Factors

The Group is exposed to market risk (foreign currency risk, fair value interest rate risk, cash flow interest rate risk and price risk), credit risk and liquidity risk due to its activities. The Group’s risk management program is mainly focused on minimizing the potential negative effects of uncertainty in the financial market on the Petrol Ofisi Group’s financial perfor-

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mance. The Group uses derivatives in order to avoid various financial risks. Risk management is performed by a central treasury department in line with policies approved by the Board. Regarding risk policies, financial risks are determined and assessed by the Group's treasury department, and risk mitigation tools are used by way of working together with the Group's operational units. Both written general legislation and written procedures that cover various types of risks such as exchange rate risk, interest risk, credit risk, the use of derivatives and other non-derivative financial tools,

and how to assess excess liquidity are prepared by the Board with regards to risk management.

Credit Risk Management

Keeping financial tools increases the possibility of the other party failing to meet the agreement's criteria. Group management mitigates this risk by lowering the average risk to the opposite party in each agreement and, when necessary, obtaining assurances. The Group's collection risk is mostly due to its commercial receivables. The Group mitigates the risk posed by its dealers by limiting the credit limits set for them based on

the guarantees received. The Group regularly monitors the use of credit limits, and each client's credit quality is evaluated regularly, considering the customer's financial situation, previous experiences, and other criteria. Trade receivables are evaluated taking into account the Group's policies and procedures, and accordingly, they are reflected in the balance sheet net of bad debt charge. Commercial receivables cover a great number of customers from various industries and geographical areas. Credit assessments of customers are constantly carried out over their commercial receivable balances, and receivables are insured when necessary. The Group manages the liquidity risk by ensuring the continuation of sufficient funds and borrowing reserves via pairing the maturity of financial assets and obligations, constantly monitoring cash flows. Liquidity risk tables prudent liquidity risk management means maintaining enough cash, the availability of adequate credit processes and fund assets, and the ability to close market positions. The funding risk of current and future possible debt needs is mana-

ged by perpetuating the accessibility of sufficient numbers of high-quality credit providers.

Market Risk Management

Due to its activities, the Group is exposed to financial risks regarding the changes in exchange rates and interest rates. Market risks encountered at the Group level are measured according to sensitivity analysis basis.

Foreign Currency Risk Management

Foreign currency transactions come with foreign currency risk. The Group is exposed to foreign currency risk as a result of the exchange rates used to convert foreign currency assets and obligations into Turkish Lira. The gap between future commercial processes, recorded actives, and liabilities creates foreign currency risk. Within this framework, the Group manages this risk naturally based on the clarification of foreign currency assets and obligations. The Management monitors the Group's foreign currency position by conducting necessary analyses and ensures that relevant measures are taken when necessary. The Group is primarily exposed to foreign currency risk in USD Dollars, the effect of other currencies is insignificant.

Interest Rate Risk Management

Financial obligations of the Group expose the Group to interest rate risk. The Group's financial commitments are mainly floating rate debts.

Other Price Risk

Because sale prices are affected by oil stock values and product price changes in the international market, the Group is susceptible to price risk. Risks deriving from stock price variations are controlled by using by-products with a short term of less than one year to avoid negative price swings on selling margins.

Financial Statements

mn TRY	2018	2019	2020	2021
Total Assets	10.299,00	10.304,00	12.471,70	18.201,80
Total Sales	49.933,10	53.662,90	43.690,50	67.011,00
Total Net Assets	2.900,70	3.103,10	2.784,20	5.086,80
Tax Payments	328,4	69,5	85,7	279,5
Donations and Sponsorships	2,4	3,4	1,4	1,2

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Tax Approach



Petrol Ofisi Group's tax policies aim to identify the tax management policies to be implemented by Petrol Ofisi A.Ş. and its subsidiaries.

Taxation is a fundamental issue for Petrol Ofisi Group and its stakeholders, both in terms of compliance with the legislation and our values. Therefore, tax transactions are actively managed, monitored, controlled and legal obligations in this sense are fulfilled.

Petrol Ofisi Group aims at ensuring standardization, transparency, pre-

dictability and equal treatment in tax transactions for itself and all stakeholders under the tax policy.

It aims to determine, evaluate, monitor, manage risks and correctly apply tax legislation in its business activities. In doing so, it encourages implementation of internal information and control systems to minimize tax risk as well as other practices that prevent and mitigate significant tax risks.

Petrol Ofisi Group is responsible for the Group's tax policy. Responsibility

in this matter lies with the Petrol Ofisi Group CFO, and the CFO works with the Finance Operations Senior Manager, Tax Manager, and Financial Affairs Manager to effectively manage tax policies.

The Finance Directorate has the necessary financial and human resources and is responsible for monitoring the tax management at Petrol Ofisi Group and works in close cooperation with other departments and business fields.

The tax transactions carried out by the Group Companies are subject to regular checks for the elimination of any risk that might be identified. In addition, if deemed necessary, independent auditors and Certified Public Accountants are consulted for the provision of necessary support.

All documents related to tax liabilities are kept for legal periods. The tax department reporting to the Finance Operations also monitors the developments related to tax issues in the international arena to determine the

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possible effects on the Group and informs the relevant Financial Affairs officers and other relevant employees of the company for implementation of necessary changes. All contracts made within the company are processed after regulatory compliance checks and approval by the Tax Department.

Petrol Ofisi Group employees are obliged to adopt and implement the Community Tax Policy in all their commercial activities and in all decision-making processes.

Petrol Ofisi Group deems tax a very important part of social responsibility and is committed to supporting and promoting transparency in all the tax matters. In line with these commitments, it complies with all relevant tax laws and obligations in its operation areas.

Tax plans are drafted in line with Petrol Ofisi Group's commercial and economic activities. No activity such as tax evasion and artificial tax regulations, which may lead to results in contrast with the purpose of the

legislation, is allowed. Tax incentives or opportunities may be enjoyed to achieve tax efficiency without detriment to these commitments.

The Company has limits of liability defined by internal procedures for tax processes. The foundation of the tasks and responsibilities established by internal processes is based on satisfying the requirements of tax laws, adhering to legal amendments, actively monitoring recent changes, and notifying the senior management accordingly.

The Company's tax planning seeks to meet the commercial requirements of the business by making sure that the firm is operated in the most tax-efficient manner ensuring that it complies with all applicable regulations. Tax planning is a part of decision-making processes and contributes to the process of figuring out the tax repercussions of a decision to be made. To guarantee long-term success, the company strives to align its tax situation with the goals of the various business divisions and the overall business strategy.

For this reason, Petrol Ofisi Group refrains from taking any action that would have unjustifiable or unusual tax repercussions in an effort to improperly cut taxes. The Petrol Ofisi Group pays taxes in direct relation to its business strategy and operations, and it only conducts activities outside of the country for the sole purpose of business development or operational needs.

Petrol Ofisi Group's transfer pricing policy adheres to the international arm's length principle and is supported by economic research and documentation depending on the nature of the transactions. The appropriate benchmarking analyses are included in the local transfer pricing documents in line with the applicable national regulations in order to define the price range and profit level.

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Corporate Quality



The Petrol Ofisi Group conducts its operations in accordance with its Integrated Management System and Sustainability policy commitments. The objective of this policy is to ensure that no harm to people or the environment is caused due to operations as well as maintaining the continuity of services and the security of information assets for customer satisfaction. Petrol Ofisi Group Integrated Management System and Sustainability policy can be accessed at <https://www.petrolofisi.com.tr/kurumsal/secg-k>.

Petrol Ofisi Group follows international quality and management system standards in order to ensure standardization in all its activities, products and services and to provide uninterrupted service. Periodic independent external audits are performed to guarantee that the standards are observed.

It strives to continuously enhance procedures in accordance

with international quality and management system standards. In this direction, Petrol Ofisi Group activities are conducted in compliance with the below standards;

- ISO 9001:2015 Quality Management System,
- ISO 14001:2015 Environmental Management System,
- ISO 45001:2018 Occupational Health and Safety Management System,
- ISO 22301:2019 Business Continuity Management System,
- ISO 10002:2018 Customer Satisfaction Management System,
- ISO 27001:2013 Information Security Management System,
- TS EN ISO/IEC 17025 Experimental Laboratories Accreditation.

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ISO 9001 Quality Management System	✓	✓	✓	✓
ISO 14001 Environmental Management System	✓	✓	✓	✓
ISO 45001 Occupational Health and Safety System	✓	✓	✓	✓
ISO 22301 Business Continuity Management System	✓	✓	✓	✓
ISO 10002 Customer Satisfaction Management System				✓
ISO 27001 Information Security Management System	✓	✓	✓	✓
TS EN ISO/IEC 17025 Experimental Laboratories Accreditation	✓	✓		

The Petrol Ofisi Group adheres to and adopts industry-leading standards to ensure client satisfaction and the quality of its goods and services. In this direction, activities related to occupational health and safety, environmental management, and product-service quality are carried out in accordance with Integrated Management Systems and ISO 10002 Customer Satisfaction Management Systems, which incorporate ISO 9001, ISO 14001, and ISO 45001 management system standards. Additionally, Petrol Ofisi Group implements its activities in line with the ISO 27001 Information Security Management System to protect its financial

data, intellectual property, operational activities, and customer information. Petrol Ofisi Group acknowledges the necessity of business continuity in unusual circumstances such as natural catastrophes, severe system failures, or epidemics. Continuation of operations and service without interruption is always of great importance. Therefore, Petrol Ofisi Group follows ISO 22301:2019 Business Continuity Management System standard for performing its business continuity management. The organization's critical processes are identified, and "Business Continuity Planning" is drafted so that relevant actions are taken for

the sustainability of such processes and that systems are recovered within acceptable times when sustainability can't be achieved. Additionally, the prepared procedures also identify how to evaluate the competency of suppliers that are critically important for the activities of Petrol Ofisi Group and to ensure communication among all stakeholders and.

Petrol Ofisi Technology Center (PO-TEM), established in a closed area of 1.200 m² at the Petrol Ofisi Lubricants Production Plant in Derince, holds TS EN ISO/IEC 17025 Test Laboratories Accreditation.

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Internal Audit

The Petrol Ofisi Group and group companies' operations are objectively and independently assured by internal audit activities. The Internal Audit Unit of the Petrol Ofisi Group operates in accordance with internal audit professional practice standards and ethical guidelines and reports to the audit committee and senior management. In this sense, activities are carried out under the Internal Audit Regulation approved by the senior management.

In 2021, Internal Audit activities were audited by an independent auditing firm in terms of compliance with the standards and the code of ethics of International Internal Auditing Institute (IIA) and as a result, our compliance with the IIA Standards and the code of ethics was confirmed. This will remain valid until 2026.

Internal audit plans are developed through the execution of risk assessment studies with regards to operational, financial, and regulatory dimensions, and are put into execution with the senior management's approval. In



the evaluation of risks, the risks are prioritized by taking into account the possibility of their occurrence and the effects they may create, as well as the control measures taken. Internal audit studies also determine possible risk-based threats and improvement and development opportunities. Audit plans are also prepared in this scope and internal audits are carried out accordingly. During the internal auditing, we examine and evaluate the effectiveness and efficiency of the internal control system in the audited area, risks in operations and control measures taken against risks, reliability of financial and operational reporting, the integrity of information, and

compliance with regulations. Petrol Ofisi's vision, mission, and values as well as the implemented management systems are also evaluated in the scope of the internal audits, and the identified cases and important findings are reported to the senior management and the internal audit committee together with recommended actions, and such actions are closely followed through monitoring audits. Internal audit activities focus also on possible risks of non-compliance and misconduct in addition to sustainability risks, physical risks, and regulatory risks. During the reporting period, 14 internal audits were carried out.

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Health, Safety, Environment and Security

The Health, Safety, Environment, and Security (HSSE) philosophy, which respects both people and the environment, guides all of Petrol Ofisi Group's operations. This philosophy assures that a safer and healthier environment surrounds the employees, suppliers, contractors, and customers and that necessary measures to reduce the environmental impacts of the operations to the minimum are taken.

Petrol Ofisi Group bears the following duties and obligations that come with being the leader in the fuel industry, which is essential to the economic and personal activities in our country:

- To raise awareness of all employees, dealers, suppliers and contractors on HSSE issues and to support them with training opportunities;
- Continuously improve HSSE performance by deeming received suggestions, complaints and requests as improvement opportunities.

Occupational Health and Safety studies should be conducted with the objective of assuring full compliance with all legal requirements of the internationally recognized ISO 45001 standard, and even exceeding these requirements.

In 2022, Petrol Ofisi organized 168 OHS committees at the headquarters, terminals, air refueling units and lubricant plants.



			2021 Annual	2022 Annual	Target
Lagging Indicators	Accident Frequency	Total Recordable Case Frequency	1,12	1,34	Max 1,3
		Frequency of Accidents with Lost Time	0,84	1,07	Max 1
	Cases	Death	0	0	0
		Accidents with Lost Time	6	8	Frequency of Total Documentable Incidents and Frequency of Accidents with Lost Time
		Restricted Work Case	0	0	
		Medical Intervention Case	3	2	
		First Aid Case	3	12	Min 10
		Death – Third Party	0	1	0
		High Potential Incident	3	0	0
		Spill (without environmental impact>20lt)	47	58	-
		Spill (with environmental impact)	0	0	0
Leading Indicators	Drills	Number of Spill Drills	126	102	50
		Number of Fire Drills	374	436	200
	Visible HSSE Management	Number of HSSE Observations	739	812	480
		Number of Near Misses/ Number of Potential Accidents	1429	1673	700

Petrol Ofisi Group has implemented risk-based prevention systems in order to control Health, Safety, Environment, and Security risks and increase efficiency. The primary topics covered in the Risk Assessment are effective employee participation, employee education and training, security awareness, and emergency preparedness. Regular reviews are performed on the established system, and immediate action is taken to rectify inappropriate or deficient situations.

The work permit system is designed to efficiently manage risk in non-routine activity, according to the “Health, Safety, Environment, and Safety Management System”. The “Work Permit Procedure” outlines the guidelines for this system.

The work permit procedure determines which permits are required to be issued. Work permit requirements are formulated by following the risk management hierarchy. These measures are defined and recorded under the “Occupational Safety Analysis”. Before a work permit can be issued, all necessary work-related preparations must be completed in the field.

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HSSE Practices

HSSE Culture

The Petrol Ofisi Group strives to protect people, the environment, assets, and reputation while carrying out its activities. It recognizes that these factors will contribute value to a sustainable future. In this framework, in addition to the routine practices mandated by law, it is intended to advance the HSSE Culture with the HSSE Culture campaign, which was launched in 2021.

The following is a list of projects Petrol Ofisi Group completed as part of the HSSE Culture Campaign.

- Stop Card
- Red Rules
- HSSE Wolves
- HSSE Campaigns
- HSSE Reward Program
- HSSE Trainings
- HSSE Talks
- Loss Prevention Monitoring



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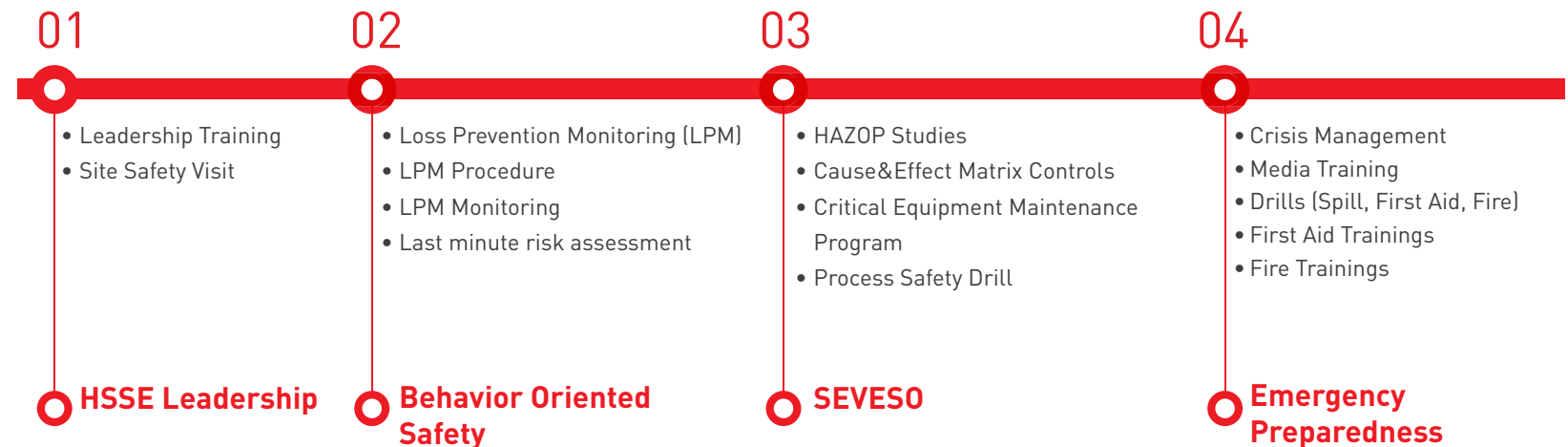
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The HSSE Culture campaign seeks to enhance behavior-oriented security by placing emphasis on people in addition to technological and management system advancements. Making safe conduct a habit is the primary goal of behavior-oriented safety. The formation of this habit cycle in the company can be achieved through behavior-oriented security measures that raise awareness. In 2022, more than 7000 interactions took place as part of this initiative.



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Stop Card

The “Stop Card” practice is one of the significant measures implemented by Petrol Ofisi Group to demonstrate the importance placed on occupational safety. The “Stop Card” practice enables employees to stop any work by showing this card in case of doubt despite all measures and conditions to eliminate any kind of risk and to recover everything to a healthy and safe state again.

Not only the designated individuals but everyone, including contractor employees, is authorized to use Stop Card. Anyone who is at Petrol Ofisi Group facilities can show the Stop Card and stop the activity in case of a tiny doubt related to the safety of the work.

In 2022, 454 Stop Cards were used within the company.

Red Rules

The “HSSE Red Rules” were designed per the current working environment and processes at Petrol Ofisi Group to provide a healthier and safer working environment for all employees. The red rules are the 8 indispensable rules for Petrol Ofisi Group. These rules are listed as follows.

- Stop When Unsafe
- Comply with Speed Limits
- Protection Against Falling When Work at Height
- Don't Bypass HSSE Critical Equipment
- Work with a Valid Work Permit
- Don't Stay under Suspended Load
- Work with Necessary Isolation
- Don't Work Under the Influence of Alcohol or Drugs

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HSSE Wolves

The HSSE Wolves Project represents an example of the studies initiated to establish a robust HSSE culture and advance the practices in this field.

The fundamental objectives of the HSSE Wolves project are as follows;

- Promote and contribute to health, safety and environment practices at Petrol Ofisi and at all stakeholder premises,
- Ensure volunteers serve as a role model for the company in matters related to HSSE
- Ensure active participation in activities organized so that HSSE messages are grasped by all stakeholders in business branches and various working areas,
- Increase cooperation, teamwork and HSSE culture among volunteers in various business branches in the company

HSSE Campaigns

During the ISG week and the environment day of 2022, prize question contests were held.

In addition, HSSE campaigns are organized to promote the reporting of hazardous situations and behaviors, near misses, and STOP Card usages via the system.

HSSE Reward Program

Employees and contractors of the Petrol Ofisi Group are rewarded under the auspices of the "HSSE Award Program" to encourage those who promote HSSE awareness and to raise awareness of HSSE.

In 2022, 42 Petrol Ofisi Group employees and 29 contract employees received reward and acknowledgement letters.



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HSSE Trainings

Each Petrol Ofisi Group employee's training requirements for acquiring technical knowledge and HSSE skills are identified, and trainings are arranged within this framework.

Employees are assigned mandatory HSSE trainings on Petrol Ofisi Group's online training platform, www.kendine-yakistanisec.online. The completion status of online HSSE trainings is checked and reported on the system.

Petrol Ofisi Group successfully delivered a total of 3640 hours of training in 2022 alone to employees at the headquarters, all terminals, air refuel units and lubricant plants as a part of HSSE training agenda.



Site Safety Visit - HSSE Talks

Managers assess how well the HSSE system functions and its impact on identifying hazards and reducing risks through Petrol Ofisi Group field safety trips. The Site Safety Visit Guide goes into great depth on how the site safety visits will be conducted.

The HSSE Speeches delivered during the site safety visits stress HSSE awareness and HSSE rules and help to spread knowledge of this subject.

A total of 739 site safety visits were conducted in 2021 and a total of 812 in 2022.

HSSE Briefing

The HSSE Briefing, which is created each week by the HSSE Department and contains the most recent HSSE subjects and regulations, is presented by a participant at the start of the weekly regular meetings. In 2022, 32 briefings were shared in total. In 2022, 32 briefings were shared in total.

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Disaster and Emergency Management

Standard Procedure in Case of Fire

Fire is one of the most serious mishaps that can have a significant impact on human health, the environment, and society at Petrol Ofisi Group terminals. In this sense, workers and the surrounding community, the environment, and the equipment are prioritized in efforts to mitigate the risks. Engineering solutions were prioritized for the management of fire risk, and necessary infrastructure improvements were performed accordingly. The “Petrol Ofisi Group Standard Procedure in case of Fire” was prepared before the infrastructure work began, as were engineering design criteria and significant fire scenarios.

All units and departments at Petrol Ofisi facilities have been classified and grouped according to the level of danger they pose in the scope of protection against fire and designing of the systems to combat against fire. It was also considered to ensure that workers or equipment working in storage facilities have the same level of fire resistance.



The main idea of fire prevention is to retain things in their original packaging (within tank or pipe). As a result, the required equipment and procedural measures have been made to avoid tank overfilling, spills, or leaks. As a result, the steam-oxygen mixture is avoided, ignition sources are avoided owing to the work permit system, and necessary electrical apparatus is selected in accordance with “TS 60079-14 Electrical Installation in Hazardous Areas.” The company ensures that all Process Safety criteria are met. In this

situation, authorized institutions carry out the essential upkeep and inspections of tanks and equipment in line with the specifications of the legislation. “The highest-level fire scenarios” have been established, and extensive preparations are performed utilizing deductive reasoning. In this sense, “Dike Fire,” “Tank Fire,” and “Loading Gantry Fire” have been identified as the highest-level scenarios. Fire pumps, fire extinguishing foam (AR-AFFF) stock, fire water tank, foam forming systems, hydrants, and foam pourer systems

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were all built to withstand the worst-case scenario of a dike fire in the terminals. All of these instruments set a system that can provide automatic firefighting capabilities with minimal staff exposure to fire. The system can effectively respond to fires involving gasoline, diesel oil, Jet A1, aviation gas, LPG, and ethanol.

All storage tanks are equipped with peripheral sprinkler system as well as in-tank extinguishing systems. Sprinkler system can deliver water or foam based on the firefighting technique and makes it possible to protect environment, equipment and personnel from fire by both extinguishing and cooling.

Sprinkler systems are also installed in areas where fuel vapor - air mixture is expected highly with the interaction of human-machinery being quite dense such as tanker/wagon filling areas. In addition, it is possible to intervene in the fire with fixed monitors in such critical areas. There are also smoke detection systems, mobile extinguishing equipment and fire water lines against fire hazard in offices and business areas.

Furthermore, the compatibility of the local fire brigade's technical standards and the installed systems was evaluated in the areas where Petrol Ofisi Group buildings and offices are located, and the systems were rendered ready to assist the fire brigade.

In 2022, a total of 436 fire drills were carried out in preparation for a potential fire scenario at Petrol Ofisi Group facilities.

Drills

One of the Petrol Ofisi Group's HSSE goals is to prevent or lessen the impact of potential emergencies on individuals, structures, and environment. Plans and instructions prepared in this context determine the teams, their roles, equipment, and procedures to be involved in the management of fire, explosion, natural catastrophe, earthquake, and similar events that may occur in the whole or part of the facilities/buildings.

Every year, scenario-based exercises are organized in accordance with the training and exercise plans selected by the HSSE-Q department and are electronically recorded in order to be ready for crises.



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Process Safety



The “Process Safety Procedure” in effect guides all the Petrol Ofisi Group’s operations. “Process Safety Procedure” aims to minimize the risk of a major accident that might impact humanity, environment, assets and production while ensuring that there are necessary emergency preparedness mechanisms in case of accident in addition to contributing to the job performance through critical equipment management.

Critical equipment for HSSE and SEVESO in its companies is identified as part of Petrol Ofisi Group process

safety, and its deactivation, failures, and replacements are managed accordingly.

“Petrol Ofisi Group Maintenance and Repair Procedure” ensures that all kinds of maintenance, repair works and design changes to be carried out in the establishment are safe, environmentally friendly, economical and in compliance with the relevant laws and rules. The maintenance works performed are recorded in the system.

As part of the Regulation on the Prevention of Major Industrial Accidents

and Reduction of Impacts (SEVESO Directive), the company has launched SEVESO activities for 8 terminals and 5 Air Refueling Units, which are still ongoing. HAZOP studies for hazardous equipment identified with DOW-FEI analysis for each facility are used to assess the implications in terms of HSSE. The situations with the highest likelihood of a Process Safety accident, as well as the adequacy of existing controls, are evaluated qualitatively.

It is aimed at preventing a possible industrial accident by making the necessary changes in a facility both in the design phase and in the operation phase, in line with the decisions agreed in HAZOP.

The Major Accident Scenario Document is drafted accordingly after the verification of all this information in the scope of ETA-FTA studies.

In 2022, works on closure of actions determined in the previous continued. The process will be completed in 2024.

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Case Accident Management

Petrol Ofisi classifies incidents depending on whether the incident can be documented, as well as the consequences and possible outcomes. Local legislation and internationally approved OSHA (Occupational Safety and Health Administration) criteria are used to define events. Incidents experienced at Petrol Ofisi are recorded in the system.

Investigations into incidents are conducted to ascertain the reasons behind the incidents and to stop similar mishaps from occurring for the same or similar causes. Actions detected during a case study are recorded in the system and tracked.

HSSE Bulletins

The HSSE Department creates HSSE Bulletins, which include details regarding incidents at the facilities. Bulletins are shared with all facilities and interested parties. Facilities share HSSE Bulletin personnel, update risk assessments, and take necessary actions. Throughout 2022, 27 bulletins were shared under various headings.

27 Bulletins in 2022



Security Practices

Petrol Ofisi Group's facilities procure security services by contracting with a private security firm in accordance with Regulation on Private Security Services No. 5188. Private security personnel are those who meet the requirements outlined in the "Private Security Services Law No. 5188" for providing security and protection services. The security of port facilities, on the other hand, consists of the terminal manager, port facility security supervisor, private security supervisor and private security staff.

Personal Protective Equipment

Petrol Ofisi Group employs equipment compliant with standards and performance values for employees and contractor in any work that requires personal protective equipment. A procedure is in place to identify minimum Personal Protective Equipment (PPE) terms to protect employees from health/safety risks during Petrol Ofisi Group operations. The procedure identifies the use of PPE based on the operational risk and technical standards binding upon the PPE to be used.

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Human Resources Practices



Training

Petrol Ofisi Group places a high value on the professional knowledge and skill development of its workers as well as the development of a learning culture in which they may demonstrate their existing and untapped potential. This vision stems from the promise of being a “Pioneer of Development.”

At Petrol Ofisi Group, the “learning” experience starts with the job offer for employees. The Petrol Ofisi Group 360 program, which includes all publicity and information documents shared; pre-employment training exercises; orientation and on-board programs; field orientation and corporate values, learning agility and discovery of potential programs, accelerates employee adaptation and learning, and job orientation programs support their professional experiential development. Petrol Ofisi offers 24/7 learning opportunities at the disposal of its employees anywhere with rich training

content on various topics thanks to the online training platform besides classroom trainings. We actively follow global trends and combine them with the needs of our ecosystem in order to enrich our trainings. The blended learning model promotes development through various learning opportunities, including classroom trainings, workshops, mentoring and coaching programs, seminars and webinars, online training programs, book summaries, podcasts, and other regularly held learning opportunities. These opportunities bring together respected experts in their fields.

It is believed that development journeys that integrate education, learning, and development processes, are based on the peer learning model, and observe the “Mind, Body, and Spirit” themes will have a comprehensive effect on holistic development. “Executive Development Journey” program can be given as an example to this approach which won silver award in “The Most Innovative HR Practices” category in Stevie MENA 2020 Awards.

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Petrol Ofisi Group offers its employees who keep their values alive in 2022 as the “Pioneer of Development” the opportunity to acquire the essential knowledge and skills to go beyond the known and to develop the competencies they will require along this path. Petrol Ofisi Group concentrated on 4 key areas during its development era to serve as a “Development Partner” beyond a provider of training and development.



2022 Training and Development Strategy

New Employee Development:

- Adapting the onboarding procedure to the needs of the era;
- Exceeding expectations with workshops and gamification technology

Competency Development

- OWIWI competency evaluation
- Design of a follow-up competency development program



Sales Force Development

- Analysis of the existing sales team for the long-term growth of our sales force (B>B; B>C; B>D).
- Training of seasoned salespeople to serve as internal field mentors

Management Development

- N-2 and N-3 based managerial development

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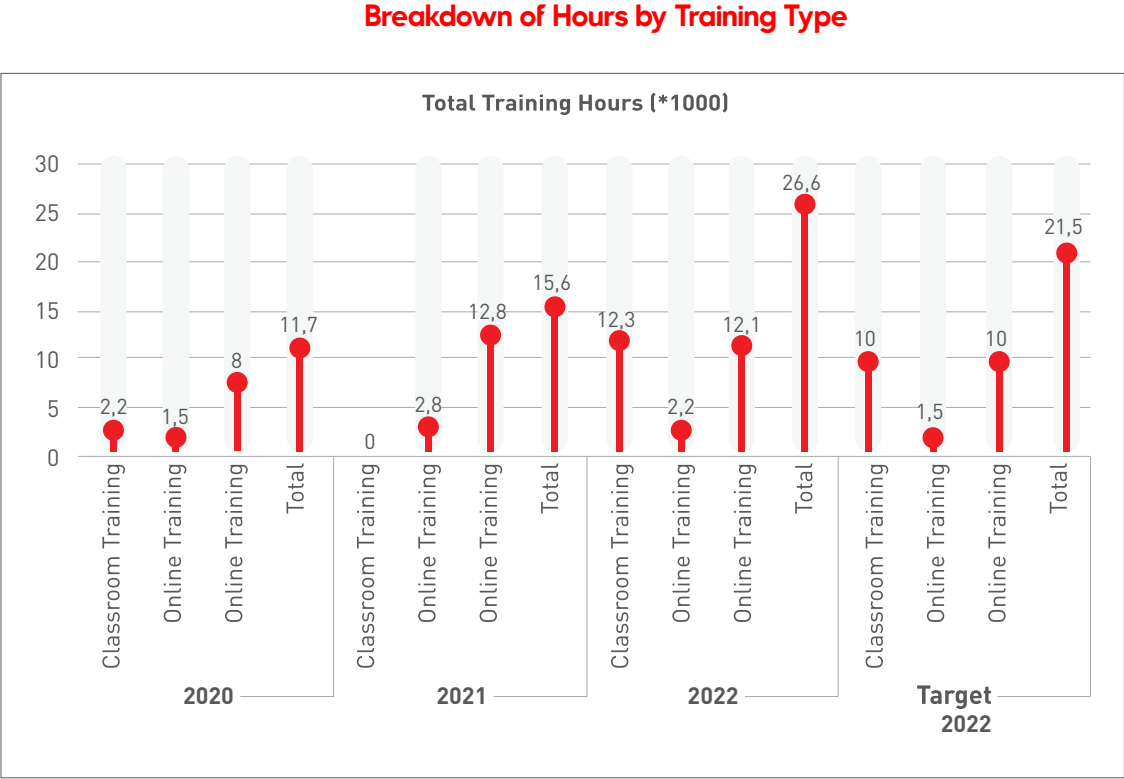
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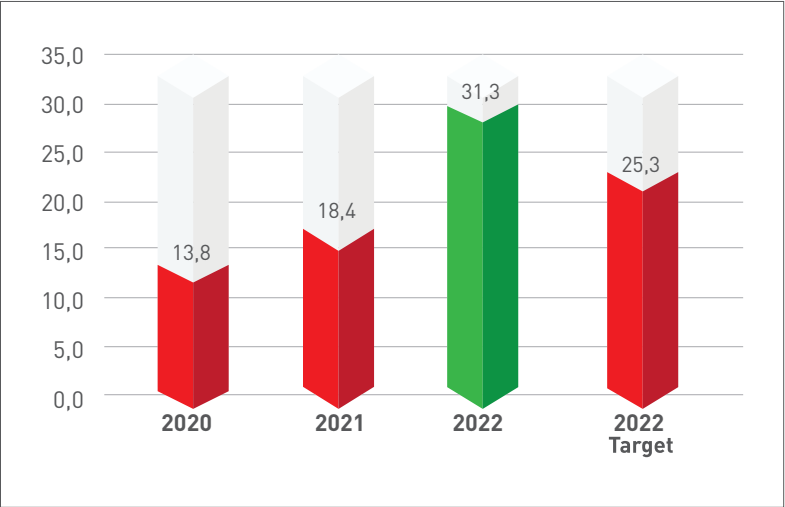
The year 2022 has been characterized with the motto “Learning the New Age” with the strategy of changing and adapting, as indicated in the definition of “learning” for these focus areas.

Our statistics on training and development are as follows;

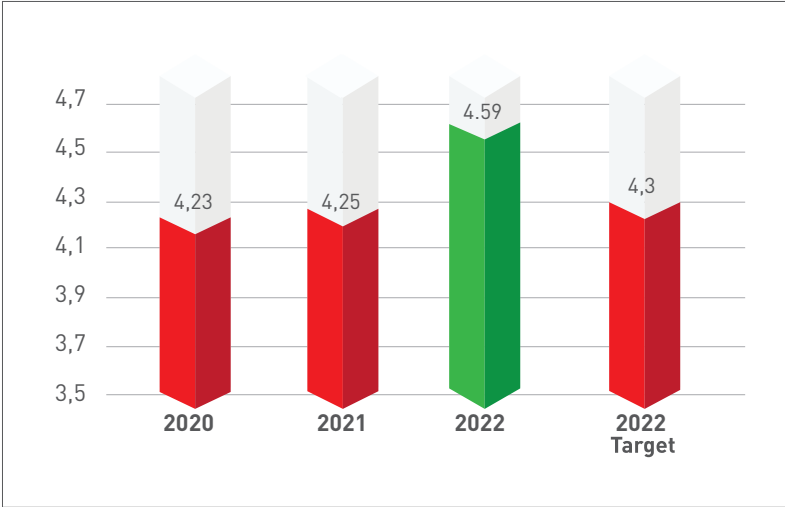


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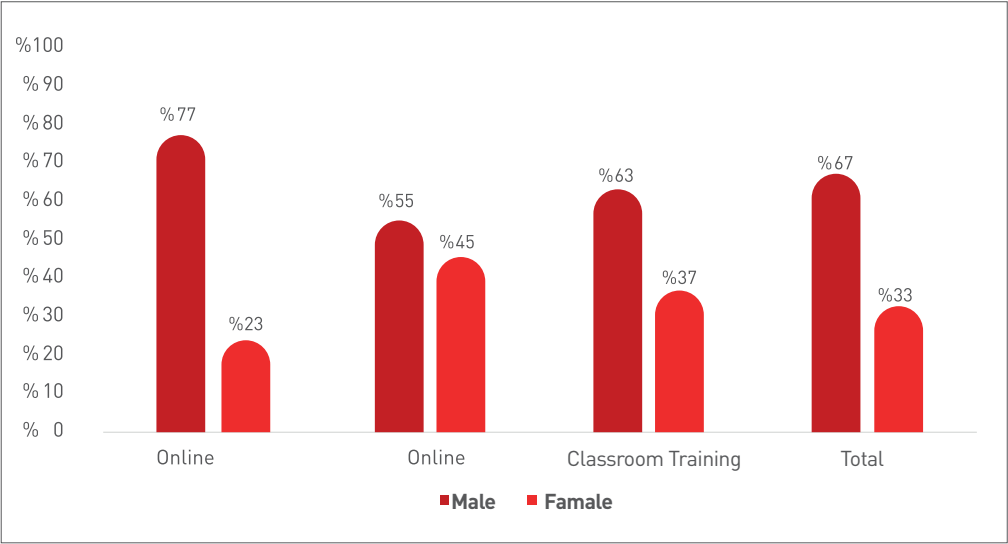
Training Hours Per Employee



Training Satisfaction Rate



Gender Breakdown Training Hours in 2022



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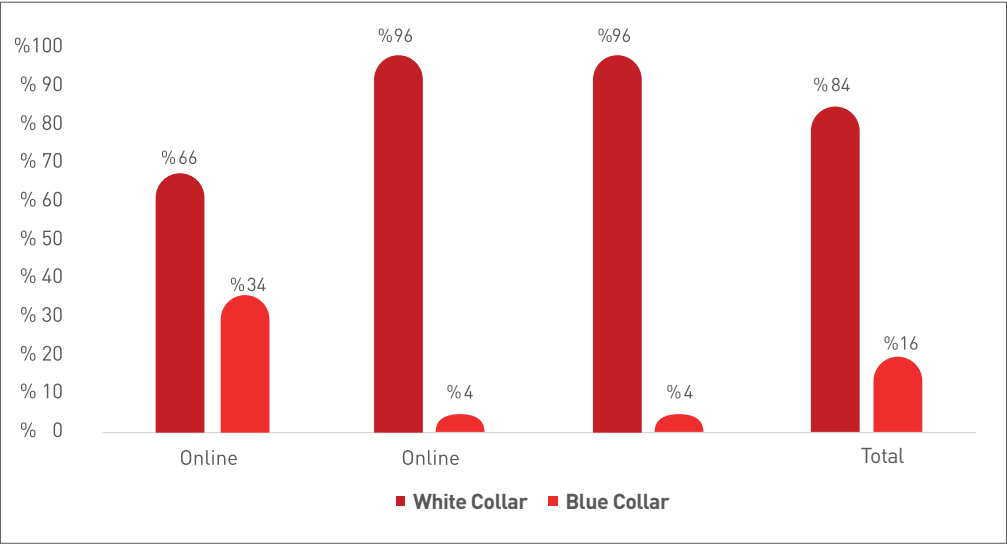
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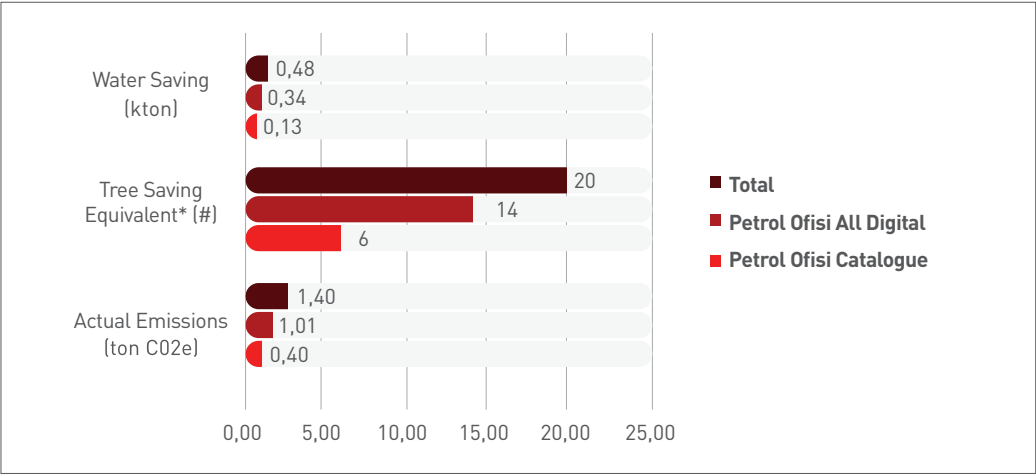
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Training Hours Breakdown based on Work Structure in 2022



Impact of Digital Education on Sustainability



The digitization of face-to-face training contributed to a reduction in carbon footprint by eliminating transit, human consumption, and hard copy.

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Employees

Non-Discrimination and Equality Approach

Petrol Ofisi Group makes no discrimination based on race, class, ethnicity, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation, or any other characteristics prohibited by law. Any form of discrimination prohibited by law is not tolerated at Petrol Ofisi.

The standards outlined in the Personal Data Protection Board's decisions are followed in the processing and dissemination of sensitive data that may lead to discrimination in all employee-related actions.

The Petrol Ofisi Group Recruitment Procedure also ensures that the selection and placement process is impartial, provides equal opportunity, and complies with regulatory requirements. The principle of gender equality in labor, assignment, salary policy, and career possibilities is used while recruiting the human resources required by the organization.

Petrol Ofisi Group supports projects that will increase women's employment in Turkey and enable women to participate more effectively in business life. In 2022, Petrol Ofisi Group continued its participation in communication and mentoring initiatives for young professionals on the Sales Network platform, of which it is a corporate member. Petrol Ofisi Group Human Resources strategy continues to include transformational initiatives on diversity, youth, and digitization every year.



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Remuneration and Benefits

The Petrol Ofisi Group adheres to the principle of equal pay for equal effort in its remuneration procedures. The wage policy is determined by the method of job evaluation and the classification of job sizes based on points and levels. In this manner, the total income of the employees is determined based on a system of equitable and competitive compensation. Individual salaries are analyzed and reviewed once a year, taking into account individual performance, market data, economic indicators, and in-house balance.

A wide range of fringe benefits also supports employees of the Petrol Ofisi Group. This encompasses various benefits such as aid in case of marriage, birth, or mortality, private health insurance, rent and transportation aid in case of location or position change, company car based on the duty and job description as well as performance or sales bonuses. Additionally, Petrol Ofisi Group employees have access to its flexible fringe benefits platform annually.

This platform is a human resources tool made to adapt to the shifting demands of workers in terms of fringe benefits. Employees of the Petrol Ofisi Group can replace certain fringe benefits with alternative fringe benefits using this system, which is open to employees each year.

In addition, female employees with children between the ages of 0 and 6 get monthly nursery and care support through the Nursery and Care support program, which was introduced in 2022. The Petrol Ofisi Group places a high value on contributing to all its employees and working mothers,

within the scope of all of its resources, and remains steadfastly by their side.

Paid Leaves

The Petrol Ofisi Group always has their workers' best interests in mind and has a competitive leave policy. Petrol Ofisi Group employees are entitled to the following paid leaves per experience 1-3 years: 20 days, 3-7 years: 27 days, over 7 years: 30 days of annual paid leave.

In situations involving foster care and adoption, the legal time frame is surpassed; therefore maternity leave is determined as 9 weeks, and paternity leave is determined as 6 days. Additionally, the age restriction of 3 for adopted or fostered children has been extended and eliminated under this permission regulation.

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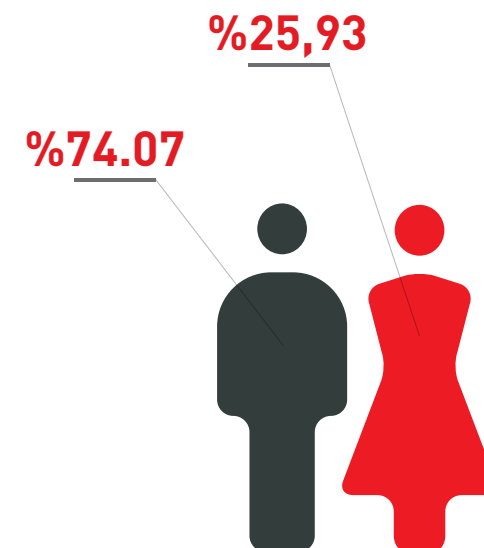
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Employee Demographics

Current Employee Information

	Female	Male	White Collar	Blue Collar
<30	51	86	107	30
30-50	168	518	527	159
>50	5	36	32	9
Total Number of Employees	224	640	666	198
Ratio	%25.93	%74.07	%77.08	%22.92
Total	864		864	



Leaving Employee Information

	Female	Male	White Collar	Blue Collar
<30	8	6	13	1
30-50	24	46	65	5
>50	0	2	0	2
Number of Leaving Employees	32	54	78	8
Total Number of Employees	224	640	666	198
Turnover Rate	%14.29	%8.44	%11.71	%4.04

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Talent Management and Internal Communication

The employer value proposition, also known as the employer promise, has been identified by Petrol Ofisi Group as the “Pioneer of Development” due to its contribution to social development and its goal of fusing a steadfast past with a creative and adaptable future.

Based on this commitment, Petrol Ofisi Group intends to enhance employee growth in every area of its journey, beginning with the hiring process.

‘You First’ Holistic Well-Being Platform

The Petrol Ofisi Group places a high value its employees’ personal and professional success, keeping with the employer’s goal to be the “Pioneer of Development.” With this in mind, the Petrol Ofisi Group established its “You First” well-being platform in 2022. This platform gives users a chance to have access to individualized counseling services and applications to provide reasonable living solutions by influencing the lives of employees and their families.

This program aims to foster a culture of well-being among employees by providing relevant content that encourages employee interaction and the development of new and healthy behaviors.

The holistic well-being platform, whose name and motto are selected by employee opinions, helps the sustainability of employee health with the motto “You First,” “Feel Good, Be Happy.”



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Internal Communication

Communication is one of the most important tools in adopting the concept and vision of sustainability. Communication is critical to accomplishing sustainability goals through knowledge exchange and active engagement.

Petrol Ofisi Group actively employs communication channels where employees may express their demands and comments regarding working conditions, activities, corporate rules, and practices since it is aware of communication's strategic significance in business. It promotes information exchange and active participation among its stakeholders and workers via various communication platforms.

The "Employee Experience" surveys are one of the communication techniques utilized by Petrol Ofisi Group to improve

employee experience. The objective at this point is to measure employee experiences at regular intervals by enhancing and enhancing the employee experience and achieving sustainable business results. Employee experience is regularly monitored through surveys such as yearly employee experience surveys, My Petrol Ofisi Group Journey Surveys implemented for the 1st, 3rd, and 6th month of new workers, and training assessments and appropriate actions are performed.

Employees can also express their thoughts and opinions through applications that allow them to materialize their ideas that will benefit the Petrol Ofisi Group, as well as applications that would enable them to communicate their queries, requests, and comments.



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Business Ethics and Fighting Against Corruption



Petrol Ofisi Group adheres to internationally acknowledged business ethics guidelines while carrying out its activities to sustain a professional company culture.

Petrol Ofisi Group has a zero-tolerance policy towards any kind of bribery, corruption, theft, facilitation payments, embezzlement and other misconduct in observation of the UN Global Cooperation Agreement to which it is a party. Furthermore, under human rights framework, employees' freedom to organize and bargain collectively is respected and child labor,

forced or compelled labor, and labor abuse are prohibited. All of these issues are addressed explicitly in the Petrol Ofisi Group Code of Conduct and the Petrol Ofisi Group Rules of Business Ethics.

Everyone can access the Petrol Ofisi Group Rules of Business Ethics and the Petrol Ofisi Group Code of Conduct through the organization's electronic documentation system. Everyone who works for the Petrol Ofisi Group and group firms is required to abide by these regulations.

Petrol Ofisi Group has prepared a Directive on Business Ethics, which serves as a guide for the company on how to act in line with the common values in cases we encounter in our daily lives, so that in-house ethics are ensured. A peaceful and safe working environment is maintained.

Petrol Ofisi Group aspires to conduct business in conformity with the UN Global Compact's Ten Principles, particularly concerning human rights. It believes that everyone should be treated with respect and dignity while conducting business, and it wants its suppliers to follow suit. The philosophy of Petrol Ofisi Group when it comes to human resources is to invest in people. Recognizing that human resources are at the heart of all progress, they are constantly recruiting, training, and developing young and creative people, as well as providing opportunities for employees to demonstrate their abilities, offering opportunities, celebrating their success, and rewarding them.

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Anti-Competitive Behavior

Petrol Ofisi Group remains true to its ethical approach in its relations with its competitors. Petrol Ofisi Group avoids any kind of anti-competitive behavior and observes and protects confidentiality rules, while it follows a strict approach in its activities and takes a firm stance against any kind of action that appears to be trustification. Competition and antitrust law are explicitly included in Petrol Ofisi Group's business ethics rules.

In addition, new employees receive training in Competition Law as part of their orientation training. The decisions provided on the website of the Competition Authority are regularly followed up, and necessary in-house notifications are made accordingly.

Diversity and Equal Opportunities

Petrol Ofisi Group believes that diversity will yield better results in operations, provide opportunities to develop innovative solutions, maintain constant examination to ensure effective running of the company, and make use of fea-

sible growth opportunities. Petrol Ofisi Group strives to create an environment that allows everyone to reach their potential. All individuals are evaluated solely based on their merit and the contribution to the company's success.

With a corporate culture that encourages employees on all levels to present their ideas and learn from their mistakes, Petrol Ofisi Group provides all of its employees opportunities to become a part of projects that involve the participation of the senior management, try out new methods, and have an impact on important decisions. The Petrol Ofisi Group's Power Together program works in this direction by rewarding and implementing value-creating savings and income-enhancing innovations. Business ethics rules, directives on personnel regulation, recruitment and procedures regarding rental assistance, allocation and use of mobile phones, and/or company vehicles, travel, overtime, right to leave, promotion and changes in the workplace have been identified and these procedures are adhered to in practice at Petrol Ofisi. Maximum care is taken to observe the

principle of providing equal opportunities to all people under equal conditions, both in the formulation of policies and in practice.

Prevention of Harassment and Discrimination

Petrol Ofisi Group makes no discrimination based on race, class, ethnicity, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation or any other characteristics prohibited by law and tolerates no kind of discrimination. In addition, physical harassment, threats of physical abuse, sexual or other harassment, verbal abuse, or other forms of intimidation will not be tolerated. The principles set forth in the Law on the Protection of Personal Data and all relevant regulations and the decisions of the Personal Data Protection Board are observed in the processing and sharing of sensitive data that will cause discrimination in all practices regarding employees. Petrol Ofisi Group's approach to discrimination and harassment is clearly stated in the Petrol Ofisi Group Code of Conduct.

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Freedom of Organization and Right to Collective Bargaining

Petrol Ofisi Group promotes a responsible employment environment and ensures compliance with the relevant labor laws and regulations regarding the employment conditions of its employees and other workers employed by Petrol Ofisi.

It respects employee freedom of organization, unionization, and collective bargaining in this direction and within the framework of respect for human rights.

In addition, in accordance with the law, collective bargaining is supported. If workers choose to be represented by trade unions or work councils to represent them collectively Petrol Ofisi cooperates in good faith with relevant bodies selected by employees and in the light of the law in force.

Principles for Countering Modern Slavery

Petrol Ofisi Group strictly stands against forced or compulsory labor, abuse of employee rights, or situations that may evoke such practices. Petrol Ofisi Group also obliges its suppliers to adopt these principles and prioritizes treating people with dignity and respect by safeguarding human rights. Petrol Ofisi Group ensures that its employees enjoy their personal rights fully and correctly. Petrol Ofisi Group makes the necessary effort for the personal development of its employees, supports them to volunteer for appropriate social activities where they can participate with the awareness of social responsibility, and maintains the balance between business and private life.

Privacy

Petrol Ofisi Group takes and implements technical and corporate measures, as well as adequate security programs and procedures, in line with applicable laws and industry best practices, to prevent accidental, unauthorized, or illegal access to, processing, loss, destruction, and harm to confidential information, as well as their publication or exploitation. The Compliance Department at Petrol Ofisi Group monitors applicable legislation and Personal Data Protection Authority decisions regarding personal data security compliance, and suitable policies and procedures are formed accordingly. In this sense, all staff receive personal data protection training.

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Social Development

Petrol Ofisi Group, which views being “Ready for Tomorrow” as the most essential obligation associated with its approach to investing in the future, continues its investments for social benefit and initiatives that will add value to the sustainable growth of the country.

Petrol Ofisi Group, which has signed numerous projects to create social benefit in accordance with its brand purpose, focuses its efforts to strengthen the future of Turkey on two primary axes as entrepreneurship and sports.

Entrepreneurship Oriented Projects



Collaboration with ITU Seed Incubation Center

Petrol Ofisi Group believes that societies with restricted participation of women in socio-economic life cannot progress based upon gender equality, so it takes efforts that go beyond stereotyped affirmative action comments against women and have a meaningful and long-term impact. One of the industries that helps women’s global efforts to achieve equality of opportunity the most is entrepreneurship. In December 2022, at the “Big Bang Startup Challenge” where innovative projects are rewarded by the ITI Seed Incubation Center, one of the top 5 most successful incubation centers in the world, Petrol Ofisi Group awarded two brilliant startups created by young women, putting particular emphasis on women’s entrepreneurship. The Petrol Ofisi Group will continue its projects in this area, as it supports From Your Eyes, which uses artificial intelligence technology to enhance the shopping experience for the visually impaired on e-commerce platforms, and Winfluencer, which provides a technological solution for brand and influencer cooperation of the next generation.

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Mentor to a Million Women Program

Petrol Ofisi Group, which supports inclusion of the women in social life through education, is a founding supporter of the Mentor to a Million Women Program, which provides mentoring support to students studying in the field of STEM and was implemented under the leadership of the “Women in Business” working group of the USA Turkey Business Council, in cooperation with TurkishWIN and the Union of Chambers and Commodity Exchanges of Turkey (TOBB). Mentor to a Million Women Program aims to reach out to 1 million young women between the ages of 15-25 who are studying or working in the STEM field within the next decade. The program’s mentor pool supports young women who want to pursue careers in STEM fields but need mentors and mentorship. In this regard, young women who are introduced to the top figures in the private sector in the digital sphere can profit from their experiences.

Sports Oriented Projects



Fellowship with Fenerbahçe and Galatasaray Women's Football Teams

The Petrol Ofisi Group, which supports women’s rights to equality in the workplace, in life, in education, and in business, has signed a sponsorship agreement with Galatasaray and Fenerbahçe women’s football teams so as to reflect its support for gender equality in the field of football which unites humanity from all corners of the world. Women’s football offers significant benefits for both the advancement of societies and the healthy growth of the sports sector while being referred to as a “white page” for the global football industry and makes a difference with its approach that highlights the “good” elements of football. Petrol Ofisi Group’s primary motivation for supporting women’s football is to invest in the future and the better. Petrol Ofisi Group, which will continue to invest in women’s football and the future with the positive momentum that will be provided by the constructive competition between the two teams, aims to increase the awareness of women’s football in our country through sponsorship agreements with Fenerbahçe and Galatasaray, thereby creating a training environment for new female athletes.

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Support to Altınordu Football Club

Petrol Ofisi Group, which regards its investments in Turkish sports as investments in Turkey's social development, long-term prosperity, and infrastructure, signed a sponsorship arrangement with Altınordu Football Club in October 2017. Altınordu Football Club, an essential infrastructure brand that prepares young talents of Turkey by balancing their academic and sports lives with the vision of "good individual, good citizen, good sportsman" and prepares them for both our country and global sports life, has been able to raise more than 70 athletes for our National Teams in recent years. In 2022, Petrol Ofisi Group continued to sponsor Altınordu, the infrastructure brand that trains and introduces new Turkish athletes to both our nation and the international sports scene.



Support for Athletes Without Barriers

Petrol Ofisi Group, which acts with the mission of becoming an inventive and pioneer in every initiative that promotes the growth of Turkey with the vision of "Ready for Tomorrow" has embarked on a new journey with our national athletes who are unafraid of barriers. Petrol Ofisi Group, which provided sponsorship support to the Turkish National Amputee Football Team, which became World Champion for the first time in its history in 2022, expanded its support for athletes with disabilities with the sponsorship agreement signed with the Turkish Sports Federation for the Physically Disabled (TBESF). The Petrol Ofisi Group has also assumed sponsorship for athletes from 20 branches connected to the Turkish Sports Federation for the Physically Disabled (TBESF) in addition to the Turkish National Amputee Football Team as part of the agreement. In recent years, our national athletes from a variety of disciplines have won global and European recognition at the Paralympics with their significant achievements.

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Stakeholder Management

Supplier – Contractor Management

Due to its scale, Petrol Ofisi Group is a business that supports the growth of every organization with which it engages. The Petrol Ofisi Group executes its purchasing operations in compliance with industry standards, with environmental and social sustainability as top priorities. A dynamic procurement operation is conducted by identifying both potential and existing suppliers who can meet product and service standards. Suppliers are expected to adhere to ethical and human rights regulations, provide a safe and healthy workplace for their employees, and consider environmental impacts and no cooperation is established with suppliers who may negatively impact the environment and society by not adhering to these regulations.

Suppliers of strategic importance that provide services to Petrol Ofisi Group in excess of a certain threshold are involved in the scope of “Supplier Evaluation Process” once a year by HSSE-Q (Health, Safety, Security, Environment, and Quality) Department, business units, and purchasing unit. Suppliers are examined for quality, communication, adherence to operational procedures, and contract conditions, among other factors. Based on their evaluation results, suppliers are grouped into classes A, B, and C, and collaboration with suppliers whose classification falls into Class C for two years in a row is reviewed.

Suppliers’ areas of improvement are identified in light of the reports prepared after the supplier evaluation. Since the year 2020, we have not terminated our relationship with a supplier due to poor performance in quality, communication, and operational competence evaluations.

The purchasing processes of Petrol Ofisi Group consist of the following sub-processes.

- Purchasing Request
- Request Management
- Technical Specifications Study
- Creation of Approved Suppliers Lists
- Tender Management
- Contract Management
- Creating Orders
- Supplier Management Policy
- Expenditure Analysis
- Supplier Performance Evaluation

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Contractor Management

The Petrol Ofisi Group's supply chain management activities are conducted based on the principles of most feasible costs, on-time delivery, compliance with international standards and legal requirements, by adhering to quality assurance, and without affecting the environment, and in line with technical safety guidelines.

A Contractor Management System was established to evaluate contractors who will operate at Petrol Ofisi Group companies in terms of HSSE and to verify contractors' compliance with the Petrol Ofisi Group HSSE Management System. In this system, the contractors that will work for Petrol Ofisi Group are classified as "low risk", "moderate risk" and "high risk" contractors. HSSE expertise is required for jobs that are categorized as moderate or high risk. After the pre-audit phase, candidate contractors who have

never worked with Petrol Ofisi Group are put through the contractor audit that was identified in the method. Question lists are organized separately depending on "Contractor," "Dedicated Hauliers," and "Non-Dedicated Hauliers" in order to conduct audits in a methodical manner. The contractors who obtain a passing grade of 70 are granted the right to work for Petrol Ofisi Group.

The contractors who work at Petrol Ofisi Group sites, having previously obtained HSSE competence, are classified into groups A and B according to their scores. Group A contractors are audited at least once every 3 years, whereas group B contractors are audited at least once every 2 years.

It is aimed to continuously improve the Petrol Ofisi Group contractor management system in accordance with Petrol Ofisi Group Integrated Management System.



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Customer Satisfaction

At Petrol Ofisi Group, customer complaints are treated as a useful aspect of business culture, as they are a significant part of customer-focused management disciplines. At Petrol Ofisi Group, operations are carried out in accordance with ISO 10002:2018 standards. Each client complaint is significant information that can be used to improve customer service and strengthen the brand’s reputation.

Feedback received from customers via the call center, which provides services on 24/7 basis, social media, SMS, şikayet-var.com, and Petrol Ofisi Group website, and all other pos-

sible communication channels is followed up and replied to on a full-time basis by dedicated personnel and all relevant units within the company. Additionally, support is given in every case of a valid complaint, within the bounds of Petrol Ofisi Group corporate policy, to resolve customer complaints and preserve customer loyalty. Through the use of a mini-survey, end-user satisfaction is evaluated following the resolution of each complaint, and actions are taken in response to any unfavorable comments in order to prevent the recurrence of complaints.

	Target	2021	2022	Change in 2021-2022 (%)
Incoming Calls (Number)	-	404.880	482.331	%19
Answered Calls (Number)	-	378.473	444.643	%17
Answering Percentage	%90	%93,5	%92,2	%-1
Quality Scores (Scoring of calls listened according to the quality assessment criteria)	85	95,0	93,9	%-1
End User Survey (Survey conducted after reaching agreement with the client during complaint handling)	85	89,1	88,7	%-1

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Customer Relations

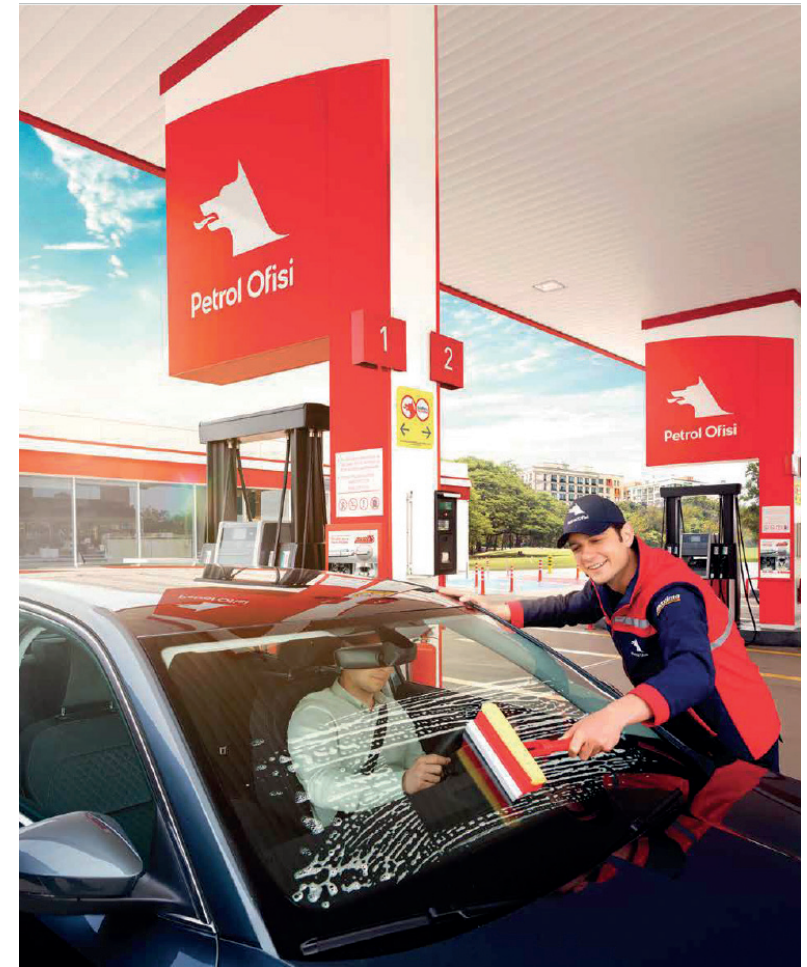
Dealers are one of the most crucial lines of interaction with clients of Petrol Ofisi Group. Each Petrol Ofisi Group dealer provides customer-oriented, secure, and high-quality service. Practical, theoretical, and online training sessions are offered to ensure that dealer staff members can deliver a high-quality and high-level experience to Petrol Ofisi Group clients and are able to represent brand standards.

The Petrol Ofisi Group strives to keep its client orientation strong and alive at all of its dealers. Towards this end, sales field managers and customer experience managers frequently visit dealers. In addition, all dealer employees are provided with hands-on training on HSSE, Station Service Steps, and Communication with Customers.

Another project implemented at Petrol Ofisi Group to perfect stakeholder communication is the “Petrol Ofisi Mobile” application. This application, which is a first in the industry, provides supermarket and gasoline sales people who represent the brand in front of the client with an easier, faster, and more advantageous internal communications option.

This application helps station personnel to do their job better by providing 24/7 support to forefront workers about every subject and also speeds up the process of transmitting the recommendations and feedback from station personnel to the relevant departments.

With this application that offers various advantages to users, employees can find out the latest customer satisfac-



tion scores (1st Eye scores) of themselves and their stations and reach the latest announcements and news before anybody else.

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1st Eye Practice

Petrol Ofisi Group began implementing the 1st Eye application as a customer-oriented company, a first in the industry, at the end of the first quarter of 2020, in order to improve service quality at its stations. Following their shopping experience, customers are contacted via the IVN - Interactive Voice Notification System powered by artificial intelligence – and allowed to provide feedback on their experience. Another method was developed in 2021, allowing customers to review their shopping experience and give recommendations using the Petrol Ofisi Group smartphone app. As a result, it is now feasible to reach out to customers through various channels. All of these channels provide extremely valuable outputs on a regional, station, unit, and even personal level.

3rd Eye Practice

Petrol Ofisi Group aims to continuously improve its services and to provide a high-quality and high-level service. In this sense, the Digital Surveillance Monitoring System 3rd Eye improves service quality by objectively evaluating whether the stations that serve as customer contact points meet the necessary infrastructure and service understanding requirements, allowing the central office to monitor physical standards meticulously. Infrastructure elements that are missing or need to be updated are rapidly identified, and immediate action is made as a result of regular audits. All site workers are involved in action procedures, ensuring that Petrol Ofisi Group stations meet the industry's best service standards.

Hygiene Plus

Hygiene Plus digital infrastructure allows for real-time tracking and measurement of cleaning activities.

Thanks to the technological infrastructure, better hygiene measures are taken, and customers are guaranteed perfectly clean stations.

The impacts of the actions taken on the results and the extent to which they are applied are tracked.

This way, both hygiene standards and customer satisfaction are brought to the top.



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SAP Transformation

Petrol Ofisi Group's digital transformation initiative, which began in 2021 and was completed on 1 January 2022 represents another major turning point in the company's history. The overarching goal of this initiative is to enhance and contribute to the sustainability approach. In this respect, the SAP software's latest "S/4HANA" version has superseded the ERP-Business Operating System. The usage of SA S/4HANA has been expanded to all processes, from operations to logistics, from finance to human resources to achieve the end-to-end digitalization target.

This replacement, which was done with a scope that includes all activities such as Purchasing, Logistics, Storage, Sales, Finance, Reporting, and Human Resources, has resulted in a comprehensive database that manages and reports all operational and financial processes in their totality.



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R&D

Petrol Ofisi Group Technology Center (POTEM) is a research facility and quality assurance laboratory with over 60 years of experience in the lubricants industry, as well as national and international publications, articles, and patent initiatives, and most comprehensive TS EN ISO IEC 17025 accreditation in Turkey.

POTEM, which is established in a closed area of 1.200 m2 with more than 200 pieces of equipment and has an investment value of 8 million dollars, makes patent applications and provides international publications, international presentations, national papers, and national presentations for international consortiums, congresses, and symposiums organized by various national and international organizations and universities thanks to its experienced and qualified engineers and researchers.

POTEM collaborates with a wide variety of firms, at both local and international levels, on the conduct of technology studies and the creation of new products, thanks to the current analysis capability and expert employees of the organization.

POTEM performs R&D studies on lubricants, antifreeze, grease, chemical, and fuel products under the Petrol Ofisi Group brand.

Analyses for the selection of all raw materials used in products and product quality analyses during the production phase are performed by POTEM.

POTEM provides R&D studies, quality control, and analysis for many local and foreign enterprises, particularly governmental institutions, including world giants.



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**Lubricant | Antifreeze | Chemical Waste
Base Oils | Fuel Oil**

POTEM carries out R&D studies on product development in addition to analyses addressing the choice of all raw materials used in Petrol Ofisi products and product quality control analyses throughout production processes.



The industry's largest
test and device tracking

144

National and international
accredited testing method

250

National and International
testing method

+1.000

Formulation work
carried out per year

+450

Product type

+25.000

Sample tested
per year

+200.000

Tests carried
out per year



TS EN ISO IEC 17025

TÜRKAK Approved
Test Laboratories
Accreditation



ISO 9001

Quality
Management
System



ISO 45001

Occupational
Health and Safety
Management System



ISO 14001

Environmental
Management System



ISO 10002

Customer
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In the product development processes of Petrol Ofisi Group Lubricants, product development and technology transfer processes are carried out according to the needs of the customers, together with the business partnerships established with the customers and suppliers.

Maxima Hybrid 0W-16

Maxima HYBRID 0W-16 is a full-synthetic motor oil with low ash, which is designed for the current exhaust emission regulation for the motors of passenger cars and light commercial vehicles having high technology.

Maxima HYBRID 0W-16 is a fuel-efficient motor oil that can respond fast to the instant lubrication needs of start-stop technology. It is designed for new-generation hybrid technology vehicles, as well as light commercial and passenger vehicles powered by fuel or diesel engines. It is suitable for use in car engines with particle filters that require ACEA C5 motor oil.

Hydro-Tech Hvi-E Series

A combination of the technology developed by the supplier company Evonik and the product knowledge of Petrol Ofisi Group resulted in energy-saving hydraulic system oils formulation studies, and the performance controls of these formulations were carried out.

Active 3 Technology Fuels

Active-3 technology is used in all V/Max Diesel, V/Max Unleaded 95 Petrol, V/Pro Diesel fuels. Our V/Max products with Active-3 technology clean and protect the engine up to 1000% and ensures fuel saving of up to 5%. Developed in cooperation with POTEM and supplier AFTON, our Active-3 technology fuels have been tested in independent international laboratories. Istanbul Technical University (ITU) participated in all test processes and approved the results.

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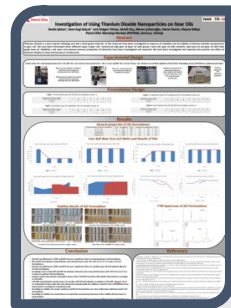


Academic Publications

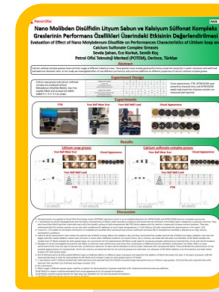
POTEM creates research papers and delivers academic talks through academic connections formed while conducting R&D studies on new product development. Studies are conducted to improve the performance of existing and newly produced items using the technical experience gained.



A study was performed to examine different types of polymers in order to improve the water-resistance and cold pumpability qualities of lithium and lithium complex grease products. The study was published in 2022 in the 3rd issue of Euro Grease, an academic publication on grease. Same study was presented by delivering a speech at the 32nd ELGI Congress.



The influence of titanium dioxide nanoparticles on the performance qualities of gear oil products made with various base oil types was studied. The work was presented in the form of a poster at NANOTR 16 Congress, which was held for the 16th time in 2022 under the cooperation of METU and Hacettepe Universities.



The impact of molybdenum sulfide fine powder and nano-form on the performance attributes of lithium and calcium sulfonate complex grease products was examined. The completed work was verbally presented at NANOTR 16 Congress, which was held for the 16th time in 2022 under the cooperation of METU and Hacettepe Universities.



Comparative studies were conducted on the impact of ZDDP and molybdenum disulfide additives on the performance qualities of calcium sulfonate and calcium sulfonate complex grease products, which are the most commonly used greases in the iron and steel sector. The research was presented as a paper at the 8th International Iron and Steel Symposium in 2022. The product portfolio now includes Ultra Grease CS 146 and Ultra Tech CSI 146 with the researched ingredients.

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POTEM Academy

The Petrol Ofisi Group Technology Center builds the POTEM Academy infrastructure to maintain corporate memory by recording its operations, to archive 60 years of lubricants development know-how, and to develop future goods by providing necessary training to its staff. In this sense, preparations are underway to develop a platform to convey all R&D processes together with visual trainings.



Objectives of POTEM Academy

Preparing training content, keeping POTEM personnel's technical information up to date, and conducting trainings to raise their competence level.

Ensuring the archiving of technical information on lubricants accumulated over 60 years.

Facilitating access to information by creating a visual trainings archive.

Bringing the technical knowledge of new employees to the required competence level as fast as possible with the preparation of equipment trainings.

Creating homogeneous competency distribution and increasing efficiency in R&D processes by providing trainings on experiment and analysis methods.

Developing a technical and academic knowledge pool in order to include innovative goods in the Petrol Ofisi catalog, as well as preparing trainings on the technical contents and chemical qualities of base oil and additive products.

Ensuring that the technical features of Petrol Ofisi products are conveyed in the most accurate way, along with training on finished products.

Increasing the efficiency of digital processes and keeping the digital competencies of employees up-to-date with trainings on the use of SAP QM and PLM software.

Keeping the competency level of the talent pool at the desired level through the implementation of assessment and evaluation activities to measure results of the provided trainings.

Increasing the efficiency of integrated management by integrating it into the employee performance evaluation system.

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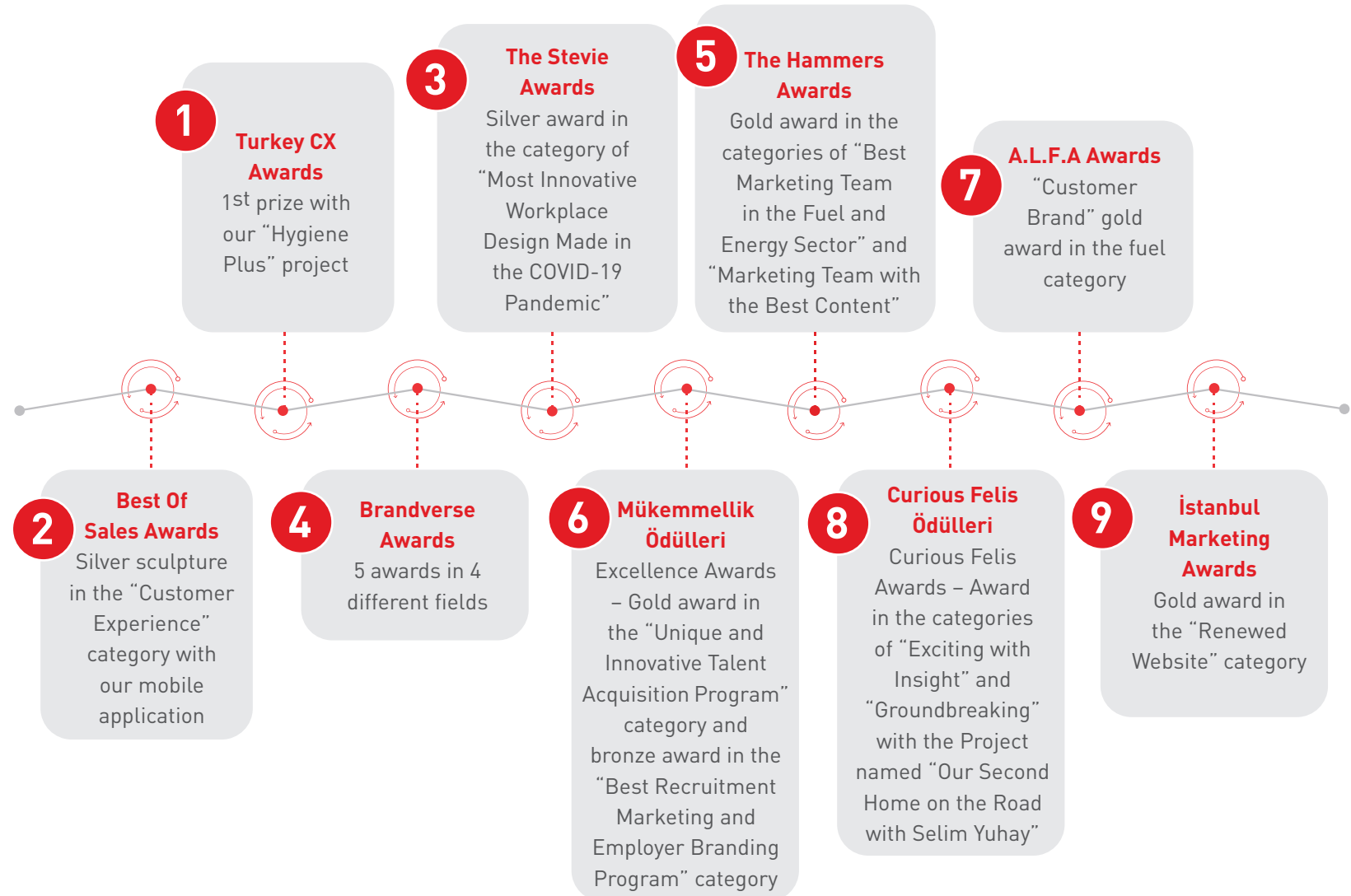
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GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
GENERAL DISCLOSURES				
GRI 2: General Disclosures 2021				
GRI 2: General Disclosures 2021	Organization and reporting practices of the organization			
	2-1 Organizational structure	About Petrol Ofisi Group	5-9	
	2-2 Entities included in the organization's sustainability reporting	Governance Structure of Petrol Ofisi Group	16-18	
	2-3 Reporting period, frequency and contact point	About this Report	2,85	
	2-4 Restatements of information	No changes in information made.		
	2-5 External assurance	No external audit was performed.		
	Activities and employees			
	2-6 Activities, value chain and other business relationships	Governance Structure of Petrol Ofisi Group	25-35	
	2-7 Employees	Human Resources Practices	47-51	
	2-8 Workers who are not employees	Human Resources Practices, Stakeholder Management	47-51, 63-64	
	Governance			
	2-9 Governance structure and composition	Governance Structure of Petrol Ofisi Group	25-35	
	2-10 Nomination and selection of the highest governance body	Governance Structure of Petrol Ofisi Group	25-35	
	2-11 Chair of the highest governance body	Governance Structure of Petrol Ofisi Group	25-35	
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance Structure of Petrol Ofisi Group	25-35	
	2-13 Delegation of responsibility for managing impacts	Governance Structure of Petrol Ofisi Group	25-35	

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GENERAL DISCLOSURES				
GRI 2: General Disclosures 2021				
GRI 2: General Disclosures 2021	Governance			
	2-14 Role of highest governance body in sustainability reporting	Governance Structure of Petrol Ofisi Group	25-35	
	2-15 Conflicts of interest	Business Ethics and Fighting Against Corruption	57-59	
	2-16 Communication of critical concerns	Internal Audit	35	
	2-17 Sustainable development of the top management level	Petrol Ofisi Group Governance Structure, Sustainability at Petrol Ofisi Group	25-35, 10-15	
	2-18 Evaluation of the performance of the highest governance body	Governance Structure of Petrol Ofisi Group	25-35	
	2-19 Remuneration policies	Human Resources Practices	47-59	
	2-20 Process to determine remuneration	Human Resources Practices	47-59	
	2-21 Annual total compensation ratio	Human Resources Practices	47-59	
	Strategy, policies and practices			
	2-22 Statement on sustainable development strategy	Sustainability at Petrol Ofisi Group	10-15	
	2-23 Policy commitments	Sustainability at Petrol Ofisi Group	10-15	
	2-24 Embedding policy commitments	Sustainability at Petrol Ofisi Group	13-15	
	2-25 Processes to remediate negative impacts	Business Ethics and Fighting Against Corruption	57-59	
	2-26 Mechanisms for seeking advice and raising concerns	Business Ethics and Fighting Against Corruption	57-59	
	2-27 Compliance with laws and regulations	Business Ethics and Fighting Against Corruption	57-59	
	2-28 Membership associations	Governance Structure of Petrol Ofisi Group	25-35	

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GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
GENERAL DISCLOSURES				
GRI 2: General Disclosures 2021				
GRI 2: General Disclosures 2021	Stakeholder engagement			
	2-29 Approach to stakeholder engagement	Stakeholder Management	63-67	
	2-30 Collective bargaining agreements	Business Ethics and Fighting Against Corruption	57-59	
MATERIALITY TOPICS				
GRI 3: Materiality Topics 2021	3-1 Process to determine material topics	Sustainability at Petrol Ofisi Group	10-15	11.1.1
	3-2 List of materiality topics	Sustainability at Petrol Ofisi Group	10-15	
ECONOMIC PERFORMANCE				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Economic Impact	28-30	11.14.1.
GRI 201: Economic Performance 2016	201-1 Economic value distributed and generated	Economic Impact, Social Development	28-30, 60-62	11.14.2.; 11.21.2.
INDIRECT ECONOMIC IMPACTS				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Economic Impact	28-30	11.14.1.
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and supported services	Economic Impact, Social Development	28, 60-62	11.14.4.
	203-2 Significant indirect economic impacts	Social Development	60-62	11.14.5.
ANTI - CORRUPTION				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Fighting Against Corruption	57-59	11.20.1.
GRI 205: Anti - Corruption 2016	205-1 Activities evaluated in relation to corruption risks	Business Ethics and Fighting Against Corruption	57-59	11.20.2.

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GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
ANTI - CORRUPTION				
GRI 205: Anti - Corruption 2016	205-2 Communication and training on anti-corruption policies and procedures	Internal Audit, Business Ethics and Fighting Against Corruption	35, 57-59	11.20.3.
	205-3 Confirmed corruption cases and actions taken	Internal Audit	35	11.20.4.
ANTI-COMPETITIVE BEHAVIOR				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Fighting Against Corruption	57-59	
GRI 206 Anti-Competitive Behavior 2016	206-1 Anti-competitive behavior, trustification and monopoly activities	Business Ethics and Fighting Against Corruption	57-59	11.19.2
TAX				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Tax Approach	31-32	11.21.1
GRI 207 Tax 2019	207-1 Tax approach	Tax Approach	31-32	11.21.4
	207-2 Tax governance, control and risk management	Tax Approach	31-32	11.21.5
	207-3 Tax-related stakeholder interaction and management of complaints	Tax Approach	31-32	11.21.6
	207-4 Reporting by country	Tax Approach	31-32	11.21.7
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Fighting Against Corruption	57-59	

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FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING				
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Activities and suppliers violating or posing a violation risk of the right to organization and collective bargaining and measures taken to safeguard these rights.	Business Ethics and Fighting Against Corruption	57-59	
CHILD LABOR				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Fighting Against Corruption	57-59	
GRI 408: Child Labor 2016	408-1 Activities and suppliers identified to bear a significant risk of child labor	Business Ethics and Fighting Against Corruption	57-59	
FORCED AND INVOUNTARY LABOR				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Fighting Against Corruption	57-59	
GRI 409: Forced and Compulsory Labor 2016	409-1 Operations and suppliers with significant risk of forced and involuntary labor	Business Ethics and Fighting Against Corruption	57-59	11.12.2.
HUMAN RIGHTS ASSESSMENT				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Fighting Against Corruption	57-59	
GRI 412: Human Rights Assessment 2016	412-1 Operations or impact assessments subject to human rights reviews	Business Ethics and Fighting Against Corruption	57-59	
NON-DISCRIMINATION				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Fighting Against Corruption	57-59	11.11.1.
GRI 406: Non-Discrimination 2016	406-1 Discrimination cases and corrective measures taken	Business Ethics and Fighting against Corruption, Human Resources Practices	57-59, 47	11.11.7.

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GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
DIVERSITY AND EQUAL OPPORTUNITIES				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Fighting Against Corruption	57-59	11.11.1.
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees	Business Ethics and Fighting Against Corruption	57-59	11.11.5.
EMPLOYMENT				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Human Resources Practices	47-56	11.10.1.
GRI 401: Employment 2016	401-1 New employees and employee turnover	Human Resources Practices Çalışanlar), https://www.petrolofisi.com.tr/insan-kaynaklari/petrol-ofisinde-kariyer	47-56	11.10.2.
	401-2 Benefits provided to full-time employees and not provided to temporary or part-time employees	İnsan Kaynakları Uygulamaları	47-56	11.10.3.
	401-3 Parental consent	Human Resources Practices	47-56	11.10.4.
TRAINING				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Human Resources Practices	47-56	11.7.1.
GRI 404: Education 2016	404-1 Average training hours per employee per year	Human Resources Practices (Training)	47-51	11.11.7.
	404-2 Programs to boost employee skills and orientation programs	Human Resources Practices (Training)	47-51	11.10.6.; 11.11.4.
	404-3 Percentage of employees included in regular performance and career development reviews	Human Resources Practices (Training)		11.10.7; 11.7.3.

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GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
LABOR/MANAGEMENT RELATIONS				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Human Resources Practices	47-56	11.7.1.
GRI 402: İşgücü Yönetim İlişkileri 2016	402-1 Minimum notice periods for operational changes	Notice of operational changes are made in a reasonable time.		11.7.2.; 11.10.5.
OCCUPATIONAL HEALTH AND SAFETY				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Occupational Health and Safety	36-46	11.9.1.
GRI 403: Occupational Health and Safety 2018	403- 1 Occupational health and safety management system	Occupational Health and Safety	36-46	11.9.2.
	403-2 Hazard detection, risk assessment and incident investigations	Occupational Health and Safety	36-46	11.9.3.
	403-3 Occupational health services	Occupational Health and Safety	36-46	11.9.4.
	403-4 Employee participation, consultation and communication on occupational health and safety	Occupational Health and Safety & Occupational Health and Safety (HSSE Practices)	36-46	11.9.5.
	403- 5 Worker training on occupational health and safety	Occupational Health and Safety (HSSE Trainings)	36-46	11.9.6.
	403-6 Promotion of worker health	Occupational Health and Safety (HSSE Practices)	36-46	11.9.7.
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety	36-46	11.9.8.
	403- 8 Workers covered by occupational health and safety management system	Occupational Health and Safety	36-46	11.9.9.
	403-9 Work-related injuries	Occupational Health and Safety (KPI Table)	36-46	11.9.10.
	403-10 Work-related ill health	Occupational Health and Safety (KPI Table)	36-46	11.9.11.

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GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
ENERGY MANAGEMENT				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Environmental Impact (Energy Management) Innovation and Digitization (R&D Applications)	20-21, 69-71	11.1.1.
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental Impact (Energy Management)	20-21	11.1.2.
	302-2 Energy consumption outside the organization	Environmental Impact (Energy Management)	20-21	11.1.3.
	302-3 Energy density	Environmental Impact (Energy Management)	20-21	11.1.4.
	302-4 Reducing energy consumption	Environmental Impact (Energy Management)	20-21	
	302-5 Reducing the energy used in products and services	Environmental Impact (Energy Management)	20-21	
EMISSIONS				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Environmental Impact (Energy Management)	19	11.3.1.
GRI 305: Emissions 2016	305-1 Direct (Scope 1) greenhouse gas emissions	Environmental Impact (Energy Management)	19	11.1.5.
	305-2 Indirect (Scope 2) greenhouse gas emissions	Environmental Impact (Energy Management)	19	11.1.6.
	305-3 Other indirect (Scope 3) greenhouse gas emissions	Environmental Impact (Energy Management)	19	11.1.7.
WASTE MANAGEMENT				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Environmental Impact	17-18	11.5.1.
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Environmental Impact (Energy Management)	17-18	11.5.2.
	306-2 Management of significant waste-related impacts	Environmental Impact (Energy Management)	17-18	11.5.3.
	306-3 Waste generated	Environmental Impact (Energy Management)	17-18	11.5.4.
	306-4 Waste diverted from disposal			11.5.5.
	306-5 Waste directed to disposal	The data given in the report indicate the total amount of waste disposed and recycled.		11.5.6.

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WATER AND WASTE WATER MANAGEMENT				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Environmental Impact	17-18	11.6.1.
GRI 303: Water and Effluents 2018	303-1 Interactions with water resources as a shared resource	Environmental Impact (Water and Wastewater Management)	22-23	11.6.2.
	303-2 Management of water discharge based impacts	Environmental Impact (Water and Wastewater Management)	22-23	11.6.3.
	303-3 Water withdrawal	Environmental Impact (Water and Wastewater Management)	22-23	11.6.4.
	303-4 Water discharge	Environmental Impact (Water and Wastewater Management)	22-23	11.6.5.
	303-5 Water consumption	Environmental Impact (Water and Wastewater Management)	22-23	11.6.6.
BIODIVERSITY				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Environmental Impact	17-18	11.4.1.
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed by or adjacent to protected areas and areas of high biodiversity value outside the protected areas	Environmental Impacts (Biodiversity)	24	11.4.2.
	304-2 Significant impacts of activities, products, and services on biodiversity	Environmental Impacts (Biodiversity)	24	11.4.3.
	304-3 Habitats protected or restored	There is no study in this context.		11.4.4.
ENVIRONMENTAL ASSESSMENT OF SUPPLIERS				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Stakeholder Management	63-64	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers screened using environmental criteria	Stakeholder Management (Supplier-Contractor Management)	63-64	
	308-2 Adverse environmental impacts in the supply chain and relevant measures taken	Stakeholder Management	63-64	

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GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
SOCIAL ASSESSMENT OF SUPPLIERS				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Stakeholder Management	63-64	11.12.1.
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Stakeholder Management (Supplier-Contractor Management)	63-64	11.10.8.; 11.12.3;
	414-2 Negative social impacts in the supply chain and actions taken	Stakeholder Management	63-64	11.10.9
CUSTOMER PRIVACY				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Stakeholder Management (Customer Satisfaction)	65	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	*There was no confirmed complaints regarding breaches of customer privacy and loss of customer pertaining to 2022.		
CUSTOMER HEALTH AND SAFETY				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Stakeholder Management (Supplier Management)	66-67	11.3.1.
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Governance Structure at Petrol Ofisi (Corporate Quality), Stakeholder Management (Supplier Management)	25-35, 63	11.3.3.
LOCAL COMMUNITIES				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Stakeholder Management	63-67	11.15.1.
GRI 413: Local Communities 2016	413-1 Operations involving local community engagement, impact assessments and development programs	Stakeholder Management, Social Development	63-67, 60-62	11.15.2.
	413-2 Operations with significant actual and potential adverse impacts on local communities	Stakeholder Management	63-67	11.15.3.

Contact

Petrol Ofisi A.Ş.

Genel Müdürlük

Ünalan, Libadiye Cad. No: 82-F 34700 Üsküdar/İstanbul

+90 216 275 30 00

info@petrolofisi.com.tr

kurumsalkalite@petrolofisi.com.tr

www.petrolofisi.com.tr

 petrolofisi

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Legal Notice

The Sustainability Report has been prepared by Petrol Ofisi Group (“Petrol Ofisi”) in accordance with GRI Standards. The report is not intended to form a basis for any investment decision and has been prepared for informational purposes only. The data in the report vary depending on estimations and assumptions and have not been independently confirmed. Petrol Ofisi Group has made no statements on the correctness or completeness of the relevant data. Therefore, Petrol Ofisi Group or Members of the Board, managers, counselees, or employees of Petrol Ofisi Group shall not bear any responsible and accept no liability for any direct or indirect damages that may arise from any situation in relation to this report.