

"Our strength guides the future."



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About the Report



Petrol Ofisi A.Ş. 2025 Sustainability Report has been prepared to transparently share with stakeholders the company's sustainability approach, its activities carried out throughout the year in environmental, social and governance areas, its performance results and its commitments for the future. The Report presents Petrol Ofisi A.Ş.'s strategic priorities, practices implemented during the year and the value it delivers to its stakeholders within a comprehensive framework. In the following sections of the Report, the relevant companies are collectively referred to as the "Petrol Ofisi Group."

Reporting Scope

The Report covers data and information for the period from 1 January 2025 to 31 December 2025. It provides detailed information on sustainability management practices implemented during the reporting period, climate change mitigation and adaptation activities, nature- and biodiversity-related assessments, employee and community initiatives, and responsible operations and value chain practices.

Reporting Principles and Standards

The Report has been prepared based on the Global Reporting Initiative (GRI) Standards, with its content structured in line with the indicators defined by these standards. The Task Force on Climate-related Financial Disclosures (TCFD) framework has been taken into consideration for the effective management and transparent reporting of climate-related risks and opportunities. In addition, the Taskforce on Nature-related Financial Disclosures (TNFD) approach has been incorporated into the reporting process to enable a comprehensive assessment of nature-related dependencies, impacts, risks and opportunities. Petrol Ofisi Group's activities have also been linked to the United Nations Sustainable Development Goals (SDGs) to demonstrate the company's contribution to the global sustainability agenda.

Publication Date and Frequency

Petrol Ofisi Group regularly monitors and reports its sustainability performance and publishes a report annually. The 2025 Sustainability Report was published in July 2026.

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CEO Message

“As Petrol Ofisi Group, we approach our strategic role in Türkiye’s energy infrastructure with a long-term value creation perspective, and we are resolutely implementing the transformation steps that will ensure our alignment with changing sector dynamics.”

Mehmet ABBASOĞLU
CEO, Petrol Ofisi Group



2025 was a year in which the accelerating energy transition, supply and supply-chain security, geopolitical risks, digitalisation and the transition to a low-carbon economy directly shaped sector dynamics.

The changes we witnessed in global energy demand led to rising expectations for low-emission and sustainable fuel solutions alongside the transformation of national transportation policies, climate-focused regulations, the operational resilience of energy companies, and the reassessment of investment priorities and business models.

Within this framework, while prioritising the energy transition, we also focused on investments aimed at enhancing supply and supply-chain security and stability, alternative fuel and fuel logistics solutions, energy efficiency investments and digitalisation operations.

As Petrol Ofisi Group, we approach our strategic role in Türkiye’s energy infrastructure with a long-term value creation perspective, and we are resolutely implementing the transformation steps that will ensure our alignment with changing sector dy-

namics. With approximately 2,700 stations, our distribution network, terminals, aviation fuel supply units, maritime operations, lubricant production infrastructure and strong logistics capacity, we continue to provide uninterrupted service across all four corners of Türkiye, while positioning our sustainability approach as an integral part of our operational decision-making processes.

For Petrol Ofisi Group, 2025 was also a year in which strategic growth and transformation reached an important milestone. Following the completion of the acquisition of BP’s Türkiye operations, we further strengthened our operational capabilities, terminal infrastructure, customer reach and supply-chain capacity.

As part of our energy transition efforts, we continued to invest in electric mobility, renewable energy applications, digital solutions and low-carbon product projects in 2025. While contributing to the electric mobility infrastructure through e-POwer, we expanded projects that support energy efficiency through solar energy applications implemented at our stations and facilities.

”

As Petrol Ofisi Group, we will continue to resolutely contribute to Türkiye’s regional and global energy transition goals.”

In our maritime operations, we implemented the transition to 0.10% sulphur-content ULSFO production, in compliance with Emission Control Area (ECA) requirements, thereby introducing a lower-emission fuel application compared to conventional fuel oil.

The steps we took in the field of technology and innovation also gained significant momentum in 2025. The recognition of the Petrol Ofisi Technology Center (POTEM) as an R&D Center by the Republic of Türkiye Ministry of Industry and Technology marked a strategic milestone that strengthened our research, development and technical capabilities. The activities carried out within POTEM—laboratory operations, product performance assessments and the development of innovative solutions for operational quality and customer needs—contribute to further advancing our capabilities.

In parallel, we advanced the institutionalization of sustainability across our organization. Through our Sustainability Committee and our environmental, social and governance working groups, we established a structure that enables sustainability to be assessed and monitored across all levels of the company. We aim to integrate sustainability into our corporate governance approach by addressing carbon management, energy efficiency, sustainable finance, employee and stakeholder engagement, and supply-chain-related areas within a holistic framework, while developing practices that support our long-term value creation.

Another pioneering practice in our sector was the introduction of a more integrated approach to climate change and nature-related risks, which are among the key issues shaping the future of the energy sector. Through our TCFD and TNFD frameworks, we established a comprehensive perspective that enables us to assess the environmental impacts of our operations, our dependencies on natural resources and our long-term resilience; and we developed a stronger and more transparent risk communication framework for our stakeholders.

I would like to thank all our colleagues, business partners and stakeholders who contributed to this comprehensive journey.

As Petrol Ofisi Group, we will continue to resolutely contribute to Türkiye’s regional and global energy transition goals.



Sector Outlook

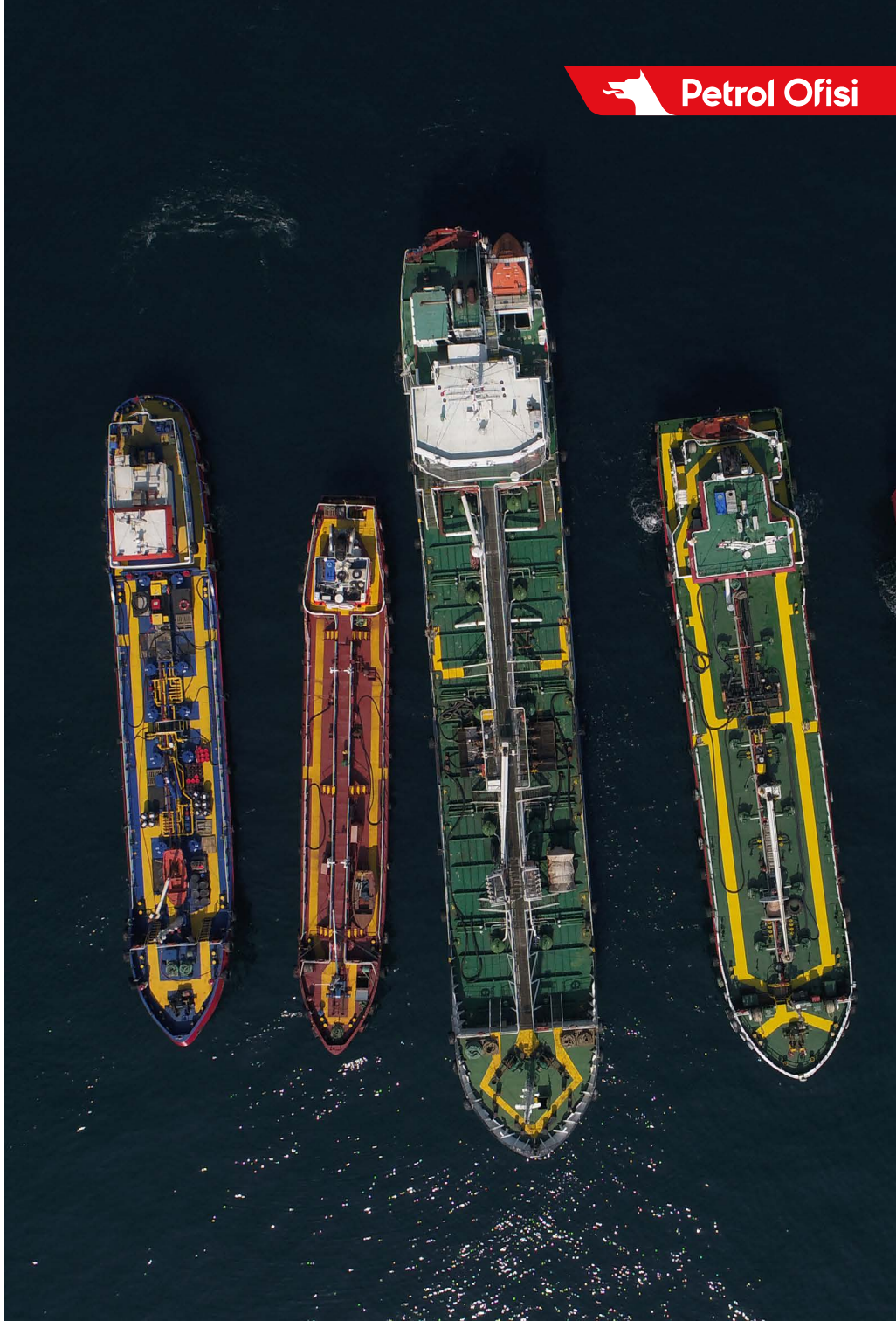
2025 has been a multifaceted year for the global energy sector, with security of supply, price volatility, geopolitical risks and the energy transition simultaneously emerging as key determinants. The global oil market followed an uncertain course throughout the year, shaped by the impact of OPEC+ production policies, regional conflicts and trade tensions, while concerns over security of energy supply intensified.

International assessments indicate that although global oil demand continues to grow, the pace of growth has slowed significantly. According to International Energy Agency (IEA) data, global oil demand increased by 0.8% in 2024, representing an increase of 0.8 million barrels per day; this marked the lowest growth rate since 2020. The IEA's 2025 projections suggest that demand growth will remain limited during the 2024–2030 period, while global oil demand is expected to reach approximately 105.5 million barrels per day by the end of the decade and then enter a plateau phase. While the sector continues to be shaped by demand dynamics, the composition of demand is also changing; jet fuel, petrochemical feedstocks and LPG consumption are gaining prominence, while growth in conventional products such as gasoline and diesel is slowing.

One of the most visible impacts of the energy transition can be observed in the transportation sector. Electrification has become a key factor directly affecting the structure of oil demand. According to IEA data, electric vehicle sales increased by 17% in 2024, reaching a total of 17 million units, while their share of total vehicle sales exceeded 20%. Electric vehicle sales are expected to surpass 20 million units in 2025. As the share of electric vehicles increases, this transformation is gradually reducing demand for conventional fuels, reshaping the sector's customer and revenue structure.

Türkiye's road fuel sector continues to grow despite being partially decoupled from global trends. Economic activity and logistical mobility continue to support demand for fuel, while electric vehicle sales are rapidly increasing. According to Energy Market Regulatory Authority (EMRA) data, domestic sales continued their upward trend in 2025; particularly strong growth in gasoline demand stands out. This indicates that, on the one hand, Türkiye's still-growing vehicle fleet continues to support demand for petroleum products, while, on the other, the product mix is evolving in line with changing mobility preferences.

i The substitution effect of electric vehicles on oil demand is becoming increasingly pronounced, reshaping the customer and revenue structure of the distribution sector.



Türkiye’s electric mobility market continues to maintain its rapid growth trajectory. According to EMRA data, as of year-end 2025, the number of electric vehicles reached 373 thousand, while the number of charging points exceeded 38,808. The expansion of charging infrastructure is transforming fuel stations from conventional refuelling points into multi-service energy and mobility centres. Competition in the sector is moving beyond network coverage and the number of charging points towards a value proposition encompassing digital solutions, fleet management, e-mobility applications and sustainable mobility fuel and maritime fuel services, together with a strong and high-quality product offering.

On the regulatory front, the sector is facing an increasingly complex transition process driven by carbon intensity and environmental performance requirements. The Fuel Quality Regulation (FQD) is tightening requirements to reduce lifecycle greenhouse gas emissions from transport fuels, while the Renewable Energy Directive (RED) is increasing obligations concerning the use of renewable fuels and advanced biofuels. In the aviation sector, the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), implemented by the International Civil Aviation Organization, continues to impose obligations to offset emissions exceeding international aviation emission reduction targets. These developments require sector players to diversify their product portfolios and establish a structure compatible with low-carbon solutions in the long term.

Against this backdrop of transformation, Petrol Ofisi Group continues its operations as one of the leading players in Türkiye’s energy market, supported by its strong infrastructure and extensive service network. With approximately 2,700 stations, 7 aviation fuel supply units, LPG terminals with a storage capacity of 1.5 million m³, and a broad operational structure serving fuel requirements across road, aviation and maritime transportation, the Group maintains an integrated presence throughout the country.

*As of year-end 2025, Petrol Ofisi Group maintained its sector leadership with domestic sales of 8,575,303.72 tonnes and a market share of 24.86%. In 2025, the Group continued to support this position through its extensive station network, widespread fuel supply operations, integrated service model and strong operational infrastructure. During the same period, according to EMRA data, the Group recorded 1,447,063.99 tonnes of aviation fuel sales, while demonstrating its international bunkering capability in maritime fuels.

Looking ahead, the sector’s key agenda will be shaped by the need to meet conventional fuel demand in a secure and efficient manner, while progressively integrating low-carbon products and services. Petrol Ofisi Group is well positioned to adapt to evolving sector dynamics through its strong terminal and storage infrastructure, extensive station network, aviation and maritime fuel expertise, lubricant production capacity, e-mobility investments and sustainable product solutions, while continuing to contribute to Türkiye’s energy transition.

*As BP’s distribution licence remained valid as of 28 February 2025, it has not been included in the total.



Corporate Profile



Petrol Ofisi

About Petrol Ofisi Group

Deep-Rooted Heritage, Integrated Energy Infrastructure

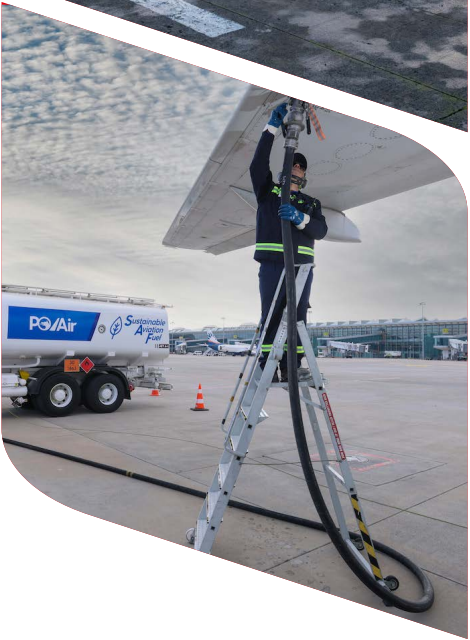
Petrol Ofisi Group has been a key player in Türkiye’s energy sector since 1941, supplying the fuels that power road, aviation and maritime transportation. Today, the Group ranks among Türkiye’s largest private companies, with operations spanning fuel distribution and lubricant production. Its extensive station network, terminal and storage infrastructure, expertise in aviation and marine fuels, production capabilities, and technology-driven services underpin its integrated business model.

With its operational capabilities, Petrol Ofisi Group provides services to a broad customer base ranging from individual consumers to heavy industry, logistics and construction, mining and maritime, aviation and agriculture, while also delivering solutions to public institutions. The Group’s position in Türkiye’s energy supply chain, economic continuity and mobility ecosystem underscores its strategic role.

Strategic Growth and Strengthened Market Position

In 2025, Petrol Ofisi Group completed an important milestone in Türkiye’s energy sector by acquiring BP Petrolleri A.Ş.’s fuel and terminal operations in Türkiye. The transaction, for which the share purchase agreement was signed on 14 November 2023 and Competition Authority approval was obtained on 12 September 2024, was completed in the first week of 2025.

This strategic acquisition further strengthened Petrol Ofisi Group’s already robust position in Türkiye’s fuel sector, expanding its station network, terminal infrastructure, supply capabilities and customer reach. This growth reinforces Petrol Ofisi Group’s sector leadership in terms of scale while further enhancing its operational resilience, service quality and long-term value creation capacity.



Extensive Service Network and Strong Operational Capacity

Supported by an extensive nationwide network of service stations, fuel terminals, aviation refuelling units and LPG terminals, Petrol Ofisi Group serves customers across Türkiye with a strong focus on reliability, continuity and service quality. Its integrated logistics and supply infrastructure supports the efficient delivery of fuels for road, aviation and maritime transportation, while helping ensure security of supply and operational continuity across its activities.

Petrol Ofisi Group, which carries out approximately a quarter of a million aircraft refuelling operations annually, contributes to the continuity of air transportation, while its activities in marine fuels support Türkiye's position within the refuelling ecosystem at ports and at sea. Supported by its supply infrastructure and experienced workforce, the Group is able to respond rapidly to changing market conditions and new mobility dynamics, demonstrating a flexible operational structure.

Lubricants, R&D and Technology Capabilities

The Mineral Oil Factory operating at Petrol Ofisi Group's Kocaeli Derince facility is one of Türkiye's leading facilities in terms of lubricant production capacity. With its advanced production and filling lines, automation, industrial, construction, mining and logistics sectors are supplied with products addressing diverse lubricant requirements.

The Petrol Ofisi Technology Center (POTEM), located within the factory, is at the heart of the Group's quality control, product development, analysis and R&D activities. With an average of 300,000 tests conducted annually, POTEM is one of the most comprehensive mineral oil analysis centres in Türkiye. Having been approved as an R&D Center by the Republic of Türkiye Ministry of Industry and Technology in 2025, POTEM provides R&D, quality control and analytical services to customers in Türkiye and globally through its expert team and advanced laboratory infrastructure.

Through the work carried out at POTEM and collaborations with technology partners, Petrol Ofisi Group aims to continuously improve the performance of its products, develop innovative solutions tailored to customer needs and enhance competitiveness in the lubricants sector. The Group's R&D and technology capabilities support the quality of products and services offered in the Turkish market and strengthen its position within the international competitive landscape.



Energy Transition and New Mobility Solutions

Petrol Ofisi Group views the transformation of the energy sector as a significant value creation opportunity. In this context, alongside its fuel operations, the Group continues its investments in electric mobility, renewable energy, digitalisation and customer experience.

Through e-POwer, Petrol Ofisi Group is expanding its presence in electric mobility and renewable energy solutions. e-POwer continues to broaden its charging network and access points while developing new products and services to support Türkiye's transition to electric mobility. In parallel, Petrol Ofisi Group is advancing the decarbonisation of its own operations through investments in renewable energy.

The electric mobility infrastructure is supported by renewable energy applications under the s-POwer Project. Through solar energy panels installed on station canopies, terminals and factory rooftops, these facilities meet part of their electricity demand from renewable sources, while surplus electricity is supplied to the grid.

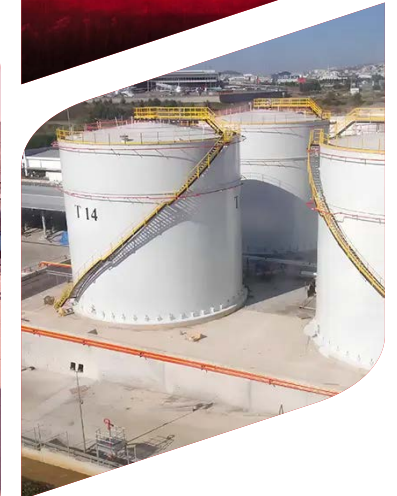
Digitalisation and Entrepreneurship Ecosystem

Petrol Ofisi Group regards technology and innovation as key pillars of sustainable growth and continues to invest in digitalisation, financial technologies, gaming technologies and mobility-related entrepreneurial initiatives. By combining its strong brand trust and operational experience with innovative business models, the Group aims to enhance customer experience and deliver fast, convenient and user-focused solutions.

Credin provides fast, secure and accessible consumer financing services in the field of digital consumer finance. While Credin focuses on developing end-to-end payment systems and digital financial solutions, Petrolig and Rune Games operate within the technology and entertainment ecosystem through social league-based digital gaming and engagement platforms.

POTAŞ, one of the Group's aviation fuel infrastructure companies, contributes to the aviation fuel supply capacity at Antalya Airport, one of Türkiye's strategically important locations for air transportation.

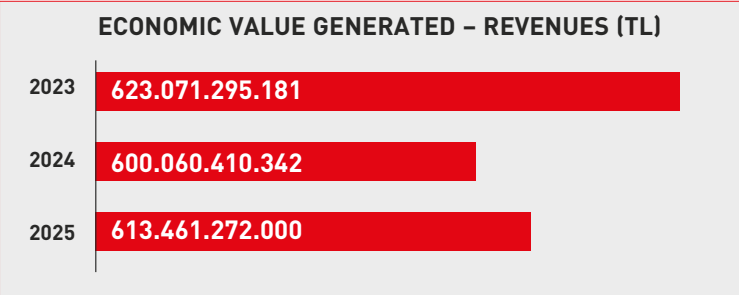
Another Group company operating in aviation fuel infrastructure, PONAŞ, carries out the operation of a fuel supply facility with a total storage capacity of 20,000 m³ at İstanbul Sabiha Gökçen International Airport.



Sustainable Growth Approach

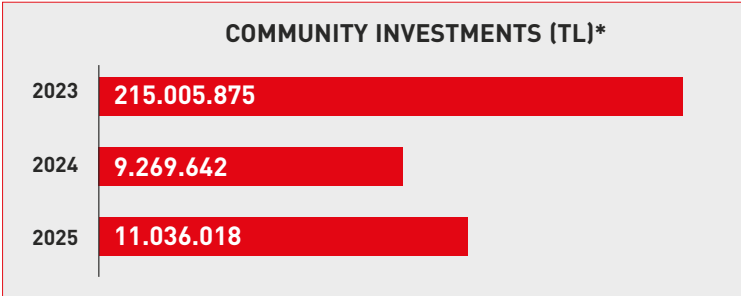
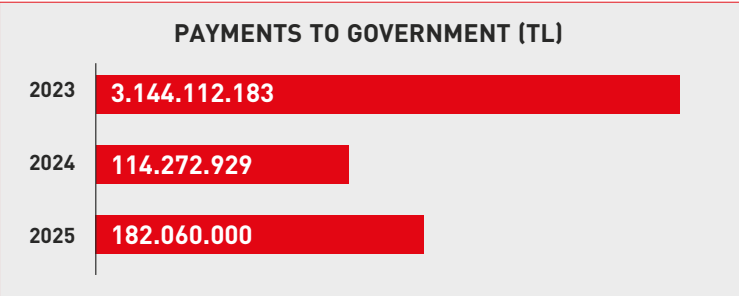
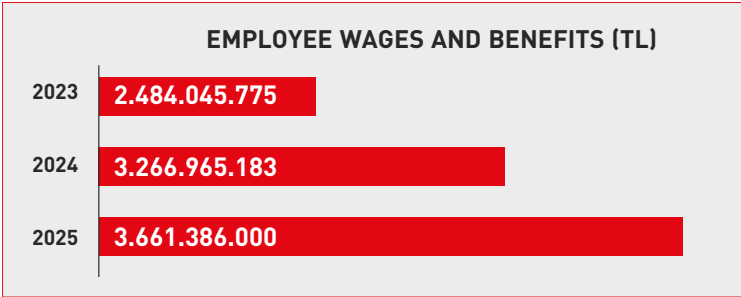
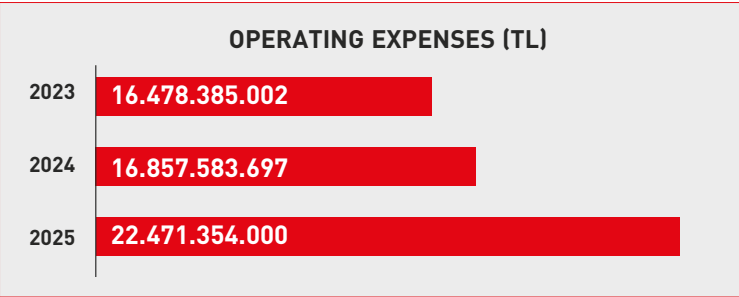
Petrol Ofisi Group carries more than 80 years of corporate experience into the future with a focus on sustainability, digitalisation and energy transition. Across all areas of its operations, the Group acts in line with the principles of operational excellence, reliable service, environmental responsibility, innovation and social benefit.

ECONOMIC VALUE GENERATED



i Petrol Ofisi Group contributes to Türkiye’s security of energy supply, economic development and mobility infrastructure. With its strong infrastructure and extensive ecosystem, the Group continues to adapt to evolving sector dynamics, create long-term value for its stakeholders and actively contribute to Türkiye’s sustainable energy future.

ECONOMIC VALUE DİSTRİBUTED



*The higher level of community investments in 2023 was due to donations and aid provided following the earthquake; the amount appears higher as a result of inflation accounting practices.

Corporate Values

Purpose

To carry energy into the future together with our stakeholders, organisation and innovative solutions that set a benchmark for the industry.

Mission

We carry energy into the future.



We fulfil our responsibility to ensure the continuity, accessibility and security of energy—created from the resources of this country and indispensable to our society and economic development—in the most sustainable manner. We achieve this through a people-centred work culture, the most advanced technologies, agile yet well-planned policies, a solution-oriented approach, strong professional knowledge, sincerity and disciplined efficiency.



We continuously create value for our Customers, Employees, Shareholders and Business Partners; renew ourselves by anticipating differences in customer focus, development and change, and through our skills and competencies.



We make life easier and ensure continuity by combining the needs of our people, stakeholders and industry with pioneering technologies and operational excellence.



As we carry energy into the future, we continue to serve as a benchmark for our industry through our vision for the energy transition, drawing on the strength of our deep-rooted heritage.

We are Petrol Ofisi.

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Shared Values



Innovation

We continuously develop ourselves with an awareness of our country’s needs and in line with current conditions. We take bold steps to move Petrol Ofisi Group forward, working with people who will set an example for the future through their contributions.



Customer Focus

Our customers are our most valuable business partners on our journey to become the industry’s pioneering and leading brand. Our fundamental principle is to create value for our customers and ensure the highest level of customer satisfaction.



Perfectionism

We know that the only way to achieve operational excellence is to work with dedication, guided by the highest level of discipline, systematic management and commitment.



Integrity and Honesty

We act in accordance with the law and with honesty, befitting this great institution and the social benefit we aspire to create. We are members of the Petrol Ofisi Family. We stand by our word and remain accountable for our actions.



Team Spirit

Our employees, partners and customers—all our stakeholders—are part of a large family together. We work together with the awareness that every individual who makes up this family brings value to the whole. We recognise the value of being talented across different disciplines.



Responsibility

In line with our corporate principles, we have the right to express our opinions on every aspect of our work, and our voice is heard. In return, we take responsibility for our actions and move forward with consistency, determination and integrity.



National Pride

We are proud to be part of one of Türkiye’s greatest home-grown values. With the strength we draw from our heritage, we work with all our might to create value for our country and ourselves.



Milestones

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1941

Foundation: Petrol Limited Şirketi was established with a capital of 2.5 million lira under the National Protection Law. The company began operations in a nine-person office in Karaköy, Istanbul, initially distributing five different types of fuel.

1950

Lubricants: The foundations of Türkiye's lubricant sector were laid with the establishment of the "Lubricants Department" under the General Directorate, enabling the systematic provision of lubricants to the country's transport fleet.

1957

NATO Infrastructure Assignment: The operation and maintenance of liquid fuel facilities and pipelines financed by NATO and constructed under the Ministry of Public Works were assigned to Petrol Ofisi under the Ministry of Finance.

1961

Lubricants Factory: Türkiye's first integrated lubricant factory was commissioned in the Kocaeli-Derince region.

1966

Launch of Aviation Fuel Supply: Jet fuel supply services for Turkish Airlines aircraft began at Istanbul.

1972

First Fleet: The Group began operating its first fleet, consisting of Reis and Pilot-type tankers.



1983-1988

Aliağa Facilities Phase: Due to insufficient capacity in Derince, construction of the Aliağa facilities was completed following a five-year period.

1984

First Export: The first lubricant export was carried out with the sale of 430 tonnes of motor oil to Iran.

2000

Transformation/Privatisation: As part of the privatisation process, Petrol Ofisi A.Ş. transitioned from public-sector management to the private sector.

2001

Product Innovations: "Protech" unleaded petrol and high-quality diesel "Prodizel" were launched, expanding the product portfolio.

2007

First Motor Oil Change Centre and Eco-Friendly Diesel: The Maxima Motor Oil Change Centre opened in Istanbul, while "V/Max Eurodiesel 10" was introduced as an environmentally oriented fuel product.

2010

Market Leadership: According to the PETDER report, Petrol Ofisi became the market leader in lubricants and chemicals with a 31% market share.

2017

Investment and Electric Charging Network: Petrol Ofisi Vitol Investment redefined the company's identity, and the e-POwer electric vehicle charging station brand was developed.



2019

First Step in Renewable Energy: Türkiye's first solar-powered station, "s-POwer," opened in Bodrum. The station also introduced Türkiye's first and only Fuel Safety System (TES) with a 100% guaranteed fuel quality and full filling commitment.

2020

Product of the Year: Active-3 technology V/Max and Maxima CX 5W-30 motor oil were selected as "Products of the Year" in Türkiye in their respective categories, based on consumer votes.

2021

Texaco Lubricants Production: In line with the cooperation agreement with Chevron/Texaco, production of Texaco lubricants began at the Derince factory.

2023

Capacity Expansion: The lubricant factory's capacity was doubled through the commissioning of new filling lines.

2024

Acquisition of BP Petrolleri A.Ş.'s Türkiye Operations: Petrol Ofisi A.Ş. initiated the process to acquire BP Petrolleri A.Ş.'s fuel and terminal operations in Türkiye. Competition Authority approval was obtained on 12 September 2024.

2025

BP Petrolleri A.Ş.: The acquisition of BP Petrolleri A.Ş. was completed.
R&D Center: Petrol Ofisi Technology Center (POTEM) was approved as an R&D Center by the Republic of Türkiye Ministry of Industry and Technology in 2025.

Petrol Ofisi Group Service Network

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

In 2025:

2600+ stations 	1.400+ village pumps 	160 thousand m² lubricant factory 	7 fuel terminals 
1 LPG filling terminal 	18 airport refuelling units 	1,5+ million m³ storage capacity 	4 continents 33+ countries lubricant exports 



Petrol Ofisi in 2025: At a Glance

1



Brand Finance 2025

In the Brand Finance 2025 survey, Petrol Ofisi ranked among Türkiye's 20 most valuable brands, becoming the highest-ranking fuel company on the list.

2



Human Resources

Petrol Ofisi Human Resources Director was included in the "50 Most Effective CHROs" list in 2025.

3



2,500 UTTS-Enabled Stations

With 2,500 UTTS-enabled stations, Petrol Ofisi strengthened its position as the fuel company with Türkiye's most extensive UTTS network.

4



First ULSFO Production

Petrol Ofisi successfully completed the production of 0.10% sulphur-content fuel oil in compliance with ECA requirements, strengthening its low-emission fuel offering in marine fuels.

5



Strategic Cooperation with Ascendum

Volvo construction machinery private-label lubricants will be produced under a three-year strategic cooperation agreement.

6



Milta Bodrum Marina

A new station began operations at Milta Bodrum Marina.

7



Low Carbon Champion

The "Low Carbon Champion" Award was presented to Petrol Ofisi for its Maxima Hybrid motor oil series developed for hybrid vehicles.

8



New Station Investments

Two new fuel stations opened in Samandıra, while the station at İkitelli was renovated.

9



PO/Marine

PO/Marine commissioned Türkiye's first domestically produced floating bunker barge.

10



Transformation of BP Stations

50 BP-branded stations were converted to the Petrol Ofisi format without any disruption to service.

11



Environmental Investments

Approximately TL 87.4 million was invested in environmental expenditure and investments.

12



Youth Awards

Petrol Ofisi was awarded a Bronze Award in the "Most Desirable Energy Company to Work For" category at the Youth Awards.

13



TEGEP Learning and Development Awards

Petrol Ofisi won a Silver Award at the TEGEP Learning and Development Awards 2025 with its "Sales Academy Programme."

14



Petrol Ofisi Academy

Petrol Ofisi Academy received a Gold Award in the "Best Training Technologies – Use" category at the Brandon Hall Awards.

15



Enocta Awards

Petrol Ofisi achieved recognition at the 2025 Enocta Awards in the "Organisations Shaping the Future in Learning and Development" category.

Products and Services

Autogas

Petrol Ofisi offers autogas products under the PO/Gaz brand, providing LPG customers with solutions that meet their needs in terms of performance, reliability and safety. Products supplied in compliance with EMRA technical regulations and relevant quality standards are available to users across Türkiye through an extensive station network. Petrol Ofisi focuses on product quality, supply continuity and safe use in its autogas operations.

Quality and safety processes in PO/Gaz operations are monitored at every stage, from product supply to end-user delivery. The Fuel Safety System (YES) supports product safety, while technical solutions tailored to customer needs are offered through specialist service providers.

Fuel Products

Through its extensive nationwide station network and strong logistics infrastructure, Petrol Ofisi supplies fuel products, primarily diesel, gasoline and LPG, to meet a wide range of customer needs. Its modern terminal, storage and distribution capacity ensures the safe, high-quality and uninterrupted delivery of products to customers.

V/Max products are developed with technologies that support fuel performance, focusing on driving efficiency, engine protection and customer satisfaction. Petrol Ofisi manages its fuel product portfolio with a focus on quality, safety and operational excellence, closely monitoring evolving customer expectations and sector dynamics.

YES!
FUEL SAFETY SYSTEM



Products and Services

Aviation

Petrol Ofisi operates one of Türkiye’s most extensive aviation fuel supply networks, providing reliable, high-quality and uninterrupted fuel supply in compliance with international aviation standards. Its aviation fuel supply units at 18 airports play a critical role in ensuring the continuity and operational safety of air transportation.

Petrol Ofisi implements international standards and rigorous quality assurance and safety practices across its aviation fuel operations. Supported by its strong infrastructure and extensive experience in Türkiye’s aviation ecosystem, the company closely monitors sector developments related to the low-carbon transition, particularly Sustainable Aviation Fuel (SAF).

Wholesale Fuel Sales

Petrol Ofisi provides wholesale fuel sales to large-scale projects and corporate customers across the automotive, gasoline, fuel oil, gas oil, bitumen and aviation fuel segments. Supported by its robust storage and distribution infrastructure, the company delivers reliable solutions to meet the energy requirements of customers operating in construction, logistics, industry, energy, mining and infrastructure projects.

Petrol Ofisi’s wholesale fuel operations are managed with a flexible and integrated service approach designed to support the operational continuity of its customers. Its extensive product portfolio, supply capabilities and industry expertise contribute to the uninterrupted continuation of economic activity across Türkiye.



Products and Services

Marine

Through its PO/Marine brand, Petrol Ofisi provides marine fuel bunkering services across Türkiye. Supported by its terminal and floating station infrastructure along Türkiye’s coastline and a broad market network, PO/Marine serves the fuel supply needs of both domestic and international maritime transportation.

Regulations aimed at reducing emissions in the maritime sector are playing a decisive role in the transformation of the fuel product portfolio. Following Türkiye’s inclusion in the International Maritime Organization’s designated Emission Control Areas as of 1 May 2025, demand for low-sulphur marine fuels has increased. In response, Petrol Ofisi Group successfully completed the first bunkering of 0.10% sulphur-content ULSFO (Ultra Low Sulphur Fuel Oil) compliant with Emission Control Area (ECA) requirements in April 2025, followed by the first ULSFO production at its Kocaeli Derince Terminal.

With this production capability, Petrol Ofisi Group has gained flexibility in ULSFO production and storage in addition to its existing marine gas oil, DMA and VLSFO capabilities. The company has an annual production capacity of more than 10,000 tonnes and can meet domestic ULSFO demand as well as supply fuel to international vessels in transit.

Across PO/Marine operations, product quality, security of supply, operational safety and customer needs are managed through an integrated approach. Petrol Ofisi Group continues its investments to expand its service network and offer fast and reliable bunkering services to domestic and international maritime customers with products that support improved environmental performance, particularly low-sulphur fuels.

AutoMatic Fleet Management

Petrol Ofisi’s AutoMatic fleet management solutions, developed for corporate customers and commercial vehicle fleets, enable fuel consumption to be monitored digitally and managed through centralised systems. The system facilitates vehicle refuelling processes while allowing fleet operators to monitor costs and improve operational efficiency.

With its UTTS (National Vehicle Identification System)-compatible infrastructure and fleet card solutions, AutoMatic enables fuel purchases to be automatically tracked, reported and managed.



Corporate Memberships

Petrol Ofisi Group maintains its cooperation with the business world, the public sector, and civil society as a member of influential global and national platforms in the field of sustainability.



YASED
International Investors Association
(YASED)



Türkiye LPG Association
(TÜLPGD)



Istanbul Chemicals and Chemical
Products Exporters' Association (İKMİB)



Petroleum Industry Association
(PETDER)



Union of Chambers and Commodity
Exchanges of Türkiye (TOBB)



Advertisers Association (RVD)



Authorized Economic Operator
Association (AEÖ)



E-Mobility Operators Association
(E-MOD)



World Energy Council Türkiye
(WEC Türkiye)



EMCC Türkiye – European
Mentoring & Coaching Council



Turkish Industry and Business
Association (TUSİAD)



GS1 Türkiye Foundation



Turkish Quality Association
(KalDer)



Corporate Governance Association
of Turkey (TKYD)



Sustainability at Petrol Ofisi Group



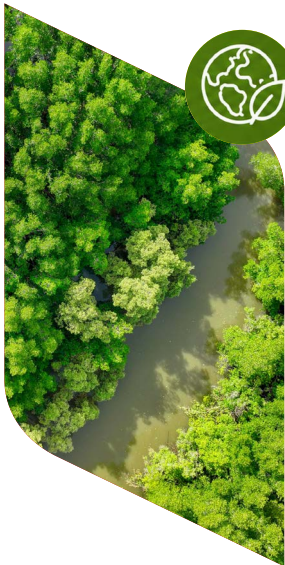
Sustainability Approach

Petrol Ofisi Group regards sustainability as one of the fundamental components of its corporate strategy, operational decision-making processes and long-term value creation approach. Drawing on its deep-rooted experience in Türkiye’s energy sector, extensive infrastructure and nationwide energy supply security strategy, the Group aims to integrate environmental, social and governance dimensions into its activities through a holistic approach to sustainability.

The transformation of the global energy sector is reshaping priorities around climate action, resource efficiency, low-carbon products and services, digitalisation, energy security and social resilience. Against this backdrop, Petrol Ofisi Group approaches its transformation through a sustainability lens, with a focus on ensuring the safety and continuity of its current operations while developing solutions that support its transition towards a lower-carbon and evolving energy system.

The Group’s sustainability approach is structured around four main focus areas: Climate and Environment, People and Society, Sustainable Finance, and Responsible and Uninterrupted Supply. These focus areas support Petrol Ofisi Group’s objectives of managing its environmental impacts, creating value for employees and society, strengthening financial resilience and expanding responsible business practices throughout its supply chain.





Climate and Environment

Petrol Ofisi Group considers combating climate change and the conservation of natural resources among its sustainability priorities. The Group focuses on monitoring the environmental impacts arising from its operations, increasing efficiency in energy and resource use, managing greenhouse gas emissions and continuously improving environmental performance across its operational processes.

Energy efficiency practices, renewable energy investments, water and waste management, circular economy principles, the development of low-carbon products and services, and efforts to conserve biodiversity are addressed holistically. Petrol Ofisi Group makes use of the TCFD approach to assess climate-related risks and opportunities and the TNFD perspective to address nature- and biodiversity-related impacts more comprehensively.



Sustainable Finance

Petrol Ofisi Group considers financial resilience an integral part of sustainable growth. The Group supports its strong financial structure through green transformation investments, new business models, digitalisation, innovation and low-carbon solutions.

The sustainable finance approach encompasses prioritising investments that can create environmental and social benefits alongside the preservation of financial performance. Petrol Ofisi Group evaluates emission reduction, energy efficiency, renewable energy, electric mobility, sustainable fuels and operational efficiency projects from a long-term value creation perspective.



People and Society

Petrol Ofisi Group regards the health, safety, well-being and development of its employees as fundamental elements of its corporate responsibility. Strengthening its occupational health and safety culture, competency development, employee engagement, equal opportunities, diversity and inclusion practices are at the heart of the Group's people-focused approach.

The Group aims to create value for its broad stakeholder ecosystem, comprising employees, suppliers, business partners, customers and local communities. Social investment projects, learning and development initiatives, collaborations with local stakeholders and practices that enhance diversity in the workplace support Petrol Ofisi Group's approach to social impact.



Responsible and Secure Supply

Petrol Ofisi Group regards supply continuity as a critical element for the uninterrupted continuation of economic activities and secure access to energy. Through its extensive distribution infrastructure and strong terminal, logistics and distribution network, the Group aims to provide its customers with reliable and uninterrupted service, while responsibly managing its operational objectives as well as environmental, social and governance risks within its supply chain. Petrol Ofisi Group regards supply continuity as a critical element for the uninterrupted continuation of economic activities and secure access to energy. Through its extensive distribution infrastructure and strong terminal, logistics and distribution network, the Group aims to provide its customers with reliable and uninterrupted service, while responsibly managing its operational objectives as well as environmental, social and governance risks within its supply chain.

The Group works to expand sustainable procurement practices, strengthen product quality and safety processes, monitor supplier performance and establish long-term value-creating relationships with its business partners. Petrol Ofisi Group's approach in this area strengthens its contribution to energy supply security and supports a resilient and responsible supply culture.

Sustainability Governance Structure

Petrol Ofisi Group’s activities are carried out under a strong corporate governance structure. The Group’s management structure is based on the separation of duties between the CEO and the Chair of the Board of Directors and comprises ten directors from different departments and four members of the Board of Directors. The Management Team is responsible for determining strategies and targets, making strategic, operational and tactical decisions, and taking joint responsibility for the Group’s corporate reputation. The governance plan is reviewed once a year and revised when necessary in line with internal and external dynamics.

At Petrol Ofisi Group, sustainability governance is addressed within a comprehensive framework that encompasses environmental performance, social responsibility and corporate governance dimensions. The company’s sustainability governance model ensures that strategic decisions incorporate sustainability principles, roles and responsibilities are clearly defined, and a common approach is adopted across all operations.

The Sustainability Committee operates as the senior decision-making body. Chaired by the CEO, the Committee consists of the Directors of Supply Chain, Finance, Corporate Communications, Marketing, Retail and Industrial Sales, Lubricants, Human Resources, Strategy and Business Development, Digital Transformation, and Legal, Ethics and Compliance (CLO). The Committee’s coordination is carried out by the HSSE-Q Directorate, Corporate Quality and Sustainability Directorate, and Corporate Communications, while the Sustainability Office is responsible for organising Committee meetings, following up on decisions, ensuring coordination among working groups, reporting performance and progress to senior management, managing compliance processes with national and international standards, and strengthening the sustainability culture through internal communication.

Within the Committee, thematic Working Groups have been established to address sustainability priorities from a multidimensional perspective: “Carbon Footprint and Energy Management,” “Social Responsibility, Employee and Stakeholder Engagement,” “Sustainable Finance,” and “Supply Chain.” The Working Groups meet regularly according to their areas of activity, monitor relevant sustainability indicators and report planning and implementation processes to the Committee through the Sustainability Office at least twice a year.

The Carbon Footprint and Energy Management Working Group carries out emissions calculations, develops reduction projects and implements energy efficiency practices. The Social Responsibility, Employee and Stakeholder Engagement Working Group operates in areas such as people rights, employee experience, social responsibility projects and stakeholder engagement. The Supply Chain Working Group evaluates sustainability criteria in supplier processes, monitors risk assessment and responsible procurement processes. The Sustainable Finance Working Group carries out activities to improve access to sustainable finance models by ensuring that investments are aligned with environmental and social criteria.



Corporate Sustainability Committee

CEO Committee Chair

 CEO Office	 Chief Marketing Officer (CMO)
 Chief Financial Officer (CFO)	 Strategy and Business Development Director
 Chief Human Resources Officer (CHRO)	 Senior Internal Audit Manager
 Supply Chain Director	 Commercial and Industrial Sales Director
 Health, Safety, Environment, Security and Quality (HSSE-Q) Senior Manager	 Retail Director
 Chief Digital Transformation Officer (CTDO)	 Chief Legal Officer (CLO)

Sustainability Office

 Health, Safety, Environment, Security and Quality (HSSE-Q) Directorate
 CEO Office – Corporate Communications Directorate

Working Groups



Carbon Footprint and Energy Management

 Commercial and Industrial Sales Directorate
 Supply Chain Directorate
 Strategy and Business Development Directorate
 Health, Safety, Environment, Security and Quality (HSSE-Q) Directorate
 Internal Audit Directorate
 Retail Directorate
 Marketing Directorate
 Digital Transformation Directorate



Social Responsibility, Employee and Stakeholder Engagement

 Marketing Directorate
 Corporate Communications Directorate
 Human Resources Directorate
 Health, Safety, Environment, Security and Quality (HSSE-Q) Directorate
 Digital Transformation Directorate
 Internal Audit Directorate
 Strategy and Business Development Directorate
 CEO Office
 Legal Directorate



Sustainable Finance

 Finance Directorate
 Health, Safety, Environment, Security and Quality (HSSE-Q) Directorate
 Internal Audit
 Strategy and Business Development Directorate



Supply Chain

 Procurement Directorate
 Supply Chain Directorate
 Finance Directorate
 Health, Safety, Environment, Security and Quality (HSSE-Q) Directorate
 Internal Audit
 Supply Chain Directorate

Stakeholder Engagement

Petrol Ofisi Group adopts an open, regular and trust-based approach to communication with its stakeholders when shaping its sustainability approach and business strategies. The Group’s broad stakeholder ecosystem includes employees, dealers, customers, fleet users, business partners, suppliers, subcontractors, public institutions, local governments, civil society organisations, investors, the Board of Directors and Group companies, all of which are directly connected to the Group’s operations.

Employees are among Petrol Ofisi Group’s most important stakeholder groups. The Group maintains continuous communication with its employees through regular information meetings, training and development programmes, internal communication channels, performance evaluation processes and employee satisfaction practices. These interactions contribute to improving the employee experience, strengthening the occupational health and safety culture, enhancing competencies and supporting engagement within the organisation.

Communication with dealers, customers and fleet users is a key element in continuously improving Petrol Ofisi Group’s service quality and customer experience. Customer satisfaction surveys, dealer meetings, field visits, call centres, digital platforms and direct feedback mechanisms are used to monitor the expectations and needs of different customer groups. The feedback received is evaluated to improve products and services, increase operational continuity and customer satisfaction, and strengthen internal processes.

Quality, safety, compliance, ethical business practices and sustainability principles are prioritised in relationships with suppliers, subcontractors and business partners. Petrol Ofisi Group conducts assessment, audit, information-sharing and cooperation processes throughout its supply chain to manage environmental and social risks, ensure compliance with occupational health and safety standards, and maintain product and service quality.

In line with the regulatory structure of the energy sector, Petrol Ofisi Group maintains regular communication and cooperation with public institutions, regulatory authorities and local governments. Structured communication with relevant institutions on legislation compliance, energy supply security, environmental obligations, occupational health and safety, disaster and crisis management strengthens the Group’s responsible business approach. Engagement with civil society organisations, professional associations and local stakeholders also contributes to creating shared value in areas such as social benefit, environmental awareness, education, sports and social development.

Communication with the Board of Directors, investors and Group companies forms an important part of Petrol Ofisi Group’s transparency and accountability approach. Regular management meetings, performance assessments, reporting processes and information activities support strategic decision-making and enable an integrated perspective on sustainable growth, financial resilience and risk management.

In 2025, Petrol Ofisi Group continued to regard stakeholder feedback as an important source of input for improving sustainability performance, supporting operational excellence and increasing social impact. Through strong communication channels established with different stakeholder groups, the Group closely monitors evolving expectations, supports trust-based relationships and continues to contribute to Türkiye’s energy transition, economic development and sustainable future.

STAKEHOLDER GROUPS



Employees



Dealers, Customers and Fleet Users



Suppliers, Subcontractors and Business Partners



Public Institutions, Regulatory Authorities and Local Governments



Civil Society Organisations, Professional Associations and Local Stakeholders



Board of Directors, Investors and Group Companies

Materiality Analysis

Petrol Ofisi Group considers materiality analysis a fundamental management tool for shaping its sustainability strategy in alignment with stakeholder expectations, sector dynamics, global trends and corporate objectives. The process takes into account the Group’s current operational impacts, transformation in the energy sector, regulatory developments, climate- and nature-related risks, societal expectations and long-term value creation potential.

The materiality process aims to identify the environmental, social, governance and economic issues associated with Petrol Ofisi Group’s activities from a holistic perspective. Topics are assessed based on their significance for the company, their impact on sustainability, their potential to create risks and opportunities, and the level of importance attributed to them by internal and external stakeholders.

Petrol Ofisi Group adopts an inclusive stakeholder engagement approach in its materiality analysis. Feedback from employees, customers, dealers, suppliers, subcontractors, business partners, public institutions, relevant organisations, civil society representatives and other stakeholders constitutes one of the key inputs to the process. Stakeholder feedback contributes to identifying the Group’s sustainability priorities and enables internal and external stakeholder perspectives to be assessed comparatively.

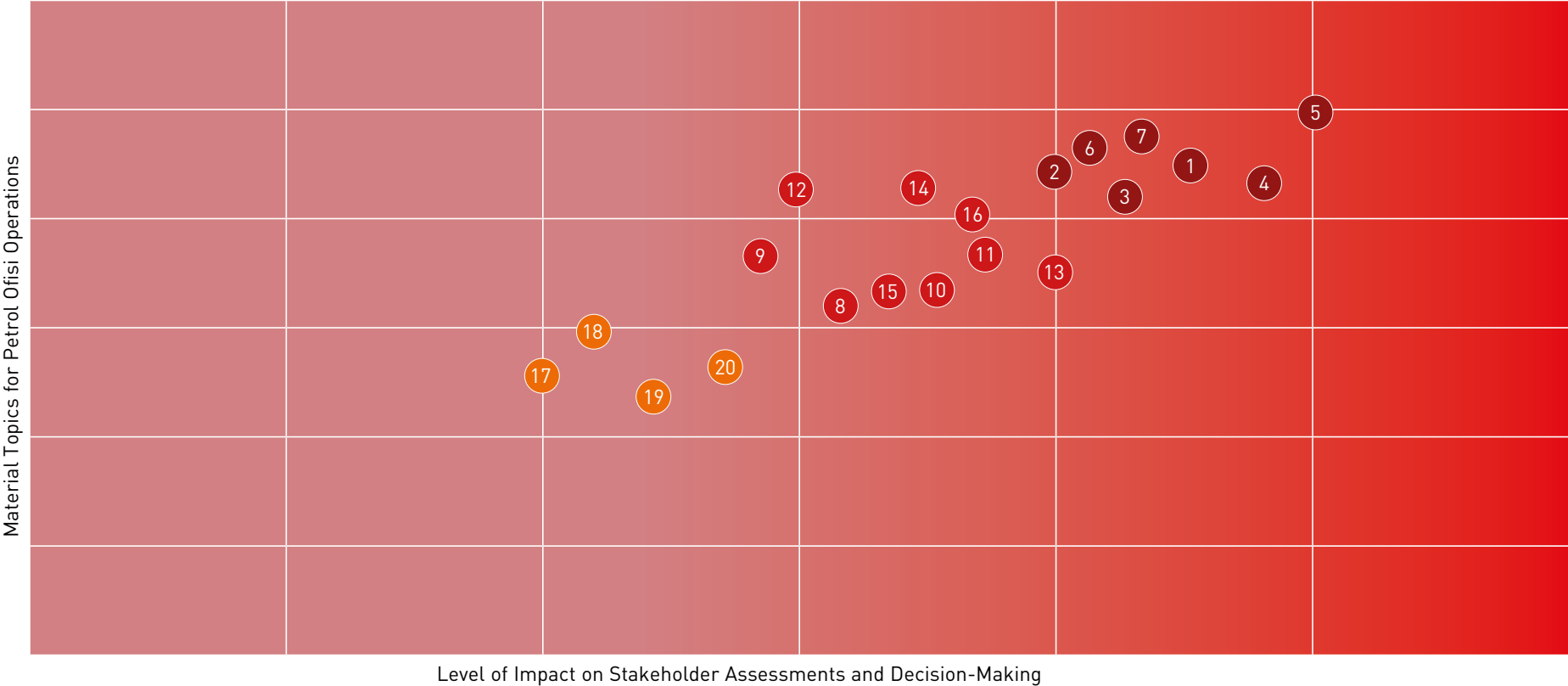
The stakeholder feedback obtained is considered together with the assessments of the Sustainability Committee and the company’s strategic priorities, and sustainability topics are ranked according to their level of materiality. In this way, sustainability issues are evaluated from both an internal business perspective and a stakeholder perspective, resulting in a holistic analysis that responds to both corporate strategy and societal expectations.

The results of the analysis are assessed under the four main focus areas that shape Petrol Ofisi Group’s sustainability approach: **Climate and Environment, People and Society, Sustainable Finance, and Responsible and Secure Supply**. Through these focus areas, the Group aims to reduce environmental impacts, create value for employees and society, strengthen financial resilience, and expand responsible practices across the supply chain.

Petrol Ofisi Group regards materiality analysis as a dynamic process that continuously evolves and supports sustainability governance. Sustainability topics are reviewed and updated in line with regulatory changes, emerging risks, opportunities and stakeholder expectations. Through this approach, the Group aims to prioritise sustainability projects more effectively and strengthen its long-term value creation capacity.



Petrol Ofisi Materiality Matrix



Very High Priority Topics

- 1 Climate change adaptation & risk management
- 2 Energy and emissions management
- 3 Waste management
- 4 Water management
- 5 Occupational health and safety
- 6 Disaster and crisis management resilience
- 7 Product quality



High Priority Topics

- 8 Circular economy practices
- 9 Biodiversity
- 10 Employee well-being and internal communication
- 11 Employee development and training
- 12 Equal opportunity, diversity and inclusion
- 13 Ethics and transparency
- 14 Financial resilience and long-term value creation
- 15 Financing the energy transition and low-emission investments
- 16 Innovation and digitalisation



Priority Topics

- 17 Social responsibility and engagement with local stakeholders
- 18 Financing emission reduction investments and low-carbon projects
- 19 Management of environmental and social risks in the supply chain
- 20 Sustainable procurement practices

Contributions to the Sustainable Development Goals



Focus Area	Material Topics	Petrol Ofisi Group Approach / Contribution	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Climate and Environment	Climate change adaptation and risk management	Assessing climate- and nature-related risks in line with the TCFD and TNFD frameworks, strengthening operational resilience and supporting the transition to a low-carbon economy.			○				●	○	●		○	○	●		○		
	Energy and emissions management	Reducing energy consumption and emissions through energy efficiency projects and renewable energy applications, and integrating low-carbon products and solutions into operations.			○				●	○	●			●	●				
	Circular economy practices	Supporting the circular economy approach through resource efficiency, waste reduction, reuse and sustainable product development activities.							○	●	●			●	○				
	Waste management	Managing hazardous and non-hazardous waste in compliance with legislation and expanding recycling and recovery practices.			○			○		○				●	●		○		
	Water management	Monitoring water consumption and developing practices to improve operational efficiency and conserve water resources.			○			●	○		○			●	●		○		
	Biodiversity	Assessing the impacts of terminal, storage and marine operations on nature and carrying out activities aimed at protecting ecosystems.								○	○			○	○	●	●		

● Direct Contribution ○ Indirect Contribution

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AT PETROL OFISI
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NATURE-RELATED
RISK MANAGEMENT

ENVIRONMENTAL
PERFORMANCE

SOCIAL
PERFORMANCE

RESPONSIBLE
VALUE CHAIN

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APPENDICES

Focus Area	Material Topics	Petrol Ofisi Group Approach / Contribution	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
People and Society	Occupational health and safety	Developing the occupational health and safety culture, HSSE-Q practices and risk management processes in line with the zero-accident target.			●					●	○							○	
	Employee well-being and internal communication	Strengthening the employee experience through employee engagement, satisfaction, employee rights practices and internal communication mechanisms.			●		●			●	○	●						○	
	Disaster and crisis management resilience	Enhancing operational resilience through business continuity, emergency and crisis management practices.			●				○	○	●		●	○					○
	Employee development and training	Supporting professional and leadership competencies through Petrol Ofisi Academy and development programmes.			○	●	○			●	○	○							
	Equal opportunity, diversity and inclusion	Expanding inclusive human resources practices in line with an equal opportunity approach.			○		●			●	●		○					○	
	Social responsibility and engagement with local stakeholders	Creating long-term value for local stakeholders through education, sports, disaster resilience and social participation projects.	○		○	○	○			●	○	○	●						●
	Ethics and transparency	Strengthening corporate trust through ethical business practices, compliance processes and transparent governance.			○					●	○	○						●	○

● Direct Contribution ○ Indirect Contribution

Contributions to the Sustainable Development Goals



Focus Area	Material Topics	Material Topics	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Sustainable Finance	Financial resilience and long-term value creation	Creating long-term value through a strong financial structure, operational efficiency and a sustainable growth approach.	○		○				○	●	●	○	○	●				○	
	Financing new business models for the energy transition	Supporting investments in electric mobility, renewable energy and new-generation energy solutions.			○				●	○	●		○	○	●				
	Financing emission reduction investments and low-carbon projects	Developing investments in renewable energy, energy efficiency and low-carbon fuel solutions.			○				●	○	●			●	●				
	Innovation and digitalisation	Supporting operational efficiency and customer experience through digital transformation, R&D, smart mobility solutions and technology investments.			○	○			○	●	●		○	○					○

● Direct Contribution ○ Indirect Contribution

Contributions to the Sustainable Development Goals



Focus Area	Material Topics	Petrol Ofisi Group Approach / Contribution	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Responsible and Secure Supply	Management of environmental and social risks in the supply chain	Monitoring quality, environmental, occupational health and safety, and ethical criteria across the supply chain.			○				○	●	●	○		●	○		○	○	○
	Sustainable procurement practices	Integrating sustainability criteria into procurement processes through a responsible procurement approach.			○				○	●	○			●	○				●
	Product quality	Developing reliable and sustainable products and services in compliance with quality standards.			○				○	○	●			●	○			○	

● Direct Contribution ○ Indirect Contribution

Climate – and Nature – Related Risk Management



Climate- and Nature-Related Risk Management Approach

As Türkiye’s leading fuel and lubricant company, Petrol Ofisi Group manages a highly complex value chain through its extensive nationwide station network, fuel terminals, aviation refuelling units, LPG terminal, significant storage capacity, lubricant production infrastructure, maritime and aviation fuel operations, logistics activities and new-generation energy solutions. While this broad operational structure plays a critical role in Türkiye’s security of energy supply, it also makes the integrated management of climate change, natural resource use, ecosystem services and environmental risks strategically important.

When assessing climate- and nature-related risks and opportunities, Petrol Ofisi Group takes into account the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and the Taskforce on Nature-related Financial Disclosures (TNFD). Through an integrated approach, the Group evaluates changes in climate-related physical and transition risks, natural resource dependencies and ecosystem services, as well as the financial, operational and strategic implications that these factors may create.

Assessments conducted in line with the TCFD and TNFD approaches are structured around key areas including governance, strategy, risk and impact management, and metrics and targets. TNFD’s LEAP approach is used as a guiding framework to systematically address nature-related issues. Petrol Ofisi Group aims to identify the areas in which its activities interact with nature, determine its dependencies and impacts on nature, analyse the risks and opportunities arising from these interactions, and develop appropriate response strategies.

The assessment covers Petrol Ofisi Group’s fuel distribution and retail operations, lubricant production and R&D activities, marine fuel operations, aviation fuel supply, LPG filling and distribution operations, terminal, storage and logistics activities, electric and renewable energy solutions, digital services and new mobility solutions.

Water, land and land use, air quality, biodiversity and ecosystem services stand out as the principal areas of focus in Petrol Ofisi Group’s nature and climate assessments. Water use is strategically important in terms of operational processes, fire suppression systems and process water requirements at terminals and filling facilities. Land and land use are associated with the locations of stations, fuel storage areas, terminal areas and storage facilities, as well as construction activities and pollution risks. Air quality is assessed together with Scope 1 and Scope 2 emissions, fuel consumption, logistics activities, fugitive emissions and impacts associated with marine and aviation operations.

Biodiversity and ecosystem services also play an important role in Petrol Ofisi Group’s risk management approach. Coastal and marine ecosystems, shorelines, ports and areas of potential environmental sensitivity surrounding terminals and storage sites are taken into consideration, while circular economy practices are also addressed within this scope. Irregularities in ecosystem services linked to the climate- and nature-related characteristics of the logistics network, such as transport capacity, water resources, air quality and land use, are assessed in terms of operational continuity and infrastructure resilience.

Petrol Ofisi Group conducts its climate- and nature-related assessments across short-, medium- and long-term time horizons. In the short term, the focus is on improving current-state and risk analyses, increasing digital traceability and data maturity, integrating climate- and nature-related risks into corporate risk management, and aligning infrastructure investments with climate scenarios.

In the medium term, the Group aims to implement emission reduction plans, improve water and waste management, prioritise circular economy projects, and strengthen energy efficiency practices at its lubricant factory and terminals. In the long term, in line with its 2050 Net Zero Emissions target, Petrol Ofisi Group aims to deepen the transformation of its operations, accelerate the scaling of low-carbon and nature-positive business models in which resource intensity is reduced, and strengthen corporate strategies for the conservation of ecosystem services.



Strategy

Petrol Ofisi Group addresses its climate- and nature-related strategy through an integrated approach to the risks that may arise from the impacts of its activities across its extensive operational network and from dependencies on natural resources. The Group’s fuel and LPG distribution, lubricant production, terminal and storage operations, marine and aviation fuel supply, logistics activities and extensive retail station network constitute the fundamental framework of its strategic assessments.

Petrol Ofisi focuses on reducing its impacts on climate and nature through emission reduction, energy efficiency, low-carbon product portfolio, water consumption reduction, circularity and pollution risk management, while aiming to strengthen environmental sustainability criteria across its supply chain. Through these areas, the Group aims to improve its environmental performance while supporting operational security and long-term value creation capacity.

Operational resilience is one of the key components of the strategy. The potential impacts of physical factors such as extreme weather events, floods, storms and sea conditions on terminals, storage areas, logistics activities and marine operations are assessed, and the findings are integrated into infrastructure management processes.

Petrol Ofisi Group defines transformation in products and services as a fundamental element of its climate- and nature-related strategy. Electric vehicle charging solutions, energy-efficient lubricants and alternative fuel applications are among the key components of the Group’s strategy for adapting to the future.

i Electric vehicle charging solutions, energy-efficient lubricants and alternative fuel applications are among the key components of the Group’s strategy for adapting to the future.



Risk Management

At Petrol Ofisi Group, risk management is conducted within the Integrated Management System across strategic, tactical and operational risk categories. All risks are assessed regularly with the participation of relevant units under the coordination of HSSE-Q and prioritised using a 5x5 risk matrix to determine the actions required.

In addition to risks arising from the company’s financial, operational, environmental, technical and corporate processes, climate- and sustainability-related risks are managed in an integrated manner with the existing corporate risk inventory.

Within the risk management process, a risk and opportunity assessment is carried out across the areas of health, safety, environment, security, business continuity, energy, climate and sustainability. This framework is structured in compliance with the requirements of ISO 31000, ISO 9001, ISO 14001, ISO 45001, ISO 22301, ISO 27001, ISO 50001 and ISCC. In this way, all management systems are integrated under a common risk language and methodology.

All risks are assessed based on criteria such as probability, impact magnitude, potential consequences for people, the environment, assets and reputation, financial impacts, regulatory requirements, business continuity and energy performance. Risks are evaluated on a scale ranging from low to high financial impact; risks with a financial impact of less than USD 500 thousand are considered low, while risks with an impact exceeding USD 10 million are classified as high-impact risks.

The risk management cycle consists of identifying and prioritising risks and opportunities, determining risk responses, developing action plans, monitoring and verifying actions, and periodically reviewing risks and opportunities. Risk responses are determined in line with mitigation, acceptance, avoidance or transfer options. Risks whose risk levels are acceptable are monitored within the ALARP and acceptable risk level framework.

At Petrol Ofisi Group, risks are classified as strategic, tactical and operational risks. Strategic risks include governance, partnership and investment, and reputation; tactical risks include customer, climate and sustainability, market and competition, technology and organisational structure; and operational risks include financial, business continuity, legal, ethics and violations, operational processes, information security and outsourcing.

Senior management regularly monitors high-priority risks and the measures and actions taken in relation to these risks. In this context, the integration of climate- and nature-related risks into all critical risk management processes is strategically important. Through its integrated risk management approach, Petrol Ofisi Group aims to enhance operational resilience, effectively manage environmental and financial impacts, and create sustainable value over the long term.

Level	Impact	Financial Impact
5	 Very High	Financial impact above USD 10 million
4	 High	Financial impact of USD 5–10 million
3	 Medium	Financial impact of USD 1–5 million
2	 Low	Financial impact of USD 500 thousand–1 million
1	 Very Low	Financial impact below USD 500 thousand

Strategic Risks	Tactical Risks	Operational Risks
Governance	Customer	Financial
Partnership – Investment	Climate and Sustainability	Business Continuity
Reputation	Market – Competition	Legal
	Technology	Ethics – Violation
	Organisational Structure	Operational Process
		Information Security
		Outsourcing

TCFD TNFD Assessments

Assessment of Natural Capital Dependencies and Impacts on Nature

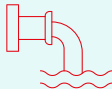
NATURAL CAPITAL DEPENDENCIES

GENERAL CATEGORY	SPECIFIC DEPENDENCY	ENVIRONMENTAL ASSET AFFECTED	KEY ECOSYSTEM SERVICE	DEPENDENCY MECHANISM	MATERIALITY LEVEL
 WATER	Process water, fire suppression systems	Wetlands, groundwater, regional water basins	Water supply	Dependence on water availability for the uninterrupted operation of lubricant production and terminal operations; physical risk sensitivity in water-stressed regions (Derince, etc.)	 HIGH
 CLIMATE REGULATION	Weather conditions, storms and precipitation patterns	Atmosphere, coastal areas	Climate regulation	Vessel berthing capacity, logistics continuity and terminal security depend on weather conditions	 HIGH
 MARINE CONDITIONS	Wave height, currents and water level	Coastal and marine eco-systems	Regulation of marine conditions	Dependence of PO/Marine barge operations and safe, uninterrupted bunker fuel supply on suitable marine conditions	 HIGH
 SOIL STABILITY	Land integrity and geological structure	Terminal areas, lubricant sites, station locations	Erosion control	Protection of tank farms, pipelines and heavy infrastructure against landslides and seismic movements	 MEDIUM

PRESSURES ON NATURE AND ECOSYSTEMS

IMPACT DESCRIPTION	ENVIRONMENTAL ASSET AFFECTED	ECOSYSTEM SERVICE AFFECTED	IMPACT MECHANISM	MATERIALITY LEVEL
 POTENTIAL WATER POLLUTION ARISING FROM FUEL STORAGE AND TERMINAL OPERATIONS	Coastal areas, wetland buffer zones	Water quality	Potential surface runoff, stormwater drainage or operational spills leading to water pollution	 HIGH
 SOIL POLLUTION AND LAND DEGRADATION RISK	Terminal areas, station sites	Soil health, filtration	Risk of contamination associated with fuel spills, historical land use or intensive storage activities	 HIGH
 ENVIRONMENTAL RISKS RELATED TO EXTREME WEATHER EVENTS	Terminal sites and stations	Water supply, erosion control	Risk of floods and inundation exceeding drainage system capacity and causing environmental damage	 HIGH
 AIR EMISSIONS (LOGISTICS, TERMINALS) – VOC, NOX, SOX	Local atmosphere	Air quality	Emissions arising from fuel evaporation, logistics fuel consumption and equipment use	 MEDIUM
 POTENTIAL MARINE POLLUTION FROM MARINE OPERATIONS	Coastal and marine ecosystems	Marine water quality, habitat health	Potential spills during barge operations and bunker fuel supply	 MEDIUM
 PRESSURES ON BIODIVERSITY	Coastal ecosystems, wetlands, national park areas	Habitat integrity	Proximity of terminal areas to protected areas	 MEDIUM
 WATER CONSUMPTION	Medium-to-high water-stress regions	Water supply	Potential spills during barge operations and bunker fuel supply	 MEDIUM

CONTRIBUTIONS TO NATURE AND ECOSYSTEMS

IMPACT DESCRIPTION	ENVIRONMENTAL ASSET AFFECTED	ECOSYSTEM SERVICE	IMPACT MECHANISM	MATERIALITY LEVEL
 LOW-CARBON AVIATION AND MARINE FUELS (SAF, ULSFO)	Atmosphere and marine ecosystems	Climate regulation and marine water quality	Reducing emissions from marine pollution risks by supporting the use of SAF with low life-cycle emissions and low-sulphur ULSFO	 HIGH
 LOW-CARBON AND EFFICIENT LUBRICANT SOLUTIONS (HYBRID & EV)	Atmosphere	Climate regulation	Reducing fossil fuel dependency by providing fuel savings through products that support the transition in hybrid vehicle markets	 HIGH
 RENEWABLE ENERGY AND ELECTRIC MOBILITY (S-POWER & E-POWER)	Atmosphere and energy resources	Climate regulation and energy supply	Preventing operational emissions through on-site solar PV investments and the use of 100% renewable energy at charging stations	 HIGH
 VRU (VAPOUR RECOVERY UNIT)	Local atmosphere	Air quality	Protecting air quality by recovering volatile organic compounds (VOCs)	 HIGH
 WATER EFFICIENCY AND WASTEWATER RECOVERY	Groundwater and surface water	Water supply	Reducing freshwater consumption and protecting freshwater resources through the reuse of treated wastewater	 MEDIUM
 DRAINAGE SYSTEM IMPROVEMENTS	Water resources and coastal ecosystems	Water flow regulation and flood control	Managing renewed drainage and separator systems and preventing uncontrolled water discharge into sensitive receiving environments	 MEDIUM

RISK CATEGORY	SUBCATEGORY	RISK DESCRIPTION	RISK MATERIALITY LEVEL	RISK TIME HORIZON
Physical Risks	Chronic	Water Stress and Dependence on Water Resources Risk - Decline in water quality and water quantity - Risk of interruption of water-intensive production and fire safety systems	 MEDIUM	MEDIUM TERM
Physical Risks	Acute	Supply Chain and Logistics Disruption Risk Route and supply disruptions due to extreme weather events	 MEDIUM	SHORT TERM
Physical Risks	Acute	Extreme Weather Events and Operational Disruption Risk - Floods, inundation, storms, extreme rainfall - Physical damage to terminals and stations - Vessel berthing and marine operation disruptions	 VERY LOW	SHORT TERM
Physical Risks	Chronic	Employee Health and Safety Risk Impacts of high temperatures, humidity and climatic stress on employees	 VERY LOW	SHORT TERM

RISK CATEGORY	SUBCATEGORY	RISK DESCRIPTION	RISK MATERIALITY LEVEL	RISK TIME HORIZON
Transition Risks	Market	Demand Transformation and Market Risk - Decline in fossil fuel demand - Expansion of electrification and alternative fuels - Market share loss due to insufficient low-carbon product portfolio	 VERY LOW	MEDIUM TERM
Transition Risks	Policy	Regulation and Carbon Pricing Risk - ETS, carbon tax, fuel regulations - Cost increases due to new obligations	 VERY LOW	MEDIUM TERM
Transition Risks	Market	Sustainable Finance and ESG Compliance Risk - Difficulty in accessing financing depending on ESG scores - Failure to meet investor and creditor expectations	 VERY LOW	MEDIUM TERM
Transition Risks	Technology	Workforce and Technology Adaptation Risk - Lack of adaptation to new technologies - Insufficient competencies required for the transition	 VERY LOW	MEDIUM TERM
Transition Risks	Reputation	Data Quality and Reporting Risk Data consistency and accessibility issues in response to increasing reporting requirements	 VERY LOW	LONG TERM

EXISTING RISK MITIGATION ACTIONS

Risk Categories	Existing Controls
1. Management of Transition Risks through Low-Carbon Products and Services 	Aviation Operations (PO/Air) • Use of SAF, providing up to 80% emission reduction, in line with IATA “2050 Net Zero” and ICAO 2030 targets • Reduction of regulatory and market risks through CORSIA-compliant SAF supply infrastructure • Reduction of operational emissions through electric dispenser equipment and Euro 6 vehicles
	Marine Operations (PO/Marine) • Transition to the use of low-sulphur fuel (ULSFO) under IMO 2020 • Consolidation of Derince central terminals and reduction of logistics-related emissions • Traceable and regulatory-compliant supply through ISCC certification • Reduction of operational risks through environmentally friendly marine tankers
	Electric Mobility and New Energy Solutions (e-Power) • Charging infrastructure investments under the e-Power brand and cooperation with Borusan ENBW • Reduction of energy supply security and cost risks through on-site solar PV investments under S-Power • Meeting 24.83% of the electricity demand at the Derince Lubricants Plant through solar PV
	Lubricants and Circular Economy • Development of products specifically for electric and hybrid vehicles (Adaptech technology) • Use of 25% recycled plastic in packaging • Reduction of waste generation through oil analysis and filtration practices
	VOC Management and Emission Control • Terminal-based VRU (Vapour Recovery Unit) investments • Protection of air quality through the recovery of fuel vapours • Reduction of regulatory and carbon pricing risks arising from emissions

2.

Physical Risks and Operational Resilience



Risk Categories	Existing Controls
	Drainage Improvement and Flood Prevention Measures - On-site drainage systems, stormwater lines and separators at all terminals have been renewed and strengthened against flood and inundation risks. - Terminals located along the airport boundary are positioned on solid ground, providing natural protection against flooding risk. - Oil levels in water are managed against water quality and flood risks through sensors and remote monitoring systems. - In the medium term, new projects are targeted to reduce infrastructure and stormwater-related risks.
	Climate-Related Risk Mitigation Activities and Business Continuity - Wind, precipitation and temperature data are monitored in real time through the meteorological station at Derince Terminal. - Operational decisions are supported by meteorological data, minimising operational disruptions caused by extreme weather conditions. - Electrical and network infrastructure has been made redundant and protected against storm and flood risks. - Product plans are prepared to ensure operational continuity.
	Fire Systems and Equipment Protection - Fire suppression systems have been modernised with pumps, foam proportioning and monitor systems in line with global standards. - SCADA integration has enhanced the traceability of water systems. - Equipment has been protected against extreme weather events; terminal stress risk has been reduced through washing and cooling systems. - Integrated firewater systems have been installed at all facilities.
	Water Stress and Reuse Management - Industrial wastewater at Derince Terminal is planned to be disinfected and reused in firewater systems. - Closed-loop cooling systems are targeted for wider implementation. - Projects are being carried out for the reuse of water generated in operational processes.
	Employee Health and Operational Conditions During periods of extreme heat, shift arrangements are implemented and break periods are extended to protect employee health.

Risk Categories	Existing Controls
3. Digitalisation, Inventory Management and Supply Resilience 	SAP–TGS Integration and Real-Time Inventory Management • 100% digital monitoring of inventory movements at all terminals through SAP ERP–TGS integration • Real-time monitoring of tank calibration processes at filling, evacuation and tank calibration stages • Digital management of refuelling planning according to inventory visibility in the event of weather-related disruptions • Minimisation of stock differences and losses through automatic compensation in SAP
	Loss and Leakage Control and Environmental Risk Management • Monitoring tank levels and density data through digital sensors • Monitoring tank levels and density data through digital sensors • Early detection of potential leaks and losses through digital alarm systems and control of environmental risks at source
	Logistics Optimisation and Emission Reduction • Automatic generation of 95% of orders through the Crealog programme used in LP transport operations • Route optimisation enabling more deliveries with fewer vehicles • Reduction of fuel consumption and carbon emissions • Transition of processes to a paperless environment through tablet-based operational management
	Digitalisation of Circular Economy and Technical Services • Digital tracking of lubricant analysis processes through the POLAB Portal with QR-code support • Increasing the efficiency of lubricant change intervals through optimisation • Effective management of inventory costs through SAC Stock Days–Turnover Rate reports

Risk Categories	Existing Controls
4. Supply Chain Resilience and Strategic Infrastructure 	Strategic Supply Infrastructure and Continuity • Positioning of the Kırıkkale Facility as an alternative supply hub • Ensuring supply continuity by establishing alternative road routes for earthquake and flood emergencies • Supporting fuel supply security in critical situations through connection to NATO pipelines • Reducing logistics risks through fuel transfer by pipeline at Antalya Airport
	Logistics Integration and Operational Efficiency • Automatic management of 95% of LPG orders through the integration of Crealog and SAP ERP systems • Reduction of operational efficiency losses and emissions through an expanded dealer network
	Digital Traceability and Responsible Procurement • 100% digital traceability of inventory through SAP-TGS integration • New supplier management through the Promena Tender Platform • Supplier assessment processes in line with SEÇG-K criteria • Regular monitoring of the sustainability performance of critical suppliers

Prioritisation of Risks

Petrol Ofisi Group considers climate- and nature-related risks and opportunities as an integral part of its corporate risk management processes. Risks are not addressed under separate headings; instead, they are assessed as cross-cutting factors affecting financial, operational and strategic processes, including customer satisfaction and business continuity, legal compliance and human rights, reputation, health and safety, and environmental impacts.

The prioritisation of risks is based on the “impact” and “likelihood” axes. All risks are analysed in terms of their impacts on business continuity, the environment, assets and reputation, and are classified using a five-level scale ranging from “very low” to “very high” in line with the 5x5 risk matrix approach.

In addition to the magnitude of the risk, the effectiveness of existing risk mitigation measures is taken into account during the assessment process. Financial position, cash flow and performance indicators are also considered in prioritising risks and opportunities.

Opportunity Category	Opportunity Description	Opportunity Time Horizon
Products / Services	Development of a low-carbon product and service portfolio	Short Term
Resource Efficiency	Effective water management through renewable energy and energy efficiency investments	Short Term
Products / Services	More effective risk management through digitalisation and data traceability	Short Term
Resilience	Strengthening supply chain resilience	Short–Medium Term
Market	Access to sustainable finance opportunities	Medium Term



Assessment of Opportunities and Strategic Contributions

1. LOW-CARBON PORTFOLIO AND NEW REVENUE STREAMS

Growing global demand for low-carbon fuels and new mobility solutions presents Petrol Ofisi Group with strategic opportunities that directly generate revenue and strengthen its market leadership.

Opportunity Area	Description / Strategic Contribution
 SAF SUPPLY	SAF supply represents a new revenue stream with high growth potential for Petrol Ofisi. The company’s operational scale, with approximately a quarter of a million aircraft refuellings annually, provides significant leverage for the commercialisation of SAF. Although SAF currently has a limited share in aviation fuels, ICAO’s target of a 5% emission reduction by 2030 signals a rapidly growing market segment in the medium term.
 MARINE BIOFUELS	Growing global demand for low-carbon marine fuels creates a direct revenue-generating growth opportunity for Petrol Ofisi. The first B24 biofuel supply in Türkiye, carried out in Singapore, demonstrated commercial potential in international biofuel sales. Annual bunker fuel supply exceeding 1 million tonnes and a strong market position support the positive impact of ULSFO and biofuel sales on revenue and market share.
 LUBRICANTS AND PRODUCT PORTFOLIO	Within the product portfolio, the award-winning Maxima series, recognised as a “Low Carbon Hero”, offers up to 3% fuel savings compared with conventional lubricants, creating opportunities for market share growth. In line with Türkiye’s hybrid vehicle market projections, annual sales of this series are targeted to reach 35,000 tonnes. Maxima EV Fluid and Ultra Gras EV products for electric vehicles demonstrate the Group’s readiness for future mobility technologies.
 ELECTRIC MOBILITY (E-POWER)	The e-Power charging network creates a new and scalable revenue stream for Petrol Ofisi in the growing electric mobility market. The short-term target of providing charging services at 2,000 stations enables the company to build a new service layer on its existing station network. The goal of supporting all charging points with renewable energy certificates (YEK-G) positions e-Power as a commercial product that directly responds to the new energy demand.
 EXPORTS AND HIGH VALUE-ADDED PRODUCTS	The lubricant portfolio developed at the POTEM R&D centre, covering more than 400 product types, has transformed solutions for electric and hybrid vehicles into a high value-added export category. Sales to more than 33 countries across four continents generate approximately USD 50 million in annual foreign currency inflows, making low-carbon products a direct revenue-generating opportunity.

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2. ENERGY AND RESOURCE EFFICIENCY OPPORTUNITIES

Petrol Ofisi Group considers energy and resource efficiency a strategic financial opportunity area for enhancing climate resilience.

Opportunity Area	Description / Strategic Contribution
 RENEWABLE ENERGY AND SOLAR PV	The company is increasing its resilience to energy price volatility by expanding the use of renewable energy across its facilities and stations. At the Lubricants Plant in Derince, Kocaeli, an 8,000 m ² rooftop solar PV installation meets 24.83% of electricity demand and prevents approximately 1,490 tonnes of carbon emissions annually. Solar panel installations at 13 different stations provide an additional annual reduction of 800 tonnes of emissions. The use of YEK-G certified energy at e-Power charging points further strengthens the Group's position in the green energy market.
 ENERGY EFFICIENCY	Projects implemented at the lubricants plant, including the "Condensate Trap", insulation and "Compressed Air Leakage Reduction" initiatives, have generated annual savings of more than TRY 3.1 million against an investment of approximately TRY 1 million. LED lighting conversions and pump optimisation projects at terminals aim to further reduce electricity consumption.
 WATER EFFICIENCY	Projects developed in response to water stress risks contribute to both the protection of natural resources and the reduction of operational costs. At Derince Terminal, the project to feed treated wastewater into firewater tanks is expected to deliver annual water savings of 11,200 m ³ and an annual cost advantage of TRY 100 thousand.
 CIRCULAR ECONOMY	The Diagnostics team within the lubricants business recovered 180 tonnes of oil through filtration based on 12,701 analyses, preventing waste generation and delivering both raw material and cost savings. In the private industrial segment, particularly for the Hydro Oil HD product group, this filtration service has enabled 6% of the relevant segment's sales to be recovered into the circular economy.
 RESOURCE USE	As part of sustainable resource use in raw material management, a total of 140,000 tonnes of recovered base oil is used in production processes, minimising pressure on natural resources.
 PACKAGING	The use of 25% recycled plastic in 20-litre product packaging stands out as a scalable and financially sustainable application of circular economy principles.

3. STRATEGIC ADVANTAGE THROUGH DIGITALISATION AND DATA MANAGEMENT

Digital transformation represents a strategic area of value creation for Petrol Ofisi Group, extending beyond operational efficiency and enabling climate- and nature-related uncertainties to be translated into financial foresight. The Group’s digital maturity score increased from 3.1 in 2024 to 3.4, placing it in the global “leader” category. The Group also achieved the highest score across all sectors in Türkiye.

Opportunity Area	Description / Strategic Contribution
 SAP-TGS INTEGRATION	With the completion of the SAP-TGS integration across all terminals, 100% digital traceability of registered inventory has been achieved, fully eliminating manual processes. Through this infrastructure, lubricant inventory worth TRY 1 billion is efficiently managed using the “SAC Stock Days-Turnover Rate Report”, resulting in an annual efficiency gain equivalent to 0.17 FTE. In addition, the digitalisation of the “Fuel Custody Receipt” process has generated annual operational savings of more than TRY 100 million.
 LOGISTICS DIGITALISATION	The Crealog programme used in LPG transport processes automatically generates 95% of orders based on station tank levels, enabling route optimisation. The system reduces both operational costs and logistics-related carbon emissions by allowing more deliveries with fewer vehicles. The “AutoMatic Mobil” project has digitalised fleet customers’ transactions, generating approximately USD 150 thousand in cost savings.



4. SUSTAINABLE FINANCE OPPORTUNITIES

Petrol Ofisi Group identifies a high ESG score as a direct financial opportunity that can reduce the cost of capital and increase investment capacity.

Opportunity Area	Description / Strategic Contribution
 GREEN FINANCE	As financial institutions increased their focus on sustainable lending during 2024–2025, Petrol Ofisi took concrete steps in this area, including the use of green loans for solar PV investments.
 VRU INVESTMENTS	Planned VRU investments of approximately TRY 160 million, primarily at Kırıkkale Terminal, are aligned with the Türkiye Green Taxonomy objectives of “greenhouse gas emission reduction” and “pollution prevention”.
 ESG AND DNSH ALIGNMENT	Alignment with the Do No Significant Harm (DNSH) principles supports access to international sustainable finance programmes by strengthening Petrol Ofisi’s ESG profile.
 EMISSION TARGETS	The company’s 42% emission reduction target for 2030 and its Net Zero commitment for 2050 are among the criteria receiving the greatest attention from investors and creditors.
 SUSTAINABLE PRODUCTS	The inclusion of environmentally friendly products such as SAF and ULSFO in the portfolio stands out as an important factor supporting long-term sustainable investment capacity.

i Petrol Ofisi’s strategies are tested against complex future uncertainties to assess the Group’s resilience in transitioning to a low-carbon, nature-positive business model.

Scenario Analysis and Climate Resilience

Petrol Ofisi Group’s scenario analysis, conducted to test its strategic resilience to climate change, is based methodologically on the climate scenario sources referenced by the TCFD and has been expanded to incorporate nature-related risks. The key scientific data sources and approaches underpinning the scenarios are listed below:

- **IPBES and Scientific Foundations:** Drivers of nature loss and disruptions to ecosystem services were assessed based on scientific findings and data defined by IPBES (Intergovernmental Science-Policy Platform on Biodiversity and Ecosystem Services).
- **Global Policy Targets (GBF):** The global policy framework underpinning the scenarios is fully aligned with the Kunming-Montreal Global Biodiversity Framework (GBF) targets of halting and reversing biodiversity loss by 2030 and achieving nature-positive outcomes by 2050.
- **Financial and Economic Modelling:** The NGFS (Network for Greening the Financial System) and IPR Forecast Policy Scenario (FPS) approaches were used to model transition risks and market dynamics through an integrated climate- and nature-focused scientific framework.
- **Critical Uncertainties Matrix:** The analysis is based on a 22 critical uncertainty matrix structured around the TCFD dimensions of “Expected Rate / Disruptive (Physical Risk)” and “Market and Policy Drivers Alignment (Transition Risk)”, resulting in four plausible future scenarios.

The scenario set developed through the synthesis of these approaches enables Petrol Ofisi to test its strategies against complex future uncertainties and assess its resilience in the transition to a low-carbon, nature-positive business model.



Scenario 1: Ahead of the Game (Leading the Transition)

This scenario represents a world in which climate and nature policies achieve a high degree of global alignment and implementation. Carbon reduction regulations become widespread, nature-related measurement, monitoring and transparent reporting become standard market practices. As physical risks remain relatively limited, the key risk areas arise from regulatory requirements, financial conditions and changing customer expectations.

Strategic Resilience Area

In this scenario, where low-carbon fuels become increasingly widespread across aviation and marine transportation, SAF and low-sulphur marine fuels support Petrol Ofisi's market access and operational sustainability.

As electrification accelerates, charging infrastructure and renewable energy applications emerge as complementary elements of the business model. Carbon pricing and environmental performance criteria become increasingly influential in access to finance, while investments in emission control serve as a key mechanism for limiting cost uncertainties.

In response to heightened transparency expectations, digital traceability and data integrity enable accountability across the supply chain.

Scenario 3: Sand in the Gears (Fragmented and Disrupted Transition)

This scenario represents an environment in which natural capital and ecosystem services deteriorate rapidly, while political and financial systems fail to deliver consistent and predictable responses.

Regulations remain fragmented and inconsistent across regions, while market signals fail to provide clear direction. As physical risks increase, transition processes are shaped by uncertainty, delays and differences in implementation.

Strategic Resilience Area

Sel, fırtına ve aşırı hava olaylarının daha sık yaşandığı bu senaryoda, mühendislik temelli altyapı önlemleri kritik önem taşımaktadır. Güçlendirilmiş drenaj sistemleri, meteorolojik izleme ve modernize edilmiş yangın altyapısı, tesislerin akut fiziksel risklere karşı korunmasını desteklemektedir.

Lojistik aksaklıklar karşısında, çok modlu ikmal yapısı, coğrafi çeşitlilik ve dijital stok görünürlüğü, ikmal sürekliliğini belirsizlik koşullarında korumayı mümkün kılmaktadır.

Su kaynaklarının azaldığı ve kalite sorunlarının arttığı bu ortamda, su yönetimi, operasyonel sürekliliğin kritik belirleyicisi haline gelmektedir.

Scenario 2: Go Fast or Go Home (Rapid Transition Imperative)

This scenario represents an environment in which the climate and nature crises intensify simultaneously in terms of both physical impacts and transition pressures.

Extreme weather events become more frequent, while disruptions to water availability and ecosystem services become more severe and less predictable. Regulatory, financial and public pressures extend beyond carbon emissions, placing nature loss at the forefront of the agenda.

Strategic Resilience Area

In this scenario, where the potential for operational disruptions caused by extreme rainfall, floods and storms increases, drainage infrastructure, meteorological data monitoring, modern fire systems, and the physical resilience of terminals and facilities become increasingly critical.

In the event of port closures and road disruptions, multimodal logistics infrastructure, alternative route management and digital inventory visibility enable the continuity of supply.

Under rising temperatures and increasing climate stress, site-based safety practices play a key role in limiting occupational accident and productivity-loss risks.

As water availability declines, efficiency and recovery practices become a priority for water-intensive operations.

Scenario 4: Back of the List (Low-Priority Transition)

This scenario represents a context in which nature and biodiversity remain secondary considerations in corporate and policy priorities. While physical risks remain at manageable levels, transition processes progress slowly. Market expectations focus primarily on short-term cost optimisation and compliance requirements.

Strategic Resilience Area

In this scenario, where carbon-based performance indicators receive less attention, Petrol Ofisi's low-carbon product portfolio and energy management systems provide a competitive advantage.

Renewable energy practices stand out as a means of limiting operational costs and maintaining ESG performance.

To reduce dependence on ecosystem services, non-fuel digital and financial business lines may become more prominent within the company's revenue structure.

Technology- and service-oriented investments support financial resilience in this scenario, where the energy transition progresses at a slower pace.

In an environment where long-term nature-focused actions remain limited, investments in air emissions and fuel management support regulatory compliance. In this way, environmental risks are kept under control while costs associated with penalties and non-compliance are limited.

Environmental Performance



Environmental Management

Petrol Ofisi Group considers environmental management an integral part of its operational activities and adopts an environmental management approach that aims to reduce environmental impacts, ensure regulatory compliance, use natural resources efficiently, and continuously improve environmental performance. Environmental management activities are carried out in accordance with the TS EN ISO 14001:2015 Environmental Management System and ISO 50001 Energy Management System frameworks; management, monitoring, auditing, measurement, reporting, and improvement processes are systematically followed.

The Group’s environmental management approach is based on the early identification of operational risks and the control of environmental impacts at their source. Environmental risks arising from terminal and storage operations, aviation units, stations, mining oil production activities, and field operations are regularly assessed; environmental performance is monitored through site visits, internal audits, measurement programs, and digital tracking systems. The findings obtained are translated into corrective and preventive actions and incorporated into the continuous improvement cycle.

Petrol Ofisi Group positions combating climate change as one of the key priorities of its environmental management approach. In line with the targets set in 2024, the Company has committed to reducing Scope 1 and Scope 2 greenhouse gas emissions by 42% by 2030 and achieving net-zero emissions by 2050. Within the scope of greenhouse gas emissions management, verification processes in aviation operations are supported in accordance with the TS ISO 14064 standard.

An integrated digital and field-based approach is applied to the management of operational environmental risks. Through bow-tie analyses (a method that visually presents the relationships between risks and their causes and consequences) and root cause analyses, the causes, impacts, and control points of environmental incidents are assessed; digital action plans are implemented in line with the analysis outputs and corrective actions. In 2025, climate-related risks were identified and training sessions were conducted for the relevant departments. Analysis studies related to the identified risks are planned to be carried out together with the risk owners.

Efforts to prevent major industrial accidents in terminal and storage operations are carried out in accordance with the requirements of SEVESO (the European Union Directive on the prevention of major industrial accidents) and BEKRA (Regulation on the Control of Major Industrial Accidents). Within the scope of the process safety approach, HAZOP (Hazard and Operability Study; process hazard and operability analysis), P&ID (Piping and Instrumentation Diagram; process flow and equipment diagrams), and BKSr (Major Accident Scenario Report) studies are conducted; the fire and explosion risk levels of facilities are analyzed using the Dow-FEI method. Active participation in Ministry of Labour and Social Security (MLSS) inspections is ensured, and processes are continuously improved by taking the necessary actions in line with the findings identified.



In 2025, within the scope of environmental management, the environmental permit certificates for the Derince Terminal and Lubricants Plant were renewed, and regulatory compliance and performance monitoring at the relevant operational points were carried out regularly. Risk-based field visits and inspections were conducted at the terminal, aviation units, stations, and field operations, environmental impacts were assessed on-site, and improvement actions were implemented.

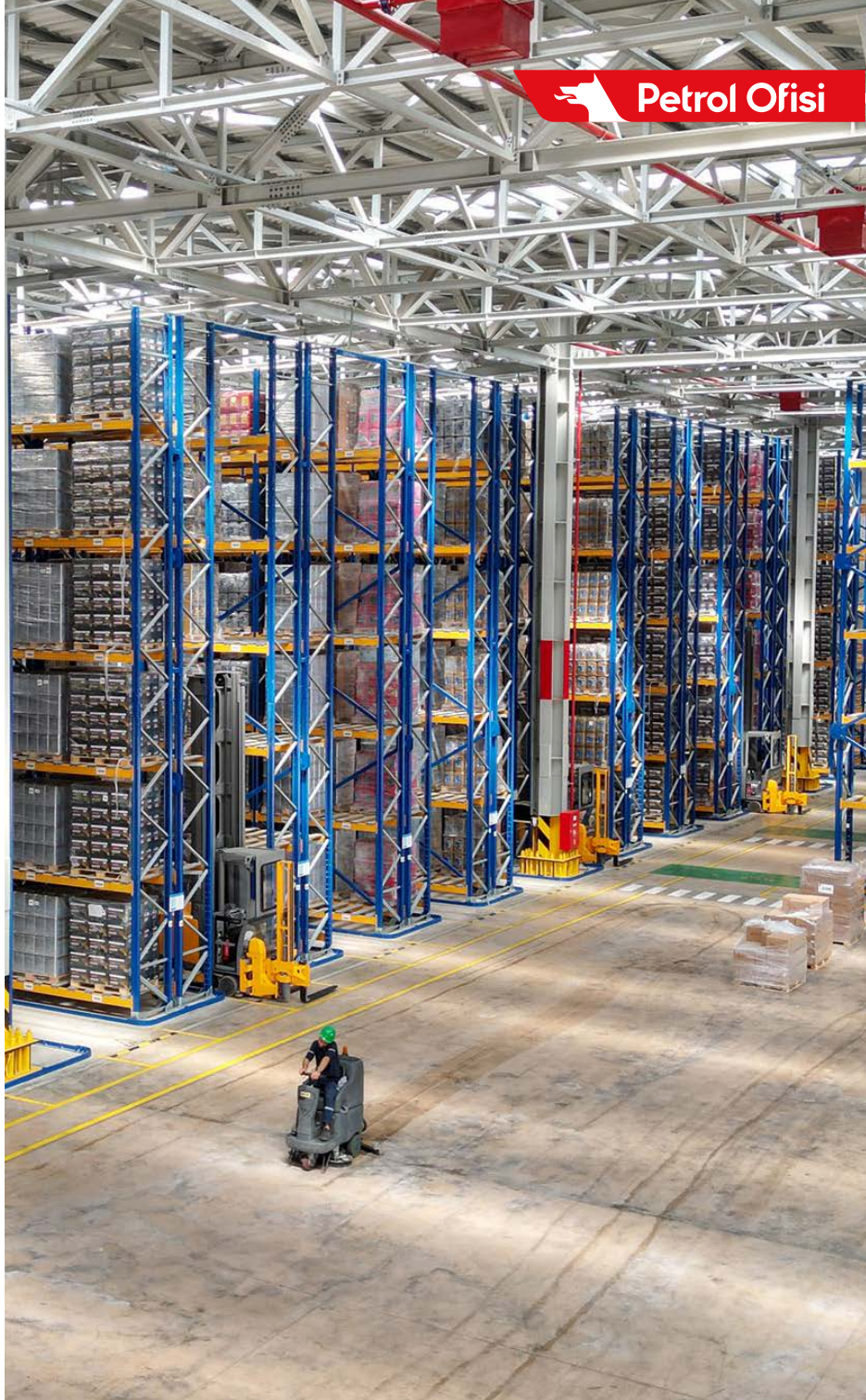
Throughout the year, emission measurements were carried out regularly as part of environmental monitoring and compliance processes, and activities related to the obligations of the Vapor Recovery Unit were monitored. Wastewater management and monitoring processes were supported by periodic analyses, and the performance of treatment systems at terminal and operational sites was monitored in accordance with regulatory requirements. Environmental audits, waste management, relevant declaration processes, and zero waste certificate renewal activities were followed up throughout the year.

Field-based monitoring and control activities were carried out to manage environmental risks related to soil and marine environments. Soil contamination monitoring activities were conducted at the relevant terminal and field sites, and analyses, reporting, and official application processes were carried out jointly with the relevant departments; potential risks were brought under control. Drills were conducted to strengthen marine pollution response capacity, preparedness levels for emergency response were improved, and actions related to marine pollution consultancy were followed up. Incidents were systematically analyzed, and improvement activities were implemented to prevent recurrence.

Environmental performance monitoring and reporting processes are supported by digital infrastructures. Performance indicators are monitored through Power BI, making decision-making processes data-driven. Environmental incidents, non-conformities, and action processes are recorded and effectively managed through the Pusula system used in field operations.

Within the scope of energy management, energy review studies, analysis of significant energy consumption datasets, and performance evaluation activities were carried out in accordance with the ISO 50001 standard. As a result of the analyses, areas for improvement in energy efficiency were identified.

In 2025, the Company made approximately **TRY 87.4 million** in environmental expenditures and investments as part of its environmental management activities. Of this amount, approximately **TRY 58.8 million was allocated to investments, TRY 27.5 million to service procurement, and approximately TRY 1 million to operating expenses**, including consumables and energy. Key expenditure items included renewable energy and emission reduction investments, wastewater treatment activities, emission measurements, waste disposal and transportation services, soil contamination monitoring, environmental consultancy services, environmental training, and certification processes.



Energy Management

Petrol Ofisi Group manages energy consumption through a systematic approach and carries out efforts to increase operational efficiency within the framework of an integrated management system. Energy management activities are structured in line with the ISO 50001 Energy Management System, with a focus on monitoring, analyzing, and continuously improving energy performance.

In 2025, energy management activities covered various operational locations, including the Derince Terminal, Lubricants Factory, terminals, aviation units, stations, and the head office building. Energy performance was managed effectively, significant energy uses (SEU – Significant Energy Use) were identified, datasets were collected, and performance indicators were analyzed. During this process, digital monitoring and reporting mechanisms were utilized, and energy data was centrally monitored and evaluated.

Under the ISO 50001 Energy Management System, significant energy consumption data, particularly for the Derince Terminal and Lubricants Plant, were analysed in detail, and regression analyses and performance evaluations were conducted. Energy reviews were also carried out throughout the year, preparations for internal and external audits were completed, and energy performance was systematically assessed. These activities contributed to strengthening energy management processes at the corporate level and supporting continuous improvement.

Energy management practices are carried out in an integrated manner with field and operational processes. Areas with intensive energy consumption at facilities are prioritized, equipment performance and process efficiency are monitored, and improvement initiatives aimed at reducing operational losses are implemented. Energy performance is regularly monitored through digital systems, and improvement actions are planned in line with the data obtained.

Among the Company’s renewable energy investments, the Solar Power Plant (SPP) installed on the roof of the Derince Lubricants Plant holds an important place. Since the beginning of 2025, the SPP has generated a total of 1,291,848 kWh of electricity, meeting 24.83% of the facility’s total energy consumption from solar energy. This production prevented 485 tons of carbon emissions, making a concrete contribution to the Petrol Ofisi Group’s targets for increasing renewable energy use and promoting sustainable production.

i Areas with intensive energy consumption at the facilities are prioritized, equipment performance and process efficiency are monitored, and improvement initiatives are carried out to reduce operational losses.



Petrol Ofisi Group continues to optimize resource utilization and strengthen long-term operational resilience by addressing renewable energy investments, energy efficiency initiatives, digital monitoring infrastructure, and operational improvements in an integrated manner as part of its energy management approach.

i Since the beginning of 2025, the SPP has generated a total of 1,291,848 kWh of electricity, meeting 24.83% of the facility's total electricity consumption.

Energy Consumption	Unit	Scope	2023	2024	2025
Natural Gas	m ³	Terminals, Aviation,Fueling Sites	3,676,393.78	3,167,634	3,698,926.67
LPG	tonne	Terminals	0.5	1.575	3.528
Fuel Oil	tonne	Terminals	8.188	7,83	-*
Diesel Consumption (On-site)	m ³	Terminals, Aviation,Fueling Sites	350.898	375.82	336.41
Contractor–Logistics Vehicles Fuel Consumption	liter	Logistics Operations and Services	14,166,494.71	14,649,768	18,318,405
Fuel Consumption	liter	Company Vehicles	920,139	933,184	852,956
Gasoline Consumption (On-site)	liter	Terminals, Aviation Fuel Units	36,387	33,119	40,722.60
Electricity	kWh	Terminals, Aviation,Fueling Sites, Agency Stations	20,195,689.4	21,185,541	24,288,636.69



*2025 yılında Fuel Oil tüketimi gerçekleşmemiştir.

Emissions Management

Petrol Ofisi Group manages greenhouse gas and air emissions arising from its activities through regular measurement, verification, and performance monitoring mechanisms. Emissions management processes are carried out in an integrated manner with climate risks, energy performance, and regulatory compliance activities.

The Company calculates and regularly reports its greenhouse gas emissions in Scope 1, Scope 2, and Scope 3 categories in accordance with the ISO 14064 standard and the GHG Protocol (Greenhouse Gas Protocol). In this process, energy consumption, fuel consumption, logistics activities, and supply chain-related emissions across all operational locations, including terminals, aviation fuel units, stations, the head office building, and the lubricants factory, are monitored using an integrated approach.

Emissions management extends beyond measurement activities and is also supported by verification processes. As part of the activities carried out in aviation units, verification audits in accordance with ISO 14064 (the standard for the calculation and verification of greenhouse gas emissions) were conducted; the relevant processes at ADB (Adnan Menderes Airport – İzmir), BJV (Milas-Bodrum Airport), DLM (Dalaman Airport), and ESB (Esenboğa Airport – Ankara) aviation units were completed by TSE with “zero major findings.” In addition, content development and data collection activities were carried out for the greenhouse gas scope to be included in the sustainability reporting process, strengthening the accuracy and traceability of emissions data.

Throughout the year, emission measurement programs were regularly carried out at various locations, particularly terminals, aviation units, and the Lubricants Plant. Following the activities conducted at different facilities, emission measurement processes were completed and periodic measurement reports for the relevant locations were finalized.

The Company’s emissions management approach is implemented in an integrated manner with its energy management practices. Within this scope, energy performance analyses, regression studies, and significant energy use assessments were conducted in accordance with the ISO 50001 Energy Management System framework; detailed analyses were carried out particularly for the Derince Terminal and Lubricants Plant. These activities contribute to improving energy efficiency and controlling indirect emissions arising from energy consumption.

Petrol Ofisi Group addresses emissions management within a strategic framework by linking it to the climate change perspective. Accordingly, a roadmap has been developed in line with the targets of reducing **Scope 1 and Scope 2 greenhouse gas emissions by 42% by 2030 and achieving net-zero emissions by 2050.**



The Company has also linked the climate regulatory and low-carbon transition agenda with its emissions management approach. It is planned to initiate compliance activities regarding the Climate Law and newly published regulations, establish climate-related risk and opportunity inventories, identify climate-related risks, and conduct analysis studies with risk representatives. Assessments regarding the scope and obligations of the Carbon Border Adjustment Mechanism have been carried out for the AdBlue product and the Lubricants Plant, while participation in the Net Zero Emission Roadmap initiative in the transportation sector has been ensured.

Technical measures aimed at reducing operational emissions were monitored throughout the year. In this context, activities related to Vapor Recovery Unit (VRU) requirements were carried out, and progress was made in the permitting process for the installation of a VRU at the İskenderun Terminal. Progress was also made towards expanding the use of Sustainable Aviation Fuel (SAF) in aviation operations. SAF supports IATA's 2050 Net Zero target and Türkiye's 2053 net-zero emissions target, with the potential to reduce life-cycle greenhouse gas emissions by up to 80% compared with conventional JET A-1 fuel.

In addition, as part of PO/Marine's alternative fuel strategy in the marine fuels sector, the Company successfully completed its second refueling operation at the Fos Port in Marseille, France, in 2025, supplying an LNG-powered ocean-going vessel. With this development, PO/Marine demonstrated its capability to provide customers with lower-emission fuel solutions in international waters.

Greenhouse Gas Emissions	Unit	2023	2024	2025
Scope 1	tCO ₂ e	11,084	10,160	10,896
Scope 2	tCO ₂ e	9,568	10,037	10,541
Scope 3*	tCO ₂ e	38,078	39,377	51,090

**Scope 3 emissions are calculated based on the kilometers traveled by Petrol Ofisi Contractors, service vehicles, and logistics vehicles.*

i PO/Marine demonstrates its ability to provide customers with lower-emission fuel solutions in international waters.



Water Management

Petrol Ofisi Group considers the protection of water resources and the reduction of water-related environmental impacts among its priority environmental issues and carries out practices in this area in line with wastewater management, water efficiency practices, and marine pollution prevention activities. Within this scope, activities are carried out at terminals, the Lubricants Plant, aviation units, and stations; efforts focus on the protection of water resources, the control of wastewater discharges, and the prevention of potential impacts on receiving environments. Considering the Company’s operational structure, water, particularly process water consumption, fire safety systems, and operational continuity, is positioned as a critical natural resource.

Under Petrol Ofisi Group’s Oily Water, Stormwater and Treatment Plant Operating Procedure, the collection, transportation, treatment and discharge of process water, stormwater and wastewater are systematically managed. At the facilities, stormwater is kept separate from contaminated water, while modern infrastructure is used to minimise the risk of environmental pollution, particularly at terminals. Separator maintenance, pipeline inspections and water quality analyses are carried out regularly to minimise the risk of oily water being released into the environment. If any non-compliance with the specified parameters is identified, rapid response procedures are activated to mitigate potential environmental impacts.

Various practices are being implemented for the recovery and reuse of wastewater. Through the treatment systems located at the Lubricants Plant and terminals, a portion of process water is made reusable; in addition, rainwater harvesting systems enable rainwater to be utilized as supplementary water in processes.

i Through the treatment systems at the Lubricants Plant and terminals, a portion of process water is treated for reuse. Rainwater harvesting systems also enable collected rainwater to be used as a supplementary water source in operational processes.



Climate change and increasing water stress are making the sustainable management of water resources increasingly critical for operational activities. Assessments conducted in the regions where Petrol Ofisi operates indicate medium-high levels of water stress, particularly at critical facilities located in the Marmara and Western Black Sea basins. Dependence on water resources represents a direct operational risk in terms of process water consumption, the continuity of fire suppression systems, and the uninterrupted operation of production and terminal activities. Climate projections indicate that water stress will increase significantly in the future, particularly in the Aegean and Central Anatolia regions, requiring water to be considered a strategic risk factor going forward.

Throughout 2025, internal monitoring and analysis processes were regularly carried out within the scope of wastewater management. Provincial Directorate inspections and sampling activities were conducted at the Derince Terminal, while wastewater sampling and analysis activities continued at the Derince and Mersin Terminals. Wastewater analyses and environmental performance monitoring are carried out in accordance with regulatory requirements, with treatment systems continuously monitored to ensure sustained treatment performance.

As part of its water efficiency initiatives, Petrol Ofisi Group has implemented several practices, particularly at the Lubricants Plant. Water assessments were conducted in accordance with the Water Efficiency Regulation, and a condensate water treatment system was installed to recover water generated from operational processes. The treated water is reused, helping to reduce freshwater consumption and contributing to the conservation of water resources.

The activities carried out within the scope of managing marine and coastal pollution risks constitute an important component of the water management approach. In this context, marine pollution risk assessments were conducted, response teams and communication mechanisms were established, and response capacity was strengthened through training under the OPRC (International Convention on Oil Pollution Preparedness, Response and Co-operation). In addition, equipment inspections and drills were carried out throughout the year. These activities aim to control the potential impacts of marine operations on seawater quality and coastal ecosystems.

The processes carried out within the scope of ship-generated waste management ensure that marine pollution risks are kept under control. Related activities were conducted in cooperation with the relevant public authorities, and exemption procedures regarding the collection of waste from ships were completed, ensuring that waste is managed in compliance with applicable regulations.

Water management processes are supported by field-based environmental monitoring activities. As part of soil contamination monitoring activities conducted at terminal and station sites, analysis, reporting, and official authority processes are regularly maintained, contributing to the management of groundwater and receiving environment pollution risks that may arise from the direct interaction of these activities with water consumption.

Water Consumption*	Unit	2023	2024	2025
Mains Water	m³	72,267.82	78,265.88	63,83
Well Water	m³	42,855	36,577	36,367

**Terminals, Aviation Fueling Facilities, Lubricants Plant, Head Office*



Waste Management and Circular Economy

In 2025, Petrol Ofisi Group addressed its waste management and circular economy approach in an integrated manner, focusing on regulatory compliance, operational control, waste reduction at source, recycling practices, and awareness-raising activities. Within this scope, waste generated at all operational locations, including terminals, the Lubricants Plant, aviation units, and stations, was systematically managed, and practices aimed at reducing environmental impacts were carried out.

Within the scope of waste management processes, annual waste declarations were successfully completed at the beginning of the year, ensuring the systematic recording, declaration, and regulatory monitoring of waste. In parallel, activities under the Zero Waste Management System continued throughout the year; certificate renewal processes were carried out for the terminals and Head Office, the Head Office application was completed, and the Antalya location successfully obtained its certificate. Zero Waste documentation renewal processes were included among the priority areas in the year-end environmental action plans.

Field visits, environmental audits, and control processes were carried out to enhance the effectiveness of waste management practices at operational sites, while practices related to the temporary storage, segregation, and transfer of waste to licensed facilities were regularly monitored. Waste generated from spills and leakages was assessed under specific management procedures; incident analyses and corrective and preventive actions were implemented to identify and eliminate root causes.

The management of ship-generated waste was a key focus, particularly at the Antalya location. Through coordination with the relevant public authorities, the exemption process for the collection of ship-generated waste was completed, supporting the management of waste from marine operations in compliance with applicable regulations and contributing to the protection of the marine environment.

Concrete practices aimed at improving waste infrastructure were also implemented in station operations. Studies were conducted to improve the design of hazardous and non-hazardous waste containers at electric vehicle charging stations; following the design and production processes, container designs were finalized and implementation activities were carried out.



Throughout the year, awareness-raising activities and initiatives supporting circularity were carried out as part of the circular economy approach. Bulletins related to waste management and circular economy action plans were shared, and awareness activities on plastic waste management were conducted. In addition, assessments were carried out for station operations within the scope of the deposit management system, and discussions were held with relevant institutions and stakeholders. Assessments regarding the deposit return system were addressed as an important development area in terms of increasing the recovery of packaging waste and resource efficiency and expanding circular economy practices.

Various practices are implemented in retail operations in line with resource efficiency and the circular economy approach. Waste generated from daily food products is collected by municipalities and used in animal shelters; products with an approaching expiration date are redirected to animal shelters. A shelf-life management approach of 1 day for frozen products and 15 days for packaged products is applied, while products are offered in individual portions to reduce food waste. In addition, the use of cloth bags is being expanded to reduce plastic bag consumption.

Waste Management*	Unit	2023	2024	2025
Hazardous Waste	ton	2,686.94	2,579.23	2,656.83
Non-Hazardous Waste	ton	438.650	499.429	514.46

**Includes Terminal and Aviation Fuel locations.*

Waste Management*	Unit	2023	2024	2025
Paper	ton	17.77	19.95	20.55
Plastic	ton	9,84	10,62	10.94
Glass	ton	9.9	10.81	11.14

**Includes Head Office data.*



Social Performance



Business Ethics and Compliance

Petrol Ofisi Group’s Code of Ethics defines the fundamental ethical principles that employees, managers, business partners, suppliers, dealers, and all other stakeholders are required to follow. Ethical rules, built on the principles of trust, integrity, transparency, accountability, legal compliance, and responsibility, are among the core elements of Petrol Ofisi’s corporate culture. The Code of Ethics covers Petrol Ofisi A.Ş. and all group companies established or to be established in Türkiye and serves as a guiding framework for all employees.



Principle of Integrity and Trust

Integrity lies at the core of Petrol Ofisi’s ethical approach. As part of the Company’s culture, employees are expected to act honestly under all circumstances, fulfil their commitments and take responsibility for their actions. Trust and integrity extend beyond employee relations and serve as fundamental principles in the Company’s relationships with customers, suppliers, agency stations, public institutions and all other stakeholders.



Donation and Sponsorship Principles

Petrol Ofisi’s donation and sponsorship activities are limited to the fields of education, science, environment, culture, social development, and humanitarian aid. The Company conducts its social contribution activities in line with the principles of volunteerism and transparency and does not permit political parties or organizations to receive donations or aid.

All donation processes are managed through written approval mechanisms, ensuring that donations do not influence any commercial decision-making process. The Company also undertakes to act in accordance with ethical principles in waste investments, social development projects, and community contribution practices.



Compliance with Laws and Regulations

Petrol Ofisi considers full compliance with applicable national and international legislation a fundamental ethical obligation in conducting its activities. Employees are expected to act in accordance with applicable laws, sectoral obligations, and international ethical standards in all procedures, operations, and activities of the Company. The United Nations Global Compact serves as a reference framework, while international principles concerning human rights, ethical business practices, and the fight against corruption are supported.



Ethics Line and Reporting Mechanisms

Petrol Ofisi uses an Ethics Line to enable employees to securely report ethical violations, suspicious situations, or non-compliance. Through the “Ofisim” platform, employees can report ethical violations anonymously using the Ethics Line application, and all reports are evaluated on a confidential basis.

Within the Ethics Line system, employees can upload supporting documents, and reports are subject to systematic evaluation processes. The Company is committed to taking no retaliatory action against any employee who reports an ethical violation and supports a safe reporting culture.



Outside Employment and Investment Rules

Employees' commercial activities outside the Company are managed within the framework of specific rules. Employees are prohibited from investing in competitors or business partners, and in cases where they engage in income-generating activities outside the Company, they are required to obtain the written approval of their managers, the Human Resources department, and the relevant Compliance Directorate. In particular, situations that may result in shareholding or management relationships with competitor companies are subject to specific assessment processes.

The Company considers employees' participation in political or social activities to be within their individual rights; however, such activities must not be associated with Petrol Ofisi. Employees are expected to disclose to their managers and the Compliance Directorate any potential conflicts of interest that may arise from their political or social activities.



Anti-Bribery and Anti-Corruption

Petrol Ofisi adopts a zero-tolerance approach to bribery, facilitation payments, embezzlement, fraud, and all other forms of corruption. Employees are prohibited from offering or accepting any payment, benefit, promise, or reward that could provide an improper advantage to any person. Facilitation payments made to accelerate public officials' routine duties are also considered bribery and are strictly prohibited.

The Company also closely monitors ethical risks that may arise indirectly through consultancy, advertising, sponsorship, or donation processes. To prevent the misuse of Company resources, all payments must be made for legitimate purposes, properly recorded, and auditable.



Intermediary and Consultant Management

Detailed compliance processes are applied to intermediaries, consultants, and lobbyists acting on behalf of the Company. Before working with intermediaries or consultants, Petrol Ofisi requires the completion of customer and supplier due diligence (KYC) processes, the execution of necessary reviews, and the written approval of the Compliance Directorate. In addition, a contract must be signed before services commence, service fees must be proportionate to the services provided, and payments must not be made to accounts opened in the names of unrelated third parties.



Gift and Hospitality Rules

Gift, hospitality, and business meal practices are considered within the scope of customary business practices that contribute to the development of business relationships. However, such practices must not be intended in any way to influence business decisions, create conflicts of interest, or damage the Company's reputation.

Cash or cash-equivalent gifts, practices intended to influence decision-making processes, gifts offered during tender processes, excessive hospitality, and practices that may damage the Company's reputation are prohibited. In particular, employees involved in procurement processes are strictly prohibited from accepting gifts or invitations from suppliers. All gift practices involving public officials are subject to the prior written approval of the Compliance Directorate.



Prevention of Conflicts of Interest

At Petrol Ofisi, employees are expected to prioritize the Company's interests over their personal interests when performing their duties. Employees are not permitted to use their positions to obtain benefits for themselves, family members, or third parties with whom they have close relationships. Establishing financial relationships with competitors, entering into partnership relationships with business partners, or having personal connections or close family relationships that may influence procurement decisions are considered potential conflicts of interest. Potential conflicts of interest within the Company must be reported to managers and the Compliance Directorate. During the reporting process, the scope of the incident and the nature of the conflict of interest with the relevant individuals and companies are assessed in detail, and necessary actions are taken. Petrol Ofisi considers voluntary disclosures as an indication of good faith and aims to prevent ethical risks at an early stage.



Human Rights and Stakeholder Responsibility

Petrol Ofisi's Code of Ethics is considered together with its Human Rights Policy, personal data management procedures, and supplier compliance processes. The Company expects all employees and business partners to act in accordance with ethical values, human rights, data privacy, and responsible business principles. Compliance with ethical principles by suppliers and business partners is considered one of the fundamental elements of sustainable business relationships.

Human Resources Approach

Petrol Ofisi Group adopts a people-centered, fair, inclusive, development-oriented, and sustainable human resources approach. The Company’s human resources strategy aims to provide employees with a strong experience across all stages of the employee journey and to create a working environment where employees can realize their potential, where their contributions are recognized, and where they feel safe.

In line with Petrol Ofisi’s “Pioneer of Development” employer promise, human resources practices are managed through a holistic approach that covers the entire employee journey, from candidate experience and recruitment to onboarding, career development, training, performance management, recognition and rewards, and employee experience measurement. Through this approach, the Company aims to be an employer that attracts potential candidates, fosters a positive employee experience and creates a workplace that employees are proud to be part of.

Key Elements of Our Employer Brand

Our employer promise, which forms the foundation of our employer brand, is built around three key elements:

 **PRIDE**

 **TRANSFORMATION**

 **LEADERSHIP**

Human resources processes are carried out in line with the principles of transparency, objectivity, equal opportunity, regulatory compliance, and continuous improvement of the employee experience. Standard procedures, defined areas of responsibility, and measurable practices are used across all processes, including recruitment, career mobility, training and development, performance, remuneration, and benefits.

Petrol Ofisi Group’s remuneration and benefits approach is based on maintaining internal equity, competitiveness in line with market conditions, and role-based fairness. The Company adopts a differentiated remuneration management approach designed to develop strategic compensation structures for the right employees and job groups and to strengthen employee engagement. Individual salaries are reviewed once a year, taking into account individual performance, market data, internal Company balance, and current economic conditions.

Petrol Ofisi Group does not consider employee well-being to be limited to remuneration and benefits; it also implements holistic practices that support employees’ physical, mental, and emotional well-being. Within this scope, the “Önce Sen” Holistic Well-Being Platform is available to all employees through digital channels. Employees can easily schedule appointments with expert professionals in areas such as psychological counseling, dietetics, child development, physiotherapy, family and baby counseling, fitness, and yoga. Through online consultations, employees can sustainably monitor their development in areas aimed at achieving a healthier, more personalized lifestyle.

Digitalisation is also a key priority in human resources processes. Digital tools and reporting systems are used to provide employees with faster, more convenient and seamless access to HR services. Through the Digibot and Poogler information applications, employees can submit HR-related questions, requests, and needs via mobile devices or computers, access data, and receive responses. Through digital HR reporting, key human resources indicators such as demographics, turnover rate, annual leave, recruitment, and employee lists are regularly monitored and reported to relevant management teams. The remuneration package consists of 12 monthly salaries and an annual performance bonus for certain grades and positions. To support employee well-being, both cash and in-kind benefits are provided. In addition to financial support such as social assistance, rental and cash assistance, performance bonuses, marriage assistance, childcare assistance, and education assistance, the employee experience is supported through benefits such as private health insurance, lunch, duty allowance, transportation allowance, business travel health services, check-up services, and employee shuttle transportation.



Employee Experience

Petrol Ofisi Group’s employee experience approach is based on regularly gathering employee feedback, evaluating the employee experience from a holistic perspective, translating the feed-back received into concrete actions, and carrying out communication and improvement initiatives based on participation.

Employee engagement and satisfaction are measured through the Employee Experience Survey, which is regularly conducted across the Company. The survey is administered anonymously by an independent consultancy firm, and employee feedback is collected across various areas, including satisfaction, engagement, motivation, job satisfaction, career opportunities, training and development, first-line management, working conditions, remuneration and benefits, and work-life balance.

The survey results are analyzed in comparison with previous periods; areas for improvement are identified based on findings assessed by employee groups and departments, focus group studies are conducted, and improvement actions are planned.

In the 2025 Employee Experience Survey, 896 of the targeted 942 employees participated, representing a participation rate of 95%. The overall satisfaction index increased from 74.8 in 2024 to 75.3 in 2025. The satisfaction index among blue-collar employees showed a particularly notable increase, rising from 69.8 to 73.8 and indicating an improvement in employee experience across this group.

Employee Engagement and Satisfaction Score	Unit	2023	2024	2025
Satisfaction	Rate	73.9	74.8	75.3
Engagement	Rate	77.9	80.2	80.3
Motivation	Rate	80.2	82.5	82.5

At Petrol Ofisi, the employee experience is also supported by employer branding initiatives that highlight employees’ stories and contributions. In 2025, employee-focused content, thematic interviews, video series, and social media communications were shared through various channels featuring Petrol Ofisi employees. Initiatives such as “Every Month, One Theme, One Story,” “Development Route,” “Developing Together,” and similar series have made employees’ experiences an important part of the corporate culture.

“Developing Together”



The Brand Ambassadors and Culture Ambassadors structures are also among the key practices supporting the employee engagement approach. Brand Ambassadors are positioned as internal stakeholders who bring the employee experience to the outside world and represent the employer brand through employee stories. As part of the BP merger and integration project, Culture Ambassadors were established to support the integration of employees following the merger, strengthen communication, and foster a shared culture. Culture Ambassadors continue to actively contribute to initiatives aimed at strengthening corporate culture and enhancing the employee experience.

Diversity, Equity and Inclusion

Petrol Ofisi Group aims to create a fair, safe, and inclusive working environment where all employees have access to equal opportunities and are protected from discrimination. Recruitment, career development, remuneration, benefits, training, and performance processes are carried out based on objective criteria, regardless of employees’ gender, age, marital status, personal beliefs, disability, or similar characteristics.

Gender equality is integrated into human resources processes. Equal opportunities are provided to female and male candidates throughout the recruitment process, with candidates evaluated based on Petrol Ofisi competencies, potential indicators and the technical qualifications required for the position. Career development is based on performance, competence, technical knowledge and skills, ethical compliance and organisational needs.

Petrol Ofisi’s gender equality approach aims to systematically support women’s participation in the workforce, career development, and involvement in decision-making mechanisms. The Company places importance on measuring progress in gender equality and monitoring results. Practices that support the continuity of women employees’ participation in working life, such as maternity leave and childcare assistance, are also among the complementary elements of this approach.

In 2025, the renewal of Petrol Ofisi’s **“Equal Women at Work”** certification marked an important milestone in the Company’s progress on gender equality. The Company increased its Equal Women at Work score from 74 to 86. According to the audit report, women account for 26.55% of the total workforce and men for 73.45%, while women hold 23.33% of management positions, compared with 76.67% held by men. Increasing women’s participation in the energy sector and strengthening their representation at management levels remain priority areas for the Company.

Petrol Ofisi Group considers its diversity and inclusion approach an important component of its long-term human resources strategy and continues to improve practices aimed at strengthening a culture of equal opportunity. Given the male-dominated dynamics of the energy sector, increasing women’s employment and representation in management positions are among the Company’s priority development areas.

The culture of diversity and inclusion is also supported through communication initiatives. As part of the **“Every Month, One Theme, One Story”** communication series, the transformative role of women in the energy sector was highlighted, while the experiences of female employees from different career paths were showcased. On Women in Engineering Day, the experiences of female employees were shared, raising awareness of women’s representation in the sector.

EVERY MONTH ONE Theme Story

The Transformative Power of Energy: Women

In this month’s story, we focus on the journeys of two women who have taken different paths in the energy sector, yet are united by the same strength.

Nilüfer Sevinç Bozo
Regulation Control Manager

Ceyda Kaya
Senior Specialist, Receivables Monitoring and Reporting





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Talent Acquisition and Career Development

Petrol Ofisi Group manages its talent acquisition and career development processes with a fair, transparent, data-driven, and development-oriented approach. The Company's recruitment approach aims to match the right talent with the right role while providing candidates with a positive, fast, and trustworthy experience.

Petrol Ofisi considers talent acquisition not only as a means of meeting current recruitment needs but also as a strategic process focused on building the talent pool of the future and bringing future capabilities into the organization. During recruitment processes, candidates apply through postings published on various career platforms and professional networks; all candidates are evaluated based on objective criteria in terms of technical expertise, competencies, potential, and alignment with the corporate culture. In addition, a sustainable talent pipeline is maintained for young talent, with recruitment processes carried out throughout the year for young talent programs through regular engagement with universities, student clubs, and campus partnerships. Young talents participating in these programs and high-potential students and recent graduates are included in the Petrol Ofisi ecosystem and supported through development and career opportunities. This approach constitutes an important part of Petrol Ofisi's sustainable talent strategy, which aims to develop the leaders and experts of the future.

The adaptation process of new employees is supported through structured onboarding and mentoring practices. Under the POBuddy – Buddy Program, experienced employees mentor their new colleagues from their first days at work, helping them adapt to the corporate culture, team dynamics, internal communication, and processes. While enhancing the new employee experience, the program also strengthens internal collaboration and a culture of learning together.

i The Company's recruitment approach aims to match the right talent with the right role while providing candidates with a positive, fast, and trustworthy experience.



Petrol Ofisi Academy is positioned as the primary learning platform for developing employees' technical, behavioral, and leadership competencies. Training needs are identified based on employee and manager requests, competency assessments, technical requirements, legal obligations, and organizational priorities.

In 2025, POGEP – Petrol Ofisi Development Platform was launched to support employee development through a systematic, data-driven and sustainable approach. POGEP is a digital development platform that enables employees to access assessments of their technical knowledge, skills and core competencies and plan their development journeys with AI support. Through the platform, employees can track their current competency levels, identify target development levels and access relevant training and development actions. The platform also provides managers with a holistic view of their teams' development processes, supporting data-driven decision-making.

In 2025, a total of 37,834.7 hours of training was completed by 931 employees, corresponding to an average of 40.6 training hours per employee.

The digital learning ecosystem is supported by content from LinkedIn Learning, Enocta, POGEP, and Petrol Ofisi Academy. In 2025, LinkedIn Learning recorded 433 courses, 8,853 video views, and 2,427 logins. Through LinkedIn Learning Career Hub, employees can explore learning paths aligned with their career goals, create development plans, and map their careers with AI support. The gamification feature of LinkedIn Learning makes the learning experience more interactive, encouraging employees to continue their development journey through task, point, and reward mechanisms.

The Internal Training Program is implemented to increase knowledge sharing within the organization. Expert employees from different departments serve as internal trainers on topics such as Excel, invoicing, legislation, project management, product knowledge, financial literacy, HSSE-Q training, presentation techniques, and Fire Warden training. A total of 17 internal trainers actively contribute to the program.



Performance and Feedback Culture

Petrol Ofisi Group manages its performance and feedback culture through a structure that supports employee development, aligns with objectives, and remains open to continuous improvement. Performance management aims to enhance employees' contribution to business objectives and support the development of their competencies and potential; career mobility, training planning, and development processes are addressed in an integrated manner.

Performance evaluation results are used as a key input for career mobility. In processes such as promotions, lateral moves, and advancement along specialist career paths, employees are evaluated holistically based on their performance rating, competency-based assessment results, technical knowledge and skill levels, ethical compliance, and potential.

Under the Career Mobility Procedure, performance refers to the final performance rating based on the combined assessment of an employee's achievement of objectives and competency score. Different performance criteria are defined for each type of career mobility. Vertical promotion, promotion to managerial positions, rotation and acting appointments are evaluated based on performance, relevant competencies and technical proficiency.

POGEP – Petrol Ofisi Development Platform is one of the key tools supporting feedback and development tracking. On the platform, employees can initiate development processes for specific competencies, define target levels, add training and development actions to their development plans, and request feedback from their colleagues.

Feedback provided through POGEP helps employees gain a clearer understanding of their strengths and development areas. Employees can incorporate feedback from managers and colleagues into their development plans, while managers can use relevant data and insights to conduct development-focused discussions and define appropriate actions. The Company has established a two-way feedback mechanism that strengthens employee-manager dialogue, supports a culture of continuous learning and encourages individual development.



Occupational Health and Safety

Petrol Ofisi Group adopts a proactive HSSE-Q approach that prioritizes employees, contractors, business partners, visitors, and all stakeholders affected by its operations and carries out its activities in line with the “zero accidents” target.

Occupational health and safety processes are built on the proactive identification and control of risks, learning from incidents, and maintaining a continuous improvement cycle. OHS practices are addressed together with quality, environmental, safety, business continuity, and operational risk management processes within an integrated management system approach.

OHS responsibilities across the Company are not limited to HSSE-Q teams; managers, employees, and contractor safety officers also play an active role in this structure. Activities carried out at facilities, terminals, the Head Office, the Lubricants Plant, aviation fuel facilities, and field operations are monitored in accordance with relevant procedures, legal requirements, international standards, and Company internal performance targets.

In 2025, activities were carried out to improve HSSE-Q performance and audit reports through Power BI, standardize incident reporting processes through Pusula, and redesign the risk management system. During the same period, the Safety Culture Program was expanded across the Company, a common HSSE-Q visual language was established, and the 2026 OHS training framework was prepared.

i Activities across facilities, terminals, the Head Office, the Lubricants Plant, aviation fuel facilities and field operations are monitored in accordance with relevant procedures, legal requirements, international standards and the Company’s internal performance targets.



Risk Management and Preventive Approach

At Petrol Ofisi Group, OHS risks are systematically identified, analyzed, and controlled in accordance with the Risk Assessment Procedure. The risk assessment process covers the identification of hazards, determination of existing controls, assessment of risk levels, development of action plans, and verification of the effectiveness of implemented measures.

A 5x5 risk matrix is used to assess risks, which are classified as acceptable, ALARP or unacceptable. Activities involving unacceptable risks may only proceed once risk-reduction measures have been defined, follow-up actions have been completed and the required approvals have been obtained. The risk-reduction approach prioritises the elimination of hazards or their substitution with less hazardous alternatives. Where these measures are not feasible, engineering controls and administrative controls are applied, with personal protective equipment used as the final level of protection.

In 2025, the risk management system was comprehensively redesigned to create a more operational, field-integrated, and regulatory-compliant structure. Throughout the year, general risk scenarios and bow-tie analyses for selected critical operations were reviewed, annual OHS plans and critical actions were monitored, initiatives were undertaken to improve the effectiveness of the action management system, and standardization activities for Pusula were carried out.

Permit to Work and Controlled Work

At Petrol Ofisi Group, high-risk activities are managed within the scope of the Permit to Work Procedure. For activities such as maintenance, repair, hot work, confined space entry, working at height, excavation, electrical work, lifting operations, and similar high-risk tasks, the necessary work processes are defined before work begins, field conditions are checked, and risks are assessed to determine appropriate control measures.

The permit-to-work system is of critical importance, particularly for terminal and lubricants factory operations, contractor activities, and process safety. Before work begins, the permit process evaluates the scope of the work, authorized personnel, required isolations, gas measurements, fire precautions, PPE requirements, and emergency preparedness.

In 2025, training and audit activities related to the permit-to-work system were carried out at terminals and the factory. Joint initiatives were conducted at terminals with the participation of more than 150 marine personnel, and permit-to-work audits were completed across all terminals. Permit-to-work training was provided to relevant employee groups, including contractors. In the first two months of the year, permit-to-work audits were conducted at the Derince and Kırıkkale terminals; training was delivered at the Trabzon, Kırıkkale, İskenderun, Mersin, and Derince terminals. Permit-to-work audits were also carried out at the factory.



Process Safety and Major Industrial Accident Risks

At Petrol Ofisi Group, the use of personal protective equipment is considered the final step in the hierarchy of risk controls, and priority is given to implementing technical and administrative measures before the use of PPE.

Employees and contractor personnel are provided with PPE appropriate to the risks associated with their activities, equipment is expected to be checked before use, and its use is monitored. Damaged or defective equipment is not permitted to be used, employees are provided with training on PPE use, and equipment is used correctly. Contractors are also required to provide their personnel with PPE that complies with Company standards and applicable regulations and to ensure the appropriate use of such equipment.

Process Safety and Major Industrial Accident Risks

Petrol Ofisi Group manages major industrial accident risks in its terminal, storage, filling, and process operations with a dedicated management discipline. Within the scope of the Major Industrial Accident Risk and Scenario Identification Procedure, hazardous chemicals, hazardous equipment, critical equipment, and major accident scenarios are systematically assessed.

This process includes the identification of hazardous chemicals and equipment, as well as qualitative and quantitative risk assessments. Methods such as the Dow Fire and Explosion Index, HAZOP and fault tree analysis are used to analyse risks arising from fire, explosion, leaks, loss of primary containment and process deviations. Preventive and mitigating barriers are defined for identified risks, while the reliability of critical equipment is monitored through defined maintenance requirements and activities.

In 2025, significant activities were carried out as part of SEVESO risk assessment activities. P&ID and HAZOP studies were conducted for all terminals, SEVESO drills were completed, participation in MLSS and BEKRA inspections was ensured, and related actions were followed up. SEVESO preparations, MASD document updates, ATEX updates, Dow-FEI analyses, and emergency plan revisions were carried out at locations including Antalya, İskenderun, Samsun, Kırıkkale, Derince, Trabzon, Mersin, Yarımca, and ATAŞ.



Incident Investigation, Reporting and Learning Culture

At Petrol Ofisi Group, HSSE-Q incidents are addressed not only in terms of their consequences but also as learning opportunities to prevent recurrence. The HSSE-Q Incident Investigation and Reporting Procedure defines the principles for classifying, reporting, investigating incidents, conducting root cause analyses, and monitoring corrective and preventive actions.

Incidents are classified according to their actual and potential consequences, while high-potential incidents are subject to detailed investigation and root cause analysis. For accidents resulting in lost workdays or more severe consequences, as well as high-potential incidents, root cause analysis methods such as TRIPOD are used. Incident investigation reports include the incident description, causes, systemic deficiencies, and actions required to prevent recurrence. Actions are assigned to responsible persons and tracked through digital systems.

In 2025, incident investigation training was conducted with the participation of 94 employees from different departments to strengthen the incident investigation culture. Efforts were undertaken to improve the continuity and reporting quality of incident data in the Pusula system, while monthly HSSE-Q performance reports and site visit reports were prepared.

Safety Culture and Employee Engagement

Petrol Ofisi Group recognizes that a strong OHS culture develops through the active participation and leadership ownership of employees. Accordingly, field visits, safety tours, toolbox meetings, safety time-out practices, awareness campaigns, and visual communication initiatives are carried out regularly.

In 2025, the Safety Culture Program was expanded across the Company. As part of the program, a common HSSE-Q visual language was developed and safety awareness materials were rolled out across the Head Office, terminals, contractor offices, and field operations. At the Head Office, safety awareness visuals were shared in areas such as LED screens, meeting rooms, terraces, recreational areas, and common spaces.

In addition, a Company-wide awareness programme addressing slip, trip and fall risks was implemented. Employees reported observed hazards through QR codes or digital links, with participation encouraged through monthly recognition and rewards. Submissions included hazardous situations as well as “before-and-after” examples demonstrating improvements, and the best contributions were rewarded.

More than 90% of employees participated in mandatory OHS training delivered face-to-face, and 280 statutory training sessions were completed. Earthquake awareness, fire and evacuation, and first-aid training for emergency response teams were also conducted. Station-specific HSSE-Q orientation activities were provided to employees, while defensive driving training was delivered to drivers using Company vehicles.



Emergency Preparedness, Fire Safety and Drills

At Petrol Ofisi Group, emergency management is considered a critical component of operational continuity and employee safety. The Fire Safety Standard Procedure defines standards for the management of fire risks at facilities, fire water systems, foam stocks, fire pumps, fire scenarios, drills, and maintenance/testing requirements.

Fire water tanks, pumps, foam systems, fixed and portable firefighting equipment, fire scenarios, and cooling requirements are determined on a facility-specific basis. Periodic testing of fire pumps, foam analyses, and drills are recorded, while fire water and foam adequacy are assessed by taking the largest fire scenarios into consideration.

Emergency response teams at the Head Office were established on a voluntary basis in 2025. Applications were collected for the legally required teams, relevant training was provided, and team competencies were strengthened. An evacuation drill was successfully conducted at the Istanbul Head Office with the participation of all employees in coordination with Petrol Ofisi. As part of the drill, evacuation procedures were tested, coordination between teams was observed, and areas for improvement were identified.

Firefighting training sessions were organized with Tüpraş for terminals and relevant operations, while scenario-based first-aid training and SEVESO drills were carried out. As part of crisis and business continuity efforts, the accessibility of satellite phones at terminals and the Lubricants Plant was checked.

Contractor Safety

Petrol Ofisi Group considers contractors an integral part of its OHS management system. Contractor safety is managed through pre-employment accreditation, pre-site-entry orientation, permit-to-work training, field inspections, toolbox meetings, performance meetings, and learning processes based on incidents.

In 2025, significant activities were carried out within the scope of contractor safety. Quarterly OHS performance meetings were held with major contractors, HSSE-Q accreditation audits were conducted, permit-to-work audits were completed, and field safety tours were organized.

Factory orientation training, permit-to-work training, mandatory OHS training, scenario-based first aid training, forklift driving training, firefighting training, and safety driving training were provided to contractor employees. In addition, monthly and quarterly contractor recognition ceremonies were organized to recognize exemplary safety behavior and make positive safety practices more visible.



Road Safety and Logistics Safety

At Petrol Ofisi Group, road safety is managed as a critical area for both employees and business partners providing transportation services. Within the scope of the Road Safety Procedure, driver behavior, speed, rest periods, vehicle tracking systems, route management, safe driving training, and contractor logistics performance are monitored.

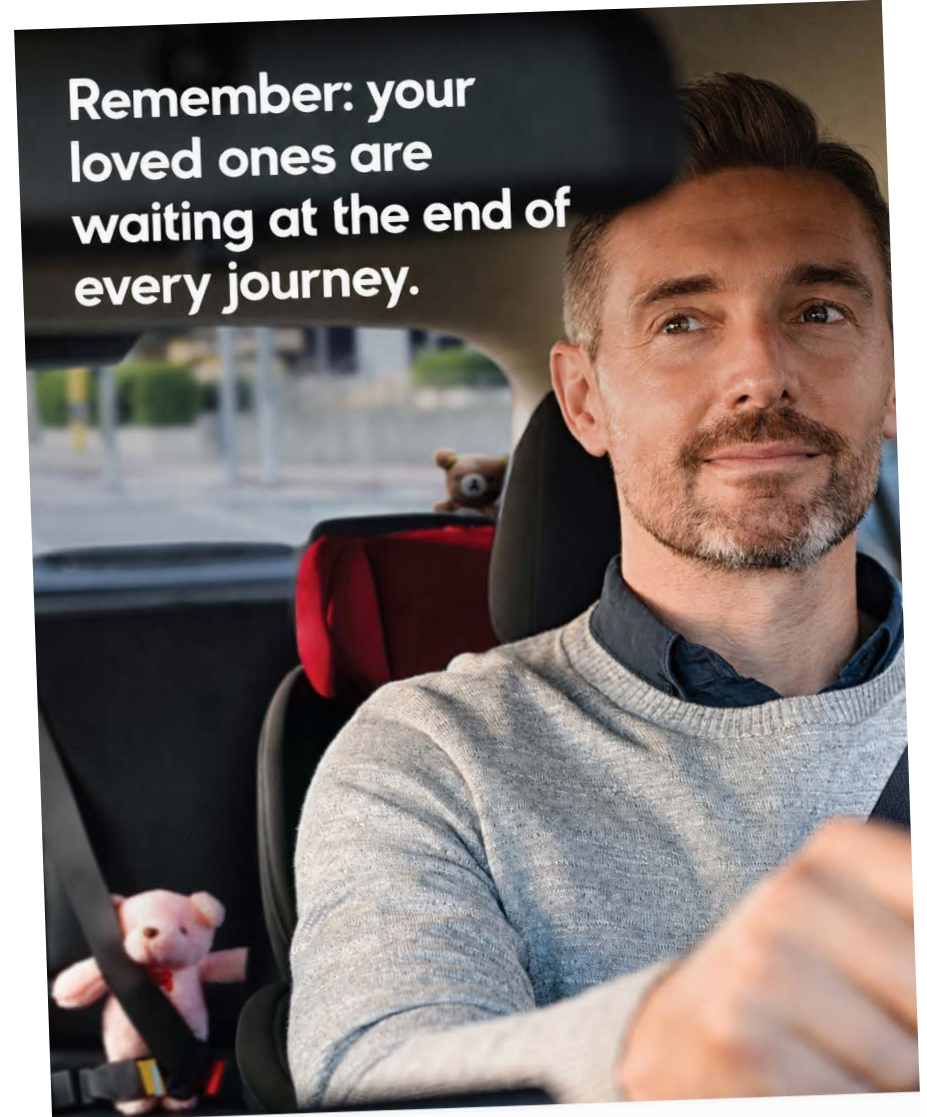
In 2025, the road safety approach was strengthened through practices such as a behavior-based driving safety program, safe driving league, vehicle tracking system, one-on-one driver coaching, and daily violation monitoring. Tracking systems were installed in all Company vehicles, safe driving training was planned for Company vehicle drivers, and new driver-specific recognition and evaluation practices were introduced. Speed, rest periods between journeys, and fatigue-related violations were monitored daily.

In logistics operations, awareness activities were carried out through contractor garage visits, safety walks, blind spot awareness training, safe maneuvering and pedestrian safety bulletins, and information sessions. Safety visuals and informational materials were used in the driver waiting area at the Derince Terminal to increase driver awareness. In 2025, contractor operators were recognized based on safe driving scores and reports of unsafe conditions; efforts were also undertaken to revise the road safety procedure, define road safety violation criteria, and establish a driver recognition metrics framework.



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Facility Security

At Petrol Ofisi Group, facility security is managed through a system aimed at protecting employees, visitors, contractors, operational assets, and critical infrastructure. The Facility Security Procedure defines the principles for 24/7 private security services at terminals, the Lubricants Plant, and aviation fuel facilities, as well as entry and exit controls, camera and card access systems, perimeter security, access to restricted areas, patrol activities, and incident reporting processes.

Visitors, employees, contractors, vehicles, and shipment processes at the facilities are subject to defined security controls. Access to restricted areas is managed through authorization, card access, turnstile gates, camera systems, and security personnel controls. Security incidents are subject to root cause analysis, preventive measures are identified, and necessary actions are reported to authorized personnel.

In 2025, terminal security risk assessments, site visits, and security improvement actions were monitored. Security risk assessments for terminals were completed for the second half of the year and shared with terminal managers, while security improvement actions were monitored holistically.

i Terminal security risk assessments were completed and shared with terminal managers, while security improvement actions were monitored holistically.



Performance Monitoring and Continuous Improvement

Petrol Ofisi Group regularly monitors occupational health and safety performance and uses the data obtained as input for improvement initiatives. The approach aims to assess the effectiveness of field practices, identify areas for improvement, and ensure timely action against risks.

As part of performance monitoring, accident indicators, near-miss and unsafe condition reports, audit findings, training completion status, open action rates, and data related to field practices are analyzed. Information from different locations is assessed comparatively to identify recurring findings, areas requiring improvement, and priority actions.

OHS performance indicators began to be monitored more systematically in 2025, supported by the strengthened digital reporting infrastructure. This enhanced the visibility of action progress, field audit findings and key performance indicators.

Performance results are used as inputs for setting annual targets, developing training and audit plans, and prioritising preventive activities. Through systematic measurement, evaluation and follow-up actions, Petrol Ofisi Group aims to continuously improve the working environment.

 **Data from different locations is compared to identify recurring findings, areas for improvement and priority actions.**

Occupational Health and Safety	Unit	2023	2024	2025
Total Recordable Incident Frequency	Rate	1.14	0.8	0.98
Lost Time Injury Frequency	Rate	0.91	0.68	0.57
Death	Person	0	0	0
Lost Time Injury	Number	8	6	7
Restricted Work Cases	Number	1	0	0
Medical Treatment Cases	Number	1	1	5
First Aid Cases	Number	10	14	11
Death – Third Parties	Person	0	0	0
High-Potential Incidents	Number	1	0	0
Spills (With no Environmental Impact)	Number	97	64	101
Spills (With Environmental Impact)	Number	0	0	0
Number of Spill Drills	Number	149	202	226
Number of Fire Drills	Number	530	499	610
Number of HSSE-Q Observations	Number	1,376	1,896	1,829
Near Misses / Potential Incidents	Number	2,387	2,88	2,822

Social Contribution and Corporate Activities



Employee Engagement and Team Spirit: Corporate Basketball League

The Petrol Ofisi Basketball Team took to the court in the Corporate Basketball League and experienced the excitement of its first game as part of corporate sports activities. Team members' determination, focus on a shared goal, and motivation on the court created an experience that strengthened internal engagement and team spirit.

Corporate sports activities bring employees together, foster a sense of shared achievement and strengthen social bonds across the Company.

Education and Environmental Awareness: Science Generation Workshops

The ongoing Science Generation Workshops, conducted by Petrol Ofisi Group in collaboration with Türkiye İş Bankası and Young Guru Academy, aim to contribute to the education and environmental awareness of younger generations. The 2025–2026 academic year began with the “Green Homeland Against Forest Fires Conservation” themed workshop and student science set donation, aiming to instill environmental awareness and a sense of responsibility in children from an early age and to raise awareness of an important social issue.

Through these initiatives, Petrol Ofisi Group aims to contribute to the development of common sense, conscience, environmental awareness, and scientific curiosity among younger generations. Reaching millions of students through the Bilim Kuşağı Workshops, the project represents one of the important examples of the Company's social contribution approach focused on education, corporate training, and environmental awareness.



Digital Sports Ecosystem: Petrol Ofisi Social League

Bringing sports and digital experience together, Petrol Ofisi Social League has created one of Türkiye's largest digital football ecosystems. Completing its 68th season in the Turkish Super League, Petrol Ofisi Social League has reached 4.7 million users and expanded its audience through digital channels, social media programs, and a broad user community.

As the Clubs Association's only licensed partner and the only fantasy football game exclusive to the Super League, Social League ranks among the top downloaded free games in the entertainment category on the Apple Store.

Responsible Value Chain



Responsible and Uninterrupted Supply

Petrol Ofisi Group manages its supply chain in line with operational continuity, regulatory compliance, quality, occupational health and safety, environmental performance, and sustainability criteria, conducting its procurement processes within the framework of a responsible and uninterrupted supply approach.

The Company’s sustainable supply approach is based on transparency in supplier selection, traceability, assessment of environmental and social criteria, monitoring of critical suppliers, and ensuring continuity in logistics operations. Procurement processes are carried out through digital systems based on defined corporate procedures; integrated digital programs enable a person-independent, traceable, and operationally efficient supply structure. Within this scope, the Promena Tender Platform, SAP, M-Files, LENA, and ERP-based systems constitute the main infrastructure supporting procurement processes, digital document management, supplier assessments, and operational monitoring.

Supplier management processes within the Company are defined under the “Procurement Supplier Accreditation and Evaluation Procedure,” which aims to assess existing and prospective suppliers working or planning to work with Petrol Ofisi in accordance with corporate criteria. Within this scope, product and service providers are evaluated across multiple dimensions through questionnaires, document checks, and on-site audits where necessary. During the process, assessments are carried out together with the relevant business units and HSSE-Q evaluations are conducted; suppliers’ operational capabilities, quality performance, and compliance with environmental and social criteria are analyzed.

Supplier selection and accreditation processes take into account management system areas such as quality, environment, occupational health and safety, energy management, business continuity, information security, and customer satisfaction. Suppliers are scored based on the results of the accreditation process; companies scoring 70 points or above are granted “Approved Supplier” status, while companies that fail to meet the qualification criteria are included in the conditional supplier or prohibited supplier lists.

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Sustainable Supply Approach



Transparency in
Supplier Selection



Traceability



Environmental and
Social Criteria



Monitoring of Critical
Suppliers



Continuity in Logistics
Operations

Digital and Integrated Supply Infrastructure



Digital Procurement
Systems



Integrated
Systems



Traceability



Operational
Efficiency

Supplier Performance, Risk Management and Business Continuity

Suppliers in strategic and bottleneck categories are subject to regular performance assessments to ensure supply chain continuity and service quality. Assessments are conducted with the participation of procurement, relevant business units, quality teams, and, where necessary, HSSE-Q teams; they are supported by site visits, operational audits, and digital assessment systems. Critical suppliers are also subject to risk assessment processes through the Business Continuity Supplier Assessment Form, and risk assessments are carried out specifically for critical business functions. Within this scope, supply continuity, environmental impacts, human rights, regulatory compliance, and operational risks are assessed together in line with the ISO 31000 risk management approach.

total 1,804 suppliers	total 42 critical suppliers
total 1,783 local suppliers	total 94 newly engaged suppliers

Sustainable Supply and Environmental Approach

Petrol Ofisi Group considers reducing environmental impacts and increasing resource efficiency among its priority areas across the supply chain. Accordingly, energy and resource efficiency practices, emission reduction initiatives, and logistics process optimization activities are carried out. Within the scope of the circular economy approach, the use of recycled materials in plastic raw materials is being expanded, and the technical specifications for cardboard boxes are being updated to enable the use of thinner materials and reduce raw material consumption. In addition, sustainability expectations are communicated to suppliers, and improvement, development, and reward practices are implemented in line with assessment results.

Through LNG bunker sales, PO/Marine contributes to the green transformation of the maritime sector by offering its customers lower-emission marine fuel alternatives.



Digitalization and Efficiency in Logistics Operations

The uninterrupted supply approach in logistics operations is supported by digital tracking, operational safety, and efficiency practices. Shipment processes are managed through digital applications such as IYS software, Seyir Tracking System, Mobliz Tracking System, Car Tracer Tachograph, and Softfeat Tacho Portal; digital maps and fixed trip plans are used in route planning processes. Through these systems, vehicle locations, speed violations, driving and rest periods, fuel consumption, and operational performance indicators are regularly monitored.

The Company aims to reduce carbon emissions by renewing passenger vehicles and increasing the use of electric vehicles. Within the scope of route optimization and operational planning activities, incorrect routes are corrected, fixed route practices are implemented, and quota management is applied at certain operational points to reduce unnecessary mileage and fuel consumption.

Vehicle maintenance, performance, and fuel consumption processes are monitored through digital systems, while maintenance schedules are managed through automatic reminder mechanisms. Within the scope of the vehicle renewal policy, vehicles reaching a certain mileage or age limit are renewed in line with safe driving criteria to maintain operational performance.



Driver Safety, Training and Operational Safety

Safety and environmental risk management are among the priority areas in logistics operations. Defensive driving, night driving, fatigue management, hazardous materials transportation, and operational safety training programs are organized for drivers. Defensive Driving Training, Night Driving Training, weekly BAP (Information Sharing) meetings, and UKTO (Master Tanker Operator) training are conducted. These activities contribute to improving drivers' technical competencies as well as supporting safe and sustainable logistics operations.

In transportation activities, vehicles and equipment compliant with ADR standards are used; legal requirements such as vehicle inspections, T9 inspections, SRC5 certificates, and LPG Tanker Filling/Discharge certificates are regularly monitored. In addition, vehicles carrying hazardous materials are equipped with ADR bags against spill and environmental risks, and equipment checks are carried out periodically.

Drivers are prepared for potential risks through emergency plans, communication cards, driver handbooks, and awareness training.

To monitor driver performance, vehicle tracking systems, in-vehicle camera systems, and tachograph applications are used to ensure performance outputs are monitored. Speed violations, unauthorized stops, use of unauthorized areas, driving behavior, and working/rest periods are monitored through digital systems; drivers' performance is evaluated according to predefined criteria within the OPD (Operator Performance Evaluation) system. Within the system, criteria such as speed, tachograph use, HSSE-Q contributions, public authority inspections, and risk reporting are taken into account; employees who achieve defined performance levels are rewarded through monthly recognition practices. In 2025, 180 personnel were rewarded within this scope.

In long-distance road operations, drivers' working and rest periods are managed through trip plans and digital tachograph systems; practices such as driver rotation, a dual-driver system, and accommodation support where necessary are implemented to reduce driving times. This approach contributes both to protecting driver well-being and enhancing operational safety.

Best Practices in Logistics and Future Targets

In 2025, various practices focusing on digitalization and operational efficiency were implemented in logistics operations. Trip plans and MSDS documents were transferred to digital platforms, KTO Handbooks were implemented, and the PI-GUS (Unplanned Fueling Entry Warning System) application and digital tracking systems supporting vehicle-driver safety were introduced.

PO/Marine provides uninterrupted fuel supply to seismic vessels used in natural gas and oil exploration activities, which are of strategic importance to Türkiye’s energy supply security. Since 2017, PO/Marine has won 69% of tenders by volume, successfully securing 54 tenders and reaching a total tender volume of 760 thousand cubic meters. Under the current agreement, which covers the fuel needs of all eight vessels, PO/Marine holds a critical supplier position in the oil and natural gas exploration vessel segment with an annual fuel consumption of approximately 200 thousand tons. With a total bunker capacity of 200 thousand cubic meters, approximately 30% market share in the domestic marine fuels market, and operational capability at all ports across Türkiye, PO/Marine carries out bunkering operations 24/7.

In the coming period, Petrol Ofisi Group aims to increase digitalization investments in supply and logistics processes, develop alternative supply structures for strategic and critical suppliers, strengthen supplier evaluation systems, and prioritize investments in rail transportation. Through digital tracking systems and practices supporting employee engagement, the Company aims to develop a more sustainable and resilient supply chain structure.



Integrated Management Systems

Petrol Ofisi Group manages its operations through an integrated management approach covering quality, environment, occupational health and safety, energy management, information security, business continuity, and customer satisfaction. The management systems approach is integrated into business processes to ensure operational excellence, effectively manage risks, strengthen legal compliance, and support the achievement of sustainability targets.

Throughout the year, internal audits, certification and surveillance audits, site visits, document revisions, QDMS document management activities, management review meetings, and corrective action follow-ups were carried out. Audits conducted by TSE within the scope of Integrated Management Systems supported the Company’s compliance with relevant standards in quality, environment, occupational health and safety, while the Power BI-based reporting infrastructure was utilized to monitor audit performance.



Integrated Management Systems

 Quality Management System (ISO 9001:2015)	Within the scope of the ISO 9001:2015 Quality Management System, Petrol Ofisi Group aims to ensure the sustainability of product and service quality, provide fast and effective solutions to customer expectations, and achieve continuous improvement in operational processes. The system supports the maintenance of quality standards across all operational processes, including supply, production, storage, distribution, and customer services.	 Business Continuity Management System (ISO 22301:2019)	Petrol Ofisi Group aims to remain prepared for potential crises, emergencies, and operational disruptions. Within the scope of the ISO 22301:2019 Business Continuity Management System, critical processes are assessed and risk analyses are conducted. The business continuity approach aims to ensure uninterrupted operations, maintain customer satisfaction, and strengthen organizational resilience.
 Environmental Management System (ISO 14001:2015)	Petrol Ofisi Group considers reducing environmental impacts among its priority management areas. Practices carried out within the scope of the ISO 14001:2015 Environmental Management System aim to protect natural resources, effectively manage waste, control emissions, and reduce environmental risks. Operational processes include environment-focused practices to monitor and continuously improve environmental performance, while initiatives are carried out to increase energy and resource efficiency.	 Information Security Management System (ISO/IEC 27001:2022)	Information security is of strategic importance to Petrol Ofisi Group within the scope of digitalized operational processes. In accordance with the ISO/IEC 27001:2022 Information Security Management System, preventive measures are implemented to ensure the confidentiality, integrity, and availability of information assets and to address cybersecurity risks. System-wide controls and security processes are regularly reviewed, and digital risk management activities are carried out.
 Occupational Health and Safety Management System (ISO 45001:2018)	Considering employee health and safety among its key priorities, Petrol Ofisi Group implements practices aimed at creating a safe working environment in accordance with the ISO 45001:2018 Occupational Health and Safety Management System. Through risk assessment processes, field inspections, training programs, and preventive practices, the Company aims to prevent occupational accidents and diseases. The system adopts a continuous improvement approach while encouraging employees' active participation in the safety culture.	 Customer Satisfaction Management System (ISO 10002:2018)	Petrol Ofisi Group considers customer feedback an important part of its service improvement processes. Within the scope of the ISO 10002:2018 Customer Satisfaction Management System, customer requests, suggestions, and complaints are systematically addressed, and improvement activities are carried out to enhance service quality in line with the outcomes obtained.
 Energy Management System (ISO 50001:2018)	Within the scope of the ISO 50001:2018 Energy Management System, energy consumption is regularly monitored, significant energy uses are analyzed, and performance improvement activities are carried out. In this context, energy costs are reduced, resource use is optimized, and practices are developed to contribute to the reduction of greenhouse gas emissions.	 Test and Calibration Laboratory (ISO 17025:2017)	Petrol Ofisi Group conducts testing and calibration processes through an accredited laboratory infrastructure compliant with the ISO 17025:2017 standard to ensure product and service quality. Laboratory practices are carried out based on the principles of accuracy, reliability, and impartiality, while analytical and testing activities support the sustainability of product quality.

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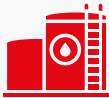
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Management System Standards	Terminals	Lubricants Plant	Aviation Fueling Sites	Headquarters Activities
				
ISO 9001:2015 Quality Management System				
ISO 14001:2015 Environmental Management System				
ISO 45001:2018 Occupational Health and Safety Management System				
ISO 50001:2018 Energy Management System				
ISO 22301:2019 Business Continuity Management System				
ISO 10002:2018 Customer Satisfaction Management System				
ISO 27001:2013 Information Security Management System				
TS EN ISO/IEC 17025 Testing Laboratories Accreditation				

**Includes Derince Terminal and the Lubricants Plant.*

Product Quality and Customer Satisfaction

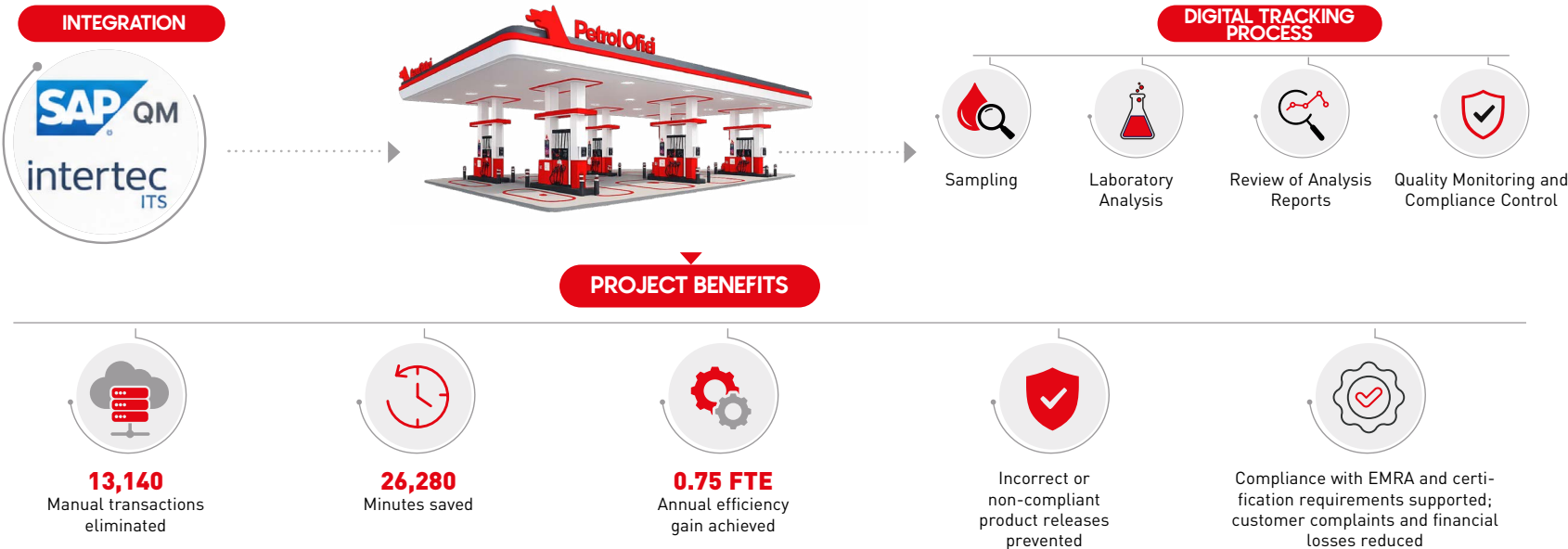
Petrol Ofisi Group continuously improves its product and service quality in line with customer expectations, positioning customer satisfaction at the core of its operational approach. Through technical expertise, field experience, digital feedback mechanisms, and customer-focused service analysis, the Company aims to provide fast and sustainable solutions and deliver a seamless customer experience.

Quality control, technical specification compliance, customer audits, supplier quality assessments, and document management processes are closely monitored to protect and improve product quality, particularly for lubricants. In 2025, audit and certification activities within the scope of the ISO 9001 Quality Management System continued, while quality performance was regularly monitored through the Integrated Management Systems audits. The Lubricants ISO 9001 certification audit was successfully completed, and the continuity of product and service quality was supported through internal audit and customer audit processes.

Technical training and awareness activities are also carried out to inform customers about selecting the right products and ensuring their optimal use. Through these training programs, the correct and effective use of lubricants is supported, with the aim of extending equipment life, reducing maintenance costs, and enhancing customer satisfaction.

In 2025, the digital tracking of quality management operations for fuel and lubricant products was enabled through the integration of the SAP QM module with the Intertec-ITS laboratory. A digital infrastructure was established for archiving analysis reports and managing quality monitoring and compliance control processes. As part of the project, 13,140 manual transactions per year were eliminated, saving 26,280 minutes and achieving an annual efficiency gain of 0.75 FTE. Through the system, incorrect or non-compliant product releases were prevented, supporting compliance with EMRA and certification requirements while reducing customer complaints and potential financial losses.

Digital Transformation in Quality Management Operations



Petrol Ofisi Group considers customer feedback an important part of its product and service development processes. Feedback received through call centers, digital platforms, social media channels, and other communication tools is regularly analyzed, and improvement initiatives are implemented in line with the insights obtained. Providing rapid feedback to customer requests, strengthening a solution-oriented approach, and enhancing the service experience are among the priority areas of focus.

Processes for measuring and improving customer satisfaction are carried out within the scope of the ISO 10002:2018 Customer Satisfaction Management System. Customer complaints, requests, and suggestions are systematically evaluated, shared with the relevant departments, and necessary actions are monitored.

According to the results of the satisfaction survey conducted by the DxO Help Desk in 2025, service quality continued to improve. The assessment, conducted with the participation of **335 employees**, showed that the call response rate increased from 4.69 to 4.70 compared to 2024. The score for accessing the employee's assigned IT support specialist increased from 4.74 to 4.77. The service satisfaction score was 4.67. Based on the results obtained, improvement initiatives aimed at enhancing the employee experience are ongoing.

i Customer complaints, requests, and suggestions are systematically evaluated, shared with the relevant departments, and necessary actions are followed up.



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Indicator	Target	2023	2024	2025	2024–2025 Change (%)	Comparison to Target
 Incoming Calls (Number)	-	413,651	447,938	638,825	▲ +43%	-
 Answered Calls (Number)	-	382,255	404,029	523,729	▲ +30%	-
 Call Answer Rate	90%	94%	91%	85%	▼ -6%	▼ Below
 Number of Complaints	-	34,943	35,952	46,731	▲ +30%	-
 Quality Score	85	95.1	96.6	94	▼ -2,5%	▲ Above
 End-User Satisfaction	85	90.9	92.3	94	▲ +2%	▲ Above

Customer Experience

In 2025, Petrol Ofisi Group continued to manage the customer experience holistically through product and service quality, station infrastructure, digital solutions, retail services, secure operations, hygiene standards, and sustainable service models. By positioning its stations beyond fuel supply points, the Company aims to create versatile service areas that meet customers' daily needs and provide a safe, reliable, and accessible experience.

The customer experience is supported by MarketPlus operations, coffee and convenience retail services, car wash, electric vehicle charging, digital payment and feedback systems, hygiene practices, and field safety processes. Activities carried out in 2025 were shaped in line with the objective of providing customers with a more convenient, comfortable, and sustainable experience.



MarketPlus Operations and Non-Fuel Services

The MarketPlus concept forms the foundation of Petrol Ofisi Group's non-fuel services strategy. As of 2025, MarketPlus operations cover 104 dealers and market locations and are centrally managed in terms of product supply, pricing, and product flow processes. Operations are digitally monitored through the Anchor infrastructure, while supplier, distributor, and station-based processes are tracked in an integrated manner.

Market operations at Petrol Ofisi stations aim to provide customers with a broad product range and accessible services; trusted and well-known brands are prioritized, particularly in food products. Collaborations with different retail brands are among the key practices that strengthen the customer experience.

As part of the collaboration with Migros, approximately 100 Migros Jet stores operate at stations across Türkiye. Through this collaboration, customers are provided with quick and convenient access to their daily needs.

As part of a distribution agreement with Tchibo, a first in the sector, Petrol Ofisi Group supplies the coffee products of its dealers and business partners through its distribution network. "Tchibo To Go" machines, available at approximately 900 stations, offer customers a standardized, high-quality, and delicious coffee experience; coffee services are among the key elements supporting the station experience.

In 2025, as part of the collaboration with Getir, selected market products at stations were delivered to customers' addresses via Getir-Çarşı, further expanding the accessibility of the service network. The GetirÇarşı application is supported through digital delivery channels integrated with station networks, aiming to provide customers with faster and more flexible services.



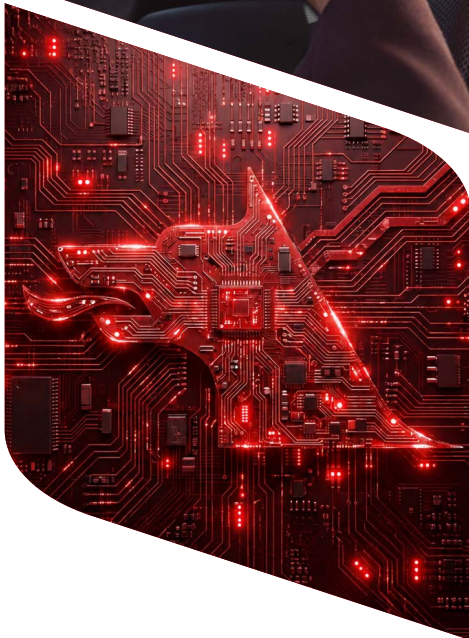
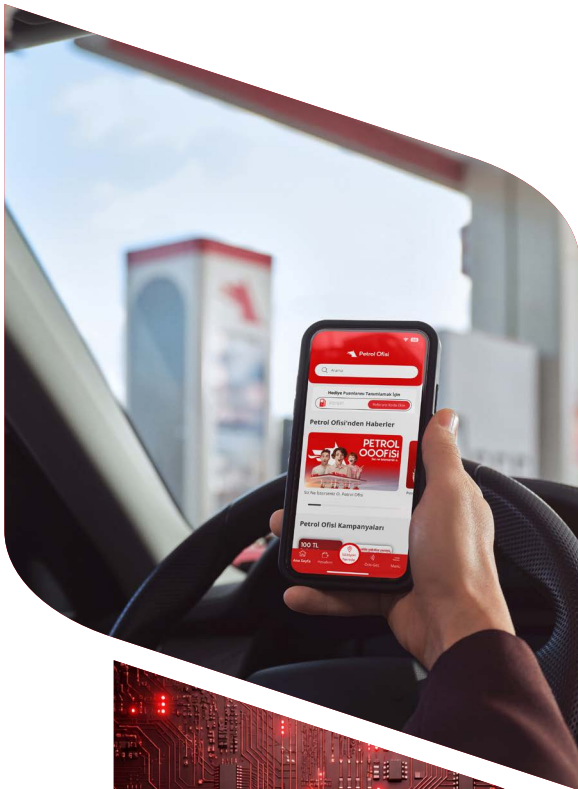
Digitalization and Technology-Enabled Customer Experience

Petrol Ofisi Group actively leverages digitalization and technology-focused practices to enhance the customer experience. Digital CRM infrastructure, barcode systems, digital sales tracking applications, and mobile integration solutions support operational processes. Within this scope, self-checkout transformation initiatives are ongoing, while stations operate in an integrated manner with online shopping platforms. In addition to ongoing collaborations with platforms such as Getir, integration with Trendyol is planned for the 2025–2026 period. Furthermore, initiatives are underway to expand payment acceptance via meal cards. These efforts demonstrate that stations are evolving beyond physical service points into retail areas integrated with the digital commerce ecosystem.

The “1st Eye” application, which enables real-time measurement of the customer experience, combines an AI-powered IVR outbound calling system with a mobile application, allowing field employees to track customer satisfaction feedback in real time. The “Talking Station” application enables direct interaction with customers via WhatsApp through QR codes, while the “3rd Eye Digital Monitoring System” makes instant station cleanliness monitoring possible and supports rapid action by field teams.

In addition, to improve the transaction experience of Lubricants customers and distributors, the POFintech Virtual POS and installment payment option were introduced through the Ofis Portal, increasing flexibility and accessibility in payment processes.

i The initiatives undertaken demonstrate that stations are evolving beyond physical service points into retail spaces integrated with the digital commerce ecosystem.



Service Quality, Hygiene and Operational Audits

Petrol Ofisi Group implements regular control and audit mechanisms across station operations to ensure the continuity of service quality. Service standards are monitored through mystery shopper practices, while cleanliness and hygiene standards at stations are regularly monitored through HijyenPlus personnel.

With Petrol Ofisi service points located on approximately 99% of highways across Türkiye, the Company supports its approach to providing customers with widespread access. In addition, BP Petrolleri A.Ş. uses a system that increases the driving range by more than 50 km, and the Company aims to expand these systems across all stations.

Car wash services are also considered a strategic area in terms of customer experience. Car wash services are offered at 91 stations, where water consumption is monitored through meters. In the coming period, expanding car wash services and developing electric vehicle charging infrastructure are among the key focus areas of the customer experience strategy.

Electric Vehicle Charging Infrastructure and Future Approach

Petrol Ofisi Group continues to invest in electric vehicle charging infrastructure in line with evolving customer needs. Through its collaboration with Borusan, approximately USD 10 million has been invested, and a total of 138 electric vehicle charging units are currently available at stations. Electric vehicle charging services are considered one of the strategic growth areas for enhancing the customer experience in the coming period.

i In the coming period, the development of car wash services and electric vehicle charging infrastructure will remain among the key focus areas of the customer experience strategy.



Key Elements of Petrol Ofisi's Customer Experience



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R&D and Innovation

In 2025, Petrol Ofisi Group continued to strengthen its R&D and innovation activities with a focus on product development, sustainable production, digitalization, energy efficiency, and customer-oriented solutions. While closely monitoring innovations in the energy and mobility sectors on a global scale, the Group aims to develop products and applications that create technological value by bringing together its own R&D activities with advanced technology companies. At the center of this approach is the Petrol Ofisi Technology Center (POTEM), which operates within the Lubricants Plant in Derince, Kocaeli. Covering approximately 750 square meters and equipped with state-of-the-art equipment and a team of expert engineers, **POTEM was officially approved as an R&D Center by the Republic of Türkiye Ministry of Industry and Technology in 2025.** The center conducts an average of 300,000 tests annually and provides product development, quality control, and analysis services in accordance with international standards. Serving numerous domestic and international institutions and companies, particularly public institutions, POTEM is positioned as an important technology center that creates value in R&D, quality control, and analysis services.

Petrol Ofisi's R&D activities focus on lubricants, chemicals, fuel types, special formulations, tribological studies, and sustainable product development. Special formulations developed for markets with challenging climatic conditions, particularly across Europe and neighboring regions, support the Company's competitiveness in global markets. The Lubricants Factory in Derince, Kocaeli has a production capacity of 220 thousand tons per year and a broad product portfolio comprising more than 400 products. Combined with POTEM's technical expertise, this enables the development of tailored solutions addressing the needs of different industries.

Adapttech technology, developed at POTEM, is one of the key examples of Petrol Ofisi's innovation capabilities. Maxima motor oils renewed with this technology adapt to different road, climate, and driving conditions, contributing to high engine performance and comprehensive protection. In line with the Net Zero approach, the packaging of the new-generation Maxima products contains 25% recycled plastic. In 2025, Maxima Hybrid motor oil was selected as the "Low Carbon Hero" at the Sustainable Production and Consumption Association Awards, demonstrating its contribution to sustainable product innovation.

Petrol Ofisi also considers product development for the electric vehicle ecosystem an important part of its R&D agenda. Within this scope, special coolants for electric vehicles and low-viscosity grease products have been launched, while new product sales have been accelerated. The Company is expanding its product portfolio with these next-generation products that support the transition to a low-carbon economy, while also developing innovative technologies for the mobility needs of the future.



Our marine engine oils undergo a meticulous 6-stage quality control process here before reaching you.



Türkiye's first and only TS EN ISO/IEC 17025 accredited lubricant analysis center, Petrol Ofisi Technology Center



Product development activities are also continuing to expand the range of specialized lubricants for the rapidly growing number of motorcycle users in Türkiye. Through collaborations with leading brands in the sector and feedback from field operations, product development processes are supported in line with customer and market needs.

Digitalization is an important complement to Petrol Ofisi's R&D and innovation approach. Through the digitalization of lubricant analysis reporting processes, the POLAB Portal has enabled customers to easily access analysis reports for specific product groups and establish a direct communication channel. QR codes used on equipment and sample containers sent to laboratories enable equipment, sample, and field oil traceability. Supported by the use of big data, this structure aims to optimize customers' oil change and sampling intervals.

Petrol Ofisi's innovation approach is not limited to product and laboratory processes. Developments in areas such as financial technology, electricity supply, renewable energy, consumer finance, and digital customer solutions strengthen the Group's technology-focused innovation ecosystem. POFintech's end-to-end payment systems for B2B and B2C customers represent an important example of digital financial solutions integrated into the customer and dealer experience.

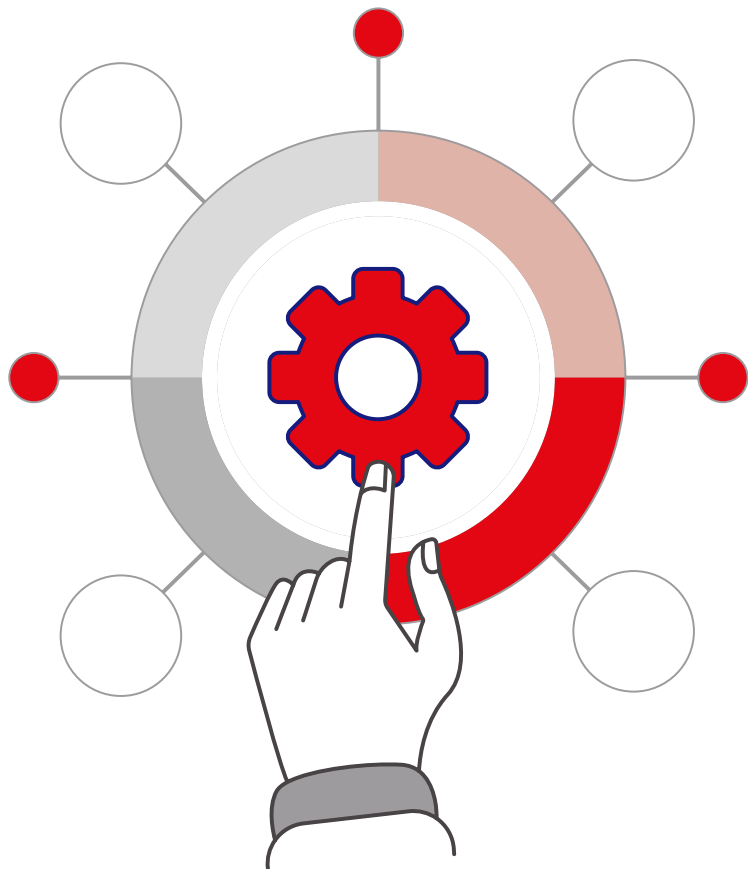
Petrol Ofisi Group continues to strengthen its R&D and production capabilities through collaborations with global technology and energy companies. As part of its ongoing collaboration with the Chevron and Texaco brands, Petrol Ofisi Group carries out Texaco's domestic production, distribution, and marketing activities in Türkiye. Following the long-term continuation of Texaco's licensed production agreement, as of 2025, the production, distribution, and marketing processes of all Texaco products in Türkiye, including Havoline, have begun to be managed by Petrol Ofisi Group. The production infrastructure has been scaled in line with the expanded product range. In addition, under a three-year strategic collaboration launched in early 2025 with Ascendum, the Türkiye distributor of Volvo construction equipment, the development of specialized lubricant solutions for Volvo construction equipment has commenced.

i At the beginning of 2025, a three-year strategic collaboration was launched with Ascendum, the Türkiye distributor of Volvo construction equipment, to develop specialized lubricant solutions for Volvo construction equipment.



Digital Transformation

Petrol Ofisi Group continues to advance its digital transformation initiatives in line with its approach focused on operational efficiency, customer experience, process integration, and data-driven management. Digitalization practices spanning a wide range of areas, from quality management and procurement processes to payment systems and retail operations, enhance speed, traceability, control, and operational efficiency across business processes.



Digitalization in Financial Operations and Process Automation

In 2025, comprehensive automation projects were implemented to reduce the workload in financial processes, minimize errors arising from manual transactions, and shorten processing times.

SAP Cash Management Module: The Company automated its cash flow realization and forecasting processes and integrated them with the FI, MM, SD, and TRM modules. To achieve more up-to-date and executable detailed calculations in the forecasting process, data entries and definitions were transferred to the SAP-BPC system, eliminating the risk of manual errors and establishing a strong corporate memory.



Incoming e-Invoice Labeling and Automatic Matching: Automatic recording and notification were enabled for approximately 360,000 e-invoices received annually from customers and suppliers, without user intervention. Incoming invoices are automatically recorded through the “033 Product Direct Procurement” FI-related module, accelerating the process and achieving an annual saving of 0.5 FTE*.



RPA Technology in P2P Invoicing Processes: To optimize the manual workload in invoicing processes, P2P (Purchase-to-Pay) operations were digitalized through Robotic Process Automation (RPA). In 2025, more than 53,000 invoices related to business units began to be automatically entered into the system through RPA, preventing user-related errors and achieving annual savings of 1.95 FTE.



SAP-SETUR Integration: Employees’ purchase orders (SAS) related to SETUR reservations were automatically integrated with the Migo process. The digitalization of this operation, which closes approximately 9,000 invoices annually and represents a transaction volume exceeding TRY 50 million, generated more than 20,000 minutes of annual time savings across all business units and achieved an annual efficiency gain of 3 FTE.



Digitalized EMC (Electronic Customer Check) Processes: EMC sales documents were 100% digitalized and made accessible 24/7 via the Digital Business Portal, integrated with SAP. Thanks to the renewed maturity structure, a financing advantage of TRY 15,000,000 per year was achieved; by eliminating physical archiving requirements, annual savings of TRY 100,000 were generated. In addition, annual savings of 240,000 sheets of A4 paper, equivalent to 21 trees (1.2 tons of paper), were achieved.



**FTE – Full-Time Equivalent. A calculation unit used in corporate resource and workforce management that represents the ratio of working hours to the working hours of one full-time employee.*

Digital Traceability in Supply Chain and Logistics Management

Within the scope of operational excellence and resource management strategies, manual steps in the supply chain have been eliminated:



SAC Stock Days – Inventory Turnover Report: Thanks to the digital monitoring platform developed to strategically manage the Lubricants inventory policy, an annual efficiency gain of 0.17 FTE has been achieved by ensuring the visibility of a total inventory value of TRY 1 billion in raw materials.



Lubricants Logistics Management Dashboard: Shipment tonnages, warehouse/terminal inventories, and shipment plan summary reports have been transferred to Business Intelligence (BI) without the need for manual processes. By minimizing workforce loss through real-time and streamlined data inconsistency, an efficiency gain of 0.075 FTE has been achieved.



ULSFO Product Tracking: Domestic ULSFO (Ultra Low Sulfur Fuel Oil) production processes, carried out by blending VLSFO and diesel, have been made traceable in terms of inventory, quality, and cost through the SAP system. This digital integration offers potential savings of up to 5% in supply and production costs.



Fuel Quality Management Operations: Quality control operations for fuel and additive products have been successfully integrated through the SAP QM module and Intertek-ITS laboratory integration. With analysis reports digitally archived and the transition to a fully digital quality monitoring process, 13,140 manual transactions per year have been eliminated, resulting in 26,280 minutes of time savings and an annual efficiency gain of 0.75 FTE.



Digital Catalog-Based Order Management (ZerOnline): Stockless-tracked food, stationery, hardware, and OHS material requirements across all locations have been transferred to the ZerOnline platform. The ordering process is managed through RPA technology, achieving an annual efficiency gain of 0.18 FTE.

Digital Channels in Commercial and Industrial Solutions



APOLLO Product Lifecycle Management System: All data related to the Lubricants Product Management and R&D processes has been consolidated on a single digital platform. Lubricant product and formulation data has been transferred to a digital archive, creating a corporate knowledge base, reducing dependency on individuals, and increasing speed and competitive advantage in new product development and go-to-market processes.



Aviation Sales Portal: As a first in the sector, spot fuel supply processes have been digitalized end-to-end. Approximately 18,000 spot fuel requests received throughout the year are collected through the portal; thanks to integration with Dow Jones systems, aircraft included on national and international sanctions lists are now automatically and securely screened by the system. This integrated structure enables aviation customers to communicate with Petrol Ofisi 24/7.

Customer Experience, Loyalty and Field Integrations



Recipe-Based Product Sales Management: Inventory tracking of Tchibo coffee products sold at MarketPlus locations, on a raw material and component basis (coffee beans, milk, cups, etc.), has been integrated into the SAP and Market Management System. Automatic accounting entries are now generated through the Single-Entry Accounting Flow system when products are sold, preventing user-related errors such as duplicate or excess/short entries and achieving an annual efficiency gain of 0.11 FTE.



MarketPlus CO Market Campaign Management: Flexible campaign management screens have been introduced to enable joint campaigns with third-party companies. Cross-discounts, coupon usage, and real-time performance reporting have been made trackable simultaneously by customers, business units, and other stakeholders.



MaxiClub Loyalty Program: Through the MaxiClub mobile application, developed specifically for industrial technicians and station employees, QR codes on lubricant products sold are scanned to enable participation in campaigns and build a loyal customer ecosystem. This digital platform has successfully increased lubricant brand awareness and digital channel engagement in the passenger vehicle lubricants market.

POFintech solutions developed in the field of financial technologies have become an important component of the Group's digital transformation approach. In 2025, the option to pay for lubricant transactions by credit card in installments was introduced. Through the POFintech Virtual POS infrastructure, lubricant distributors and individual or commercial cardholders can benefit from installment payment and maturity advantages through integrations with 15 different banks. In addition, within the scope of POFintech Physical POS solutions, the rollout of the infrastructure that provides access to all banks through a single POS device was completed at all DOAO stations, including BP conversion stations.

Digitalization efforts in retail operations are supported by the MarketPlus infrastructure. Digital monitoring of supplier-, distributor-, and station-based operations through the Anchor infrastructure has enabled centralized and integrated management of product flow, pricing, and inventory processes.

In 2025, the practices carried out within the scope of the National Vehicle Identification System (UTTS), which was made mandatory by the Revenue Administration, were among the applications that demonstrated Petrol Ofisi Group's digital transformation and operational compliance capabilities. With its extensive network of approximately 2,700 stations, Petrol Ofisi rapidly implemented UTTS requirements at station level, becoming one of the first companies in the sector to establish one of the most extensive UTTS infrastructures. Through a mobile application developed specifically for UTTS, users were enabled to carry out transactions securely at fuel pumps integrated with UTTS without any issues; in addition, a dedicated 24/7 appointment call center was launched to direct users to authorized installation companies.

In addition, an AI-powered guidance module called "Ask About UTTS" was developed to provide users with faster and more accessible answers to their questions regarding UTTS processes.

Digital transformation activities are supported by information security and data management practices. Information technology projects and digital systems carried out at Petrol Ofisi are managed in accordance with the ISO/IEC 27001 Information Security Management System approach; project management, access control, incident management, and information security processes are supported by corporate procedures. Within the scope of procedures established for information security incident management, processes for identifying, analyzing, reporting, and defining corrective actions for potential security incidents are systematically implemented. In addition, preliminary analysis of information security incidents, evidence management, access authorization, and incident classification processes are centrally managed, ensuring operational continuity and data security.



Appendices



Economic Performance Indicators

Economic Value Added	Unit	2023	2024	2025
Economic Value Added (Revenues)	TRY	623,071,295,181	600,060,410,342	613,461,272,000
Economic Value Distributed	Unit	2023	2024	2025
Operating Expenses	TL	16,478,385,002	16,857,583,697	22,471,354,000
Employee Benefits	TL	2,484,045,775	3,266,965,183	3,661,386,000
Government Benefits	TL	3,144,112,183	114,272,929	182,060,000
Community Benefits	TL	215,005,875	9,269,642	182,060,000
Total	TL	22,321,548,835	20,248,091,452	26,325,836,018

Environmental Performance Indicators

Energy Consumption	Unit	Scope	2023	2024	2025
Natural Gas	m ³	Terminals, Aviation Fueling Sites	3,676,393.78	3,167,634	3,698,926.67
LPG	tonne	Terminals	0.5	1.575	3.528
Fuel Oil	tonne	Terminals	8.188	7.83	—*
Diesel Consumption (On-site)	m ³	Terminals, Aviation Fueling Sites	350.898	375.82	336.41
Contractor – Logistics Vehicles Fuel Consumption	liter	Logistics Operations and Services	14,166,494.71	14,649,768	18,318,405
Fuel Consumption	liter	Company Vehicles	920,139	933,184	852,956
Gasoline Consumption (On-site)	liter	Terminals, Aviation Fueling Sites	36,387	33,119	40,722.60
Electricity	kWh	Terminals, Aviation Fueling Sites, Agency Stations	20,195,689.4	21,185,541	24,288,636.69

*No Fuel Oil consumption occurred in 2025.

Greenhouse Gas Emissions	Unit	2023	2024	2025
Scope 1	tCO ₂ e	11,084	10,160	10,896
Scope 2	tCO ₂ e	9,568	10,037	10,541
Scope 3	tCO ₂ e	38,078*	39,377*	51,090

**Scope 3 emissions are calculated based on kilometer data traveled by Petrol Ofisi and the Contractor, service kilometer data, and logistics kilometer data.*

Water Consumption*	Unit	2023	2024	2025
Mains Water	m ³	72,267.82	78,265.88	63,830
Well Water	m ³	42,855	36,577	36,367

**Includes Terminals, Aviation Fueling Sites, the Lubricants Plant, and Headquarters.*

Waste Management*	Unit	2023	2024	2025
Hazardous Waste	ton	2,686.94	2,579.23	2,656.83
Non-Hazardous Waste	ton	438.650	499.429	514.46

**Includes Terminal and Aviation Fueling locations.*

Waste Management*	Unit	2023	2024	2025
Paper	ton	17.77	19.95	20.55
Plastic	ton	9.84	10.62	10.94
Glass	ton	9.9	10.81	11.14

**Includes Headquarter data.*

Social Performance Indicators

Labor Force – By Employment Category	Unit	2023	2024	2025
White-Collar – Female	People	230	233	249
White-Collar – Male	People	442	447	498
Blue-Collar – Female	People	1	3	2
Blue-Collar – Male	People	196	197	188
Total	People	869	880	937

Labor Force – By Contract Type	Unit	2023	2024	2025
Permanent – Women	People	231	235	251
Permanent – Men	People	636	640	685
Fixed-Term – Women	People	-	1	-
Fixed-Term – Men	People	2	4	1
Total	People	869	880	937

Labor Force – By Gender	Unit	2023	2024	2025
Men	People	638	644	686
	Ratio	73%	73%	73%
Woman	People	231	236	251
	Ratio	27%	27%	27%
Total	People	869	880	937

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Labor Force – By Age	Unit	2023	2024	2025
18–30 Years	Women	60	53	53
	Ratio	7%	6%	6%
	Man	98	93	80
	Ratio	11%	11%	9%
31–40 Years	Women	116	125	123
	Ratio	13%	14%	13%
	Man	270	265	291
	Ratio	31%	30%	31%
41–50 Years	Women	51	49	65
	Ratio	6%	6%	7%
	Man	237	241	249
	Ratio	27%	27%	27%
51–60 Years	Women	4	9	10
	Ratio	0.5%	1%	1%
	Man	31	43	61
	Ratio	4%	5%	7%
Over 60 Years	Women	0	0	0
	Ratio	-	-	-
	Man	2	2	5
	Ratio	0.2%	0.2%	0.53%
Total	People	869	880	937

Labor Force – Other Groups	Unit	2023	2024	2025
Foreign	Woman	0	0	0
	Ratio	-	-	-
	Man	1	1	1
	Ratio	0.1%	0.1%	0.1%
Disabled	Woman	5	6	4
	Ratio	0.6%	0.7%	0.4%
	Man	28	23	19
	Ratio	3.2%	2.6%	2.0%

By Management Category	Birim	2023	2024	2025
Senior Management	Woman	2	2	3
	Ratio	0.2%	0.2%	0.3%
	Man	7	7	7
	Ratio	0.8%	0.8%	0.8%
Mid-level Management	Woman	26	29	30
	Ratio	3%	3%	3%
	Man	99	104	114
	Ratio	11%	12%	12%
Other	Woman	203	205	218
	Ratio	23%	23%	23%
	Man	532	533	565
	Ratio	61%	61%	60%
Total	People	869	880	937

Labor Force – Employment and	Unit	2023	2024	2025
New Hires – Total	People	107	79	84
White-collar	People	93	59	80
Blue-collar	People	14	20	4
Employee Turnover – Total	People	93	71	86
White-collar	People	76	59	74
Blue-collar	People	17	12	12

All Trainings (By Type)	Unit	2023	2024	2025
Occupational Development	Thousand Hours	27.6	38.1	28.0
Self-development	Thousand Hours	3.8	1.1	2.0
Other (Leadership)	Thousand Hours	13.6	29.9	10.6
Total Training Hours	Thousand Hours	45.0	69.1	40.6

Employee Engagement and Satisfaction Score	Unit	2023	2024	2025
Satisfaction	Ratio	73.9%	74.8%	75.3%
Engagement	Ratio	77.9%	80.2%	80.3%
Motivation	Ratio	80.2%	82.5%	82.5%

Occupational Health and Safety	Unit	2023	2024	2025
Total recordable incident frequency	Ratio	1.14	0.8	0.98
Lost time injury frequency	Ratio	0.91	0.68	0.57
Death	People	0	0	0
Lost time injury	Number	8	6	7
Restricted work cases	Number	1	0	0
Medical treatment case	Number	1	1	5
First aid case	Number	10	14	11
Death - third party	People	0	0	0
High potential incident	Number	1	0	0
Spill (with no environmental impact)	Number	97	64	101
Spill (with environmental impact)	Number	0	0	0
Number of spill drills	Number	149	202	226
Number of fire drills	Number	530	499	610
Number of HSSE-Q observations	Number	1376	1896	1829
Number of near misses/ potential incidents	Number	2387	2880	2822

GRI Content Index

Statement of Use:	Petrol Ofisi A.Ş. has reported in accordance with the GRI Standards for the reporting period 1 January – 31 December 2025 .
GRI 1 Used:	GRI 1: Foundation 2021

GRI 2: General Disclosures 2021	DISCLOSURE	RELEVANT REPORT SECTION	PAGE
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	2-3 Reporting period, frequency and contact point	About the Report	4
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	2-5 External assurance	-	No external assurance has been obtained.
	GRI 2: 2 Activities and Workers		
	2-6 Activities, value chain and other business relationships	Corporate Profile	10-22
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	2-10 Nomination and selection of the highest governance body	Sustainability Governance Structure	26-27
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	2-29 Approach to stakeholder engagement	Stakeholder Engagement	28
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	3-3 Management of material topics	Materiality Analysis	29
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	201-2 Financial implications and other risks and opportunities due to climate change	Risk Management	38-54
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	202-2 Proportion of senior management hired from the local community	-	Not available.
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	306-3 Waste generated	Waste Management and Circular Economy, Environmental Performance Indicators	64-65,106-107
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