"Our strength shapes the future"

Petrol Ofisi

# Sustainability Report 2024

“Our strength shapes the future”

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# ABOUT THE REPORT

Petrol Ofisi Group's 2024 Sustainability Report has been prepared to transparently share the company's sustainability performance, strategies, and future commitments with its stakeholders throughout the year. Within the scope of this report, Petrol Ofisi Inc.'s activities and practices in the areas of environmental, social, and governance (ESG) are addressed in a holistic manner. In the following sections of the report, these companies will be referred to as Petrol Ofisi Group.

## Reporting Scope

The report covers data and information for the period between January 1, 2024 and December 31, 2024. It provides detailed insight into the sustainability initiatives implemented during this period, including the actions taken to address climate change, community investment activities, and responsible business practices.

## Reporting Principles and Standards

The preparation of this report is based on the Global Reporting Initiative (GRI) Standards, and its content has been structured in line with the indicators defined by these standards. The Task Force on Climate-related Financial Disclosures (TCFD) framework has also been taken into consideration to ensure effective management and transparent reporting of climate-related risks and opportunities. In addition, the activities of Petrol Ofisi Group have been mapped to the United Nations Sustainable Development Goals (SDGs), highlighting the Group's contribution to the global sustainability agenda.

## Publication Date and Frequency

Petrol Ofisi Group regularly monitors its sustainability performance and publishes it annually for public disclosure. The 2024 Sustainability Report has been prepared within this framework and was published in November 2025.

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# MESSAGE FROM THE CEO

**Dear Stakeholders,**

As Petrol Ofisi Group, we remain committed to supporting the vision of a "Fully Independent Türkiye in Energy," and we continue to advance our efforts across initiatives prioritizing resource diversification and efficiency—setting new benchmarks in the energy transition agenda.

With the responsibility of being the only group capable of supplying all types of fuel required by air, marine, and land transportation across the country and the wider region, we continue to deepen our investments in the infrastructure and management systems that underpin sustainable process and operational excellence.

We are proud to serve as a leading advocate for alternative fuels, particularly within the maritime and aviation sectors. Through our leading maritime brand PO/Marine, we achieved one of the world's most prestigious environmental certifications, the International Sustainability and Carbon Certification (ISCC), and completed a 300-ton B24 biofuel bunkering operation in Singapore—marking Türkiye's first internationally recognized biofuel sale.

Aligned with the International Air Transport Association's (IATA) commitment to "Net Zero Carbon Emissions by 2050," of which we are a member, the Group supports the transition to sustainable aviation. As part of these efforts, we supply Neste MY Sustainable Aviation Fuel (SAF)—which can reduce greenhouse gas emissions by up to 80%—to aircraft operated by Türkiye's leading airlines, contributing to a lower-carbon aviation ecosystem.

We are strengthening our focus on the electric vehicle ecosystem as well. At POTEM, our R&D center in Kocaeli, we develop specialized products such as cooling fluids tailored for electric vehicles, pioneering innovation in the market. Through our partnership with Borusan EnBW, we are expanding our nationwide electric charging network.

We are pleased that the carbon savings achieved through the solar panels installed across our stations, terminals, and production facilities continue to increase day by day. At our lubricants plant in Derince, Kocaeli—where 30% of electricity needs are met through an 8,000 m² solar rooftop—we prevented 1,490 tons of carbon emissions in just one year.

Guided by a governance and operational approach grounded in sustainability and the principles of safety, environment, and security, we continue to support Türkiye's 2053 Net Zero target while advancing toward our own goal of achieving net-zero operations by 2050. I would like to express my heartfelt appreciation to all stakeholders who are standing with us on this journey.

Best regards,

MEHMET ABBASOĞLU
**Petrol Ofisi Group CEO**

# CORPORATE PROFILE

# Sector Outlook

According to the Petroleum Market Report 2024, the year was marked by heightened uncertainty and accelerating transformation dynamics in global energy markets. Geopolitical developments, fluctuations in energy prices, and supporting the transition to a low-carbon economy significantly reshaped the global energy landscape.

These global dynamics also influenced Türkiye's energy market, leading to notable changes in production, imports, exports, and domestic sales. In Türkiye, total refinery production reached 36.17 million tons in 2024, marking a 1.01% decline compared with the previous year. Meanwhile, increased activity in the maritime and aviation sectors contributed to rising demand in these segments. Diesel remained the most imported fuel, while gasoline and aviation fuels continued their upward trend. The Group sustained its strong growth through robust domestic fuel sales and maintained its leadership position in the marine fuels market.

Investments to enhance energy supply security and increase domestic production capacity continue to serve as key pillars of Türkiye's energy strategy. In 2024, supported by production growth in the Gabar region, Türkiye achieved record levels in domestic oil output. The country also continued adapting to the evolving energy system through advancements in renewable energy projects and alternative fuel technologies.

Despite dynamic market conditions, Petrol Ofisi Group upheld its leadership in the energy sector throughout 2024. The Group continued its steady growth with strong performance in total domestic fuel sales and sustained leadership in the marine sector. Its extensive dealer network, robust logistics infrastructure, and customer-centric service model reinforced its position in the market. With PO/Marine, the Group operates Türkiye's most comprehensive marine fuels network and continues to be one of the leading brands in aviation fueling thanks to its high service volumes.

The year 2024 was marked by strategic mergers and acquisitions across the sector. In this context, Petrol Ofisi Group's process to acquire the Türkiye operations of BP Petrolleri Inc. was regarded as a significant milestone for the energy industry. The share purchase agreement for the acquisition was signed in 2023, and approval from the Competition Authority was obtained in 2024.*

In the new century of our Republic, this acquisition — a key milestone for the sector and an important step supporting Türkiye's energy transition goals — has created a unique ecosystem combining nearly two centuries of collective experience. This strategic move enables the Group deliver a broader service network, enhanced brand strength, and a more sustainable future.

Alongside these developments, the transformation of the energy sector has accelerated. Key trends shaping the future of the fuel industry include the expansion of charging infrastructure for electric vehicles, digitalization, data-driven operational management, and sustainable fuel solutions. The evolution of fuel stations into multi-service hubs in Türkiye demonstrates that the energy sector is transforming into a structure that contributes not only to fuel supply but also to social and environmental sustainability. As a leading force in this transformation, Petrol Ofisi Group continues to steer sectoral progress through its renewable energy initiatives, digital solutions, and customer-centric innovations.

*The acquisition was completed in 2025.

# About Petrol Ofisi Group

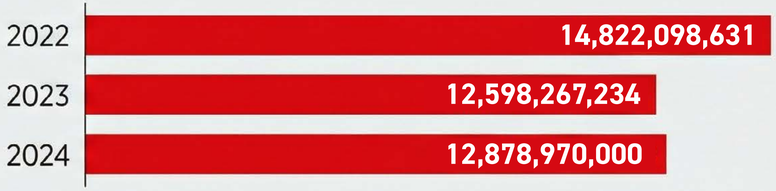
Petrol Ofisi Group is positioned among Türkiye's five largest private companies, standing as the only integrated energy group capable of supplying all fuel types required for air, sea, and land transportation across the country and its surrounding region.

As Türkiye's leading fuel and lubricants company, it provides products and services to the nation's heavy industrial facilities as well as the logistics, construction, mining, and maritime sectors through its advanced production and filling lines. Since 1941, it has maintained a strong presence in the energy industry, operating Türkiye's most extensive fuel station network, employing tens of thousands of people, and strengthening its position as a regional powerhouse.

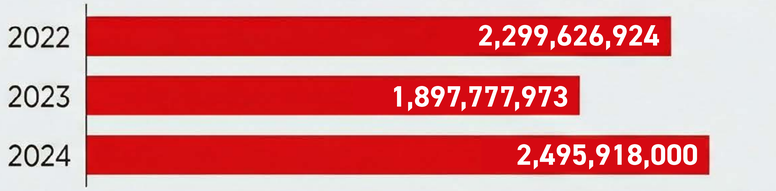
As of the publication date of this report, the Group continues to lead the sector with nearly **2,700 stations, 9 fuel terminals, 18 aviation supply units, 1 LPG terminal, a quarter of a million aircraft fueling per year, 1.5 million m³ of storage capacity, and a Lubricants Plant spread across 162,000 m² in Kocaeli.** The production activities carried out at the Lubricants Plant have the capacity to meet nearly half of Türkiye's lubricant demand. Located within the facility, the Petrol Ofisi Technology Center (POTEM) supports continuous improvement in production processes and strengthens the Group's export capabilities across more than 33 countries on 4 continents through its product development, quality assurance, and R&D activities.

## Economic Value Generated (TL)

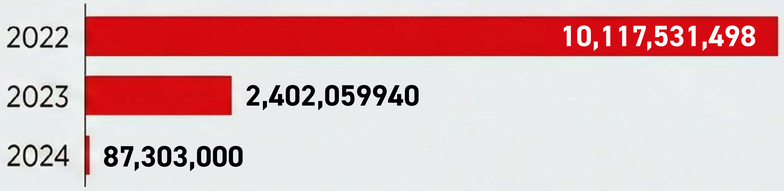
## Operating Expenses (TL)




## Employee Benefits (TL)




## Government Benefits (TL) *




## Community Benefits (TL) **

## Total Distributed Economic Value (TL)

"These figures have been prepared based on the information provided in the consolidated independent audit report in accordance with TFRS. The figures for 2022 and 2023 appear different from the values published in previous sustainability reports. This is due to the implementation of inflation accounting. Accordingly, the consolidated figures for 2022 and 2023 have been restated to reflect the most recent 2024 purchasing power. In the coming years, the figures for 2022, 2023 and 2024 will continue to be adjusted based on realized inflation, and therefore may change."

** *The reason for the higher value observed in 2023 under community contributions is the donations and aid provided for the earthquake, which have further increased due to the effects of inflation accounting practices.*

* *In the benefits provided to the government, the taxes paid in 2022 were higher compared to 2023 and 2024. Due to the impacts of inflation accounting practices, these figures have further increased.*

# The Traditional Leader of Türkiye's Fuel and Lubricants Sectors

# Sector Leading Formations

Petrol Ofisi Group carries its long-standing presence in the energy sector—one of Türkiye's strategic industries—into the future through innovative business models and a vision of sustainable growth. Building on more than 80 years of heritage, Petrol Ofisi Group continues to create value by integrating sustainability principles into all its business processes, advancing the energy transition, digitalization, and social impact agenda.

Aligned with this approach, Petrol Ofisi Group has strengthened its leadership in the energy sector not only through its fuel operations but also by expanding into innovation-driven areas including digitalization, mobility, financial technologies, gaming, and broader service ecosystems. With its robust infrastructure, extensive station network, and highly skilled workforce, the Group delivers uninterrupted services to customers across Türkiye, while its investments in various sectors generate added value for the economy.

Through its e-POwer subsidiary, the Group undertakes electricity and renewable energy generation activities. In addition, the efforts carried out under the e-POwer brand to expand electric mobility infrastructure constitute one of the core elements of the Group's sustainable energy vision. Meanwhile, the charging infrastructure integrated into the station network through the collaboration with Borusan EnBW has been launched along major routes and is being expanded across urban locations.

Since 2017, the e-POwer brand has been providing services to electric vehicle users, and installation activities for 60 new e-POwer charging stations are currently underway. As part of the ongoing investment, the short-term goal is to expand the network to 2,000 stations across Türkiye.

The electric mobility infrastructure is reinforced through solar energy systems implemented under the s-POwer Project. In collaboration with various partners, solar panels installed on station canopies, terminals, and factory rooftops generate electricity that primarily meets the facilities' own consumption needs, while any surplus energy is supplied back to the grid.

With the strength it draws from these lands, Petrol Ofisi Group focuses on innovative investments that create value across its entire value chain. The Group operates across a wide spectrum of fields—from used vehicle sales and consumer financing to fintech solutions and mobile gaming technologies. Driven by the belief that technology and innovation are essential to Türkiye's competitiveness and economic growth, the Group closely monitors global trends and, leveraging its strong R&D capabilities, continues to deliver numerous industry-leading innovations.

Among the key initiatives that create value in the daily economy are VavaCars, which has transformed the used vehicle trade in Türkiye; Rune Games, the developer of Social Lig, the country's first fantasy football game with more than 4.5 million players; Credin, which offers digital financing solutions; and POFintech, which provides end-to-end payment systems.

**Petrol Ofisi Group continues to create value across the axes of energy transition, digitalization, and social benefit by integrating sustainability principles into all business processes.**

## Subsidiaries

credin

Positioned as a key enabler of the Group's digitalization and innovation vision, Credin plays a central role in expanding alternative financial services in Türkiye while creating value in the field of sustainable economic inclusion. As a consumer finance company licensed by the Banking Regulation and Supervision Agency (BRSA), Credin offers fast, secure, and accessible financing solutions, introducing an innovative and customer-centric approach to the sector.

With its streamlined and transparent application processes, digital customer journeys, and robust technology infrastructure, the company enhances access to financial services and supports financial inclusion. In this context, Credin—integrated with 18 banks—channels its strong financial structure and cash management capabilities into strategic investments, supporting long-term value creation and sustainable growth.

Operating within the Group, e-POwer is an electricity and renewable energy generation and distribution company that provides uninterrupted and competitively priced energy supply to commercial and industrial customers. Through this service, the company delivers reliable energy solutions and helps businesses optimize their energy costs. e-POwer supplies energy to consumers within the industrial and commercial consumption segments whose annual electricity usage exceeds 100,000 kWh.

Focusing on renewable energy sources, e-POwer also provides environmentally friendly procurement alternatives. With its IREC (International Renewable Energy Certificate) accreditation, it offers customers the opportunity to use electricity generated from renewable resources as part of their consumption.

Additionally, under the e-POwer brand, the Group delivers services that provide consumption-based electricity cost advantages to charging stations operating within the electric vehicle ecosystem.

# Petrolig and Rune Games

Petrolig, a wholly owned subsidiary of Petrol Ofisi, operates in the technology and gaming sectors. The company develops innovative digital engagement and mobile entertainment solutions through Sosyal Lig, for which it holds the publishing rights, continuously enhancing the user experience through data analytics and content technologies. Sosyal Lig, Türkiye's first and most popular fantasy football application, makes a significant contribution to the digital gaming ecosystem with a community of more than 4.5 million players. Its competitive structure—built on real match statistics—bridges sports culture and digital gaming, increasing user engagement and supporting digital literacy.

This success has expanded Petrol Ofisi's digitalization and innovation vision and led to the establishment of Rune Games to build a corporate structure for the company's activities in the digital gaming field. Rune Games operates as an innovative game development company that manages the development of Sosyal Lig and creates projects across various game genres and digital entertainment fields.

POFintech

POFintech, Petrol Ofisi Group's new initiative in finance and technology, was established to operate under the supervision of the Central Bank of Türkiye. As the Group's financial technology subsidiary offering end-to-end payment systems for both B2B and B2C customers, POFintech aims to develop financial products and services tailored to user needs by leveraging modern digital technologies, contribute to the transition toward a cashless society, and expand financial inclusion.

Driven by the trust and strength gained from more than 80 years of corporate experience, POFintech seeks to deliver reliable, innovative, and user-centric solutions across financial processes.

# POTAS

As a Petrol Ofisi Group subsidiary, POTAS plays an important role in strengthening Türkiye's aviation fuel infrastructure through its operations at Antalya Airport. At Antalya Airport — one of the world's ten busiest airports with a capacity of 82 million passengers — five new fuel tanks with a total capacity of 85,000 $m^3$ have been constructed under a project led by POTAS and its partner ATS Antalya Akaryakıt. This investment has expanded the operational capacity and fueling capability of the new Antalya Airport.

In addition, as part of the project launched in collaboration with TAV Construction, jet fuel is transferred directly from the marine terminal to the airport using the pipelines operated by ANT, the Fuel Supply and NATO POL Facilities Management Directorate under the Republic of Türkiye Ministry of National Defense. This system eliminates the need for road transportation, enhances logistical efficiency, and contributes to the region's energy security.

VavaCars, a wholly owned subsidiary of Vitol—Petrol Ofisi Group's main investor—operates in Türkiye's used vehicle market with a digital business model built on trust and transparency.

By fully digitalizing the vehicle buying and selling processes, leveraging data-driven pricing systems, and offering user-centric interfaces, VavaCars simplifies the traditionally complex structure of the sector and supports the formal economy.

# We carry energy into the future.

## Corporate Values

**Our Purpose**

Ushering energy into the future with our stakeholders, our organization and our innovative industry benchmark solutions.

**Our Mission**

## We usher energy into the future.

By constantly analyzing the needs of our people, stakeholders and industry, we provide convenience and consistency to life with our pioneering technologies and passion for operational excellence.

We continuously create value for our customers, employees, stakeholders, and business partners, and renew ourselves by embracing customer-centricity, a mindset for progress, and adaptability to change.

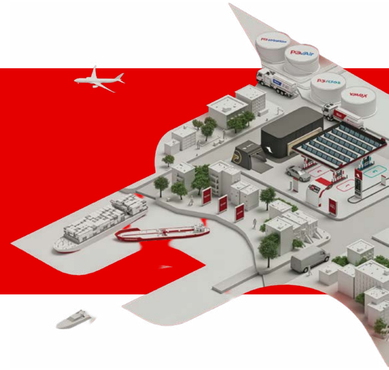
With the awareness of being created from the resources of this country, we recognize that our utmost responsibility is to ensure the equity, sustainability and security of energy for the social and economic progress of our society.

We proudly shoulder this important duty, guided by a human-centric work culture, safety-first policies, and a working discipline that is ethical, solution-oriented, professional, synergic, agile, efficient, and collaborative.

Throughout our global transformation journey, we'll continue to serve as an industry benchmark in aligning with our nation's energy transition vision and usher energy into the future.

## We are Petrol Ofisi.

# We are Petrol Ofisi.



## Shared Values

### Innovation

With a clear understanding of our country's needs and a mindset that challenges existing conditions, we continuously improve ourselves. Driven by the passion that inspires even those who will work with us in the future, we work with determination and move Petrol Ofisi Group forward step by step.

### Customer Centricity

As the leading brand in the sector, delivering the highest level of service to our customers and valued business partners remains one of our top priorities.

### Excellence

We know that operational excellence can only be achieved through unwavering discipline, a systematic management approach, and wholehearted dedication.

### Integrity

In pursuit of ambitious goals worthy of our institution and beneficial to society, we uphold honesty under all circumstances.

We are members of the Petrol Ofisi Family. We do what we say, and we take responsibility for what we do.

### TeamSpirit

We are a strong, interconnected community that brings together our employees, business partners, customers, and all our stakeholders.

We work in harmony, valuing the perspective of every individual who is part of this family. We recognize the value of being talented in diverse disciplines.

### Responsibility

Guided by our corporate principles, we take full ownership of every aspect of our work and remain committed to delivering the highest value for our country.

With this awareness, we take initiative when needed and address challenges with determination and consistency.

### National Pride

We never forget that we are one of the greatest values created by Türkiye.

Carrying this strength with pride, we work to make every contribution that can add value to our country possible.

# Milestones

**1941 – Establishment:** Petrol Ofisi began operations with a capital of 2.5 million lira after being transferred from Petrol Limited Şirketi under the provisions of the National Protection Law. The Company started its journey in Karaköy, Istanbul, with nine employees, a few facilities, and 9 dealerships.

**1950 – Lubricants Unit:** The "Lubricants Department" was established under the Headquarter, marking the first time that lubricant needs of public institutions were met in a systematic and organized manner.

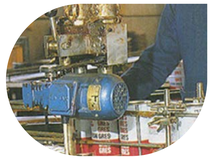
**1957 – NATO Infrastructure Assignment:** Petrol Ofisi was entrusted with the management, operation, and maintenance of fuel facilities and pipelines of the Turkish Armed Forces, financed by NATO. As part of this mandate, the ANT Directorate was established.

**1961 – Lubricants Plant:** Türkiye's first integrated lubricant plant was commissioned in the Kocaeli–Derince region.

**1966 – Launch of Aviation Fueling:** Fueling services for Turkish Airlines aircraft began, marking the company's first step into aviation.

**1972 - First Fleet:** The first fleet, consisting of Reis and Pilot class tankers, commenced operations.

**1983–1988 – Aliağa Plant Phase:** To address capacity limitations in Derince, construction of a new lubricant plant in Aliağa was completed.

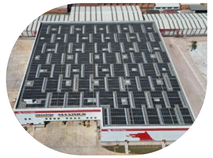


**1984 – First Export:** The company took its first step into international markets with the export of 12,430 tons of engine oil to Iran.

**2000 – Political Transition / Privatization:** As part of the privatization process, the organization was transformed into Petrol Ofisi Inc., transitioning from public to private sector management.

**2001 – Product Innovations:** The product range expanded with the introduction of unleaded gasoline "Protech" and high-quality diesel "Prodizel.

**2007 –First Motor Oil Center and Eco-Friendly Diesel:** The Maxima Motor Oil Change Center was opened in Istanbul. "V/Max Eurodizel 10" was introduced as an environmentally minded approach to diesel.



**2010 – Market Leadership:** According to PETDER, the company became the market leader in lubricants and chemicals with a 31% market share.

**2017 – Investment and Electric Charging Network:** Petrol Ofisi was acquired by Vitol Investment, and the e-POwer electric vehicle charging station brand was launched.

**2019 – First Step in Renewable Energy:** The country's first fuel station with a solar roof, "s-POwer," was inaugurated in Bodrum. In PO/Gaz, the Fuel Safety System (YES)—Türkiye's first and only system offering 100% assurance in quality and full-capacity filling—was launched.

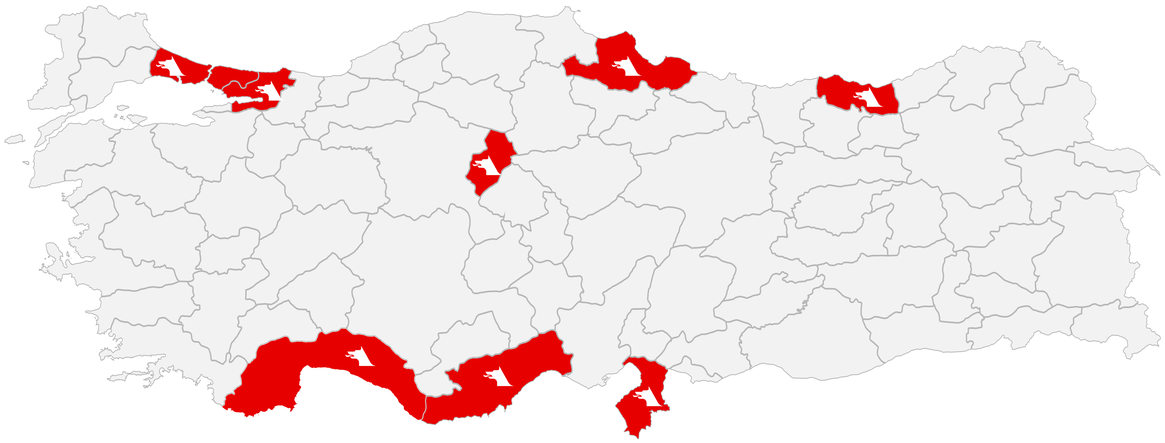
**2020 - Product of the Year:** The V/Max fuel with Active-3 technology and the Maxima CX 5W-30 engine oil were selected as "Product of the Year" by real consumers, standing out with their innovative features.

**2021 – Texaco Lubricant Production:** In line with the collaboration with Chevron/Texaco, the production of Texaco lubricants began at the Derince plant.

**2023 – Capacity Expansion:** By increasing the capacity of the lubricants plant, it has been strengthened to a level capable of meeting half of the country's demand.

**2024 - Acquisition of BP Petrolleri Inc. Türkiye Operations:** In the process regarding the acquisition of BP Petrolleri Inc.'s fuel and terminal operations in Türkiye, approval from the Competition Authority was obtained on 12 September 2024.

# Petrol Ofisi Group Service Network



- Petrol Ofisi Antalya Terminal
- Petrol Ofisi Derince Terminal (Kocaeli)
- Petrol Ofisi İskenderun Terminal
- Petrol Ofisi Kırıkkale Terminal
- Petrol Ofisi Mersin Terminal
- Petrol Ofisi Samsun Terminal
- Petrol Ofisi Trabzon Terminal
- Petrol Ofisi Yarımca LPG Terminal
- Petrol Ofisi Lubricants Plant (Kocaeli)

**Petrol Ofisi Group is the fuel company with Türkiye's largest and most extensive retail network, operating across 81 provinces and approximately 700 districts.**

## In 2024;

- **Over 1,900** Fuel Stations
- **More than 1,400** Village Pumps
- **162,000 m²** Lubricants Plant
- **7 Fuel Terminals**
- **1 LPG Filling Terminal**
- **18 Airport Supply Units**
- **Over 1.5 million m³ of Storage Capacity**
- Lubricants exports to more than **33** countries across **4** continents across

# Leadership

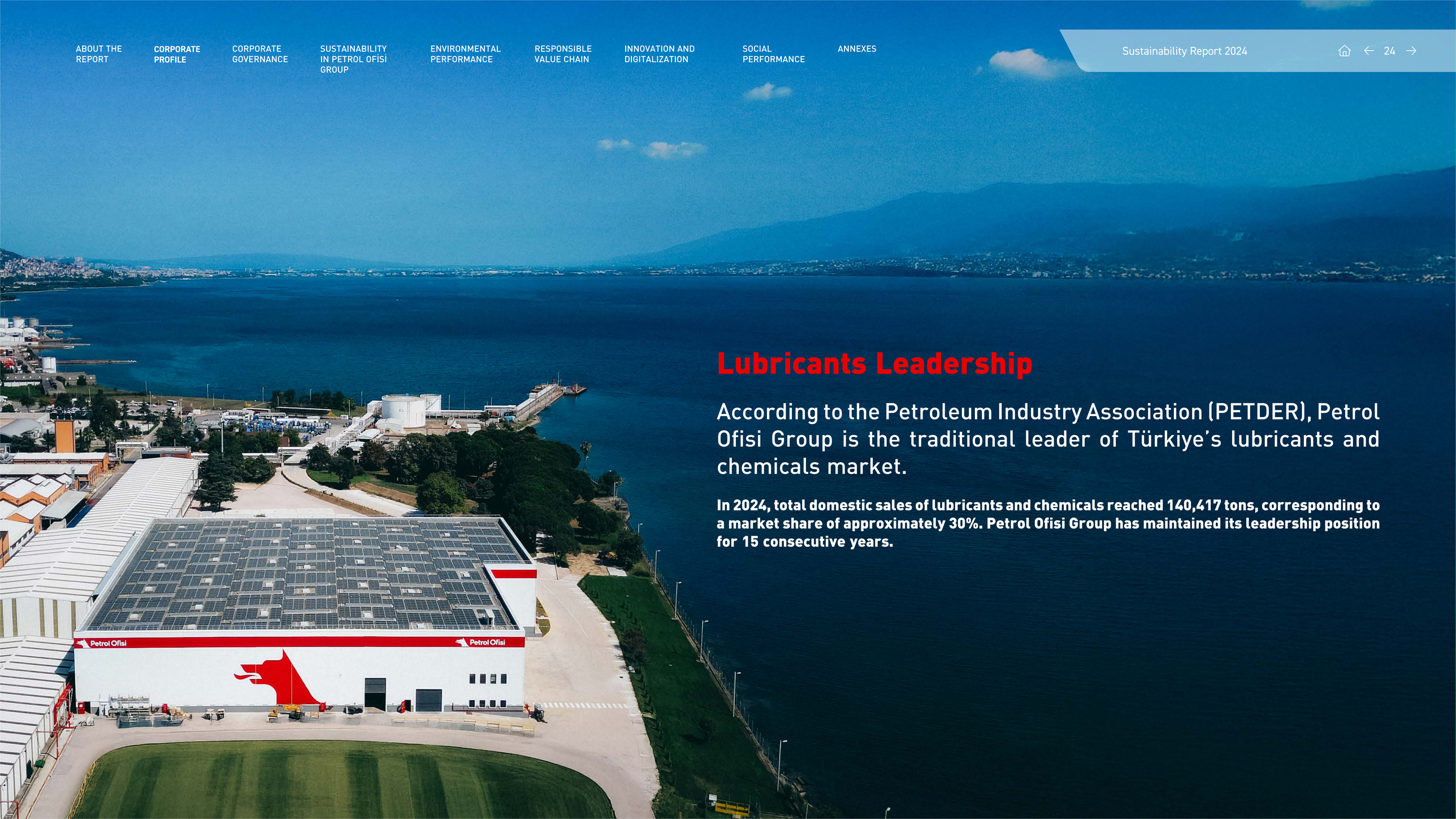
## Industry Leadership

According to the data published in the "2024 Petroleum Market Sector Report" by the Energy Market Regulatory Authority (EPDK), total domestic fuel sales increased by 2.68% in 2024 compared to the previous year, reaching 32.7 million tons. As Türkiye's leading energy infrastructure group, Petrol Ofisi maintains its long-standing market leadership for the 17th consecutive year, with a domestic sales volume of 7 million tons and a market share of 21.43%.

In the "TURKEY 100 – Türkiye's Most Valuable Brands 2024" report published by the international brand valuation organization Brand Finance, Petrol Ofisi Group continues to hold its position as the most valuable brand in its sector, ranking as the only fuel company among Türkiye's top 20 most valuable brands.

# Maritime Leadership

According to the 2024 data of the Energy Market Regulatory Authority (EPDK), Petrol Ofisi Group, with the PO/Marine brand, once again complated the year at the top of the marine fuels sector with a total sales volume of approximately 1 million tons. With market shares of 33% in the transit market, 49.8% in the domestic marine fuels market, and 36.1% in the overall marine fuels market, the Group has maintained its leadership in the sector for the sixth consecutive year.




# Lubricants Leadership

According to the Petroleum Industry Association (PETDER), Petrol Ofisi Group is the traditional leader of Türkiye's lubricants and chemicals market.

**In 2024, total domestic sales of lubricants and chemicals reached 140,417 tons, corresponding to a market share of approximately 30%. Petrol Ofisi Group has maintained its leadership position for 15 consecutive years.**

# Fleet Leadership

According to the data published in the "2024 Petroleum Market Sector Report" by the Energy Market Regulatory Authority (EPDK), the fleet fuel market exceeded 5.3 million $m^3$ in total volume, with Petrol Ofisi Group achieving sales of over 1.7 million $m^3$. With a market share of 32.2%, the Group once again concluded 2024 as the leader of the fleet fuel market.

# Products and Services

## Autogas

Under the PO/Gaz brand, Petrol Ofisi supplies autogas (LPG) products that meet the energy needs of both individual users and fleet customers. All products are offered to the market in full compliance with the technical regulations set by the Energy Market Regulatory Authority (EPDK) and EU standards. Through the Fuel Safety System (YES), product quality and safety are guaranteed, while partnered conversion service providers offer tailored solutions to meet user needs.

## AutoMatic Fleet Management

Developed for corporate customers and commercial vehicle fleets, AutoMatic systems offer a digital and transparent solution for fuel management. Through its infrastructure compatible with the UTTS (National Vehicle Identification System), vehicles' fuel consumption is automatically monitored, and fleet costs are controlled via fleet cards.

## Maritime

Operating under the PO/Marine brand, Petrol Ofisi manages the most extensive marine fuel supply network in Türkiye. Along the entire coastline, services are delivered through a modern fleet consisting of 7 terminals, 1 floating station, and 18 barges. More than 1 million tons of bunker fuel are supplied annually, reaching over 34,000 vessels in the domestic market and more than 3,000 vessels in the transit market. In addition, very low sulphur fuel oil (VLSFO) processes support the operation of an environmentally responsible bunkering system.

## Fuel Products

With a network of nearly 2,700 stations across Türkiye, Petrol Ofisi is the market leader in fuel distribution. Diesel, gasoline, and LPG products are reliably delivered to end users thanks to a modern logistics infrastructure and high storage capacity. Products such as V/Max and Prodizel featuring Active-3 technology enhance engine performance while reducing environmental impact through lower emission levels.

## Aviation

Petrol Ofisi has the widest aviation fuel supply network in Türkiye. Through its 18 airport supply units, it delivers fuel to a quarter million aircraft each year. It provides safe, high-quality, and uninterrupted fuel supply services to both national and international airlines. Aviation fuel operations are carried out in line with international standards, while global developments related to the use of Sustainable Aviation Fuel (SAF) are closely monitored.

## Wholesale Fuel Sales

Fuel products such as diesel, gasoline, fuel oil, kerosene, bitumen, and marine fuel oil are supplied on a wholesale basis to meet the energy needs of large-scale projects. These services, offered to the construction, logistics, industrial, and energy sectors, are delivered reliably through modern storage and distribution infrastructure. In this way, the energy needs of different sectors are met through an integrated approach, contributing to the uninterrupted continuation of economic activities across the country.

# Innovative Products, Services and Investments

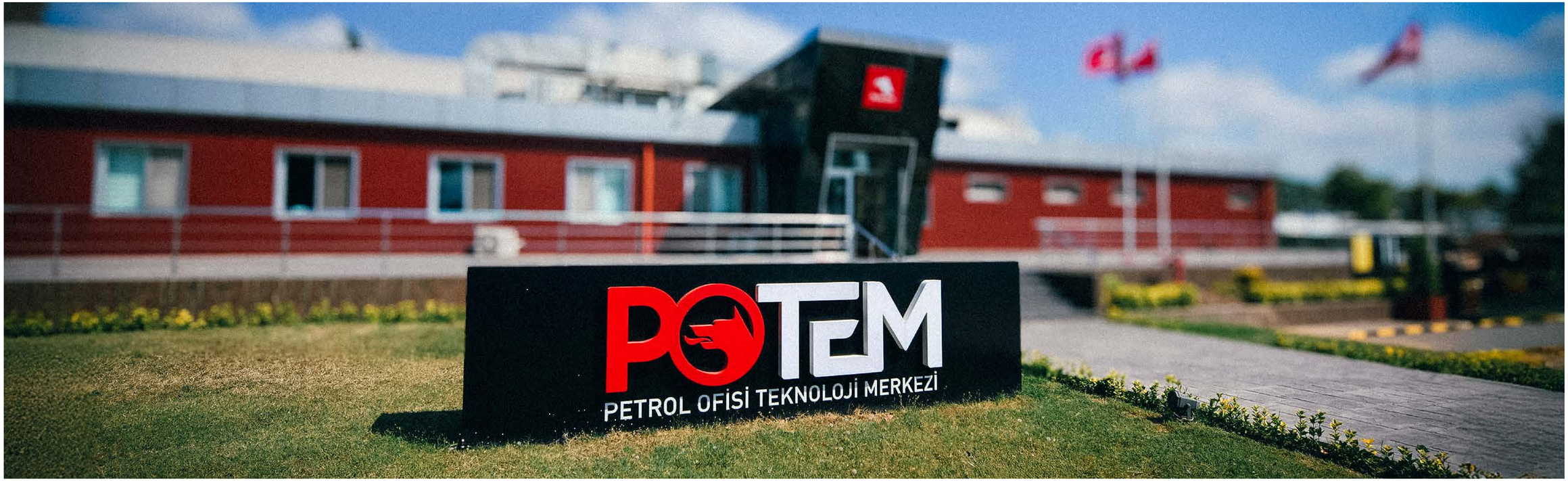
As the longstanding leader of Türkiye's energy sector, Petrol Ofisi Group continues to make strategic investments and pursue collaborations aimed at meeting the evolving needs of industry and the energy market, increasing export potential, and developing sustainable solutions. From logistics infrastructure to high-capacity production facilities, and from innovative R&D initiatives to digitalization efforts, the steps taken across multiple domains support the company's ambition to be a strong player not only in Türkiye but also on a global scale.

## Lubricants Plant

The lubricants plant manufactures more than 400 products, including those designed for electric vehicles. The facility operates with a broad product portfolio covering passenger and commercial vehicle engine oils, motorcycle oils, transmission and differential oils, marine oils, industrial oils, greases, and specialty products.

With a widespread distribution network across Türkiye, Petrol Ofisi Group maintains a strong presence in the fuel and lubricants market through its nearly 2,700 stations. Ninety-nine percent of the products are manufactured at this plant, and the Turquality program supports the brand's international market recognition.

In the 40-million-ton global lubricants market, the facility contributes approximately USD 50 million in annual foreign currency inflows to Türkiye through exports to more than 33 countries across 4 continents. In addition to the European and neighboring regional markets, the special formulations developed at POTEM enable sustainable competitive advantage in regions with extreme climate conditions—such as Kazakhstan with severe cold, and Iraq and Libya with high temperatures.




## POTEM
## R&D and Technological Transformation Center

POTEM, established on an enclosed area of approximately 750 m², continues its operations with state-of-the-art laboratory infrastructure and a team of highly qualified engineers. Innovative products developed by Turkish engineers at POTEM are exported to international markets, generating millions of dollars in foreign currency inflows for Türkiye.

On average, 300,000 tests are conducted at the center each year. POTEM applies test methodologies in line with international standards, using both domestic and international accredited procedures to support product, service, and innovation development efforts.

Through POTEM, R&D, quality control, and analytical services are delivered to numerous domestic and international companies—including major global brands—as well as to public institutions.

Focusing also on developing technologies that deliver higher efficiency and extend equipment life, POTEM carries out its R&D activities in strategic areas such as the efficient use of energy resources, the development of environmentally friendly technologies, tribology research, and contributing to the advancement of tribology as a scientific field in Türkiye.

## POLAB

The analysis and reporting processes for all lubricant types—including gas engine oils, hydraulic oils, and gear oils—that ensure maximum performance and extended equipment life have been fully digitalized through the launch of the POLAB portal. POLAB enables faster, more efficient, and more accessible monitoring of oil analysis processes.

- POLAB also enables flexible access to analysis reports by customer and product group, while allowing feedback to be submitted directly through the portal.
- The QR code labels placed on equipment and sample containers sent to laboratories facilitate sample identification, enabling more effective oil-tracking processes in the field.
- The project aims to enhance speed, flexibility, efficiency, and simplification, while leveraging big data to optimize oil change and sampling intervals for customer equipment.

## T34 Diesel Tank

TIn line with the regulations supporting the growth of the Turkish fuel market, investments have been increased, and to meet the need for additional capacity, the existing T34 diesel tank within the facility has been upgraded from 42,000 $m^3$ to a current capacity of 263,000 $m^3$. Efforts are also underway to increase the total tank storage capacity to over 400,000 $m^3$.

Thanks to the T34 tank, Petrol Ofisi stations across Istanbul would be able to meet four days of sales demand in the event of a potential Istanbul earthquake. This investment also plays a pioneering role in the sector by helping reduce diesel imports.

# Lubricants Partnerships and Global Collaborations

Within POTEM, solutions are developed in collaboration with OEM partners and global additive manufacturers to address specific customer needs. With a "tailor-made" production approach, the focus is placed on specialized use cases, and sector-specific products are developed.

- Strategic collaborations are carried out with global brands such as Chevron and Texaco. All production, distribution, and marketing activities of Texaco in Türkiye are conducted by Petrol Ofisi Group as the licensed operator. Thanks to its scalable structure—supported by extensive production capacity, a broad product range, and diverse packaging options—the facility can rapidly respond to increasing market demand.

- Under the agreement signed in 2024, first-fill engine oils, transmission oils, and antifreeze for Anadolu Isuzu's heavy-duty vehicles are planned to be supplied by Petrol Ofisi's Maximus product family until 2029. The agreement also covers the use of Petrol Ofisi lubricants in after-sales services at Isuzu service centers. This collaboration brings together two strong brands of the industry around advanced technology, quality, and service excellence.

- The long-term partnership initiated in 2019 with Kia Türkiye—operating under Anadolu Group—was extended until 2029 with the new agreement signed in 2024. Within this scope, specially formulated engine oils tailored to Kia models and technologies continue to be developed at POTEM.

# Corporate Memberships

**Petrol Ofisi Group maintains its collaboration with the business community, public institutions, and civil society by being a member of influential global and national platforms in the field of sustainability.**

| | | | | |
|---|---|---|---|---|
| e-Mobility Operators Association (E-MOD) | Ethics and Reputation Society (TEİD) | Istanbul Chemicals and Chemical Products Exporters' Association (İKMİB) | PETDER (Turkish Petroleum Industry Association) | Advertisers Association (RVD) |
| Turkish LPG Association | Union of Chambers and Commodity Exchanges of Türkiye (TOBB) | YASED (International Investors Association) | Authorized Economic Operator (AEO) Association | |

# Awards

| 2024 Awards | Category | Topic&Project |
|---|---|---|
| **MarTech Awards** | Best Use of Technology | Petrol Ofisi Mobile Application |
| **MarTech Awards** | Best Use of Technology | Loyalty Program Practices |
| **ALFA Awards** | Fuel | Best Customer Experience |
| **Youth Awards -** Bronze | Most Preferred Energy Company to Work For | |
| **Youth Awards -** Success | Most Favourite Short-Term Internship Program | A Step to the Future Internship Program |
| **Stevie Awards -** Gold | Self Service HR Solutions - Application | HR Analytics & Dashboard |
| **Stevie Awards -** Gold | HR Reporting Solution - Application | HR Analytics & Dashboard |
| **Stevie Awards -** Silver | Employer Branding Excellence | Women Shaping Tomorrow Video Content Series |
| **Stevie Awards -** Bronze | Best Use of People Analytics | HR Analytics & Dashboard |
| **SocialBrands Data Analytics Category – Brandverse Awards -** Gold | Fuel | |
| **Gold Leader 2024** | Top 50 Most Admired CEOs in Türkiye | Mehmet Abbasoğlu |
| **Gold Leader 2024** | Top 50 Most Admired CHROs in Türkiye | Burcu Yüksel Kocagöz |
| **Gold Leader 2024** | Top 50 Most Admired CFOs in Türkiye | Burak Berber |
| **Owl Awards -** Gold | Satisfied Owl | Dealer Satisfaction |

# CORPORATE GOVERNANCE

## Governance Structure

Petrol Ofisi Group operates within a robust corporate governance framework. The Executive Team consists of the CEO, who leads the Group's management, ten directors representing different departments reporting directly to the CEO, and members of the executive committee. The Executive Team is accountable to the Board of Directors for defining strategies and objectives, and for making strategic, operational, and tactical decisions. The governance plan is reviewed annually and updated as needed in line with internal and external dynamics.

At Petrol Ofisi Group, sustainability management is addressed through a comprehensive framework that encompasses environmental performance, social responsibility, and corporate governance. The sustainability governance model implemented across the company ensures that sustainability principles are integrated into strategic decision-making processes, that roles and responsibilities are clearly defined, and that a unified approach is adopted throughout all operations.

- Digital Transformation
- Finance
- Legal
- Human Resources
- Lubricants
- Marketing
- Retail
- Strategy and Business Development
- Supply Chain
- Commercial and Industrial Sales

**Chairperson**
Clive Robert Christison

**Deputy Chairperson**
Matthew James STACEY

**Board Member, Petrol Ofisi Group CEO**
Mehmet ABBASOĞLU

**Board Member**
Selim ŞİPER

**Independent Auditor**

# Code of Ethics and Compliance

Petrol Ofisi Group builds all its activities on ethical values, responsible business practices, and corporate integrity. The Company's approach to business ethics is shaped by the principles of honesty, transparency, accountability, and responsibility, which serve as guidance at every level—from daily operations to strategic decision-making.

The Code of Ethics applies to the entire ecosystem, including management teams, field employees, dealers, suppliers, consultants, and business partners, and is binding for all. Within Petrol Ofisi Group, a fair, reliable, and fully compliant working environment is maintained, and all employees and business partners are encouraged to act in accordance with ethical principles. A zero-tolerance policy is applied to all unethical or inappropriate behavior, supported by training programs, awareness initiatives, and audit mechanisms designed to prevent such conduct.

## Anti-Corruption and Anti-Bribery

Petrol Ofisi Group maintains a zero-tolerance policy against bribery, corruption, money laundering, embezzlement, facilitation payments, and any form of improper advantage. Employees are expected to act with vigilance against corruption risks in all business processes and must not tolerate any such conduct under any circumstances.

Gifts, hospitality, and similar practices are accepted only when reasonable, symbolic, and at a level that does not create a conflict of interest.

## Prevention of Conflicts of Interest

Employees are expected to ensure that their personal interests never take precedence over the interests of the company while performing their duties. Neutrality, independence, and fairness are upheld in all business relationships. Any circumstance that could give rise to a potential conflict of interest must be reported to the relevant manager or to the Ethics Line.

## Prevention of Anti-Competitive Practices

The company promotes fair competition and avoids all forms of monopolistic behavior. Compliance with antitrust and competition legislation is mandatory, and decisions issued by the Competition Authority are closely followed to ensure that internal practices remain up to date.

## Human Rights and Labor Principles

Petrol Ofisi Group upholds respect for human rights as a fundamental principle across all its operations. Child labor, forced labor, discrimination, harassment, and mobbing are strictly prohibited. All employees are provided with equal opportunities, and no discrimination is tolerated on the basis of gender, age, disability, ethnicity, belief, or any similar characteristic.

## Freedom of Association and Collective Bargaining

Employees' rights to unionize, organize, and engage in collective bargaining are fully protected. Within the legal framework, employees are free to elect their representatives and participate in collective negotiation processes.

## Principles to Prevent Forced or Compulsory Labor

The company maintains zero tolerance against forced labor and any form of labor exploitation. Employees' personal rights are safeguarded, and participation in voluntary social responsibility activities is supported in line with the company's social responsibility approach.

## Diversity, Equity and Inclusion

Petrol Ofisi Group promotes diversity, equal opportunity and inclusion as an integral component of its business ethics principles. The company increases the employment of women within the framework of gender equality and implements practices that strengthen women's participation in the workforce.

## Protection of Personal Data and Privacy

The confidentiality of all personal and commercial data belonging to customers, employees and business partners is safeguarded. Data is processed solely for lawful and legitimate purposes, and technical and administrative measures are implemented to protect against unauthorized access, loss, or misuse.

## Ethics Line and Reporting Mechanisms

The Ethics Line, which is accessible to all employees and business partners, is operated to enable the reporting of any conduct that violates ethical principles. Reports to the Ethics Line are evaluated on the basis of confidentiality, and necessary investigations are carried out regarding the issues reported. Individuals who file a report are protected, and no form of retaliation or discrimination is tolerated.

## Integrated Management Systems

Petrol Ofisi Group manages all its operations through an integrated approach, establishing a comprehensive management system framework that covers quality, environmental protection, occupational health and safety, energy efficiency, information security, and customer satisfaction. This system has been integrated into every stage of the company's operations as a strategic structure that supports the Group's sustainability vision.

The effectiveness and continuity of the implemented standards are ensured through regular internal audits and external audits conducted by independent bodies.

The integrated management system contributes to Petrol Ofisi Group's ability to maintain consistent product and service quality, fulfill its environmental responsibilities, and provide stakeholders with reliable, transparent, and high-standard services.

## Quality Management System (ISO 9001:2015)

Through the ISO 9001:2015 Quality Management System, Petrol Ofisi maintains an internationally compliant level of quality across all products and services, and carries out continuous improvement initiatives in a systematic manner to meet customer expectations. The system increases efficiency at every stage—from production to distribution—enabling the delivery of reliable, sustainable, and high-quality services.

## Environmental Management System (ISO 14001:2015)

Environmental impact reduction is one of Petrol Ofisi's key priorities. Within the scope of the ISO 14001:2015 Environmental Management System, environmentally friendly technologies and processes are developed to optimize energy and resource consumption. Policies implemented in areas such as waste management, emission control, and the protection of natural resources support the company's sustainability vision and ensure the continuous improvement of environmental performance.

## Occupational Health and Safety Management System (ISO 45001:2018)

Putting great importance on the safety and wellbeing of its employees, Petrol Ofisi has established an effective structure for preventing occupational accidents and illnesses through the ISO 45001:2018 Occupational Health and Safety Management System. Supported by proactive risk identification, regular inspections, and continuous training, the system enables the creation of a safe working environment and ensures the protection of employee health.

## Energy Management System (ISO 50001:2015)

Energy efficiency and the use of sustainable energy are among the company's key strategic priorities. Through the ISO 50001:2015 Energy Management System, energy consumption is regularly monitored and optimization projects are implemented. These efforts help reduce energy costs, promote the efficient use of resources, and contribute to lowering greenhouse gas emissions.

## Business Continuity Management System (ISO 22301:2019)

Petrol Ofisi aims to remain fully prepared for potential emergency and crisis scenarios. Through the ISO 22301:2019 Business Continuity Management System, the company ensures the uninterrupted continuation of critical operations while strengthening risk management and crisis planning processes. In doing so, it maintains customer satisfaction and operational reliability.

## Information Security Management System (ISO/IEC 27001:2013)

As business processes become increasingly digitalized, data security holds strategic importance for Petrol Ofisi. Through the ISO/IEC 27001:2013 Information Security Management System, data privacy and cybersecurity risks are managed effectively, ensuring that the information of both the company and its customers is protected in accordance with international standards.

## Customer Satisfaction Management System (DIN ISO 10002:2018)

Customer satisfaction is one of the fundamental pillars of Petrol Ofisi's sustainable growth. Under the DIN ISO 10002:2018 standard, customer feedback is collected and analyzed in a systematic manner. This process supports the development of action plans aimed at enhancing the customer experience and continuously improving service quality.

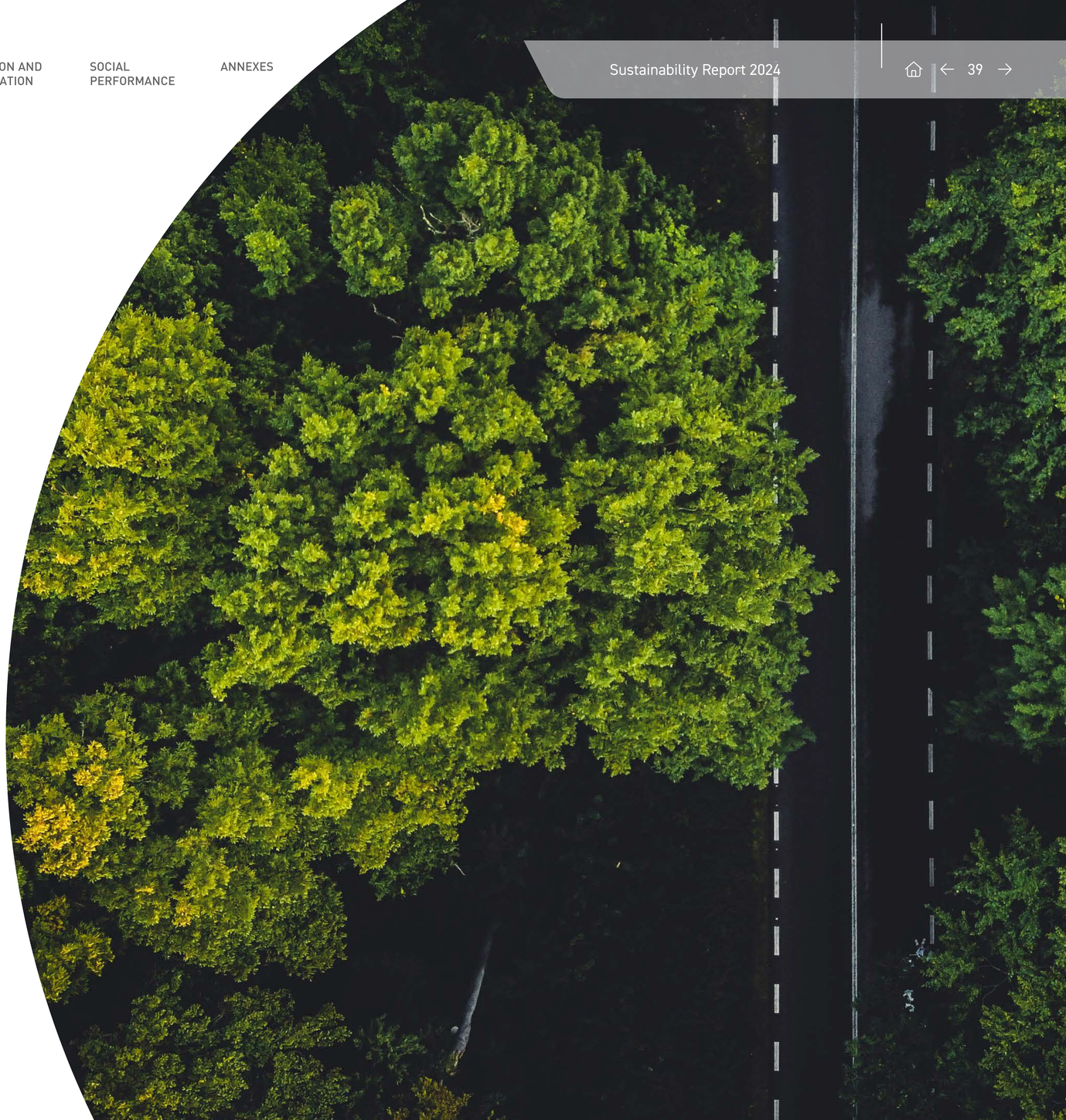
## Test and Calibration Laboratory (ISO 17025:2017)

To ensure that its product and service quality is grounded in scientific principles, Petrol Ofisi conducts its testing and calibration processes through laboratories accredited under ISO 17025:2017. This accreditation demonstrates the accuracy, impartiality, and reliability of laboratory operations and contributes to strengthening customer confidence.

| | Terminals | Lubricants Plant | Aviation Fueling Sites | Headquarters Activities |
|---|---|---|---|---|
| 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 27001:2013 Information Security Management System | ✓ | ✓ | ✓ | ✓ |
| ISO 10002:2018 Customer Satisfaction Management System | | | | ✓ |
| TS EN ISO/IEC 17025 Testing Laboratories Accreditation | ✓ | ✓ | | |

*Includes Derince Terminal and the Lubricants Plant.

# SUSTAINABILITY IN PETROL OFİSİ GROUP



# Our Sustainability Approach

Petrol Ofisi Group places sustainability at the core of its corporate strategy and regards it as a fundamental component of long-term value creation. Drawing on its strong position in the energy sector, the dynamics of global transformation, and Türkiye's critical role in energy supply security, the company conducts its activities through a holistic approach encompassing environmental, social, and governance dimensions. This approach is structured around four main focus areas: Climate & Environment, People & Society, Sustainable Finance, and Responsible & Resilient Supply.

## CLIMATE AND ENVIRONMENT

Petrol Ofisi Group recognizes mitigating the impacts of climate change and protecting natural resources as one of its strategic priorities. This focus area is built upon energy efficiency and emissions management practices, renewable energy investments, circular economy principles, water and waste management, and the conservation of biodiversity.

## PEOPLE & SOCIETY

The company considers the safety, wellbeing, and development of its employees as a primary responsibility. Continuous enhancement of the occupational health and safety culture, training and development programs, strong internal communication, and practices that promote equal opportunity and diversity are key focus areas in this regard. In addition, social value is strengthened through community engagement initiatives, partnerships with local stakeholders, and resilience programs designed to support preparedness for disasters and crises.

## SUSTAINABLE FINANCE

In line with its long-term added value approach, Petrol Ofisi Group focuses on financial resilience. New business models that support the energy transition, financing of low-carbon projects, investments aimed at reducing emissions, and initiatives in innovation and digitalization constitute the strategic elements of this focus area.

## RESPONSIBLE AND UNINTERRUPTED SUPPLY

Ensuring operational continuity is of critical importance in the energy sector. In this context, Petrol Ofisi Group focuses on managing environmental and social risks across its supply chain, advancing sustainable procurement practices, and continuously enhancing product quality. Through a reliable and responsible supply chain management approach, the company strengthens its ability to deliver uninterrupted services.

# Strategic Practices in the Sustainability Journey

Petrol Ofisi Group defines its role in the energy sector through its identity as an **"energy infrastructure group".** Across the energy value chain, every investment—from infrastructure to people-centered initiatives—is regarded as a strategic opportunity aligned with the Group's sustainability vision. While investing in current product and service technologies, the Group also advances transformation projects focused on the energies of the future.

The company is committed to reducing its Scope 1 and Scope 2 greenhouse gas emissions by 42% by 2030 and to achieving net-zero emissions by 2050. These targets not only support the progress of Petrol Ofisi and the wider energy sector, but also contribute strategically to Türkiye's 2053 net-zero vision.

Initiatives aimed at reducing the carbon footprint, supporting the energy transition, and expanding the use of renewable energy sources continue to advance with increasing momentum each year. The LEED Gold–certified headquarters building, the logistics center equipped with 8,000 $m^2$ of solar panels, and the company's energy-efficiency-focused investments stand as key examples of this vision. In addition, the use of recycled base oils in product development processes, environmentally friendly solutions designed for electric vehicles, and ongoing investments in digital infrastructure directly contribute to the sustainable development goals.

Acting with an ecosystem-based perspective, Petrol Ofisi aims to implement and expand the sustainability priorities outlined in Türkiye's energy transition agenda across all its operations. Projects carried out in the fuel, lubricants, marine, and aviation segments strengthen the company's net-zero vision and set an example for the sector in the transition to a low-carbon economy.

## Sustainability in Fuel and Lubricant Operations

Petrol Ofisi Group adopts a sustainability-focused approach across its products and services for land, marine, and aviation transportation.

## Sustainable Aviation

In line with the International Air Transport Association's (IATA) commitment to "Net Zero Carbon Emissions by 2050," Sustainable Aviation Fuel (SAF) has been supplied to Türkiye's leading airlines since 2022. SAF usage enables up to an 80% reduction in greenhouse gas emissions.

## Sustainable Maritime Operations

In the maritime sector, where the Group holds a leading position, PO/Marine carried out Türkiye's first next-generation marine fuel bunkering in 2019 under the IMO 2020 criteria, supplying very low sulphur fuel oil (VLSFO). This practice continues today as part of the Group's commitment to sustainable maritime operations.

## ISCC Certification

PO/Marine has obtained the International Sustainability and Carbon Certification (ISCC), demonstrating full compliance with global standards in the supply of biofuels and renewable feedstocks and reinforcing its commitment to sustainable fuel sourcing.

## International Biofuel Bunkering

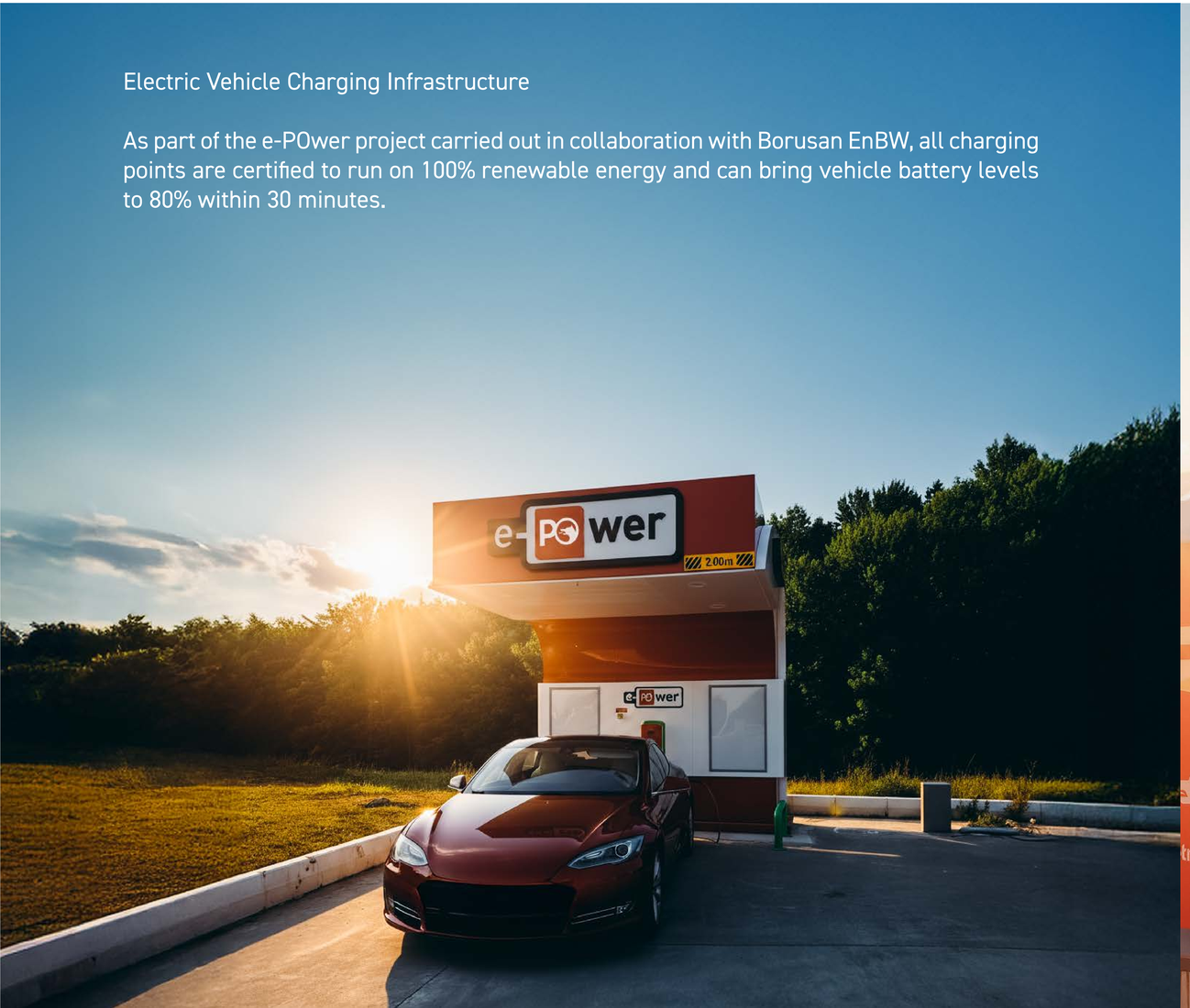
In 2024, Petrol Ofisi Group performed its first international biofuel bunkering operation with the delivery of 300 tons of B24 biofuel in Singapore—marking the first Türkiye-based international biofuel sale. Implemented in collaboration with Vitol Bunkers, this operation represents a strategic milestone that strengthens the Group's global presence in low-carbon marine fuels.

# Clean and Renewable Energy Investments

Petrol Ofisi implements integrated investments to support the energy transition and low-carbon mobility solutions.

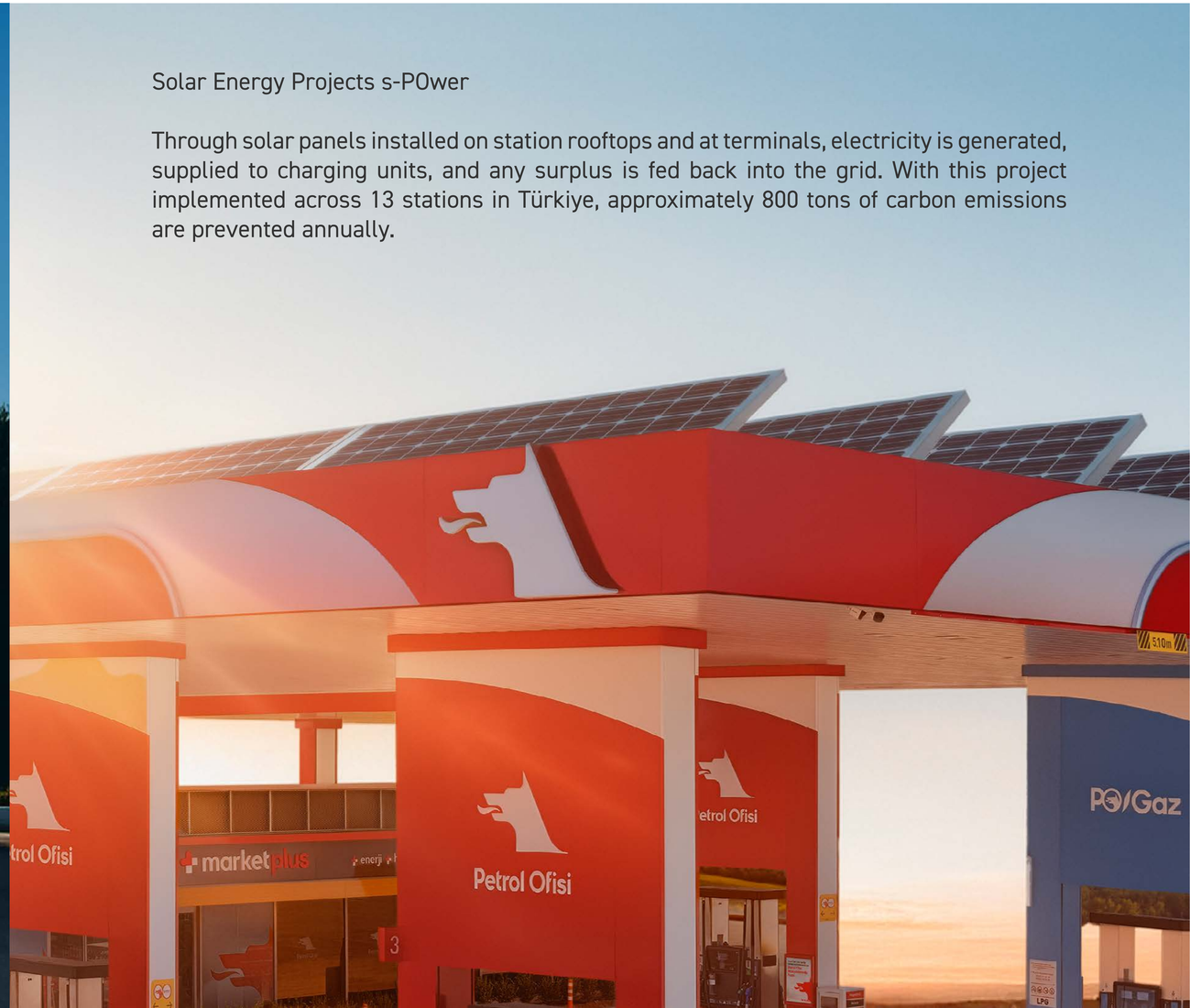
## Electric Vehicle Charging Infrastructure

As part of the e-POwer project carried out in collaboration with Borusan EnBW, all charging points are certified to run on 100% renewable energy and can bring vehicle battery levels to 80% within 30 minutes.




## Solar Energy Projects s-POwer

Through solar panels installed on station rooftops and at terminals, electricity is generated, supplied to charging units, and any surplus is fed back into the grid. With this project implemented across 13 stations in Türkiye, approximately 800 tons of carbon emissions are prevented annually.



# Stakeholder Engagement

Petrol Ofisi Group views the relationships it builds with all its stakeholders as one of the core pillars of its long-term success when shaping its sustainability strategies. Communication with a broad stakeholder network—including employees, subcontractors, suppliers, customers, the Board of Directors, investors, and group subsidiaries—is built on the principles of transparency, trust, and continuity.

Stakeholder engagement processes ensure an effective understanding of the needs and expectations of different groups, guiding the company's activities in line with these insights. For employees, who constitute the company's largest stakeholder group, regular briefings, training programs, performance evaluations, and satisfaction surveys are conducted. To enhance operational efficiency and ensure consistent quality across all processes, regular evaluations, audits, and collaboration initiatives are conducted with suppliers and subcontractors. Customer satisfaction surveys, dealer meetings, field visits, and digital communication channels are utilized to gather feedback, all of which support the continuous improvement of service quality.

In line with regulatory developments in the energy sector, collaborations are established with public authorities and local administrations, while social responsibility projects are carried out in partnership with non-governmental organizations. Regular board of directors meetings and investor communication activities strengthen transparency and accountability in strategic decision-making processes.

Feedback received from stakeholders contributes to improving operational processes, enhancing the effectiveness of sustainability initiatives, and identifying new opportunities. Petrol Ofisi Group views all these interactions as opportunities to create shared value and contribute to a common future.

# Materiality Assessment

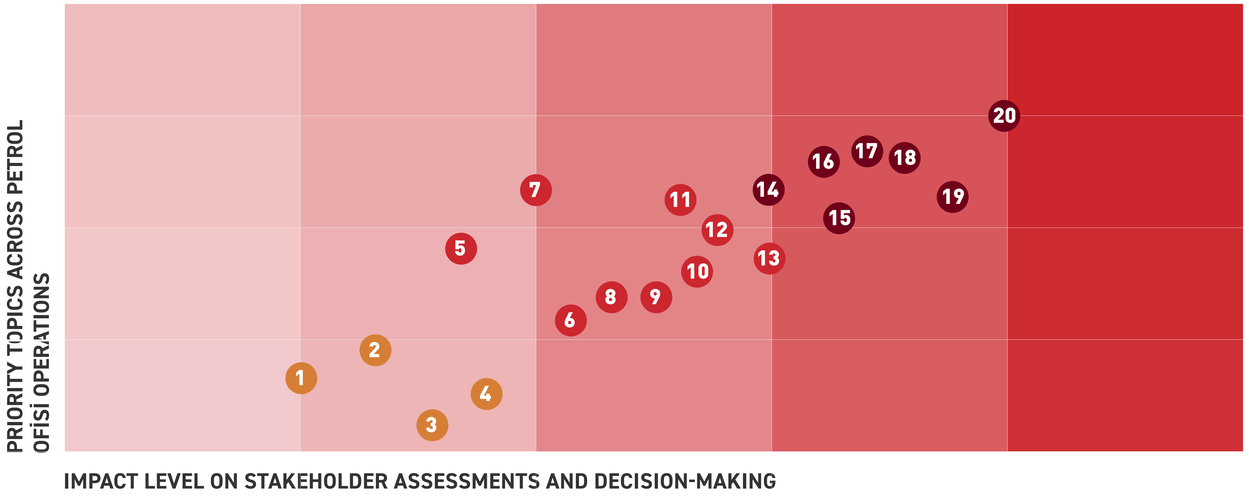
In developing its sustainability strategies, Petrol Ofisi Group considers the materiality assessment as a strategic tool and conducts this process through an inclusive, transparent, and systematic approach. The materiality assessment first carried out in 2023 was taken as a reference, and a comprehensive topic pool was rebuilt by considering current global sustainability trends, sectoral developments, and the evolving regulatory landscape. This list was aligned with national and international standards and mapped to the company's strategic objectives.

The identified topics were evaluated based on their significance for the company, stakeholders, and society, as well as their impact on sustainable profitability. These topics were shared with both internal and external stakeholders through a survey, reaching a wide stakeholder group that included customers, suppliers, subcontractors, employees, subsidiaries, public institutions, partner organizations, and representatives from civil society. Feedback gathered from a total of 482 participants provided a qualified and comprehensive data set. The survey results received from external and internal stakeholders were consolidated with the evaluations of the Sustainability Committee, completing the final assessment. The topics were classified as 'very high priority,' 'high priority,' and 'priority,' and their levels of importance were comparatively assessed from both the company and stakeholder perspectives.

The assessment results were evaluated within the four key focus areas that shape the Company's sustainability roadmap: Climate & Environment, People & Society, Sustainable Finance, and Responsible & Resilient Supply. Through these focus areas, the environmental, social, financial, and supply chain dimensions are addressed in an integrated manner, ensuring strategic coherence across the organization. Feedback received from stakeholders contributes to the effective management of risks, the early identification of opportunities, and the strengthening of the social, environmental, and economic impacts of the projects.

## Materiality Matrix

Priority Topics | High Priority Topics | Highest Priority Topics




1. Investments in emission reduction and financing of low-carbon projects
2. Social responsibility and local stakeholder engagement
3. Management of environmental and social risks in the supply chain
4. Sustainable purchasing practices
5. Biodiversity
6. Circular economy practices
7. Equal opportunity, diversity and inclusion
8. Financing of new business models supporting the energy transition
9. Employee wellbeing and internal communication
10. Employee development and training
11. Financial resilience and long-term value creation
12. Innovation and Digitalization
13. Ethics and transparency
14. Energy and emission management
15. Waste management
16. Disaster and crisis management resilience
17. Product quality
18. Climate change adaptation & risk management
19. Water management
20. Occupational health and safety

## CLIMATE AND ENVIRONMENT

### CLIMATE CHANGE ADAPTATION & RISK MANAGEMENT

13 CLIMATE ACTION
7 AFFORDABLE AND CLEAN ENERGY

### ENERGY AND EMISSION MANAGEMENT

7 AFFORDABLE AND CLEAN ENERGY
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION

### CIRCULAR ECONOMY PRACTICES

8 DECENT WORK AND ECONOMIC GROWTH
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
12 RESPONSIBLE CONSUMPTION AND PRODUCTION

### WASTE MANAGEMENT

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

### WATER MANAGEMENT

6 CLEAN WATER AND SANITATION
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION

### BIODIVERSITY

14 LIFE BELOW WATER
15 LIFE ON LAND

## PEOPLE & SOCIETY

### OCCUPATIONAL HEALTH AND SAFETY

3 GOOD HEALTH AND WELL-BEING
8 DECENT WORK AND ECONOMIC GROWTH

### EMPLOYEE WELLBEING AND INTERNAL COMMUNICATION

3 GOOD HEALTH AND WELL-BEING
5 GENDER EQUALITY
8 DECENT WORK AND ECONOMIC GROWTH
10 REDUCED INEQUALITIES

### DISASTER AND CRISIS MANAGEMENT RESILIENCE

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
11 SUSTAINABLE CITIES AND COMMUNITIES

### EMPLOYEE DEVELOPMENT AND TRAINING

4 QUALITY EDUCATION
8 DECENT WORK AND ECONOMIC GROWTH

### EQUAL OPPORTUNITY, DIVERSITY AND INCLUSİON

5 GENDER EQUALITY
8 DECENT WORK AND ECONOMIC GROWTH
10 REDUCED INEQUALITIES

### SOCIAL RESPONSIBILITY AND LOCAL STAKEHOLDER ENGAGEMENT

8 DECENT WORK AND ECONOMIC GROWTH
17 PARTNERSHIPS FOR THE GOALS

### ETHICS AND TRANSPARENCY

8 DECENT WORK AND ECONOMIC GROWTH
16 PEACE, JUSTICE AND STRONG INSTITUTIONS

## SUSTAINABLE FINANCE

### FINANCIAL RESILIENCE AND LONG-TERM VALUE CREATION

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
12 RESPONSIBLE CONSUMPTION AND PRODUCTION

### FINANCING OF NEW BUSINESS MODELS SUPPORTING THE ENERGY TRANSITION

7 AFFORDABLE AND CLEAN ENERGY
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

### INVESTMENTS IN EMISSION REDUCTION AND FINANCING OF LOW-CARBON PROJECTS

7 AFFORDABLE AND CLEAN ENERGY
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
12 RESPONSIBLE CONSUMPTION AND PRODUCTION

### INNOVATION AND DIGITALIZATION

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
12 RESPONSIBLE CONSUMPTION AND PRODUCTION

## RESPONSIBLE AND UNINTERRUPTED SUPPLY

### MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS İN THE SUPPLY CHAIN

8 DECENT WORK AND ECONOMIC GROWTH
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
12 RESPONSIBLE CONSUMPTION AND PRODUCTION

### SUSTAINABLE PURCHASING PRACTICES

8 DECENT WORK AND ECONOMIC GROWTH
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
17 PARTNERSHIPS FOR THE GOALS

### PRODUCT QUALITY

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
12 RESPONSIBLE CONSUMPTION AND PRODUCTION

# Climate- and Sustainability-Related Risks and Opportunities

Petrol Ofisi Group closely monitors the growing impacts of climate change on both the energy sector and the global economy, and shapes its sustainability strategies accordingly. Climate change introduces a wide range of direct and indirect risks across operational processes, the supply chain, natural resource use and financial sustainability, while at the same time creating new opportunities.

In 2024, a comprehensive assessment was carried out in line with the TCFD (Task Force on Climate-Related Financial Disclosures) framework, and risk profiles were analyzed for units operating in regions with varying climate conditions. Within the scope of this work, the potential impacts of rising temperatures, extreme weather events, water stress, drought, flooding, wildfires and regulatory changes on the company's operations and supply chain were systematically evaluated. By 2025, the insights obtained will be fully integrated into the Group's sustainability vision, transforming them into action plans designed to strengthen operational continuity and enhance strategic resilience.

## Physical Risks

Petrol Ofisi Group's presence across regions with diverse climate and geographical characteristics results in varying degrees and frequencies of physical risks associated with climate change. Extreme precipitation, floods, landslides, water scarcity, drought, heatwaves affecting employee health and productivity, forest fires, and severe storms have been identified as key physical risk factors for the company.

In response to these risks, Petrol Ofisi Group adopts a proactive approach and continues to invest in strengthening the resilience of its operational infrastructure against changing climate conditions. Projects such as water recovery systems, rainwater harvesting, closed-loop water use, and the reuse of water within production processes support the efficient use of natural resources and help mitigate the impacts of potential water-stress scenarios. In addition, measures to safeguard employee well-being have been enhanced through improved climate-control practices against extreme temperatures, while emergency response scenarios for regional risks such as wildfires and floods have been further detailed and strengthened.

## Transition Risks

The transition to a low-carbon economy presents both challenges and transformation opportunities for the Group. Global regulations aimed at limiting carbon emissions, carbon-pricing mechanisms, Türkiye's preparations for an emissions trading system, and the increasing scope of reporting requirements are all factors that may directly influence the Company's operational costs.

Petrol Ofisi Group is investing in enhancing energy efficiency and modernizing its production processes. Low-emission technologies are being adopted in energy-intensive operations to reduce the carbon footprint, sustainability criteria are being strengthened across the supply chain, and a diversified portfolio of low-carbon products is being developed in line with evolving customer expectations. These efforts not only ensure compliance with emerging regulations, but also reinforce long-term competitiveness and financial resilience.

## Climate-Related Opportunities

Climate change also presents a significant transformation space that can be turned into opportunity through the right strategic approach. Petrol Ofisi Group aims to play a leading role in the sector by developing climate-friendly and low-carbon products, increasing the use of renewable energy and implementing energy-efficiency projects.
Efficient water use, recovery initiatives and the wider adoption of closed-loop systems enable the protection of natural resources while simultaneously reducing operational costs. In addition, innovative carbon-management projects help drive emission reductions and ensure alignment with national and international standards.

## Metrics and Objectives

Petrol Ofisi Group embraces measurability and transparency as core principles of its sustainability approach, and regularly monitors climate-related performance indicators. In this context, carbon emissions, energy consumption, water management and waste recovery rates are tracked across all facilities through digital systems.

In line with the Group's commitment to reduce Scope 1 and Scope 2 emissions by 42% by 2030, detailed roadmaps have been developed and interim targets have been set. Performance data is reviewed and updated on a regular basis, shared transparently with senior management and stakeholders, and used to identify improvement areas and drive strategic action.

# ENVIRONMENTAL PERFORMANCE

# Environmental Management

Petrol Ofisi Group conducts all its operations with a strong sense of environmental responsibility, implementing an integrated management system designed to protect natural resources, minimize environmental impacts and support efforts to combat climate change. This system has been structured in line with the **TS EN ISO 14001:2015 Environmental Management System and the ISO 50001 Energy Management System** standards, and is fully integrated across all operational sites of the company. In addition, the calculation and reporting of greenhouse gas emissions—particularly for aviation operations—are carried out in accordance with the GHG Protocol, and the related processes are independently verified.

The environmental management approach of Petrol Ofisi Group is built on a life-cycle perspective, covering the identification, assessment and continuous improvement of both direct and indirect environmental impacts arising from its operations. The Environmental Aspect and Risk Assessment Table is updated regularly, risks are prioritized, and preventive measures are defined through a proactive approach. **In line with the targets set for 2024, the company has committed to reducing its Scope 1 and Scope 2 greenhouse gas emissions by 42% by 2030 and achieving net-zero emissions by 2050.**

Ensuring full compliance with environmental legislation remains a fundamental priority. Through the digital regulatory monitoring system, environmental legal requirements are tracked on an ongoing basis, relevant units are promptly informed, and compliance assessments are carried out at least once a year. This approach ensures full compliance with regulatory requirements while enabling the early identification and effective management of environmental risks.

Petrol Ofisi Group continues to invest in waste reduction at source, increased recycling, efficient water use, the expansion of renewable energy resources, and the development of low-carbon products. Through **the Zero Waste Management System** implemented across the Group, circular economy principles are supported and waste is reintegrated into the economy.

The company's environmental performance is monitored regularly and evaluated by senior management through Management Review Meetings. Internal and external audits, **performance indicators**, and reporting practices collectively ensure the continuous improvement of t**he environmental management system**.

Process safety systems implemented across fuel and LPG terminals, the lubricant plant, and aviation fueling facilities are designed **to protect people, the environment, assets, and corporate reputation**.

Within this framework, major accident risks are minimized through critical equipment management, emergency preparations, and robust operational control mechanisms. Written procedures and permit-to-work systems are applied for both routine and non-routine operations, ensuring that all activities are conducted in line with the **ALARP** (As Low As Reasonably Practicable) principle to reduce risks to acceptable levels.

The Hazardous Materials Management Procedure governs the selection, classification, storage, transportation, use, and disposal of hazardous substances across all relevant operational stages. In these processes, classification and labeling systems aligned with **GHS (Globally Harmonized System)** and **CLP (Classification, Labeling and Packaging)** regulations are used, and opportunities to substitute hazardous substances with less harmful alternatives are evaluated. Regular training sessions are provided for employees and contractors to enhance awareness, while technical and organizational measures are implemented to reduce exposure.

To prevent soil and water pollution, leakage controls, secondary containment systems, and emergency response plans are deployed at operational sites, ensuring that any potential spills or leaks are swiftly contained. Rainwater and wastewater are treated through regularly operated treatment systems, and periodic analyses are conducted to verify compliance with regulatory standards.

## Energy Management

Petrol Ofisi Group approaches energy management not only as a means to enhance operational efficiency but also as a strategic component in fighting against climate change. Efficient use of energy resources, reducing greenhouse gas emissions, and expanding renewable energy investments form key pillars of the company's sustainability strategy. A structure aligned with **ISO 50001 Energy Management System** standards has been adopted, ensuring that energy performance is regularly measured, monitored, and improved across all areas of operation.

The company's energy management policy is built on principles of increasing resource efficiency, reducing its carbon footprint, and strengthening sustainable energy infrastructure. Energy consumption at the headquarters building, stations, terminals, aviation supply units, and the Derince Lubricants Plant is centrally monitored through digital systems, with performance indicators regularly reported to senior management.

At the Derince Lubricants Plant, **2,074 solar panels** were installed, meeting **33% of the facility's** electricity needs and achieving an annual reduction of more than **443 tons of $CO_2$ equivalent emissions**.

In addition to these investments, significant projects have been implemented at the lubricants plant to enhance energy efficiency and reduce carbon emissions. Initiatives such as the Condensate Pocket Application, elimination of compressed air leaks, and insulation improvements in mechanical installations have generated annual savings exceeding 3.1 million TL. The total investment for these projects amounted to approximately 1 million TL, standing out as strategic initiatives that delivered a rapid return on investment.

Beyond reducing operational costs, these efforts significantly enhanced the plant's energy efficiency and made a strong contribution to its sustainable production goals.

As part of the project launched to modernize the vehicle fleet used in aviation operations, the average fleet age was reduced from 26 to 20 years. With the introduction of 10 new Euro 6 engine vehicles, substantial fuel savings were achieved and emission levels were lowered. In 2024, four JETA-1 refuellers and two avgas refuellers were added to the fleet, and plans include the addition of 3 new avgas vehicles and 1 electric dispenser.

At the headquarters building, LEED Gold-certified smart automation systems enable highly efficient management of heating, cooling, and lighting processes, reducing energy costs and delivering significant savings in consumption. Additionally, digital energy monitoring systems have been implemented at aviation supply units, allowing for more effective loss-leakage tracking and supporting the transition to new equipment that contributes to energy savings.

| Resource | Unit | Consumption Amount | 2022 | 2023 | 2024 |
|---|---|---|---|---|---|
| Natural Gas | $m^3$ | Terminals, Aviation Supply Sites | 3,881,148.82 | 3,676,393.78 | 3,167,634 |
| LPG | tonne | Terminals | 0.035 | 0.5 | 1.575 |
| Fuel Oil | tonne | Terminals | 25.17 | 8.188 | 7.83 |
| Diesel Consumption (On-site) | $m^3$ | Terminals, Aviation Fueling Sites | 451.65 | 350.898 | 375.82 |
| Fuel Consumption – Contractor Logistics Vehicles | liter | HQ Shuttle Service, Logistics | 11,190,280 | 14,166,494.71 | 14,649,768 |
| Corporate Fleet | liter | Company Vehicles | 798,553 | 920,139 | 933,184 |
| On-site Gasoline Use | liter | Terminals, Air Refueling Units | 25,170 | 36,387 | 33,119 |
| Electric | kWh | Terminals, Aviation Fueling Sites, Agency Stations | 19,637,243.44 | 20,195,689.4 | 21,185,541 |

## Energy Efficiency Projects in Terminal Operations

**At the İskenderun Terminal,** the exterior lighting systems were fully upgraded to LED technology, resulting in significant energy savings. In addition, process improvements made to vessel discharge operations increased overall operational efficiency. Furthermore, the diameter of the UM marker transfer line was expanded, reducing pump operating time and lowering energy consumption.

**At the Samsun Terminal,** low-kW pumps were deployed at discharge stations to minimize energy usage, and exterior lighting systems were modernized with LED technology. The commissioning of new storage tanks reduced the number of operational cycles, yielding both energy and time savings across critical processes.

**At the Derince Terminal,** comprehensive upgrades significantly improved energy efficiency. The insulation of all fuel-oil tanks was fully renewed, and the dual-side heating system on jetty pipelines was converted to a single-side configuration, reducing steam consumption and overall energy demand. Tank residues were minimized through the addition of dedicated steam lines to tank bases, enabling a more sustainable operation with significantly lower steam consumption. Furthermore, rainwater from the loading canopy roof was redirected to reduce the load on the wastewater treatment system, while increasing the diameter of new pipeline installations lowered friction and pressure losses. Across the terminal, all lighting systems were replaced with energy-efficient LED technology.

**Trabzon Terminal** has likewise implemented several projects to improve energy efficiency, including the use of low-kW pumps at discharge islands, the transition to LED lighting systems, and pipeline simplifications that have reduced pump operating times. Furthermore, the move to a shared-office layout has enhanced workspace efficiency.

**At the Kırıkkale Terminal,** the renewal of outdoor lighting systems with LEDs has contributed to overall energy efficiency.

# Emission Management

**Petrol Ofisi Group prioritizes the effective management of greenhouse gas emissions across all operational processes, in line with its climate action commitments and ambition for a low-carbon future.**

Measurements and analyses of point and area emission sources are carried out meticulously at least once every two years by authorized laboratories. Engineering solutions are implemented to reduce emissions from point sources, and periodic inspections, maintenance, and necessary replacements of equipment are conducted on a regular basis.

The company calculates and reports its greenhouse gas emissions in accordance with the GHG Protocol across Scope 1, Scope 2, and Scope 3 categories. In this process, energy consumption, fuel use, logistics activities, and supply chain-related emissions from all operational sites—including terminals, aviation supply units, stations, the headquarters building, and the lubricants plant—are monitored and managed in an integrated manner.

**Greenhouse Gas Emissions Scope 1**

| | |
|---|---|
| 2022 | **11.504** ($tCO_2e$) |
| 2023 | **11.084** ($tCO_2e$) |
| 2024 | **10.160** ($tCO_2e$) |

**Greenhouse Gas Emissions Scope 2**

| | |
|---|---|
| 2022 | **9.303** ($tCO_2e$) |
| 2023 | **9.568** ($tCO_2e$) |
| 2024 | **10.037** ($tCO_2e$) |

**Greenhouse Gas Emissions Scope 3***

| | |
|---|---|
| 2022 | **30.078** ($tCO_2e$) |
| 2023 | **38.078** ($tCO_2e$) |
| 2024 | **39.377** ($tCO_2e$) |

Petrol Ofisi Group has established a strategic roadmap aligned with its goals of reducing Scope 1 and Scope 2 greenhouse gas emissions by 42% by 2030 and achieving net-zero emissions by 2050. To meet these targets, the company is implementing comprehensive initiatives across multiple areas, including energy efficiency projects, renewable energy investments, electric vehicle charging infrastructure, and low-carbon fuel solutions. In 2024, the energy efficiency projects implemented at the lubricants plant made a significant contribution to reducing operational emissions

The widespread adoption of Sustainable Aviation Fuel (SAF) has been a strategic priority for the Group. SAF produces up to 80% lower lifecycle greenhouse gas emissions compared to conventional JET A-1 fuel, making it a key enabler of both IATA's Net Zero 2050 target and Türkiye's 2053 Green Deal commitments. In 2024, through targeted investments and operational enhancements, the Group significantly increased its SAF refuelling capacity, reinforcing its leadership in the transition toward low-carbon aviation fuels.

Following international audits conducted in 2024, Petrol Ofisi obtained ISCC (International Sustainability and Carbon Certification) accreditation, demonstrating full compliance with global sustainability standards in its biofuel and renewable feedstock supply processes. The certification confirms the company's compliance with international traceability, environmental and social criteria across the supply chain, as well as its commitment to reducing greenhouse gas emissions. Particularly in marine fuels and biofuel operations, the Group continues to expand the use of sustainable products and fully aligns its practices with global regulations such as IMO 2020 and the European Green Deal, thereby supporting the transition to a low-carbon economy.

*Scope 3 emissions are calculated based on distance traveled by Petrol Ofisi and contractors, service shuttle kilometers, and logistics-related distance data.

# Water Management

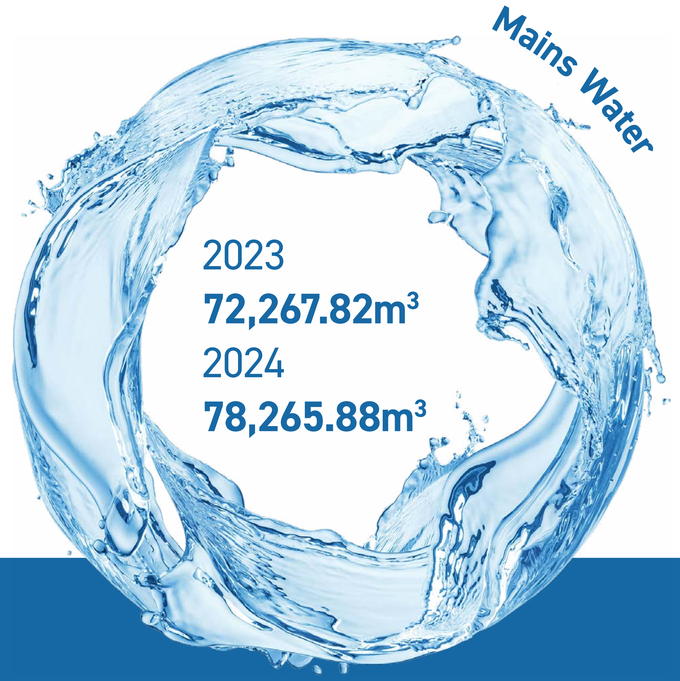
Petrol Ofisi Group recognizes water as a limited and valuable natural resource and prioritizes its efficient and sustainable management across all operations. Protecting water resources, ensuring efficient consumption, and preventing pollution risks are treated as fundamental elements of the company's environmental policies. Water management processes are carried out through an integrated system covering consumption monitoring, pollution prevention, recovery, and treatment activities.

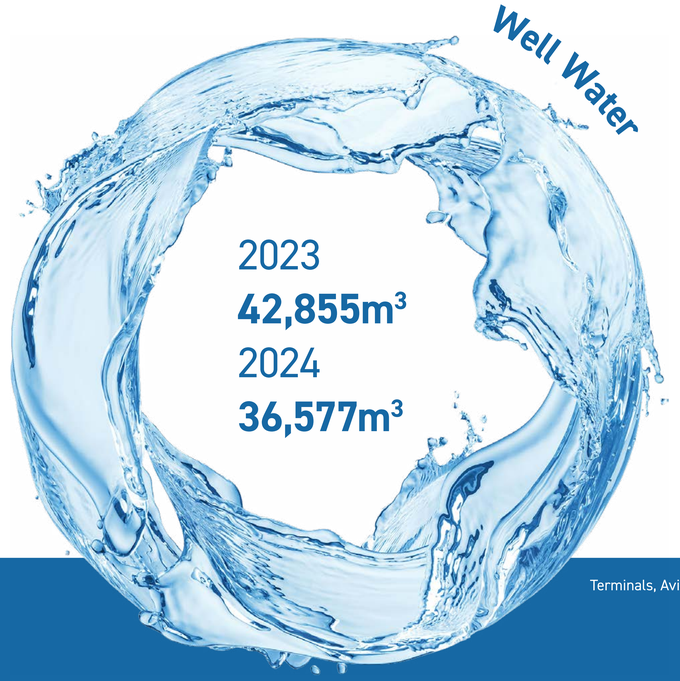
Water consumption at all terminals, aviation supply units, stations, the lubricant plant, and logistics centers is regularly measured, analyzed, and reported. The data obtained form the basis for projects and improvement actions designed to enhance water efficiency. Water consumption figures for 2024 were reviewed on a regular basis, and action plans were implemented at critical points to achieve meaningful reductions.

In line with the Group's Oily Water, Stormwater and Wastewater Treatment Operations Procedure; process water, stormwater, and wastewater are collected, transferred, and disposed of separately, ensuring that all related processes are managed with strict environmental diligence. At the facilities, rainwater and wastewater are kept strictly separate, and modern infrastructures—especially at terminals—are utilized to prevent environmental contamination. Regular separator maintenance, pipeline inspections, and water quality analyses are carried out to prevent oily water from being released into the environment. If any deviation from established parameters is detected, rapid response procedures are immediately activated.

Significant efforts are also underway to support wastewater recovery and reuse. At the lubricant plant and terminals, a portion of the process water is recovered through on-site treatment facilities, enabling its reuse in operations. In addition, rainwater harvesting systems allow rainwater to be utilized as supplementary process water.

In 2024, digital monitoring systems for water consumption and water quality were commissioned, enabling real-time tracking of operational data. With the digitalized reporting system, full compliance has been ensured both with regulatory requirements and the ISO 14001 Environmental Management System standard. Water management performance is regularly reported to senior management, and improvement initiatives are planned in line with annual targets.




Terminals, Aviation Fueling Sites, Lubricants Plant, Headquarters

# Waste Management and Circular Economy

Petrol Ofisi Group implements a comprehensive and systematic waste management process within the framework of its Integrated Management System and Zero Waste Management Plan, with the aim of minimizing the environmental impacts of waste generated at every stage of its operations. The core objectives of the waste management approach include reducing waste at its source, promoting reuse, increasing recycling rates, and ensuring that waste requiring disposal is managed in full compliance with environmental legislation and international standards.

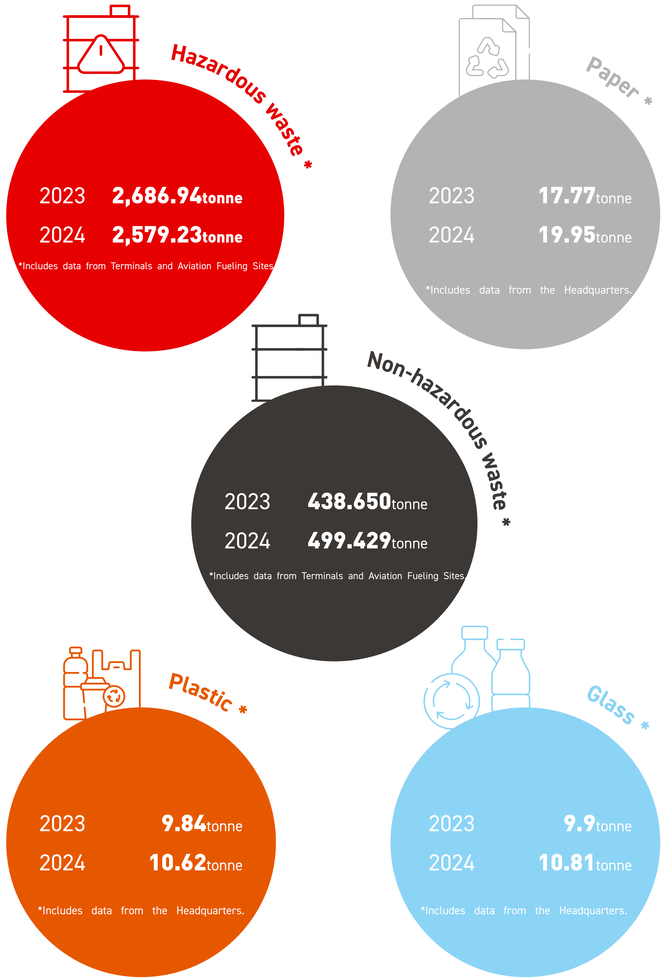
Waste generated at terminals, aviation supply units, stations, and the lubricants plant is regularly monitored, classified by type, and safely stored in designated temporary storage areas. In 2024, the tracking of hazardous and non-hazardous waste was carried out digitally through the Waste Management System (WMS), ensuring transparency, traceability, and data reliability in waste management.

Across all facilities, Zero Waste Certificates were updated, and the waste recycling rate was increased. Waste categories such as waste oils, solvents, packaging waste, hazardous chemical waste, and treatment sludge were sent to licensed recovery and disposal facilities, and regulatory-compliant reporting was conducted throughout the process using hazardous waste transport forms. As a result of the improvements implemented at our stations, packaging waste is now separated at the source, and regular maintenance and inspections of oil separators and wastewater systems have been carried out.

In line with its commitment to supporting the circular economy, Petrol Ofisi Group continues to strengthen waste recovery processes and develop initiatives aimed at reducing waste generation. Through the awareness programs and employee trainings conducted in 2024, the culture of waste management has been embedded across the organization, leading to significant progress toward the Group's environmental sustainability objectives.

The Technical Services unit for Lubricants carries out activities that support operational efficiency and prevent resource waste within the framework of circular economy strategies. Throughout 2024, 12,701 used-oil analyses were conducted, optimal oil change intervals were identified, and premature oil replacements were prevented. In addition, filtration processes for oils used in industrial operations were performed by the Diagnostics team, enabling the re-use of 180 tons of oil. These efficiency measures contributed both to the conservation of natural resources and to uninterrupted and efficient production by preventing unplanned equipment downtime.

As part of its efforts to reduce plastic waste and conserve natural resources, Petrol Ofisi Group has implemented sustainability-focused improvements in packaging materials. Within this scope, 20-liter plastic containers are now produced using 25% recycled material.



# RESPONSIBLE VALUE CHAIN

# Responsible and Uninterrupted Supply

Petrol Ofisi Group regards its supply chain not merely as a mechanism that ensures the continuity of product and service flow, but as a critical pillar at the very core of its sustainability strategy. Leveraging its market-leading position and extensive operational footprint, the Group aims to contribute to the advancement of all organizations it interacts with across the value chain. Procurement processes are carried out in line with sectoral requirements, and environmental and social sustainability principles are integrated into every stage.

Suppliers are expected to comply with ethical and human rights standards, ensure a safe and healthy working environment for their employees, and adopt a responsible approach toward environmental impacts. The Group does not engage in business with suppliers that may pose adverse environmental or social impacts, thereby reinforcing a responsible and sustainable supply chain management framework.

New suppliers are onboarded through the Promena Tender Platform, and the accreditation process is carried out based on evaluation criteria defined in line with Petrol Ofisi standards.

Suppliers are assessed in areas such as quality, environmental performance, occupational health and safety, energy management, information security and customer satisfaction, in accordance with international standards. Suppliers that meet the required qualification score and, where necessary, successfully pass HSSE-Q (Health, Safety, Security and Environment) or production audits are included in the approved supplier list and become eligible to participate in tenders.

Supplier evaluations are conducted regularly—at least once a year—by the HSSE-Q Department and the Procurement Unit. During this process, suppliers with strategic importance are evaluated based on criteria such as quality performance, communication effectiveness, compliance with operational processes and adherence to contractual requirements, and are classified as A, B or C. Suppliers that remain in category C for two consecutive years are subject to a reassessment of the business relationship, and action plans are developed to address their improvement areas.

In addition, for critical suppliers, a detailed evaluation is conducted through questionnaires that cover sustainability criteria such as environmental risk management, energy efficiency practices, and occupational health and safety performance. HSSE-Q audits are carried out to monitor suppliers' environmental and social responsibility performance, and reports generated from these audits identify areas for improvement. This approach helps reduce risks across the supply chain while supporting continuous improvement.

In 2024, with the initiation of the acquisition process of BP Petrolleri Inc..'s operations, the expansion of terminal and station networks strengthened logistics capacity and supported the Group's commitment to an uninterrupted supply chain. Consolidating logistics operations under a single structure enhanced the resilience of the supply chain and ensured the security of product flows.

Technology and digitalization are actively utilized to ensure continuity and efficiency across the supply chain. Order creation and routing processes in LPG transportation are managed through the Crealog system, which is fully integrated with SAP. Approximately 95% of LPG orders are generated automatically through algorithms that analyze station tank levels, sales data and terminal distances. This ensures that each dealer receives fueling at the optimal frequency and in the right quantities, enabling effective stock management.

## Number of local suppliers

**1,710**

## Local supplier rate

**98.79%**

# Product Quality and Customer Satisfaction

Petrol Ofisi Group strengthens its industry leadership through a customer-centric service approach that consistently exceeds expectations. The Lubricants Technical Services team, composed of specialized engineers, conducts regular on-site visits and provides tailored lubricant recommendations to ensure optimal performance of the equipment used by customers. These services enhance the efficient, safe, and long-lasting operation of machinery and industrial systems.

To support informed product selection and optimal lubricant use, comprehensive training programs are delivered across customer facilities. In 2024, more than 2,300 participants received training. This enables the correct and efficient use of lubricants, extends equipment life cycles, reduces maintenance costs, and ultimately improves overall customer satisfaction.

Petrol Ofisi continuously evaluates customer feedback to enhance the quality of its products and services, delivering fast and effective solutions aligned with evolving market needs.

The product portfolio is regularly updated, and innovative services are introduced based on customer expectations.

Processes for measuring and improving customer satisfaction are carried out in accordance with the DIN ISO 10002:2018 Customer Satisfaction Management System standard. Feedback received through call centers, social media channels, SMS, and digital platforms such as Sikayetvar.com is monitored regularly and shared with the relevant units. In 2024, nearly 440,000 calls and more than 35,000 complaints were reviewed, and insights derived from these data were used to implement actions aimed at improving the overall customer experience.

| | Target | 2023 | 2024 | 2023–2024 Change (%) | vs. Target |
|---|---|---|---|---|---|
| Incoming Calls (Number) | - | 413,651 | 447,938 | ▲ 8% | - |
| Answered Calls (Number) | - | 382,255 | 404,029 | ▲ 6% | - |
| Call Response Rate | 90% | 94% | 91% | ▼ 3% | Over |
| Number of complaints | - | 34,943 | 35,952 | ▲ 3% | - |
| Quality Score | 85 | 95.1 | 96.6 | ▲ 2% | Over |
| End User Satisfaction | 85 | 90.9 | 92.3 | ▲ 2% | Over |

# Customer Experience

Petrol Ofisi Group approaches customer experience holistically—extending beyond product and service quality to include station infrastructure, digital solutions and strategic partnerships. The company is reshaping fuel stations from traditional refueling points into versatile living spaces that enhance everyday convenience.

Within this transformation, a wide range of services—from market operations and digital payment solutions to personal convenience areas and mobile app-enabled offerings—are continuously improved to elevate the user experience. New service concepts developed through strong partnerships aim to provide customers with a seamless, accessible and safe experience while saving them time.

## Retail Experience:

# Expanded Retail and Food Services

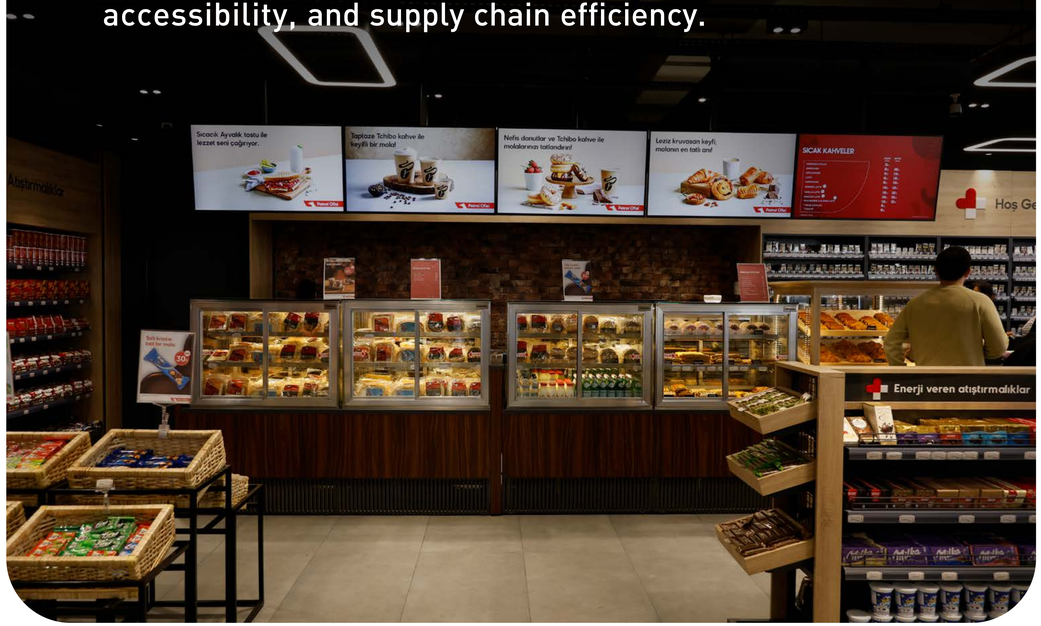
Petrol Ofisi Group has redefined its stations beyond traditional fuel stops, transforming them into versatile service hubs designed to meet customers' all needs. As a key component of this transformation, the Marketplus concept was introduced to offer customers a curated selection of high-quality, diverse and easily accessible products under one roof.

The retail experience in food and grocery services is strengthened through industry-leading collaborations:

- Through an extended collaboration with **Migros Mjet**, nearly 100 stations across Türkiye now offer a modern, high-standard retail experience**.**
- The distribution agreement with **Tchibo** enables Petrol Ofisi dealers and business partners to procure coffee products directly through the Group, ensuring consistent quality and supply chain efficiency. More than **900 stations** now offer the **"Tchibo To Go"** concept, providing customers with a high-quality coffee experience.

Every day, nearly 1 million vehicles and more than 2 million individual customers use services from Petrol Ofisi stations. This high customer traffic necessitates the continuous enhancement of the retail experience in all aspects.

Accordingly, operational processes are regularly reviewed, and improvements are implemented with a focus on customer satisfaction, digitalization, accessibility, and supply chain efficiency.



## Customer Experience
# Powered By Technology

Within the scope of the Group's digital transformation vision, technology-driven applications are widely implemented across both operational processes and customer touch points. The SAP Transformation Project, carried out with the goal of achieving operational excellence, has enhanced end-to-end process efficiency and earned the SAP Transformation Award by improving data integrity, speed, and control capabilities. At stations, AI-powered systems that capture real-time customer feedback enable continuous monitoring and improvement of customer satisfaction. Similarly, lubricant analysis processes have been fully digitalized through the POLAB Portal, where QR-code-supported tracking enhances traceability.

The "1st Eye" application, which measures customer experience in real time, operates in an integrated manner with the AI-assisted IVN outbound calling system and the mobile application, allowing customer feedback to be monitored instantly and enabling rapid action to improve the overall experience.

The "Talking Station" application enables direct interaction via WhatsApp through a QR code while the "3rd Eye Digital Monitoring System" allows real-time centralized supervision of stations, supporting field teams in taking swift action.

To ensure consistent service quality, the Hijyen Plus self-audit program enables continuous monitoring of cleaning processes at stations, helping maintain high hygiene standards for customers.

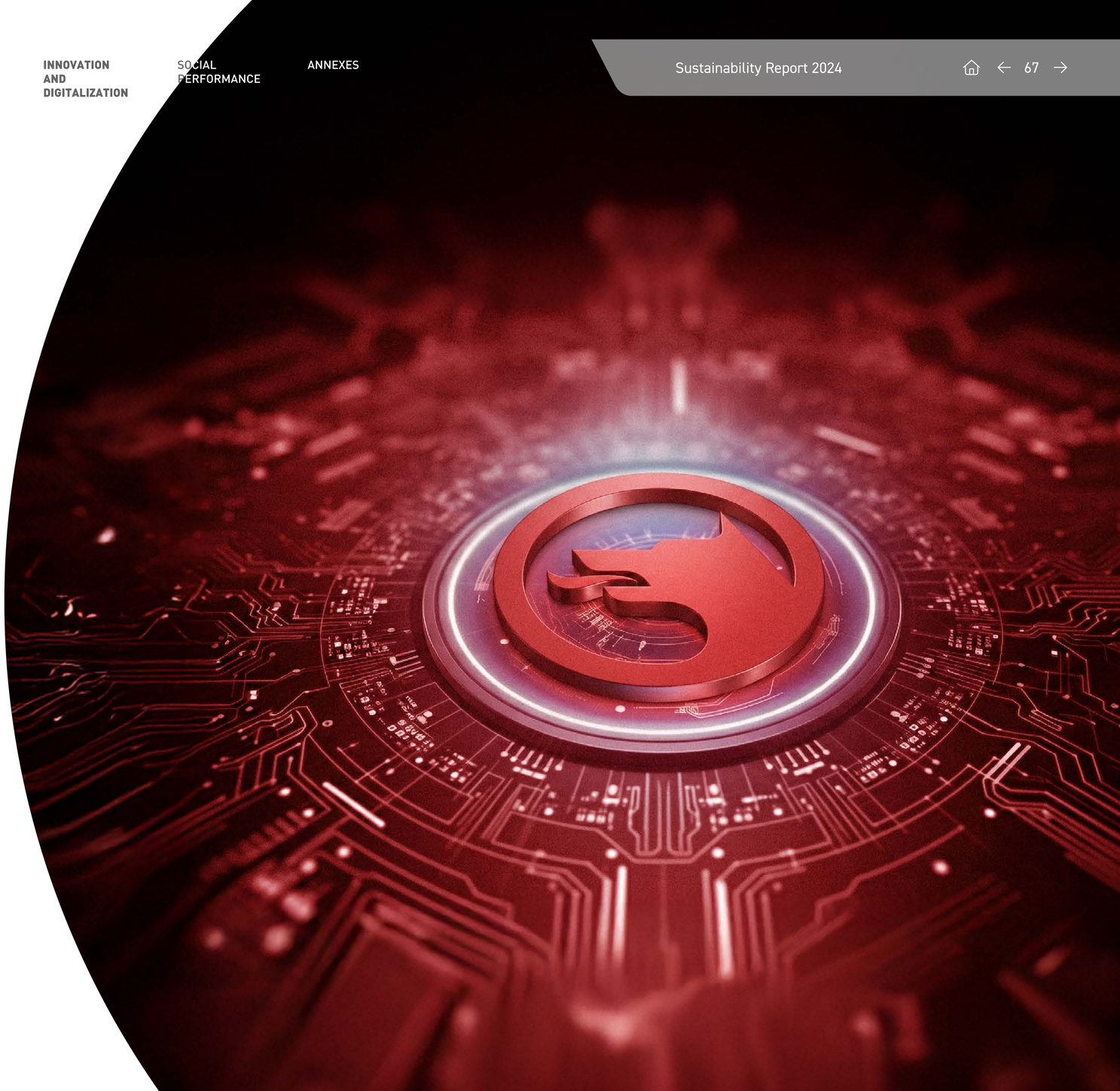
- **Instant Customer Feedback**
- **Digital Surveillance**
- **Hijyen Plus Application**
- **Oil Analysis**
- **Leadership in UTTS Process**

## New Generation Loyalty System and
# Mobile Experience

To meet the growing demand for personalized promotions and strengthen the customer experience, the loyalty system infrastructure has been upgraded with the latest technology.

- The new-generation mobile application enriches the user experience with personalized campaigns developed through customer research and one-to-one interviews, as well as features such as viewing transaction history and selecting music.
- With a 4.9-star rating on Google Play and the Apple Store, the application stands as the leading mobile platform in the industry and enables the company to maintain direct and uninterrupted communication with its customers.

# INNOVATION AND DIGITALIZATION



# R&D and Innovation

Petrol Ofisi Group stands at the forefront of innovation and technology in the sector through the Petrol Ofisi Technology Center (POTEM), the most comprehensive lubricant technology hub in Türkiye and the surrounding region. Located in Derince, Kocaeli, the center operates within an indoor area of approximately 750 m² and is equipped with state-of-the-art laboratory infrastructure supported by a team of expert engineers. POTEM functions as a pioneering R&D center, driving the development of innovative solutions across the industry.

Its research and development activities focus on formulating new products in the fields of lubricants, chemicals, and fuel derivatives; creating domestic alternatives to imported raw materials and products; conducting tribological analyses; and reducing friction through advanced material and formulation studies.

On average, the center performs around 300,000 tests annually. The studies conducted using internationally recognized test methods cover both domestic and international accredited procedures. POTEM also provides R&D, quality control, and analytical services to a wide range of stakeholders, including public institutions, domestic manufacturers, and global brands.

Adaptech technology represents one of the most significant examples of POTEM's innovation capacity. Thanks to this technology, Maxima engine oils are engineered to deliver maximum performance and protection by adapting 100% to varying driving conditions and climate environments. In addition, the use of 25% recycled plastic in the packaging of these products helps reduce environmental impact.

Beyond product development, R&D activities also focus on process innovation. Through regular oil analyses conducted by the Diagnostics team, optimum oil usage intervals are determined, equipment efficiency is enhanced, and waste oil generation is minimized. In 2024, more than 12,700 oil analyses were conducted, and an additional 180 tons of oil were recovered through filtration, contributing to the circular economy.

Through POTEM, Petrol Ofisi Group also focuses on developing sustainable products and processes. Special coolant formulations for electric vehicles and next-generation lubricant products support the transition to a low-carbon economy while strengthening the Group's competitive presence in global markets.

Efforts also continue to expand the product line designed for the nearly six million motorcycles in Türkiye and to strengthen sector expertise through direct engagement with mechanics and service professionals.

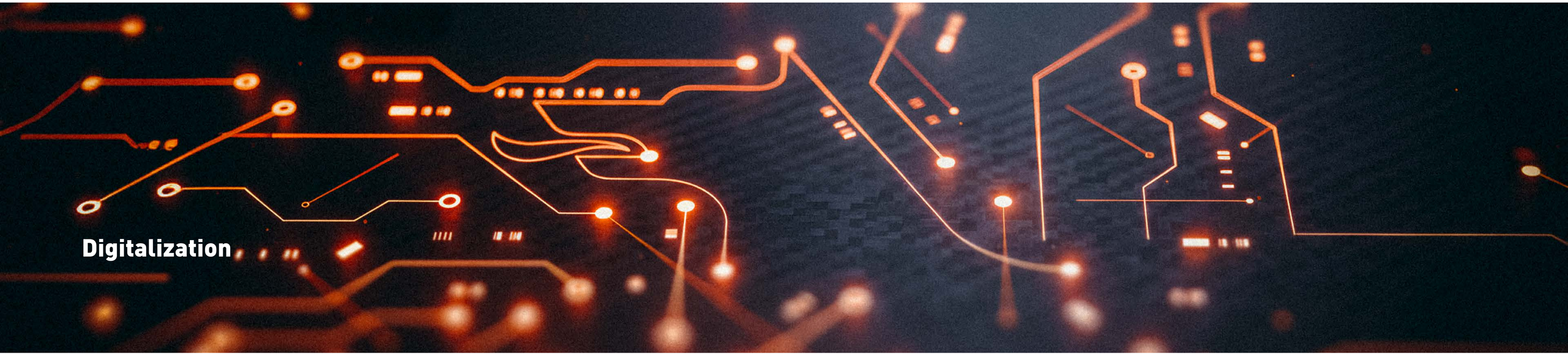
In 2024, Petrol Ofisi Group's R&D activities gained significant momentum thanks to strategic collaborations with universities and accredited research centers. Projects carried out in collaboration with Türkiye's leading academic institutions and R&D centers deliver innovative solutions—particularly in lubricants and chemical products—and create high added value for the sector.

*In 2025, it is certified as R&D center.

| Type | Event | Location |
|---|---|---|
| Congress | GOMA 54th | International |
| Conference | International Conference on Research in Engineering, Technology and Science (ICRETS) | International |
| Congress | ELGI 2024 | Domestic |
| Exhibition | ICRES 2024 | Domestic |
| Congress | EFRS 2024 | Domestic |
| Congress | INCOHIS 2024-spring 4. International Congress on New Horizons in Science | Domestic |
| Conference | ICSuSaT 2024-7th International Conference on Sustainable Sciences and Technology | Domestic |
| Symposium | Food Chemistry Science Days | Domestic |
| Symposium | Chemistry Days | Domestic |
| Congress | NANOTR-18 | Domestic |
| Congress | 35. National Chemistry Congress | Domestic |
| Congress | IX. Polymer Science and Technology Congress-Oral Presentation | Domestic |
| Congress | IRC 2024 | Domestic |
| Congress | ICATI 2024 | Domestic |
| Symposium | Hacettepe University Young Chemists Society Seminar | Domestic |
| Symposium | Ankara University Chemistry Department Student Representatives Seminar | Domestic |

| Partnerships | Partner Organization/Individual |
|---|---|
| University | **Istanbul Technical University** |
| University | **Kocaeli University** |
| University | **Ankara University** |
| University | **Gebze Technical University** |
| R&D/Design Center | **Gebze Technical University** |
| R&D/Design Center | **3S R&D Center** |
| R&D/Design Center | **Maysan Mando R&D Center** |

| Number of R&D Patents/Publications | 2023 | 2024 |
|---|---|---|
| Number of patent applications filed | 0 | 1 |
| Number of publications, articles and papers | 11 | 17 |
| Number of national publications | 2 | 1 |
| Number of international publications | 9 | 16 |



# Digitalization

In 2024, Petrol Ofisi Group accelerated its digital transformation efforts with the aim of enhancing operational efficiency and improving service quality. Projects implemented across the Group focused on end-to-end integration of business processes, strengthening data management, and improving the customer experience through digital platforms.

With the enhancement of the information technology infrastructure, advanced systems such as SAP and Crealog were integrated. Through the Crealog program, used particularly in LPG transportation operations, station tank levels and sales data can be monitored in real time, orders are generated automatically, and route optimization is achieved. This system contributes to delivering more with fewer vehicles, reducing fuel consumption and carbon emissions, lowering transportation costs, and strengthening sustainable logistics management.

Within the scope of the tablet-based refueling and operations control project, refueling processes were digitalized; activities carried out on vehicles are now recorded via tablets instead of paper receipts and digitally archived.

In the field of information security, a structure aligned with the ISO 27001:2013 Information Security Management System was established, and the digital infrastructure was strengthened to protect against cyber threats. Information security incidents are monitored and improved regularly in accordance with established procedures.

In Digitopia's assessment, Petrol Ofisi Group increased its digital maturity score from 3.1 to 3.4 in 2024 by demonstrating strong performance across technology, governance, operations, customer experience, human resources, and innovation. With this score, the Group ranked in the global "leader" category within the energy sector and achieved the highest digital maturity score among all sectors in Digitopia's Türkiye Digital Maturity Report published in collaboration with TÜSİAD SD2.

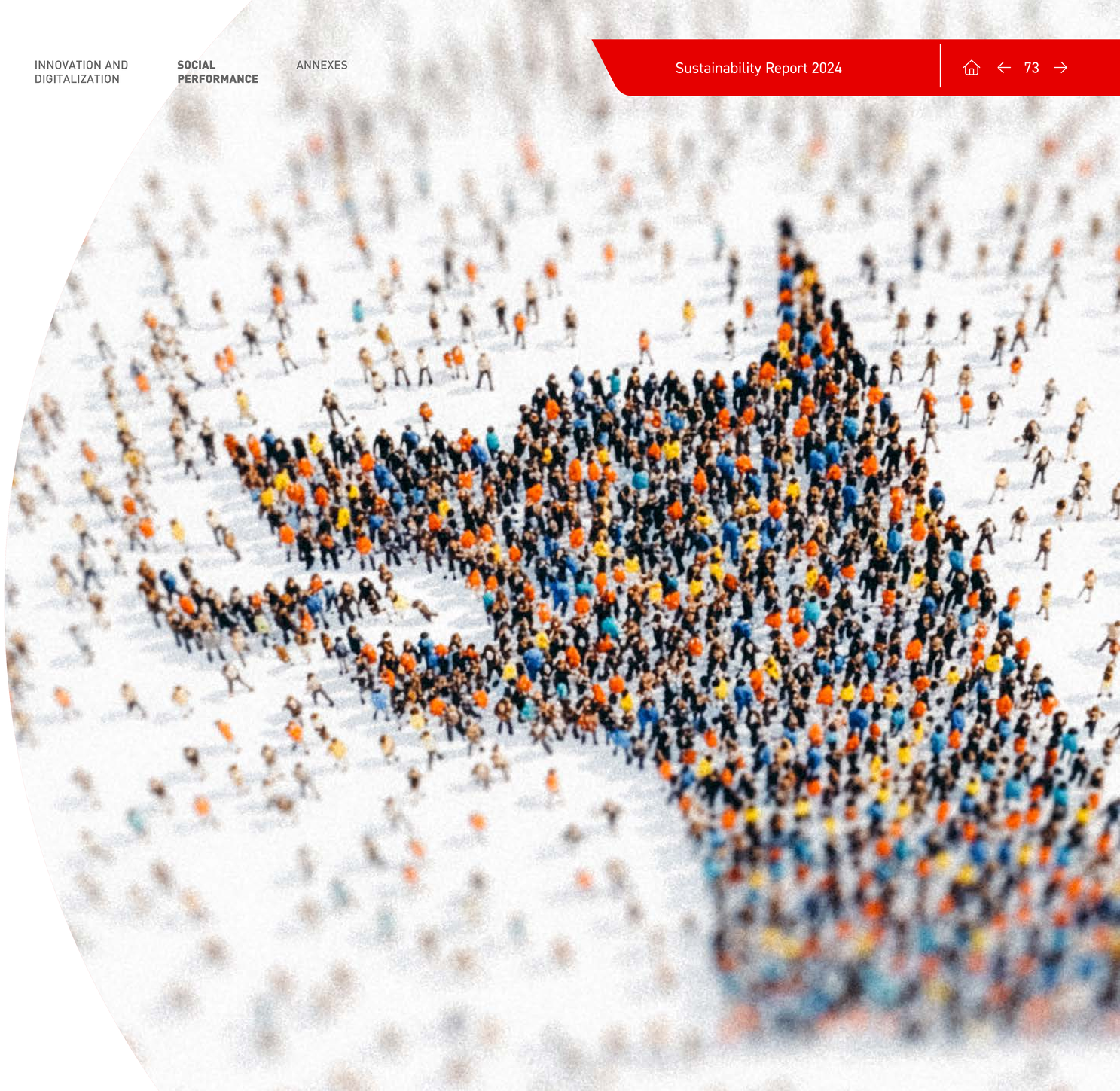
As a significant milestone in its digital transformation journey, the Group implemented an SD-WAN infrastructure across Türkiye in collaboration with Türk Telekom. This initiative—one of the most comprehensive digital transformation projects carried out to date in the fuel industry—enables centralized monitoring of station operations, strengthens data security, and optimizes connection speeds. By combining Türk Telekom's technical capabilities with Petrol Ofisi Group's extensive field network, the project has resulted in one of the world's largest SD-WAN deployments.

# Digital and Technology Innovations

In 2024, digitalization initiatives contributed to improved operational efficiency and sustained enhancements in customer experience through several key projects:

- **OfisPortal Mobile Application:** By enabling the management of orders, invoices, and inventory tracking through a mobile platform, operational efficiency was increased and customer satisfaction was strengthened.
- **Lubricants Order Tracking Integration:** Customers gained instant digital access to shipment and delivery information, allowing them to monitor processes in real time, while supplier performance became measurable.
- **Material Requirements Planning (MRP) Project:** With the SAP-based system, planning of filling lines was optimized, improving production efficiency and reducing the number of urgent orders.
- **SAC Stock Days – Turnover Rate Report:** Through a digital reporting system that strategically guides lubricants stock policies, stock costs were managed more effectively. Efficient management of approximately 1 billion TL in inventory resulted in annual savings equivalent to 0.17 FTE.
- **Fuel Consignment Note Digital Transformation Project:** Through a QR-based mobile application, station sales and collection processes were fully digitalized, reducing operational times and generating annual cost savings of up to 100 million TL.
- **SAP–TÜPRAŞ Integration via Robotic Automation:** By eliminating manual tasks, order and invoicing processes were automated, resulting in lower operational error rates.
- **Management of Fleet Customers' Limit Cancellation Processes with RPA:** Digitalization of collection processes reduced the risk of errors and significantly shortened processing times.
- **AutoMatic Mobile Project:** The mobile application designed for fleet customers digitalized fuel refueling transactions, generating cost savings of nearly USD 150,000.
- **Automation of Payment Processes:** Collections made through different banks were automated via system integration, increasing operational efficiency.

# SOCIAL PERFORMANCE



## Our Human Resources Approach

Petrol Ofisi Group's human resources approach is shaped by its employer brand promise of being a 'Pioneer of Development.' The company's primary aim is to offer a working environment that fosters a strong feeling of inclusion, supports employees' personal, professional, and organizational development, and creates a culture in which they feel proud to work.

Going beyond managing operational processes, the Human Resources team acts as an internal consultant, facilitator, and coach. This approach helps strengthen and retain the qualified talent that will shape the future of the organization. Human resources strategies are continuously developed in full alignment with the company's vision of transformation, innovation, and leadership.

Human resources strategies are continuously enhanced in full alignment with the company's vision of transformation, innovation, and leadership. Within this framework, data-driven decision-making systems, digital HR platforms, and AI-powered analytical tools are integrated into HR processes, enabling a holistic improvement of the employee experience.

Petrol Ofisi Group offers its employees a flexible, efficient, and highly engaging work environment through a modern working model that blends physical and digital capabilities. This model supports cross-generational collaboration, knowledge sharing, and innovation.

## Diversity, Equity and Inclusion

Petrol Ofisi Group builds its human resources policies on the principles of diversity, equity, and inclusion. Through its Gender Equality Policy and Procedure, the company has institutionalized its commitment to offering equal opportunities for women and men across recruitment, promotion, compensation, and career development processes. Petrol Ofisi Group conducts its recruitment processes based on merit and equal opportunity, ensuring fair and balanced conditions for all employees in terms of roles, compensation, and career growth.

Preventing all forms of discrimination across the organization is upheld as a fundamental principle. At Petrol Ofisi Group, factors such as race, ethnicity, religion, language, age, disability, gender, marital status, sexual orientation, political opinion, or union membership are never used as criteria in employee evaluation. A zero-tolerance policy is also enforced against any form of physical or verbal harassment, mobbing, or similar inappropriate behavior. The processing of employees' personal data is carried out in full compliance with the Personal Data Protection Law (KVKK).

Projects aimed at increasing women's employment and promoting inclusivity are among the company's strategic priorities. Petrol Ofisi Group participates as a corporate member in the mentorship programs of the Sales Network platform, offering mentorship support to young women professionals. In addition, monthly childcare support is provided to women employees with children aged 0–6, helping them maintain a healthy balance between career and family life.

POTEM—recognized not only as one of Türkiye's but also one of the world's leading R&D centers—holds a distinguished position in gender equality, with women engineers accounting for more than 75% of its workforce. Following a comprehensive independent audit covering the headquarters, regional offices, the lubricants plant, and fuel and LPG terminals, the company became the first in its sector to earn the "Equal Women at Work" Certificate. This certification confirms the effectiveness and success of the company's policies aimed at providing equal rights and opportunities for women in the workplace. The company also continues to promote practices that encourage dealers to prioritize the employment of women at stations.

To support the participation of employees with disabilities in the workforce, accessibility arrangements are made at workplaces, and appropriate role placements are provided. In supplier selection processes, preference is given to companies that support the employment of people with disabilities, reinforcing inclusivity not only within the organization but also across the wider supply chain.

# Talent Acquisition and Career Development

## Recruitment

Petrol Ofisi Group aims to attract the best candidates—from young talents to experienced professionals—across a broad range of roles. Recruitment and selection processes, conducted in accordance with the Recruitment Procedure, are managed through a transparent, systematic, and objective framework. All stages—from the preparation of job postings and preliminary application screening to multi-stage interviews, assessment center practices, reference checks, and offer processes—have been standardized. Ensuring timely and accurate feedback at every stage of the process is a key principle, enabling a positive candidate experience.

With its strong employer brand, Petrol Ofisi Group strives to enhance its visibility among target audiences and to enable candidates to experience the company culture from the very first point of contact. The company supports the development of young professionals through project-based internship and talent programs designed specifically for university students and recent graduates, offering them an early opportunity to integrate into the business world. Through these programs, young talents gain hands-on experience in real business processes, develop their competencies with the help of internal mentorship, and begin their career journeys on a strong foundation.

## Career Development and Internal Promotion

Petrol Ofisi Group implements structured programs to support employees in achieving their career goals and continuing their development within the company. The Career Movements Procedure provides employees with the transparent information and guidance they need throughout their career development journey. The procedure clearly defines the conditions for various career movements—including vertical promotion, lateral transfers, rotations, and temporary assignments.

Through rotation opportunities in different departments, employees gain diverse experiences and the chance to further develop their competencies. In vertical promotion processes, the requirements of the position and employees' performance results are evaluated objectively, while approval mechanisms involving senior management ensure that decisions are made fairly and consistently.

In 2024, nearly all employees underwent regular performance and career development evaluations, and a significant portion of critical positions were filled through internal promotions. Regular career planning discussions also supported employees in defining their long-term goals and shaping their development paths.

Career development at Petrol Ofisi Group is structured to help employees realize their full potential. In 2024, a three-tier Leadership Development Program was launched for more than 60 managers. The program resulted in measurable behavioral improvement of 80%, and by the end of the year, more than 90 managers had completed the program. Through individual coaching and mentorship programs, a six-session development plan was designed for 14 newly appointed N-2 managers.

## Training and Development Programs

At Petrol Ofisi Group, professional and personal development is an integral part of the corporate culture. In line with the company's commitment to employee growth, a strong learning and development environment is offered. Comprehensive orientation and onboarding programs are implemented from the moment of recruitment, ensuring that new employees quickly adapt to the company culture.

Training activities are supported through a combination of in-person classroom sessions, workshops, seminars, mentorship and coaching programs, as well as online learning platforms. With the 24/7 accessible digital learning platform, employees can enhance their capabilities across a broad spectrum—from technical skills to leadership and innovation

Leadership development programs designed specifically for managers help strengthen managerial capabilities and promote a leadership approach aligned with the company culture. Training content is regularly updated in line with global trends and the company's strategic needs, and is delivered to employees through a harmonized learning model. The effectiveness of training programs is measured through continuous feedback, enabling ongoing improvements.

Within the framework of a holistic development approach, Petrol Ofisi Group also prioritizes the mental and physical wellbeing of its employees, integrating practices that support the balance of "mind, body, and spirit" into its training and development programs.

In 2024, the average training duration per employee reached 60.2 hours, with 35% of all trainings delivered in e-learning format. The learning platform's content library expanded by 25%, and mobile access rates climbed to 40%. LMS e-learning satisfaction was recorded at 4.7, internal training satisfaction at 4.5, and LinkedIn Learning utilization reached 100%.

**Key training programs included:**

**Sales Academy**
A capability-building program attended by 220 sales professionals, supported by case-based learning modules and achieving an 86% success rate.

**PO360 Orientation**
In 2024, 46 new employees participated in the program, with a completion rate of 87%.

**Internal Training Program**
Through content built on the Technical Knowledge & Skills System, a 60% representation of technical expertise was achieved, and simultaneous training sessions were delivered across 7 regions.

| | 2022 | 2023 | 2024 |
|---|---|---|---|
| Occupational Development | 12.3 | 27.6 | 38.1 |
| Self-development | 2.2 | 3.8 | 1.1 |
| Leadership | 12.1 | 13.6 | 29.9 |
| Total | 26.6 | 45.0 | 69.1 |

# Performance and Feedback Culture

At Petrol Ofisi Group, performance management is built on setting targets aligned with corporate strategy and maintaining a continuous feedback mechanism. Within the corporate performance model, annual goals are established in line with the SMART criteria (Specific, Measurable, Achievable, Relevant, Time-bound) and finalized with the approval of the Board of Directors. These goals are then cascaded throughout the organization and translated into individual objectives for each business unit and employee, ensuring that all teams work toward measurable outcomes that support the company's strategic direction.

The Performance Management System is defined through written procedures and applies to all permanent employees. Each performance cycle consists of three stages: goal setting at the beginning of the year, a mid-year review (check-in), and the final year-end performance assessment. Throughout this process, employees and their managers not only review progress toward goals but also engage in one-to-one discussions on career development and future potential. Prior to year-end evaluations, calibration meetings are held to ensure fairness, consistency and transparency across different departments.

A strong feedback culture is actively encouraged at Petrol Ofisi. Managers provide continuous feedback throughout the performance period, supporting and guiding employees in their development. Petrol Ofisi adopts the "70-20-10 development model" as part of its performance management approach. According to this model, 70% of development is gained through on-the-job experience, 20% through mentoring and coaching, and 10% through formal training. Individual development plans are created for all employees across these three dimensions, while managers monitor the implementation of these plans throughout the year through regular coaching and mentoring interactions.

Performance results serve as a critical input for the company's compensation, promotion, and career development decisions. High-performing employees are recognized through performance bonuses and promotion opportunities, whereas employees with identified development needs are supported through targeted training and mentoring programs.

Each year, all employees are assessed against their predefined objectives, resulting in a 100% performance evaluation coverage. The insights generated from these assessments are regularly reviewed by senior management, enabling the identification of organizational development opportunities and ensuring continuous improvement across all processes.

## Employee Experience and Engagement

Petrol Ofisi Group regards employee engagement and satisfaction as a strategic area that requires continuous improvement. A comprehensive Employee Experience Survey is conducted regularly across the organization to assess employees' perspectives on various dimensions, including work environment, leadership approach, career opportunities, compensation and benefits, internal communication, and corporate culture. Survey results are analyzed through the Satisfaction – Engagement – Motivation (SEM) indicators and are reported with year-on-year comparisons. Furthermore, detailed analyses are carried out based on demographic variables such as age, gender, tenure, title, and department to identify the key factors influencing employee engagement and motivation. These insights inform the prioritization of improvement areas.

Survey outcomes are shared with senior management, and in line with the Employee Experience Survey Procedure, action plans are developed for all departments to address identified areas of improvement. As a result of the 2024 survey, key development areas included strengthening internal communication and enhancing the visibility of career development opportunities. In line with these findings, internal communication platforms were renewed and informative sessions were organized for employees. To monitor the adaptation of newly hired employees to the organization, "My Journey" surveys are conducted in the 1st, 3rd, and 6th months of employment, ensuring continuous feedback throughout the onboarding process. In addition, post-training evaluation surveys are carried out to assess the effectiveness of training programs, and the results are used to improve the design and content of future programs.

**As Türkiye's leading energy infrastructure group, Petrol Ofisi continues to take significant steps to enhance the employee experience. In this context, the legally mandated 5-day paternity leave under Labour Law No. 4857 has been extended to 15 working days for all male employees across the company. This practice supports fathers in maintaining a more balanced life both at work and at home, thereby strengthening overall employee well-being and worklife balance.**

# Internal Communication and Engagement Mechanisms

Petrol Ofisi Group considers open and transparent communication as one of the fundamental elements of its corporate culture. Employees are encouraged to freely share their opinions and suggestions through the internal portal, which enables them to submit questions directly to management and propose new ideas. Through the "POwer Together" program, employees can submit cost-saving or revenue-enhancing ideas, and projects deemed successful are implemented and rewarded. In 2024, the "Innovation Days" event brought together cross-functional teams from different departments, enabling employees to develop new ideas, which were then presented in forums with the participation of senior management.

To further strengthen employee engagement, regular town hall meetings, social events, and team-building activities are organized. Under the "More of Us" program led by the HR department, social events support strong connections among employees and reinforce the company culture.

Thanks to these initiatives, employee engagement at Petrol Ofisi has shown steady improvement each year. According to the 2024 Employee Experience Survey, overall satisfaction and engagement scores increased compared to previous years, and improvements were recorded in the Satisfaction–Engagement–Motivation (SEM) Index. The company views employee feedback as a critical input for organizational development and places a culture of "growing together" at the heart of all human resources processes.

The Volunteers Office, positioned as an integral part of internal communications within Petrol Ofisi Group, was established to enhance employees' social responsibility awareness and contribute to societal well-being. Employees from various departments participate voluntarily in projects carried out under the Volunteers Office, strengthening social solidarity while also reinforcing their sense of belonging within the organization.

In collaboration with the AIP (Emergency Needs Project) Foundation, several initiatives were implemented to support children in need. Educational assistance was provided, and school kits were prepared for preschool students—reaching a total of 47 children and young people. Additionally, through the Foundation, the New Year wishes of 190 children were fulfilled, with all gifts supplied by Petrol Ofisi employees. During the Ramadan period, support packages were prepared to meet the basic needs of 25 families, and birthday celebrations were organized for students in three different primary schools. Employees who are members of the Volunteers Office spent time with children throughout the year, joining their special occasions and supporting their social well-being.

| | 2022 | 2023 | 2024 |
|---|---|---|---|
| Satisfaction | 70.9 % | 73.9 % | 74.8 % |
| Engagement | 77.4 % | 77.9 % | 80.2 % |
| Motivation | 79.9 % | 80.2 % | 82.5 % |

"Developing Together"

# "zero accident"

## Occupational Health and Safety

Petrol Ofisi Group regards ensuring a healthy and safe working environment for all employees as a strategic priority and conducts its activities with a "zero accident" goal. The Occupational Health and Safety (OHS) management system is structured in line with the ISO 45001:2018 standard. Control processes have been established to eliminate hazards and minimize risks, and preventive measures have been defined in accordance with the Hierarchy of Hazard Controls, including hazard elimination, substitution, engineering and administrative controls, and the use of personal protective equipment (PPE).

Occupational health and safety management is carried out in an integrated structure together with Quality and Environmental management, and full compliance with legal regulations and international standards is firmly upheld. The OHS policy is approved by senior management, communicated across the entire organization, and reviewed regularly during Management Review meetings. Petrol Ofisi Group's OHS approach covers employees, suppliers, and contractors. Accordingly, all stakeholders involved in collaboration are expected to provide a safe and healthy working environment. All OHS processes are monitored through digital platforms, recorded systematically, and continuously tracked to ensure consistent performance improvement.

To foster a strong occupational health and safety culture within the company, leadership and employee engagement are considered essential components. Senior leaders set an example in occupational health and safety through the principle of "visible and felt leadership". Regular safety walks are conducted to inspect workplace conditions and reinforce safety awareness through Safety Conversations with employees. Managers also actively participate in toolbox meetings and in the Health, Safety, Security and Environment-Quality ( HSSE-Q ) committee meetings, ensuring that the safety culture is embedded at an organizational level.

All employees hold responsibility for maintaining a safe working environment and are empowered to stop work whenever they encounter an unsafe condition. Since 2021, the "STOP Card" system has granted employees the authority to immediately halt work whenever they identify an unsafe condition. This practice strengthens proactive risk management and encourages employees to actively participate in OHS processes, making safety culture an integral part of the corporate structure. More than 1,300 employees have been engaged through the STOP Card mechanism.

# Risk Management and Preventive Measures

Petrol Ofisi Group aims to prevent accidents by systematically managing risks that may arise from its operations. In line with the Risk Assessment Procedure, all operational risks are proactively identified, analyzed, and recorded through digital platforms, where they are regularly updated. The ISO 45001 hierarchy of controls serves as the foundational framework for managing these risks. Accordingly, it is prioritized to completely eliminate hazards or replace them with less hazardous alternatives. When elimination or substitution is not feasible, engineering controls are implemented. Safe process design, integration of automation systems, and the use of physical barriers are among the primary engineering measures used to minimize risks.

Administrative controls constitute another critical component of risk management. Work permits, written procedures, site inspections, and operational instructions aim to keep risks at the lowest possible level. Especially for high-risk activities such as maintenance operations, hot work, and confined space entry, the Work Permit Procedure is applied as a mandatory requirement, ensuring that all risks are thoroughly assessed before any task begins. In addition, the use of Personal Protective Equipment (PPE) is strictly enforced and monitored across all operations. PPE requirements, usage standards, and minimum protection levels are clearly defined within company procedures.

Process safety and the prevention of major industrial accidents constitute a fundamental pillar of Petrol Ofisi's risk management strategy. At terminals and facilities, major accident scenarios are analyzed using advanced methodologies such as HAZOP and LOPA, enabling comprehensive evaluation of potential risks. Before any changes are made to the design or operational conditions of a facility, a detailed assessment is carried out under the Management of Change Procedure, thereby preventing the emergence of new risks. In high-risk operational areas such as fuel storage terminals, Process Safety Procedures ensure that equipment integrity, the safety of pressurized systems, spill and leak prevention, and compliance with ATEX requirements are managed at the highest standards. Risks are minimized through the use of alarm systems, automatic shut-off mechanisms, and safety-instrumented systems in all critical processes.

Road safety practices are governed by the Road Safety Procedure. Within this framework, strict monitoring is conducted to ensure that drivers comply with safe driving rules, including adherence to speed limits, the use of seat belts, and maintaining safe following distances. For all road transportation activities carried out for business purposes, compliance with the established road safety standards is mandatory for both Petrol Ofisi Group employees and contracted transport partners.

# Occupational Health and Safety Trainings and Awareness Programs

Petrol Ofisi Group carries out comprehensive training and awareness activities to maintain strong occupational health and safety (OHS) performance and achieve its “zero accident” target. From the onboarding stage onward, all employees receive extensive OHS, environmental and health trainings, which are renewed at regular intervals. Training needs are identified through a proactive approach, and mandatory HSSE-Q (Health, Safety, Environment, Security and Quality) trainings are assigned and monitored via the Petrol Ofisi e-learning platform. Through these programs, employees gain detailed knowledge about potential workplace risks, hazards and protection methods, and actively contribute to strengthening a culture of safe behavior.

The effectiveness of the trainings is monitored through digital systems, and completion rates are regularly reported to ensure that all employees receive the required instruction. In 2024, a total of 816 employees from the headquarters, terminals, aviation supply units and the lubricants plant received 16 person-hours of HSSE-Q (Health, Safety, Environment, Security and Quality) training.

In addition to the trainings, Petrol Ofisi Group continuously reinforces its HSSE-Q culture through awareness and communication mechanisms. The HSSE-Q Unit regularly publishes HSSE-Q Bulletins that cover current safety topics and lessons learned from incidents occurring within the organization, and these are shared with all employees and contractors. This practice helps increase awareness of similar risks across different sites, and when necessary, risk assessments are updated and additional preventive measures are implemented. In 2024, a total of 13 HSSE-Q Bulletins were issued. Updates on occupational health and safety (OHS) rules, procedural changes, and best practice examples are communicated regularly through the company intranet, e-mail announcements, and bulletin boards.

Communication, Participation and Rewarding Program is implemented across the organization to strengthen employee engagement. Regular feedback meetings and surveys are conducted to gather employees’ suggestions and concerns, enabling the identification of opportunities for system improvement. Additionally, in May each year, large-scale corporate events, competitions and awareness campaigns are organized as part of Occupational Health and Safety Week and the World Environment Day on June 5.

# Emergency Preparedness and Response

Petrol Ofisi Group considers disaster and emergency management a strategic priority and maintains comprehensive preparedness against potential risks. All possible scenarios that may arise during the company's operations are analyzed in advance, and Emergency Response Plans are developed accordingly. These plans cover a wide range of situations, including fires, explosions, hazardous material spills, chemical leaks, natural disasters, rescue operations, and first aid interventions.

Emergency response teams have been established at all terminals, facilities, and offices, and team members regularly participate in training and drill programs. Fire risk, in particular, is addressed as one of the most critical emergency scenarios due to the nature of the industry, and continuous investments are made in modern engineering systems to support effective fire management. Within storage facilities and stations, fixed and mobile fire extinguishing systems, foam monitors, fire-resistant structural components, smoke detection systems, portable extinguishers and fire hydrant networks are fully installed in line with the Fire Safety Standard Procedure.

To ensure fast and effective coordination with external parties during emergencies, all sites are integrated with local fire departments. This integration aims to shorten response times and ensure that potential incidents are brought under control rapidly. Scenario-based drills—covering fire response, evacuation, spill control and first aid—are conducted annually. The results of these drills are recorded digitally, and improvement plans are developed accordingly.

Following the devastating earthquakes that occurred in Türkiye in 2023, Petrol Ofisi Group strengthened its Disaster Resilience Strategy. Within this scope, critical steps were taken to enhance disaster awareness, minimize operational risks and enhance organizational resilience. Alternative incident command centers were designated for critical operations, and mobile solutions were developed to ensure that the fuel supply chain can continue uninterrupted even under disaster conditions.

Thanks to these preparations, Petrol Ofisi Group aims to act with both a preventive and responsive approach during potential crises, prioritizing the safety of its employees, business partners and society. The company's primary objective is to maintain uninterrupted energy supply during any emergency while safeguarding environmental and human health and ensuring public safety.

## Performance Monitoring and Continuous Improvement

Petrol Ofisi Group implements a comprehensive monitoring and reporting system to track and continuously enhance its occupational health and safety (OHS) performance. The Incident Management Procedure is applied to ensure that work accidents and near-miss events are systematically recorded, analyzed, and reported. In this process, all incidents are classified according to their severity and potential impact levels and evaluated in line with both national regulations and international criteria such as OSHA standards. For every work accident, injury, process safety incident, or environmental incident, root cause analyses are conducted, and corrective and preventive action plans are developed to ensure that similar incidents are not repeated.

Corrective and preventive actions are recorded in the corporate digital systems, responsible owners are assigned, and closure processes are monitored regularly. In addition, periodic site inspections and internal audits are conducted to ensure continuous monitoring of Occupational Health and Safety (OHS) performance. Senior management reviews the defined indicators and actual results at regular intervals, identifies improvement opportunities, and makes the necessary strategic decisions.

One of the key components of the continuous improvement culture at Petrol Ofisi Group is learning from incidents and sharing these lessons across the entire organization. To enhance employee awareness and reinforce safe behavior practices, the Loss Prevention Observation (LPO) Program is implemented. Within this program, field employees observe each other's operations, record unsafe conditions and behaviors, and ensure the implementation of corrective actions. Near-miss reporting is also encouraged, enabling potential hazards to be identified and corrected before any harm occurs.

All notifications and performance data are collected and analyzed through integrated digital systems, providing managers with real-time, data-driven decision-making capabilities. Through this cyclical structure, the steps of measuring, analyzing, learning, and improving are continuously implemented, ensuring ongoing progress toward the vision of a "safer Petrol Ofisi."

| | 2022 | 2023 | 2024 |
|---|---|---|---|
| Total recordable incident frequency | 1.34 | 1.14 | 0.8 |
| Lost time injury frequency | 1.07 | 0.91 | 0.68 |
| Death | 0 | 0 | 0 |
| Lost time injury | 8 | 8 | 6 |
| Restricted work cases | 0 | 1 | 0 |
| Medical treatment case | 2 | 1 | 1 |
| First aid case | 12 | 10 | 14 |
| Death - third party | 1 | 0 | 0 |
| High potential incident | 0 | 1 | 0 |
| Spill (with no environmental impact) | 58 | 97 | 64 |
| Spill (with environmental impact) | 0 | 0 | 0 |
| Number of spill drills | 102 | 149 | 202 |
| Number of fire drills | 436 | 530 | 499 |
| Number of HSSE-Q observations | 812 | 1376 | 1896 |
| Number of near misses/potential incidents | 1673 | 2387 | 2880 |

# Social Contribution and Corporate Events

## Women's Football Support Project

Substantial support has been directed toward women's football to raise the visibility of women in sports and to nurture the development of young athletes. Partnerships were established with the women's football teams of Galatasaray and Fenerbahçe in 2022, 2023 and 2024, and with Trabzonspor for the 2024–2025 season. Through these sponsorships, the visibility of women's football in Türkiye has increased, contributing to the creation of a more sustainable infrastructure for young athletes nationwide.

## Science Generation Workshops Project

Implemented in collaboration with İşbank, the "**Science Generation Workshops**" aim to introduce children to science and technology at an early age. The project enables children aged 8–13 to learn through hands-on experiments and is expected to reach **750,000 children by the end of 2025.** Its overarching goal is to nurture scientific curiosity in children and support the development of future scientists.

# Social Contribution and Corporate Events

### Istanbul Governorship – Petrol Ofisi School Sports Clubs League Project

Launched in cooperation with the Istanbul Governorship, this project encourages children and young people to engage in sports and helps prevent harmful habits. The initiative was introduced under the name Istanbul Governorship Petrol Ofisi School Sports Clubs League. By the end of 2024, the number of school sports clubs had increased from 104 to 2,738, while the number of licensed students rose from 2,000 to 404,700. The project's ultimate goal is to reach 1 million licensed student athletes.

### BlindLook Digital Accessibility Project

Petrol Ofisi Group has collaborated with the social enterprise BlindLook to ensure that digital services are equally accessible to everyone. As part of the process completed in 2024, the company's website was made accessible for visually impaired individuals through the integration of BlindLook's Audio Simulation technology. This implementation enables visually impaired users to access the website and digital services independently, allowing them to navigate and manage their experience with full control. The collaboration with BlindLook has supported the b well adoption of inclusive and empowering technologies in digital accessibility.

## DAK-SAR Search and Rescue Support Project

Petrol Ofisi Group supports maritime safety by acting as the energy sponsor of DAK-SAR (Search and Rescue at Sea). With more than 3,000 cases handled, DAK-SAR ranks as the organization conducting the highest number of rescue operations after the Turkish Coast Guard Command. This support helps enhance the safety of seafarers and enables faster execution of emergency response operations.

## Collaboration with GEA Search and Rescue

Petrol Ofisi Group collaborates with the GEA Search and Rescue Association to support humanitarian aid and search and rescue operations during disasters in Türkiye and around the world. Within the scope of this collaboration, the efforts include reaching people trapped under debris during earthquakes, floods, and fires, as well as carrying out medical and humanitarian relief activities in affected areas.

# ANNEXES

Atık Yönetimi*
Birim
2023
2024
Tehlikeli atıklar
ton
2,686,94
2,579,23
Tehlikesiz atıklar
ton
438,650
499,429
Atık Yönetimi*
Birim
2023
2024
Kağıt
ton
17,77
19,95
Plastik
ton
19,95
10,62
Cam
ton
9,84
10,81
Yerel tedarikçi sayısı
1.710
İş Birliği Yapılan Kurum/Kişi
İş Birlikleri
Ar-Ge Patent/Yayın Sayısı
Çağrı Karşıla
Şikayet Sa
Kalite Puanı
Son Kullanıcı Memnuniyeti

# Economic Performance Indicators

| Economic Value Added | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Economic Value Added (Revenues) | TL | 936,363,701,567 | 476,018,192,329 | 458,438,182,000 |
| **Economic Value Distributed** | **Unit** | **2022** | **2023** | **2024** |
| Operating Expenses | TL | 14,822,098,631 | 12,589,267,234 | 12,878,970,000 |
| Employee Benefits | TL | 2,299,626,924 | 1,897,777,973 | 2,495,918,000 |
| Government Benefits | TL | 10,117,531,498 | 2,402,059,940 | 87,303,000 |
| Community Benefits | TL | 5,394,394 | 164,261,633 | 5,410,465 |
| Total | TL | 27,244,651,447 | 17,053,366,779 | 15,467,601,465 |
| **Financial Assistance Received from the Government** | **Unit** | **2022** | **2023** | **2024** |
| Financial Aid | TL | 1,382,302 | 17,383,253 | 45,171,580 |

# Environmental Performance Indicators

| Energy Consumption Data | Unit | Kapsam | 2022 | 2023 | 2024 |
|---|---|---|---|---|---|
| Natural Gas | $m^3$ | Terminals, Aviation Fueling Sites | 3,881,148.82 | 3,676,393.78 | 3,167,634 |
| LPG | tonne | Terminals | 0.035 | 0.5 | 1.575 |
| Fuel Oil | tonne | Terminals | 25.17 | 8.188 | 7.83 |
| Diesel Consumption (On-site) | $m^3$ | Terminals, Aviation Fueling Sites | 451.65 | 350.898 | 375.82 |
| Fuel Consumption – Contractor Logistics Vehicles | liter | HQ shuttle service, Logistics | 11,190,280 | 14,166,494.71 | 14,649,768 |
| Corporate Fleet | liter | Company Vehicles | 798,553 | 920,139 | 933,184 |
| On-site Gasoline Use | liter | Terminals, Aviation Fueling Sites | 25,170 | 36,387 | 33,119 |
| Electric | kWh | Terminals, Aviation Fueling Sites, Agency Stations | 19,637,243.44 | 20,195,689.4 | 21,185,541 |

| Greenhouse Gas Emissions | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Scope 1 | $tCO_2e$ | 11,504 | 11,084 | 10,160 |
| Scope 2 | $tCO_2e$ | 9,303 | 9,568 | 10,037 |
| Scope 3* | $tCO_2e$ | 30,078 | 38,078 | 39,377 |

*Scope 3 emissions are calculated based on distance traveled by Petrol Ofisi and contractors, service shuttle kilometers, and logistics-related distance data.

| Water Consumption | Unit | 2023 | 2024 |
|---|---|---|---|
| Mains Water | $m^3$ | 72,267.82 | 78,265.88 |
| Well Water | $m^3$ | 42,855 | 36,577 |

*Terminals, Aviation Fueling Sites, Lubricants Plant, Headquarters

| Waste Management* | Unit | 2023 | 2024 |
|---|---|---|---|
| Hazardous Waste | tonne | 2,686.94 | 2,579.23 |
| Non-hazardous Waste | tonne | 438.650 | 499.429 |

*Includes data from Terminals and Aviation Fueling Sites.

| Waste Management* | Unit | 2023 | 2024 |
|---|---|---|---|
| Paper | tonne | 17.77 | 19.95 |
| Plastic | tonne | 9.84 | 10.62 |
| Glass | tonne | 9.9 | 10.81 |

*Includes data from the Headquarters.

# Social Performance Indicators

## LABOR FORCE

| By Employment Type | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| White-collar - Women | People | 219 | 230 | 233 |
| White-collar - Men | People | 437 | 442 | 447 |
| Blue-collar - Women | People | 1 | 1 | 3 |
| Blue-collar - Men | People | 198 | 196 | 197 |
| Total | People | 855 | 869 | 880 |

## LABOR FORCE

| By Contract Type | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Permanent - Women | People | - | 231 | 235 |
| Permanent - Men | People | - | 636 | 640 |
| Fixed-term - Women | People | - | - | 1 |
| Fixed-term - Men | People | - | 2 | 4 |
| Total | People | | 869 | 880 |

## LABOR FORCE

| By Gender | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Men | People | 635 | 638 | 644 |
| | Ratio | 74% | 73% | 73% |
| Women | People | 220 | 231 | 236 |
| | Ratio | 26% | 27% | 27% |
| Total | People | 855 | 869 | 880 |

## LABOR FORCE

| By Age | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| 18- 30 | Women | 64 | 60 | 53 |
| | Ratio | 7% | 7% | 6% |
| | Men | 103 | 98 | 93 |
| | Ratio | 12% | 11% | 11% |
| 31- 40 | Women | 115 | 116 | 125 |
| | Ratio | 13% | 13% | 14% |
| | Men | 273 | 270 | 265 |
| | Ratio | 32% | 31% | 30% |
| 41- 50 | Women | 38 | 51 | 49 |
| | Ratio | 4% | 6% | 6% |
| | Men | 235 | 237 | 241 |
| | Ratio | 27% | 27% | 27% |
| 51- 60 | Women | 3 | 4 | 9 |
| | Ratio | 0% | 0.5% | 1% |
| | Men | 23 | 31 | 43 |
| | Ratio | 3% | 4% | 5% |
| Over 60 | Women | 0 | 0 | 0 |
| | Ratio | - | - | - |
| | Men | 1 | 2 | 2 |
| | Ratio | 0.1% | 0.2% | 0.2% |
| Total | | 855 | 869 | 880 |

## LABOR FORCE

| Other Groups | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Foreign | Women | 0 | 0 | 0 |
| | Ratio | - | - | - |
| | Men | 1 | 1 | 1 |
| | Ratio | 0.1% | 0.1% | 0.1% |
| Disabled | Women | 3 | 5 | 6 |
| | Ratio | 0.4% | 0.6% | 0.7% |
| | Men | 23 | 28 | 23 |
| | Ratio | 2.7% | 3.2% | 2.6% |

| By Management Category | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Senior Management | Women | 1 | 2 | 2 |
| | Ratio | 0.1% | 0.2% | 0.2% |
| | Men | 5 | 7 | 7 |
| | Ratio | 0.6% | 0.8% | 0.8% |
| Mid-level Management | Women | 20 | 26 | 29 |
| | Ratio | 2.3% | 3% | 3% |
| | Men | 92 | 99 | 104 |
| | Ratio | 10.8% | 11% | 12% |
| Other | Women | 199 | 203 | 205 |
| | Ratio | 23.3% | 23% | 23% |
| | Men | 538 | 532 | 533 |
| | Ratio | 62.9% | 61% | 61% |
| Total | | 855 | 869 | 880 |

## LABOR FORCE

| Employment and Turnover | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| New Hires – Total | People | 139 | 107 | 79 |
| White-collar | People | 117 | 93 | 59 |
| Blue-collar | People | 22 | 14 | 20 |
| Employee Turnover – Total | People | 104 | 93 | 71 |
| White-collar | People | 96 | 76 | 59 |
| Blue-collar | People | 8 | 17 | 12 |

## LABOR FORCE

| By Gender | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Men – New Hires | People | 87 | 66 | 48 |
| | Ratio | 63% | 62% | 61% |
| Men - Exits | People | 65 | 64 | 42 |
| | Ratio | 63% | 69% | 59% |
| Women - New Hires | People | 52 | 41 | 31 |
| | Ratio | 37% | 38% | 39% |
| Women - Exits | People | 39 | 29 | 29 |
| | Ratio | 38% | 31% | 41% |

## LABOR FORCE

| By Age | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| 18-30 - New Hires | People | 80 | 47 | 42 |
| | Ratio | 58% | 44% | 53% |
| 18-30 - Exits | People | 59 | 55 | 40 |
| | Ratio | 57% | 59% | 56% |
| 31-40 - New Hires | People | 51 | 46 | 34 |
| | Ratio | 37% | 43% | 43% |
| 31-40 - Exits | People | 40 | 33 | 30 |
| | Ratio | 38% | 35% | 42% |
| 41-50 - New Hires | People | 8 | 13 | 2 |
| | Ratio | 6% | 12% | 3% |
| 41-50 - Exits | People | 5 | 5 | 1 |
| | Ratio | 5% | 5% | 1% |
| 51-60 - New Hires | People | 0 | 1 | 1 |
| | Ratio | 0% | 1% | 1% |
| 51-60 - Exits | People | 0 | 0 | 0 |
| | Ratio | 0% | 0% | 0% |

| All Trainings (By Type) | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Occupational Development | Hour | 12.3 | 27.6 | 38.1 |
| Self-development | Hour | 2.2 | 3.8 | 1.1 |
| Other (Leadership) | Hour | 12.1 | 13.6 | 29.9 |
| Total Training Hours | Hour | 26.6 | 45.0 | 69.1 |

| Employee Engagement and Satisfaction Score | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Satisfaction | Ratio | 70.9 | 73.9 | 74.8 |
| Engagement | Ratio | 77.4 | 77.9 | 80.2 |
| Motivation | Ratio | 79.9 | 80.2 | 82.5 |

| Orientation and Retention Score | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Success rate of orientation and retention programs for newly hired employees (0-2 years) | Ratio | 89% | 92% | 93% |

| Occupational Health and Safety | Unit | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Total recordable incident frequency | Ratio | 1.34 | 1.14 | 0.8 |
| Lost time injury frequency | Ratio | 1.07 | 0.91 | 0.68 |
| Death | People | 0 | 0 | 0 |
| Lost time injury | Number | 8 | 8 | 6 |
| Restricted work cases | Number | 0 | 1 | 0 |
| Medical treatment case | Number | 2 | 1 | 1 |
| First aid case | Number | 12 | 10 | 14 |
| Death - third party | People | 1 | 0 | 0 |
| High potential incident | Number | 0 | 1 | 0 |
| Spill (with no environmental impact) | Number | 58 | 97 | 64 |
| Spill (with environmental impact) | Number | 0 | 0 | 0 |
| Number of spill drills | Number | 102 | 149 | 202 |
| Number of fire drills | Number | 436 | 530 | 499 |
| Number of HSSE-Q observations | Number | 812 | 1376 | 1896 |
| Number of near misses/ potential incidents | Number | 1673 | 2387 | 2880 |

# GRI Content Index

| GRI STANDARD | DISCLOSURE | DISCLOSURE LOCATION | PAGE NUMBER |
|---|---|---|---|
| | **General Disclosures** | | |
| GRI 2: General Disclosures 2021 | **GRI 2: 1 Organization and Reporting Practices** | | |
| | 2-1 Organizational details | About The Report | 4 |
| | 2-2 Entities included in the organization's sustainability reporting | About The Report | 4 |
| | 2-3 Reporting period, frequency and contact point | About The Report | 4 |
| | 2-4 Restatements of information | About The Report | 4 |
| | 2-5 External assurance | External assurance has not been obtained. | |
| | **GRI 2: 2 Activities and Workers** | | |
| | 2-6 Activities, value chain and other business relationships | About Petrol Ofisi Group, Sector Leading Formations | 8,11 |
| | 2-7 Employees | Our Human Resources Approach | 74-80 |
| | 2-8 Workers who are not employees | Our Human Resources Approach | 74-80 |
| | **GRI 2: 3 Governance** | | |
| | 2-9 Governance structure and composition | Governance Structure | 34 |
| | 2-10 Nomination and selection of the highest governance body | Governance Structure | 34 |
| | 2-11 Chair of the highest governance body | Governance Structure | 34 |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | Governance Structure | 34 |
| | 2-13 Delegation of responsibility for managing impacts | Governance Structure | 34 |
| | 2-14 Role of the highest governance body in sustainability reporting | Governance Structure | 34 |
| | 2-15 Conflicts of interest | Code of Ethics and Compliance | 35 |
| | 2-16 Communication of critical concerns | Governance Structure, Code of Ethics and Compliance, Stakeholder Engagement | 34,35,44 |
| | 2-17 Collective knowledge of the highest governance body | Governance Structure | 34 |
| | 2-18 Evaluation of the performance of the highest governance body | Governance Structure | 34 |
| | 2-19 Remuneration policies | Diversity, Equity and Inclusion, Performance and Feedback Culture | 75,78 |
| | 2-20 Process to determine remuneration | Diversity, Equity and Inclusion, Performance and Feedback Culture | 75,78 |
| | 2-21 Annual total compensation ratio | Diversity, Equity and Inclusion, Performance and Feedback Culture | 75,78 |
| | **GRI 2: 4 Strategy, Policies, and Practices** | | |
| | 2-22 Statement on sustainable development strategy | Materiality Assessment | 45 |
| | 2-23 Policy commitments | Code of Ethics and Compliance,Our Human Resources Approach | 35,74 |
| | 2-24 Embedding policy commitments | Code of Ethics and Compliance,Our Human Resources Approach | 35,74 |
| | 2-25 Processes to remediate negative impacts | Code of Ethics and Compliance,Our Human Resources Approach | 35,74 |
| | 2-26 Mechanisms for seeking advice and raising concerns | Code of Ethics and Compliance | 35 |
| | 2-27 Compliance with laws and regulations | Code of Ethics and Compliance | 35 |
| | 2-28 Membership associations | Corporate Memberships | 31 |
| | **GRI 2: 5 Stakeholder Engagement** | | |
| | 2-29 Approach to stakeholder engagement | Stakeholder Engagement | 44 |
| | 2-30 Collective bargaining agreements | Code of Ethics and Compliance | 35 |

| GRI STANDARD | DISCLOSURE | DISCLOSURE LOCATION | PAGE NUMBER |
|---|---|---|---|
| | **Material Topics** | | |
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Materiality Assessment | 45 |
| | 3-2 List of material topics | Materiality Assessment | 45 |
| | **Economic Performance** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed | About Petrol Ofisi Group, Petrol Ofisi Group Service | 8,21 |
| | 201-2 Financial implications and other risks and opportunities due to climate change | Climate- and Sustainability-Related Risks and Opportunities | 47 |
| | 201-4 Financial assistance received from government | Economic Performance Indicators | 90 |
| | **Market Presence** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 202: Market Presence 2016 | 202-1 Ratios of standard entry level wage by gender compared to local minimum wage | Diversity, Equity and Inclusion, Economic Performance Indicators | 75,90 |
| | **Procurement Practices** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 204: Procurement Practices 2016 | 204-1 Proportion of spending on local suppliers | Responsible and Uninterrupted Supply | 60 |
| | **Anti-corruption** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 205: Anti-corruption 2016 | 205-1 Operations assessed for risks related to corruption | Code of Ethics and Compliance | 35 |
| | 205-2 Communication and training about anti-corruption policies and procedures | Code of Ethics and Compliance | 35 |
| | 205-3 Confirmed incidents of corruption and actions taken | There have been no confirmed cases of corruption within the organization or among business partners, nor any lawsuits or legal penalties related to corruption. | |
| | **Anti-competitive behavior** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 206: Anti-competitive Behavior 2016 | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | Code of Ethics and Compliance | 35 |

| GRI STANDARD | DISCLOSURE | DISCLOSURE LOCATION | PAGE NUMBER |
|---|---|---|---|
| | **Materials** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 301: Materials 2016 | 301-1 Materials used by weight or volume | Waste Management and Circular Economy , Environmental Performance Indicators | 57,58,93 |
| | 301-2 Recycled input materials used | Waste Management and Circular Economy , Environmental Performance Indicators | 57,58,93 |
| | 301-3 Reclaimed products and their packaging materials | Waste Management and Circular Economy , Environmental Performance Indicators | 57,58,93 |
| | **Energy** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | Energy Management, Environmental Performance Indicators | 50,51,52,90 |
| | 302-3 Energy intensity | Energy Management, Environmental Performance Indicators | 50,51,52,90 |
| | 302-4 Reduction of energy consumption | Energy Management, Environmental Performance Indicators | 50,51,52,90 |
| | 302-5 Reductions in energy requirements of products and services | Energy Management, Environmental Performance Indicators | 50,51,52,90 |
| | **Water and effluents** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 303: Water and Effluents 2018 | 303-1 Interactions with water as a shared resource | Water Management, Environmental Performance Indicators | 55,56,92 |
| | 303-2 Management of water discharge-related impacts | Water Management, Environmental Performance Indicators | 55,56,92 |
| | 303-3 Water withdrawal | Water Management, Environmental Performance Indicators | 55,56,92 |
| | 303-4 Water discharge | Water Management, Environmental Performance Indicators | 55,56,92 |
| | 303-5 Water consumption | Water Management, Environmental Performance Indicators | 55,56,92 |
| | **Biodiversity** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 304: Biodiversity 2016 | 304-2 Significant impacts of activities, products and services on biodiversity | Environmental Management | 49 |

| GRI STANDARD | DISCLOSURE | DISCLOSURE LOCATION | PAGE NUMBER |
|---|---|---|---|
| | **Emissions** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | Emission Management, Environmental Performance Indicators | 53,54,92 |
| | 305-2 Energy indirect (Scope 2) GHG emissions | Emission Management, Environmental Performance Indicators | 53,54,92 |
| | 305-3 Other indirect (Scope 3) GHG emissions | Emission Management, Environmental Performance Indicators | 53,54,92 |
| | 305-5 Reduction of GHG emissions | Emission Management | 53,54 |
| | **Spills** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 306: Effluents and Waste 2016 | 306-1 Waste generation and significant waste-related impacts | Waste Management and Circular Economy , Environmental Performance Indicators | 57,58,93 |
| | 306-2 Management of significant waste-related impacts | Waste Management and Circular Economy , Environmental Performance Indicators | 57,58,93 |
| | 306-3 Waste generated | Waste Management and Circular Economy , Environmental Performance Indicators | 57,58,93 |
| | 306-4 Waste diverted from disposal | Waste Management and Circular Economy , Environmental Performance Indicators | 57,58,93 |
| | 306-5 Waste directed to disposal | Waste Management and Circular Economy , Environmental Performance Indicators | 57,58,93 |
| | **Supplier Environmental Assessment** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria | Responsible and Uninterrupted Supply | 60 |
| | 308-2 Negative environmental impacts in the supply chain and actions taken | Responsible and Uninterrupted Supply | 60 |
| | **Employment** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | Talent Acquisition and Career Development, Social Performance Indicators | 76,99,100,101 |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | Employee Experience and Engagement | 79 |
| | 401-3 Parental leave | Employee Experience and Engagement | 79 |

| GRI STANDARD | DISCLOSURE | DISCLOSURE LOCATION | PAGE NUMBER |
|---|---|---|---|
| | **Occupational Health and Safety** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | Occupational Health and Safety | 81 |
| | 403-2 Hazard identification, risk assessment, and incident investigation | Risk Management and Preventive Measures | 82 |
| | 403-3 Occupational health services | Occupational Health and Safety | 81 |
| | 403-4 Worker participation, consultation, and communication on occupational health and safety | Occupational Health and Safety, Performance Monitoring and Continuous Improvement | 81,85 |
| | 403-5 Worker training on occupational health and safety | Occupational Health and Safety Trainings and Awareness Programs | 83 |
| | 403-6 Promotion of worker health | Occupational Health and Safety | 81 |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Occupational Health and Safety | 81 |
| | 403-8 Workers covered by an occupational health and safety management system | Performance Monitoring and Continuous Improvement,Social Performance Indicators | 85,103 |
| | 403-9 Work-related injuries | Performance Monitoring and Continuous Improvement,Social Performance Indicators | 85,103 |
| | 403-10 Work-related ill health | Performance Monitoring and Continuous Improvement,Social Performance Indicators | 85,103 |
| | **Training and Education** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | Training and Development Programs ,Social Performance Indicators | 77,103 |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | Career Development and Internal Promotion | 76 |
| | 404-3 Percentage of employees receiving regular performance and career development reviews | Performance and Feedback Culture | 78 |
| | **Diversity and Equal Opportunity** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees | Diversity, Equity and Inclusion, Social Performance Indicators | 75,98 |
| | 405-2 Ratio of basic salary and remuneration of women to men | Diversity, Equity and Inclusion | 75 |
| | **Non-discrimination** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 406: Non-discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | Diversity, Equity and Inclusion | 75 |

| GRI STANDARD | DISCLOSURE | DISCLOSURE LOCATION | PAGE NUMBER |
|---|---|---|---|
| | **Freedom of Association and Aollective Bargaining** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 407: Freedom of Association and Collective Bargaining 2016 | 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | Code of Ethics and Compliance | 35 |
| | **Child Labor** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 408: Child Labor 2016 | 408-1 Operations and suppliers at significant risk for incidents of child labor | Code of Ethics and Compliance | 35 |
| | **Forced or Sompulsory Labor** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 409: Forced or Compulsory Labor 2016 | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | Code of Ethics and Compliance | 35 |
| | **Local Communities** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 413: Local Communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | Responsible and Uninterrupted Supply, Social Contribution and Corporate Events | 60,86,87 |
| | 413-2 Operations with significant actual and potential negative impacts on local communities | Responsible and Uninterrupted Supply, Social Contribution and Corporate Events | 60,86,87 |
| | **Supplier Social Assessment** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 414: Supplier Social Assessment 2016 | 414-1 New suppliers that were screened using social criteria | Responsible and Uninterrupted Supply | 60 |
| | 414-2 Negative social impacts in the supply chain and actions taken | Responsible and Uninterrupted Supply | 60 |
| | **Customer Privacy** | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Materiality Assessment | 45 |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | Product Quality and Customer Satisfaction, There were no complaints regarding breaches of customer privacy or loss of customer data during the reporting period. | 60,61 |

**Disclaimer**

This report contains forward-looking statements. Forward-looking statements, by their nature, involve known and unknown risks, uncertainties, and other factors that may cause the Company's actual results, performance, or achievements to differ materially from any future results, performance, or achievements expressed or implied by such statements. Relevant factors may include, but are not limited to, changes in commodity prices, fluctuations in foreign exchange rates and general economic conditions, increasing costs, political and social risks, changes in the regulatory framework in which the Company currently operates or may operate in the future, environmental conditions including extreme weather events, recruitment and retention of personnel, industrial relations issues, and litigation.Forward-looking statements are based on the good-faith assumptions of the Company and its management regarding financial, market, regulatory, and other relevant environments that may affect the Company's business and operations in the future. The Company does not provide any assurance that the assumptions underlying the forward-looking statements will prove to be correct, or that the Company's business or operations will not be materially affected by factors beyond the Company's control or not reasonably foreseeable.Although the Company has attempted to identify factors that could cause actual actions, events, or results to differ materially from those described in the forward-looking statements, there may be other factors that could cause such material differences, and many events are beyond the Company's reasonable control. In this respect, the Company assumes no obligation to publicly update or revise any forward-looking statements or report any changes in events, conditions, or circumstances on which such statements are based.

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# Sustainability Report 2024