



Ushering energy **into the future**

2023
SUSTAINABILITY
REPORT

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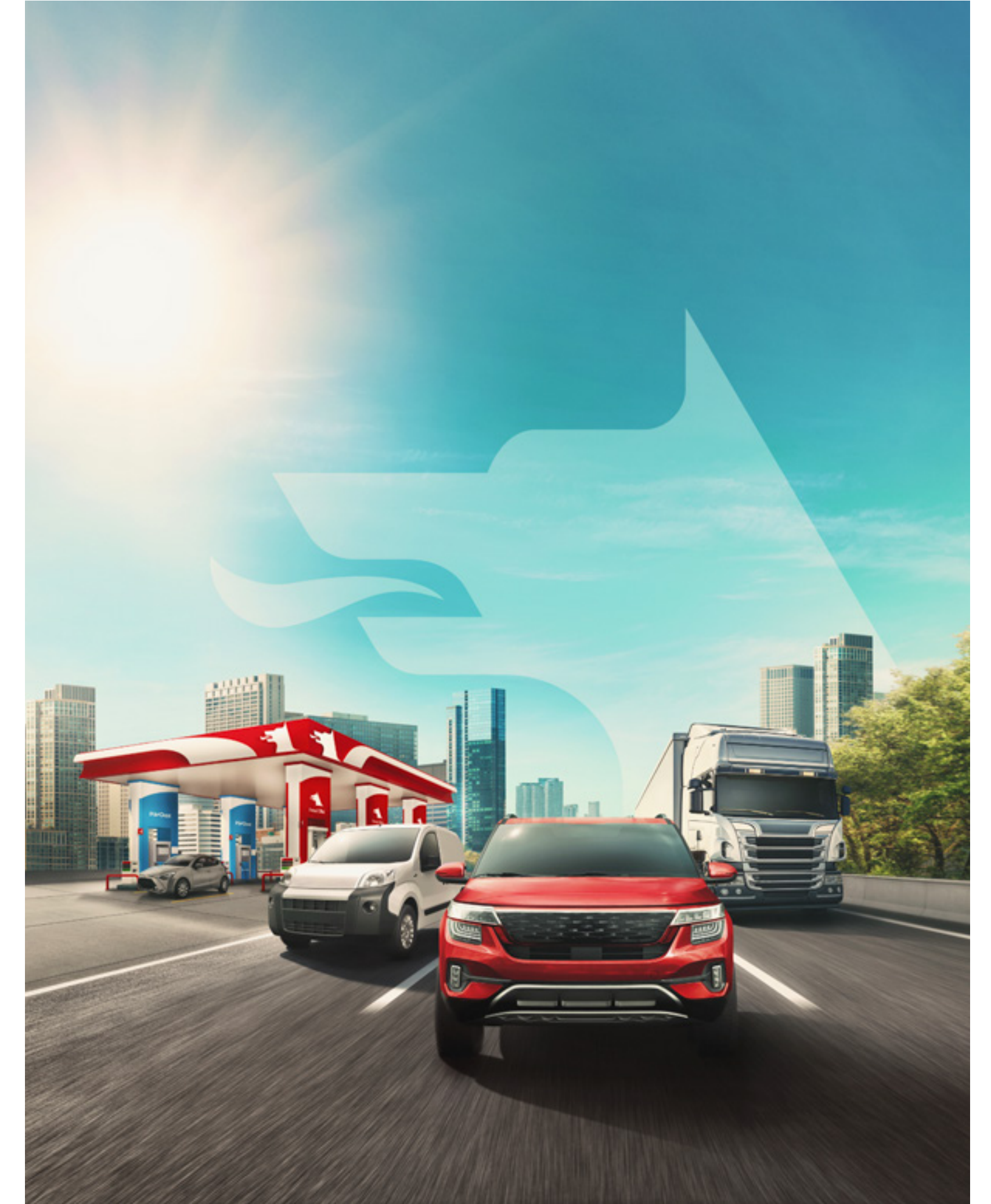
ABOUT THE REPORT

At Petrol Ofisi Group, we prioritize fostering sustainability awareness and contributing to the Sustainable Development Goals by integrating environmental, social, and economic considerations into all our business processes. We are proud to present our 2023 Sustainability Report, a significant milestone in this journey.

Covering the period from January 1, 2023, to December 31, 2023, this report has been prepared in alignment with the GRI Sustainability Standards “Core” option and relevant industry standards. Within this report, we transparently share our economic, environmental, and social activities, along with the outcomes we achieved in 2023.

In our sustainability journey, we actively consider the expectations and perspectives of our stakeholders. We welcome your comments, questions, and suggestions regarding our report and sustainability activities at kurumsalkalite@petrolofisi.com.tr. We look forward to your contributions to our journey and will respond to you promptly.

<https://www.petrolofisi.com.tr/en>



We welcome your comments, questions, and suggestions regarding our report and sustainability activities at kurumsalkalite@petrolofisi.com.tr.

CEO'S MESSAGE

Dear stakeholders,

We strive to move forward collaboratively with all our units to fulfill our responsibilities in driving sustainability within our sector.

Our aim is to ensure that sustainability becomes a dynamic and seamlessly integrated process in daily operations—encouraging positive behavioral changes and developed collectively—rather than imposing top-down programs that are difficult to implement.

Each year, we intensify our efforts to reduce our carbon footprint and contribute to the energy transition of our country and region. From our LEED Gold-certified head office to our logistics center equipped with an 8,000-square-meter solar roof, we continue to expand energy management investments across all our facilities, regardless of size.

In product and solution development, we emphasize formulations and commercial processes that prioritize sustainable development and renewable resources. In line with this commitment, we utilize recycled base oil at our lubricant plant in Derince and introduce innovative, environmentally friendly products for electric vehicles—marking a first in the sector. Across all our operations in air, sea, and land, we develop measurable digital process architectures aligned with sustainable development goals for both infrastructure and superstructure investments.

Acknowledging that sustainability extends beyond numerical advancements, we are accelerating our efforts to deliver tangible benefits to all our internal and external stakeholders, as well as the ecosystem in which we operate. With this approach, we achieved many firsts in our sector throughout the year. We became the first company in the fuel and lubricants sectors to earn the Equality for Women at Work Certificate from independent international audit institutions.

Our projects focused on education, inclusion, and development to generate added value for society. In collaboration with İşbank, we launched the Science Generation Workshops Project to bring science to hundreds of thousands of children in disadvantaged

regions of Türkiye, including areas impacted by earthquake, with the aim of reaching 750,000 children aged 8 to 13.

We increased our social investments in sports, recognizing its critical role in raising healthy generations. Together with the Governorship of Istanbul, we initiated the Petrol Ofisi School Sports Clubs League, aiming to engage 1 million licensed student athletes across Istanbul.

On this proud journey, we remain committed to advancing ecosystem-based economics and integrating sustainability priorities from our country's energy transition agenda into every area of influence.

I extend my heartfelt gratitude to all our stakeholders for their invaluable collaboration in this endeavor.

Kind regards,



MEHMET ABBASOĞLU
PETROL OFİSİ GROUP CEO

ABOUT PETROL OFİSİ GROUP

The longstanding leader of Türkiye's fuel and lubricants sectors

Petrol Ofisi Group, employing thousands and operating Türkiye's largest fuel station network, ranks among the top five private companies in the country.

Established in 1941 in Ankara as a public corporation with nine employees, Petrol Ofisi Group was tasked with procuring and importing petroleum products to meet the needs of public and private organizations, as well as end consumers, while managing national stock distribution.

Now a regional energy powerhouse with sales revenues exceeding TL 330 billion in 2023, Petrol Ofisi Group meets the fuel needs of land, sea, and air vehicles across the country and its neighboring geography through its PO/Marine and PO/Air brands, alongside its widespread network of fuel stations.

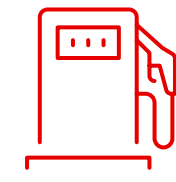
As a group operating diverse subsidiaries in areas such as technology, gaming, BRSA-licensed consumer finance, electricity supply, and fuel transportation, Petrol Ofisi remains dedicated to delivering sustainable value to the national economy through every step it takes.



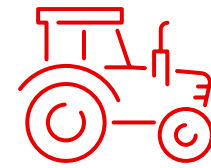
A robust energy infrastructure group, prepared for today and the future

Leveraging advanced production and filling technologies, Petrol Ofisi Group, Türkiye's leading fuel and lubricant company, continues to serve all major industries—including logistics, construction, mining, maritime, and heavy industry—throughout the country.

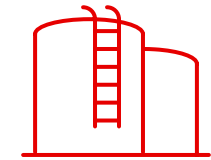
Leading the sector with over 1,950 stations, fuel supply to more than 1,400 village pumps, 8 fuel terminals, 1 LPG terminal, 18 airport supply units, and 1 million cubic meters of marine fuel storage capacity, Petrol Ofisi Group also meets half of Türkiye's lubricant demand through its Lubricants Factory in Kocaeli, spanning 162,000 square meters. With the support of POTEM, the most advanced technology center in the region, it exports lubricants to 33 countries across 4 continents.



Over **1,950** stations—the largest station network in Türkiye



Fuel supply to more than **1,400** village pumps



8 fuel terminals



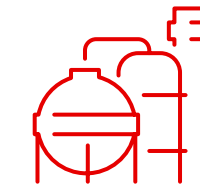
18 airport supply units



1 LPG terminal



A lubricant production facility covering **162,000** square meters.



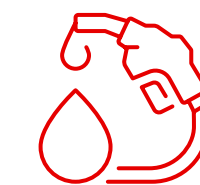
1 million cubic meters of marine fuel storage capacity



Refueling **250,000** aircraft annually



Lubricant exports to over **33** countries on **4** continents



Annual sales revenue exceeding **TL 330 billion**

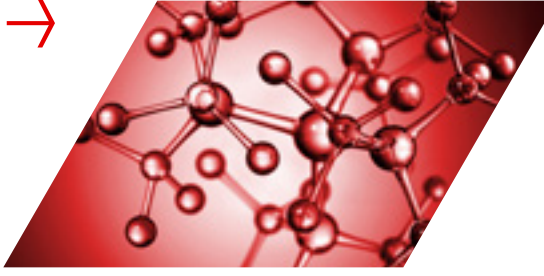
SUSTAINABILITY JOURNEY

We strive
**to create
sustainable
value**
for the future

Petrol Ofisi Group views sustainability as an integral aspect of its operations and continues its journey toward environmental, social, economic, and digital transformation through innovative and pioneering initiatives.



SUSTAINABILITY MILESTONES

2017		Installation of charging units for EVs	2018		Oily water - stormwater infrastructure and procedure-related efforts	→		Introduction of Maxima Hybrid, designed for hybrid vehicles			
2019		First solar-powered station	→		Zero Waste Project	→		First VLSFO refueling in Türkiye	→		Active-3 Technology
2021		Migration to SAP S/4HANA	→		"Transformation Started for the Future of Water" Project	→		Integrated Management System and Sustainability Policy	→		Sustainability Report
2022		Sustainable Aviation Fuel (SAF)	→		Ecovadis Review, Silver Medal	→		EV series of lubricants for EVs	→		Establishment of SAP SCT Module - Digitalization of Sustainability KPIs
2023		Determination of Petrol Ofisi's net zero target	→		Ecovadis Review, Bronze Medal	→		Materiality Analysis	→		Obtaining ISO 50001:2018 Energy Management System Certificate

MATERIALITY ANALYSIS

Petrol Ofisi Group conducted a materiality analysis to identify sustainability topics material to both the company and its stakeholders. This analysis aimed to identify material environmental and social topics by using the materiality analysis principles defined in the standards published by the Global Reporting Initiative (GRI), which is a guide for sustainability management and reporting, and different scaling methodologies. This analysis, which helps improve sustainability goal management by addressing the environmental and social impacts of operations and fostering development opportunities, identified nearly 30 areas—including environmental, social, and economic issues—that are likely to shape the sustainability priorities for Petrol Ofisi Group. Following this, 10 material topics were evaluated through internal assessments.

Sustainability Priorities	Material Topics		Goals
Adaptation to climate change and energy transition	● ● ●	Greenhouse gas emissions (Scope 1 and Scope 2)	42% emission reduction by 2030
	● ● ●	Adaptation and resilience to climate change	Transition to renewable energy
			Development of energy efficiency initiatives
Environmental management	● ● ●	Waste management and circular economy	Zero waste
	● ● ●	Water management	Development of circular economy projects
			Raising awareness on preventing pollution at the source
			Water footprint studies for processes
Respect for human beings	● ●	Biodiversity	Evaluating biodiversity impacts of projects during the investment stage in line with environmental impact assessments.
	● ● ●	Occupational health and safety	TRCF max 1.3
	● ● ●	Security, emergency, and crisis resilience	LTIF max 1
Governance and transparency	● ●	Prevention of discrimination and ensuring equal opportunities	Commitment to raising awareness on disasters, reducing disaster risks, carrying out mitigation activities to limit the impact of disasters and building resilience to disasters
	● ● ●	Anti-corruption	Zero incidents
	● ●	Anti-competitive behavior	Effective communication channels

Net Zero Initiatives

Petrol Ofisi Group continues its sustainability efforts with the goal of reducing Scope 1 and Scope 2 emissions by 42% by 2030, while progressively increasing the share of sustainable energy sources by balancing traditional, transitional, and sustainable energy production. This strategic approach is crucial for Petrol Ofisi's process of reducing its carbon footprint and transitioning to renewable energy. These targets underline the company's commitment to sustainability and its determination to minimize environmental impacts.

Petrol Ofisi Group aims to achieve a 42% reduction in Scope 1 and Scope 2 emissions by 2030.

Transition to SAP-SCT Module

Petrol Ofisi Group has digitized its KPIs in this area with SAP Sustainability Control Tower to monitor and manage its performance data more effectively. This system allows the company to closely follow sustainability KPIs and take faster, more efficient actions towards achieving its sustainability objectives. With this module, Petrol Ofisi Group's sustainability data is collected, analyzed, and visualized in a centralized system. SAP Sustainability Control Tower integrates data from various sources to create a comprehensive dataset of sustainability metrics. Environmental indicators such as energy consumption, water usage, waste management, and carbon emissions, along with performance metrics related to social responsibility and corporate governance, are monitored within this module.

Energy Management System Certification

Petrol Ofisi Group reinforced its commitment to sustainability and energy management by obtaining the ISO 50001 Energy Management System Certification. This certification, granted for the Derince Terminal and Lubricants Plant, recognizes the company's goal of enhancing energy efficiency and optimizing energy resource use to international standards. ISO 50001 certification reflects Petrol Ofisi Group's commitment to continuously improving its energy performance, reducing energy consumption, and minimizing its environmental impact. This process is a crucial step in line with the company's sustainability strategies and forms the foundation for achieving its future energy management and sustainability goals. Efforts to improve energy efficiency are planned to be implemented across all locations.

**ISO
50001
2018**

Sustainable Aviation Fuel Supply

Neste MY Sustainable Aviation Fuel™ (SAF) is produced from 100% renewable waste and by-products, such as edible oil and animal fat waste. It reduces flight-related greenhouse gas emissions by up to 80%. As part of its pioneering efforts in the sector, Petrol Ofisi Group conducted Türkiye's first SAF-powered flights in 2022 at Izmir Adnan Menderes Airport and Ankara Esenboğa Airport. In 2023, SAF fuel usage was expanded to Istanbul Sabiha Gökçen International Airport. Petrol Ofisi Group is intensifying its investments in sustainable aviation and aims to scale up its SAF supply volume further.



CORPORATE GOVERNANCE

We carry
**the journey
to excellence**
into the future

Recognized as one of Türkiye's most significant assets, Petrol Ofisi Group operates in accordance with its corporate principles and internationally recognized ethical business standards. The Group conducts its business with comprehensive expertise and a commitment to achieving excellence for the benefit of the country.



PETROL OFİSİ GROUP GOVERNANCE STRUCTURE*



CHRISTOPHER PAUL BAKE
CHAIRPERSON

MATTHEW JAMES STACEY
DEPUTY CHAIRPERSON

MEHMET ABBASOĞLU
BOARD MEMBER,
PETROL OFİSİ GROUP CEO

SELİM ŞİPER
BOARD MEMBER

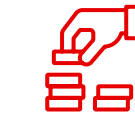
**INDEPENDENT
AUDITOR**

Petrol Ofisi Group's Management Team comprises the CEO and 10 directors representing departments directly reporting to the CEO, alongside members of the Executive Committee. The Management Team, accountable to the Board of Directors for defining the Group's strategies and objectives, holds regular meetings under the CEO's leadership to deliberate and approve strategic, operational, and tactical matters requiring managerial decisions.

After governance-related documents are prepared and approved, they are shared with employees through digital platforms and securely archived. The governance plan is reviewed annually and updated as needed to align with internal and external developments.



DIGITAL
TRANSFORMATION



FINANCE



LEGAL



HUMAN RESOURCES



LUBRICANTS



MARKETING



RETAIL



STRATEGY AND
BUSINESS DEVELOPMENT



SUPPLY CHAIN



COMMERCIAL AND
INDUSTRIAL SALES

PERFORMANCE MODEL

Petrol Ofisi Group's performance indicators are annually reviewed and approved by the Board of Directors, based on recommendations from the Management Coordination Team. Dynamic modeling and SMART targets are utilized in determining these performance indicators. Annual company targets are established, and all organizational goals are cascaded accordingly to ensure alignment.



*The governance structure as of 2023.

CORPORATE QUALITY

Petrol Ofisi Group conducts its operations in adherence to the commitments outlined in its Integrated Management System and Sustainability Policy. This policy is designed to prevent harm to individuals and the environment, ensure service continuity, safeguard information assets to maintain customer satisfaction, and promote the efficient use of energy resources.

To achieve consistency in its activities, products, and services, Petrol Ofisi Group adheres to international quality and management system standards, ensuring uninterrupted service delivery while fostering continuous improvement in compliance with legal, regulatory, and corporate governance standards. Compliance with these standards is verified through periodic independent external audits. The operations of Petrol Ofisi Group are executed in accordance with the standards outlined below.



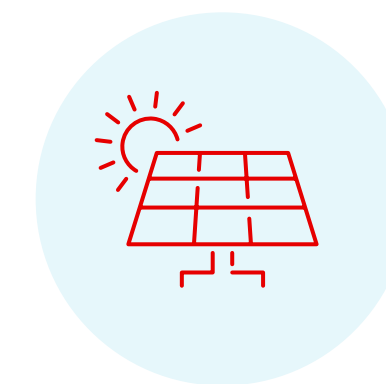
ISO 9001:2015
QUALITY MANAGEMENT
SYSTEM



ISO 14001:2015
ENVIRONMENTAL
MANAGEMENT
SYSTEM



ISO 45001:2018
OCCUPATIONAL
HEALTH AND SAFETY
MANAGEMENT SYSTEM



ISO 50001:2018
ENERGY MANAGEMENT
SYSTEM



ISO 22301:2019
BUSINESS
CONTINUITY
MANAGEMENT
SYSTEM



ISO 10002:2018
CUSTOMER
SATISFACTION
MANAGEMENT
SYSTEM



ISO 27001:2022
INFORMATION
SECURITY
MANAGEMENT
SYSTEM



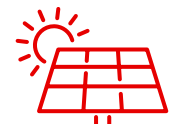
ISO IEC 17025
LABORATORIES
ACCREDITATION

Audits

In 2023, as part of the external audits conducted under Petrol Ofisi Group Integrated Management Systems:

- Document transfer audits for ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, and ISO 45001:2018 Occupational Health and Safety Management System were completed by TSE.
- The initial certification audit for ISO 50001:2018 Energy Management System was performed by TSE at the Derince Terminal and Derince Lubricants Plant.
- ISO 22301:2019 Business Continuity Management System was audited by Denetik Certification, ISO 27001:2022 Information Security Management System by Naviga, and ISO 10002:2018 Customer Satisfaction Management System by DQS, ensuring the continuity of all certifications.

In 2023, internal audits were conducted at the Head Office, Terminals, Lubricant Factory, and Air Refueling Facilities, with processes evaluated against relevant standard requirements.

MANAGEMENT SYSTEM STANDARDS		Terminals	Lubricant Factory	Air Refueling Facilities	Head Office Activities
	ISO 9001:2015 QUALITY MANAGEMENT SYSTEM	☒	☒	☒	☒
	ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEM	☒	☒	☒	☒
	ISO 45001:2018 OCCUPATIONAL HEALTH AND SAFETY SYSTEM	☒	☒		☒
	ISO 50001:2018 ENERGY MANAGEMENT SYSTEM	☒	☒		
	ISO 22301:2019 BUSINESS CONTINUITY MANAGEMENT SYSTEM	☒	☒	☒	☒
	ISO 10002:2018 CUSTOMER SATISFACTION MANAGEMENT SYSTEM				☒
	ISO 27001:2022 INFORMATION SECURITY MANAGEMENT SYSTEM	☒	☒	☒	☒
	TS EN ISO/IEC 17025 TESTING AND CALIBRATION LABORATORIES ACCREDITATION	☒	☒		

INTERNAL AUDIT

Petrol Ofisi Group's internal audit activities provide objective and independent assurance and are carried out by experienced, certified professionals. The Internal Audit Unit conducts its activities in accordance with professional practice standards and ethical rules and reports directly to the Audit Committee. All activities are performed in compliance with the Internal Audit Regulation, approved by the Internal Audit Committee. An independent audit firm reviewed the compliance of Petrol Ofisi Group's internal audit activities with the standards and ethical principles of the Institute of Internal Auditors (IIA), confirming compliance for five years.

Internal audit plans are developed through risk assessments addressing operational, financial, regulatory, commercial, strategic, and reputational dimensions, and are implemented with the approval of the Internal Audit Committee. Risk assessments prioritize factors such as the likelihood of risks occurring, potential impacts, and the control measures in place.

Internal audits also identify risk-based potential threats, areas for improvement, and opportunities for development. Based on these findings, audit programs are prepared, and internal audits are conducted. Internal audits evaluate the effectiveness and efficiency of internal control systems, operational risks, implemented control measures, the reliability of financial and operational reporting, information integrity, and compliance with regulations. These audits also consider the vision, mission, values, and management systems of Petrol Ofisi Group. Identified issues and significant findings are reported to the Internal Audit Committee with recommended actions, and progress is closely monitored through follow-up audits. Sustainability risks, physical risks, regulatory risks, and risks of error or misconduct are examined as part of internal audit activities. Additionally, an anonymous ethics line is available for employees to report concerns related to ethical principles.

BUSINESS ETHICS AND ANTI-CORRUPTION

Petrol Ofisi Group adheres strictly to internationally recognized business ethics standards in all its operations. The Group implements a zero-tolerance policy against bribery, corruption, money laundering, facilitation payments, embezzlement, and other misconduct, ensuring full compliance with legal requirements and the United Nations Global Compact. Respecting human rights, the Group upholds employees' rights to organize and engage in collective bargaining while preventing child labor, forced labor, and labor exploitation. Petrol Ofisi Group also ensures appropriate working hours and communicates its commitments through the Petrol Ofisi Code of Conduct and the Petrol Ofisi Code of Business Ethics. These codes, accessible via the electronic documentation system, are binding for all employees of Petrol Ofisi Group. These codes, which outline the standards that are intended to be taken into account in all business processes, establish respect for human rights as a fundamental principle of Petrol Ofisi Group that company employees, consultants, service providers, contractors, joint ventures and suppliers must respect.

With a view to ensuring internal ethics and foster a peaceful and safe work environment within the Petrol Ofisi Group, the Ethics and Discipline Committee Procedure was developed to provide guidance on how to act within the framework of common values in incidents that may arise in daily operations.

Petrol Ofisi Group is committed to conducting all business activities, including those related to human rights, in alignment with the 10 Principles of the UN Global Compact. Believing in the fundamental principle that all individuals should be treated with respect and dignity, Petrol Ofisi Group expects its suppliers to adopt a similar approach, grounding its human resources strategy in the investment in people. Acknowledging that human resources are the driving force behind all progress, the Company continuously recruits, trains, and develops young, creative talent, providing employees with platforms to showcase their abilities, offering opportunities, and recognizing and rewarding their contributions.

Anti-Competitive Behavior

Petrol Ofisi Group upholds its ethical standards in interactions with competitors, promoting fair competition. The company avoids engaging in anti-competitive practices, firmly opposing monopolization, and adheres to all applicable antitrust and competition laws. Additionally, all employees receive Competition Law Training as part of their onboarding. Decisions issued by the Competition Authority are regularly monitored, and relevant internal information is disseminated.

Freedom of Association and Right to Collective Bargaining

By fostering a responsible employment environment, Petrol Ofisi Group ensures compliance with applicable labor laws and regulations concerning the employment conditions of its employees and other workers in the Group. In line with its commitment to human rights, the Group respects employees' freedom of association, unionization, and right to collective bargaining, supporting collective bargaining in compliance with the law. Where workers choose union representation or works councils, they are supported in collaborating with these bodies in good faith and in accordance with the law.

Principles on Forced or Compulsory Labor

Petrol Ofisi Group strictly prohibits forced or compulsory labor, human trafficking, abuse of employee rights, or any related practices. The Group requires its suppliers to adhere to these principles and prioritizes treating individuals with dignity and respect, ensuring the protection of human rights. The Group guarantees that employees can fully exercise their personal rights, promotes individual development, supports employees' voluntary involvement in social and community initiatives, and ensures a balance between work and personal life.

Personal Data Protection and Privacy

Petrol Ofisi Group is committed to preventing accidental, unauthorized or unlawful access to, processing, loss, destruction, damage, disclosure, or misuse of confidential information. To achieve this, it implements robust security programs and procedures, taking necessary technical and organizational measures in compliance with applicable laws and best industry practices.

While safeguarding confidential information, the Group emphasizes personal data protection, taking appropriate administrative and technical measures and ensuring compliance with relevant contractual obligations. Personal data is collected and processed solely for clear, legitimate purposes defined in accordance with legal and ethical standards. The Compliance Department monitors relevant legislation and decisions from the Personal Data Protection Authority, ensuring compliance with personal data security, and establishes corresponding policies and procedures. Personal data security training is provided to all employees.



Petrol Ofisi Group's approach to diversity and equal opportunity can be found [here](#).



Petrol Ofisi Group's stance on preventing discrimination is outlined [here](#).

ENVIRONMENTAL PERFORMANCE

We carry
**the responsibility
to protect
the environment
into the future**

Adopting policies aimed at minimizing the environmental impact of all activities, Petrol Ofisi Group operates under the Integrated Management System, Sustainability Policy, and ISO 14001:2015 Environmental Management System across its entire value chain.



ENVIRONMENTAL MANAGEMENT

Petrol Ofisi Group assesses the environmental impact of its operations throughout their entire lifecycle. Environmental impacts are monitored through air emission measurements, wastewater discharge analyses, assessments of environmental impacts at new or acquired sites, and verification of environmental permits and/or compliance programs, all recorded in compliance with legal and internal requirements.

The environmental management process at Petrol Ofisi Group involves all employees engaged in operational activities. As part of this, the facility target tracking table is updated annually and includes specific environmental targets.

All environmental activities are subject to external audits. Audits related to the environmental management system are conducted by TSE, while environmental monitoring activities are regularly reviewed by official institution audits.

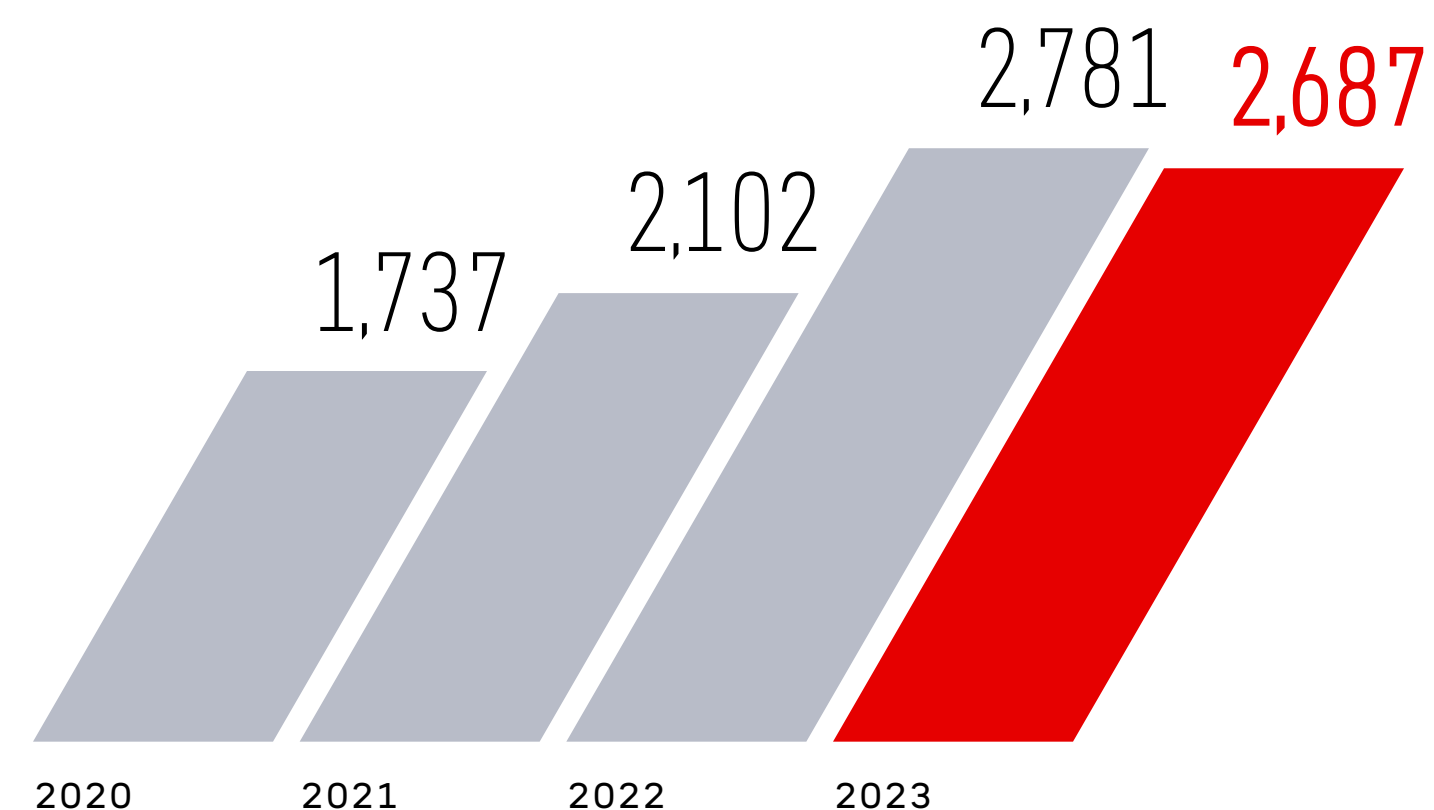


WASTE MANAGEMENT

At Petrol Ofisi Group, waste management activities are conducted with a strong emphasis on the principles of the waste hierarchy and circular economy. The primary objective is to prevent waste generation, with disposal considered a last resort. Hazardous wastes, which constitute a significant portion of the waste, are sent from slop tanks to cement factories for recycling, contributing to the circular economy. All processes related to hazardous wastes are documented through the integrated environmental information system, with data such as final transportation point, quantity, and waste type being monitored. With the introduction of the SAP SCT (Sustainability Control Tower) module in 2023, both hazardous and non-hazardous wastes can now be reported based on their types and final disposal points. Legislative developments are continuously tracked, and necessary improvements are implemented accordingly.

Petrol Ofisi Group was recognized with the “Low Carbon Hero” award.

Hazardous Waste Amounts by Year (metric tons)



Use of Recycled Materials in Lubricant Packaging

To positively impact the circular economy through sustainable growth, Petrol Ofisi Group launched a project that reduces environmental impact, offers cost advantages, and generates added value. This project, which incorporates 25 percent recycled materials into the plastic packaging used for lubricants, has resulted in significant savings in oil, energy, waste storage, and greenhouse gas emissions during production. As a result of this initiative, Petrol Ofisi Group was honored with the “Low Carbon Hero” award by the Sustainable Production and Consumption Association (SÜT-D) at the 8th Istanbul Carbon Summit, hosted by Istanbul Technical University.



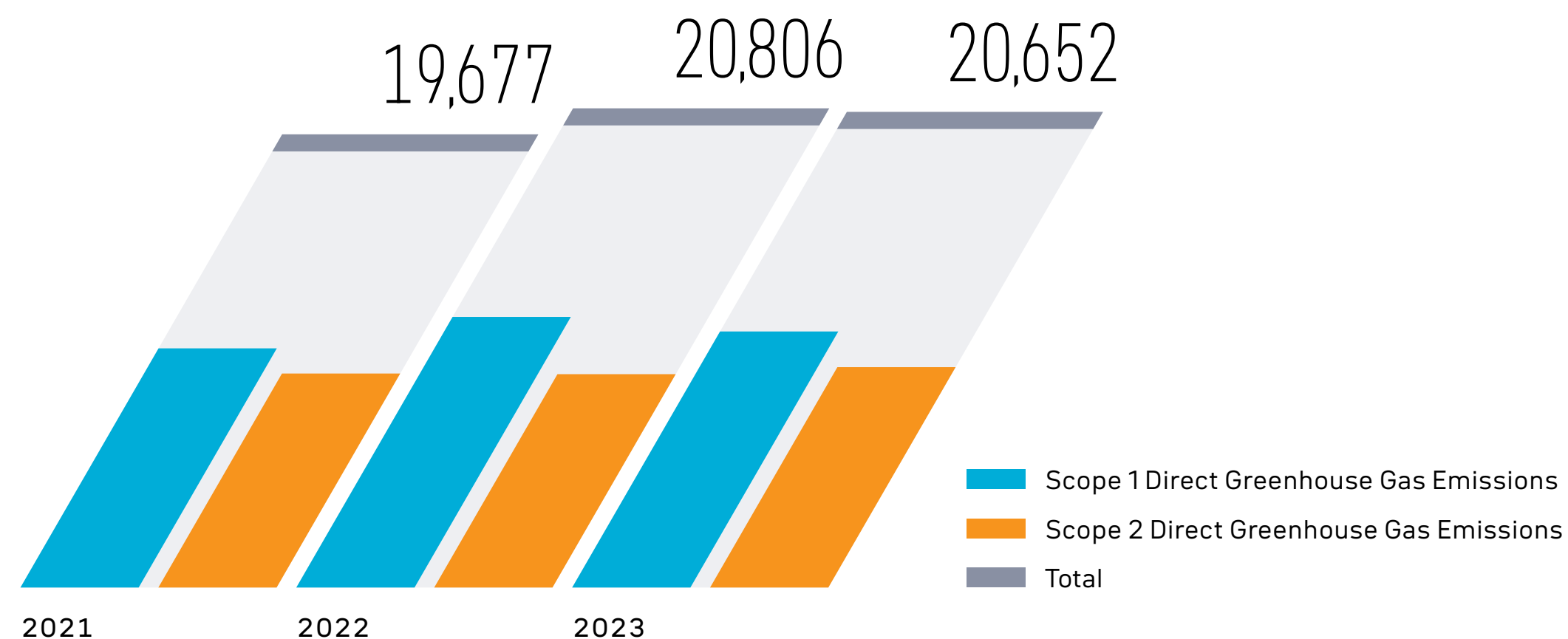
EMISSION MANAGEMENT

Petrol Ofisi Group attaches great importance to the management and monitoring of greenhouse gases and emissions, conducting comprehensive processes to minimize its environmental impact. Emission measurement and analysis for both point and area sources are rigorously conducted by accredited laboratories every two years. These regular measurements ensure that emissions are monitored accurately and in a timely manner.

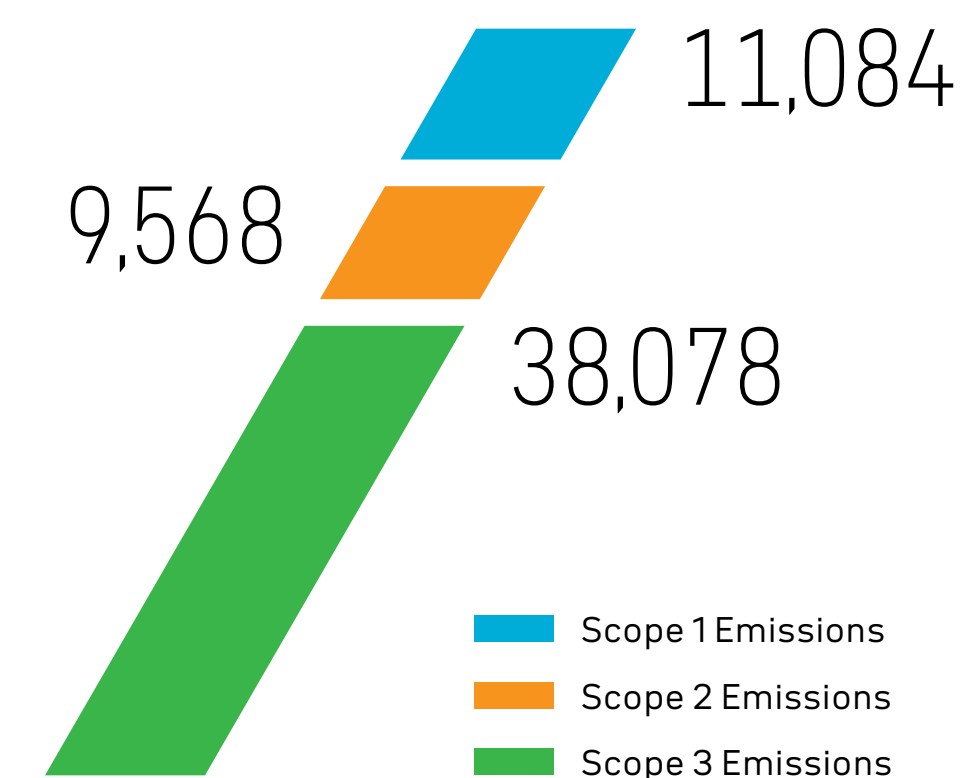
At point emission sources, various measures are implemented to reduce emissions, supported by engineering solutions. Periodic inspections, maintenance, and, when necessary, equipment replacements are regularly carried out to mitigate the risk of fugitive emissions. These efforts aim to minimize emissions across operational processes.

Petrol Ofisi Group monitors and reports its greenhouse gas emissions in alignment with international standards and continues to invest in energy efficiency projects to further reduce emissions.

Greenhouse Gas Emissions by Year (tCO₂e)



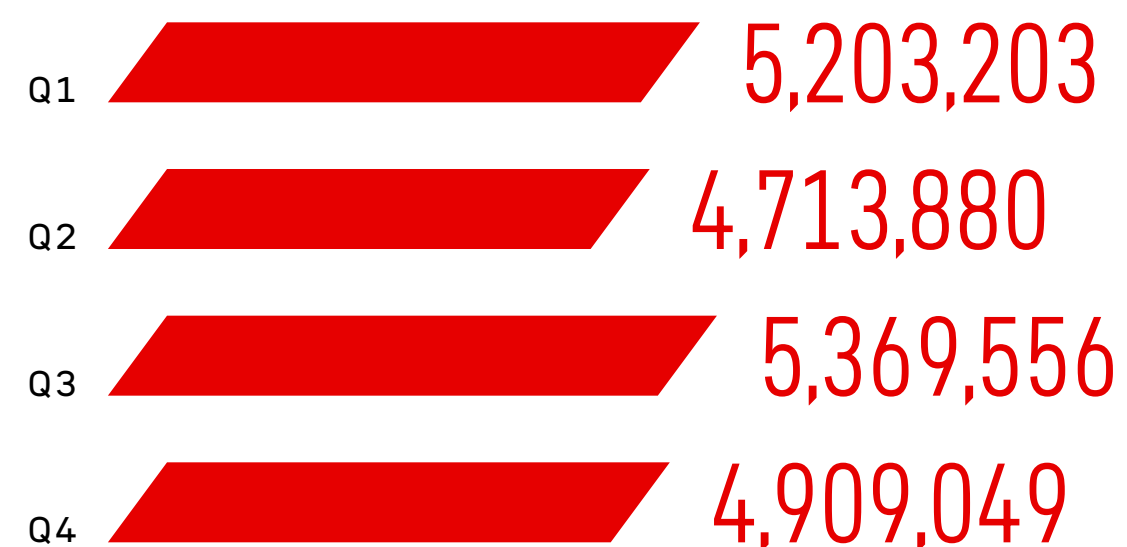
2023 Greenhouse Gas Emissions (tCO₂e)



ENERGY MANAGEMENT

Through its Integrated Management System and Sustainability Policy, Petrol Ofisi Group is dedicated to the efficient use of natural resources, the procurement of energy-efficient products, services, and technologies, the promotion of high-energy-performance designs, and the continuous improvement of energy performance and management systems. As part of the ISO 50001:2018 Energy Management System initiative in 2023, energy audits were conducted at the Derince Terminal and Derince Lubricant Plant, identifying opportunities for energy efficiency improvements. Actions aligned with ISO 50001 standards were identified and initiated in these areas. These efforts led to Petrol Ofisi Group being awarded the ISO 50001:2018 Energy Management System certification.

2023 Electricity Consumption (kWh)



Petrol Ofisi Logistics Center

The Petrol Ofisi Logistics Center, located at the Derince Lubricants Plant and featuring a digitally managed storage capacity of 8,000 metric tons, aims to reduce carbon emissions from forklifts in traditional logistics operations by 60 percent. By transitioning to centralized storage, the majority of finished products across the facility have been consolidated under one roof.



In September 2023, an **8,000**-square-meter solar roof comprising **2,079** solar panels with a total capacity of **800 kW** was installed on the roof of the Petrol Ofisi Logistics Center. This system meets **30 percent** of the facility's electricity needs. Plans are in place to increase this ratio to **50 percent** in the near future.



The Petrol Ofisi Group head office building holds LEED Gold certification

WATER AND WASTEWATER MANAGEMENT

To promote the efficient use of water in its facilities and ensure the proper treatment of wastewater, Petrol Ofisi Group strives to discharge wastewater at standards that exceed those of both the receiving environment and relevant sewage regulations. These efforts reflect the Group's commitment to water conservation and minimizing the environmental impact of wastewater.

Wastewater analyses for receiving environments or sewage discharges are conducted regularly, with pollutant parameters monitored and compliance with legislative requirements consistently evaluated. Based on the analysis results of pollutant parameters, additional measures such as revising the type and quantity of chemicals used in treatment plants, as well as maintenance and improvement works, are implemented as needed.

Emphasizing pollution prevention at the source as part of its environmental management strategy, Petrol Ofisi Group aims to minimize hydrocarbon emissions in its operational regions and control potential leaks at their origin.

In line with this, infrastructure improvements were made to separate and properly treat oily water and rainwater at operational sites. Well water consumption, which supplies the water required for operational continuity, was measured at 42,855 m³ in 2023, reflecting an 18 percent decrease compared to the previous year. Municipal water consumption in 2023 was 72,268 m³.

Petrol Ofisi Group undertakes efforts to prevent all types of spills as part of its environmental management framework and prioritizes effective intervention methods for potential incidents. Training employees to minimize environmental pollution in such situations is of critical importance. In this context, risk analyses and emergency response plans are implemented at coastal facilities, with employees receiving regular training and participating in drills at least twice a year.



BIODIVERSITY

In its investment processes, Petrol Ofisi Group evaluates potential environmental impacts through environmental impact assessments for new operational areas, striving to minimize negative effects on the biodiversity of natural receiving environments and implementing necessary measures where impacts are identified. Wastewater treated at treatment plants is discharged in compliance with discharge permits and legal regulations, ensuring that the biodiversity qualities of natural receiving environments are preserved.



SOCIAL PERFORMANCE

We carry
value creation
for our
stakeholders
into the future

Guided by its mission to be innovative and pioneering in projects that support Türkiye's development, Petrol Ofisi Group focuses on creating value for all stakeholders, including employees, society, customers, and suppliers.



VALUE FOR EMPLOYEES

Human Resources

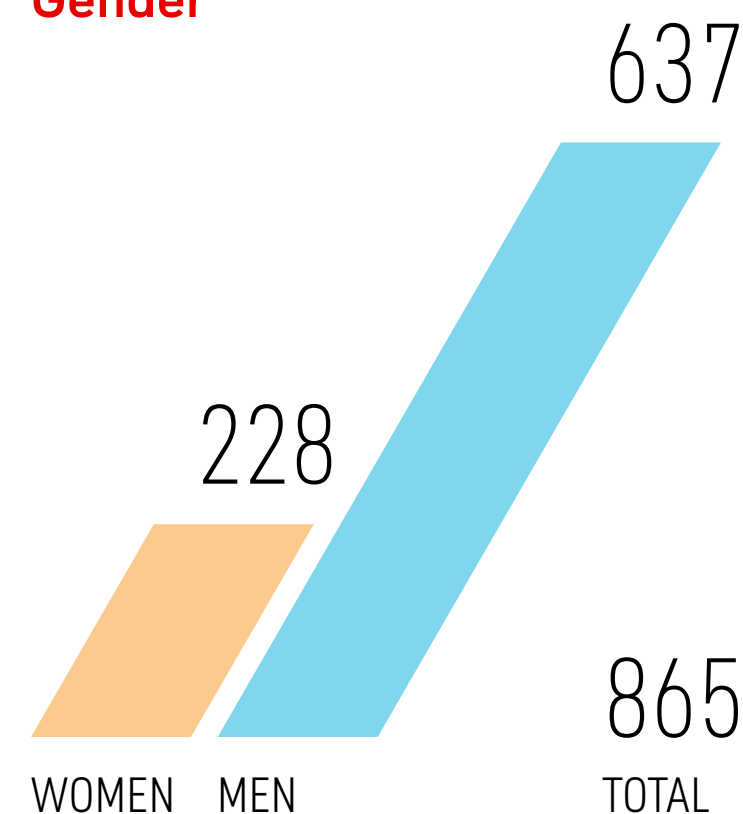
Since its inception, Petrol Ofisi Group has reliably served generation after generation, proudly drawing its strength from the land it operates in. With its unwavering energy and a culture that embraces diverse ideas, the Group has consistently been a pioneer in development. Petrol Ofisi Group, which develops and transforms its employees in this transformation journey in which it evolves to become an innovative and agile brand by drawing its strength from its roots, boasts a work culture where employees at all levels can present their ideas and develop their ability to learn from mistakes. Employees are given opportunities to participate in projects involving senior management, explore new approaches, and influence key decisions.



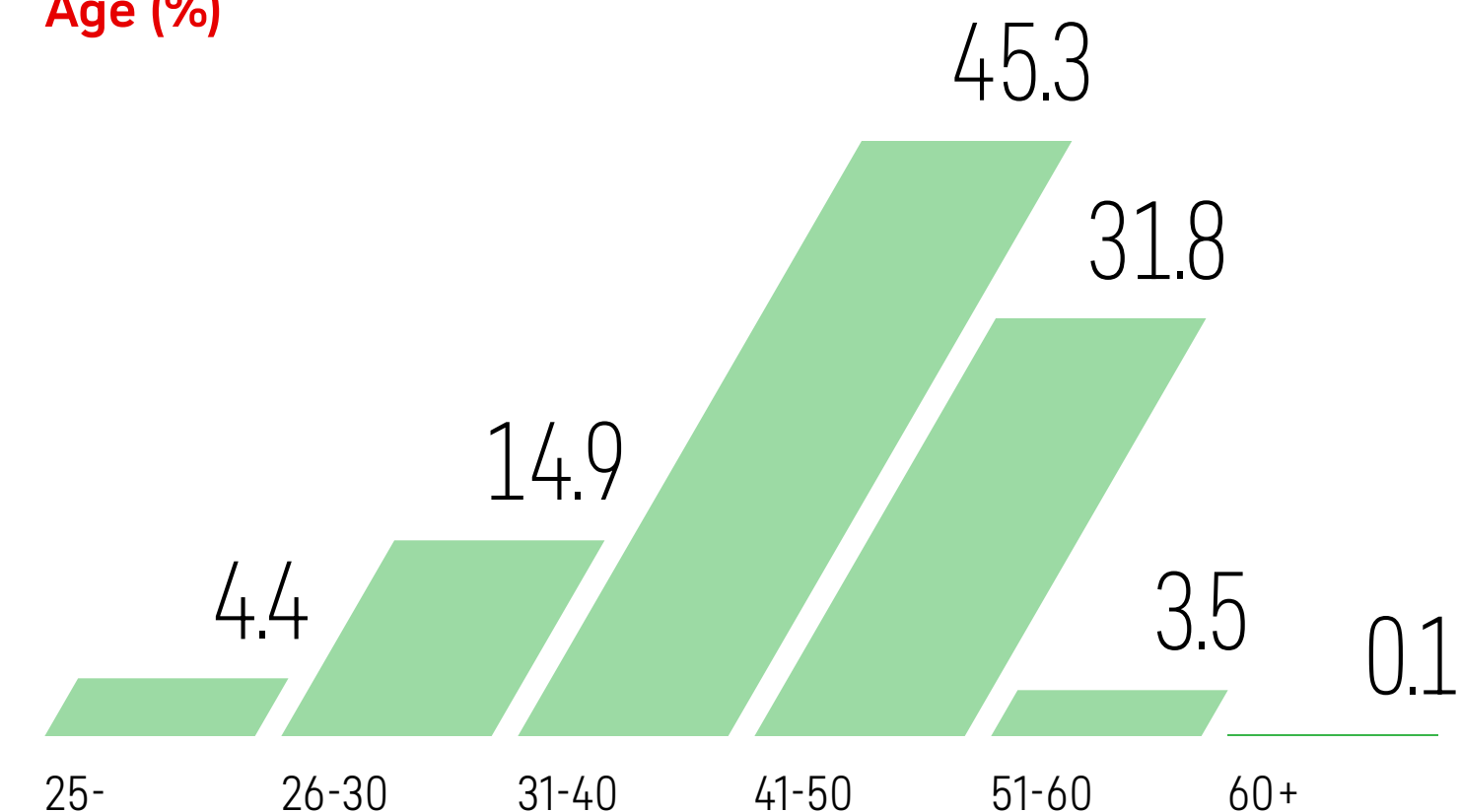
You can access the [Human Rights Policy](#) here.

EMPLOYEE DEMOGRAPHICS

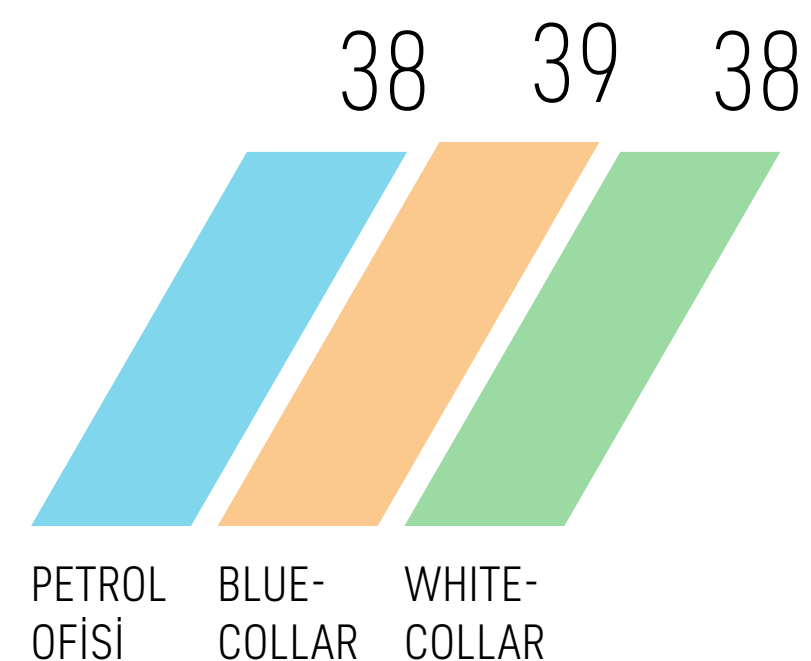
Gender



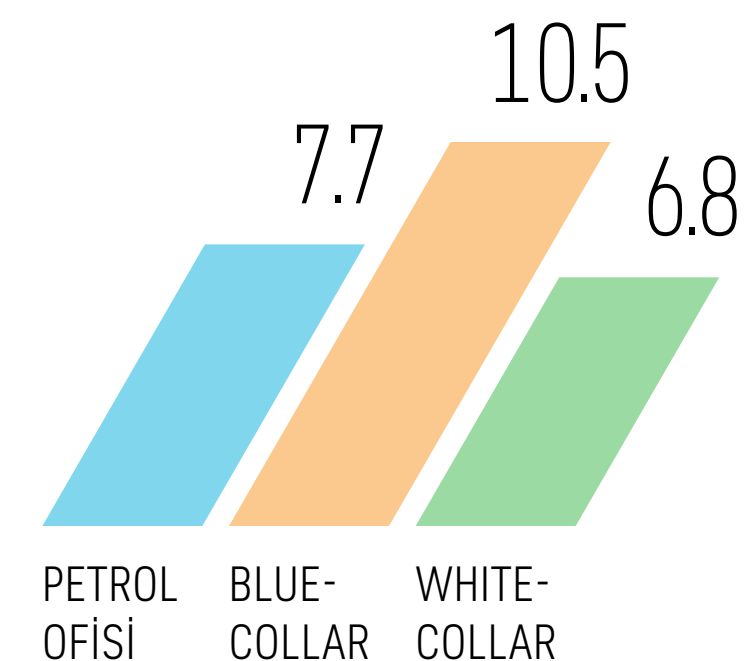
Age (%)



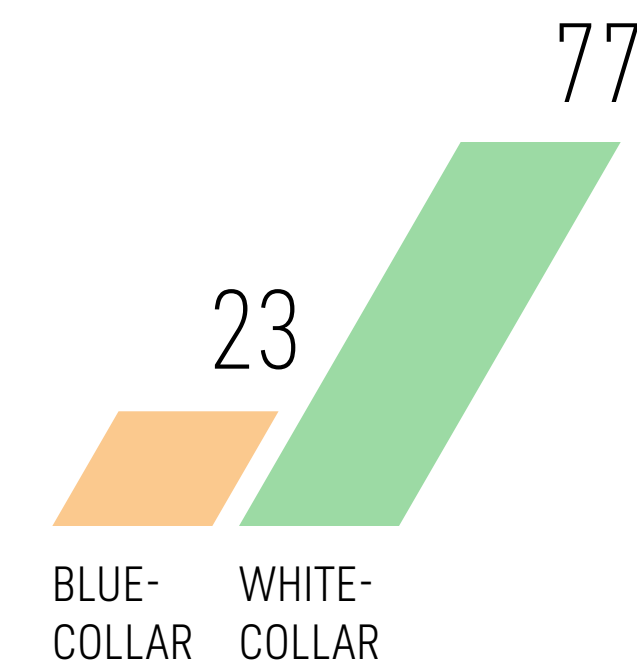
Median Age



Average Seniority (Years)



Employee Breakdown (%)



Diversity and Equal Opportunity

Petrol Ofisi Group believes that diversity boosts its ability to innovate, identify effective solutions, and continuously question processes to ensure operational efficiency and seize growth opportunities. With this understanding, the Group is committed to creating an environment where everyone can reach their full potential. All individuals are evaluated based solely on merit and their contributions to the company's success. To define processes related to transfers, promotions, job changes, and scope adjustments within Petrol Ofisi Group, policies and procedures have been established, including code of business ethics, personnel regulations, recruitment, relocation assistance, smartphone and company vehicle allocation, travel procedures, overtime work, leave rights, promotions, and job position changes. The principle of providing equal opportunities under equal conditions is strictly adhered to in both policy formulation and practice.

Petrol Ofisi Group's POver Together program encourages employees to propose ideas that create value, reduce costs, and increase revenues, with rewards for successful implementations.

Equal opportunities await you at Petrol Ofisi with the Equal Steps at Work project



Gender Equality

Recognizing gender equality as a fundamental human right, Petrol Ofisi Group published its Gender Equality Procedure and Gender Equality Policy in 2023. In recruiting human resources, the Group adheres to the principle of equal opportunity for men and women, ensuring equality in work assignments, remuneration policies, and career advancement opportunities.

Petrol Ofisi Group actively supports projects aimed at increasing women's employment in Türkiye and improving their participation in business life. In 2023, as in previous years, Petrol Ofisi Group continued its involvement in communication and mentoring projects for young professionals through the Sales Network platform, of which it is a corporate member. Transformation initiatives in diversity, youth, and digitalization remain integral to the Group's human resources strategies each year.

On March 21, 2023, Petrol Ofisi Group became the first company in the fuel and lubricants sector to receive the "Equality for Women at Work" certificate from the Sustainability Academy and the independent British audit firm Intertek. This certification recognizes organizations that promote equal rights and opportunities for women in the workplace and support social transformation through egalitarian approaches.

Prevention of Discrimination

Petrol Ofisi Group's employment practices prohibit discrimination based on race, class, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership, political affiliation, or any other characteristic protected by law.

The Group does not tolerate any form of unlawful discrimination, including physical harassment, threats, sexual or verbal harassment, or other forms of intimidation. The principles outlined in the decisions of the Personal Data Protection Board are strictly followed in the processing and sharing of sensitive data that could lead to discrimination in employee-related practices. The Petrol Ofisi Group Recruitment Procedure and Career Movement Procedure ensure that the selection and placement processes are fair, provide equal opportunities, and comply with legal standards.

Talent Management

With its role in social development and a vision that bridges its strong heritage with an innovative, agile future, Petrol Ofisi Group has established its employer promise, or employer value proposition, as "Pioneer of Development." Guided by this promise, Petrol Ofisi Group is committed to fostering the holistic development of its employees throughout their journey with the company, starting from the recruitment process.

Petrol Ofisi Group prioritizes the well-being of its employees in both their personal and professional lives. To this end, the Group launched the "You First" well-being platform, offering personalized consultancy services and initiatives to improve the lives of employees and their families. The platform features competitions, events, and valuable content designed to support employees' physical, mental, and emotional balance while fostering interaction and cultivating a culture of well-being that encourages healthy habits. The holistic well-being platform, whose name and motto were chosen based on employee feedback, promotes the sustainability of employee health with the motto "You First", "Feel Good, Be Happy."

Petrol Ofisi Group is the first company in the fuel sector to be awarded the "Equality for Women at Work" certificate.

Internal Communication

Communication plays a strategic and fundamental role in achieving sustainability goals by facilitating information sharing and active participation. Acknowledging the strategic importance of communication, Petrol Ofisi Group utilizes various mechanisms that enable employees to share suggestions and feedback regarding working conditions, activities, company policies, and practices. In addition to employees, the Group encourages stakeholders to actively participate and share information through multiple communication channels. “Employee Experience” surveys are among the tools used to enhance the employee experience at Petrol Ofisi Group. By continuously improving the employee experience, the Group aims to measure it regularly and achieve sustainable business outcomes. Employee experience is regularly assessed through surveys such as annual employee experience surveys, 1st, 3rd, and 6th Month Petrol Ofisi Group My Journey Surveys for new hires, and training evaluations, with actions taken based on the results. Additionally, employees are provided with platforms to share their ideas, questions, and feedback, as well as opportunities to propose initiatives that create value for Petrol Ofisi Group.

Training

Petrol Ofisi Group places a strong emphasis on developing employees’ professional knowledge, skills, and personal talents, fostering a learning culture where they can unlock their existing and hidden potential. The learning journey begins the moment an employee receives their job offer. Through comprehensive onboarding programs—including pre-employment training, orientation sessions, field orientation, and the Petrol Ofisi 360 program (Corporate Values, Learning Agility, and Potential Discovery Programs)—employees are quickly integrated into the company culture. Their professional growth is further supported through experiential learning opportunities.

Beyond traditional classroom training, employees have access to a rich library of online training content, available 24/7, covering a wide range of topics to facilitate continuous learning. The Group stays ahead of global trends, blending them with organizational needs to continuously develop and refine its training content.

Regular learning programs—such as classroom trainings, workshops, mentoring and coaching sessions, seminars, webinars, online courses, book summaries, podcasts, and MOOC studies—connect employees with industry experts and foster development through a blended learning model.

These initiatives aim to equip employees, the “Pioneers of Development” who embody company values, with the knowledge and skills needed to push boundaries and develop the competencies required for their growth. Moving beyond traditional training and development, the Group has focused on four key areas to become a true “Development Partner.”



In 2023, Petrol Ofisi Group’s training and development programs earned 7 Stevie Awards, 4 Brandon Hall awards, and 1 award from the Turkish Training and Development Association (TEGEP).



PETROL OFİSİ GROUP TRAINING AND DEVELOPMENT STRATEGY

1

NEW EMPLOYEE DEVELOPMENT

- Revamping the onboarding process to meet modern demands
- Exceeding expectations through gamification technology and interactive workshops

2

COMPETENCE DEVELOPMENT

- OWIWI competency assessments
- Monitored competency development program design

3

MANAGERIAL DEVELOPMENT

- N-2 and N-3 level managerial development programs

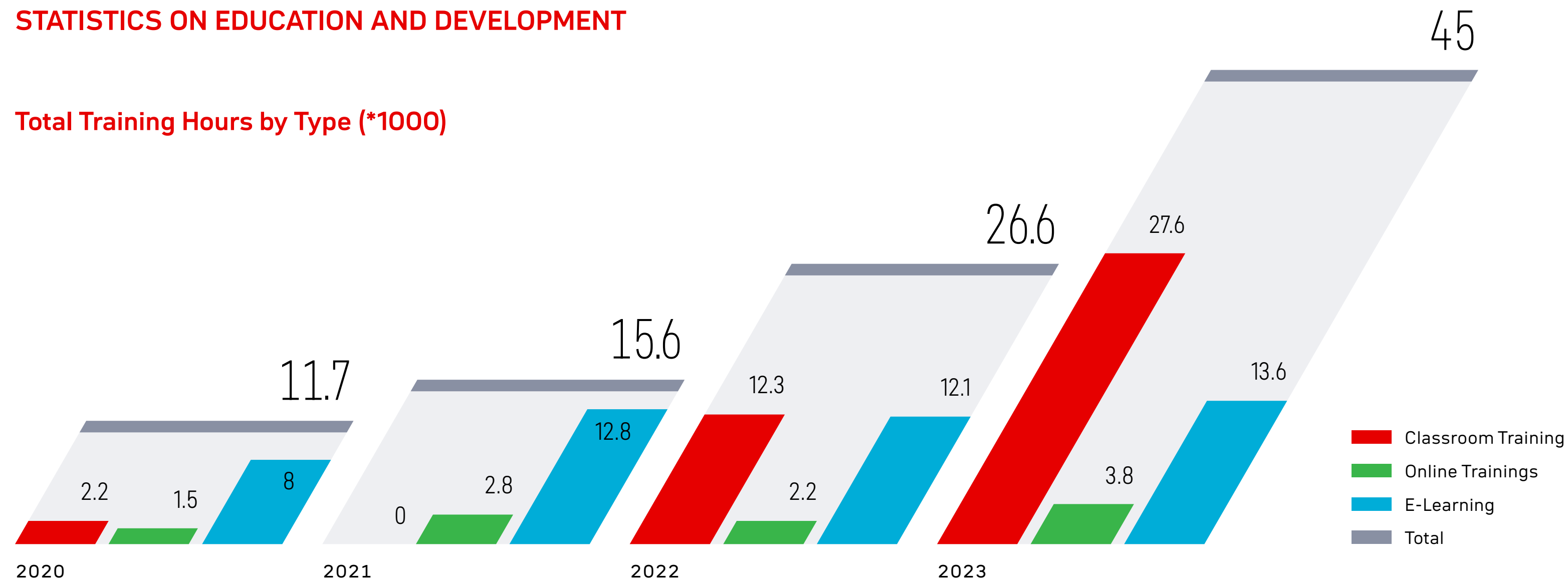
4

SALES FORCE DEVELOPMENT

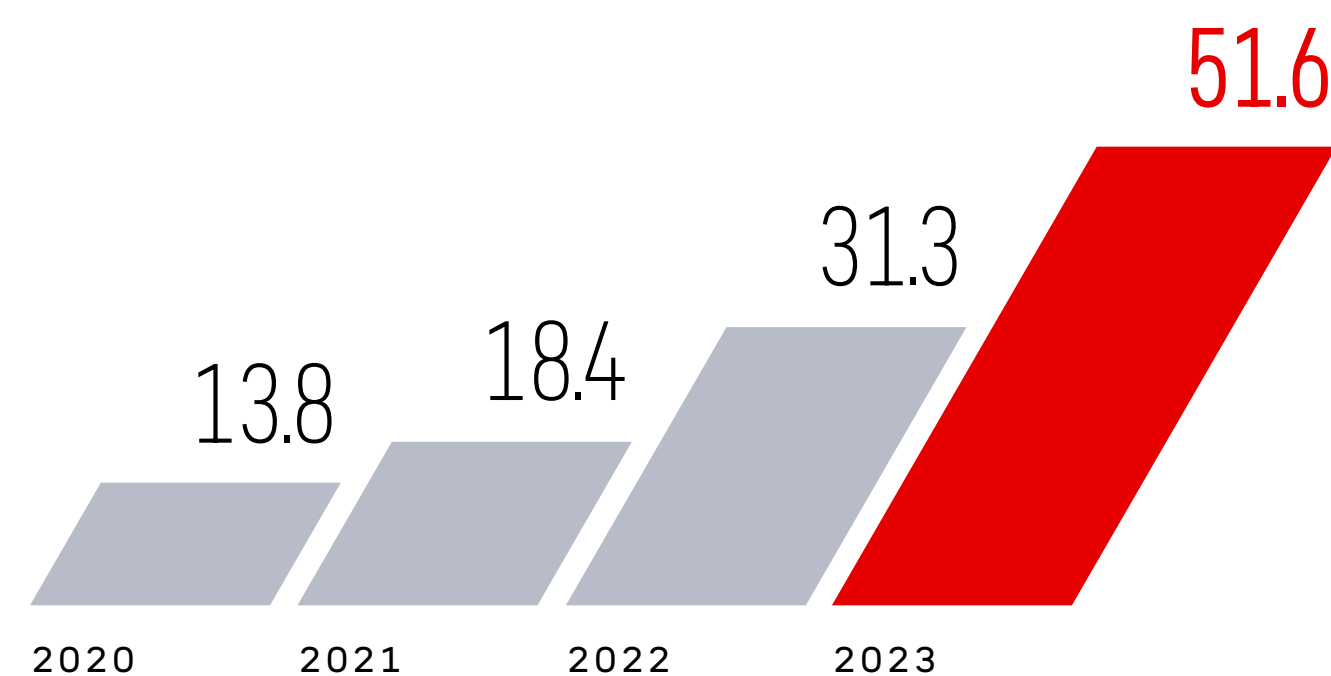
- Analyzing the current sales force to ensure long-term growth across B2B, B2C, and B2D segments
- Training experienced sales personnel to serve as internal mentors in the field

STATISTICS ON EDUCATION AND DEVELOPMENT

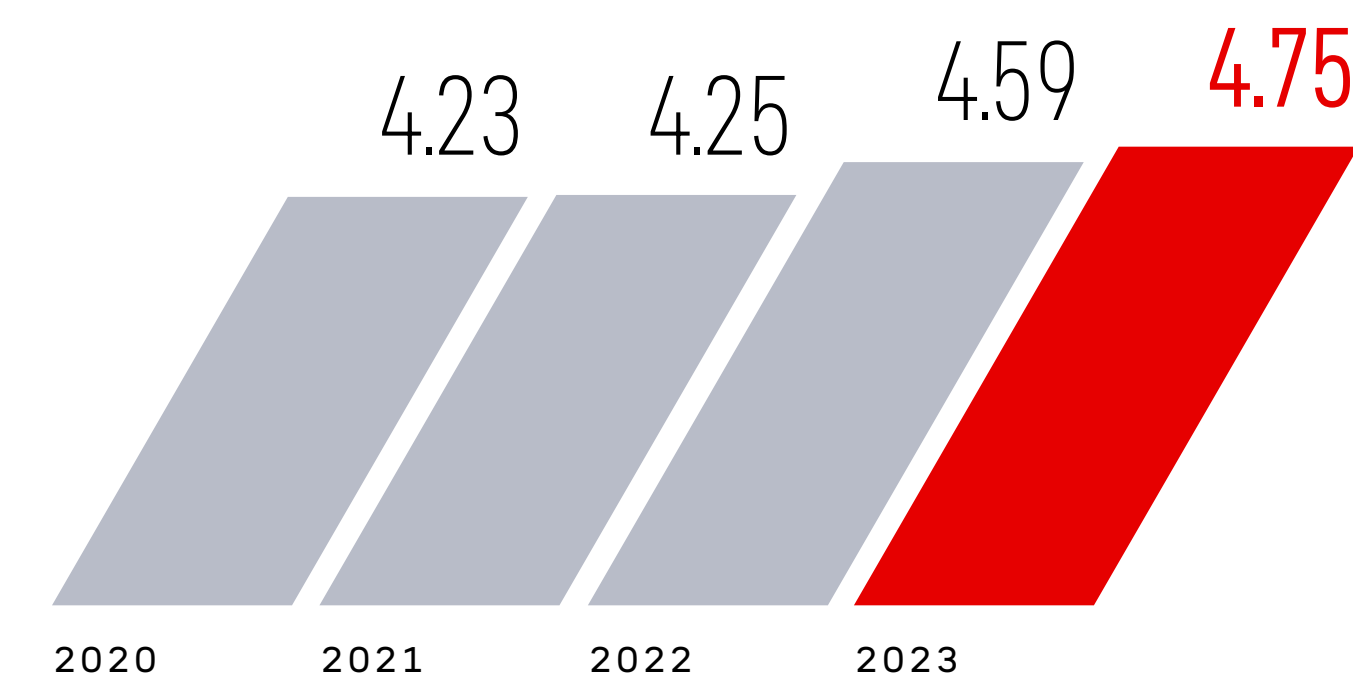
Total Training Hours by Type (*1000)



Training Hours per Employee



Education Satisfaction Rate



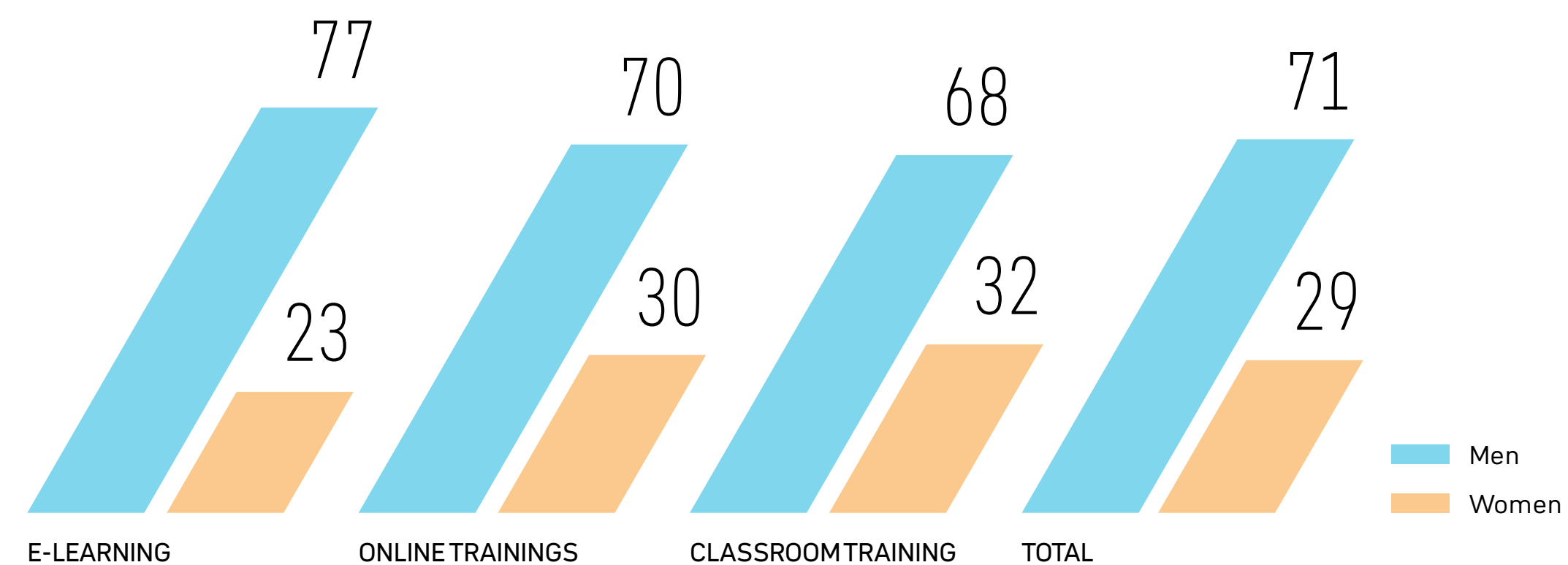
Evaluated on a scale of 5.

In 2023;

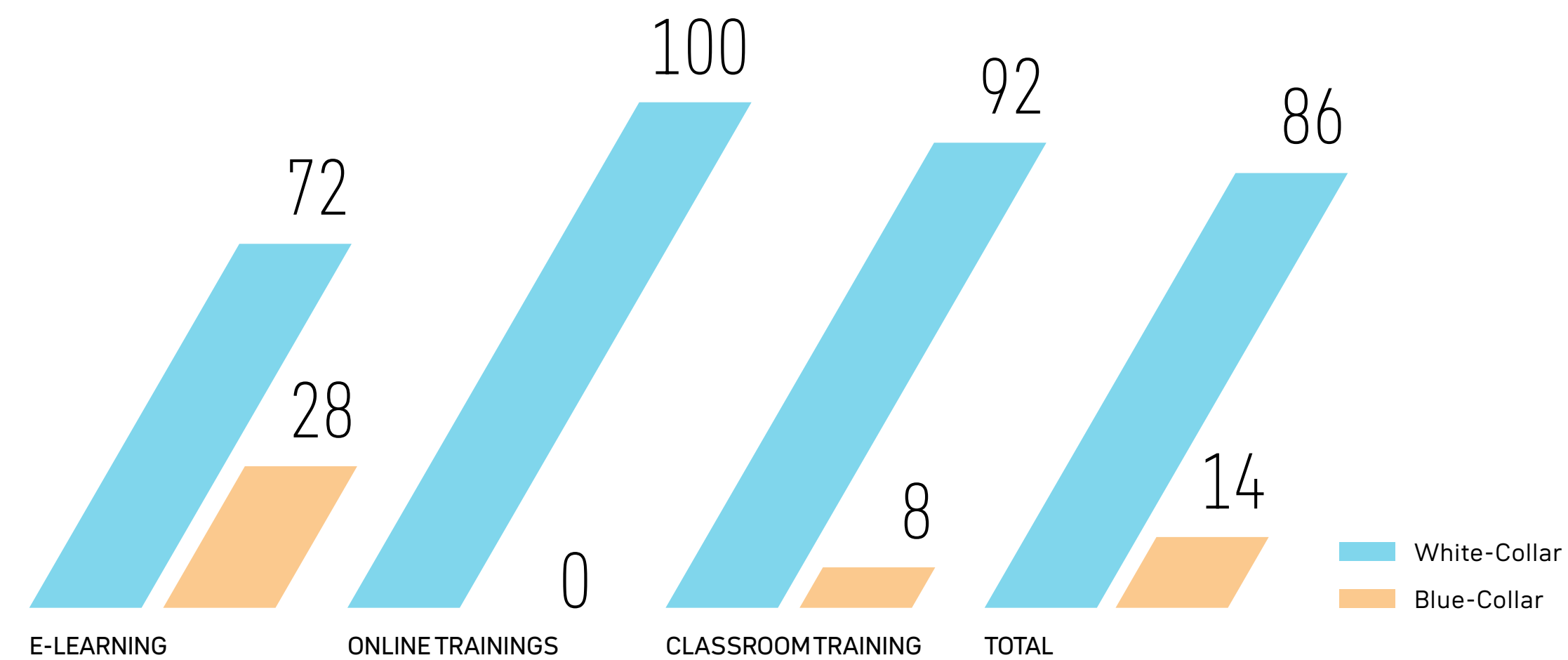
202 managers
were trained, totaling
5,220 person-days.

230 employees received
training, amounting to
3,025 person-days.

2023 Gender-based Education Distribution (%)



2023 Training Hours Working Structure Distribution (%)



Internal Trainer

Petrol Ofisi Group launched an initiative to identify internal trainers within the company, receiving numerous applications from employees eager to share their expertise. Following a rigorous interview process, 10 internal trainers were selected based on their specialized knowledge in key areas. Together, these trainers identified 10 training topics and developed content aligned with employee needs. These programs aim to improve employee skills and promote knowledge sharing across the organization. After finalizing the training content, a six-day program was conducted to prepare the internal trainers, who are set to deliver their first sessions in 2024.

Goals of the Internal Trainer Program:

- Ensuring that knowledge and competencies remain within the company, independent of individual employees.
- Facilitating the dissemination of confidential company information and expertise internally.
- Accelerating the integration of new hires into the company culture and operational practices.

General Purpose of the Program

- Transferring existing knowledge and fostering a cohesive company culture among employees and stakeholders.
- Addressing the intellectual and attitudinal needs of employees and stakeholders.
- Encouraging the development of autonomous, free-thinking, and critically-minded individuals.
- Cultivating effective, conscious, and participatory employees.
- Developing the skilled and highly qualified workforce the company requires.

Remuneration and Benefits

Petrol Ofisi Group designs strategic remuneration plans tailored to specific employee segments, aligning with its operational excellence goals and adopting a differentiated approach to meet diverse needs. This strategy ensures internal equity while offering competitive compensation for key roles based on market positioning.

Using a job evaluation methodology, roles are ranked by points and grades to determine a fair and transparent remuneration policy. An internationally recognized and reliable remuneration system ensures employees' total income is both fair and competitive.

Individual salaries are reviewed annually, factoring in performance, market data, economic indicators, and internal equity. Petrol Ofisi Group complements its fair remuneration policy with a comprehensive range of fringe benefits.

Employees are entitled to benefits such as marriage, maternity, and death benefits, private health insurance, rent and relocation assistance for job and location changes, company cars, performance bonuses, and sales bonuses based on their roles and job descriptions. Additionally, a flexible benefits platform is made available to employees annually. This platform, designed to address the evolving needs of employees regarding fringe benefits, allows certain benefits to be exchanged for alternatives that better align with individual requirements.

Through the newly introduced Nursery and Care Assistance, female employees with children aged 0 to 6 receive monthly support. Petrol Ofisi Group is committed to supporting its employees and working mothers by providing all available opportunities.

Paid Leave

Petrol Ofisi Group implements a competitive leave policy to help employees balance their professional and personal lives while supporting their well-being. Employees are granted 20 days of annual paid leave for 1-2 years of service, 27 days for 3-7 years, and 30 days for more than 7 years, exceeding the legal minimum set by the government.

Occupational Health and Safety

Petrol Ofisi Group manages all its operations with a Health, Safety, Security and Environment (HSSE) culture that prioritizes people and the environment. This approach aims to ensure that employees and all stakeholders operate in a safe and healthy environment while minimizing the impact of operations on the environment and people.

Occupational health and safety activities are structured in compliance with national and international standards and carried out within this framework. In occupational health and safety committees held as part of legal requirements, the opinions and suggestions of all members, including employee representatives, are evaluated. In 2023, a total of 143 occupational health and safety committee meetings were held at head offices, terminals, air supply units, and the lubricant plant.

			2022	2023	Target
LAGGING KPI'S	Incident Frequencies	TRCF (Total Recordable Case Frequency)	1.34	1.14	Max 1,3
		LTIF (Lost Time Incident Frequency)	1.07	0.91	Max 1
	Incidents	FAT (Fatality)	0	0	0
		LTI (Lost Time Incident)	8	8	Related w. TRCF & LTIF
		RWC (Restricted Work Case)	0	1	
		MTC (Medical Treatment Case)	2	1	
		FAC (First Aid Case)	12	10	Min 10
		Fatality - Third Party	1	0	0
		High Potential Incident (Hi-Po)	0	1	0
	Process Safety Events	Spill (without environmental impact)	58	97	-
		Spill (with environmental impact)	0	0	0
LEADING KPI'S	Drills	Number of Spill Drills	102	149	100
		Number of Fire Drills	436	530	400
	Visible HSSE Management	Number of Safety Walks	812	1,376	750
		Number of Near Misses / Potential Incidents	1,673	2,387	1,250

At Petrol Ofisi Group, comprehensive risk assessments are conducted to identify risks arising from operational activities and neighboring facilities, along with measures to mitigate these risks. This process is conducted in line with national and international standards. The established risk-based prevention system aims to improve efficiency and control risks. The system is periodically reviewed, and immediate corrective actions are taken for any identified deficiencies or errors.

The Health, Safety, Environment, and Security Management System is designed to effectively manage non-routine work risks and is supported by a work permit system. This system is outlined in the Work Permit Procedure, which specifies which tasks require permits. All measures included in work permits are determined based on risk management principles. Job-specific occupational safety analyses are meticulously reviewed before issuing work permits, with necessary precautions taken against identified risks before work begins.



Process Safety

Petrol Ofisi Group conducts all operations in accordance with the Process Safety Procedure, aiming to minimize potential risks to people, the environment, assets, and production. This procedure includes emergency planning to prevent large-scale accidents and reduce their impact. It also covers critical elements such as business continuity and critical equipment management.

The Company identifies critical equipment, such as HSSE and SEVESO, in the field of process safety, ensuring their regular maintenance, addressing malfunctions, and replacing them when necessary. All operations and interventions are meticulously managed and documented through the Petrol Ofisi Group Maintenance and Repair Procedure. Under the SEVESO Directive, SEVESO studies are conducted at the company's facilities, with risk analyses performed by identifying hazardous equipment.

These analyses help determine necessary measures for process safety by evaluating potential scenarios.

Petrol Ofisi Group prioritizes safety at every stage, conducting detailed analyses before implementing any changes in design or operational processes. This approach aims to prevent industrial accidents and ensure facility safety.

HSSE Culture

HSSE culture, encompassing the behaviors, values, attitudes, and beliefs an organization adopts regarding safety, environment, health, and security, is a product of collective consciousness rather than individual perspectives. Petrol Ofisi Group follows these key steps to advance its HSSE culture:

Leadership

Senior managers and leaders play a critical role in building an HSSE culture.

Petrol Ofisi Group managers actively demonstrate “visible and tangible leadership” to foster a transparent and trustworthy environment on HSSE matters. They participate in safety walks, toolbox meetings, and similar activities, while also leading HSSE meetings, incident investigations, and other initiatives. Site safety tours, detailed in the Site Safety Tour Guide, are conducted by managers to assess the effectiveness of the HSSE system and identify hazards to minimize risks. The HSSE Talks held during these tours significantly contribute to raising employee awareness by emphasizing HSSE principles and rules.

1,419 site safety tours were conducted in 2023.

Training and Awareness Programs

Petrol Ofisi Group organizes training and awareness programs on HSSE issues. These programs educate employees on occupational health and safety, environmental sustainability, and health. Trainings on workplace risks, hazards, and protection methods are conducted to ensure employees adopt safe behaviors. Mandatory HSSE trainings are delivered through the Petrol Ofisi E-learning System, tailored to meet employees’ technical knowledge and skill requirements in HSSE. The completion status of online trainings is monitored through the system and reported to both individuals and their managers.

2023 Training Statistics (person x hour)	
Total OHS Training	13,600
Total Environmental Training	6 72.00
Total Employee Training	45,013.08

In addition to HSSE trainings, in 2023, Petrol Ofisi Group aimed to support employees, contractors, suppliers, and dealers by sharing HSSE bulletins and information on current HSSE issues and rules, raising awareness and providing training opportunities.

In 2023, 14,272 person-hours of mandatory HSSE training were provided at the headquarters, terminals, air supply units, and lubricant plant.

Communication, Encouraging Participation, and Rewarding

At Petrol Ofisi Group, employees are encouraged to actively participate in HSSE matters. Regular communication is maintained with employees, their feedback is listened to, and their suggestions are evaluated. An HSSE Award Program was established to encourage employee participation. In 2023, 82 employees who demonstrated leadership in HSSE, exhibited exemplary attitudes and behaviors, prioritized health and safety, and took action to eliminate unsafe situations were recognized and awarded.

In 2023, 82 employees who pioneered in HSSE were awarded.

HSSE Culture Campaigns

Petrol Ofisi Group organizes HSSE campaigns to foster a behavior-oriented safety culture, encouraging the reporting of unsafe situations, near-misses, and the use of the Stop Card system. Since 2021, the Stop Card application has ensured that work is immediately halted if deemed unsafe. Everyone working in the facilities is authorized to stop processes by presenting the card when they identify potential dangers. This ensures adherence to occupational safety standards and promotes a safe working environment.

As part of the HSSE Campaign project to increase employee participation, Petrol Ofisi Group organized four award-winning question campaigns in 2023 during Occupational Health and Safety Week and Environment Day. Over 1,000 people interacted with the campaign.

Interaction with more than 1,000 people was achieved within the scope of the HSSE Campaign project.



Loss Prevention Monitoring (LPM)

The purpose of Loss Prevention Monitoring (PPM) at Petrol Ofisi Group sites is to prevent loss of life, environmental pollution and penalties that may occur due to behavioral or regulatory deviations, to prevent equipment losses, and to reduce risk by identifying actions that may have a negative impact on product quality in advance.

Loss prevention activities involve identifying and assessing potential plant accidents and losses, including process safety issues, to implement necessary engineering and operational measures to prevent or mitigate losses. Employees observing each other's operations for safe working practices contributes significantly to developing an HSSE culture.

Disaster and Emergency Management

Petrol Ofisi Group has developed various scenarios and comprehensive emergency plans to prepare for potential emergencies during operations. These plans cover situations such as fire, explosion, natural disasters, rescue operations, and medical interventions, and are designed in compliance with legislation. Necessary organizations and teams have been established to ensure an effective emergency response. These teams receive regular training on emergency plans. Given the nature of Petrol Ofisi Group's operations, fire risk is prioritized among emergencies with the greatest potential to harm human health, the environment, and society. Therefore, engineering solutions were prioritized in fire risk management, and necessary infrastructure investments were completed.

Fire protection and firefighting systems were designed by grouping all units and sections in facilities according to hazard classes, with fire-resistant elements and equipment used in storage areas. In addition to major fire risks, smoke detection systems, mobile extinguishing equipment, and fire water lines are in place to address fires in operational and office areas.

The compatibility of installed systems with local fire department technical standards was verified, ensuring facilities are ready for fire department support. To ensure preparedness for emergencies, scenario-based drills are conducted annually in line with training and drill plans determined by the HSSE-Q Department and recorded electronically. These drills are critical for ensuring personnel act effectively and in a coordinated manner during emergencies.

Through its Integrated Management System and Sustainability Policy, Petrol Ofisi Group is committed to raising disaster awareness, reducing disaster risks, implementing mitigation activities to limit disaster impacts, and building resilience against disasters.

Resilience Strategy Objectives

- Building and developing a disaster-resilient Petrol Ofisi Group
- Managing disaster risks (identification, elimination, mitigation) and ensuring the safety of people
- Ensuring disaster preparedness through effective response and recovery activities.

Risk Analysis Stages

- Measuring earthquake-related transportation risks on a provincial basis and conducting road closure analyses
- Prioritizing stations and optimizing post-disaster refueling strategies
- Ensuring the effective execution of Petrol Ofisi Group's disaster management (Incident Command System) following a disaster
- Solidarity, cooperation, and coordination with AFAD, local governments, and NGOs

Risk Analysis Results and Actions

- Across Istanbul, 14 percent of stations are at high risk, and 14 percent are at medium risk,
- Petrol Ofisi Group Disaster Management (Incident Command System): Post-disaster engineering control and supply optimization,
- Petrol Ofisi Group Alternative Incident Command Centers:
 - Esenboğa Air Refueling Office - Ankara
 - Ankara Regional Directorate Office - Ankara
 - Akçay Station - İzmir
 - Çekmeköy, Mimaroba, and Kartaltepe Stations - Istanbul
- Updating the study with new analysis data,
- Petrol Ofisi Terminals - Installation of Container City Living Areas
- Installing containers for temporary shelter at fuel stations
- Utilizing mobile fuel tank containers
- Implementing the Fuel Station Canopy Control and Retrofitting Program

Incident Management

Incident classification is based on the recordability, consequences, and potential impact of the incident. Incident classification aligns with both local legislation and international standards, particularly OSHA criteria. Incident investigations are conducted to identify root causes and prevent recurrence. Actions determined from incident investigations are recorded in the system and followed up.

Security Applications

Private security services at Petrol Ofisi Group facilities are provided by private security companies in compliance with Law No. 5188 on Private Security Services and its regulations. Private security personnel meet the qualifications specified in the relevant laws and regulations.

The security organization in port facilities includes the terminal manager, port facility security officer, private security supervisor, and private security personnel.

HSSE Newsletters

The HSSE Department prepares HSSE Bulletins, sharing key learnings from incidents at facilities with both facilities and contractors. Risk assessments at facilities are revised, if necessary, based on the scope of the shared bulletins. Necessary actions are taken based on revised risk assessments to ensure a safe working environment.

Personal Protective Equipment

Petrol Ofisi Group ensures that employees and contractors use personal protective equipment (PPE) that meets standards and performance requirements for all relevant tasks. A procedure is in place to define the minimum PPE requirements for operations, ensuring the health and safety of employees.



VALUE FOR SUPPLIERS AND CUSTOMERS

Supplier and Contractor Management

At Petrol Ofisi Group, procurement processes are conducted in line with sector requirements, prioritizing environmental and social sustainability while contributing to the development of all partner organizations. A dynamic procurement process identifies potential suppliers alongside existing ones that meet product and service standards. Suppliers are expected to comply with ethical and human rights rules, provide a safe and healthy work environment for employees and be sensitive about the impacts, and not to cooperate with anyone who may have negative impacts on the environment and society by not complying with these rules.

Strategically important suppliers providing services above a certain threshold are evaluated annually by the HSSE-Q (Health, Safety, Security, Environment, and Quality) Department and the Procurement Unit. Suppliers are assessed on quality, communication, compliance with operational processes, and contract terms, and categorized as Class A, B, or C. Cooperation with suppliers in Class C for two consecutive years is reviewed. Reports prepared after supplier evaluations identify areas for improvement.



Since 2020, no partnerships with suppliers have been terminated due to poor evaluation scores in quality, communication, and operational competence.

	PROCUREMENT PROCESSES
1	PROCUREMENT REQUEST
2	REQUEST MANAGEMENT
3	REVIEW OF TECHNICAL SPECIFICATIONS
4	CREATING THE APPROVED SUPPLIER LIST
5	TENDER MANAGEMENT
6	CONTRACT MANAGEMENT
7	CREATING ORDERS
8	SUPPLIER MANAGEMENT POLICY
9	EXPENDITURE ANALYSIS
10	SUPPLIER PERFORMANCE EVALUATION

Petrol Ofisi Group’s primary focus is to conduct supply chain management activities cost-effectively, timely, and in compliance with international standards, legal regulations, quality assurance, environmental protection, and technical safety rules. The Contractor Management System has been developed to evaluate contractors working with Group companies in terms of HSSE and ensure their alignment with the Petrol Ofisi HSSE management system. Under this system, contractors are categorized as low-risk, medium-risk, and high-risk. HSSE qualifications are mandatory for jobs classified as medium or high-risk. Contractor candidates with no prior experience working with Petrol Ofisi Group undergo a pre-audit process followed by contractor audits as defined in the procedure. To conduct audits systematically, separate questionnaires are organized for contractors, identified transporters, and non-identified transporters. Contractors scoring 70 or above in these audits are eligible to work at Petrol Ofisi sites. Contractors working at Petrol Ofisi Group sites with prior HSSE qualifications are categorized into Group A and Group B based on their audit scores. Group A contractors are audited at least once every three years, while Group B contractors are audited at least once every two years.

Customer Satisfaction

At Petrol Ofisi Group, customer complaints, an integral aspect of customer-focused management processes, are treated as a valuable part of corporate culture and are managed according to ISO 10002:2018 standards. Each customer complaint is regarded as a valuable resource for improving service points and strengthening the brand image. Feedback from customers is regularly monitored through various channels such as the call center, social media, SMS, şikayetvar.com, and the website, and is forwarded to the relevant departments. Necessary actions are taken to ensure customer satisfaction for all justified complaints. After resolving each complaint, mini-surveys are conducted to assess customer satisfaction, and new policies are developed based on the feedback received.

Petrol Ofisi Group receives approximately 400,000 calls and over 35,000 complaints annually. Additional access channels, including dealer communication lines, lubricant customer services, fuel truck driver complaint lines, complaints via social media, şikayetvar.com, 1st Eye, a hygiene line, mobile applications, and contact forms, are also available.

	Goal	2022	2023	2022-2023 Change (%)
Inbound Call (count)	-	482,331	413,651	-14
Answered Call (count)	-	446,643	382,255	-14
Call Answer Rate (%)	90	92	94	2
Quality Scores (Scoring of calls listened to according to quality assessment criteria)	85	93.9	95.1	1
End User Survey (Survey conducted after reaching an agreement with the customer on complaint resolution)	85	88.7	90.9	2

 You can find detailed information here.

In 2023, there were no complaints regarding customer privacy.

Customer Relations

With its extensive network spanning all 81 provinces in Türkiye, Petrol Ofisi Group's dealers serve as critical touchpoints for customer communication. All dealers adopt a customer-oriented, safe, and high-quality service approach. Practical, theoretical, and online trainings are provided to ensure dealership employees deliver a high-quality experience and uphold brand standards. Teams of sales field managers and customer experience managers regularly visit dealers to maintain customer orientation and operational vitality across all locations.

One of Petrol Ofisi Group's initiatives to strengthen communication with dealers is the Ofisim Yanımda application. This industry-first application provides convenience store and fuel sales staff, who represent the brand to customers, with an efficient and fast internal communication platform. The application supports station employees by offering 24/7 assistance on various matters and expedites the transmission of suggestions and feedback from station staff to relevant departments. Through this application, employees can access the latest customer satisfaction scores (1st Eye Scores) for themselves and their stations, as well as receive current announcements and news ahead of others.

Market research is conducted to measure the strength of Petrol Ofisi Group's relationship with its dealers, define satisfaction and loyalty criteria, identify areas of satisfaction or dissatisfaction, and evaluate strengths and weaknesses in service elements and processes. The dealer satisfaction study, first conducted in 2019, is repeated every two years to assess the impact of actions taken and measure dealer and station manager satisfaction levels.

In 2023, 1,040 successful surveys were conducted.

Dealer Owner



Station Manager



PETROL OFİSİ LOYALTY INDEX

Dealer Owner



Station Manager



↑ :Indicates a significant difference compared to the previous period.

Petrol Ofisi Group successfully strengthened its relationships with both dealer owners and station managers compared to 2021. In 2023, dealer owners were “loyal” to Petrol Ofisi, while station managers were “highly loyal.” Compared to 2021, the increase in satisfaction among both dealer owners and station managers led to a rise in the loyalty index.

Compared to 2021, brand perception improved across all elements among dealer owners. For station managers, perceptions of “Cares about customer experience and implements projects to this end,” “Preferred by customers,” “Helps increase dealer turnover with additional services and products,” and “Provides the highest profit rate to its dealers” were strengthened.

In 2023, over 1,000 Petrol Ofisi stations actively utilized the HijyenPlus application.

3rd Eye

Petrol Ofisi Group continuously monitors customer touchpoints at stations and takes actions to maximize service quality. The 3rd Eye project, launched for this purpose, enables stations to archive 360-degree camera images and allows inspections and actions to be taken remotely without the need for physical visits.

1st Eye

Petrol Ofisi Group carries out customer-focused activities to maximize the quality of service it provides at its stations. Thanks to the 1st Eye application, the Group collects feedback through a survey conducted via the mobile application or call center after shopping to understand customers' needs. In 2023, all retail stations received approximately 200,000 customer feedbacks, with an annual average score of 85.1 based on NPS calculations. Petrol Ofisi Group aims to be the fuel brand offering the best service quality by listening to customers, understanding their needs, and making timely interventions.



HijyenPlus

Petrol Ofisi Group strives to deliver the best experience to customers at every touchpoint during their station visits. Station restrooms are among the most frequently used customer touchpoints beyond fuel purchases.

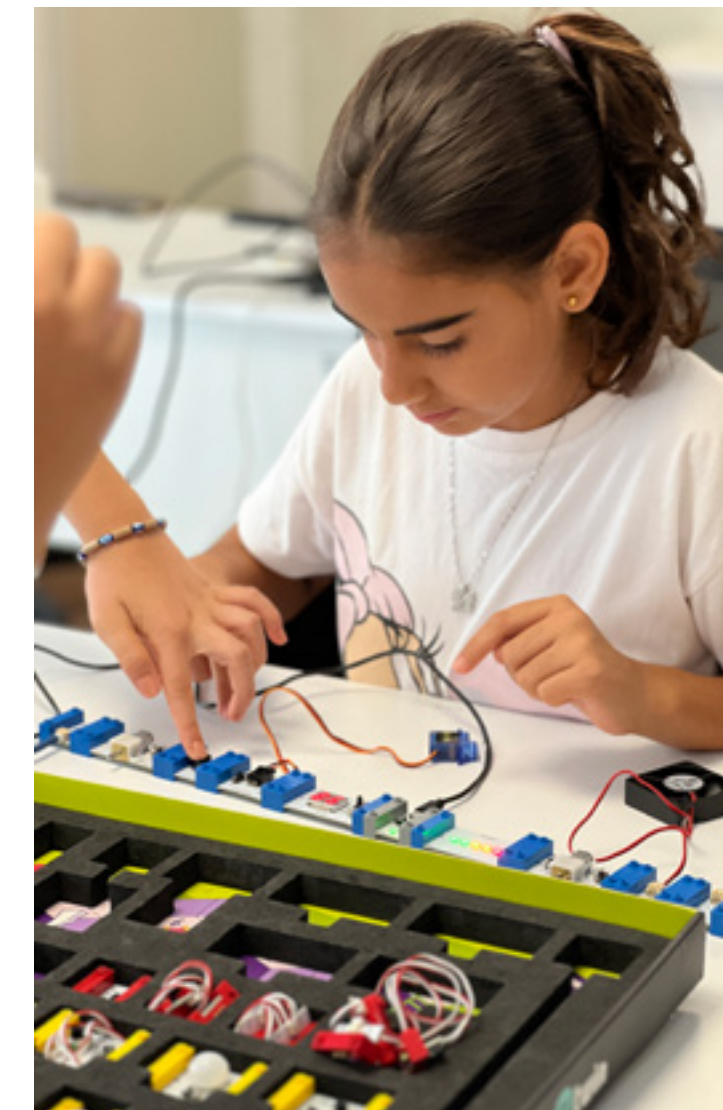
With the HijyenPlus digital infrastructure, cleaning activities can be monitored and measured in real time. Using this technology, Petrol Ofisi Group ensures hygiene is maintained in all station restrooms, delivering the promise of impeccable cleanliness to its customers.

VALUE FOR SOCIETY

Science Generation Workshops Project

Petrol Ofisi Group, in collaboration with İşbank, launched the Science Generation Workshops Project to introduce children to science and scientific thinking early, particularly in regions affected by the February 6, 2023, Kahramanmaraş earthquake disaster across 11 provinces. The project, aimed at nurturing generations who love, discover, question, and explore science, is conducted under the guidance of science educators and volunteers with the participation of children aged 8-13. Children are also introduced to engaging science content through science kits sent to schools, which they can use to expand their imagination and perspectives with the help of volunteering teachers.

The project plans to reach 750,000 children aged 8-13 over three years.



Istanbul Governorship Petrol Ofisi School Sports Clubs League

Petrol Ofisi Group sponsored the Istanbul Governorship Petrol Ofisi School Sports Clubs League to support sports activities that contribute to the healthy and happy development of future generations. Within the project, 150,000 licensed athletes from 2,695 school clubs at primary, secondary, and high school levels competed in 23 branches across 8 categories.



The league aims to make 1 million students in Istanbul licensed athletes.



Anadolu Efes Sports Club Sponsorship



To contribute to Türkiye's sustainable achievements in sports, Petrol Ofisi Group partnered with Anadolu Efes Sports Club, a renowned Turkish basketball team established in 1976.

Sponsorship of Fenerbahçe and Galatasaray Women's Football Teams



Petrol Ofisi Group supports women's efforts in work, life, education, entrepreneurship, and football—a sport that unites people worldwide. The Group continues to sponsor the women's football teams of Fenerbahçe and Galatasaray, two of Türkiye's leading clubs. Through its support for these teams, Petrol Ofisi Group aims to raise awareness on women's football in Türkiye and create an environment where new women athletes can thrive.

Support for Athletes Without Barriers



In 2022, Petrol Ofisi Group sponsored the Turkish Amputee Football National Team, which became world champions for the first time in its history. The Group continues to support disabled athletes through a sponsorship agreement with the Turkish Sports Federation for the Physically Disabled (TBESF).

Million Women Mentors Program

Petrol Ofisi Group, which supports women's participation in socioeconomic life through education, is a founding supporter of the Million Women Mentors Program in Türkiye. This initiative, launched under the leadership of the “Women in Business” working group of the US-Türkiye Business Council in collaboration with TurkishWIN and the Union of Chambers and Commodity Exchanges of Türkiye (TOBB), provides mentoring support to students in STEM fields. The program aims to reach 1 million young women aged 15-25 who are studying at university or working in STEM fields over the next 10 years. It connects young women aspiring to build careers in STEM with mentors from a dedicated pool of professionals. Through this initiative, young women are paired with leading figures from the private sector in a digital environment, allowing them to benefit from the mentors' expertise and experiences.



Maritime Search and Rescue Energy Sponsorship



Petrol Ofisi Group continues its energy sponsorship of Search and Rescue at Sea (DAKSAR), an organization that ensures the safety of seafarers through its search and rescue operations at sea. Established in 2000 as a sub-branch of the Association for Solidarity at Sea (DDD), DAKSAR has conducted over 3,000 rescue operations, making it the second most active rescue organization after the Coast Guard Command.

GEA Search and Rescue Group Energy Sponsorship



Petrol Ofisi Group maintains its cooperation with GEA Search and Rescue Group, which has carried out numerous search and rescue, medical support, and humanitarian aid operations in Türkiye and globally. GEA conducts search and rescue operations in life-threatening disasters such as earthquakes, floods, and fires, both in Türkiye and abroad. Their efforts include reaching people trapped under rubble and providing medical and humanitarian aid in disaster zones when needed.

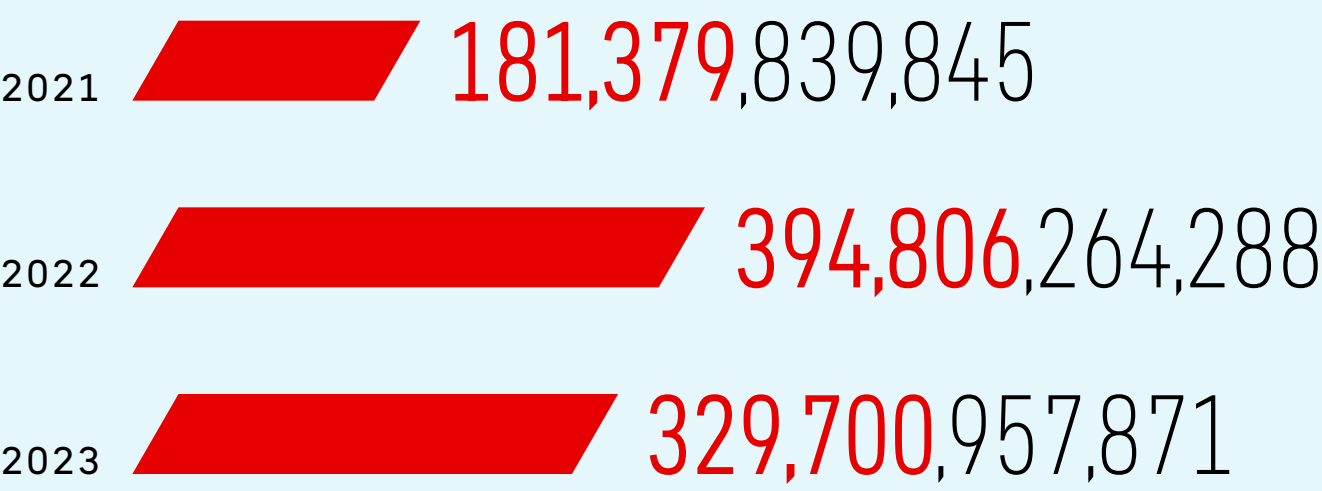
ECONOMIC PERFORMANCE

We carry
**traditional
sector
leadership**
into the future

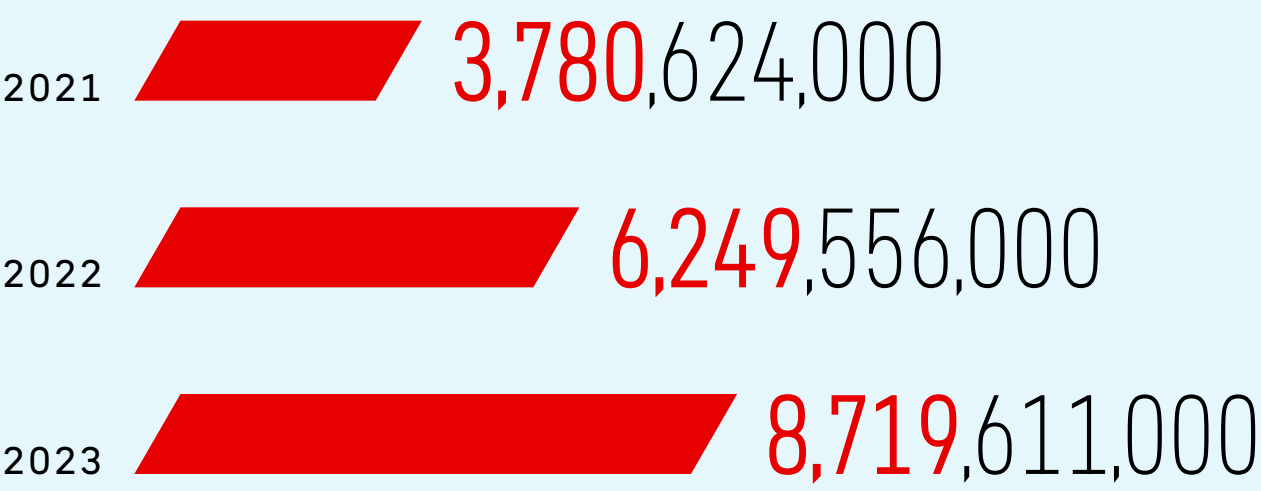
Petrol Ofisi Group exemplifies sectoral leadership in its global transformation journey, advancing energy into the future and contributing sustainable value to the national economy as one of Türkiye's top five private companies.



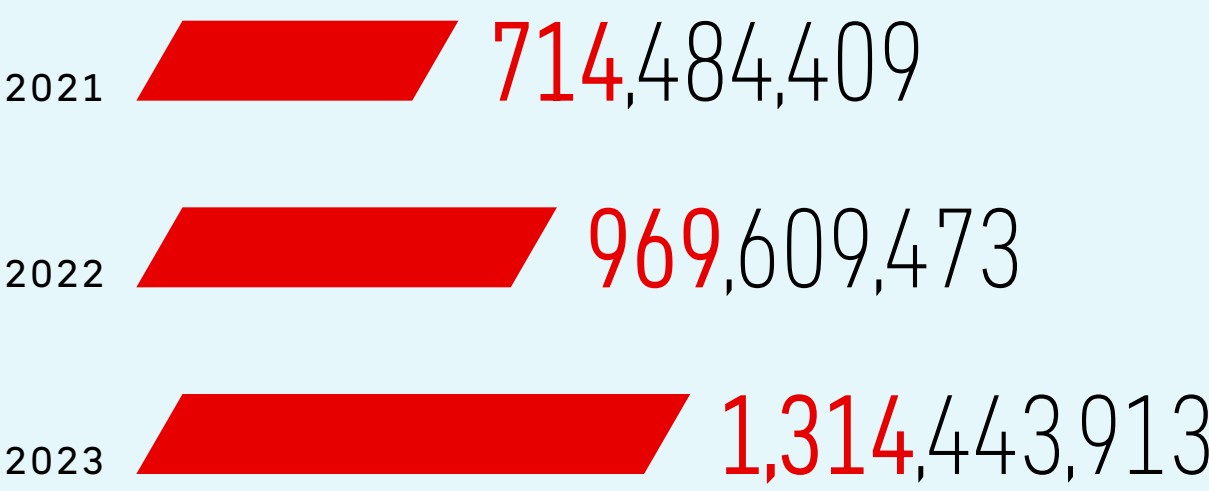
ECONOMIC VALUE GENERATED (TL)



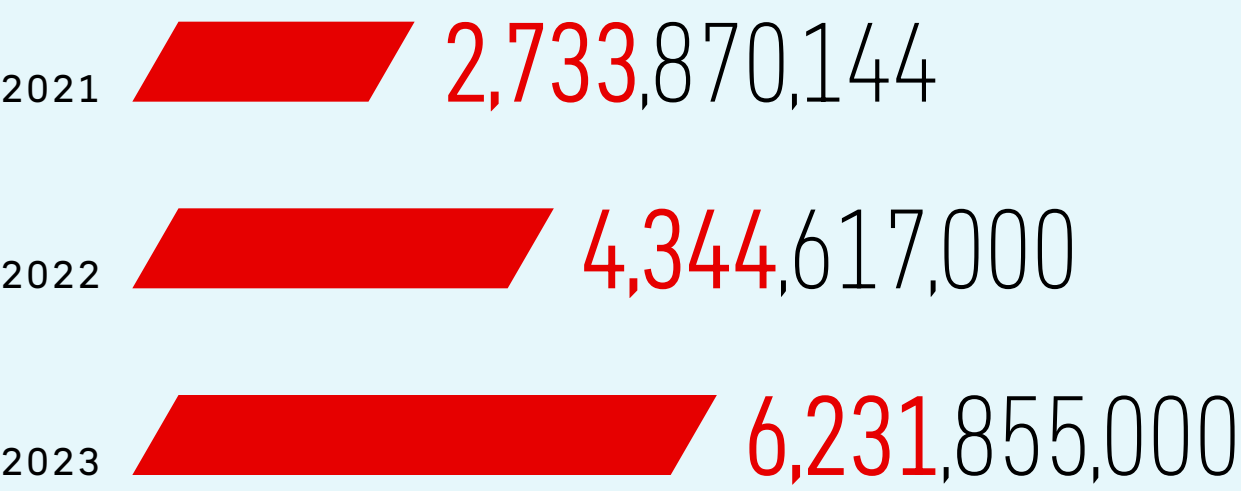
OPERATING COSTS (TL)



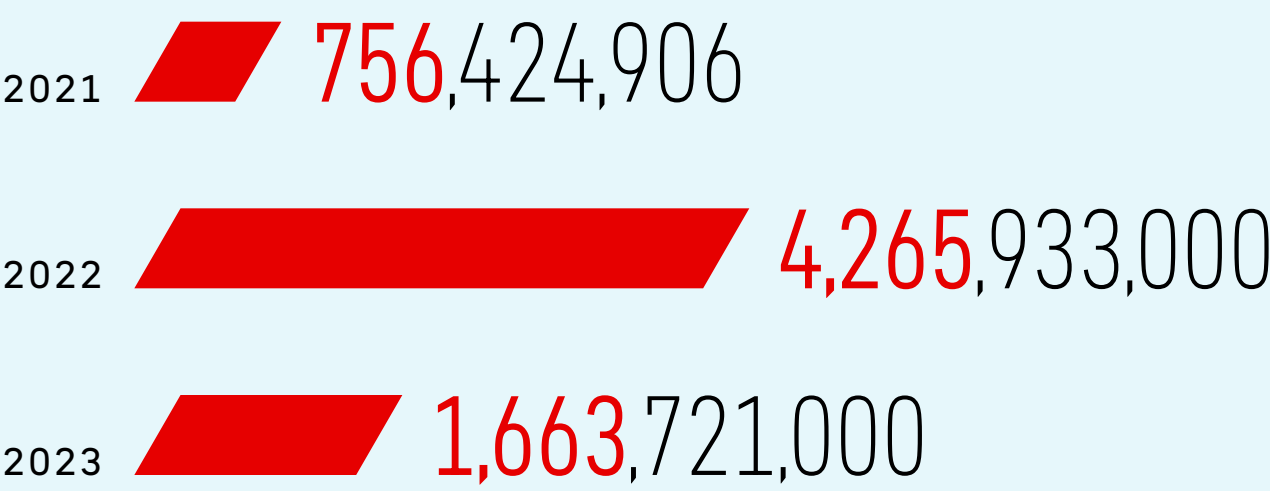
EMPLOYEE WAGES AND BENEFITS (TL)



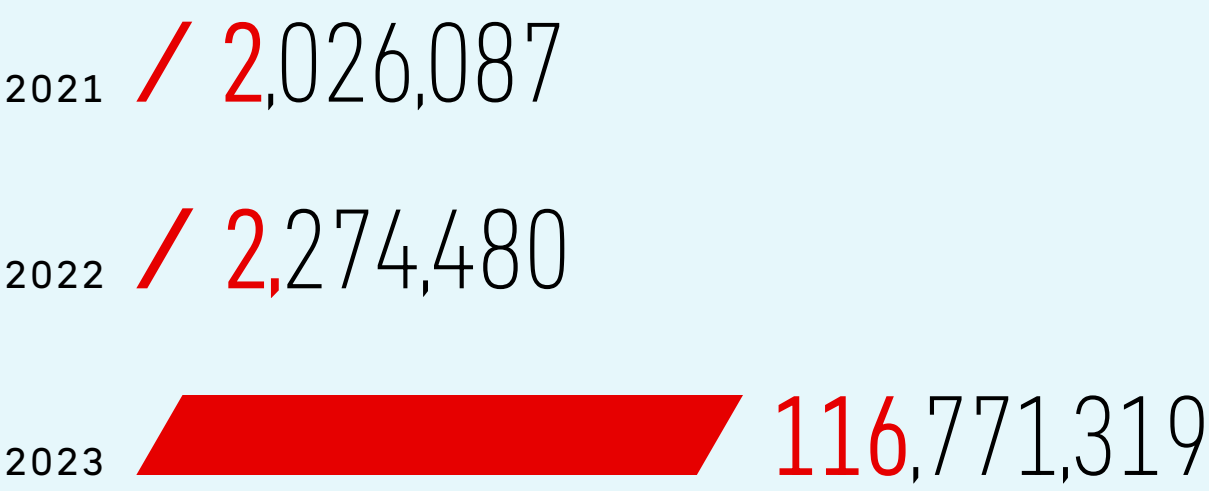
PAYMENTS TO CAPITAL PROVIDERS (TL)



TAX PAYMENTS (TL)



DONATIONS AND SPONSORSHIP (TL)



* These figures are based on the consolidated independent audit report prepared in accordance with TFRS. The 2021 and 2022 figures differ from the data shared in prior sustainability reports due to the implementation of inflation accounting. Consequently, the consolidated figures for 2021 and 2022 have been adjusted to the purchasing power of 2023, the year of the latest report. In subsequent years, the 2021, 2022, and 2023 figures will continue to be updated to reflect their purchasing power as per actual inflation.

Capital Risk Management

Petrol Ofisi A.Ş., its subsidiaries, and joint operations are collectively referred to as the “Group.” The capital structure of Petrol Ofisi Group, which aims to ensure the continuity of its operations while maximizing profitability by utilizing the balance between debt and equity in the most efficient manner, is composed of debt, including loans, cash and cash equivalents, issued capital, capital reserves, profit reserves and equity, including retained earnings. Senior management assesses the Group’s cost of capital and the risks associated with each class of capital. Based on senior management assessments, the objective is to stabilize the capital structure through dividend payments, new share issues, as well as through the acquisition of new debt or the repayment of existing debt. The Group monitors capital using the debt/total capital ratio. This ratio is calculated as net debt divided by total capital. Net debt is derived by subtracting cash and cash equivalents from total debt (including financial liabilities, obligations, and trade payables). Total capital is the sum of shareholders’ equity and net debt.

Financial Risk Factors

Petrol Ofisi Group’s operations expose it to market risks (currency risk, fair value interest rate risk, cash flow interest rate risk, and price risk), credit risk, and liquidity risk. The Group’s risk management program focuses on minimizing the potential adverse effects of financial market uncertainties on its financial performance. Derivative instruments are used to hedge various financial risks. Risk management is conducted by a central treasury department in line with policies approved by the Board of Directors. Regarding risk policies, the Group’s treasury department identifies and assesses financial risk and uses tools to mitigate risk by working with the Group’s operational units. The Board of Directors has established comprehensive written policies and procedures for managing risks, covering foreign exchange, interest rate, and credit risks, as well as the use of derivatives and other financial instruments. Additionally, procedures are outlined for assessing and utilizing excess liquidity.

Credit Risk Management

Holding financial instruments poses the risk that counterparties may not meet their contractual obligations. The Group manages this risk by limiting average risk per counterparty and obtaining collateral when necessary. The Group’s primary credit risk stems from trade receivables. Credit risk arising from dealers is mitigated by setting credit limits based on guarantees received. The Group continuously monitors credit limit utilization and evaluates customer credit quality by considering financial standing, past experience, and other factors. Trade receivables are evaluated in accordance with the Group’s policies and procedures and are recognized net of allowance for doubtful receivables. These receivables consist of a broad customer base spread across various sectors and regions. Regular credit assessments are conducted on customer receivables, and insurance is applied where necessary.

The Liquidity Risk Management Department manages liquidity risk by maintaining adequate funds and borrowing reserves by regularly monitoring the Group’s cash flows and matching the maturities of financial assets and liabilities. As per Liquidity Risk Tables, prudent liquidity risk management involves maintaining sufficient cash reserves, securing funding through adequate credit facilities, and having the ability to close out market positions. The risk of funding existing and future debt requirements is managed by ensuring access to a sufficient number of high-quality lenders.

Market Risk Management

Petrol Ofisi Group is exposed to financial risks related to changes in foreign exchange and interest rates. Market risks at the Group level are measured using sensitivity analysis.

Interest Rate Risk Management

The Group faces interest rate risk due to its financial liabilities, which primarily consist of floating-rate borrowings.

Currency Risk Management

Foreign currency transactions expose the Group to exchange rate risks. Petrol Ofisi Group faces foreign exchange risk due to the impact of rate changes on the conversion of foreign currency-denominated assets and liabilities. Foreign exchange risk arises from differences between future commercial transactions and recognized assets and liabilities. The Group manages this risk by naturally offsetting foreign currency assets and liabilities. Management regularly analyzes and monitors the Group’s foreign currency position, taking precautions as needed. The Group is primarily exposed to foreign currency risk in US dollars, with the impact of other currencies being minimal.

Other Price Risk

Petrol Ofisi Group is exposed to price risk due to the value of petroleum product inventories and the impact of international market price changes on sales prices. To mitigate the adverse effects of price fluctuations on sales margins, the Group manages inventory price risks using derivatives with maturities of less than one year.

Transfer Pricing Policy

Petrol Ofisi Group adheres to all legal procedures and principles in transactions involving the purchase and sale of goods and services with related companies. The Group’s transfer pricing policy complies with the international arm’s length principle and is supported by economic analysis and documentation tailored to the nature of the transactions. Benchmarking analysis is included in local transfer pricing documentation to determine price ranges and profit levels in accordance with relevant country legislation.

Relations with Public Authorities

Interactions with public authorities, which benefit from legal responsibilities and government support, are conducted in a collaborative and professional manner. Engagement with public authorities is ensured through participation in workshops and forums on tax and other legal regulations.

Tax Contributions

Petrol Ofisi Group declared and paid a total of TL 9 billion in Special Consumption Tax in 2023, which constitutes a significant contribution to the public budget.

Tax Type (TL million)	
Corporate Tax	1 045.08
Special Consumption Tax	9 141.12
Other	6 75.22

Tax Payments

The purpose of the Petrol Ofisi Group's tax policies is to establish the tax management policies to be applied by Petrol Ofisi A.Ş. and its subsidiaries. Taxation is a critical and integral issue for the Petrol Ofisi Group and its stakeholders, both in terms of compliance with legal regulations and adherence to corporate values. Consequently, tax-related transactions are actively managed, monitored, and controlled, and all legal obligations are diligently fulfilled. The tax policy is designed to ensure standardization, transparency, predictability, and equitable treatment in tax transactions for both the Group and its stakeholders.

Petrol Ofisi Group strives to identify, assess, monitor, and manage tax risks effectively and ensures the correct application of tax laws in its business activities. Through internal information and control systems, the Group implements practices that aim to minimize tax risks and prevent or mitigate significant tax-related challenges. Petrol Ofisi A.Ş. is responsible for the implementation and oversight of the Group's tax policy. This responsibility is delegated to the CFO of Petrol Ofisi A.Ş., who works alongside the Senior Manager of Finance Operations, Tax Manager, and Finance Manager to ensure effective tax policy management.

The Finance Directorate, equipped with the necessary financial and human resources, is tasked with monitoring the Group's tax management practices and collaborating closely with other departments and operational areas. Tax transactions carried out by Group companies are regularly reviewed, and identified risks are addressed and eliminated. Additional support is obtained from independent auditors and certified public accountants when deemed necessary. All documents related to tax liabilities are meticulously preserved for the legally mandated retention periods. The Tax Department, operating under Finance Operations, actively monitors international tax developments to evaluate potential impacts on the Group. Relevant updates are communicated to the Finance Department and other relevant employees to implement necessary adjustments. All agreements made within the Company are reviewed by the Tax Department to ensure compliance with tax legislation and are executed only after approval.

Petrol Ofisi Group employees are required to adopt and adhere to the Group Tax Policy in all business activities and decision-making processes. The Group views taxation as a vital aspect of its social responsibility, committed to fostering and promoting transparency in all tax-related matters. Consistent with this commitment, the Group ensures compliance with all applicable tax laws and obligations in its operational jurisdictions.

Tax planning is conducted in alignment with the commercial and economic activities of the Group. Practices such as tax evasion or artificial arrangements that contravene the spirit or intent of the law are strictly prohibited. Tax incentives and opportunities are utilized to enhance tax efficiency, provided they align with the Group's commitments and do not undermine legal or ethical obligations. The Company has defined limits of responsibility for tax processes in its internal procedures. These defined duties and responsibilities focus on meeting the requirements of tax laws, responding to legislative changes, and pro-actively monitoring updates to inform senior management.

The Group's tax planning supports its commercial needs by conducting business operations in the most tax-efficient manner while complying with all applicable laws. Tax planning actively contributes to decision-making processes, providing insights into the potential tax consequences of various decisions. The Group aligns its tax strategies with the objectives of its business units and overarching corporate strategy to achieve sustainable outcomes. Petrol Ofisi Group does not engage in activities that result in unrealistic or abnormal tax consequences to inappropriately reduce taxes. The Group's tax payments directly reflect its business strategy and activities, and it only conducts operations outside its home country for genuine business development or operational purposes.

INNOVATION AND DIGITALIZATION

We carry
**pioneering
technologies**
into the future

Petrol Ofisi Group continues to invest in innovation and digitalization, improving lives with cutting-edge technologies and its dedication to operational excellence.



PETROL OFİSİ TECHNOLOGY CENTER (POTEM)

Petrol Ofisi Technology Center (POTEM), boasting an indoor space of 1,200 m² with more than 200 pieces of advanced equipment and a total investment value of USD 8 million, has been at the forefront of lubricant formulation efforts in Türkiye for over 60 years. POTEM holds the first and most comprehensive TS EN ISO IEC 17025 accreditation in its sector. It serves as a technology hub and quality control laboratory, producing national and international publications, articles, and patent applications within its domain. With its experienced and qualified engineers and researchers; POTEM engages in patent applications, consortia organized by various national and international organizations and universities, international publications, international presentations, national papers and national presentations in congresses and symposiums.

Thanks to its existing analysis capacity and expert staff, POTEM carries out technology projects and new product development activities with many local and foreign companies. R&D and P&D activities for lubricants, antifreeze, grease, chemical products, and fuel oil under the Petrol Ofisi brand, as well as raw material selection analyses and product quality control during production, are conducted by POTEM.

POTEM provides R&D, quality control, and analysis services to a wide range of clients, including public institutions, local businesses, and global industry leaders. As the most comprehensive lubricant and fuel oil laboratory in Türkiye and its surrounding regions, POTEM delivers advanced technical expertise

and technology support in lubricant product development, R&D, and subsequent product analysis and quality control. Product R&D processes are documented in accordance with the policies and procedures outlined by existing ISO certifications and are regularly updated.



Activities conducted at POTEM in a single year include:

Over **1,000** formulation projects

More than **25,000** sample tests

Over **200,000** individual tests



Special Product Series for Electric Vehicles

At POTEM, one of the leading technology centers in Türkiye and the surrounding regions, specialized coolant, transmission fluid, and grease products have been developed for electric vehicles, whose numbers are steadily increasing in the Turkish automotive market. The Electric Vehicle (EV) Series, with completed formulation processes and ready for sale, includes innovative products such as Maxima EV Fluid, a coolant tailored for electric vehicles; MaxiGear EV Transmission Fluid for power transmission systems; and Ultra Grease EV, designed specifically for electric motors. These new environmentally friendly products reaffirm Petrol Ofisi Group's commitment to technological innovation, not just in fuel but across all related sectors. Products developed at POTEM undergo meticulous processes to ensure they support optimal heat balance in electric vehicle batteries, enabling high performance while minimizing power losses.

The new electric vehicle products are specially formulated to feature low electrical conductivity and enhanced safety with minimal environmental impact. Maxima EV Fluid, designed for cooling electric vehicle batteries—a critical requirement—stands out as a coolant with significantly reduced electrical conductivity. Built on Organic Additive Technology (OAT), Maxima EV Fluid is compatible with the sensitive components of electric vehicles, ensuring consistent performance and longevity.

Production with Recycled Base Oil

Petrol Ofisi Group actively collaborates with authorized organizations to promote environmentally friendly products and the collection and recycling of waste oils. High-quality base oils obtained through advanced recycling technologies are now incorporated into Petrol Ofisi products. R&D efforts are ongoing to expand the use of premium recycled oils produced at a refinery equipped with cutting-edge technology for processing waste motor and industrial oils brought into the country.



POTEM Academic Studies

In 2023, POTEM produced 13 publications, papers, and presentations.

Scientific Event Participations	Domestic / International	Subject
NANOTR-17	Domestic	Evaluation and Characterisation of e-Greases with Using Nanoparticles
ELGI 2023	International	Development of e-grease with carbon nanotubes
GOMA 54 th	International	Estimation of Condition Monitoring Performans Properties of Industrial Fluids and Greases
UKMK-15	Domestic	Development of More Sustainable Engine Oils Using Solid Lubricants and Nanotechnology
ACC 2023	Domestic	Investigation of Using Titanium Dioxide Nanoparticles on Gear Oils
INCOHIS 2023-autumn	Domestic	Optimization of Clinoptilolite Type Zeolite Size on Different NLGI Grade Lithium Soap Grease Formulations
ICSUSAT 2023-6 th	Domestic	Evaluation and Comparison Performance Effects of Molybdenum Disulfide and Nano Molybdenum Disulfide on Greases
Journal of New Horizons in the Sciences	International	Investigation of Usage of Zeolite in Lubrication Industry
INCOHIS 2023-spring	Domestic	Evaluation of the Use of Clinoptilolite Zeolites as Grease Additives
AACD 2023	Domestic	Evaluation of Alternative Ways to Analyse Iodine Values of Fats and Oils Without Using Carbon Tetrachloride
Journal of New Horizons in the Sciences	International	Optimization of Clinoptilolite Type Zeolite Particle Sizes on Different Nlgi Grade Lithium Soap Grease Formulations
Lubricant World	Domestic	Development of e-Greases and Evaluation of Nanoparticles in e-Grease Production

AUTOMATIC FLEET

Through Petrol Ofisi Group's AutoMatic Fleet mobile application, drivers can complete all transactions quickly and easily, while also tracking their remaining balance at any time without consulting station attendants. After registering their license plates in the system, drivers can purchase fuel exclusively via the application. The application enhances operational efficiency for both users and Petrol Ofisi employees, saving time and reducing energy use. Designed to address the diverse needs of commercial fleets, this innovative solution serves businesses ranging from a single vehicle to fleets of over 1,000 vehicles.

By integrating the **environmentally friendly AdBlue** product (purchased at checkout) into the application, users can purchase it directly at the pump with centralized invoicing, eliminating upfront costs, allowing reporting, and managing transaction limits or restrictions.

AutoMatic Fleet Management Online Application

The platform eliminates manual and printed paperwork by fully digitizing processes, offering an efficient, end-to-end solution for customers joining the credit card payment system. A first in the sector was realized by offering a groundbreaking digital solution model.

Approval Process for Fuel Purchases Without Equipment (PN)

The system enables customers to purchase fuel quickly and securely without leaving their vehicles.

Customer Fleet Management

Customers can manage their fleets through a web service software that integrates seamlessly with their own systems, allowing operations without accessing the PO interface. This solution enables customers to handle various tasks, including fleet limit management, vehicle limit/restriction settings, invoicing, and alerts or notifications.



DIGITAL MATURITY SCORE

According to the TÜSİAD SD² and Türkiye Digital Maturity Report, Petrol Ofisi Group's Digital Maturity Index (DMI) score was 2.7 in 2022. Petrol Ofisi increased its 2023 score to 3.1. According to the 2023 results of the report, the average Digital Maturity Index (DMI) score was 2.84 in Türkiye and 2.95 globally. Petrol Ofisi Group achieved a score above both the Turkish and global averages, thanks to its strategic projects.

TÜSİAD SD² AND TÜRKİYE DIGITAL MATURITY REPORT 2022, 2023



Aviation Tablet Project

With the Aviation Tablet Project, refueling information, previously manually recorded on Aircraft Refueling Receipts for invoicing, is now entered digitally via tablets. By digitally processing 250,000 refueling receipts annually, the order and invoicing processes are streamlined, and errors caused by human factors are eliminated. Customer airlines can also monitor operations in real time through these tablets. The pilot implementation of this project, which simplifies Order-to-Cash (O2C) processes, was successfully completed in Çorlu. This digitalization initiative is being expanded to all other airports. Additionally, non-standard operation data will be monitored through operation and business forms uploaded to the tablets, enabling quicker and simpler actions.

Turquality

Petrol Ofisi Lubricants qualified for the Turquality Brand Support Program in 2021. The Turquality program aims to boost brand recognition in foreign markets. In this context, support is provided for expenditures related to marketing activities, warehouses, digital infrastructure investments, employment, rent, and consultancy services abroad. This support program aims to boost export capacity and contribute to the national economy by increasing brand awareness in target markets.

AWARDS

NAME OF THE AWARD	AWARD	PRODUCT/SERVICE/CAMPAIGN/TEAM	CATEGORY
Contact Center Global	1 st Place	1 st Eye	Best Direct Response Campaign
	3 rd Place	Webhelp collaboration	Best External Partner Collaboration
Alfa Awards	Customer Brand Gold Award	Customer experience	Fuel
Effie	Gold Effie	Prepared for Today and the Future	Automotive Products and Services, After Sales Products and Services
MarTech Awards		Smart Cash Register	Best B2B Infrastructure Technology
Istanbul Carbon Summit		Maxima	Low Carbon Hero
The One Awards	The Most Reputable of the Year		Fuel
Brandverse Awards - SocialBrands Data Analytics Awards	Gold	Data Analytics	Fuel
Brandverse Awards	Bronze	Prepared for Today and the Future	Serial Films in the Main Film Section
	Bronze	Prepared for Today and the Future	Other Sectors in the Main Film Section
	Bronze	March 18 People's Victory	Media and Digital Main Section Big Achievements with Small Budgets
	Silver	Social League Mobile App	Mobile Application
MENA Stevie Awards	Silver	A Melting Pot of Development Young Talent Program	Innovative Success in Human Resources
	Bronze	A Melting Pot of Development Young Talent Program	Innovation in Human Resources Management, Planning and Implementation Award
	Gold	COVID-19	Exemplary Employer
	Bronze	COVID-19	Most Valuable Corporate Response
Stevie Awards	Gold	Petrol Ofisi 360 Program	Best Use of Games and Simulations for Learning
	Silver	Petrol Ofisi 360 Program	New Employee Onboarding Achievements
	Bronze	Lubricants Academy	Competency and Skill Development Achievements
	Bronze	Leadership Development Program	Leadership Development Program Achievements
	Bronze	Petrol Ofisi 360	Best Learning Program Results
	Bronze	Petrol Ofisi Development Platform	Best Use of Mobile Learning
	Bronze	Pioneers of Development: Being a Manager at Petrol Ofisi	Certification Programs Achievements
	NA	One Step to the Future Internship Program with Petrol Ofisi	Top 10 Most Popular Short Term Internship Program
Sales Network	NA	Best Team to Join	The Company Students and Young Professionals Most Want to Work For
Brandon Hall	Silver	Petrol Ofisi 360 General Onboarding Program	Talent Acquisition Award
	Silver	“Captains of Development” Core Management Training	Leadership Development Award
	Silver	Petrol Ofisi Leadership Development Program	Leadership Development
	Bronze	Petrol Ofisi E-learning Platform	Learning and Development
Equality for Women at Work	Certificate	HR	Fuel and lubricants (First company in the sector to be recognized)

CORPORATE MEMBERSHIPS

International
Investors Association
(YASED)



Turkish LPG
Association



Istanbul Chemicals
and Products
Exporters
Association (IKMIB)



Petroleum Industry
Association
(PETDER)



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



Advertisers
Association (RVD)



Ethics and
Reputation
Association (TEİD)



Authorized
Economic Operator
(AEO) Association



e-Mobility Operators
Association (E-MOD)



GRI CONTENT INDEX

Petrol Ofisi A.Ş. (Petrol Ofisi) has reported in accordance with GRI Standards for the period January 1 - December 31, 2023.				
GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
GRI 2: General Disclosures 2021	GENERAL DISCLOSURES			
	Organization and reporting practices of the organization			
	2-1 Organizational structure	About Petrol Ofisi Group	5-6	
	2-2 Entities included in the organization’s sustainability reporting	Petrol Ofisi Group Governance Structure	12	
	2-3 Reporting period, frequency and contact point	About the Report	3	
	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	Petrol Ofisi Group Governance Structure	5-6	
	2-7 Employees	Value for Employees (Human Resources)	24-30	
	2-8 Workers who are not employees	Value for Employees, Value for Suppliers and Customers (Human Resources, Supplier and Contractor Management)	24-40	
	Governance			
	2-9 Governance structure and composition	Petrol Ofisi Group Governance Structure	12	
	2-10 Nomination and selection of the highest governance body	Petrol Ofisi Group Governance Structure	12	
	2-11 Chair of the highest governance body	Petrol Ofisi Group Governance Structure	12	
	2-12 Role of the highest governance body in overseeing the management of impacts	Petrol Ofisi Group Governance Structure	12	
	2-13 Delegation of responsibility for managing impacts	Petrol Ofisi Group Governance Structure	12	
	2-14 Role of highest governance body in sustainability reporting	Petrol Ofisi Group Governance Structure	12	
	2-15 Conflicts of interest	Business Ethics and Anti-Corruption	15-16	
	2-16 Communication of critical concerns	Internal Audit	15	
	2-17 Sustainable development of the top management level	Petrol Ofisi Group Governance Structure, Sustainability Journey	7-12	
	2-18 Evaluation of the performance of the highest governance body	Petrol Ofisi Group Governance Structure	12	
	2-19 Remuneration policies	Human Resources (Remuneration and Benefits)	30	
	2-20 Process to determine remuneration	Human Resources (Remuneration and Benefits)	30	
	2-21 Annual total compensation ratio	Human Resources (Remuneration and Benefits)	30	

GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
GRI 2: General Disclosures 2021	Strategy, policies and practices			
	2-22 Statement on sustainable development strategy	Sustainability Journey	7-10	
	2-23 Policy commitments	Sustainability Journey	7-10	
	2-24 Embedding policy commitments	Sustainability Journey	7-10	
	2-25 Processes to remediate negative impacts	Business Ethics and Anti-Corruption	15-16	
	2-26 Mechanisms for seeking advice and raising concerns	Business Ethics and Anti-Corruption	15-16	
	2-27 Compliance with laws and regulations	Business Ethics and Anti-Corruption	15-16	
	2-28 Membership associations	Corporate Memberships	57	
	Stakeholder engagement			
	2-29 Approach to stakeholder engagement	Value for Suppliers and Customers	37-40	
	2-30 Collective bargaining agreements	Business Ethics and Anti-Corruption	15-16	
MATERIALITY TOPICS				
GRI 3: Materiality Topics 2021	3-1 Process to determine material topics	Sustainability Journey	7-10	11.1.1
	3-2 List of materiality topics	Sustainability Journey	7-10	
ECONOMIC PERFORMANCE				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Economic Performance	45-49	11.14.1.
GRI 201: Economic Performance 2016	201-1 Economic value distributed and generated	Economic Performance, Value for Society	45-49, 41-44	11.14.2.;11.21.2.
INDIRECT ECONOMIC IMPACTS				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Economic Performance	45-49	11.14.1.
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and supported services	Economic Performance, Value for Society	46, 41-44	11.14.4.
	203-2 Significant indirect economic impacts	Value for Society	41-44	11.14.5.
ANTI - CORRUPTION				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Anti-Corruption	15-16	11.20.1.
GRI 205: Anti – Corruption 2016	205-1 Activities evaluated in relation to corruption risks	Business Ethics and Anti-Corruption	15-16	11.20.2.
	205-2 Communication and training on anticorruption policies and procedures	Internal Audit, Business Ethics and Anti-Corruption	15-16	11.20.3.
	205-3 Confirmed corruption cases and actions taken	Internal Audit	15	11.20.4.
ANTI-COMPETITIVE BEHAVIOR				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Anti-Corruption	15-16	
GRI 206: Anti-Competitive Behavior 2016	206-1 Anti-competitive behavior, trustification and monopoly activities	Business Ethics and Anti-Corruption	15-16	11.19.2

GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
TAX				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Tax Payments	48-49	11.21.1
GRI 207: Tax 2019	207-1 Tax approach	Tax Payments	50-51	11.21.4
	207-2 Tax governance, control and risk management	Tax Payments	50-51	11.21.5
	207-3 Tax-related stakeholder interaction and management of complaints	Tax Payments	50-51	11.21.6
	207-4 Reporting by country	Tax Payments	50-51	11.21.7
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Anti-Corruption	15-16	
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 Anti-Corruption	15-16	
CHILD LABOR				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Anti-Corruption	15-16	
GRI 408: Child Labor 2016	408-1 Activities and suppliers identified to bear a significant risk of child labor	Business Ethics and Anti-Corruption	15-16	
FORCED AND INVOUNTARY LABOR				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Anti-Corruption	15-16	
GRI 409: Forced and Compulsory Labor 2016	409-1 Operations and suppliers with significant risk of forced and involuntary labor	Business Ethics and Anti-Corruption	15-16	11.12.2.
HUMAN RIGHTS ASSESSMENT				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Anti-Corruption	15-16	
GRI 412: Human Rights Assessment 2016	412-1 Operations or impact assessments subject to human rights reviews	Business Ethics and Anti-Corruption	15-16	
NON-DISCRIMINATION				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Anti-Corruption	15-16	11.11.1.
GRI 406: Non-Discrimination 2016	406-1 Discrimination cases and corrective measures taken	Business Ethics and Anti-Corruption, Human Resources	15-16, 25-26	11.11.7.
DIVERSITY AND EQUAL OPPORTUNITIES				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Business Ethics and Anti-Corruption	15-16	11.11.1.
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees	Business Ethics and Anti-Corruption	15-16	11.11.5.

GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
EMPLOYMENT				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Value for Employees	24-30	11.10.1.
GRI 401: Employment 2016	401-1 New employees and employee turnover	Value for Employees, https://www.petrolofisi.com.tr/en/human-resources/career-at-petrol-ofisi	24-30	11.10.2.
	401-2 Benefits provided to full-time employees and not provided to temporary or part-time employees	Human Resources (Remuneration and Benefits)	30	11.10.3.
	401-3 Parental consent	Human Resources (Paid Leave)	30	11.10.4.
TRAINING				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Value for Employees	24-30	11.7.1.
GRI 404: Education 2016	404-1 Average training hours per employee per year	Human Resources (Training)	27-30	11.10.6.; 11.11.4.
	404-2 Programs to boost employee skills and orientation programs	Human Resources (Training)	27-30	11.10.7; 11.7.3.
	404-3 Percentage of employees included in regular performance and career development reviews	Human Resources	24-30	
LABOR/MANAGEMENT RELATIONS				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Value for Employees	24-30	11.7.1.
GRI 402: Labor/Governance Relations 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	31-36	11.9.1.
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety	31-36	11.9.2.
	403-2 Hazard detection, risk assessment and incident investigations	Occupational Health and Safety	31-36	11.9.3.
	403-3 Occupational health services	Occupational Health and Safety	31-36	11.9.4.
	403-4 Employee participation, consultation and communication on occupational health and safety	Occupational Health and Safety	31-36	11.9.5.
	403-5 Worker training on occupational health and safety	Occupational Health and Safety	31	11.9.6.
	403-6 Promotion of worker health	Occupational Health and Safety	31-36	11.9.7.
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety	31-36	11.9.8.
	403-8 Workers covered by occupational health and safety management system	Occupational Health and Safety	31-36	11.9.9.
	403-9 Work-related injuries	Occupational Health and Safety	31	11.9.10.
	403-10 Work-related ill health	Occupational Health and Safety	31	11.9.11.

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 Performance (Energy Management), Innovation and Digitalization	21, 50-55	11.1.1.
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental Performance (Energy Management)	21	11.1.2.
	302-2 Energy consumption outside the organization	Environmental Performance (Emission Management)	20	11.1.3.
	302-3 Energy density	Environmental Performance (Energy Management)	21	11.1.4.
	302-4 Reducing energy consumption	Environmental Performance (Energy Management)	21	
	302-5 Reducing the energy used in products and services	Environmental Performance (Energy Management)	21	
EMISSIONS				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Environmental Performance (Emission Management)	20	11.3.1.
GRI 305: Emissions 2016	305-1 Direct (Scope 1) greenhouse gas emissions	Environmental Performance (Emission Management)	20	11.1.5.
	305-2 Indirect (Scope 2) greenhouse gas emissions	Environmental Performance (Emission Management)	20	11.1.6.
	305-3 Other indirect (Scope 3) greenhouse gas emissions	Environmental Performance (Emission Management)	20	11.1.7.
WASTE MANAGEMENT				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Environmental Performance	18-19	11.5.1.
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Environmental Performance (Environmental Management)	18-19	11.5.2.
	306-2 Management of significant waste-related impacts	Environmental Performance (Environmental Management)	18-19	11.5.3.
	306-3 Waste generated	Environmental Performance (Environmental Management)	18-19	11.5.4.
	306-4 Waste diverted from disposal	The data given in the report indicate the total amount of waste disposed and recycled.		11.5.5.
	306-5 Waste directed to disposal			11.5.6.
WATER AND WASTE WATER MANAGEMENT				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Environmental Performance	22	11.6.1.
GRI 303: Water and Effluents 2018	303-1 Interactions with water resources as a shared resource	Environmental Performance (Water and Wastewater Management)	22	11.6.2.
	303-2 Management of water discharge based impacts	Environmental Performance (Water and Wastewater Management)	22	11.6.3.
	303-3 Water withdrawal	Environmental Performance (Water and Wastewater Management)	22	11.6.4.
	303-4 Water discharge	Environmental Performance (Water and Wastewater Management)	22	11.6.5.
	303-5 Water consumption	Environmental Performance (Water and Wastewater Management)	22	11.6.6.

GRI STANDARD	NOTIFICATION	DESCRIPTION	PAGE NUMBER	GRI INDUSTRY STANDARD REF. NO
BIODIVERSITY				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Environmental Performance	22	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 Performance (Biodiversity)	22	11.4.2.
	304-2 Biodiversity	Environmental Performance (Biodiversity)	22	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	Value for Suppliers and Customers	37-40	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers screened using environmental criteria	Value for Suppliers and Customers (Supplier and Contractor Management)	37-40	
	308-2 Adverse environmental impacts in the supply chain and relevant measures taken	Value for Suppliers and Customers	37-40	
SOCIAL ASSESSMENT OF SUPPLIERS				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Value for Suppliers and Customers	37-40	11.12.1.
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Value for Suppliers and Customers (Supplier and Contractor Management)	37-40	11.10.8.; 11.12.3;
	414-2 Negative social impacts in the supply chain and actions taken	Value for Suppliers and Customers	37-40	11.10.9
CUSTOMER PRIVACY				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Value for Suppliers and Customers (Customer Satisfaction)	38	
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 2023.		
CUSTOMER HEALTH AND SAFETY				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Value for Suppliers and Customers (Supplier and Contractor Management)	37-38	11.3.1.
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Petrol Ofisi Group Governance Structure (Corporate Quality), Value for Suppliers and Customers (Supplier and Contractor Management)	13-14, 37-38	11.3.3.
LOCAL COMMUNITIES				
GRI 3: Materiality Topics 2021	3-3 Management of materiality topics	Value for Suppliers and Customers	37-40	11.15.1.
GRI 413: Local Communities 2016	413-1 Operations involving local community engagement, impact assessments and development programs	Value for Suppliers and Customers, Value for Society	37-44	11.15.2.
	413-2 Operations with significant actual and potential adverse impacts on local communities	Value for Suppliers and Customers	37-44	11.15.3.



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