



Petrol Ofisi

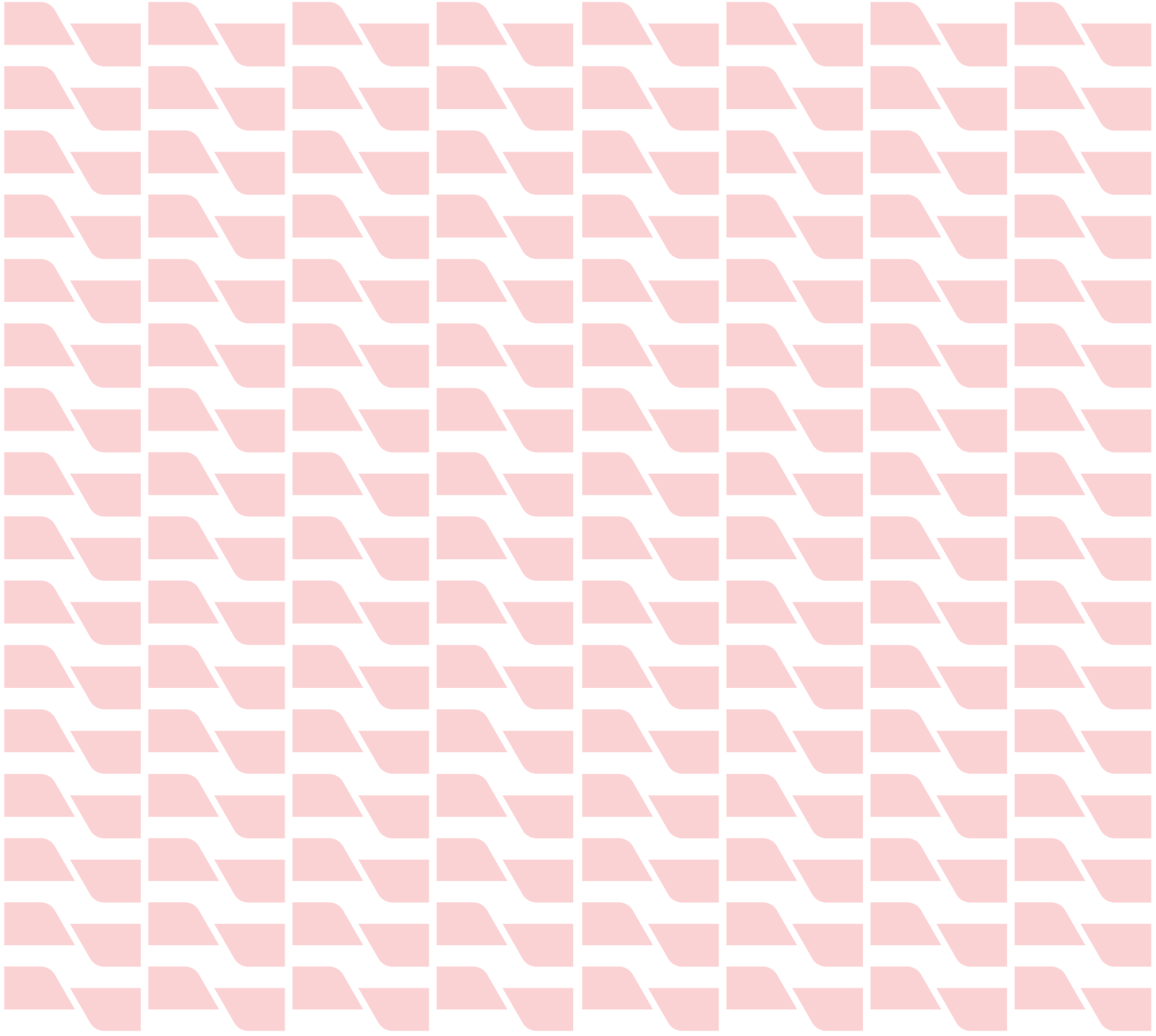
Sustainability Report

2021



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1 ABOUT this REPORT

Petrol Ofisi, one of the largest companies in Turkey, stands out as a leading brand on a leading position in its industry thanks to the pioneering practices it has developed. In this “2021 Sustainability Report”, Petrol Ofisi sheds lights on all economic, environmental and social activities it has conducted in 2021 as well as the outputs achieved. This report has been prepared in accordance with the GRI Standards: “Core” option. The information provided in this report bases upon the activities carried out by Petrol Ofisi between 1 January 2021 and 31 December 2021.

Petrol Ofisi aims to raise awareness of sustainability by taking into account the social, environmental and economic impacts of its operations, and to maintain its activities in a manner that contributes to the sustainable development goals. With this in mind, this report, which provides information on our sustainability approach, has been printed as hard copy in a limited number in consideration of the environmental impacts. The PDF version of this report is accessible to all stakeholders at www.petrolofisi.com.tr.

2 MESSAGE from Our CEO

Dear Colleagues, Valuable Stakeholders,

We are in a period of time where we have intensively accomplished innovations both in Turkey, in the sector, and in the history of Petrol Ofisi and where we have brought numerous "bests" and "first times" into life one after the other. And now, it is time to add a new one to the list, which will stand as one of the most meaningful milestones in the history of our company. To this end, we are publishing the Sustainability Report for the first time in the history of Petrol Ofisi.

Respect for the human and corporate sustainability...

Petrol Ofisi is a company which has been mindful of not only the present but also the future in every step it has taken since the day it was founded. And now, we are moving towards the future with the power we derive from our 81-year history. **'RESPECT FOR THE HUMAN'** is one of the essential cornerstones lying under the whole spirit and philosophy of Petrol Ofisi since its establishment. You can see the reflections of the respect for the human in everywhere. When the people are respected; everything turns out to be right.

Another significant element in the DNA of Petrol Ofisi is **'CORPORATE SUSTAINABILITY'**. In this sense, we constitute one of the best examples in our country thanks to the leadership positions, which we have maintained and taken further under all circumstances for 81 years now, our company's present strength and its magnificence.

In order to understand Petrol Ofisi's approach to sustainability, it will suffice to have a look at the innovations and "first times" we have brought into life recently.

In every step taken and every progress made by Petrol Ofisi in the fields of land, marine and aviation fuels and lubricants, it is possible to see the traces of the respect for the human and the basic approaches to future orientation.

We support with our fuel technologies

Our V/Max fuels with Active-3 technology cleanse and protect the engine, save money and provide ecological and economic gains in parallel with all its features.

We have completed our preparations for IMO 2020 in an early manner and in the light of the global sustainability criteria; and carried out the first VLSFO delivery in Turkey in October 2019 with the Bunker Quality Quantity Security System (BQQSS), which is the first and only in our country.

We have also delivered the first Sustainable Aviation Fuel of Pegasus Airlines in March 2022, Izmir, Turkey.

e - POver has liberated electric cars...

It can be said that e -POwers have liberated the electric cars, which have been stuck in the city traffic, by giving them a chance for intercity travels as they are developed to form a special and unique system to solve the charging and range problems of electric vehicles and placed on the highways at certain intervals.



Moreover, with the solar energy systems installed in 9 of our stations under the s-POwer Project we prevent 323,70 tons of carbon emissions per year.

Cutting edge applications beyond the limits of the standard...

Our prioritization of respect for the human has come to the fore even more with our above-standard practices implemented during the pandemic period. As of February 2022, PCR tests, which we perform for all our employees on a weekly basis, continue in the form of antigen applications by workplace physicians at all locations. Our Super Hygiene Teams, consisting of experts, both inspect our stations and perform extra hygiene practices. In the toilets of our selected stations, the air and surfaces are constantly cleaned with ozone technology. All of our terminals, factories and more than 150 stations have been certified with Safe Service and Production certificates of TSE after receiving full marks from detailed inspections with zero errors.

Digitalization at the disposal of sustainability...

AtılKurt project, which also constitutes an important milestone in the history of Petrol Ofisi, will further strengthen and contribute to our sustainability approach in every sense. With our transition to SAP S/4HANA, which is the cornerstone of our end-to-end digitalization goal, in the new year, all processes from operation, logistics, finance to human resources will be further perfected and more efficient.

As Petrol Ofisi, we are among the stakeholders of the Zero Waste project. In addition to that, we collect used cooking oils at our selected stations and contribute to their conversion in cooperation with the Biodiesel Industry Association. On the other hand, we have saved 684 tons of food in 6 months in partnership with the Food Rescue Association.

As Petrol Ofisi, we will continue to contribute to Turkey, to respect for the human and to create value for global sustainability under all circumstances.

I would like to express my gratitude to my colleagues and all our stakeholders, who have supported us by sharing the same spirit and philosophy in this journey towards the future and contributed to our success.

Selim Şiper

A photograph of a Petrol Ofisi gas station at sunset. The sky is a deep orange-red. The station's canopy is illuminated with the brand's signature red light. Several fuel pumps are visible, each with the Petrol Ofisi logo. A 'marketplus' convenience store is located in the background. A few cars and a motorcycle are parked or refueling. A large white number '3' is overlaid on the left side of the image.

3

About Petrol Ofisi

3 ABOUT PETROL OFİSİ

Petrol Ofisi started its operations in 1941 in as a public enterprise to purchase and import petroleum and petroleum products in order to address the needs of the public and private sector as well as of final consumers, to create stocks that would cover the entire country, and to do its marketing. After acquiring the title of incorporated company (A.Ş.) in 1983, Petrol Ofisi was privatized in 2000. Today, Petrol Ofisi holds a strong infrastructure which provides an unparalleled size and diversity of facilities in Turkey thanks to more than 1.900 fuels stations, fuel supply to more than 1.400 rural fuel pumps, 8 fuel terminals, 1 LPG terminal, 18 aviation units, 1 lubricant plant and approximately 1 million m³ storage capacity. Creating indirect employment opportunities for thousands of individuals via its dealer network in addition to 800 employees working under the Headquarters, Petrol Ofisi generated approximately 43 billion TRY total sales revenue in 2020.



Petrol Ofisi offers the largest retail sales network in Turkey covering all 81 provinces and more than 680 districts of the country. In addition to fuel stations, Petrol Ofisi also stands out as one of the companies that can supply any kind of fuel type to land, marine or air crafts with its POMarine and POAIR brands which hold strong infrastructure as well. Moreover, Petrol Ofisi Lubricants offers more than 400 products, particularly Maxima and Maximus lubricants, at more than 20.000 sales points throughout Turkey in order to meet the needs of various sectors from agriculture, industry, maritime to machinery in addition to the automotive sector. Petrol Ofisi reached approximately 150 thousand tons sales volume of lubricants and chemicals in 2021. More than 10 thousand tons of Petrol Ofisi Lubricants were exported to more than 30 countries in 4 different continents in 2021.

With its sustainable growth philosophy and vision targeting new horizons, Petrol Ofisi actively expands its gas station network and the leading market share every passing day. Petrol Ofisi deems it a principle to take environmentally and socially sensitive actions with the sense of responsibility in the pursuit of its targets.

Petrol Ofisi A.Ş., adopts Health, Safety, Security, Environment

& Quality (HSSEQ) principles as the philosophy of its operations beyond a legal obligation. This philosophy embodies ensuring that the company employees, suppliers and customers are surrounded by a safer and healthier environment and taking necessary measures to reduce the environmental impacts of the operations to the minimum level. Petrol Ofisi aims at performing its operations without causing any damage to humans and the environment and at the same time in a manner that ensures the continuity of service provision and security of the data assets for customer satisfaction.

Petrol Ofisi has established preventive systems, recognized by the whole world and based on risk assessment, in order to manage Healthy Safety, Security, Environment & Quality risks and improve its performance. These systems mainly cover the participation, training and information of employees, provision of expert opinion, the perception of protection and prevention philosophies, and emergency preparedness. The system is periodically audited and necessary actions are taken accordingly in a swift manner to eliminate non-conforming or defective points.

Petrol Ofisi follows international quality and management



Petrol Ofisi A.Ş. has adopted it as a philosophy, rather than a legal obligation, to conduct its activities in accordance with Health, Safety, Security and Environment (HSSE) principles.

system standards in order to ensure standardization in all its activities, products and services and to provide uninterrupted service. Petrol Ofisi manages all of its activities within the framework of Integrated Management Systems consisting of ISO 9001 Quality Management System, ISO 14001 Environmental Management System and ISO 45001 Occupational Health and Safety Management System standards. In addition, Petrol Ofisi carries out its activities in accordance with 10002 Customer Satisfaction and ISO 22301 Business Continuity standards.

Petrol Ofisi operates ISO 27001 Information Security Management System standards in order to monitor its raw materials and the equipment used to perform its operations as well as customs and international trade transactions in relation to these goods and to ensure correct processing of the data assets regarding logistic, storing, accounting, financial and information processing activities. Additionally, POTEM Laboratories, which stand as the tech base of Petrol Ofisi, holds TS EN ISO/IEC 17025 Accreditation certifying its recognition and acceptability in the international area.

3.1. Mission, Vision and Core Values

MISSION

We are here for creating an organization more than just a company which

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

VISION



ALWAYS GOING AHEAD WITH PRIDE, TRUST, AND AN INCREASING VALUE



Our Common Values

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

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

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

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

Ofisi family. We walk the talk and assume full responsibility for our acts.

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

Responsibility: In line with our corporate principles, we work with a responsibility towards reaching excellence for our country and with full knowledge on all aspects of our business. We never avoid taking the initiative towards achieving this goal, and act with a committed and consistent passion.

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

Petrol Ofisi is a very important and strong reference for all its employees, especially in the energy industry. We are a company that is the leader of its industry, expert in its business and sustainable in its own area.

We improve and transform our employees as well in this journey of transformation during which we also evolve towards becoming an innovative and agile brand taking strength from our roots.

We offer the possibility to our employees to be a part of projects, which are attended by the senior management too, and to try new ways and have an impact on decisions made with our working culture in which everyone can present their ideas and improve their skills to learn from their mistakes.



We always raise leaders that will pave the way for improvement so that we remain the leader in this journey.



4

Corporate Management

4 CORPORATE MANAGEMENT

Members of the Board of Petrol Ofisi are follows with the provided names and titles.



Petrol Ofisi A.Ş. Guidelines for Management and Petrol Ofisi A.Ş. Articles of Incorporation defines election, service and working principles of the Board.

Executive Board of Petrol Ofisi consists of the CEO, Selim Şiper and 7 directors reporting to the CEO. This team is named as the Management Team and it bears the responsibility of identifying the strategy and targets of Petrol Ofisi under its operations as the Executive Board.

Departments:



4.1 Management Approach

"Management Team" meetings are held three times a week to consult on and receive approval for the company's strategic/operational/tactical issues that require a board decision. The Management Team continues to perform its duty as the Executive Board.

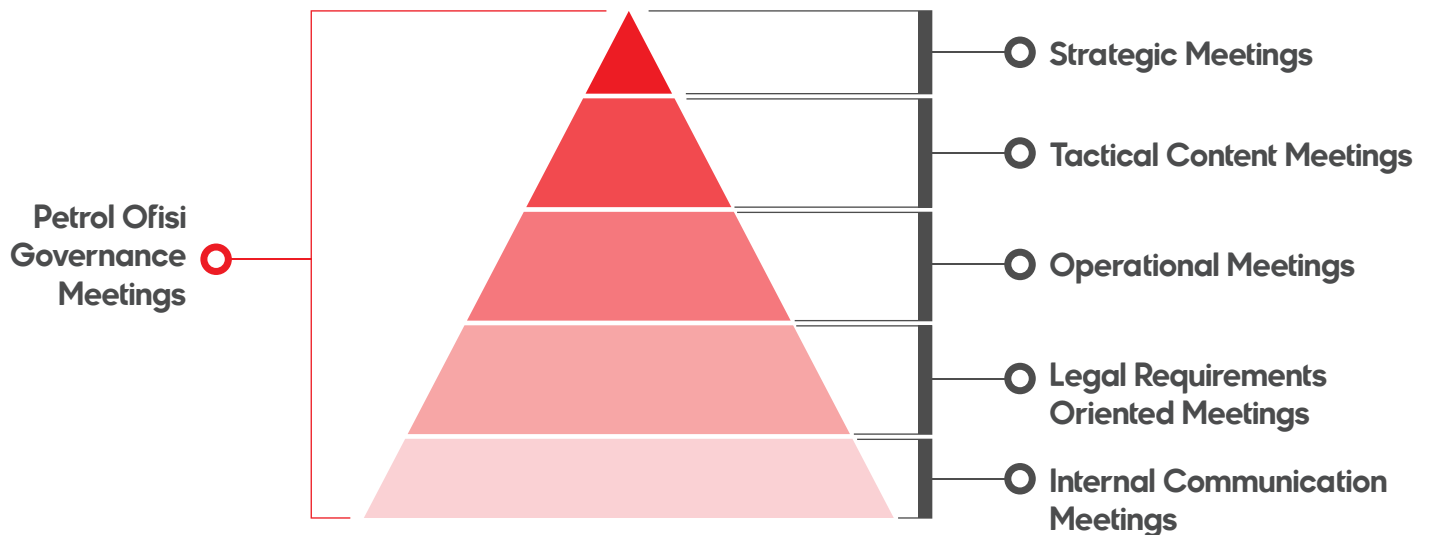
The Governance Plan is drafted following the below stages and notified to the employees on "Ofisim" platform under the section "Governance Plan" after the governance plan materials are prepared and approved.

The Governance Plan materials are prepared, revised, submitted, announced, and archived in accordance with the procedure outlined below.



The Governance Plan is revised as necessary in the light of the internal and external Dynamics and reviewed annually.

All meetings conducted are shown below according to the hierarchical order as required within the scope of the Governance Structure of Petrol Ofisi.



Corporate Performance Model

Corporate performance indicators are submitted to the Board together with the suggestions by the Management Coordination Team every year. After annual corporate targets are determined and approved, all organizational targets are expanded to support the achievement of these annual corporate targets. Following the identification of scorecards and directorate targets, unit and person-based targets are created. Employees are assessed in terms of "Total Performance" at different ratios depending on their level and their position in the organizational hierarchy.

POwer Together

Power Together is a program that aims to provide opportunities for employees with bright ideas which may generate savings and increase the income to bring their opinions into life while rewarding them. Saving ideas that will directly reduce costs or ideas on new products, markets and new processes that are likely to increase income are evaluated within the scope of this program.

Stakeholder Communication

Petrol Ofisi defines all social parties that are either affected by our operations or likely to have an effect on our operations with their activities as stakeholders. Regarding communication with stakeholders, 37 press releases and 30 interviews were published in 2021 with the addition of presence in 27 TV programs. Besides, 3 Petrol Ofisi Panorama magazines were published. As for Corporate Communications 120 in-house e-mails were sent.

Petrol Ofisi is a member to PETDER (Turkish Oil Industry Association), YASED International Investors Association, TEID (Ethics & Reputation Society), TIDE (Turkish Internal Audit Institute), WEC (World Energy Council) and DBA (Dutch Business Association).

4.2 Internal Audit and Control Mechanisms

Petrol Ofisi Internal Audit Unit reports to the Internal Audit Committee and the senior management. The Unit adopts the International Code of Ethics and Standards for the Professional Practice of Internal Auditing to perform its activities. In this sense, it carries out activities in accordance with the Internal Audit Regulation approved by the senior management.

In 2021, Internal Audit activities were audited by an independent auditing firm in terms of compliance with the international standards and the code of ethics and as a result our compliance with the IIA Standards and the code of ethics was confirmed.

A Risk assessment study is conducted with a focus on the operational, financial and regulatory aspects on the Petrol Ofisi audit universe, and implementation is carried out with the approval of the senior management. In the evaluation of risks, the risks are prioritized by taking into account the possibility of their occurrence and the effects they may create, as well as the control measures taken. In internal audit studies, possible risk-based threats and improvement and development opportunities are also determined. Audit plans are also prepared in this scope and internal audits are carried out accordingly.

During the internal auditing, we examine and evaluate the effectiveness and efficiency of the internal control system in the audited area, risks in operations and control measures taken against risks, reliability of financial and operational reporting, the integrity of information, and compliance with regulations.

Petrol Ofisi's vision, mission, and values as well as the implemented management systems are also evaluated in the scope of the internal audits, and the identified cases and important findings are reported to the senior management and the Internal Audit Committee together with recommended actions, and such actions are closely followed through monitoring audits.

In addition to the internal audits, Petrol Ofisi also performs audits on various aspects including but not limited to financial, operational, HSSE, and regulatory audits as required in the light of its management systems and through the operation of independent external sources.

Internal audit activities focus also on possible risks of non-compliance and misconduct in addition to sustainability risks, physical risks, and regulatory risks. In this reporting period, no non-compliance or a case of misconduct was detected in the scope of the audits performed.

4.3 Fighting Against Corruption

Petrol Ofisi has a zero-tolerance policy towards any kind of bribery, corruption, theft, facilitation payments, embezzlement and other misconduct in observation of the UN Global Cooperation Agreement to which it is a party. Petrol Ofisi's approach to bribery and corruption is clearly

set out in the Petrol Ofisi Code of Conduct and the Petrol Ofisi Rules of Business Ethics. These rules apply to everyone who work for Petrol Ofisi.

4.4 Anti-Competitive Behavior

Petrol Ofisi remains true to its ethical approach in its relations with its competitors. Petrol Ofisi avoids any kind of anti-competitive behavior and observes and protects confidentiality rules, while it follows a strict approach in its activities and takes a firm stance against any kind of action that appears to be trustification. Competition and antitrust law are explicitly included in Petrol Ofisi's business ethics rules. In addition, new employees receive training on Competition Law as part of their orientation training. Petrol Ofisi has

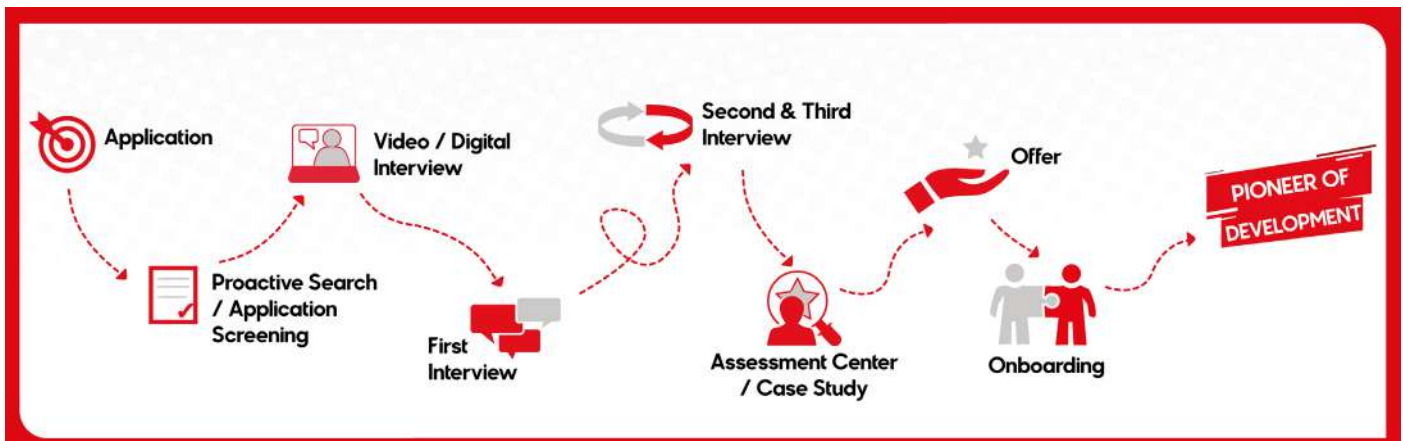
prepared a Directive on Business Ethics, which serves as a guide for the company on how to act in accordance with the common values in cases we encounter in our daily lives, so that in-house ethics are ensured and a peaceful and safe working environment is maintained. The decisions provided on the web-site of the Competition Authority are regularly followed up and necessary in-house notifications are made accordingly.

4.5 Employment

Competency Based Recruitment Process

Candidate experience is as valuable to Petrol Ofisi as employee experience. The company ensures that the application and assessment processes are streamlined, digital, fast and reliable, in a way that contributes to the candidate's professional development, whether the outcome is positive or not. An objective attitude is displayed in all

processes, from the very moment the candidate is accepted. All candidates are treated equally, without regard to their age, gender, race, ethnicity or other characteristics. The process is continuously reviewed and improved based on feedback from surveys.



The selection and recruitment policy of Petrol Ofisi regulates the principles that are followed whether the required white/blue collar employee is selected either from within or outside the company so that the needs of Petrol Ofisi are catered while supporting the processes of **"recruiting the required skills to the company"** and **"promotion inside the company"** within the frame of creating **"high performance organization"** in the company.

Petrol Ofisi's Selection and Recruitment Policy adopts it a target to create a **"high performance organization"** and governs the principles that will be followed for the recruitment of the necessary blue/white collar employees from within or outside the company in the scope of the effective talent management to **"recruit the talent needed by the company"** and ensure **"In-house promotions"**.

The Purposes of Selection and Recruitment Policy are as follows;

- Placing the right candidate in the right job,
- Ensuring orientation of external candidates to our cultural values,
- Ensuring that all internal and external candidates, who are involved in the selection and recruitment process of our company at any stage, have the best recruitment experience by operating a "Fast, Simple and Trust-Based" selection and recruitment process,
- Carrying out the recruitment processes by providing fair and equal opportunities for everyone,
- Ensuring candidate satisfaction with participation of all our managers in the Selection and Recruitment process followed by the guidance provided by them at the end of the recruitment process to our candidates.

Application: Job postings for open positions are published on career pages. Candidates can follow open positions and apply through these channels.

Evaluation: The entire process of evaluation of the applications starts from the preliminary evaluation and extends to the job offer stage; It is a process that includes the recruitment team, position manager, relevant HR business partner and, in some positions, higher-level managers.

The process to follow the preliminary evaluation may cover all or some of the following steps depending on the position applied:

- Phone Interview
- Video/Online Interview
- General Ability Test
- Face to Face Interviews
- Assessment Center
- Leadership Potential Evaluation Inventory

Job Offer: Once all evaluation steps are completed, a reference check of the selected candidate is performed. If the process is positive for both parties, the job offer is made to the candidate. At this stage, the salary and benefits team conduct compensation studies and initiates an internal approval process. After receiving all necessary approvals for the offer package, which includes the details of the role, job description, salary and benefits, the job offer is communicated first verbally and then in writing.

Onboarding: After the candidate accepts the job offer, the bilateral preparation process starts. The candidate becomes a member of Petrol Ofisi at this stage and while the candidate prepares the necessary documents and files to start the job, Petrol Ofisi provides information to the candidate about the start date, shuttle bus or other means of transportation to

workplace, prepares the work desk and the equipment the candidate will need, and determines the guide that will support the candidate during the orientation period.

Development Pot: Development Pot Young Talent Program is a 12-month program for fresh graduates and master students with no professional work experience and a high potential for the future Petrol Ofisi management team.

In this program, where future leaders are trained with the light of Petrol Ofisi's deep-rooted knowledge and experience, we offer the opportunity to get to know many different departments apart from their role and experience the processes together with experts in their fields.

What awaits you on this journey?

- A real work experience where you will be in the most suitable department and role for you,
- Possibility to switch/rotate a different role or department at the end of the 1st year,
- Orientation: Getting to know the institution and the Industry,
- Business Schools: Recognizing business functions,
- Business Simulation: Virtual company management,
- Mentor Support: Transfer of experience and professional support through the process

One Step to the Future with Petrol Ofisi Online Internship Program

Petrol Ofisi One Step to the Future Internship Program aims to provide a long-term and qualified internship experience for university 3rd grade students. Our project-based internship program starts with an online orientation and includes many different activities such as team meetings, mentor meetings, online training, weekly HR meetings. Moreover, satisfaction and improvement levels are regularly measured through monthly feedback surveys.

As Petrol Ofisi, we put our perspective of being the "Pioneer of Development" in the strongest possible way, and we broke

new ground in the sector in the light of our innovation value. In 2020, we further developed our **Petrol Ofisi One Step to the Future Internship Program**, one of the most important talent programs representing our agile, flexible and strong organization, during the pandemic period and ensured integration of this program to online platform. This program pioneered the sector by moving the entire internship program to the digital platform in 2020 and the application process and steps of this prestigious internship program are published on the Petrol Ofisi career pages between February and April every year.

What awaits you on this journey?

Our interns are prepared for business life as conscious individuals who take responsibility for their careers. Additionally, they get the closest experience to reality to contribute to our general business process with their innovative perspectives.

Our steps waiting you on this journey are as follows;

- **Welcome:** Welcome packs and IT equipment are sent to your homes. So, you can feel the office environment at home.
- **Project Appointments:** As of the first business day, innovative, real, and pre-determined projects are assigned following the company strategies.
- **Manager and Mentor Support:** Managers monitor your performance and developments, even in the remote working environment, and support your personnel and career development with mentoring support.
- **Orientation:** The organization's value chain and culture are shared with the online orientation.
- **Training:** Various technical skills and personal development training assignments are prepared with specific content throughout the program, and weekly training completion rates are monitored.
- **HR Meetings:** Weekly HR Meetings are held to feel that the HR teams are with you. These meetings focus on continuous improvements with incoming questions and feedbacks.
- **Project Presentations:** At the end of the program, the projects that were worked on during the 3-month journey and reached the final stage are allowed to present to the senior management team and receive one-to-one feedback.



5

Employees

5 EMPLOYEES

Petrol Ofisi considers its employees as the most important asset that plays a significant role in the success and sustainability of the company, and always holds them in high esteem. Petrol Ofisi has always respected human rights, shown appreciation to all employees regardless of their language, religion, race or ethnic background, and considered employee satisfaction a priority. Petrol Ofisi openly sets

forth this approach in the Petrol Ofisi Code of Conduct, which includes compliance with labor and social standards and internationally recognized human rights in addition to adherence to the Ten Principles of the UN Global Compact. All personnel-related decisions at Petrol Ofisi are made taking into account the competencies of the employees.

Human Resources Strategy

To provide the necessary information, support and resources to go beyond known methods thanks to the Pioneers of Development who preserve the values of Petrol Ofisi. To be a "FELLOW" beyond just a human resources department.

Table 1: Profile of Employees by Gender

	Female	Male
Number of Employees	211	614
Ratio	25,58	74,42
Total	825	

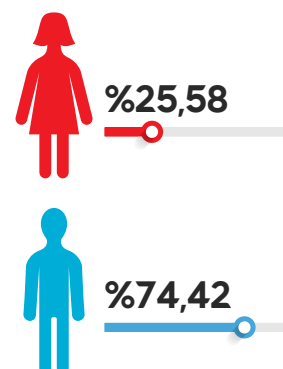


Table 2: Profile of Employees by Age

Age	Number	Ratio
<30	94	11,39
30 - 50	700	84,85
>50	31	3,76
Total	825	



5.1 Labor / Management Relations

Petrol Ofisi begins promoting stakeholder engagement - one of the priorities of fundamental sustainability - from internal stakeholders. In this direction, the company creates communication mechanisms through which employees can make their suggestions and requests regarding company policies and practices, as well as working conditions and procedures, which overall enables participation in the decision-making process. Petrol Ofisi strives to be an

innovative and creative company in light of employee feedback and to ensure the sustainability of its operations. Employees are encouraged to build an effective communication network, while being informed about the company's activities in a transparent and effective way thanks to the constantly renewed communication channels which are improved with employee feedback and technological advancements.

Internal Communications Channel

Petrol Ofisi ensures the sustainability of its corporate social responsibility activities thanks to communication mechanisms that pave the way for employees to communicate their suggestions and requests regarding the working conditions, company activities and policies.



Employee Groups Development Ambassadors

The "Development Ambassadors" were established with the aim of contributing to the preservation of Petrol Ofisi's transparent and participatory work culture focused on positive communication as well as the shared corporate values. "Development Ambassadors" are a group of representatives established by volunteer employees who have been working at Petrol Ofisi for a minimum of one year and who have adopted the company's corporate values with a positive communication attitude and thus can come up with constructive development suggestions. There is at least 1 ambassador from each department and these ambassadors are involved in the practices and actions taken by the Human Resources through regular meetings.

Employee Engagement

The employee experience is extremely important to Petrol Ofisi, therefore it strives to achieve sustainable results with happy and engaged staff. Petrol Ofisi performs regular assessments on employee engagement in order to further

develop and improve the employee experience. Employee experience is regularly evaluated by means of various tools, namely 1st, 3rd and 6th months in my Petrol Ofisi Journey surveys for the newcomers to Petrol Ofisi, stakeholder experience survey, manager recruitment experience survey and training evaluations. Petrol Ofisi takes necessary actions according to the results of these survey.

HR Request System: PratiK

PratiK was created in order to provide faster and higher quality service to the employees, as well as to ensure that the processes can be easily reported and analyzed. In this sense, it has been made possible that employees can have access to Human Resources in all fields through the "Question", "Request" and "Opinion" sections in the PratiK application.

The number of received and resolved "Questions", "Requests" and "Opinions" on PratiK digital system has been tracked since the application was launched and reported to the employees in a transparent manner.

5.2 Diversity and Equal Opportunities

All individuals at Petrol Ofisi are evaluated solely on the basis of their merit and contribution they provided to the success of the company. Petrol Ofisi strives to create an environment that allows everyone to reach their potential. Petrol Ofisi believes that diversity will yield better results in operations, provide opportunities to develop innovative solutions, maintain the constant examination to ensure effective running of the company and make use of feasible growth opportunities.

With a corporate culture that encourages employees on all levels to present their ideas and learn from their mistakes, Petrol Ofisi provides its employees opportunities to become a part of projects that involve the participation of the senior management, try out new methods and have impact on important decisions. Petrol Ofisi as the Pioneer of Development makes use of the e-Learning Platform to conduct training

seminars for employees with the participation of well-known people from different fields. Trainings are held on Fridays in order to ensure the participation of all employees. All relevant procedures, notices and announcements are made on the in-house portal, which was created for the purpose of informing the employees, and it is ensured that the employees can access this information instantly and effectively from different points. Business ethics rules, directives on personnel regulation, recruitment and the procedures regarding rental assistance, allocation and use of mobile phones, and/or company vehicles, travel, overtime, right to leave, promotion and changes in the workplace have been identified and these procedures are adhered to in practice. Maximum care is taken to observe the principle of providing equal opportunities to all people under equal conditions, both in the formulation of policies and in practice.

5.3 Prevention of Harassment and Discrimination

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

Petrol Ofisi supports projects that will increase women's employment in Turkey and enable women to participate more effectively in business life. Having accomplished many award-winning projects for young people in previous years, Petrol Ofisi became the founding partner of the Mentor to a Million Women Program, which was also launched to support young women this year.

The program, which was initiated under the leadership of the Women in Business working group of the USA - Turkey Business Council affiliated to the USA Chamber of Commerce, was implemented in Turkey in March with the cooperation of TurkishWIN and the Union of Chambers and Commodity Exchanges of Turkey (TOBB). Mentor to a Million Women Program aims to reach out 1 million young women between the ages of 15-25 who are studying or working in the STEM field within the next decade. The program will have a mentor's pool and support young women who would like to pursue a career path in STEM field but need mentors. In this sense, the young women will meet sectoral leaders in private sector and have a chance to exchange ideas and benefit from their experiences.

Petrol Ofisi, which had the first female general manager in the Republic of Turkey, believes and trusts in the power, knowledge and leadership of women in business life, as in its past. With the Mentor to a Million Women Program, it aims to contribute to the employment of women in our country, which it regards as still not enough.

5.4 Freedom of Organization and Right to Collective Bargaining

Petrol Ofisi promotes a responsible employment environment and ensures compliance with the relevant labor laws and regulations regarding the employment conditions of its employees and other workers employed by Petrol Ofisi. In this respect, Petrol Ofisi respects its employees and suppliers' right to organize and join unions. In addition, in accordance with the law, collective bargaining is supported and provided.

If workers choose to be represented by trade unions or works councils, Petrol Ofisi cooperates in good faith with relevant bodies chosen by employees to represent them collectively and in the light of the law in force. This approach is clearly set forth in Petrol Ofisi's Code of Conduct.

5.5 Wages and Benefits

In light of its operational perfection targets, Petrol Ofisi develops to the point strategic remuneration plans for the right employee segments and adopts the salary management approach divided into various layers according to specific needs. With this approach adopted, Petrol Ofisi aims to maintain the fundamental internal balance and ensure competitiveness in the market as well as differentiation in terms of right roles/individuals.

Petrol Ofisi has a salary policy that is determined by ranking jobs based on score and level with the Job Evaluation Methodology. Using an international and reliable remuneration methodology, total employee earnings are calculated to be fair and competitive.

Individual salaries are analyzed and reviewed once a year, taking into account things like individual performance, market data, economic indicators, and in-house balance.

Petrol Ofisi offers a fair remuneration policy with generous side benefits and provides various rights such as aid in case of marriage, birth, or mortality, private health insurance, rent and transportation aid in case of location or position change, company car and mobile phone based on the duty and job description as well as performance or sales bonuses.

5.6 Child Labor

Petrol Ofisi is committed to providing equal opportunities to all employees, regardless of age, gender, belief or any other personal characteristic. This commitment is outlined in the Code of Conduct Guidelines, which states that the use of child labor is not accepted. Petrol Ofisi does not work with

suppliers that use child labor in any of their production facilities or have not established effective systems to ensure that no child labor occurs in their production facilities.

5.7 Working Conditions

At Petrol Ofisi, we are committed to providing our employees with working conditions that meet all safety and health standards. In this sense, Petrol Ofisi offers working conditions which are shaped in the light of the common values, vision, mission and promises of the employer and are in line with the Integrated Management System Policy of Petrol Ofisi.

Our goal is to ensure that our employees, suppliers and the customers are surrounded by a safer, healthier environment and adopt measures that will minimize the environmental impact of our operations.



5.8 Education and Training

Petrol Ofisi attaches great importance to ensure development of its employees both in terms of their professional knowledge and skills and their personal capabilities in light of Petrol Ofisi's vision of pioneering development. It is among the priorities of Petrol Ofisi to create a professional culture where all employees from any level can reach their full potential and learn by experience.

At Petrol Ofisi, "learning" experience starts with the job offer for employees. All promotional and information documents, online orientation activity, and field orientation that covers factory, terminal and station experience accelerate and support adaptation and learning process for the employees. Petrol Ofisi offers 24/7 learning opportunities at the disposal of its employees anywhere with rich training contents on various topics thanks to the online training platform besides classroom trainings. We actively follow global trends and combine them with the needs of our ecosystem in order to enrich the contents of trainings. We also organize regular seminars and webinars to bring together employees and experts in the field while targeting to bring a new perspective to the development process of employees with holistic trainings on health.

"Mind, Body and Soul" themes form the focus of training, learning and development processes and Petrol Ofisi believes that the training programs will have a complete impact on the development of employees when these three

dimensions are addressed in a holistic approach. "Executive Development Journey" program can be given as an example to this approach which won Silver award in "The Most Innovative HR Practices" category in Stevie MENA 2020 Awards.

On the other hand, some of the other training and development programs are "Management 101" which helps entry level managers to be informed and improve themselves about basic management concepts as well as "Office of Experience" which has been developed to foster in-house learning through the experiences of executives as they transfer their knowledge to new managers completely on an online platform.

Petrol Ofisi has identified the necessary knowledge and skill levels that all employees should possess in the scope of TKS (Technical Knowledge & Skills) project which was initiated in 2020. The levels identified in the scope of this project contributed both to identify the competencies of the employees and their professional needs. All development-oriented activities, as the outcome of this project, are organized taking into account such needs and skill levels. Just as is the case with all other processes, Petrol Ofisi measures and monitors employee satisfaction and contribution at the corporate level in the scope of trainings and events that are held for various employee groups on various platforms to address various contents.

E-Learning Platform

Petrol Ofisi has monitored around 70% of technical and personal development trainings via E-Learning Platform since January 2019. All Classroom Trainings have been followed on the digital platform (Corporate Webex) since March 2020. Our E-Learning platform has been enriched with authentic and unique training content from various suppliers and companies to further ensure technical and personal development of Petrol Ofisi employees on a need-to-know basis. In this sense, there has been a high level of employee engagement in trainings on various topics, particularly Ergonomics, Defensive Driving, Risk Management and Disaster Awareness, the contents of which were shaped under the leadership of the HSSE team.

Petrol Ofisi Talent Management team identified "Talent Management" themes that would contribute to the development of employees by taking into account 2021 trends and success profile of Petrol Ofisi and training contents have been designed accordingly. The team will further maintain its studies on themes in 2022.

The company also measures and rewards acquisitions and knowledge gained by employees thanks to various quizzes which are organized on the E-Learning Platform in an entertaining manner.

The statistics regarding the trainings on e-learning platform are as follows.

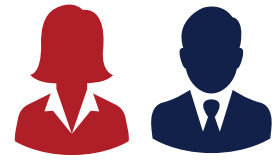
Table 3: E-Learning Platform Training Statistics by Gender

	Number of Trainees	Hours per Person
Number of Women	211	5,24
Number of Men	614	7,86

Statistics on all trainings are as follows.

Table 4: Training Statistics by Gender

	Number of Trainees	Hours per Person
Number of Women	211	10,1
Number of Men	614	15,15



211

612

5,24

7,86

10,1

15,15

Online Seminars

Petrol Ofisi combined 2021 Talent Management themes with the online seminar activities, which attracted high participation due to the pandemic. In this sense "Pioneers of Their Areas" online seminar sessions focused on themes identified and people who are leading experts of relevant themes have been hosted by Petrol Ofisi. Additionally, "Holistic Health" online seminar series focused on the welfare of all employees from first aid to fitness by bringing a wholistic approach to the wellness of Petrol Ofisi employees.

Live/Classroom Training Seminars

The Covid pandemic which broke out in our country in March 2020 caused major changes in training programs and plans under the impact of pandemic conditions. With this in mind, our company continued to organize live training seminars on the corporate Webex with an additional aspiration to make sure they stay healthy and social by bringing them together on various occasions. Development oriented trainings have continued with both technical other topics which are in compliance with Petrol Ofisi themes including but not limited to Agile Mindset Workshop, Change Management, Multiple Brand Management, etc.

Foreign Language Development Program

At the beginning of 2021, we launched the Online English Language School program to contribute to the development our employees' foreign language skills. The objective of this program is to contribute to the career goals of our employees

and at the same time help them improve their English skills. The program was initially launched with the participation of 43 employees as a 1-year development program and further continued with the addition of new employees in 2022.

"Leadership Development" Program

The "Pioneer of Development" is supported by EVP, the transformation process which is characterized as "Transformation," "Leadership," and "a Journey Full of Proud." The "Leadership Development Journey" program was established in November 2019. Designed with the awareness that it plays the most important role for transformation of corporate culture, identification of the team performance and business outcomes, the program offers a vision to executives on how to manage "Themselves", "Business" and "Others". This "journey" - designed to affect the Mind, Body and Soul of a successful manager - is based on 3 pillars:

know yourself, manage your team and challenge your limits. The program focuses on enriching the journey with "Body Module" activities while creating self-consciousness, value and objective-driven life, trust-based relations and authenticity with "Soul Module" and Project Management, Coaching Skills, Performance Culture, Design Thinking and Agile approaches with the "Mind Module". The program is supported with external mentor sessions which allows participants to personally work with managers and consult to coaches on issues regarding their personal development.

Technical Trainings

The annual training plan is conducted by identifying the training seminars required by law based on the needs of each department at the end of the year. Training subjects are evaluated according to the demands received and the target groups, learning & teaching approaches, training materials and equipment, resources to be used and platforms are selected according to the themes to be dealt with in the scope of the training seminars. Technical trainings can be organized for individuals or groups. Some of the technical training seminars successfully conducted this year include ISO 31000, PMI and SPIN trainings.

5.9 Principles for Countering Modern Slavery

Petrol Ofisi strictly stands against forced or compulsory labor, abuse of employee rights or situations that may evoke such practices. Petrol Ofisi also obliges its suppliers to adopt these principles, and prioritizes treating people with dignity and respect by safeguarding human rights. Petrol Ofisi ensures that its employees enjoy their personal rights fully

and correctly. Petrol Ofisi makes the necessary effort for the personal development of its employees, supports them to volunteer for appropriate social activities where they can participate with the awareness of social responsibility, and maintains the balance between business and private life.

A full-page background image with a red overlay. It shows a worker in a red high-visibility safety suit and helmet, standing in an industrial area with large storage tanks labeled 'T32' and 'T31'. The worker's right arm is raised. In the foreground, there are stacks of pipes and a crane hook is visible in the upper left.

6

Health Safety Security and Environment

Occupational Health and Safety

6 HEALTH SAFETY SECURITY & ENVIRONMENT

Occupational Health and Safety

Petrol Ofisi A.Ş., adopts Health, Safety, Security and Environment (HSSE) principles as the philosophy of its operations beyond a legal obligation. This philosophy embodies ensuring that the company employees, suppliers and customers are surrounded by a safer and healthier environment and taking necessary measures to reduce the environmental impacts of the operations to the minimum. All activities conducted to this end by our company are addressed under "Integrated Management System Policy".

With high sensitivity in this sense, apart from the natural requirement of operating in fuel distribution industry, Petrol Ofisi acknowledge the following as corporate responsibility;

To raise awareness among all employees, dealers, suppliers and contractors with regard to HSSE related areas and to support them through continuous training activities;

To take into account any kind of suggestion, complaint or demands, and to improve its performance in HSSE areas.

Occupational health and safety issues are managed in line with the ISO-45001 standard and legal requirements.

In 2021 alone, Petrol Ofisi organized 97 OHS committees at the headquarters, terminals, air refueling units and lubricant plants with the participation of a total of 1068 individuals. OHS Committees have a total of 36 employee representatives.

support them through continuous training activities;			2020 Annual	2021 Annual	Target
Lagging Indicators	Incident Frequencies	Total Recordable Case Frequency	1,19	1,12	Max 1,3
		Lost Time Incident Frequency	0,89	0,84	Max 1
	Incidents	Fatality	1	0	0
		Lost Time Incident	5	6	Frequency of Total Documentable Incidents and Frequency of Accidents with Lost Time
		Restricted Work Case	0	0	
		Medical Treatment Case	2	3	
		First Aid Case	6	3	Min 10
		Fatality - Third Party	1	0	0
		High Potential Incident	1	3	0
		Spill (without environmental impact))	76	47	-
		Spill (with environmental impact))	0	0	0
Leading Indicators	Drills	Number of Spill Drills	65	126	50
		Number of Fire Drills	225	374	200
	Visible HSSE Management	Number of Safety Walks	546	739	480
		Number of Near misses / Potential Incidents	700	1429	700

The initiation form for work permits is "General Work Permit Form". There are additional forms and certificates that should be utilized based on the quality and risk of the work to be done. These forms are as follows.



Hot Work Form



Confined Space Entry Form



Work at Height Form



Excavation / Filling Form



Assembly / Disassembly Form



Electrical Isolation Certificate



Mechanical Isolation Certificate



Gas Measurement Tracking Form



Underwater (Diver) Work Form



Radiographic Work Form



Lifting Equipment / Manlift Form

HSSE Practices

HSSE Culture



Petrol Ofisi continuously carries out investment and awareness raising activities in the light of its HSSE Policy apart from the routine practices required by law.

In 2021, a campaign on HSSE culture was run in order to ensure expansion of HSSE practices as an integrated part of the working culture of Petrol Ofisi. It is aimed to reach a higher HSSE Culture level within the scope of this campaign.

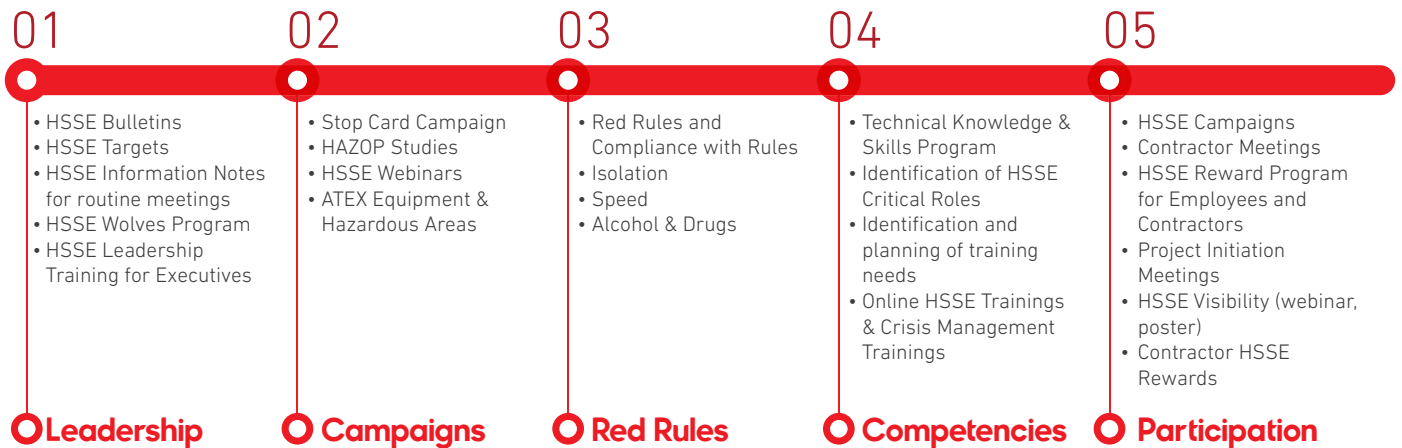
The projects -conducted as a part of HSSE Culture Campaign so far are as follows.

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

Corporate culture lays down the unwritten rules of the company. Consequently, HSSE Culture expresses the unwritten HSSE habits that can't be expressed easily.

The frequency of accidents in the industry decreased in line with the advancements in technology and management systems.

However, "erroneous human actions" keep its validity as the root causes of accidents that occur from time to time in spite of all developments achieved. For this reason, our HSSE Culture Campaign puts human in the heart of its activities so that HSSE Culture is fostered on a behavior-oriented manner in addition to all technology and management systems. To this end, more than 6000 interactions were achieved by the end of 2021.



Stop Card

One of the innovations brought by Petrol Ofisi in line with the importance that it attaches to safety is Stop Card. This practice enables stopping any kind of work by showing this card in case of doubt despite all measures and conditions to eliminate any kind of risk and to recover everything to a healthy and safe state again.

Petrol Ofisi has transformed this practice into a system that can be implemented in a practical and fast way. Not only the designated individuals but everyone, including contractor employees, is authorized to use Stop Card. Anyone who is a part of any work or observes any work at Petrol Ofisi can show the Stop Card and stop the activity in case of a tiny doubt related to the safety of the work.



Red Rules

Petrol Ofisi has created “HSSE Red Rules” in order to ensure a healthier and safer working environment based on the operations. Red Rules are comprised of 8 vital rules for Petrol Ofisi, which are listed as follows.

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

HSSE Wolves

HSSE Culture campaign which was launched to develop a strong culture of HSSE and carry the relevant operations further, has been also home to HSSE Wolves project.



The fundamental objective of HSSE Wolves project is to ensure the following;

- Promote and contribute to health, safety and environment practices at Petrol Ofisi and at all stakeholder premises,
- Roll out a special training program to make sure that some volunteers are identified to act as a role model to observe HSSE topics differently than others to contribute to personal development of staff
- Participate actively in activities organized so that HSSE messages are grasped by all stakeholders in business branches and various working areas
- Increase cooperation, team work and HSSE culture among volunteers in various business branches in the company.

Following trainings have been delivered to HSSE Wolves - who are part of the project on a voluntary basis - in cooperation with GEA Search Rescue Association;

- HSSE Leadership and Culture
- Fuel Oil / LPG and Station Information
- Disaster Awareness
- Between the Second Zero and Day Seven of an Earthquake
- How to Hunt for the Hazard at Home and in the building (Earthquake)
- Forest Fires
- Earthquake Webinar (GM)
- Mode of Action in case of Flood

Following the completion of trainings organized, HSSE Wolves reached out to 1925 people with their individual activities to raise awareness on disasters.

HSSE Campaigns

We organized Occupational Health and Safety Week Prize Quiz as a part of HSSE Campaigns. As a part of this campaign, questions were distributed and rewards were given to employees.

We have also organized HSSE campaign to promote communication of dangerous incidents and near misses to the HSSE team by e-mail.

HSSE Reward Program

In order to increase the HSSE awareness among the personnel of both Petrol Ofisi and its contractors, those personnel that notify under the categories of HSSE Suggestions/Stop Card/Good Practices receive various rewards within the frame of HSSE Reward program.

In 2021, 25 Petrol Ofisi employees and 18 contract employees received reward-acknowledgement letters.

HSSE Trainings

www.kendineyakisanisec.online the online training platform, is used to provide mandatory HSSE trainings to employees as well as other planned information sessions.

Petrol Ofisi successfully delivered a total of 4758 hours of training in 2021 alone to employees at the headquarters, all terminals, air refuel units and lubricant plants as a part of HSSE training agenda. Similarly, 21151 hours of training was provided to the employees of contractors.

There were also 7 webinar events in 2021 covering Earthquake, Process Safety, Children Safety, First Aid, Environment, Display Equipment, Disaster Management and Resilient Individual.

14 contractor meetings were held in 2021.

in 2021

**21151
hours
training**

**7
webinars**

**14
meetings**

Site Safety Tour – HSSE Talks



HSSE team and executives perform site safety tours in all locations. It is defined as a standard in the Site Safety Tour Guidance how to perform site safety tours.

HSSE team delivers HSSE talks in various topics to both Petrol Ofisi employees and also contractor personnel during site visits and site safety tours that are performed in terminals, stations and air refuel units.

In 2021, 739 site safety tours were organized in total.



HSSE Briefing

HSSE culture brings along universal safety culture too. If an employee is taking necessary measures for a task which is not related to the work at his/her own home, then the corporate safety culture is adopted for sure. The company disseminates HSSE briefing weekly with all employees to keep this culture alive. Throughout 2021, 34 briefing activities were performed under various headings.

HSSE Survey

In order to identify the current status of Petrol Ofisi in respect of HSSE culture and to propose actions to be taken as a part of the HSSE culture campaign, the company conducts surveys in all sections. In 2021, 491 individuals participated in the HSSE survey. Based on the outcome of the surveys, relevant actions have been taken.

6.1 Disaster and Emergency Management

Standard Procedure in case of Fire

A large-scale fire is one of the most serious mishaps that can have a significant impact on human health, the environment, and society at Petrol Ofisi terminals. In this sense, Petrol Ofisi gives priority to the workers and the surrounding community, the environment, and the equipment in its efforts to minimize the hazards. Engineering solutions were prioritized for the management of fire risk, and necessary infrastructure improvements were performed accordingly. The "Petrol Ofisi Standard Procedure in case of Fire" was prepared before the infrastructure work began, as were engineering design criteria and significant fire scenarios.

All units and departments at Petrol Ofisi facilities have been classified and grouped according to the level of danger they pose in the scope of protection against fire and designing of the systems to combat against fire. It was also taken into consideration to make sure employees or equipment working at storage facilities have same level of fire resistance.

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

"The highest-level fire scenarios" have been established, and extensive preparations are performed utilizing deductive reasoning. In this sense, "Dike Fire," "Tank Fire," and "Loading Gantry Fire" have been selected as the highest-level scenarios.

Fire pumps, fire extinguishing foam (AR-AFFF) stock, fire water tank, foam forming systems, hydrants, and foam pourer systems were all built to withstand the worst-case scenario of a dike fire in the terminals. All of these instruments set a system that can provide automatic firefighting capabilities with minimal staff exposure to fire. The system is capable of effectively responding to fires involving gasoline, diesel oil, Jet A1, aviation gas, LPG, and ethanol.

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

Sprinkler systems are also installed in areas where fuel vapor - air mixture is expected highly with the interaction of human-machinery (vehicles) being quite dense such as tanker/wagon filling areas. There is additional protection against fire with fixed monitors in such critical areas.

There are also smoke detection systems, mobile extinguishing equipment and fire water lines against fire hazard in offices and business areas.

Furthermore, where Petrol Ofisi premises and offices are located, the compatibility of the local fire brigade's technical standards and the installed systems was investigated, and the systems were rendered ready to help the fire brigade.

In 2021, Petrol Ofisi completed a total of 115 on-the-desk and 227 outdoor drills in preparation for a potential fire scenario.



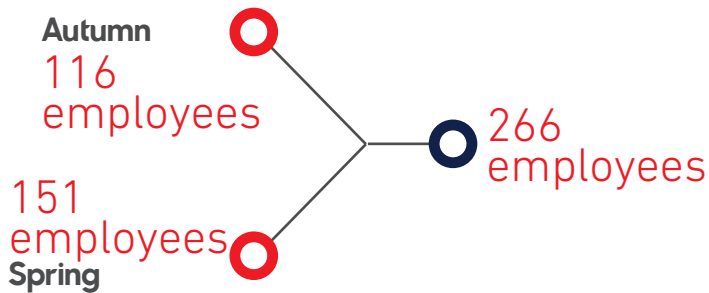
Drills

The goal of Petrol Ofisi is to prevent or mitigate the effects of potential disasters on people, structures, and the environment. The teams, their roles, equipment, and procedures to be involved in the management of fire, explosion, natural catastrophe, earthquake, and similar events that may occur in the whole or part of the facility/building were determined with the plans and instructions prepared in this context. Every year, scenario-based drills are carried out in accordance with the HSSE Department's training and exercise plan. The drills performed are digitally recorded.

All first aid trainings in fuel oil industry have been conducted in 2 sets at all Petrol Ofisi premises.

First aid training was received by 116 Petrol Ofisi employees in autumn and by 151 employees in spring.

Petrol Ofisi conducted a total of 147 drills for disaster and emergency management in 2021 at the agency stations.



Alarm Systems

As part of the alarm management, operational safety envelopes and alarm limitations have been identified. The organization follows operating guidelines, and modifications are controlled using change management and risk appraisal methods, with all relevant records retained. The causes of false/unplanned alerts are investigated, and the occurrence of false/unplanned alarms is avoided.

There is also a crisis plan covering all crisis situations that might affect the employees, assets, environment, operations or reputation of Petrol Ofisi.

6.2 Process Safety

Petrol Ofisi adheres to the Process Safety Procedure in its operations. In this sense, API-754 and the Regulation on the Prevention of Major Industrial Accidents and Reduction of Impacts are used to track performance indicators on a regular basis.

Petrol Ofisi aims to minimize the risk of a major accident that might have an impact on humanity, environment, assets and production while making sure that there are necessary emergency preparedness mechanisms in case of accident in addition to contributing to the job performance through critical equipment management.

According to the "Health, Safety, Security and Environment Management System", HSSE and SEVESO critical equipment in the enterprises are determined under the scope of process safety. Deactivation, failures and replacements of these identified equipment are managed. Change management strategies are implemented in order to ensure that the risks to people, the environment, the company's property or reputation are correctly evaluated by competent people before the changes that may have an impact in terms of HSSE are implemented.

The "Maintenance and Repair Procedure" ensures that all kinds of maintenance, repair and modification works to be carried out in the establishment are safe, environmentally friendly, economical and in compliance with the relevant laws and rules. Records are kept with the Maintenance Module.

During maintenance, repair or cleaning operations, equipment or machinery; Energy isolation is applied to

prevent them from being started by experiencing unexpected energy supply. Energy isolation is defined in detail in the Petrol Ofisi Work Permit Procedure.



As part of the Regulation on the Prevention of Major Industrial Accidents and Reduction of Impacts, the company has completed SEVESO activities for 8 terminals and 5 aviation units (SEVESO Directive). HAZOP studies for hazardous equipment identified with DOW-FEI analysis for each facility are used to assess the implications in terms of HSSE. The situations with the highest likelihood of a Process Safety accident, as well as the adequacy of existing controls, are evaluated qualitatively.

It is aimed to prevent a possible industrial accident by making the necessary changes in a facility both in the design phase and in the operation phase, in line with the decisions agreed in HAZOP. The Major Accident Scenario Document is drafted accordingly after the verification of all this information in the scope of ETA-FTA studies.

There are HSSE and SEVESO critical equipment identified in the premises as a part of "Health, Safety, Security and Environment Management System".

Business Continuity Management System

Petrol Ofisi performs business continuity activities according to Business Continuity Management System ISO 22301:2019 standard so that operations are not interrupted. The critical processes of the organization have been identified and "Business Continuity Planning" has been created so that relevant actions are taken for the sustainability of such processes and that systems are recovered within acceptable times when sustainability can't be achieved.

Petrol Ofisi acknowledges the necessity of business continuity in unusual circumstances such as natural catastrophes, severe system failures, or epidemics. As a result, the

corporation has identified important areas for each business branch, process, and activity, as well as alternative solutions to scenarios that could have an impact. During the pandemic, Petrol Ofisi was the first company in the industry to get an "ISO 22301 Business Continuity Management System Certificate" with a "0" finding at the end of an independent audit.

It has been identified through procedures how to ensure communication among all stakeholders and to evaluate the competency of suppliers that are critically important for the activities of Petrol Ofisi.

6.3 Incident – Accident Management

Petrol Ofisi classifies incidents depending on whether or not the incident can be documented, as well as the consequences and possible outcomes. Local legislation and internationally approved OSHA (Occupational Safety and Health Administration) criteria are used to define events. Additionally, the Incident Recording Module of the Pusula software is used to record incidents at Petrol Ofisi.

The company performs incident investigation process in order to understand the causes of incidents and to avoid similar accidents due to same or similar causes. Similarly, the actions to be identified at incident investigation process are processed and monitored via Action Recording Module of Pusula software.

HSSE Bulletins

HSSE bulletins are prepared and disseminated to relevant departments so that awareness is increased following any incident and employees are informed about the probable incidents. In 2021, totally 31 bulletins were shared with employees under various topics.

in 2021



31 bulletins

6.4 Security Practices

Petrol Ofisi A.Ş outsources security services at its premises as per the Law and Regulation on Private Security Services No. 5188. The private security staff that provide security and protection services are the staff equipped with relevant qualifications according to "Private Security Services Law No. 5188".

The security organization of port facilities, on the other hand, consists of the terminal manager, port facility security supervisor, private security supervisor and private security staff. The private security personnel that is appointed to port facilities work in 3 shifts and there are approximately 4-5 security personnel in each shift. The security measures taken at the entry and exit of port facilities, access limitation and prohibitions are all identified in the port facility entry-exit procedure and procedure for accessing limited areas. The actions to be performed in order to monitor and check port facility outer boundaries, access gates, limited areas and approach zones at night or under limited visibility are identified in the procedure for monitoring the security of port facilities.

The security organization at the port facilities consists of the terminal manager, the port facility security officer, the private security supervisor, and the private security personnel. Private security personnel providing security services at the port facilities work on a 3-shift basis, and 4/5 private

security personnel perform their duties in each shift. Security measures to be taken at the entrance and exit to the Port Facilities, entry restrictions and prohibitions are specified in the entry and exit procedure to the port facility and the entry procedure to the restricted areas. The procedure on monitoring of the security of the port facility applies for actions to be taken to continuously monitor and control the external borders, entrance gates or restricted areas of the port facilities, including night hours and restricted visibility conditions.

Private vehicles, fuel tankers and vehicles that bring supplies and provisions to the Port Facilities are subject to search by private security personnel. In addition, inspection and control of mail and parcels arriving at the facilities are also carried out.

The procedures for inventory work related to any cargo as well as security measures to be taken for the cargo at the port are all identified, and all pipelines, tank storage area and similar areas are checked during the handling of the cargo by the private security guards and/or monitored by video surveillance.

Security levels are defined as level 1-2-3, and applications for each security level are determined in the scope of the relevant procedures.

6.5 Personal Protective Equipment

Petrol Ofisi employs equipment compliant with standards and performance values for employees and contractors in any work that requires personal protective equipment. There is a procedure in place to identify minimum Personal Protective Equipment (PPE) terms to protect employees from health / safety risks during Petrol Ofisi operations.

The procedure identifies the use of PPE based on the operational risk and technical standards binding upon the PPE to be used.

6.6 COVID-19 Period

Petrol Ofisi has always deemed it as the most fundamental principle to comply with health, safety, environment and occupational safety rules while catering for the power need of the country and the society with its employees, dealers and suppliers for 79 years now.

These unprecedented times of Covid-19 pandemic forced Petrol Ofisi to roll out new regulations and methods in its activities and modality of work just like the rest of the world under the influence of the New Type of Coronavirus, COVID-19.

Petrol Ofisi took following actions as a response to the pandemic at the headquarters and other offices:

- Remote work mode was initiated.
- All planned meetings and events were cancelled.
- All obligatory and periodical meetings of business units either internally or externally were organized online.
- All Petrol Ofisi employees have been regularly informed about the virus in detail starting from the first days of Coronavirus pandemic.
- Official announcements of the ministry have been communicated to all employees simultaneously.
- All locations of Petrol Ofisi are closed to visitors from foreign countries.
- "Training on Guidance for Effective Remote Work" as well as "Holistic Health Exercise Videos" have been put into online training platforms to keep our employees healthy both physically and mentally as they work from home.
- We have also encouraged those employees to work from home if they have chronic diseases (COPD, asthma, health conditions, sarcoidosis, rheumatoid arthritis, diabetics, etc), persistent high fever (37,2°C and above), in the case that they take chemotherapy and radiotherapy or that are pregnant.

As for on-site operations such as at gas stations, we have taken a series of measures to safeguard the health of business partners, station workers and customers, and started to exhibit certain images to increase awareness and attention of customers while keeping disinfectants available at all times. The items to consider in terms of employee health as they deliver services are added to training content, and all employees are given disinfectants, while busy stations are disinfected on a regular basis.

Apart from the aforementioned measures, following actions have been taken at the gas stations;

- Disinfectant products were placed at the entrance of supermarkets at all gas stations and the number of people that can occupy an area at the same time as well as plexy panels in front of the cashier have been limited to reduce the contact among people in the light of COVID-19 Working Guidance by Turkish Ministry of Health.
- Health status of field personnel and their families is closely monitored from the very first day.
- Disinfectants and gloves are provided to station workers.
- Customers are allowed in supermarket area at the stations under controlled measures and maximum attention is paid to social distance of 1 meter.
- The company has initiated face to face trainings in all stations together with information on the ways of contamination and protection against COVID-19.
- All common areas in the stations, and especially toilets, are disinfected in short periods.
- Fuel sales representatives that work in the forefront inform our customers about the pay & go system so that fuel buying operations are contactless as much as possible, and they direct the customers to buying via the system.
- With the aim of increasing the awareness of customers about the pandemic and hygiene rules within the stations, information messages and warnings, info boards in toilets, directions inside the supermarkets as well as closed-circuit tv broadcasts and so on are placed.
- Disposable cup-spoon sets are provided so that customers can enjoy hot drinks in a healthy setting. We have also abandoned the use of metal spoons, sugar, etc. to prevent contact.



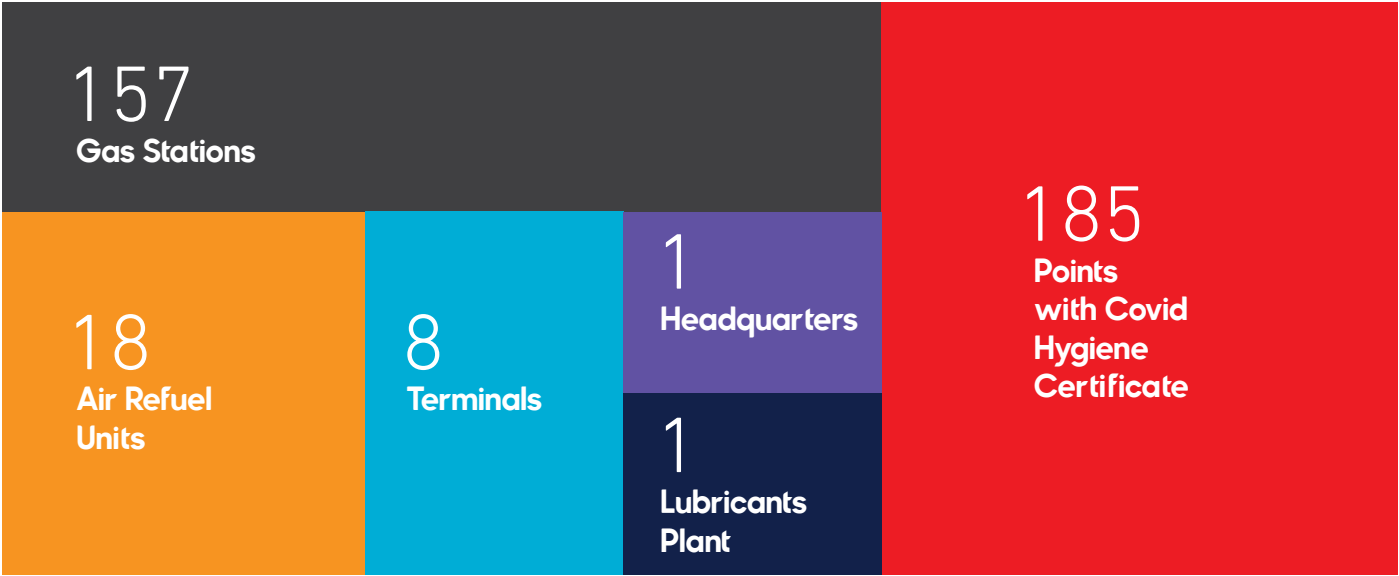
In the gas stations, we encourage the use of Mobile Pay & Go system to reduce contact of customers as much as possible. Pay & Go technology is a service offered by Petrol Ofisi that lets customers to buy fuel without need to get off their vehicle by only matching their loyalty card - Positive Card - with their credit cards.

Petrol Ofisi has always supported the actions taken during Covid 19 pandemic. Istanbul Technical University's "Çekirdek" center - one of the leading entrepreneurship centers of the world - has also supported the enterprises that develop technologies in this area. During the pandemic, hundreds of projects have been assessed and 11 projects have been put into practice.

At the first place, we have procured products such as visor, intubation box, diver's mask, PPG mask for medical staff, overalls, UVC light room and ambient air sterilizer, and we have immediately started distributing them to our locations.

There are local and national technological initiatives that are powered by artificial intelligence towards reliable diagnosis kits, advanced disinfection systems and community health in general.

Petrol Ofisi is one of the most successful companies in implementing essential steps during the COVID-19 pandemic. At the start of every week, PCR tests have been taken from all staff members, and a rotating work schedule was introduced. Furthermore, in addition to mask and body temperature checks, we began checking the HES code. The audits on the headquarters, all terminals, lubricants factory, air refuel units, and some of the gas stations resulted in Petrol Ofisi receiving TSE COVID-19 Safe Service and Production Certificates with full marks and "0" mistakes, as the first company to make it in its industry.





7

Environmental Management

7 ENVIRONMENTAL MANAGEMENT

Petrol Ofisi manages environmental implications throughout the life cycle of its operations. The environmental impacts evaluated by Petrol Ofisi are as follows.

- Air Pollution
- Water Pollution
- Soil Pollution
- Noise Pollution
- Use of Natural Resources
- Waste Formation

Petrol Ofisi tracks all environmental impacts through air emission measurements, wastewater discharge studies, environmental impact assessments of new/acquired fields, status and validity of environmental permits and/or compliance programs are by keeping records in accordance with legal and internal requirements.

Petrol Ofisi plays active role in the HSSE committees of Oil Industry Association (PETDER) and Turkish LPG Association. The company takes part in the meetings, seminars and working groups that are organized by TOBB and various Ministries with some important agenda items such as EU Green Deal.

7.1 Greenhouse Gas and Emission Management

Petrol Ofisi performs monitoring and control work in order to reduce GHG emission and to increase energy efficiency. Calculation of greenhouse gas emission is performed by taking into consideration direct and indirect emission.

Scope of Calculation Work

- Scope 1 (Direct Greenhouse Gas Emission)
- Scope 1 (Energy-Related Greenhouse Gas Emission)
- Scope 3 (Other Indirect Greenhouse Gas Emission)

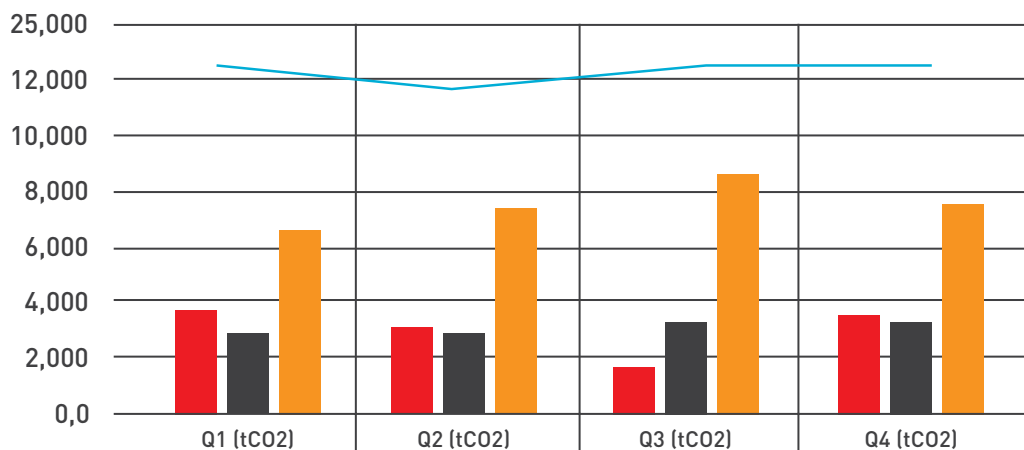
Scope 1: Direct emissions from owned or controlled sources

Scope 2: Indirect emissions from the generation of purchased energy

Scope 3: All indirect emissions (not included in scope 2) occurring in the value chain of the reporting company (includes both downstream and upstream emissions)

Reports are created by calculating the GHG emission.

The greenhouse gas emission values for 2021 are as follows.



● Scope 1 Direct Greenhouse Gas Emission	3,828	2,246	1,702	2,609
● Scope 2 Energy-Related Greenhouse Gas Emission	2,222	2,206	2,335	2,529
● Scope 3 Other Indirect Greenhouse Gas Emission	6,448	7,283	8,453	7,428
● Greenhouse Gas Emission Per Period	12,498	11,735	12,490	12,566

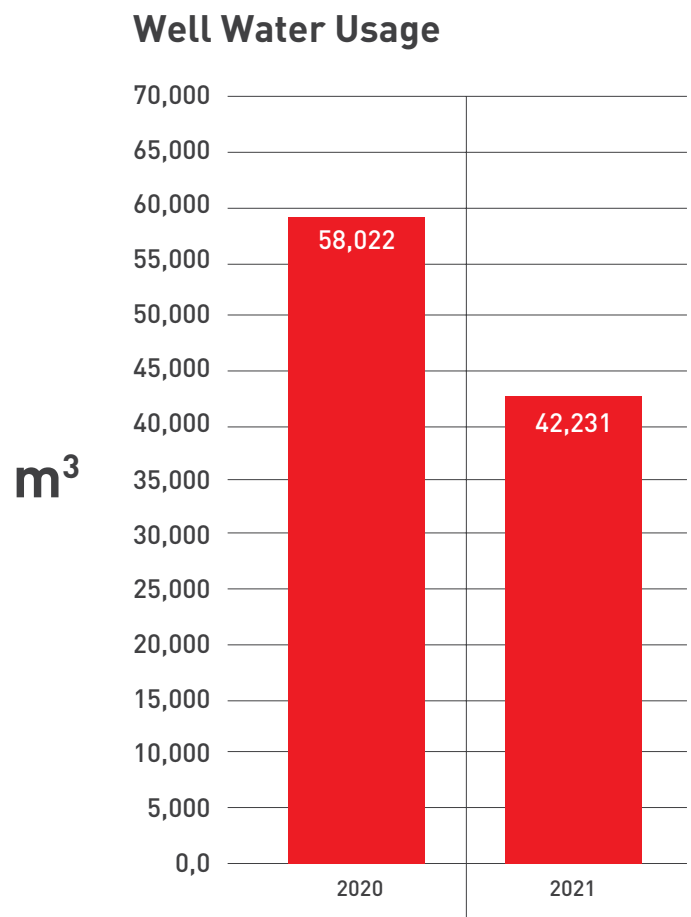
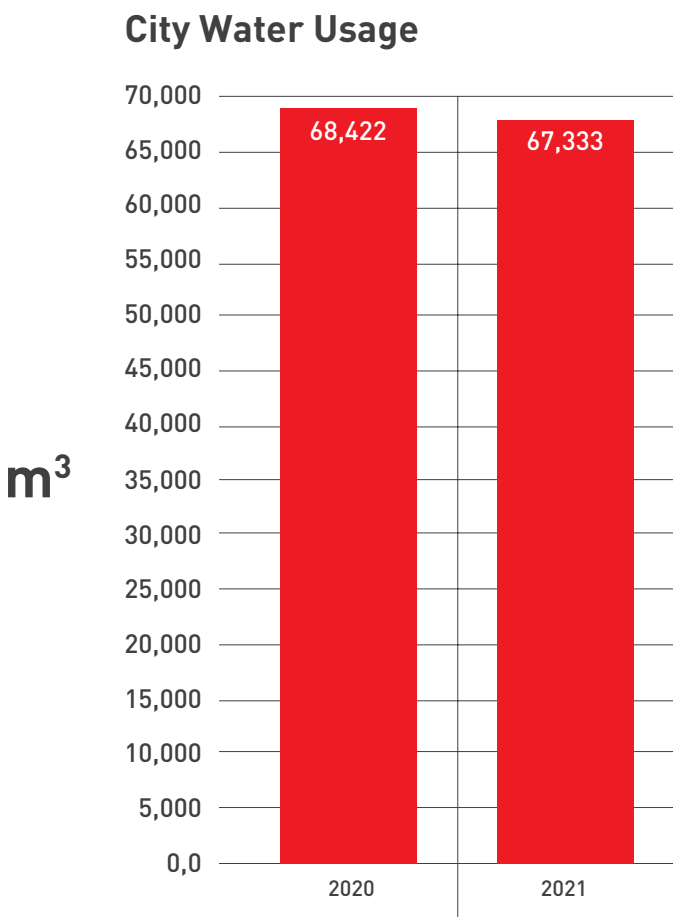
Turkey's Directorate General of Civil Aviation announced the "Green Airport" concept. According to the project, an airport is accredited as "Green Airport" when its operators and service providers meet specified criteria. As a condition, the airport must produce a Greenhouse Gas Inventory Report in accordance with the greenhouse gas criteria and the current version of the standard TS EN ISO 14064-1, as well as completing the Greenhouse Gas Inventory Report verification process by TSE in accordance with TS EN ISO 14064-3. Operators who met these criteria were awarded a "Green Operator Certificate" by the DGCA. Currently, 18 of our Aviation Units hold "Green Operator Certificate".

Every two years, authorized laboratories monitor and analyze emissions from point and zone emission sources. On point emission sources, emission-reducing filtration methods are implemented. Equipment is also tested, maintained, and replaced as needed to avoid the risk of leakage emissions.

There is a steam recovery unit at Antalya Terminal, which is unique in Turkey, in accordance with the Regulation on Control of Volatile Organic Compounds Emissions Arising from the Storage and Distribution of Benzene and Naphthene.

7.2 Water and Waste Water Management

The quantity of city water and well water used by Petrol Ofisi in years 2020 and 2021 is as given below.



In premises where pollutant parameters and legal compliance are examined, there are analyses for discharge to sewage and also receiving environment. Additional actions are also part of the activities; such as the treatment facility

maintenance and enhancement work, or changes in the type and quantity of chemicals used in the treatment facility based on the evaluation of analysis results on pollutant parameters.

Oily Water Rainwater Processing Standard

With the Oily Water Rainwater Management Procedure at Petrol Ofisi locations, hydrocarbon release is minimized and if generated, oily water is collected through canals.

The main objective is to prevent possible leakage into the environment by containing and collecting the leakages in site, and infrastructural requirements have been defined and met accordingly.

An API separator with skimmer and hydrocarbon sensor is attached to all oily water systems. The separated oil is pumped into a sloping tank. The waste water treatment units are fed from the oily water separator outlet. The treatment facility operation has been improved, and the system is more efficient and resistant to human mistake.

All rainwater outlet pits are designed as API separator. Such pits are equipped with hydrocarbon sensors and engine driven valves. In case oil is detected, outlets are closed and alarm is triggered.

Rainwater and oily water are distinguishable thanks to the color codes in canals.

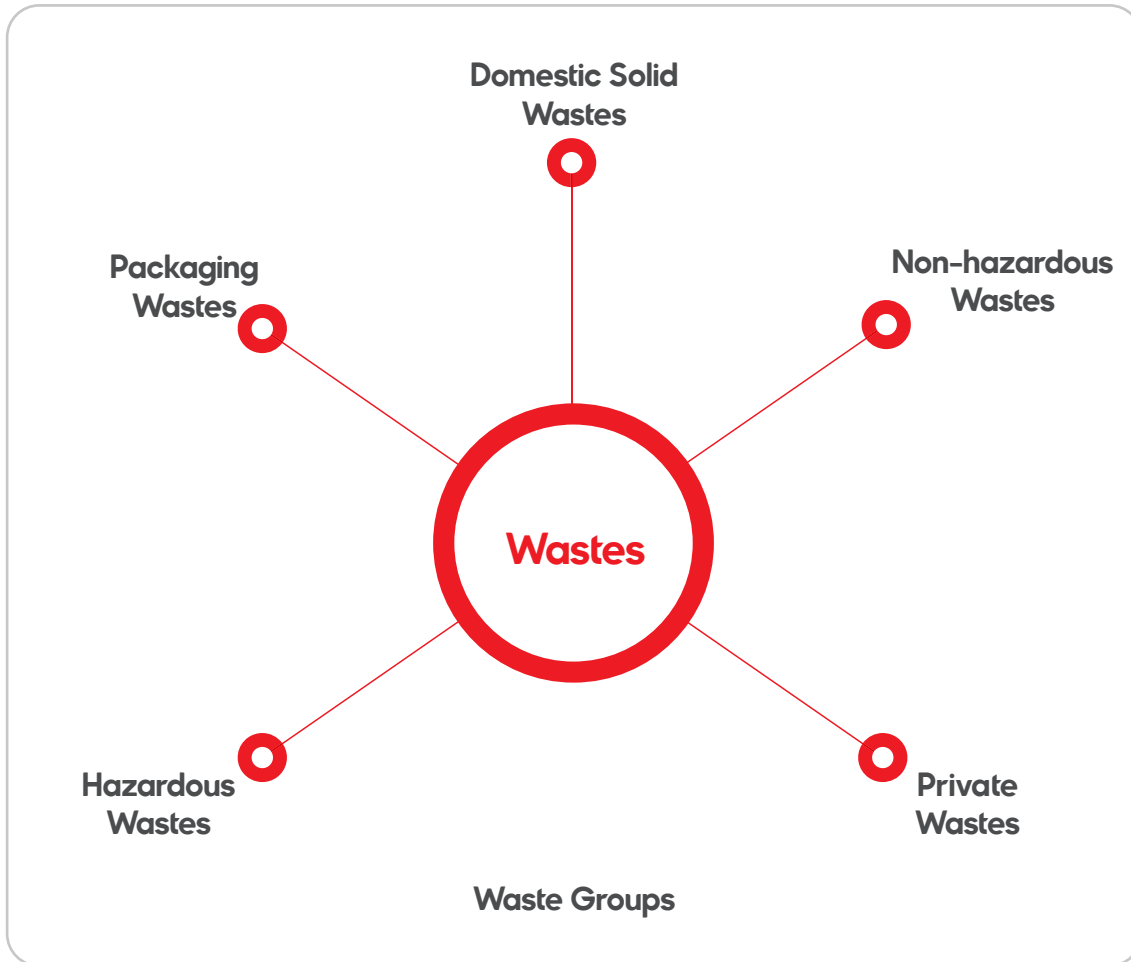
- Rainwater manholes and canal grids are marked in blue.
- Oily water manholes and canal grids are marked in red.

Oily water rainwater management procedure is taken as basis so that local operational instructions are prepared and implemented accordingly.

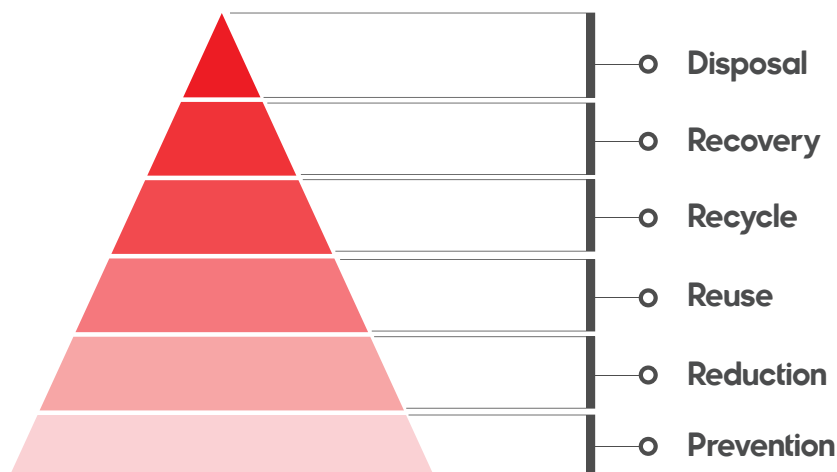


7.3 Waste Management

All wastes are collected in suitable waste storage areas according to the legal requirements, they are disposed of based on the legal maximum storage periods and then sent to the third-party waste companies (licensed by the relevant competent authority) for recycling or reuse. Wastes are categorized and managed under five main groups.

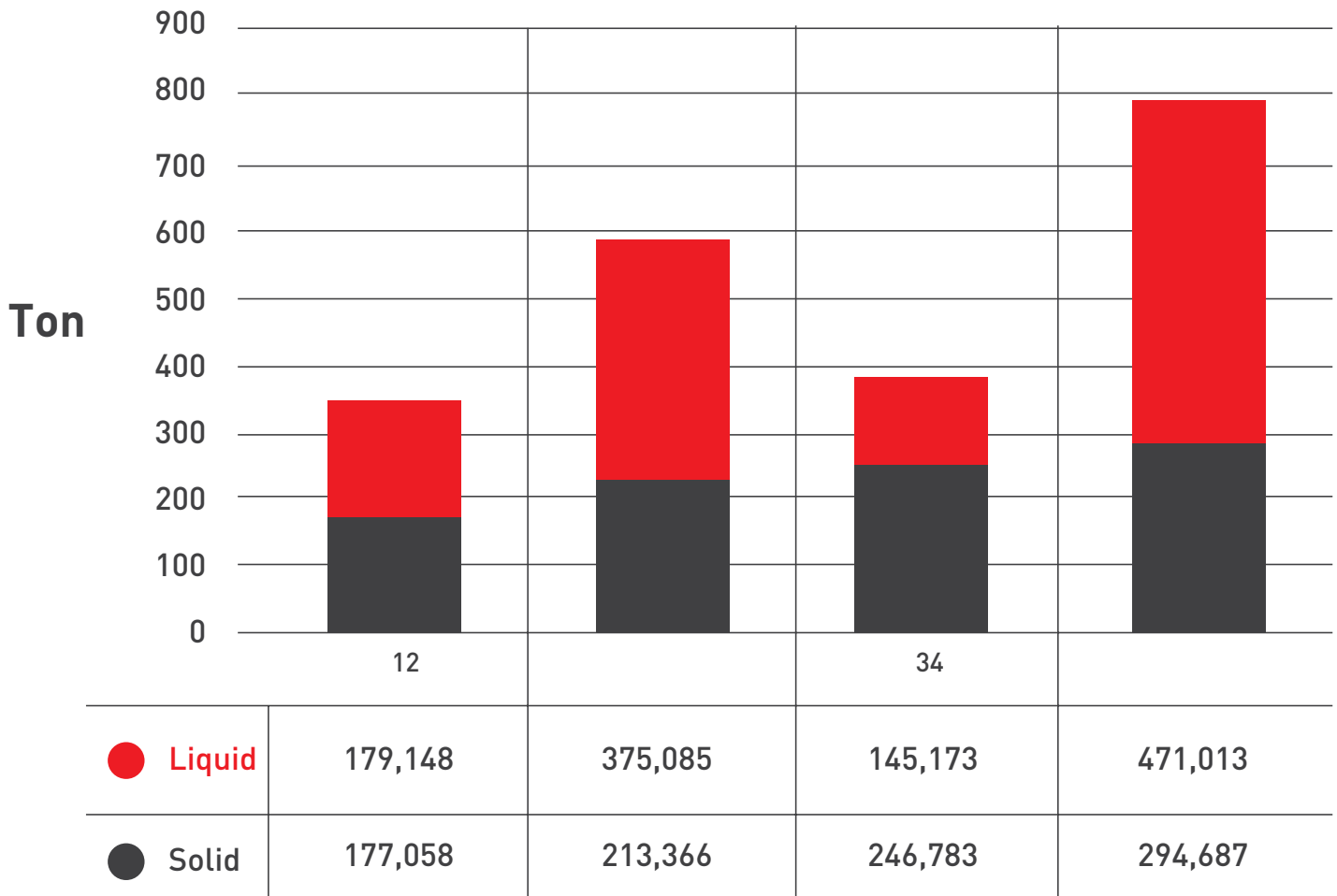


Furthermore, hazardous and non-hazardous temporary waste storage locations are inspected, and appropriate improvements are made. Mobile Waste Tracking System records are created using an integrated information system for the management of hazardous waste transportation, and all data such as end destination, quantity, waste kind, and so on may be traced and checked. Petrol Ofisi's main goal is to reduce the amount of hazardous waste, enhance recycling rates, and create reuse opportunities. The following is the pyramid that will be used for this purpose.



The graphic that contains quarterly data on hazardous wastes that were sent to licensed companies in 2021 at Terminals and Aviation Units are given below.

Hazardous Waste Disposal Quantities in 2021



Zero Waste Project Practices

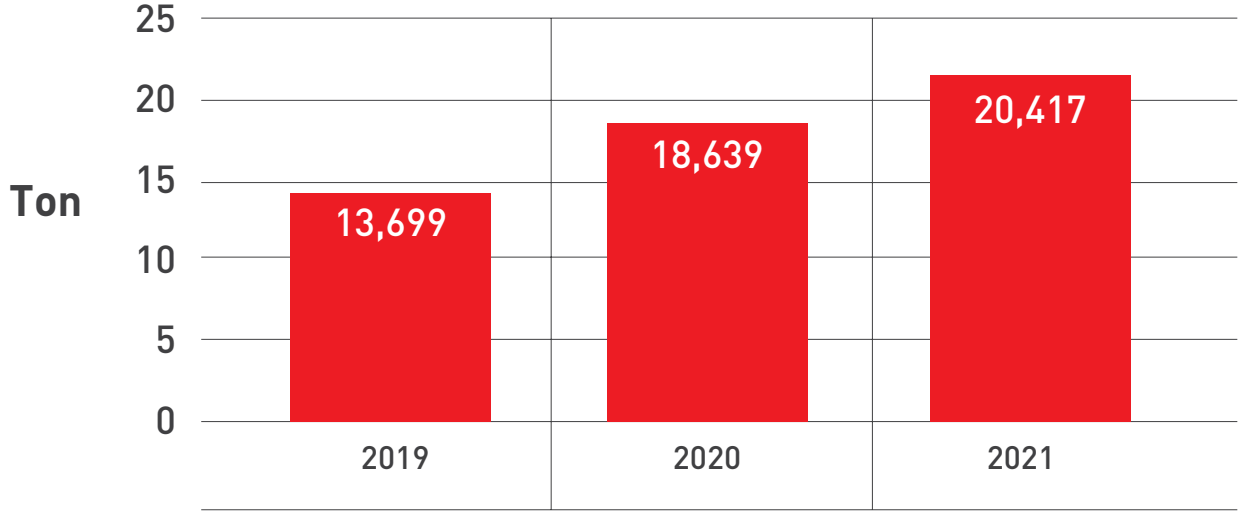
There is a seven-stage roadmap that should be followed containing steps such as training of organizations, institutions and bodies, placement of equipment and reporting in order to be a part of zero waste project that was initiated by the Ministry of Environment, Urbanization and Climate Change. Petrol Ofisi A.Ş. has adopted the zero-waste approach and initiated the project with the roadmap for the separate collection of wastes at their source.

"Zero Waste" project enabled the company to update and refresh its existing activities with further steps. Our waste areas have been rendered much more visible with new designs, zero waste logos, new waste containers and new announcements.

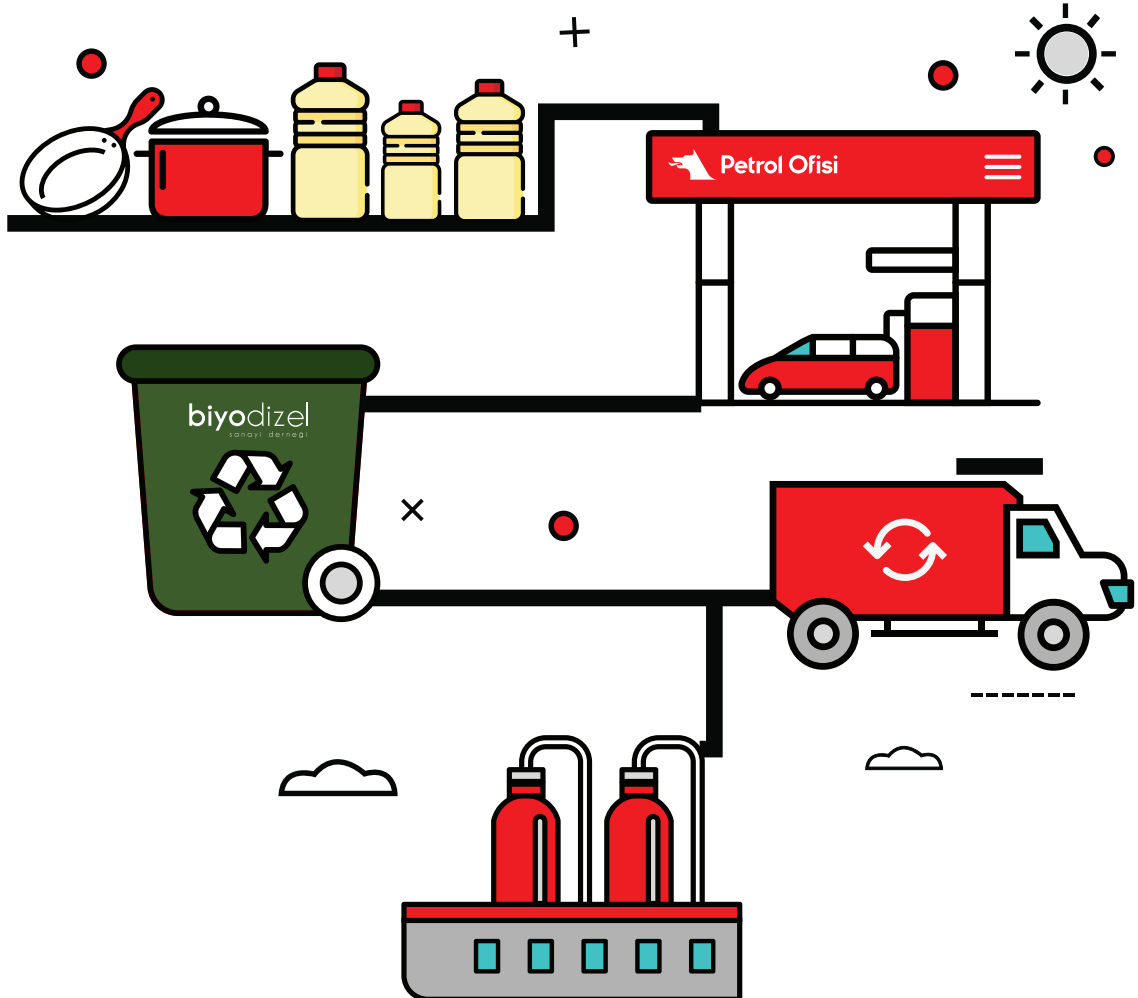


In 2021, more than 20 tons of packaging waste was collected at the headquarters only as part of the zero-waste project in various locations. The graphic pertaining to the last 3 years with the quantities of packaging wastes collected is provided below.

Zero Waste Project Waste Disposal Activities



Another project implemented in cooperation with Biodiesel Industry Association is named "Bring waste cooking oils to Petrol Ofisi for the future of water" which covers collection of used cooking oils at special locations in selected Petrol Ofisi gas stations. The used cooking oils collected in coordination with Biodiesel Industry Association are then taken from the stations and sent to recycling facilities.





The environmental benefit data, which was published by ÇEVKO (Packaging Recovery Organization) as part of the contract signed with ÇEVKO, pertaining to the gains thanks to the recycling of packaging waste since 2010 is provided below.

Materials	Tree	Electricity	Storage	Fossil Fuel	Water
Benefits from recycled packaging waste	51.591 units	13.434.816 kw/h	28.890 m ³	288.768 liters	72.490.320 m ³

- 1.031.000 square meters of forest land have been saved thanks to trees saved from cutting.
- Electricity consumption has been saved with quantity equal to 4867 families' consumption per year.
- Storage field equal to 11 Olympic swimming pools volume has been saved.
- Fossil fuel saving is equal to 6417 vehicles' fuel tank.
- Water consumption has been saved with a quantity equal to 414 families' consumption per year.

Marine Cleaning Activities

As part of the provincial action plan to raise awareness about environmental pollution in the provinces of Kocaeli and Mersin, volunteer teams made up of employees from Petrol Ofisi Terminals and Lubricants Plant began surface cleaning activities on the shores and waters covering an area of 23.000 m². A total of 2159 kg of rubbish was collected and transferred to approved waste disposal organizations.



**2159 kg
Waste
Collected**

Mucilage Cleaning

As a part of the Action Plan to Protect the Marmara Sea against mucilage pollution, which critically threatens natural life in the Marmara Sea, we started cleaning work in our Derince Terminal.



Combat with Spills

Spills on Land

Petrol Ofisi has defined the methods for responding in order to minimize environmental pollution in the event of a spill of fuel/oil/raw material to soil/ground on land, as well as the method of communication with local organizations and senior management.

There are response plans in case of oil leakage on land and reflected on Terminal Emergency Plans. Drills are regularly performed for this purpose.

The outlet valves of canals in terminal tank fields are closed and sealed to prevent manual operational malfunctions and environmental spill. There are hydrocarbon sensors and pumps to detect spill in dike areas. Workers check the canals based on daily checks and operate pumps to discharge canal water. If oil is dumped into a canal, hydrocarbon sensors shut down the pumps and send alarms to the control center.



Spillage at Sea

The company has defined the methods of response to be followed in order to minimize environmental pollution in case of spill of fuel/oil/raw material at sea as well as the method of communication with local organizations and the company's senior management together with responsibilities in relevant actions.

In our shore facilities, actions are conducted in accordance with risk assessments and emergency response plans, and services from consulting firms are used to respond to any spill. The consultant company also conducts regular training and drills against oil spills at sea twice a year.



**128
Spill
Drill**

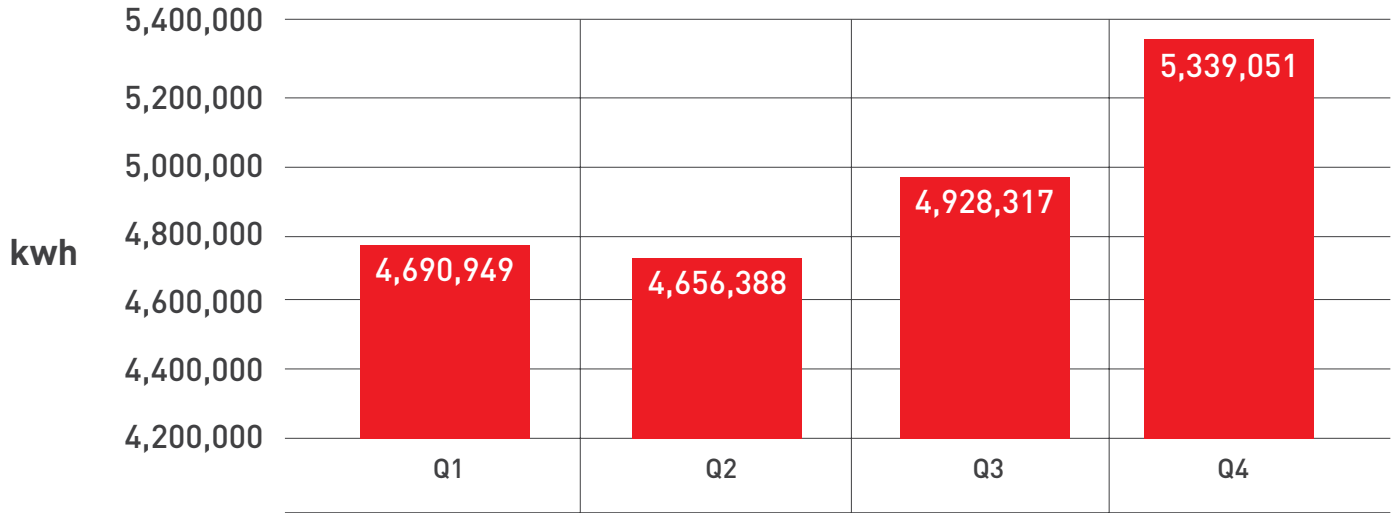


Petrol Ofisi performed a total of 128 spillage drills in 2021, 99 of which were practical and 29 were theoretical.

7.4 Energy

The electricity consumption levels in 2021 are given below.

Quarterly Electricity Consumption



There are initiatives of Petrol Ofisi to reduce carbon footprint in stations with the use of solar power. In 2019, the program was started with Paşalılar Petrol in Muğla Bodrum and the number of gas stations equipped with solar power is 9 now. Almost all power need of such stations is met by solar energy and they also sell their power in excess to mains. Such activities of Petrol Ofisi are some of the greatest examples of the responsibility and general approach towards future on behalf of Turkey.



Gas Station	Province-District	Installed Power (kWp)	Trees Saved (Number/Unit)	Prevented Carbon Release (Ton/Year)
Paşalılar Petrol	Muğla	42,08 kWp	208/ Year	32 Ton / Year
Yaman Petrol	İzmir	44,28 kWp	211/ Year	32,4 Ton / Year
Ali Şahin Petrol	Antalya	70,62 kWp	354/ Year	54,3 Ton / Year
As Mira Petrol	İzmir	42,24 kWp	209/ Year	32 Ton / Year
Kadem Petrol	Ankara	59,4 kWp	233/ Year	35,7 Ton / Year
Kestel Yüceller Petrol	Antalya	48,18 kWp	241/ Year	37 Ton / Year
Jappa Petrol	Aydın	47,36 kWp	228/ Year	35 Ton / Year
Uludağ Kardeşler Petrol	İzmir	39,27 kWp	187/ Year	28,7 Ton / Year
Özkanlar Petrol	Denizli	50,29 kWp	239/ Year	36,6 Ton / Year

Petrol Ofisi started e-POwer initiative with the objective to solve charging and distance problem which is one of the major concerns for electric cars. Instead of deploying ready-to-use charging devices, Petrol Ofisi devised a unique and authentic approach. Petrol Ofisi built a unique and authentic brand from the design to the infrastructure of e-POwer with only system-level help from Voltron, one of the leading organizations in the industry.



As part of its new customer-oriented strategy, e-POwer is designed to optimally respond to all needs of visitors and customers at the station by improving service quality and richness beneath unique canopies and stand-alone service locations. Being one of the novelties of Petrol Ofisi initiated with this new and strong approach, e-POwer's aim is to serve electric and hybrid car users under the roof of Petrol Ofisi although relatively few in number still. e-POwers are stand-alone service points under special and authentic canopies at Petrol Ofisi gas stations.

Petrol Ofisi plans to commission e-POwers at certain intervals on highways with higher electric and hybrid car use rate. This will kind of liberate electric cars that are currently tied up to urban roads by enabling them to hit highways freely. To be positioned on main roads connecting popular cities like Istanbul, Ankara, Bursa, İzmir and Bodrum - where electric and hybrid car usage rate is quite high - e-POwers will be available in special locations such as İpsala. The number of e-POwers reached 23 by the end of 2021 and efforts are still ongoing to spread it throughout Turkey.

Petrol Ofisi intends to install e-POwers at regular intervals along highways where electric and hybrid car usage is greater. In that way Petrol Ofisi aims at freeing electric cars that are currently tethered to city roads. e-POwers will be provided in special areas such as İpsala, on important routes connecting popular cities such as Istanbul, Ankara, Bursa, İzmir, and Bodrum, where electric and hybrid automobile usage is quite significant. By the end of 2021, there were 23 e-POwers in Turkey, and efforts are still underway to extend the technology throughout the country.

7.5 Biodiversity

We are working to reduce the negative impact of the natural receiving environment on bio-diversity value during investment processes; in new activity areas, we are evaluating potential effects within the scope of environmental effect evaluation and taking necessary precautions in the event of bio-diversity being affected. Waste water treated at waste water treatment plants is discharged in compliance with discharge licenses and legal restrictions, and in a manner that does not affect the natural receiving environment's biodiversity qualities.

7.6 Environmental Compliance

Environmental management is conducted in line with the relevant legislation and international standards.

It is monitored according to the legislation, with compliance tables regarding location-based situation assessment and improvement works.

7.7 Chemical Management

Effective and proactive hazardous material management HSSE (health, safety, security, and environment) is a vital aspect of our risk management in order to limit the hazards associated with hazardous materials.

At Petrol Ofisi, minimum requirements from the selection and supply of a hazardous material to its storage, transport, usage, and dispose processes, along with its life cycle are defined. The general purpose is to protect the health and maintain the safety of employees, contractors, neighbors, and the environment.



8

Economic Performance

8 ECONOMIC PERFORMANCE

Financial Risk Management

Capital Risk Management

The "Group" refers to Petrol Ofisi A.Ş., its affiliates, and joint activities. In terms of capital management, the Group intends to boost profitability by guaranteeing activity continuity and making the best use of the debt and equity balance.

Debts, including credits, cash and cash equivalents, issued capital, capital reserves, profit reserves, and equity items, which include profits from the previous year, make up the Group's capital structure.

Senior management assesses the Group's cost of capital and the risks associated with each capital class. According to senior management's assessments, the capital structure's balance will be maintained by acquiring new debts or repaying existing debt, as well as dividend payments and fresh share issuance.

The Group monitors the capital using the debt/total capital ratio. This ratio is calculated by dividing the net debt by the total capital. Total debt is calculated by subtracting cash and cash equivalent assets from the total debt amount (which includes financial debts and obligations with commercial debts). The total capital is calculated by adding the equity capital to the net debt.

Financial Risk Factors

The Group is exposed to market risk (foreign currency risk, fair value interest rate risk, cash flow interest rate risk and price risk), credit risk and liquidity risk due to its activities. The Group's risk management program is mainly focused on minimizing the potential negative effects of the uncertainty in the financial market on the Group's financial performance. The Group uses derivatives in order to avoid various financial risks.

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

Credit Risk Management

Keeping financial tools increases the possibility of the other party failing to meet the agreement's criteria. Group management mitigates this risk by lowering the average risk to the opposite party in each agreement and, when necessary, obtaining assurances. The Group's collection risk is mostly due to its commercial receivables. The Group mitigates the risk posed by its dealers by limiting the credit limits set for them based on the guarantees received. The Group regularly monitors the use of credit limits, and the credit quality of each client is evaluated on a regular basis, taking into account the customer's financial situation, previous experiences, and other criteria.

Commercial receivables cover a great number of customers from various industries and geographical areas. Credit assessments of customers are constantly carried out over their commercial receivable balances, and receivables are insured when necessary.

Liquidity Risk Management

The Group manages the liquidity risk by ensuring the continuation of sufficient funds and borrowing reserves via pairing the maturity of financial assets and obligations by way of constant monitoring of cash flows.

Liquidity Risk Tables

Prudent liquidity risk management means maintaining sufficient amount of cash, the availability of adequate credit processes and fund assets, and the ability to close market positions.

The funding risk of current and future possible debt needs is managed by perpetuating the accessibility of sufficient numbers of high-quality credit providers.

Market Risk Management

Due to its activities, the Group is exposed to financial risks regarding the changes in exchange rates and interest rates.

Market risks encountered at the Group level are measured according to sensitivity analysis basis.

Foreign Currency Risk Management

Transactions in foreign currency cause foreign currency risk.

The Group is exposed to foreign currency risk as a result of the exchange rates used to convert foreign currency assets and obligations into Turkish Lira. The gap between future commercial processes, recorded assets, and liabilities creates foreign currency risk. Within this framework, the Group manages this risk using a natural way based on the clarification of foreign currency assets and obligations. The Group's foreign currency position is monitored by the Management, who analyzes it and ensures that relevant measures are made when necessary.

The Group is primarily exposed to foreign currency risk in USD Dollars, the effect of other currencies is insignificant.

Interest Rate Risk Management

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

Other Price Risk

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

Financial Statements

min TRY	2018	2019	2020
Total Assets	10,299.0	10,304.0	12,471.7
Total Sales	49,933.1	53,662.9	43,690.5
Total Net Assets	2,900.7	3,103.1	2,784.2
Tax Payments	328.4	69.5	85.7
Donations and Sponsorship	2.4	3.4	1.4



9

Supplier-Contractor Management

9 SUPPLIER-CONTRACTOR MANAGEMENT

Supplier Accreditation and Evaluation Processes

Petrol Ofisi's operating principle is to establish a long-term supply chain with the right stakeholders in order to achieve the company's objective and vision. Working with suppliers who satisfy Petrol Ofisi's ethical, occupational health and safety, and quality requirements is critical.

At Petrol Ofisi, the accreditation process is followed when working with a new supplier. The accreditation process is carried out by submitting the previously specified questions to suppliers via a software program and making an assessment based on their responses. Following the end of the offer procedures, the job is awarded to the accredited

provider, which is the one that has earned enough points in the process.

Supplier assessment processes vary based on purchasing categories and the work that will be carried out. Within this scope, differentiated assessment criteria are determined according to purchasing categories.

The assessment of suppliers that provide service within the scope of business continuity management system is carried out by purchasing, the responsible business unit receiving service, and the HSSE department if deemed necessary.

Contractor Management System

The fundamental priorities of Petrol Ofisi's supply chain management activities are: supplying the oil products to be distributed and other inputs from local or international sources, transporting them to Petrol Ofisi terminals, storing and transporting them to end points at the most appropriate costs, on time, in accordance with international standards and legal legislation, by being true to quality assurance, and without harming the environment.

The Contractor Management System was created to evaluate the contractors who will work at Petrol Ofisi enterprises in terms of HSSE and to verify that the contractors' HSSE management systems are compatible with the Petrol Ofisi systems.

The contractors in the Petrol Ofisi pool are divided into three categories: "low risk," "medium risk," and "high risk." For contractors classified as "medium risk" or "high risk" according to the classification, the contractor management process is established by publishing the Contractor HSSE Management Procedure. Accordingly, HSSE expertise is required for jobs that are categorized as moderate or high risk. After the pre-audit phase, candidate contractors who have never worked with Petrol Ofisi are put through the contractor audit that was identified in the method. Question lists are organized separately depending on "Contractor,"

"Dedicated Hauliers," and "Non-Dedicated Hauliers" in order to conduct audits in a methodical manner. The contractors who obtain the passing grade of 70 are granted the right to work at Petrol Ofisi sites. The contractors who work at Petrol Ofisi sites by having previously obtained HSSE competence are classified into groups A and B according to the points they have gotten. Group A contractors are audited at least once every three years, whereas group B contractors are audited at least once every two years. The reports of each audit, as well as any audit actions, are available through the MEZURA online portal. Contractors can log in to their MEZURA accounts and close their actions by uploading to the system the proofs that the actions arising from audit results are closed. Contractor HSSE audit points directly affect the tender point by forming a certain percentage of the note necessary for bidding. This ratio ranges between 25% to 50% based on the site to be worked at and the description of the job.

Pursuant to the Integrated Quality Management System, Petrol Ofisi not only enhances its contractor management system, but also provides constant support to its contractors for continuous progression. To that end, 37 contractor audits, 19 non-dedicated hauliers, and 2 dedicated hauliers audits have been carried out in 2021.



9.1 Purchasing Practices–Material Supply

The purchase process at Petrol Ofisi is guided by a purchasing procedure that was developed to determine the intended framework for purchasing operations, coordinate task distribution in purchasing activities, and establish terms during the standard purchasing process. According to the relevant procedure, the agreement is accepted in accordance with the current authorized signatories list and the approval authority guide of the authorized work unit, and the responsibilities indicated by the procedure are not allowed to be carried out by one person. As a result, the four-eyes principle and power separation are used.

The purchasing process consists of the following sub-processes.

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

SAP Transformation Project

The SAP software's latest "S/4HANA" version has superseded the ERP-Business Operating System. This replacement, which was done with a scope that includes all activities such as Purchasing, Logistics, Storage, Sales, Finance, Reporting, and Human Resources, has resulted in a comprehensive database that manages and reports all operational and financial processes in their totality. In this sense, the software solution will ensure that the purchase process, work, and products are of the intended quality, quantity, time, and price, and that the proper source is always available.

A man with a beard and mustache, wearing a brown sweater over a light-colored collared shirt, is sitting in the driver's seat of a car. He is looking towards the camera with a slight smile. His right hand is on the steering wheel. The car's interior, including the dashboard and a rearview mirror with a circular air freshener hanging from it, is visible. The air freshener has a white silhouette of a dog and the text "Petrol Ofisi". The background shows a city street with buildings. The entire image is overlaid with a semi-transparent red filter.

10

Customer-Public Relations

10 CUSTOMER-PUBLIC RELATIONS

Petrol Ofisi dealers are one of the main contact points in the eyes of the customers. In this scope, dealer management activities are detailed below.

Dealer Management



Petrol Ofisi possesses the largest retail sales network in Turkey covering all 81 provinces with more than 680 districts of the country. Its mantra is to provide customer-focused, safe and quality service to its customers at every dealer. With practical, theoretical and online trainings held for dealer employees, all personnel are ensured to have the ability to represent brand standards in order to maintain the customer satisfaction level at the highest level possible.

Our Contact Points – Dealer Visits

Petrol Ofisi carries out regular, over 2 thousand 80, dealer visits a month by the team which consists consisting of both field sales managers and customer experience managers so as to ensure functionality and liveliness of customer orientation.

All dealer employees are trained on HSSE, Forefront Service Steps, and Customer Communication Language with on-site training activities. Moreover, site training to ensure the continuity of quality standard service at all dealers is also being sustained.

Training Portal

The training portal provides dealer workers with a secure place where they can brush up on their skills at any time. To assure the continuance of quality service, over 12 thousand 400 people have undergone training, which comprises customized training content for 22 distinct job positions. Creating teams of excellent service and customer satisfaction-focused employees is the goal of the system, which tracks employee behaviors to ensure that they can effectively represent the brand.

Our Site Training and Consultation activities for the years 2020-2021 can be seen in the summary table.

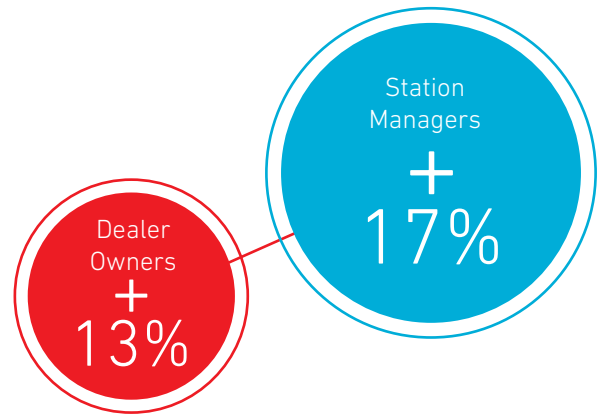
Customer Experience Site Works

	2021
Number of Stations Visited	11.629
Total Number of Personnel Who Received Training	45.406
Number of ASG Who Received Training	22.536

Dealer Satisfaction Survey

1.040 dealers were interviewed in 2021 within the scope of Petrol Ofisi dealer satisfaction study. SIA Insight, an independent research firm, conducted the interviews over the phone and over e-mail. In comparison to 2019, **Petrol Ofisi was able to develop its relationships with both dealer owners and station managers. Dealer owners are Committed** to Petrol Ofisi in 2021, whereas Station Managers are **Highly Committed**.

The commitment index has increased in all regions for both station managers and dealer owners. Compared to 2019, the increase in commitment is +13% for dealer owners, while there was +17% increase for station managers.



"Petrol Ofisi Mobile" Application

As part of its stakeholder communications, Petrol Ofisi has created the 'Petrol Ofisi Mobile' application, a dedicated WhatsApp line for station workers, which is continually improving customer experience with people-oriented service understanding. This application, which is a first in the industry, provides supermarket and gasoline sales people who represent the brand in front of the client with an easier, faster, and more advantageous internal communications option.

This application that helps station personnel to do their job better by providing 24/7 support to forefront workers about every subject also speeds up the process of transmitting the recommendations and feedback from station personnel to the relevant departments. With this application that offers various advantages to users, employees can find out the latest customer satisfaction scores (1st Eye scores) of themselves and their stations, and reach the latest announcements and news before anybody else.

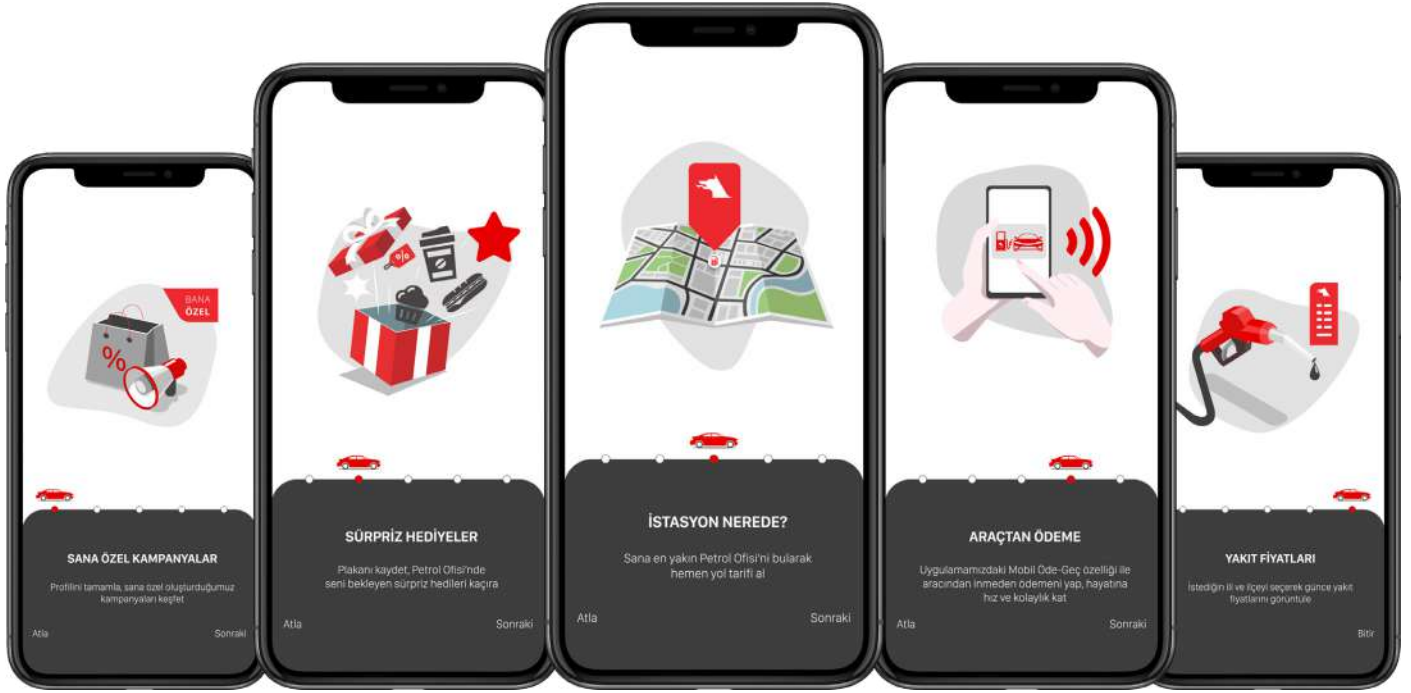
10.1 Customer Satisfaction and Marketing Communication

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

are addressed with care, just as if they were operations, and examined in a cause-and-effect (root cause analysis) relationship, particularly by the Customer Experience (CX) team. When a problem or finding is discovered as a result of this analysis, steps are made to resolve the issue/finding and prevent the same complaint from being raised again.

	Total Number of Complaints	Total number of transactions	Complaint/Number of Transactions*1.000
2021	194.901.820	35.821	0,184

Quick, easy, and filled with opportunities: Petrol Ofisi Mobile



The Petrol Ofisi mobile application has been revamped based on customer experience and expectations. Petrol Ofisi has embraced a customer-focused strategy in all areas as well as for investments in the digitalization field.

We deliver customised offers to our consumers through the Petrol Ofisi Mobile Application based on their buying patterns and expectations, with a focus on customer experience. With a simple click, our consumers may receive special deals tailored to their needs.

Moreover, users can see and get directions to the nearest or their desired station, see the points they have collected with the shopping they have done, or make a mobile payment without exiting their vehicles.

After installing the app, users can quickly and easily finish the registration procedure by entering their name, surname, phone number, plate number, or Positive Card information,

if they have one. Customers that submit their license plate number on the app earn Positive points every time they buy gas using the plate number they entered, without having to carry a card. On the app, they can see how many points they've earned.

The new Petrol Ofisi mobile application that was launched on January 25, 2021 is the most modern, innovative, and customer-focused application in the industry. Petrol Ofisi Mobile application has been downloaded by thousands of users in a short time. The renewed Petrol Ofisi mobile application has received 4.9 points on the App Store and Google Play Store with ratings from thousands of users.

Contactless payment without need to get off the car: Petrol Ofisi Mobile Pay&Go

Customers can utilize mobile payment to buy fuel after securely adding their credit cards from all banks to the Petrol Ofisi Mobile application. They can then use Mobile Pay-Go to make a contactless payment at over 1000 Petrol Ofisi stations without having to get out of their cars.

Positive Card: A more convenient and advantageous customer experience

Petrol Ofisi provides its consumers with benefits and convenience through the Positive Card loyalty program infrastructure, which was introduced in 2008 and renewed in 2020.

Positive Card is one of the most important aspects of the loyalty system whose major focus is the client, with an advanced technology infrastructure and millions of members. Customers who purchase fuel or POGas with the Positive Card earn points, which they may redeem for free fuel or POGas. There are also contests where kids can win unexpected prizes.

In addition, they can use the Positive Card as a payment tool at Petrol Ofisi stations when they pair it with their credit cards.

Making a difference with its system, Positive Card is increasing service quality at all stations all over Turkey and presents personalized offers for buying fuel according to the needs of different customer groups.

Furthermore, there are also many other cards such as Automatic Card, Filo Card, Gift Card, and Ticari Card within the scope of the customer loyalty program that offer different advantages and opportunities and target different types of customers.

Miles & Smiles: Miles & Smiles members who fly with the Petrol Ofisi and Turkish Airlines for fuel purchases will receive special benefits. Members of Miles & Smiles can earn up to 5 times more Positive Points for their fuel purchases at Petrol Ofisi stations participating in the campaign across Turkey, and they can use their miles to buy fuel for their vehicles.

Money Club: As part of a collaboration between Petrol Ofisi and Migros, the Money Club Card and Positive Card offerings have been integrated. Money Club Card can now be used to purchase fuel or auto-gas at select Petrol Ofisi stations, and Money Points can be used to purchase fuel or auto-gas. Customers can earn Money points with the Positive Card at Money institutions such as Migros, Macrocenter, 5M Migros, and MigrosJet, as well as the Migros Online Store.

LPG Pass: With the first and only LPG Pass application in Turkey, Petrol Ofisi enables business owners with LPG vehicles in their fleet to control their fuel expenses, their customers to make payments in a secure way without exiting their vehicles and presents them special offers for their POGas purchases.

Stations are Always Ready for Customers with the 3rd Eye

Petrol Ofisi places high value on keeping the facilities where clients receive service clean, well-kept, and in outstanding condition. In this sense, the Digital Surveillance Monitoring System 3rd Eye improves service quality by objectively evaluating whether the stations that serve as customer contact points meet the necessary infrastructure and service understanding requirements, allowing the central office to

meticulously monitor physical standards. Infrastructure elements that are missing or need to be updated are rapidly identified, and immediate action is made as a result of regular audits. All site workers are involved in action procedures, ensuring that Petrol Ofisi stations meet the industry's best service standards.

Listening to Customers: 1st Eye Application

Petrol Ofisi, began implementing the 1st Eye application as a customer-oriented company, a first in the industry, at the end of the first quarter of 2020, in order to improve service quality at its stations. Following their shopping experience, customers are contacted via the IVN - Interactive Voice Notification System powered by artificial intelligence – and given the opportunity to provide feedback on their experience. Another method was developed in 2021, allowing customers to review their shopping experience and give recommendations using the Petrol Ofisi smartphone app. As

a result, it is now feasible to reach out to customers through various channels. All of these channels provide extremely valuable outputs on a regional, station, unit, and even personal level. Detections are made for concerns such as the best applications and places to improve related service quality and customer satisfaction, thanks to the application that got over 1 million input throughout the reporting year, and numerous initiatives are done appropriately.

10.2 Customer Privacy / Information Security

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

Personal Data Storage and Destruction Policy is implemented at Petrol Ofisi A.Ş. Deletion, destruction and anonymization processes of data/documents in all written/printed or

electronic recording mediums where personal data belonging to Petrol Ofisi employees, candidate employees, service providers, visitors and other third persons are processed and activities for the processing of personal data are carried out within the scope of this policy. Personal data are securely stored in electronic/non-electronic mediums determined by Petrol Ofisi in accordance with the law. Destruction processes are carried out by the company using techniques determined according to relevant legislation upon ex officio or the relevant person's application.

Petrol Ofisi implements the ISO 27001 information security management system in order to protect its financial data, intellectual property, operational activities, and customer information.

10.3 Social Development/Social Responsibility

Petrol Ofisi, the Pioneer of Development, carries out various corporate social responsibility projects and provides support to many others, all while upholding its deep-rooted principles and "National Pride" value.

While a company's implementation of responsible practices toward society, the environment, and its employees brings various benefits to the institution, the main benefits are efficient business results, competitive advantage, and increased employee loyalty and motivation.

Petrol Ofisi Management

Conducts pioneering activities both for the society and environment and its employees through the following;

- Collaborations
- Environmentally friendly practices
- Entrepreneurships projects to which it provides funding or mentorship
- NGOs it supported
- The Volunteer's Office established under Petrol Ofisi

In addition to the economic value it creates through its activities, Petrol Ofisi also contributes to development with through its social responsibility activities. The Volunteer's Office is a volunteer-based community platform where Petrol Ofisi employees can carry out social responsibility projects and cooperate with NGOs and other communities.

Petrol Ofisi and Altınordu Cooperation

Petrol Ofisi maintains an extensive "**common cause**" project with Altınordu, one of the best academies of the Turkish football. Setting off with the slogan "**Petrol Ofisi Supports the Future of Turkey**", Petrol Ofisi aims to accelerate the rise of Altınordu sports club, which does not recruit foreign players in its line-up and has initiated the biggest movement for change in the Turkish football with the investment it makes in the youth, and thus, to become the brand that provides the biggest support to the "**Carrying the Turkish youth further**" project of the red-navy blue club.

Petrol Ofisi and GEA Cooperation

The GEA Search and Rescue Group is a search and rescue, environmental, and humanitarian aid organization that saves lives in natural disasters such as earthquakes, floods, and forest fires, and helps catastrophe victims to survive. For all life-threatening tragedies, GEA teams conduct search and rescue operations to locate those trapped beneath a wreckage after a disaster, as well as provide humanitarian aid and rehabilitation support to victims in need in disaster locations, not only in Turkey but around the world.

GEA Search and Rescue team, which has carried out numerous search and rescue, medical support, and humanitarian relief operations in Turkey and around the world, now receives the energy it requires from Petrol Ofisi. Petrol Ofisi supplies the fuel needs of the GEA Search and Rescue Group's vehicles as part of their collaboration.

Petrol Ofisi and Food Saving Foundation Cooperation

The Food Saving Foundation is a non-profit organization dedicated to raising awareness about food waste and preventing the waste of "extra food" with expiration dates approaching or that has lost its sales quality owing to falling into inert stock, but is still fit for human consumption. Through their operations, the Food Saving Foundation rescues extra food and distributes it to families in need.

Petrol Ofisi initiated a meaningful cooperation with Food Saving Foundation in August 2021. Within the scope of the agreement, Petrol Ofisi provides fuel for 4 food collection vehicles, two of which are rigs and the other two are light commercial vehicles, used by the Food Saving Foundation.

The Food Saving Foundation uses the trucks that receive fuel support from Petrol Ofisi for food collection/delivery and operations to raise social awareness. With the help of Petrol Ofisi, the Food Saving Foundation completed over 200 operations in just the Marmara and Mediterranean Regions in the first three months, saving 282 tons of food and delivering it to 26.750 individuals in need. Petrol Ofisi saves TRY 700 worth of food for every liter of fuel it donates to the Food Saving Foundation.

"I Have a Daughter in Anatolia" Project

In 2021, Petrol Ofisi supported the "I Have a daughter in Anatolia" Project carried out by Association for Supporting Contemporary Life, on behalf of its employees that have won the "Pioneer" badge through the trainings they have completed on the e-learning platform.

Sapling Donation from Petrol Ofisi to ÇEKÜL

Petrol Ofisi has donated 10,000 saplings to ÇEKÜL with the slogan "May Saplings Grow and Give Breath to Future Generations," in an effort to regreen the burned forest areas. The trees were planted as part of the foundation's "7 Trees Forests" project in Hatay's Belen Region, where thousands of hectares of forest were burned in the 2020 flames.

Some of the projects conducted by the Volunteer's Office are as follows:

- In the scope of the Project conducted in collaboration with the Project for Emergency Needs Foundation (AIP), pre-school students have been supported. We made an agreement with Office 1 Store, had school sets prepared (two separate sets for primary and high school) close to the opening period of the schools, and our employees were provided with a special link and purchased. School sets were delivered to 47 children and young people determined by AIP in this way
- With the project realized in cooperation with the AIP (Project for Emergency Needs) Foundation, the New Year's dreams of 100 children were turned into reality. The New Year's wishes of the children within the foundation hung on the wish tree in the Agora Cafe in the head office were fulfilled by Petrol Ofisi employees.
- As members of the Volunteers Office, we went to Kinaliada on Saturday, October 11th and carried out our garbage collection project in Kinaliada with the support of the members of the Octopus Volunteers Association.
- Company employees were supported with the products they bought with the stand established on December 6 for the benefit of KAÇUV (Hope Foundation for Children with Cancer). In the evening of the same day, we prepared 150 Hopeful Boxes for KAÇUV and delivered to the families of Children with Cancer.
- Through the Gulf Animal Lovers group, stray animals in Kocaeli were supported in these difficult days with the aid of 375 kg of animal food. During the pandemic process of the Volunteers Office, 1 ton of food was delivered to the stray dogs in Istanbul via @sokaklarbileyasakbizgrubu.

10.4 Product and Service Quality / R&D Activities

With a spectrum of over 350 products developed under one roof, Petrol Ofisi Technology Center - POTEM, which is the most developed technology center in its area in both Turkey and the region, provides appropriate solutions for all of Turkey's lubricant needs, from the automobile industry to manufacturing. Petrol Ofisi Lubricants, the market leader in Turkish lubricants and chemicals, continues this success beyond national lines, exporting the goods it creates at POTEM to more than 30 countries. POTEM offers a total of 238 distinct tests, 144 of which are TÜRKAK-accredited and use national and international procedures.

Maxima Hybrid 0W-20 - The motor oil for hybrid cars

Maxima Hybrid 0W-20, a sophisticated technology special motor oil manufactured for the first time in Turkey at ACEA C5 performance level, extends engine life and optimizes performance in hybrid cars and start/stop technology as part of worldwide sustainable environmental regulations. In comparison to prior generations, it also saves up to 3% on fuel.

Energy-saving new generation Hydraulic System Oil

POTEM's next generation hydraulic system oil, Hydro Tech HVI-E, has a number of distinct advantages over existing hydraulic oils. The new generation Hydraulic System Oil, which has a substantially longer life than its predecessors, lowers operational expenses, improves the performance of the hydraulic pumps in which it is used, and saves energy in particular.

Active-3 Technology

Petrol Ofisi's 78 years of unique know-how and competence, as well as the hard and precise work of POTEM, Turkey's most important and advanced institute, and Afton Chemical, have resulted in Active-3 technology. Independent laboratories have evaluated Active-3 technology, and these testing processes have been overseen and authorized by ITU. Eventually, Active-3 technology was used to manufacture all of our fuels. Thus, for the first time in Turkey, Petrol Ofisi has begun to offer Active-3 technology, which cleans up to 100 percent, protects the engine from the first tank, and saves up to 4%.

PO/Gas Product and Service Quality

100% Guarantee of the right quantity of tank filling-

Customers at Petrol Ofisi PO/Gaz stations are served with the motto "precise and complete tank fill" without sacrificing quality. Pump measurements are verified at the stations at regular intervals, and if there are any errors, intervention is made. This ensures that the high-quality product is provided in the exact and entire quantity to the clients.

Quality, full control, maximum safety in product and service processes -

The Petrol Ofisi PO/Gaz branded LPG is sold in line with the TS EN589 standard, which is the European LPG standard for customer safety and security. TS 11939, TS 1446, and TS 1449 standards, as well as related

technical and regulatory restrictions, are also followed when installing and inspecting LPG systems at stations. Petrol Ofisi ensures PO/high Gaz's product quality and secure station infrastructure.

Controls are made to preserve the quality 24/7, from monitoring the tankers on the road, supplying LPG to the stations, identifying the relevant service people taking care of each automobile, and the tank levels of the dealers, using the automation systems established at each station. Furthermore, the product quality of PO/Gaz is always at high levels, with prompt intervention and stopping in the event of a problem, thanks to alarm systems that are triggered at vital points.

PO/Gaz is among the companies with the highest market share in the Turkish LPG market and is among the most preferred brands. For this reason, according to the results of research conducted by independent organizations; **9 out of 10 people using PO/Gaz** recommend PO/Gaz.

Fuel Safety System

Petrol Ofisi provides its clients a satisfaction guarantee in PO/Gaz purchases for the first time in Turkey with the Fuel Safety System. Product quality and underfill alerts are audited by independent and recognized organizations under this method. With this service for LPG vehicles, Petrol Ofisi promises to pay 100 percent of the repair cost of all PO/Gaz-related issues in customers' vehicles, based on reports from independent and certified institutes.

100% Guaranteed LPG with the audit of independent institutions -

Within the scope of the Fuel Safety System, all complaints about product quality are handled by INTERTEK, one of the world's largest product quality testing and monitoring companies, whose processes have been approved by Istanbul Technical University, and all complaints about underfilling are handled by TÜV AUSTRIA TÜRK, which is independent of Petrol Ofisi.

Fully Synthetic Motor Oil for Vehicles with Particulate Filter

As a result of the extensive R&D activities carried out at the Petrol Ofisi Technology Center (POTEM) - Turkey's largest lubricant technology center - the company added a new product to the "maxima motor oils" family developed for passenger cars and light commercial vehicles. Developed by Petrol Ofisi Lubricants unit for all passenger and light

commercial vehicles with diesel particulate filters, Maxima CX 5W-30, with its special formula, simultaneously meets the needs of vehicles that require ACEA (European Automotive Manufacturers Association) C2 and C3 performance levels. Based on the limit values of ACEA C2 and C3 performance levels, Maxima CX 5W-30 protects the engine up to 10 times more against wear, while keeping the engine up to two times cleaner and reducing the formation of deposits. The fuel efficiency of Maxima CX 5W-30, which helps the engine function more effectively, is also appealing.

Petrol Ofisi continues its activities with the vision of being the best and most innovative company in its field with POTEM, Turkey's most comprehensive technology base in its field. Petrol Ofisi Technology Center (POTEM), established in a closed area of 1,200 m² at the Petrol Ofisi Lubricants Production Plant in Kocaeli-Derince, obtained the first **TS EN ISO / IEC 17025 Test Laboratories Accreditation in the industry.** POTEM has been serving with its unique knowledge and experience since 1941 with its 6-million-dollar investment value, state-of-the-art equipment and expert team.



High-technology product development efforts

The latest innovations and advancements in other industries, particularly the automotive industry, are followed and applied at POTEM at the same time as the rest of the world. New product development studies are carried out in response to equipment manufacturers' requirements. POTEM does research and development for lubricants, antifreeze, grease, and gasoline products under the Petrol Ofisi brand.

Raw material and production quality control analyzes

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

Analysis services within the scope of TS EN ISO/IEC 17025 accreditation

POTEM's sophisticated technology and accreditation capabilities are not limited to Petrol Ofisi. Many local and foreign enterprises, particularly governmental institutions, including world giants, use the center for R&D, quality control, and analysis.

POLA – Used oil analysis and evaluation service

POLA is a used oil analysis and assessment system developed by POTEM for the monitoring of lubricants and equipment conditions. The chemical and physical state of the oil is determined with the POLA service, as is the performance, as well as the type and number of internal/external contaminants and wear factors.



11

Local Communities and
Their Rights/Human
Rights Assessment

Petrol Ofisi

1 1 LOCAL COMMUNITIES and THEIR RIGHTS ASSESSMENT

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

12

Awards Won in the
Current Reporting Period
and Reporting Index

12 AWARDS WON in the CURRENT REPORTING PERIOD and REPORTING INDEX

12.1 Awards Won in the Current Reporting Period

Awarding Body	Year	Description
The One Awards Integrated Marketing Awards	2021	Petrol Ofisi was selected as the 'Reputable Company of the Year' in the Fuel category at the 7th 'The ONE Awards Integrated Marketing Awards' by the public jury in 2020, as in 2018. The award ceremony was held on March 17, 2021.
MENA Stevie Awards	2021	'One Step Towards the Future with Petrol Ofisi' was awarded at the MENA Stevie Awards, one of the most prestigious awards of the business world. The internship program, which Petrol Ofisi brought to the online environment by considering the education life of the students during the pandemic process, received a Bronze award in the category of "Human Resources Management, Planning and Implementation Innovation".
Social Media Awards Turkey	2021	Petrol Ofisi was awarded the Gold Award in the Fuel category in the SocialBrands Data Analytics Awards division.
Social Media Awards Turkey	2021	Petrol Ofisi received the Silver Award in the Mobile Application category with the "Social League".
Best Of Sales Awards	2021	Petrol Ofisi received an award in the Customer Experience category at the Best of Sales Awards.
Brandon Hall Group HCM Excellence Awards	2021	Petrol Ofisi's online internship program "One Step towards the Future with Petrol Ofisi" was awarded the Gold Award in the "Unique and Innovative Talent Acquisition Program" category.
Brandon Hall Group HCM Excellence Awards	2021	Petrol Ofisi's online internship program "One Step towards the Future with Petrol Ofisi" was awarded the Gold Award in the "Best Recruitment Marketing and Employer Branding Program" category.
Brandon Hall Group HCM Excellence Awards	2021	Petrol Ofisi received a Silver Award in the category of 'Unique and Innovative HR Program' in HR Workflow Management System: Pratik.
Baykuş (Owl) Awards	2021	Petrol Ofisi 'My Travel Friend' project in cooperation with Altyol received a Bronze Award in the 'Visionary Owl' category at the 2021 Baykuş (Owl) Awards.
Felis Awards	2021	Petrol Ofisi and ITU Çekirdek received Felis Award in the category of Sponsorship in the Health Communications section with their communication work "Concrete Steps".
Felis Awards	2021	Petrol Ofisi also received the Achievement Award in the Health and Well-being category of the Health Communications department for the same project.

Awarding Body	Year	Description
Vega Digital Awards	2021	Petrol Ofisi received an award in the Social League Digital Marketing category.
Vega Digital Awards	2021	Petrol Ofisi Social League received an award in the Social Media Campaign Series category.
Vega Digital Awards	2021	Petrol Ofisi Social League received an award in the Social Media Contents and Marketing category.
Vega Digital Awards	2021	Petrol Ofisi Social League received Mobile App and Website award.
Vega Digital Awards	2021	Received Social Content category award with Heroes That Shed Light to Future series.
Vega Digital Awards	2021	Received Marketing category award with Heroes That Shed Light to Future series.
SAP	2021	Received Digital Transformation of the Year Award.
The Hammers Awards	2021	Received award in "Fueloil and Energy Industry The Best Marketing Team" at The Hammers Awards 2021.
The Hammers Awards	2021	Received award in "The Marketing Team with the Best Content" category.
MUSE Creative Awards	2021	Petrol Ofisi maintained its performance from the previous year, winning 13 awards. With "Altınordu Game Kit Design," "ITU Çekirdek Social Responsibility Project," "Special Days Content Series," and "Social League Fantasy Football App," Petrol Ofisi got 7 Platinum and 6 Gold Awards, for a total of 13 awards.
EBMA 2021	2021	Received High Mention Award at Employer Brand Management Awards 2021.
Crystal Apple	2021	Received Crystal Apple award under Design/Game category with Petrol Ofisi Respect Stadium.
Crystal Apple	2021	Received Silver Apple under Design/Packaging Design with Petrol Ofisi Respect Stadium.
Crystal Apple	2021	Received Silver Apple under Media/Product and Service category with "My Second Home on the Road with Selim Yuhay".
Golden Leaders Awards	2021	Our CEO Selim Şiper received Golden Leader 2021 award as the most admired CEO of Turkey as a result of the survey participated by 35.000 business people.
One Awards	2021	Marketing Turkey - Reputable Company of the Year

12.2 GRI Content Index

GRI Standard	Notification	Description	Page Numbers
GRI 101: FOUNDATION 2016			
GRI 102: GENERAL 2016			
GRI 102: Foundation 2016	Organizational Profile		
	102-1 Name of the organization	Petrol Ofisi	7
	102-2 Activities, brands, products and services	About Petrol Ofisi; https://www.petrolofisi.com.tr/	7
	102-3 Location of Headquarters	Address and contact information	80
	102-4 Location of Operations	https://www.petrolofisi.com.tr/iletisim	7
	102-5 Ownership and legal form	About Petrol Ofisi	7
	102-6 Markets served	About Petrol Ofisi	7
	102-7 Scale of organization	About Petrol Ofisi	7
	102-8 Information on employees and other workers	Employees	18-19
	102-9 Supply chain	Supplier - Contractor Management - Purchasing Activities - Procurement of Goods	55-56
	102-10 Significant changes to the organization and its supply chain	About Petrol Ofisi	7
	102-11 Precautionary Principle or approach	Internal Audit and control measures and https://www.petrolofisi.com.tr/ certificates	14
	102-12 External activities	Customer - Public Relations (Dealer management) and Stakeholder communication	13-58-59
	102-13 Membership of Associations	Stakeholder Communication and Customer - Public Relations (Social Development / Social Responsibility)	13-58-62- 63
	Strategy		
	102-14 Statement from senior decision maker	Corporate Management	11
	102-15 Key impacts, risks and opportunities	Economic Performance (Financial Risk Management) and Internal Audit and Control Methods and Business Continuity (Process Safety)	14-34- 35-52 -53
	Ethics and Integrity		
	102-16 Values, principles, standards and norms of behavior	Internal Audit and Control Methods and Anti-Competitive Behavior	14
	102-17 Mechanisms for advice and concerns about ethics	Customer-Public Relations (Customer Satisfaction and Marketing Communication)	58-59-60-61

GRI Standard	Notification	Description	Page Numbers
GRI 102: GENERAL 2016			
GRI 102: Foundation 2016	Governance		
	102-18 Governance structure	Corporate Management and Management Approach	11-12-13
	102-23 Chair of the highest governance body	Corporate Management (Management Approach)	11-12-13
	Stakeholder Engagement		
	102-40 List of stakeholder groups	Management Approach (Stakeholder Communication)	13
	102-41 Collective bargaining agreements	Freedom of Association and the Right to Collective Bargaining	20
	102-42 Identifying and selection stakeholders	Management Approach (Stakeholder Communication)	13-55
	102-43 Approach to stakeholder engagement	Management Approach (Stakeholder Communication)	13-19-55
	102-44 Key topics and concerns	Customer-Public Relations (Social Development / Social Responsibilities) and Management Approach (Stakeholder Communication)	13-62-63
	Reporting Practice		
	102-46 Defining report content and topic boundaries	About the Report	4
	102-47 List of material topics	About the Report	4
	102-48 Restatements of information	-	
	102-49 Changes in reporting	-	
	102-50 Reporting period	January 1, 2021 - December 31, 2021	
	102-51 Date of most recent report	-	
	102-52 Reporting cycle	Yearly	
	102-53 Contact point for questions regarding the report	Petrol Ofisi Corporate Quality kurumsalkalite@petrolofisi.com.tr	80
	102-54 Claims of reporting in accordance with the GRI Standards	About the Report	4
	102-55 GRI content index	GRI content index	72-73-74-75-76-77-78
	102-56 External assurance	No external assurance service has been received.	

GRI Standard	Notification	Description	Page Numbers
Material Topics			
Emissions			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundary	Environmental Management	39
	103-2 Management approach and its components	Environmental Management	39
	103-3 Evaluation of the Management Approach	Environmental Management	39
GRI 305: Emissions 2016	305-1 Direct (Scope 1) greenhouse gas emissions	Environmental Management (Greenhouse Gas and Emission Management)	39-40
	305-2 Energy indirect (Scope 2) greenhouse gas emissions	Environmental Management (Greenhouse Gas and Emission Management)	39-40
	305-5 Reduction of GHG emissions	Environmental Management (Greenhouse Gas and Emission Management)	39-40
Waste Management			
GRI 103: Management Approach 2016	103-1 Explanation of the material topics and its boundary	Environmental Management and Waste Management (subtitle) and Water and Wastewater Management (subtitle)	39-40-41-42-43-44-45-46-47
	103-2 Management approach and its components	Environmental Management and Waste Management (subtitle) and Water and Wastewater Management (subtitle)	39-40-41-42-43-44-45-46-47
	103-3 Evaluation of the management approach	Environmental Management and Waste Management (subtitle) and Water and Wastewater Management (subtitle)	39-40-41-42-43-44-45-46-47
GRI 306: Wastes 2016	306-1 Water discharge by quality and destination	Environmental Management (Water and Wastewater Management)	40-41
	306-2 Wastes by type and disposal method	Environmental Management (Waste Management)	42-43-44-45-46-47
Water Management			
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Address and Contact Details

Petrol Ofisi Genel Müdürlük (Headquarter)

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

Phone

+90 216 275 30 00

E-mail

kurumsalkalite@petrolofisi.com.tr