



iGA

İSTANBUL AIRPORT



iGA

SUSTAINABILITY REPORT

2021 - 2022

published July 2023

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ABOUT THE REPORT

At iGA Istanbul Airport, we are delighted to present our Sustainability Report, offering a comprehensive overview of our sustainability initiatives from January 1, 2021, to December 31, 2022. This report serves as a reflection of our enduring commitment to sustainable practices and encompasses our strategic approach, vision, and mission, as well as our shared objectives and projects with both internal and external stakeholders. Our report was prepared in accordance with the GRI Standards: Core Option. At iGA, we are proud to provide access to our sustainability reports, which have been published since 2016, through the Green Library section of our website. We will continue to prepare our sustainability report on an annual basis in the future.

We value your feedback and consider it an essential part of our development process. You can share any suggestions, requests, and complaints related to sustainability with us at ist@igairport.aero.

ABOUT iGA

COMPANY HISTORY & PROFILE

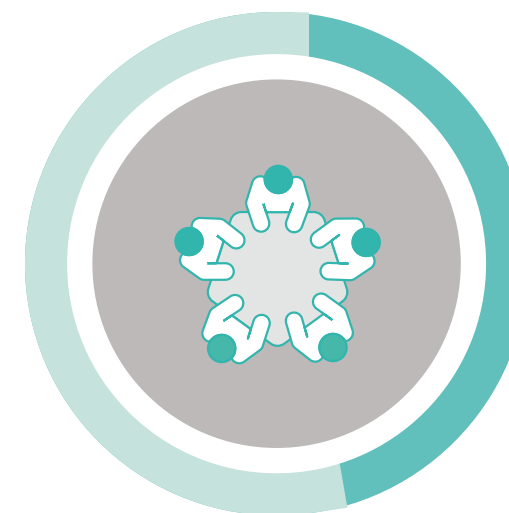
The construction and operation of Istanbul Airport, established to meet the growing importance and demand for global transportation in Türkiye and Istanbul, was carried out by iGA Airport Operations Inc., founded in October 2013.

iGA, which was responsible for the construction and the 25-year operation of Istanbul Airport, serves its passengers with its 1.4 million square meter main terminal building. Having begun the first phase in 2018, the airport currently has the capacity to serve 90 million passengers per year. Four years after its inauguration, it hosted more than 200 million passengers in total. iGA Istanbul Airport, which offers flights to 129 countries and 265 destinations worldwide, has seen over 1.2 million flights take place since its opening.

iGA Istanbul Airport plans to reach a total capacity of 150 million passengers and 5.5 million tons of cargo with additional expansions in the future phases, and is the largest airport in the world built under a single roof.

As of the end of 2022, the ownership structure of iGA is as follows:

- %55 Kalyon Havacılık ve İnşaat A.Ş.,
- %45 Cengiz İnşaat Sanayi ve Ticaret A.Ş.



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CERTIFICATES

Accessibility Enhancement Accreditation ACI World - 2022

We became the proud recipient of the first-ever "Accessibility Enhancement Accreditation" awarded by the Airports Council International (ACI) under the concept of the Accessible Airport.

Airport Customer Experience Accreditation Level 2 ACI World - 2022

We achieved a remarkable milestone as the first airport in Türkiye to receive the Airport Customer Experience Accreditation, Level 2 certification from the Airports Council International (ACI), ensuring that we meet international standards for customer satisfaction.

ACI Europe Level 3 Carbon Emission Certificate - 2022

We upgraded our Carbon Emission Certificate from Level 1 to Level 3 within the scope of the Airport Carbon Accreditation granted by Airports Council International (ACI).

ACI Airport Health Accreditation - 2022

In recognition of the stringent health measures we implemented during the pandemic and the "safe and risk-free" travel experience we provided to our passengers, we were once again presented with the Airport Health Accreditation award by the Airports Council International (ACI).

Greenstars Certification – 2022

Through our multifaceted efforts and as a reflection of our alignment with the Sustainable Development Goals, we earned the prestigious Greenstars Certification, Türkiye's first national sustainability certification.

RECORDS & AWARDS

The Best Airport in the World Condé Nast Traveler - 2022

We were chosen as the best airport in the world by the readers of the prestigious luxury travel magazine, Condé Nast Traveler, based in New York and London.

Largest Airport of the Year CAPA- 2022

Thanks to our exceptional services and successful endeavors, we were awarded the title of "Large Airport of the Year" by CAPA in 2022.

Eco-Innovation & Human Resources Excellence - ACI Europe Awards 2022

We received the "Eco-Innovation Award" and the "Human Resources Excellence Award" at the 18th ACI Europe Awards organized by the Airports Council International. In addition, at the ACI Europe Awards, we were declared "Highly Commended" in the category of airports with a capacity of more than 40 million passengers.

World Airport Awards – 2022

At the 2022 World Airport Awards, we won the international awards of the Most Family Friendly Airport, the World's Best Airport Shopping Experience, and Southern Europe's Best Airport.

Accessible Airport ACI Europe Awards - 2021

We were awarded the "Accessible Airport" title at the 17th ACI Europe Awards organized by the Airports Council International (ACI).

"World's Best Airport" and "Favorite Duty-Free Shopping in Europe" The Trazees - 2022

We were selected as the "World's Best Airport" and "Europe's Best Airport for Duty-Free Shopping" by Trazee Travel.

International Stevie Awards by Brandon Hall - 2022

At the 2022 International Brandon Hall and Stevie Awards, we were honored to receive gold, silver, and bronze awards in 11 different categories for our Accessibility Training Programs, Turkish Hospitality Training, Orientation Program, ARFF Training Program, Department Development Program, and Kigedem Psycho-Social Training Program.

Corporate Award Regional Air Transport Awards - 2022

In 2022, we were honored to be recognized with the Corporate Award by the Regional Air Transport Awards.



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The World's Top 10 International Airports - Travel and Leisure, 2022 & 2021

We secured second position in the renowned Travel and Leisure magazine's "10 Best International Airports" survey based on reader ratings. In both 2022 (94.06 points) and 2021 (91.17 points), we were honored to be among the top 10 international airports worldwide according to ratings given by the magazine's readers.

5-Star Airport Skytrax - 2022

Winning the 5-Star Airport Award again in 2022, after our success in 2020, based on the assessments carried out by Skytrax, reaffirmed our success once again.

Best Zero-Waste Practice Award - 2022

With our monthly average of 34% waste recycling performance and our waste management efforts, we were honored with the Zero Waste Best Practice Award at the 3rd Zero Waste Summit organized by the Ministry of Environment, Urbanization, and Climate Change of the Republic of Türkiye.

Accessibility Award – Zero Project Awards 2022

Thanks to our iGA Cares solutions, we won the Accessibility Award at the 2022 Zero Project Awards.

Europe's Most Efficient Airport, ATRS – 2021

Recognized by the Air Transport Research Society (ATRS), we have been awarded the prestigious title of "Europe's Most Efficient Airport," showcasing our outstanding efficiency in handling over 40 million passengers annually.

Europe's Best Airport ACI Europe Awards - 2021

We were honored with the esteemed "Best Airport in Europe" award at the 17th ACI Europe Awards, hosted by the Airports Council International (ACI).

Airport of the Year ACI Transport Awards - 2021

We were honored with the prestigious "Airport of the Year" title at the renowned 2021 Air Transport Awards, recognized as one of the most esteemed events in the aviation industry.

International Customer Experience Awards, 2021

We received four awards at the "CX Awards Türkiye - Customer Experience Awards 2021," the first edition of the event organized in Türkiye by Awards International, renowned for hosting customer experience competitions on the international stage since 2008.

Crystal Apple – 2021

At the 33rd Crystal Apple Awards Ceremony, we received the Bronze Apple in the "Digital Game" category for our specially-designed Instagram filters: "Bosphorus Zone Game," "ATC Tower Game," and "Catch the Luggage."

Felis – 2021

We were awarded the prestigious "Grand Prize" in the Ambient category of the Out of Home section at the Felis 2021 Awards for our "Dinle Yolcu (Listen, Passenger)" Project, created in commemoration of the March 18 Çanakkale Victory.

Türkiye Customer Experience Awards - 2021

We were awarded the gold prize in the categories of "Customer Centricity, Inclusiveness and Accessibility, Best Use of Technology" and the bronze prize in the category of "Best Voice of the Customer" in recognition of our outstanding achievements.

Engage Awards – 2021

We won the Best Use of Technology award for the "Loud Steps and Accessible Route" applications developed for visually-impaired individuals.



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MESSAGES FROM MANAGEMENT



Kadri Samsunlu
CEO - iGA Istanbul Airport

Dear Stakeholders,

With our philosophy being focused on adding value to society, sustainability is a common priority for iGA. 2022 marked a period where we advanced our efforts and took our sustainability journey to another phase. With a strategic sustainability planning effort, we defined our sustainability impacts; set our 2030 goals, defined metrics and started working on a sustainability management system to monitor our progress.

We are fully aware that a sustainability transformation is a complex as well as an urgent agenda. The year of 2022, continued to mark an increasing intensity of extreme weather events. The devastating floods in Pakistan, droughts in the United States, and numerous other natural disasters around the world have highlighted the significance of combating and adapting to the climate crisis.

The ongoing conflict between Ukraine and Russia has showcased how swiftly a crisis could escalate, especially when it involved limited resources. The uncertainty of the energy demand has translated into price fluctuations, which highlighted the urgency of energy independence and the transition to renewable sources, despite the short-term burdens for the economies.

During the time this report was being consolidated, our country was struck by a devastating earthquake, showing rather painfully the urgent need for nature-friendly and resilient built-in environments. Positively, we realized a great sense of active citizenship, interlocking the society and all institutions around humanitarian aid efforts. At this point, as iGA, like many private sector organizations, we tried to do our part. With more than 200 volunteer personnel from many units, led by our Operations, Technical Services, Security and ARFF - Airport Rescue and Fire Fighting Teams, we repaired the damage on the Hatay Airport runway and joined the rescue efforts in Hatay and other regions.

Within the scope of our 2030 plan, we established our sustainability vision and goals; working as a team representing all business functions, led by external consultants.

With the motto, "Our Focus is the World, Our Goal is the Future," we will continue to serve objective of **bringing the mobility methods of the future to the present, by focusing on the benefits of technology for people and the environment, in order to ensure a comfortable and safe journey for all our guests at this meeting point of diverse cultures**". In order to achieve our Sustainability Goals, we are focusing our efforts around three pillars

WORKING FOR THE FUTURE OF MOBILITY

As pioneers in aviation and mobility services, we are dedicated to develop innovative and digital mobility methods to provide a safe and inclusive travel experience for our guests with different needs, coming from various geographies and cultures. We strive to be pioneers in the aviation and mobility services by leveraging our expertise to deliver exceptional experiences.

WITH A FOCUS ON PRESERVING THE INTEGRITY OF THE ENVIRONMENT

Understanding the environmental footprint created by the aviation industry, we are committed to minimize and eventually eliminate our negative impacts. We run operations aiming to use resources (such as energy, water, materials, etc.) with a circular approach. From the very start, we have developed projects focusing on biodiversity preservation.

WE BRING POSITIVE VALUE TO THE SOCIETY WE LIVE IN, TO OUR GUESTS AND OUR EMPLOYEES

With our focus on regional development, we offer employment opportunities to a diverse range of people and serve as a good 'corporate citizen'. Our social investments are focused to develop society and communities as well as advocate for culture and the arts. We work with a corporate, transparent, and fair management approach.

The structure of this report is to address our stakeholders' expectations under defined material topics. Also we are presenting our targets for 2030.

In summary, 2022 was a year of progress towards our goals.

In parallel with an ever-increasing need for mobility, the aviation industry is working on high-performance and environmentally-friendly vehicles and autonomous technologies. Electric vehicles, autonomous technologies, and shared transport concepts are also underdevelopment.

As iGA, we serve an important mobility network as well as the aviation sector; we strive to create efficient and environmentally-friendly services that are suitable for the needs of all our guests before and after their flights. In this field, we are involved in strategic projects with our global stakeholders both in aviation and mobility.

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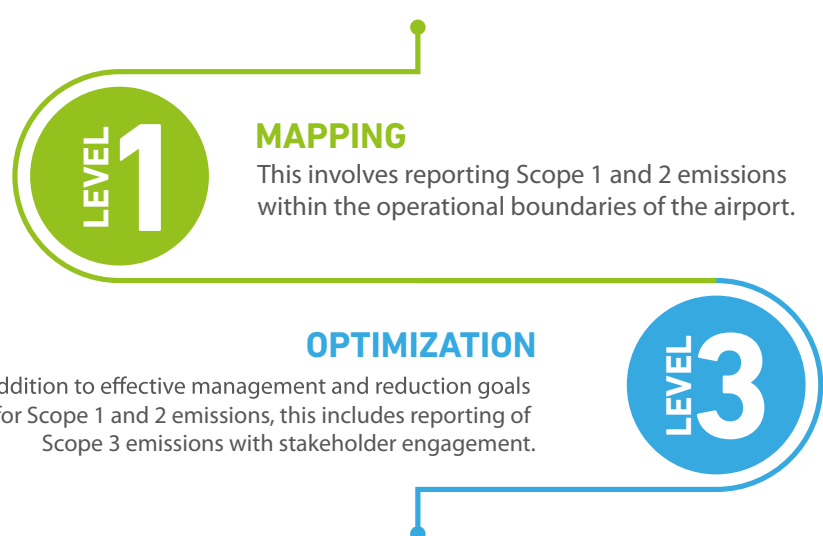
We served a total of 64,289,107 passengers, reaching a significant milestone in our service numbers in 2022. In addition to passenger transportation, we also achieved a remarkable growth in cargo volume in 2022. Compared to the previous year, we experienced an impressive increase of 87.76%, generating a total cargo volume of 1,427,000 tons.

Which serves over 129 countries, we strive to cater to the needs of all our guests inclusively in our structure. We offer various services customized to meet the needs of different groups, including families with children, individuals with disabilities, the elderly, guests with special needs, frequent travelers, business travelers, young travelers, and guests who wish to travel with their pets. In 2022, we incorporated further features into our digital applications and call center to enhance accessibility for passengers with disabilities.

In terms of 'Emergency Preparedness and Occupational Health and Safety' measures for 2022, we provided a total of 195,786 person-hours of on job training, including those operations for unusual weather conditions and related drills.

For the environmental sustainability domain, we had developed gradual reduction scenarios as part of our '2050 Net Zero Emissions Commitment' in 2019. In 2022, we have set a target to reduce our Scope 1 and 2 emissions by 45% by 2030. As for the transformation of Scope 3 emissions, we worked closely with our stakeholders on related initiatives. We fulfilled the requirements of the ACI Airport Carbon Accreditation (ACA) Program and earned the carbon accreditation certificate, demonstrating our commitment to combating climate change.

As part of our sustainability policy, we conducted carbon footprint management and reduction efforts, which resulted in the successful upgrade of our certification from Level 1 to Level 3 within the same program in 2022. Additionally, we received an (A-) score in the CDP Climate Change program.



As a first airport in Türkiye to receive the Net Zero Certificate, in 2022, we successfully segregated 43,500 tons of waste. Beyond collaborating with our stakeholders in waste prevention processes, we have been working systematically to achieve the highest level of waste segregation and its integration into the economy. In 2022, we recycled 34% of the segregated waste, while the remaining portion was directed towards local solutions such as industrial symbiosis and energy production. Thus, we prevented approximately 1,000 tons from carbon emissions, saving from the use of more than 100,000 tons of oil. We also integrated robots, previously used for customer support, in terminal-waste collection.

We know that water is an indispensable resource for the continuation and health of life on earth, and we believe that using it properly and efficiently is not a choice, but an obligation.



At iGA, we consume 35% of our total use from regenerated water sources. We plan to improve this ratio.

iGA's **Biodiversity Action Plan (BAP)**, in effect since we started our operations in 2015, aims to protect and mitigate potential impacts on the biological values around the Istanbul Airport area.

The development of our employees is the most valuable priority for iGA. We aim to integrate digital tools to make our processes more people-oriented. We offer professional and individual development opportunities through the iGA Academy. We know that our common values and corporate culture can be strengthened through happy, engaged, and highly committed employees. To serve this purpose, we have the iGA Cultural Ambassador Program. '2022 was a year where we continuously worked on employee well-being and development.

Another achievement in 2022 was to measure the impact of our social investments. **The results of the analysis indicated that for every 1 TL invested in the Social Investment Program, we generated social impact worth 5.6 TL for the stakeholders within the program.** With this analysis accredited by Social Value International (SVI), we are proud to present one of the most comprehensive impact measurements made on behalf of the private sector. We will continue to measure the social impact we create in the upcoming periods.

As a global player, iGA is determined to lead the way in making mobility services sustainable. We value opinions and feedback from all our stakeholders within this challenging transformation. We thereby present our 2022 report.

CORPORATE GOVERNANCE

ORGANIZATIONAL STRUCTURE

Since the day it was founded, iGA has been operating with a professional management, and the business and administration of the company are managed by a Board of Directors in which shareholders are equally presented. The Board of Directors gathers as often as the business requires, at least four times a year.

The chairman and the members of the Supervisory Board as well as the Executive Board are determined by the Board of Directors. The Audit Committee carries out internal audit operations at least once a year and reports to the Board of Directors.

The CEO of iGA serves as the chairman of the Executive Committee as well as the general manager. The Executive Committee, chaired by the CEO, is responsible for all the actions of the company and at iGA, business units periodically report the processes under their responsibility to the CEO and the Executive Committee.

The Board of Directors establishes risk management processes and systems that can minimize the effects of risks that may adversely affect the company, taking into account the opinions of the relevant committees. The Board of Directors reviews the effectiveness of the risk management and internal control systems at least once a year and provides information in the activity report regarding the presence, operation, and effectiveness of internal controls and internal auditing.

There are various committees and boards working under the management of iGA. Among these committees and boards, the Management Review is conducted annually for all management systems, primarily ISO 9001. The SMS Safety Review Board meets at least every six months in accordance with the SHT-SMS/HAD directive issued by the Directorate General of Civil Aviation. The OHS Occupational Health and Safety Committee convenes every three months in compliance with the Regulation on Occupational Health and Safety Committees. Additionally, the Customer Experience Committee meets at least every three months within the scope of 10002. In addition, sustainability activities and management at iGA are carried out by working groups coordinated by a Project Team consisting of experts from various disciplines. These activities are presented to the iGA Top Management by the Sustainability Committee, which meets every three months under the chairmanship of the CEO.

RISK MANAGEMENT

The challenging winter conditions in 2022, political unrest between Ukraine and Russia that affected the global agenda, and the increased energy demand due to various factors including these events, along with growing economic uncertainties in the world, have once again highlighted the importance of sustainability governance for us.

We are aware that sustainability (ESG) risks will be managed through a more comprehensive risk management approach, in collaboration with all our stakeholders. In our 2022 Sustainability Plan, we developed a framework for incorporating these risks into our governance model, aiming to better understand and address them.

Here is a summary of the risk management practices we aim to improve:

In line with our company's strategies and objectives, we conduct risk management activities at both corporate and business unit levels using a methodology developed in compliance with the COSO Enterprise Risk Management framework and the TS ISO 31000 standard under the guidance of our risk management organization. The iGA Risk Management organization consists of the Early Risk Detection Committee, the Audit Board, the Quality Systems Directorate, the Corporate Risk Management Unit, and the Business Units, working together to ensure the proper implementation, control, and monitoring of risk management methodologies. The Early Risk Detection Committee evaluates internal and external situations to work on the early identification of risks that could jeopardize the company's existence, growth, and continuity. In addition, the committee is authorized by the Board of Directors to monitor the implementation of necessary measures and the management of identified risks, as well as to provide advice in these matters.

The Audit Board ensures the structure and functioning of risk management processes, the management of risks at the corporate level, the effectiveness of controls and other actions taken in response to risks. It provides assurance that risks are assessed accurately, correctly, and reliably, and that relevant situations are reported in a trustworthy and appropriate manner.

Corporate Risk Management at iGA encompasses both internal and external operational, financial, strategic, and compliance risks across all processes within the organization, including their economic, social, environmental, and governance impacts. Risks identified within this scope, and with consideration for the business objectives, are evaluated by the business units and consolidated under the coordination of the Corporate Risk Management Unit. Consolidated risks at the corporate level are prioritized, response plans are developed, and risk modeling activities are conducted.

OUR RISK MANAGEMENT PRACTICES

In 2022, a Corporate Risk Management consultancy service was implemented and a risk management project was carried out. During the project, a current state analysis was conducted in all business units, risk management awareness trainings were provided, risk identification workshops were held, a risk inventory was created, and an integrated risk management short-medium-long term roadmap was established.

The risks identified in the risk inventory created during the project were prioritized by senior management according to the company's risk appetite, and Corporate Risk Inventory Heat Maps were created in different categories. These heat maps determine which risks will be addressed as a priority.

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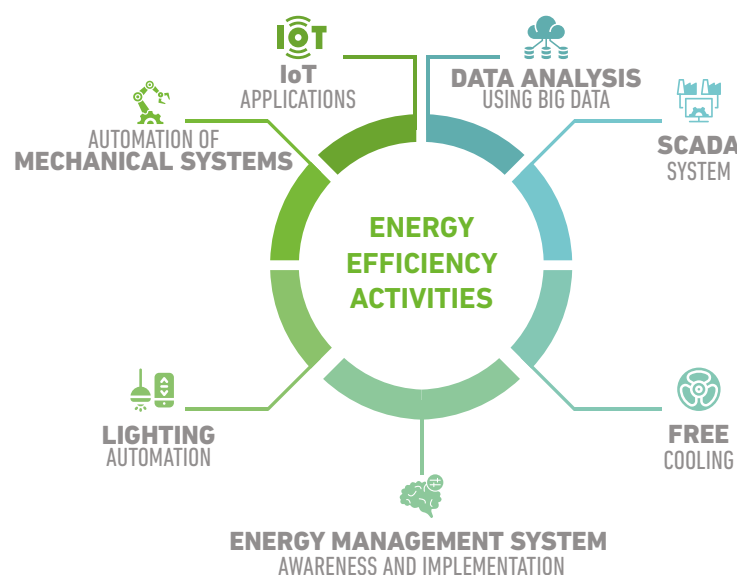
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MANAGING ESG RISKS

Climate crisis risk; The climate change crisis stands as one of the biggest challenges of our time and poses a significant risk to the future of the aviation sector. As Istanbul Airport, in line with achieving our Net Zero commitment by 2050, we have developed a roadmap aligned with the IPCC 1.5 °C targets, known as the 2050 Net Zero CO2 roadmap. In line with this roadmap, we created our carbon emission reduction strategy. Thus, we constantly monitor and evaluate both technological and operational requirements. We endeavor to ensure that our initiatives are innovative and inspiring for all our stakeholders. However, the majority of emissions related to mobility occur outside our corporate boundaries, falling under Scope 3 emissions. For this reason, we encourage all sector players to take part in the fight against climate change by collaborating with our stakeholders and supporting them to improve their own processes.

Our priority for emission reduction is to actualize the energy management of our airport in line with our ISO 50001 Energy Management System certificate.



We support our energy efficiency activities with our emission reduction practices. We have implemented numerous projects to reduce emissions in Scope 1, 2, and 3, targeting emissions from airport stakeholders' operations. Some of our main activities include Solar Panel Installations, Electric Vehicle Conversions, SAF Fuel Utilization, e-GPU, and A-SMGCS (Advanced Surface Movement Guidance and Control System) for the control and management of all ground movements in the aviation sector.



We support the formation of carbon sinks to reduce our total emission carbon footprint, and we are carrying out forestation works at our airport. We anticipate that the ongoing afforestation efforts at our airport will create a significant carbon sink in the medium and long term, effectively reducing our carbon footprint.

We consider "extreme weather events" as a prioritized risk caused by the climate crisis. As we mentioned in the first part of our report, the economic, environmental, and social effects of extreme weather events caused by the climate crisis is forcing all of humanity to take concrete steps. A conversion to renewable resources and energy independence is as important as our reaction to extreme weather events. Accordingly, we hold MADKOM (Meteorological Emergency Committee) meetings in order to take the necessary precautions on the air and land side against the meteorological events expected to occur at Istanbul Airport, to evaluate traffic according to the capacity, and to manage the coordination process by taking the necessary measures regarding personnel and equipment.

According to the Civil Aviation General Directorate's Circular SHGM 46715750-100.01-13-1774/E.527, the "Meteorological Emergency Committee (MADKOM) Implementation Instruction" has been published to determine the working procedures of the Meteorological Emergency Committee on a 24/7 basis.

In case of extreme precipitation, strong storm, sand/dust storm, fog, lightning, icing etc. at Istanbul Airport, an Unusual Meteorological Conditions Management Plan has been prepared in order to determine the methods and procedures regarding the measures to be taken and implemented by public institutions and private sector organizations operating at Istanbul Airport.

MADKOM meetings are held at the APOC Crisis Center, and meeting minutes are prepared and shared with MADKOM Committee members. 4 MADKOM meetings were held in 2021, and 23 MADKOM meetings were held in 2022. The MADKOM Committee makes decisions regarding flight reduction based on meteorological data. The Airport Operations Planning Department enters the canceled flights into the system, and the flight information is then reflected on the flight information monitors.

Every year, we prepare reports on the disruptions we observe and take the necessary additional measures for the following year. In the event of an alarm, we keep all iGA teams on standby at their duty stations to provide 24/7 service for snow-fighting operations.

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During extreme weather events, our Airport APOC Crisis Center remains operational 24/7, and we closely monitor all operations from the Crisis Center together with MADKOM members. In the event that passengers are required to have a layover at our airport, we ensure the necessary preparations for distributing mats, blankets, pillows, food, baby diapers, and other essential items. We also coordinate with ground handling organizations to have the necessary equipment (stairs, cobuses, conveyors, and GPUs) available in the de-icing area as per the requirements of the region.

The preservation of water resources; is crucial for both our airport operations, which serve more than 60 million passengers annually, and the water-rich northern region of Istanbul where we are located. To determine the principles of action plans based on the forward projections of Water Risks through Regional Mapping, we have prepared a "Water Risk Assessment and Analysis Report." The aim of this analysis is to evaluate iGA's significant geographical features, workforce access, governance and financial opportunities, as well as the notable opportunities and risks in water services at both regional and global levels. Its purpose is to establish future-oriented targets by assessing risks, identifying suitable approaches, and examining ongoing scenario studies. This is achieved through the evaluation of water risk monitoring and forward projections using regional mapping provided by the World Resources Institute (WRI).

Within the scope of impact analysis, iGA analyzes its relationship with the environment, the community in which it operates, its suppliers, customers, and other members of the industry. Through this analysis, we measure what we receive from the environment and society, what we do with what we receive, and what we ultimately contribute. In order to set our goals for the future, we review the footprint of all our operations and develop current scenarios by working together with projections for future plans.

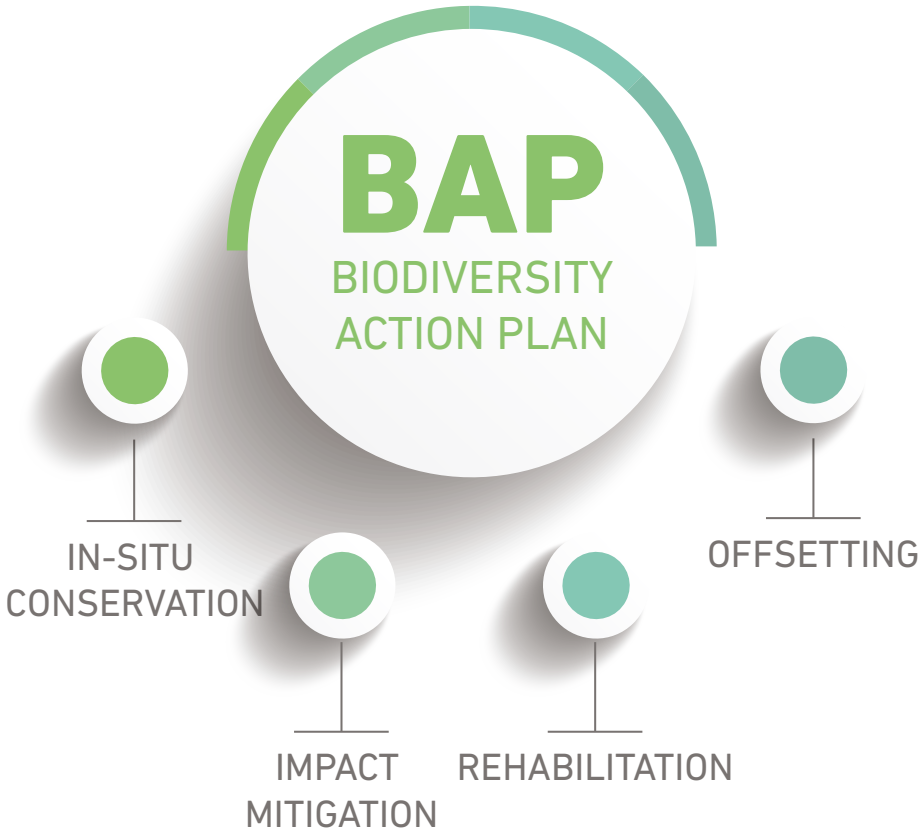


In order to preserve the environmental integrity in the future, we have included among our goals the provision of at least 50% of water used per passenger from alternative water sources such as rainwater and seawater. In line with this objective, we support our research with the projections provided by the World Resources Institute (WRI) to implement suitable projects and bring them to life.

The rehabilitation project of beekeeping in the vicinity of iGA Istanbul Airport not only contributes to socio-economic impact but also makes a significant contribution to the conservation of biodiversity.



Maintaining biodiversity; has always been a frequently visited topic which we study during various projects within the scope of the Biodiversity Action Plan (BAP). Under the Biodiversity Action Plan (BAP), we are implementing various projects to conserve endemic plants, following the four-tier protection hierarchy (in situ conservation, impact mitigation, rehabilitation, and offsetting). These projects include the conservation of endemic plants, turtle transportation and protection, an afforestation project covering 5,000 hectares in collaboration with the General Directorate of Forestry, appropriate vegetation in landscape works, and monitoring of bird populations. These activities aim to ensure the holistic preservation of the environment in the future.



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BUSINESS ETHICS

Since our establishment, we consider adherence to business ethics principles as a prerequisite in all our business processes and relationships with stakeholders. Compliance with ethical rules is regarded as one of the cornerstones of our corporate culture. We consider the creation of a fair, honest, healthy, and safe working environment for all our stakeholders, especially our employees, in compliance with the laws, as one of our priority governance areas.

Code of Business Ethics of iGA

BUSINESS PARTNERS	FAIR COMPETITION
COMPANY RESOURCES	HEALTH & SAFETY
CONFLICTS OF INTEREST	MUTUAL RESPECT & FAIR TREATMENT
GIFTS & HOSPITALITY	FAIR WORKING ENVIRONMENT & EQUAL OPPORTUNITY
CUSTOMER SATISFACTION	HUMAN RIGHTS
PRIVACY & DATA PROTECTION	FINANCIAL RECORDS
ENVIRONMENTAL AWARENESS	

The iGA Code of Business Ethics was established to explain our company's legal obligations, principles of integrity, honesty, human behavior and working principles, and to guide employees in fulfilling them. Our aim is for managers and employees to conduct their work within these rules, thereby preserving and enhancing the company's reputation and reliability. They are expected to be aware of the institutional impact of their behavior and attitudes, and to demonstrate the most appropriate methods and attitudes in their work and business relationships. Our managers and employees are responsible for the effective implementation of the code of business ethics and the creation of a culture that supports it.

The principles on which the iGA Code of Business Ethics is based

- All decisions and actions must comply with applicable laws, regulations, and iGA procedures.
- Employees must be honest and reliable in every step they take on behalf of iGA and in all their relationships.
- Employees must avoid conflicts of interest both in the performance of their duties and in external activities.
- Employees must always respect human dignity in their relationships with others.
- Employees must always act in accordance with the rules of confidentiality.



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iGA's SUSTAINABILITY APPROACH

SUSTAINABILITY ORGANIZATION

We actualize our sustainability operations together with all our business units; we make and implement our strategic decisions together with company management units.

Our Sustainability Committee, chaired by the CEO and consisting of department managers, have held quarterly meetings from 2019 to 2022 to plan and evaluate our short-term sustainability initiatives. However, in order to keep up with changing national and international policies and to become a leading company in sustainability, we have decided to take larger steps, set long-term goals, and establish advanced metrics to assess progress.

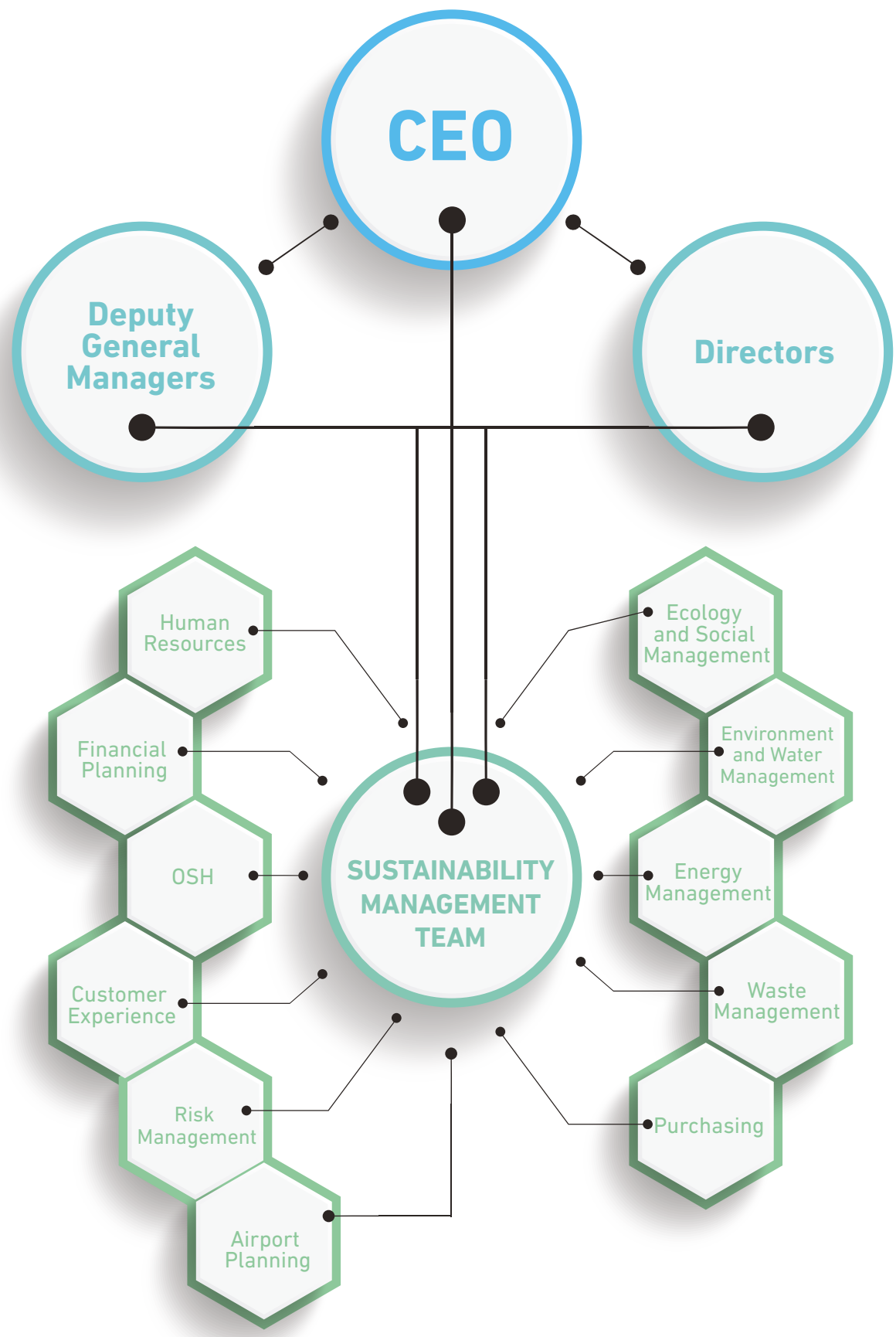
Our sustainability activities are carried out within the framework of our "Sustainability Plan," which we developed in 2022. The Sustainability Plan encompasses our 2030 targets for critical sustainability impact areas of our company, as well as our measurement and review system for these targets.

The CEO serves as the leader of our Sustainability Planning, providing expertise, business experience, and guidance during the planning and integration phases. The leader regularly reviews the continuity of the plan and its implementation, and monitors progress areas together with the Deputy General Managers and Directors.

Our sustainability activities are led by the Sustainability Management Team, which comprises our sustainability team, consultants, and team members representing critical business units. The process of developing and maturing our plan involved our experienced managers from different departments who formed our sustainability project team.

Throughout the plan, we received consultancy support that enabled us to stay informed about the general sustainability agenda and sustainability trends in our industry. This support provided us with insights allowing us to evaluate the processes from a fresh perspective at every stage of our plan.

SUSTAINABILITY COMMITTEE STRUCTURE



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MATERIALITY ANALYSIS

We believe in the importance of understanding the expectations and priorities of our stakeholders in order for sustainability efforts to serve their purpose.

Beyond starting with the saying, "Doing good is good for business," it is important to position sustainability as a method for creating long-term success. Being in a relationship with our stakeholders, beyond mainstream perspectives, will open different windows for us in terms of evolving lifestyles, ecology, and well-being needs.

In this direction, after establishing our sustainability vision and framework, we also reviewed our stakeholder priorities. In our stakeholder materiality analysis, we reached out to 1,175 stakeholders from the 15 defined stakeholder groups, asking them to identify and rate the important and priority issues in their relationship with iGA on a scale of 1-5. We also included an option for stakeholders to indicate if they had no opinion or knowledge on a particular issue, aiming to better understand their level of engagement with the topic. The results were analyzed by our consultant, leading to the identification of our priority issue matrix.

As a result of the analysis, we identified the issues that have the most impact on both our stakeholders and our company as follows;

Emergency Preparedness and Response

Extreme Weather Conditions

Integration of Mobility Services

Employee Improvement

Energy Efficiency

Service Quality

Offering global airline and cargo service

Compliance with climate laws (and tax systems)

Zero waste

Green Technology and Energy Conversion

Digital transformation

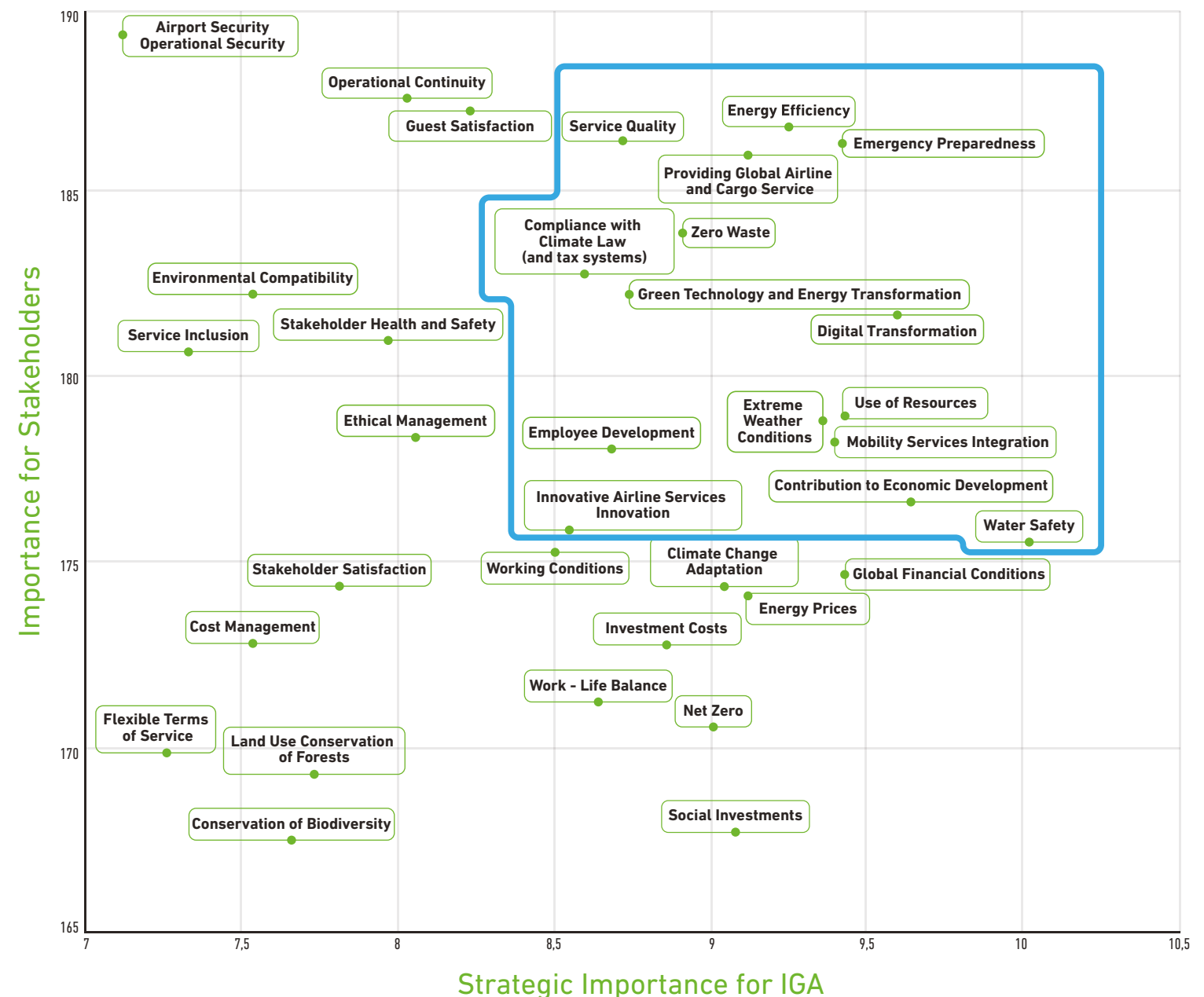
Use of resources

Contribution to Economic Development

Innovative Aviation Services - Innovation

Water Security

iGA Materiality Analysis

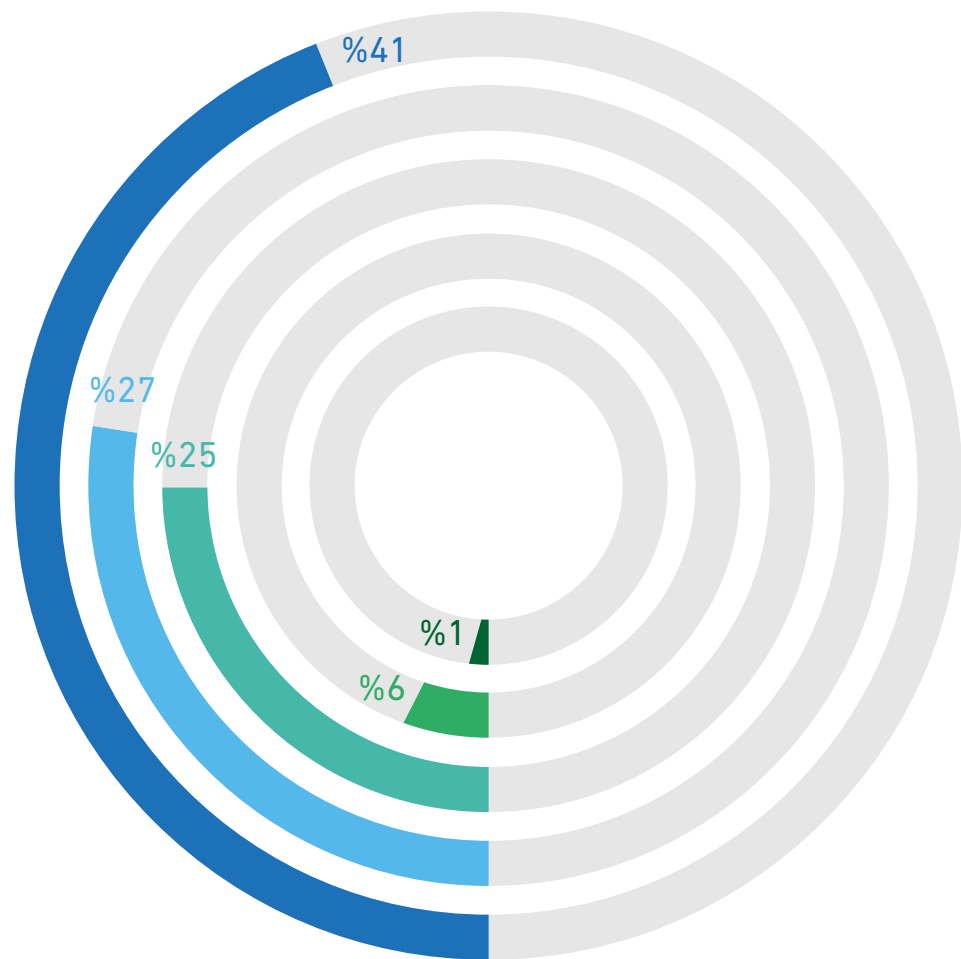


In the following pages of this report, you will find our activities and achievements during the reporting period, organized according to the identified stakeholder priorities.

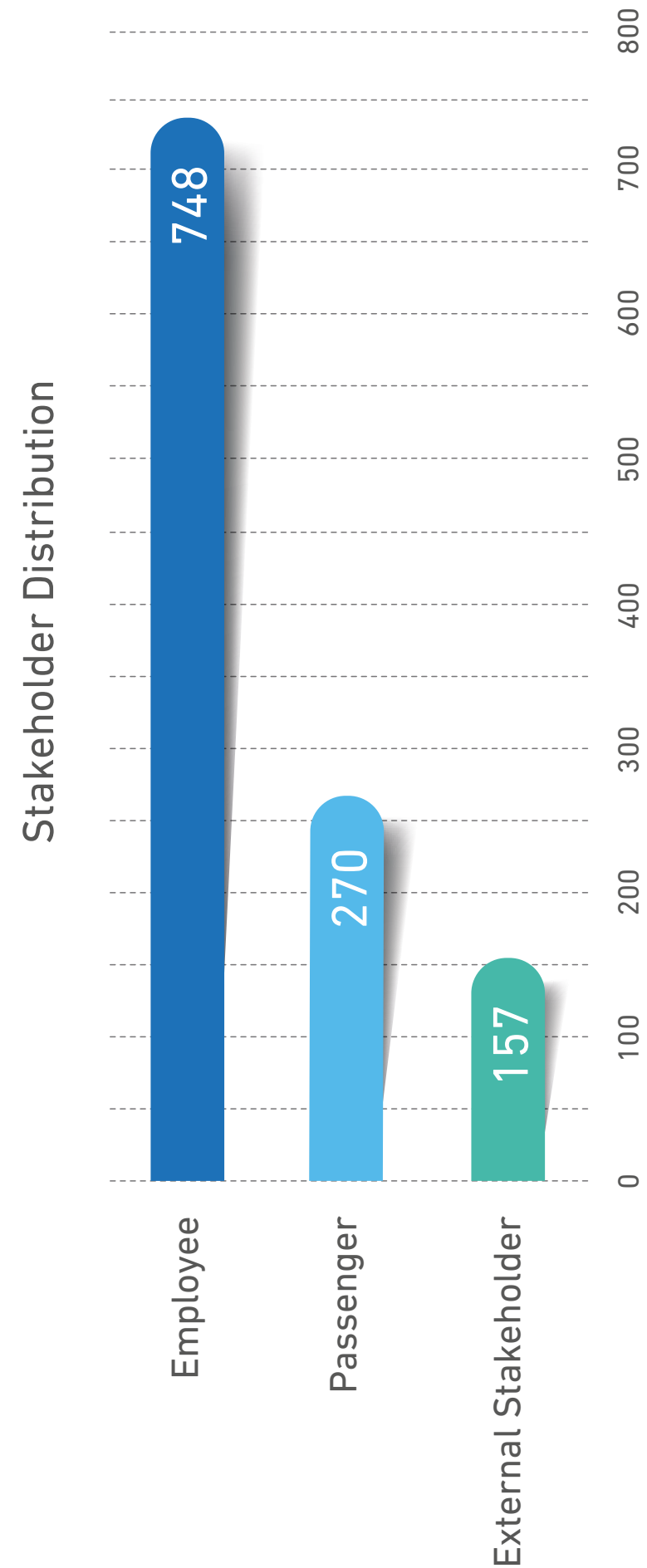
Beyond understanding stakeholder priorities, we also strive to understand the impact of risks and opportunities on our finances to ensure the viability of the sustainability transformation. For this purpose, we conducted a financial materiality analysis to determine which areas of impact would provide benefits or help mitigate risks to our finances. We examined trends and experiences of different organizations in this regard.

Both our stakeholder and financial materiality analyses guided the formulation of our goals and implementation strategies within the framework of our 2030 Plan.

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- I Know the Concept of Sustainability
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- Sustainability is Part of My Daily Business
- I don't know
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STAKEHOLDER RELATIONS

At iGA, we shape our operations within the framework of a sustainable and constructive approach by taking into account the expectations and needs of our stakeholders. We define as our stakeholders all organizations and individuals who have access to and influence over the social segments and/or decision-makers we aim to impact. This includes organizations and individuals who have the power to shape opinions and decisions, allowing us to engage with a diverse range of people. In this context, we believe that the opinions and expectations of the stakeholders in our stakeholder map, created through a special study, will carry our sustainability performance to the best levels. One of our important objectives is to communicate with our stakeholders through differentiating channels and shape our operations by gathering feedback from them.

STAKEHOLDER GROUP	THEIR IMPORTANCE TO US	RELATED MATERIAL TOPICS	COMMUNICATION METHODS	RELAVANT PARTS IN THE REPORT
EMPLOYEES	• Ensuring business continuity • Quality service • Hygiene conditions • Ensuring guest service satisfaction • Sustainable business ethics	• Service quality • Emergency preparedness • Zero waste • Resource Usage • Digital transformation • Employee Improvement • Promoting economic development	• Employee satisfaction surveys • Instant surveys (measuring satisfaction after events) • HR with You meetings • Employee support line • Employee suggestion box • Culture Ambassadors program • Social Clubs • Birthday celebrations • iGA press release • Internal announcements • Buddy Practice • Skywalkers events • Focus groups • Employee orientations • Annual performance and improvement evaluations • Online learning platform • Emergency drills • Internal audits • Quiz shows • Event invitation lotteries	• Work ethics • Sustainability vision • Service quality • Service safety • Work sustainability and information safety • Digital HR • iGA identity management automation • Occupational health and safety experience center • Employee mobile application • Compliance with the Climate Code • Employee improvement & satisfaction • iGA Organizational Culture • iGA Academy • Employee experience • Employee Volunteering • Emergency preparedness • Near miss - danger notice • Operational safety
PASSENGERS	• Presentation of routes and destinations • Service delivery for different segments / Inclusive journey • Digital services • Operational continuity • Service quality • Ensuring a safe environment	• Service quality • Offering global airline and cargo services • Emergency preparedness • Compliance with the Climate Code and tax regulations • Zero Waste • Use of resources • Water safety • Energy efficiency • Digital transformation • Extreme weather conditions • Integration of mobility services • Innovative aviation services & Innovation	• Digital surveys • Face-to-face surveys • ACI ASQ Survey • Face-to-face surveys on specific topics with in-house market researchers • E-mail notifications • Sustainability reports • Corporate website We listen to our visitors through 19 different channels.	• Global airline and cargo services • Integration of mobility services • Service quality • Inclusive services • Service safety • Digital transformation & Innovation • Compliance with the Climate Code • Zero Waste • Use of resources • Energy efficiency • Extreme weather conditions • Emergency preparedness • Certificates

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SUPPLIERS SUB-CONTRACTORS	•Sustainable work ethics •Operational continuity •Supply chain management •High-quality service	•Service quality •Emergency preparedness •Compliance with Climate Code and tax regulations •Zero Waste •Green technology and energy conversion •Use of resources •Energy efficiency •Promoting economic development •Water safety •Extreme weather conditions	•Green technology and energy conversion •Service quality •Compliance with Climate Code •Zero waste •Use of resources •Energy efficiency •Extreme weather conditions •Emergency preparedness	•Internal inspections •Progress monitoring and assessment meetings •Commercial contracts •E-mail notifications •Sustainability reports •Corporate website •Phone calls •Virtual meetings
INTERNATIONAL INSTITUTIONS	•Compliance with international regulations •Following sectoral developments •Expressing opinions/having a say in the field •Applying to sectoral projects •International training programs •International employee exchange programs	•Service quality •Compliance with Climate Code (and tax regulations) •Offering global aviation and cargo services •Integration of mobility services •Green technology and energy conversion •Improvement of employees •Innovative aviation services & Innovation	•Airport visits •In-person meetings •Periodic reports •Certificate applications •Training courses •Business exchange programs •Virtual meetings •E-mail notifications •Sustainability reports •Corporate website •Phone calls	•Service quality •Aviation and mobility trends •Global aviation and cargo services •Integration of mobility services •Green technology and energy conversion •Compliance with Climate Code •Improvement and satisfaction of employees •Certificates
NATIONAL GOVERNMENT ORGANIZATIONS	•Tax and law system compliance •Airport planning and development •Efficient management of processes and dissemination of good examples of practices •Compliance with legislations •Ensuring safety •Promoting economic development •Emergency coordination •Warning and support in extreme weather conditions	•Emergency preparedness •Extreme Weather Conditions •Zero waste •Compliance with Climate Code (and tax regulations) •Green technology and energy conversion •Use of resources •Offering global airline and cargo services •Promoting economic growth •Integration of mobility services	•Airport visits •In-person meetings •Audit Reports •Official correspondence •Certificate applications •Virtual meetings •E-mail notifications •Sustainability reports •Corporate website •Phone calls	•Global aviation and cargo services •Integration of mobility services •Green technology and energy conversion •Compliance with Climate Code •Zero waste •Use of resources •Energy efficiency •Extreme weather conditions •Emergency preparedness

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FINANCIAL INSTITUTIONS	•Informing stakeholders about the management of ESG risks •Sharing our work on ESG opportunities; taking suggestions •Energy investments, providing funding for new investments (such as renewable energy and digitalization) •Ensuring traceability •Ensuring traceability of environmental management data	•Compliance with climate code (and tax systems) •Green technology and energy transformation •Promoting economic development •Emergency preparedness •Offering global airport and cargo service •Service quality •Zero waste •Water safety	•Quarterly update reports •Progress tracking and assessment meetings •Sustainability reports •E-mails •Virtual meetings •In-person meetings	•Risk management •Green technology and energy conversion •Compliance with Climate Code •Emergency preparedness
MEDIA PRESS	•Regular press releases •Communication of operational processes such as passenger statistics, air incidents, health and safety •Communication of events such as awards, competitions, conferences, promotions	•Extreme weather conditions •Emergency preparedness •Digital transformation •Integration of mobility services •Providing global airline and cargo services •Service quality •Zero Waste •Water safety	•Airport visits •Media briefings •Press conferences •Advertising/promotional films •Social media accounts •Interviews •E-mail notifications •Phone calls •Online meetings •Face-to-face meetings	•Global airline and cargo services •Service quality •Inclusive mobility services •Digital transformation & Innovation •Extreme weather conditions •Emergency preparedness
NGOs	•Supporting vulnerable groups •Raising employee awareness •Continuity of corporate social responsibility •Raising social awareness	•Service quality •Improvement of employees •Promoting economic growth •Zero waste •Water safety •Compliance with Climate Code and tax regulations	•Collaborations on special days •Promotional videos of accessibility practices at Istanbul Airport •Airport tours •Recruitment of individuals with special needs •Collaborations after natural disasters •Sponsorships	•Service quality •Socio-economic contribution to the community •Corporate social responsibility •Employee volunteering

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AIRLINES	•Bringing together different cultures •Sustainable work ethic •Operational continuity •Collaboration for quality and integrity of services •Meeting the expectations of customers •Financial return •Emergency response coordination •Alerts and support in extreme weather conditions	•Service quality •Offering global airline and cargo services •Integration of mobility services •Digital transformation •Innovative aviation services & Innovation •Emergency preparedness •Compliance with the Climate Code and tax regulations •Zero waste •Green technology and energy conversion •Promoting economic growth •Extreme weather conditions	•Internal inspections •Progress monitoring and assessment meetings •Commercial contracts •E-mail notifications •Sustainability reports •Corporate website •Phone calls •Virtual meetings	•Aviation and mobility trends •Global airline and cargo services •Integration of mobility services •Green technology and energy conversion •Service quality •Digital transformation & Innovation •Compliance with the Climate Code •Zero waste •Use of resources •Energy efficiency •Extreme weather conditions •Emergency preparedness
UNIVERSITIES	•Project collaborations •Conferences, event collaborations •Internship opportunities •Employment opportunities •Master's degree programs •Dissertation assistance	•Compliance with Climate Code (and tax regulations) •Green technology and energy conversion •Digital transformation •Innovative aviation services & Innovation •Improvement of employees	•Airport tours •In-person meetings •Virtual meetings •E-mail notifications •Sustainability reports •Corporate website •Phone calls	•Green technology and energy conversion •Digital transformation & Innovation •Compliance with Climate Code •Improvement and satisfaction of employees
CONSULTANCY INITIATIVE	•Collaborations with experts in their fields •Joining national and international business platforms •Following sectoral developments •Training opportunities •Certification processes	•Service quality •Compliance with the Climate Code and tax regulations •Zero waste •Use of resources •Water security •Energy efficiency •Digital transformation	•Workshops •In-person meetings •Virtual meetings •Training courses •Periodic reports •Press releases •E-mail notifications •Sustainability reports •Corporate website •Phone calls	•Service quality •Inclusive services •Digital transformation & Innovation •Compliance with the Climate Code •Zero Waste •Use of resources •Energy efficiency •Employee improvement & satisfaction
COMMERCIAL ENTITIES	•Sustainable work ethics •Operational continuity •Collaboration to ensure quality and integrity of services •Meeting customer demands •Financial return	•Service quality •Emergency preparedness •Compliance with Climate Code and tax regulations •Zero Waste •Green technology and energy conversion •Use of resources •Energy efficiency •Promoting economic development •Water safety •Extreme weather conditions	•Internal inspections •Progress monitoring and assessment meetings •Commercial contracts •Commercial contracts •Sustainability reports •Corporate website •Phone calls •Virtual meetings	•Green technology and energy conversion •Service quality •Compliance with Climate Code •Zero waste •Use of resources •Energy efficiency •Extreme weather conditions •Emergency preparedness

FEEDBACK FROM OUR EMPLOYEES



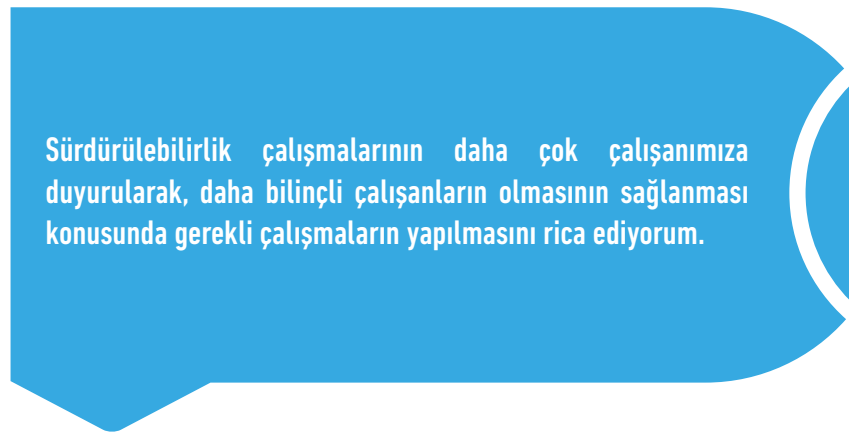
Progress made regarding Equal Opportunity must absolutely be presented. Regarding the improvement of employees, applied practices and self-improvement training programs are also of great importance. I expect to see more focus on training courses and workshops to promote sustainability.



I would be happy to see our company opt for renewable energy resources in its business processes as much as possible.



It is important to include the future of employees and sustainable working conditions in the steps taken in the field of sustainability.



Sürdürülebilirlik çalışmalarının daha çok çalışanımıza duyurularak, daha bilinçli çalışanların olmasının sağlanması konusunda gerekli çalışmaların yapılmasını rica ediyorum.



I think our company can also benefit from joining international workshops regarding emissions tax regulations which have risen to prominence in the aviation industry.



All relevant topics are essential to sustainability. However, the aviation sector involves many activities that accelerate climate change; therefore, sustainable, innovative alternatives must be researched and developed for these activities.



I believe iGA needs to promote its sustainability activities more efficiently and have a proactive attitude toward sustainability issues in addition to environmental conditions.

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FEEDBACK FROM OUR EXTERNAL STAKEHOLDERS



Upon receiving frost and snow alerts from the directorate of meteorology, iGA must take all precautionary measures and have emergency response teams in place. As soon as the snowfall starts, cleaning work should be carried out in coordination with all stakeholder organizations at Istanbul Airport. I suggest conducting a winter preparedness drill with all stakeholders at the airport, including municipal teams and external support, if necessary. This will ensure effective coordination and readiness for the winter season.

I congratulate you on your sustainability-oriented approach and I would like to hear about your approach in more settings.



At iGA, it is important to promote and provide comprehensive information about the metro and other transportation lines that passengers can use for accessing Istanbul Airport and transferring to/from the airport. You should make further efforts to expand the existing transportation lines and ensure better integration of Istanbul Airport with all parts of the city. You should collaborate more closely with relevant government institutions to develop fast and solution-oriented projects in a coordinated and cooperative manner.





Regular sharing of information regarding energy efficiency projects implemented at iGA would be beneficial.



I believe it is important to measure per capita clean water consumption/efficiency in addition to water security. I think it is important for demonstrating transparency to measure and publish the annual resources allocated to R&D activities within the scope of green aviation. This will serve as an indicator of your commitment and sincerity towards promoting sustainable practices in the aviation industry.

We aspire to ensure the participation of at least one representative from our organization in the training sessions provided under the Sustainability category. We want to benefit from certificate programs.



I have been following iGA's sustainability-related initiatives and we greatly appreciate their efforts in sector-university collaborations. We look forward to your support regarding data sharing.





We would like to learn more about iGA's initiatives regarding the environmental aspects of sustainability, such as innovation, ethical management, work-life balance and water security, zero waste, and vegan food options. It would be great to learn more about your workforce diversity and inclusivity because you seem to be doing great things in this area! I believe you have already communicated very effectively in the areas where I marked that no further information is needed.



I believe it is important to provide more support to sustainable and environmental projects, considering the environmental benefits they provide, before rejecting them for commercial reasons. As the airport authority, it is crucial to ensure stakeholder participation in the training, workshops, and collaborative evaluations of these projects. Creating programs, conducting regular training, and establishing the infrastructure to share desired documents and information with stakeholders are also significant steps in advancing sustainability.

Continue to stay ambitious beyond the achieved goals; proactively anticipate the needs of people and the environment with a proactive approach. Business growth must be balanced.



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iGA Istanbul Airport's 2030 Goals

Our 2030 goals, which we have identified as a crucial part of our Sustainability Planning, outline the key steps we are taking towards creating a fairer, healthier, and more sustainable world and mobility sector. The main topics of these goals are as follows. We are making steady progress towards achieving our goals through the projects and initiatives we have implemented and will continue to implement. You can access the detailed list of our goals in the relevant sections of our report to gain more information about their implementation.

ENERGY
Emission Reduction
Renewable Energy Use
Use of Electric Vehicles
MATERIALS & WATER
Efficient Use of Water
Use of Sustainable Materials
FACILITIES
Renewable Energy Use
Rainwater Harvesting System Implementation
Waste Collection and Reduction of Transportation-Related Emissions
PROCESSES
Enhancement of Digital, Robotic, and Automated Processes
Prevention of Occupational Accidents
EMPLOYEES
Workforce Focused on Gender Equality, Diversity, and Inclusivity Principles
Increasing Practices that Support Employee Well-being and Development
Establishing A Sustainability Culture
COMMUNITY
Supporting Vulnerable Groups, Regional Development, Women, Young People, and Entrepreneurship Through the Social Investment Program
Promoting Practices That Can Minimize The Environmental Effects of Aviation
Supporting Art Through iGA ART
AVIATION / MOBILITY SERVICES
Promoting Practices That Support Zero-Emissions Aviation
Integration of Mobility Services
Improving Aviation Skills
WASTE
Development of Practices Enabling Water Reuse
Waste Reduction and Increase in Recycling Rates; Creating awareness
SERVICES
Expanding Inclusive and Eco-Friendly Services
Establishing A Sustainable Consumption Culture

OUR SUSTAINABILITY VISION AND VALUE CREATION MODEL

Based on our assessments, trend analysis, stakeholder materiality and financial materiality studies, we have developed our sustainability roadmap.

Summarized by our motto, "Focus on the Planet, Target for the Future," we created a roadmap to realize our vision of **'being the meeting point of diverse cultures, ensuring comfortable and safe journeys for all our guests, using technology for the benefit of people and the environment, and bringing the mobility methods of the future to the present.'**



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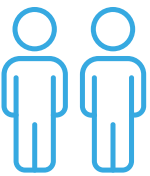
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WORKING FOR THE FUTURE OF MOBILITY



NUMBER OF PASSENGERS

2021	2022
36 MILLION 988.067	64 MILLION 289.107
280.108 ATM	425.890 ATM

COMMITMENT TO MAINTAIN ENVIRONMENTAL INTEGRITY



ENERGY CONSUMPTION PER PASSENGER (kwh/passenger)

2021	2022
5,67	3,63



WATER CONSUMPTION PER PASSENGER (lt/passenger)

2021	2022
27,3	20,6



RECYCLED WASTE RATIO

2021	2022
%31	%34

GENERATING VALUE FOR THE SOCIETY, OUR GUESTS AND EMPLOYEES



NUMBER OF EMPLOYEES

2021	2022
7031	8032



THE NUMBER OF TRAINING HOURS PROVIDED TO EMPLOYEES

2021	2022
157.830 HOURS	228.214 HOURS



TAX PAID

2021	2022
307 BILLION 133.087,75 TL	1 TRILLION 47.874.972,45 TL



LOCAL PROCUREMENT

2021	2022
%93,16	%94,59



FEMALE EMPLOYEE RATIO

2021	2022
%26,61	%27,30



FEMALE EXECUTIVE RATIO

2021	2022
%15,70	%16,10

FOR THE COMMUNITY

- Creating a welfare-focused development model
- Providing inclusive mobility services
- Social investments focusing on regional development, reducing inequalities, raising awareness about waste through art, and supporting environmental integrity and biodiversity

FOR OUR GUESTS

- Creating a welfare-focused development model
- Offering safe, high-quality, and health-oriented services

FOR OUR EMPLOYEES

- Creating socially inclusive jobs
- Focusing on skill development
- Prioritizing safety, health, and work-life balance
- Achieving a 32.8% increase in satisfaction in training programs between 2021 and 2022

FOR OUR STAKEHOLDERS

- Creating sustainable brand value and enhancing our reputation
- Generating sustainable shareholder value

Upcoming periods, we plan to share the outcomes of our activities within the scope of our Sustainability Framework and aim to measure and report the direct and indirect impact we create for our relevant stakeholder groups using innovative metrics..

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WE ARE WORKING FOR THE FUTURE OF MOBILITY

AVIATION & MOBILITY TRENDS

We are well aware that providing a safe, inclusive, and enriching journey experience for our diverse range of guests with varying needs is made possible through innovative, guest-centric approaches and digitalization in mobility. We take pride in leading the way in our industry and driving the advancement of mobility solutions in these areas.

AVIATION / MOBILITY SERVICES 2030 GOALS
Zero-Emission Aviation
1.Establishing the necessary end-to-end infrastructure for Sustainable Aviation Fuels (SAF); developing the infrastructure in line with the SAF targets of airlines and fuel producers
Integration of Mobility Services
1.Ensuring the availability of Vertiports or similar transportation/integration options.
2.Contributing to the development of operational regulations and regulations related to innovative mobility concepts within the elements of passenger safety and comfort, flight safety, and operational safety, in order to enhance and support the connection between airports and cities through multimodal transportation options.
Skills
1.Availability and sufficiency of aviation skills

The aviation and mobility sectors go through profound transformations due to rapidly advancing technologies. The aviation industry is working on innovative technologies such as high-performance aircraft, eco-friendly fuels, autonomous aviation technologies, and flying cars. Innovative solutions such as electric vehicles, autonomous vehicles, shared transportation, and air transport are being developed in the field of mobility.

We closely follow new approaches, initiatives, and practices relevant to aviation and mobility services and develop projects in these areas with our stakeholders. We are reviewing the roles we can take in line with our mobility integration goals and working on national and international collaborations.

SESAR & EUROCONTROL Projects

SESAR JU, which stands for Single European Sky ATM Research Joint Undertaking, is a joint initiative that issues calls to promote research and projects focused on innovative solutions in aviation in Europe. The calls published by SESAR within the framework of the European Air Traffic Management (ATM) Master Plan cover a wide range of topics, from airspace to airports, aiming to make the European air traffic management, in which Türkiye is also a part of, smarter and more sustainable. In 2021, we also presented the HERON project to the parties within the call program launched by SESAR, and our project was accepted in 2022.

What is the HERON Project?

As part of the project, our aim is to reduce CO2 emissions from air transportation and minimize the noise impact of flights by implementing changes in approach and takeoff procedures for more efficient and sustainable operations. The planned applications will be tested and measured at Istanbul Airport with the support of our project stakeholders, DHMI and THY.

In 2022, we prepared projects within the framework of the Discovery Research Calland Industrial Research Call programs by SESAR JU, and we are awaiting the results to be announced in 2023.

What is the Discovery Research Call?

The call aims to encourage new and innovative ideas to transform air traffic management in Europe, as well as to promote a coordinated information exchange and the development of a qualified workforce in future Air Traffic Management. Within this scope, we submitted the CHARLES and SPREAD projects.

What is the Industrial Research Call?

The call consists of six areas of work that encompass Air Traffic Management (ATM) Master planning activities, performance management, emission reduction, automation, airspace management, and artificial intelligence.

Within this scope, we have developed and presented the PREDICT, HEART, and KAIROS projects in collaboration with EUROCONTROL, DHMI, THY, and other international air navigation service providers, universities, and industrial organizations.

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Agile Project Development with Eurocontrol EATIN

We are also generating projects within the framework of the EUROCONTROL Air Transport Innovation Network program. Within this program, which aims to support the digital transformation of the European airspace and accelerate the adoption of SESAR solutions, we submitted three projects in the "agile project cycle" processes and our projects were accepted.

With the READI project, our aim was to enable the sharing of real-time delay information in flight operations with all users by using artificial intelligence technology (AI). The prototype of our project is ready.

With the EDDY project, our goal was to predict the possibility of diverting flights to alternative airports due to weather conditions using intelligent algorithm technologies (AI/ML). Our plan is to conduct the demo of our project at Istanbul Airport in the first quarter of 2023.

With the HAWAI project, our aim was to predict passenger capacity based on weather conditions.

We place great importance on ensuring that our current operations are aligned with national and international institutions and initiatives, in addition to the projects we have undertaken and the innovations we have presented.

For instance, we use measurement and passenger information systems in our Queue Management System (QMS) application to ensure that our security control processes are carried out at a speed compliant with IATA, SHGM, and DHMI standards.

Global Airline and Cargo Services

Istanbul Airport is not only an airport but also one of the most important centers in aviation. Istanbul Airport serves as a significant gateway for our country, connecting the Asian, European, and African continents, as well as serving as a vital hub between the Middle East and the Americas. It stands as one of the world's largest and most prominent transfer centers.

Istanbul Airport, with direct flights to over 300 destinations, is a home to 86 passenger and 15 cargo airlines operating scheduled flights. iGA Istanbul Airport, since its opening, has consistently increased its number of carriers and connections. It was chosen as Europe's busiest airport for three consecutive years, in 2020, 2021, and 2022. At Istanbul Airport, we connect the world with our global airline and cargo services.



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What We Did in 2021 and 2022

■ In 2021, we experienced a 55% increase in cargo volume compared to the previous year, reaching a total of 760,000 tons. In 2022, we achieved a significant growth in cargo volume with an 87.76% increase compared to 2021, reaching a total of 1,427,000 tons.

■ In 2021, through our collaboration with the online travel agency, Trip.com, we developed a transfer product called "Istanbul World Connect (IWC)". The aim of this product was to enable passengers to reach any destination from anywhere in the world through a single shared ticket itinerary. While 121 guests experienced this service in 2021, when we were trialling with "Istanbul World Connect", we served 1,799 guests in 2022, when we officially started.

■ In 2021, we collaborated with Pakistan with the goal of making Istanbul Airport the preferred transit hub for Pakistani travelers. As a result of this collaboration, scheduled flights between Islamabad and Istanbul Airport were launched in 2022 in partnership with Pakistan Airlines. In 2022, we included the Russian language in our information screens and announcements. As a result of this effort, all Russian airlines successfully completed the process of resuming flights to Istanbul Airport.

■ In 2022, Istanbul Airport actively participated in various conferences and meetings where we gathered with target airlines, partner airports, travel and tourism authorities to enhance air traffic. These events provided us with the opportunity to engage in discussions and exchange ideas with decision-makers and industry leaders.

■ At the 2022 World Route Conference, our Aviation Development team and Aviation Director were recognized as one of the world's top 5 aviation teams and leaders through independent voting conducted by airlines.

INTEGRATION OF MOBILITY SERVICES

One of the most important benefits of the integration of aviation and mobility services is the creation of a more efficient and seamless transport system. Thanks to the integration of aviation and mobility services, a better connection between air travel and local public transport systems can be established. In this way, passengers can travel more easily and quickly by using public transport systems before and after their flights.

In addition, the integration of aviation and mobility services helps to make travel planning and ticket purchasing processes easier.

An integrated transport system can help passengers make their journeys easier and more affordable.

The integration of aviation and mobility services is also important for urban planning and the development of public transport systems. An integrated transport system can reduce traffic congestion in cities, lower carbon emissions and enable public transport systems to be used more efficiently and effectively.

Integration with public transport is one of the issues we pay special attention to. Within this context, the main starting points and intermediate stops of Havaist routes within the city are selected as the closest points to public transport within the scope of "intermodality".

The Gayrettepe - Istanbul Airport subway, which became operational at the time of writing this report, is a good example of mobility integration. Our goal is to expand such services by working together with our stakeholders.



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Green Technology and Energy Conversion

Sustainable Aviation Fuel (SAF)

Sustainable Aviation Fuel (SAF) is expected to have a significant impact in the aviation sector in reducing the carbon footprint. In its simplest definition, SAF is a clean-content alternative to fossil-based jet fuels. Sustainable Aviation Fuel (SAF) is produced from sources such as waste oils of biological origin, agricultural residues, or non-fossil carbon dioxide, rather than being refined from petroleum. Sources like forest residues (such as algae, fast-growing plants, etc.) also provide opportunities for the production of Sustainable Aviation Fuel (SAF).

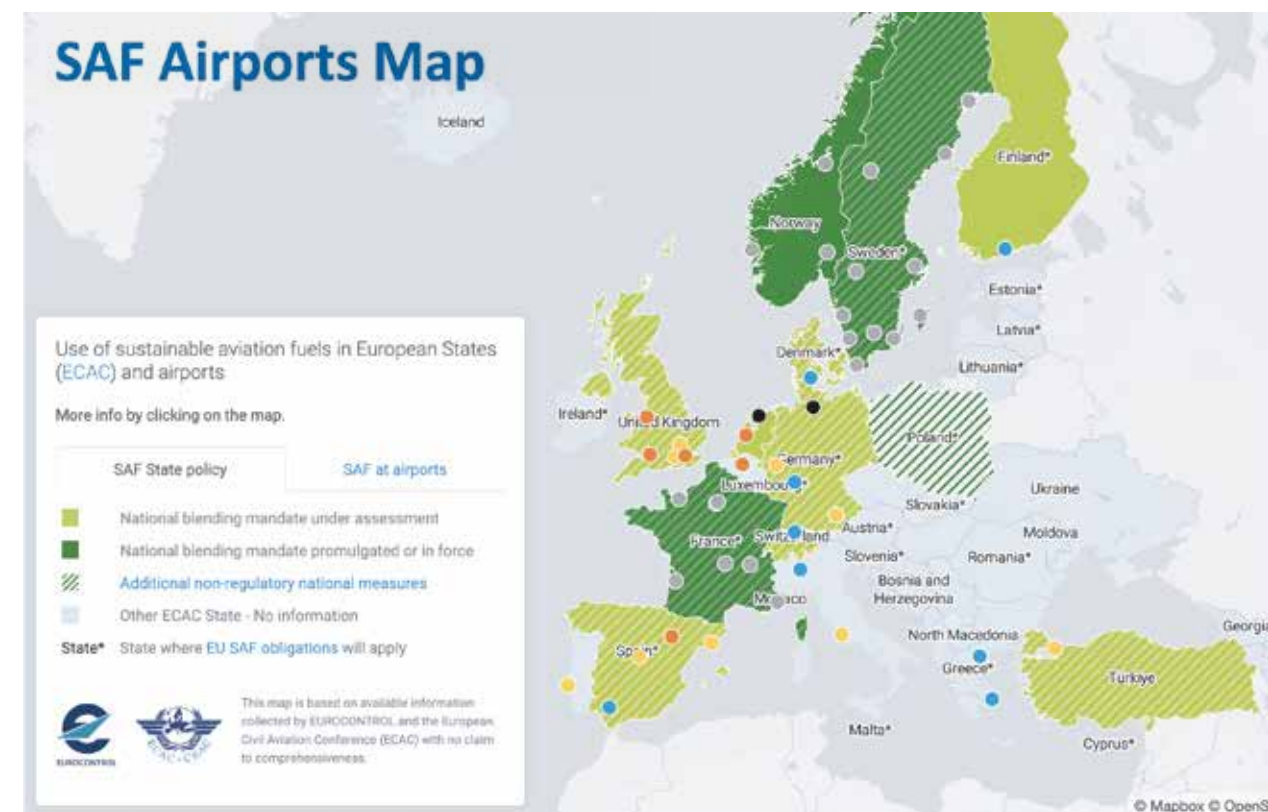
Traditional fossil fuels release additional carbon stored in reservoirs. On the other hand, Sustainable Aviation Fuel (SAF) recycles the CO2 emissions previously released and absorbed from the atmosphere during biomass production, resulting in approximately 80% less CO2 emissions.

From this aspect, SAF (Sustainable Aviation Fuel) offers greater efficiency and energy savings compared to traditional fuels, particularly in heavy-load conditions or on longer destinations, thanks to its higher energy density.

The International Civil Aviation Organization (ICAO) and the European Union have implemented international mechanisms to limit CO2 emissions from international aviation as part of their efforts to combat climate change. These mechanisms include the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) by ICAO and the European Union Emissions Trading System (EU ETS). Additionally, it is frequently emphasized that engine technologies, aviation infrastructures, and operational conditions need improving. It has been assessed that the use of sustainable fuels will become more common, or even mandatory, in the aviation sector in the near future. It has been reported that within the scope of the European Green Deal, the transition from conventional aviation fuel to Sustainable Aviation Fuel (SAF) in terms of fuel consumption is being targeted, and the encouragement of railway travel for journeys below 500 km will be promoted. Although aviation equipment for SAF fuels is not yet ready, international pressures and the potential for investment returns will make their use mandatory for companies in the near future. Airbus aims to introduce hydrogen-powered aircraft into service by 2035 with the support of governments and other industrial stakeholders.

Airbus has announced, as part of the ZEROe project, that it will develop aircraft that produce zero emissions by implementing changes in engine technology. These environmentally-friendly aircraft will be introduced onto the market with Turbofan and Turboprop engine options. Boeing, its competitor in the industry, has announced that by 2030, all of its aircraft will be capable of flying with 100% biofuel technology. In line with the International Air Transport Association's (IATA) decision for net-zero carbon emissions by 2050, many countries around the world have taken steps to carry out their international flights using Sustainable Aviation Fuel (SAF). In line with advancements in air traffic management, coordinated efforts by countries' Air Navigation Service Providers and international organizations continue to reduce fuel consumption per flight.

iGA Istanbul Airport, which closely monitors all these processes and maintains its contacts with industry partners in national and international platforms, has positioned itself among the leading examples worldwide. The first Sustainable Aviation Fuel (SAF) flight in Türkiye took place on February 2, 2022, from iGA Istanbul Airport to Paris CDG Airport, operated by Turkish Airlines (THY) flight number 1823. Since that date, iGA Istanbul Airport has been conducting one weekly flight with our flagship carrier, Turkish Airlines, using SAF supplied by our stakeholder TFS from Neste. The SAF used is an EU ISCC-certified product derived from waste oils and can achieve a CO2 reduction of up to 87%.



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SERVICE QUALITY, INCLUSIVE MOBILITY SERVICES, & SERVICE SECURITY

SERVICES 2030 GOALS
Inclusive Services
1.Availability of inclusive services for every identified segment
2.Satisfaction rate above 80% for inclusive services
Mobility
1.The proportion of revenue from integrated mobility services (such as flights, trains, metros, land transportation, ships, etc.) reaching 10% of total revenue
2.A 30% reduction in travel time (iGA gate - iGA gate, excluding carrier conditions)
3.Under the scope of the iGA HUB, supporting entrepreneurship in the areas of sustainability, technology, and innovation to reduce the environmental impact of aviation and enhance accessibility services - evaluation of 100 projects; supporting at least 3 of them
Passenger Experience
1.Passing our Skytrax Inspection with a score above 4.75
2.Being among the Top 10 Airports at the Skytrax Awards
3.Scoring higher than 4.50 on the ACI ASQ survey
Environmentally-friendly services
1.Reducing waste from services (per passenger) by 20%
2.Reducing waste from services (per cargo) by 20%
3.Reducing emissions per passenger for the services provided* (*: to be determined based on ongoing efforts)
4.Reducing emissions per unit of cargo for the services provided* (*: to be determined based on ongoing efforts)
Establishing A Sustainable Consumption Culture
1.Selling 10% of products sustainably for Unifree and 20% for subcontractors. (Considering approximately 50K SKUs of products)
2.Short-term goal (by 2025): Converting 5% of the total product range into sustainable/recyclable products; medium to long-term goal: converting 10% of the total product range into sustainable/recyclable products

Quality of Service

To access our Quality Policy, which is published to declare iGA Top Management's approaches and commitments within the scope of the Quality Management System,  [please click here.](#)

Our Quality Management System is carried out on the basis of "process approach". This approach includes defining the processes, implementing the system of processes together with their interactions, and managing them. The activities related to process management encompass the principles of risk-based thinking, including the identification and evaluation of strengths, weaknesses, risks, and opportunities. It involves creating action plans and implementing controls to manage and mitigate these risks, following a risk-based approach.

Every year, our organization undergoes an independent internal audit conducted by certified auditors to assess the compliance of our Quality Management System with planned regulations and the requirements outlined in the ISO 9001:2015 standard. This comprehensive audit evaluates the effectiveness of our system's implementation and ensures its continuous improvement. The findings resulting from the audits are shared with the relevant groups, and when necessary, corrective actions and preventive measures are implemented. In addition, during the management review activities, the outputs of the processes are communicated to the top management for their information and review.

The responsibility for ensuring that the documentation prepared by the relevant process owners is kept up-to-date in electronic format lies with the Quality Systems Directorate. To ensure the management and up-to-dateness of externally sourced documents that are referred to during practices but not created by iGA, a subscription-based approach is preferred. This approach allows for systematic monitoring of all relevant legal regulations concerning iGA's activities, ensuring that any changes in legislation are promptly communicated. A list of externally sourced documents requiring monitoring is prepared by the respective department, including the control frequency, method, and responsible person. This list is then shared with the Quality Systems Directorate.

We continuously improve the effectiveness of our Quality Management System through activities such as reviewing and updating our quality policy, setting quality objectives, conducting internal and external audits, analyzing data, implementing corrective and preventive actions, and conducting management reviews.

Within the framework of unity and harmony in service quality, we design training programs that encompass all stakeholders within the Istanbul Airport ecosystem and include them in our processes. In 2022, we organized training sessions for a total of 2,041 separate stakeholders under the topic of personal development. We have trained a total of 62 internal trainers within our 13 separate stakeholder groups to establish a sustainable training system.

We are aware that our suppliers are indispensable stakeholders in maintaining and improving our service quality. We conduct a preliminary evaluation in supplier selection, considering quality standards and legal regulations. We prioritize candidates who comply not only with legal regulations but also with International Labor Standards (ILO) to ensure alignment with these standards. In addition to creating economic value through our business relationships and suppliers, we aim to transform our value chain on the path towards our 2030 Goals.

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MATERIALS & WATER 2030 GOALS
Use of Sustainable Materials
1.The purchase of 100% certified/sustainable/organic/recyclable products (excluding necessary circumstances)
2.The purchase of 100% fair trade products
3.The purchase of materials with a 100% life cycle perspective (circular materials; with recycling as a last resort)

As of the end of the reporting period, we also support local development initiatives. In 2021, we conducted 93.16% of our purchases with local suppliers, and in 2022, this percentage increased to 94.59%. We consider transforming our value chain as a responsibility and a challenge that needs to be overcome in order to achieve our 2030 Goals under the headings of "Creating a Sustainable Consumption Culture" and "Using Sustainable Materials."

Inclusive Mobility Services & Guest Satisfaction

We provide services at Istanbul Airport that cater to different needs and expectations, aiming to welcome all our guests in line with the Turkish hospitality culture and strive to offer the best airport experience in the world.

We embrace the concept of "We are always with you" by working together with our employees, stakeholders, and guests, prioritizing the satisfaction of our guests.

Our Communication and Survey Channels

We have 19 different communication channels, including telephone, email, website, mobile application, WhatsApp, web chat, social media, and a video call center that provides services in sign language, to ensure that every guest with different languages, abilities, and preferences can reach us. We continuously improve our existing services by evaluating the suggestions received from our customers through our communication channels in order to enhance their experiences.

We track the expectations and feedback of our guests through 11 different channels, including in-depth research, mystery shopper studies, employee perception of passenger satisfaction, face-to-face surveys, digital surveys, and neuromarketing research. We evaluate the results of all these research studies through reports and monthly meetings involving top management.

■ According to the face-to-face survey results with our guests, the overall satisfaction rate, which was 83.4% in 2019, was measured as 87.1% in 2021 and 86.7% in 2022.

■ In face-to-face surveys, our employee performance, which started with 83% satisfaction in 2019, increased to 91.6% in 2022.

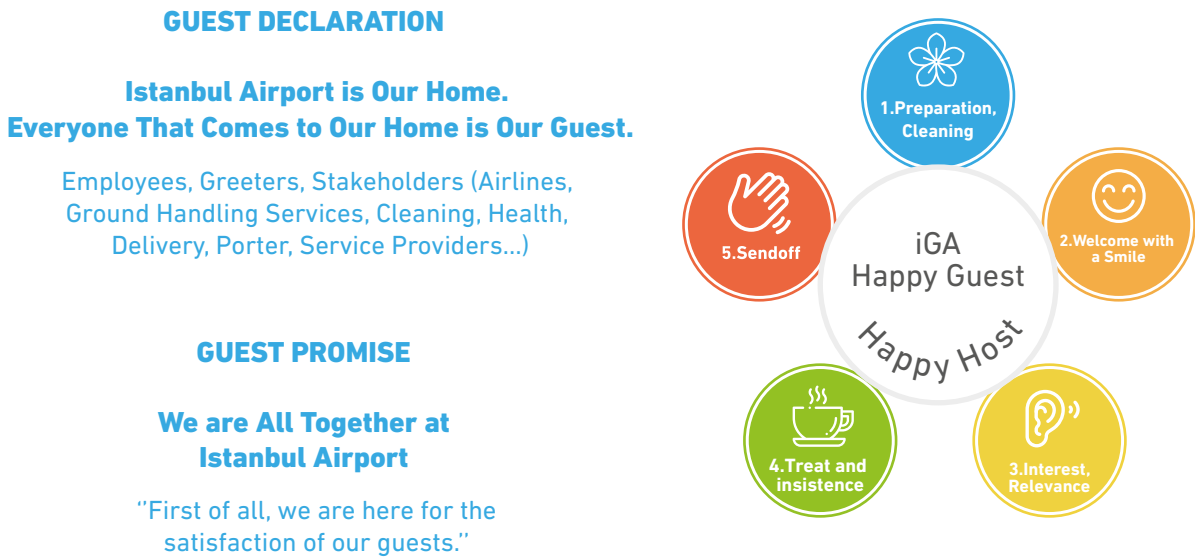
■ In mystery shopper surveys, employee performance was 85% in 2020, reaching 93.3% in 2022.

Our Inclusive Services

From Istanbul Airport, the gateway to the world, transportation is provided to 300+ destinations, including 120+ countries, 60+ capitals, and flights to a total of 146 destinations across different continents can be reached within 3 hours. We know that passengers visiting our airport come from many different cultures. For this reason, we put forth the concept of "An Airport for Everyone" by focusing on guest satisfaction at Istanbul Airport. In addition, we provide suitable areas for guests to practice their religious beliefs with the worship spaces we offer for different religions and faiths, allowing them to perform their rituals according to their beliefs.

Our Turkish Hospitality Concept

At iGA Istanbul Airport, we welcome all our guests with the behavior model of "Turkish Hospitality" and refer to our passengers as "our guests".



We started by understanding, identifying, and comprehending the needs of our guests in order to design flawless services for the main segments and sub-segments we have identified. Based on this, we have developed our strategy and implemented our iGA Cares initiatives.

You can find detailed information about our services on our  [website](#).

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Child and Family-Friendly Airport

As part of our concept of the 'Child and Family Friendly Airport', designed to make travel experiences for families with children more comfortable and enjoyable, we are delighted to introduce the innovations we have developed under the theme 'Time for Kids to Fly'.



Family First Parking Spaces

We have allocated parking spaces near entrance gates and elevators at parking points specifically for families with children.

Family Priority Security Check Points

We have created special access points at security check points for families with children aged 0-5 years.



Family Rooms

Family rooms are available in every restroom area, providing ample space for families with children and including baby changing units.

Strollers

Guests who check their strollers into the hold, can use complimentary baby strollers from the boarding gates to the baggage claim area.



Infant Care Rooms

Infant care rooms equipped with nursing chairs, changing units, and hot water dispensers are available at the check-in areas, boarding gates, transfer areas, and baggage claim areas.

Children's Train

Families with children can enjoy a delightful tour, free of charge, on the "iGA Children's Train," at the domestic departure boarding gates area. Consisting of four carriages, each carriage can accommodate two passengers.



Buggy

Families with children aged 0-2 years can make use of our complimentary buggy vehicles, which follow a designated route within our terminal.

Children's Playgrounds

There are three children's play areas in the check-in area, four in the departure gates area for international flights, and one in the departure gates area for domestic flights.



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Accessibility Services

We continue to work on enhancing the experience of our guests with disabilities by adding new features and improvements to our services every year, starting from the design phase.

We continue to increase awareness and ensure inclusivity by providing Basic Accessibility Training to all iGA employees, maintaining a team of 92 specially-trained staff members.

In addition to complying with national and international standards, we offer inclusive services such as tactile paving, accessible toilets, braille signage, and accessible taxi and bus services. Moreover, we go beyond the standards by providing adult changing rooms and a video call center with sign language interpretation, ensuring a comprehensive range of services for our guests under the umbrella of inclusivity. iii

As a result of the accessibility practices we developed at the beginning of 2021, we were awarded the Accessibility Certificate by the Ministry of Family and Social Services.



Loud Steps

Visually impaired guests who use the "voice over" function on their phones can use the "Loud Steps" feature when they open the map in our Istanbul Airport mobile application. With the Loud Steps application, visually impaired guests can search for desired points on the map, create routes to these points with voice guidance, and receive information about what is in front of them in the direction they hold their phone, using the "what's around me" feature. This allows visually impaired guests to navigate the airport independently and aims to enhance their experience.



Accessible Route

In addition to the Loud Steps application, offering independent travel experiences to visually impaired guests, an accessible route application has been implemented along the passenger concourse and the domestic terminal to facilitate navigation and ensure that guests can walk without colliding with people or objects during their journey.

Services for Hearing Impaired Passengers

Guests who communicate using sign language can connect to the video call center through the Istanbul Airport mobile application and through the istairport.com website. They can also receive assistance from the digital information kiosks using sign language. At our information desks, we provide induction loop devices for guests who use hearing aids.



Special Passenger Service Points

At the check-in area of the passenger concourse at the airport, two special passenger service points are available for guests with special needs. Guests who require a quieter area before check-in, need assistance with placing their prosthetic limb in the hold, or who want to charge their electric wheelchair, can use the phones at the gate entrance to access these rooms.

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Sunflower Lanyard

For individuals with hidden disabilities such as dementia, a speech impediment, or dyslexia, the airport experience can be even more challenging. The Sunflower Lanyard, part of the awareness and sensitivity program, gives these individuals visibility, helping others to recognize that they may need a gentler approach, more time, and faster assistance when needed.



Generation Z

We opened the world's first Youth Lounge for Gen Z passengers to provide what they need in an area designated exclusively for them.



Very Special Guest Card and Very Special Guest Room

Guests with conditions such as autism, Down syndrome, cerebral palsy, dementia, Parkinson's disease, epilepsy, and so on, who require a quiet area, can apply for the "Very Special Guest Card" through the istairport.com website. Using this card, guests can wait for their flights in the Very Special Guest Room located in the domestic and international flight gate areas. They can also benefit from the iGA Buggy vehicles, free of charge, accompanied by their companions.



Age Friendly Services and Privileges for Passengers aged 65+

We offer several inclusive services to contribute to the comfort and well-being of our elderly guests, including wheelchair assistance, adult changing rooms, rest areas, visual impairment aids, and complimentary buggies, among others. Details can be found on our [website](#).

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International Passengers

We provide digital guidance (in Russian, Farsi, Chinese) and communication in their own languages during the information and direction processes. We continue our efforts to expand our scope and improve our services in this regard.



Pet-friendly Airport

We provide special check-in islands for guests traveling with their pets, as well as four free pet relief rooms which can be used to meet the pets needs.



Business People

Guests who wish to continue their business activities seamlessly during their travels can do so using the iGA Pass Premium services. They can conduct meetings in the private meeting rooms in the lounge. Computers, printers, and charging stations are available in the International Business Centre 24 hours a day, seven days a week, and co-working facilities are available at the aircraft gates area for passengers who prefer to work on their own computers.



Premium Passengers - Guest Comfort

We provide privileged services under the iGA Pass for our premium guests.



Service Safety & Emergency Preparedness and Response

Operational Safety

The Safety Management System (SMS) handles the relevant air and terminal processes. The SMS convenes with the stakeholders for Runway Safety Group (RSG) and Apron Safety Group (ASG) meetings. These meetings occur every three months; reports are delivered to Upper Management in Safety Review Board (SRB) meetings.

The monitored Safety Performance Indicators (SPI) are reported to the Directorate General of Civil Aviation (SHGM) every three months and to the iGA management on a monthly basis. Hazards, risks and unsafe situations in the field are identified through voluntary notifications and remedial actions are taken through the Voluntary Notification (Reporting) Culture. Risk assessment and root cause analysis are carried out as SMS after each accident or incident. After accidents and incidents, cover letters are sent to the companies involved in the accident to ensure that the issues are resolved.

In addition, we provide monthly SMS Awareness Training at least twice to all personnel of the institutions/organizations involved in accidents/incidents or rule violations.

For the accurate reporting of runway conditions and the objective communication of runway surface conditions to navigation teams, we provided "Airport Runway Surface Reporting - GRF" training to the employees working in the airside operations of iGA Istanbul Airport. The purpose of this training was to ensure that navigation teams receive standardized and consistent reports on the runway surface status from all airports.

Emergency Drill

We regularly organize emergency drills at Istanbul Airport to test the preparedness of the institutions and organizations operating at the airport for emergency situations. These drills aim to test communication and coordination among the various entities both within and outside the airport in case of a potential emergency. They also involve testing rescue and firefighting services at the accident site, as well as evaluating the management of casualties and the classification of injured individuals.



We take special care to plan the emergency preparedness of our colleagues with special needs separately during these drills. All of our colleagues with special needs have been assigned guide companions who are suitable for their specific disability and level, and their collaborations are simulated and tested during drills.

To become guide companions, individuals receive separate training and their performance is assessed. If the evaluation result is positive, they are eligible to take on the role.

Fire Detection and Emergency Announcement Systems

We continuously monitor over 85,000 points throughout the airport, including buildings and facilities, for fire safety, through a total of four ARFF monitoring centers and two technical monitoring centers equipped with fire detection systems.

Extreme weather conditions

Correctly assessing and undertaking preventive measures for extreme weather conditions is crucial for airports to prevent flight disruptions and operational issues. As a company that attaches importance to the safety of our stakeholders and the satisfaction of our passengers, we implement the necessary precautions, adaptations, and training to minimize the impact of extreme weather conditions on our operations.

We have provided a total of 7,497 hours of training and practice on snow and ice removal to our employees working within various departments. Our goal is to ensure smooth operations during the winter season without any disruptions.

In 2022, we provided a total of 28,628 person-hours of job-specific training on Emergency Preparedness and Occupational Health and Safety measures, including work during exceptional weather conditions.



TRAINING FOR DEALING WITH SNOW AND ICE REMOVAL

7.497
HOUR



OHS MEASURES IN EMERGENCIES

28.628
HOUR

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DIGITAL TRANSFORMATION & INNOVATION

PROCESSES 2030 GOALS
Digitalization
1.Increasing the use of digital processes by 50%
Robotization & Automation
1.Increasing the use of robotic or automated processes by 50%
2.Implementing applications that integrate and automate business processes, resulting in 20% less emissions and resource usage

With a focus on the "smart airport," we strive to prioritize stakeholder safety and keep up with the latest technologies that provide ease of use in our operations. By implementing digital processes, we aim to offer our stakeholders a "new airport experience."

We conduct analyses on our digital data to inform our decision-making processes. Our main digitalization practices are as follows:

By integrating digital practices into our operations, we increase our operational efficiency with faster and more reliable results.

A-SMGCS (Advanced Surface Movement Guidance and Control System)

A-SMGCS (Advanced Surface Movement Guidance and Control System) provides surveillance and guidance for aircraft and ground vehicles in all weather conditions to maintain air traffic density at the required level of safety.

While the A-SMGCS systems around the world are generally in limited use at Level 2 due to inadequate infrastructure and high infrastructure improvement investments, at Istanbul Airport, the use of Level 1 (Enhanced Surveillance), Level 2 (Surveillance & Safety Nets), and Level 3 (Conflict Detection) are all at 100%. We maintain our leading position in this field by being the only airport in the world to use this system at this level. Furthermore, we have moved forward with our efforts and built our infrastructure for Level 4 (Conflict Resolution, Automatic Planning & Guidance).

APPLICATION LEVELS



IoT (Internet of Things)

To increase operational efficiency, we remotely monitor all meters, analyzers, and calorimeters at the airport using an IoT technology infrastructure to collect data. Our IoT infrastructure allows us to monitor the vital components of air navigation remotely and respond to failures in real time. In addition, we monitor drainage pumps and wastewater lift stations, temperature and humidity values in technical areas, the condition of wastewater treatment plants and water tanks, and track and control the landscape irrigation system through our IoT monitoring network.

Business Continuity and Information Security

We carefully manage the data security risks brought about by digitalization. We continue our work in accordance with the requirements of the ISO 27001 Information Security Management System certificate. Our Information Security Management System has successfully completed audits conducted by an independent external audit firm.

We have a dedicated Information Security Unit to ensure compliance with privacy and data protection laws worldwide. We have developed policies regarding Information Security Management System and compliance projects related to the Personal Data Protection Law (KVKK).

Within the scope of ISO 22301 Social Security and Business Continuity Management System, we perform backups and conduct regular tests to ensure the continuity of our systems. We also provide regular training to our employees.

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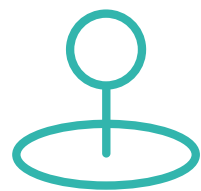
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World's largest Building Information Modeling (BIM) application

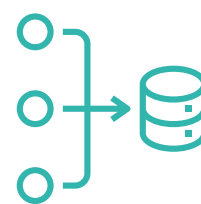
Our decision support system includes an infrastructure that enables the integrated management, both physically and digitally, of over 435,000 assets of 8,500 different types. Planned structural changes within the terminal are analyzed in the building information model to ensure that necessary adjustments are made with minimal impact. We are continuing our efforts to include all structures within the airport boundaries into the system and establish a common digital model infrastructure for the building information model and geographic information systems (GIS).

Building Management System - BMS

Through our Mechanical Automation System, we are able to collect data from 130,000 points 24/7 using automation for equipment related to the HVAC (Heating, Ventilation, and Air Conditioning) system. By observing external parameters, we can perform automatic interventions when necessary. We can maximize energy efficiency thanks to the space temperature sensors inside the terminal building.



FROM
130.000
POINTS



DATA COLLECTION

**7 hours a day,
24 days a week**

Digital Tower

The Ramp Tower, which manages the ground movements and parking of aircraft, has been designed virtually. The virtual tower environment created with advanced technology cameras that can see apron and parking areas, enables operators to perform efficient ramp operations.

Security and Artificial Intelligence Based Video Analytics System

With a total of 10,759 security cameras in our facility, we are able to monitor and intervene in real-time applications that may pose security risks, such as reverse movement, unauthorized entry into controlled areas, unattended baggage detection, motion detection, unauthorized parking detection, and excessive loitering in the same area.

A-FOD (AI-based Foreign Object Debris Detection System)

The A-FOD system, created with artificial intelligence technology, aims to enhance flight safety. It detects foreign objects (FOD - Foreign Object Damage) on the runway through detectors positioned along the runway edge. It provides location and category information of detected foreign objects to the relevant units, assisting in making necessary adjustments in operational processes.



SafelST

With the project that was implemented to carry out all airside operations in a digital environment, we aim to reduce paper consumption and waste and achieve savings from both an environmental and financial aspect. This allows us to access statistical data related to processes more easily.

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Digital HR

The Digital HR application is a digital platform implemented to ensure the fastest transmission of data to all iGA employees. The platform gives access to 100% of the employees, allowing transparent notifications, digital training, and the ability to send documents digitally. The mobile "Employee Support" platform was created to provide faster, higher quality, and more effective solutions to employees' suggestions, feedback, and requests.



iGA Identity Management Automation

The iGA Identity Management Automation ensures integration between the opening and closing of accounts and e-mail addresses for employees' computer and internet usage with SAP and Service Management applications. This automation facilitates processes such as employee onboarding, offboarding, and updating user information.

5G Technology

We are not only adapting to existing technologies but also preparing for future digital processes. Our 5G infrastructure is ready for a fast transition when the frequency bands and spectrum allocations are complete.

We support our passengers in accessing information more easily by providing them with a "New Airport Experience" through our digital applications.

Real-time Translation Device

We have developed a device that allows for real-time translation into 50 languages and 70 accents, catering to passengers from all over the world. The device is actively used in our airport by our iGA Information and Security units, with 38 devices deployed. It is also used by the police, with 14 devices in operation.

Digital Information Kiosks

We provide live audio and video assistance services in English, Turkish, and Chinese to passengers through our digital information kiosks located at 23 points throughout the terminal, ensuring 24/7 support from our assistants. As an accessible airport, we provide the necessary facilities for our guests who use sign language to communicate with our assistants through sign language interpretation, ensuring effective communication and assistance.



Density Analysis Applications

Using digital processes, we ensure operational efficiency through our check-in kiosks. With our congestion analysis, we calculate approximate waiting times for passenger transactions and share them instantly with our application users.

We use sensors placed in restroom and prayer room areas to determine the number of people entering and exiting. Through our occupancy analysis, we calculate the occupancy percentages and display real-time information on screens at the entrance of these areas, providing users with updates on occupancy levels.

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Seamless Passenger Experience

iGA Istanbul Airport, which is among the best in aviation in the world and stands out with the high-level services it provides to its passengers, promises its passengers a contactless digital journey thanks to the applications developed with the smart airport concept.

Our guests' airport experience starts at home. The Istanbul Airport mobile application was also designed as an assistant that will make life easier for the passenger from the moment they leave home until they board the plane. The time tab, which appears immediately after the flight is selected, covers all the stages until the aircraft reaches the gate. In cooperation with Google, the information about how long it will take to reach the airport and the flight gate is presented to the passenger. Passengers can view different transportation options and access Havaist stops and times easily via the application, while seeing the density in the parking lot before reaching the airport. After entering the airport, people who have iGA Pass can benefit from Fast Track with QR code, as well as QR codes for Buggy and Lounge services. iGA Pass holders, who add their boarding pass to the mobile application, can pass directly from the turnstile with their mobile applications without having to go to the desk at the Lounge entrance. Through the application, our passengers can access all services and their details with a single click. With the smart map application, passengers can get instant navigation support to all points in the terminal. In addition, interactive question-answer facilities are offered with the chatbox.



Our application, which offers the most language options in the world (Turkish, English, German, Spanish, French, Chinese, Russian), provides instant solutions to the needs of our global passengers and assists them throughout their journeys, and continues to offer an omni-channel experience with new functions added every day.

Shopping Experience with AR Technology

Focusing on improving its services day by day by putting the needs of its passengers at the center, iGA Istanbul Airport introduces AR technology, which is called "real world" technology, which places an object in a virtual and 3D space, and allows users to see an object that is not where they are looking in the real world. The CIGA character, which accompanies the passengers in the iGA Istanbul Airport International Terminal Bosphorus area, provides information about the stores and gives directions, offers campaigns as well as taking the passengers on a tour among the stores. Passengers can access the system through the AR experience tab in Duty Free after logging into the Istanbul Airport application. When the CIGA character approaches the stores, the relevant store name appears as a pop-up and when the store name is clicked, the details about the store are listed. At the same time, with the iGA Wallet (Digital Wallet) feature, it is possible to make contactless shopping from stores by loading money into the digital wallet.

Smart Customer Data Management Applications

With the aim of solving the needs of our guests instantly; we are taking steps to realize the "Digital Customer Journey", the smart travel experience that will understand the needs of our guests before they arrive at the airport, make suggestions to them, and update these suggestions depending on the actions of the guests, accompanying our guests to the flight gate.

In this context, our most important starting point is our Data Driven CRM Applications. Collecting, classifying and processing data correctly, and being a good data literate creates the infrastructure of technologies that have wide repercussions globally. Our high passenger capacity and being a global transfer center offer us a large data pool. Making sense of this data, creating interaction by feeding from data and optimizing every process including our guests are one of the main agenda items of our 2030 vision.

We are working to build an ideal data architecture on our Big Data management platforms. Creating meaningful data sets from this large human traffic and developing the services and opportunities offered to our guest audience based on the cumulative information pool created are among our top priorities. We know that the needs of the passengers begin before they arrive at the airport, and on this journey, we will develop a smart journey that will understand the needs of the guests before they arrive at the airport, make sense of their declarative, behavioral and operational data, make suggestions to them and update these propositions depending on the actions of the guests, and accompany our guests to the flight gate. We are taking steps to bring your experience to life.

We will detail our work in this context in our next report.

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Digital Passenger Experience: Istanbul Airport Mobile Application

With the Istanbul Airport Mobile Application, our passengers can track real-time notifications regarding their flights, learn about the services available at the airport, easily benefit from these services, and find answers to their questions with the help of an AI-powered chatbot.

Digital Customer Journey

With the goal of solving our guests' needs instantly, we are taking steps to implement the "Digital Customer Journey". This intelligent journey experience will understand our guests' needs before they arrive at the airport, make suggestions to them, and update these suggestions based on the actions of our guests, accompanying them all the way to the departure gate.

In this context, our primary starting point is our Data-Driven CRM Applications. Collecting, classifying, and processing data correctly, along with being a good data literate, forms the infrastructure of globally resonating technologies. Our high passenger capacity and our status as a global transfer hub provide us with a vast pool of data. Being able to make sense of this data, to create interaction nourished from the data, and to optimize every process that our guests are involved in constitutes one of the main agenda items of our vision.

We will share the work we carry out in this context in more detail in our next report. We aim to create a more comprehensive understanding of the transformations we are pioneering and the innovative technologies we are adopting.

This text should be beautifully translated, ensuring the grammar is compelling and impactful.

2021– 2022 Digital Innovations



We have created a "Digital Suggestion Box" where airport employees and iGA Pass personnel can submit their suggestions and complaints using the QR code method.



We have added the Persian, Italian, and Spanish languages to our survey devices, allowing our guests to provide their feedback in 12 different language options.



In order to provide easy access to services for guests with hearing difficulties, we have implemented a sign language video call center service through our website and mobile application.



By increasing the language options on digital directional signs, call centers, and kiosks, we can support our guests in their own languages.



We have created new autonomous channels. We implemented a chatbot application to respond to frequently asked questions on WhatsApp.



We introduced the autonomous recycling robot in line with our Zero Waste approach. The robot is designed to move among passengers inside the terminal and when it detects an individual approaching, it stops and collects the recyclable waste in their hands.

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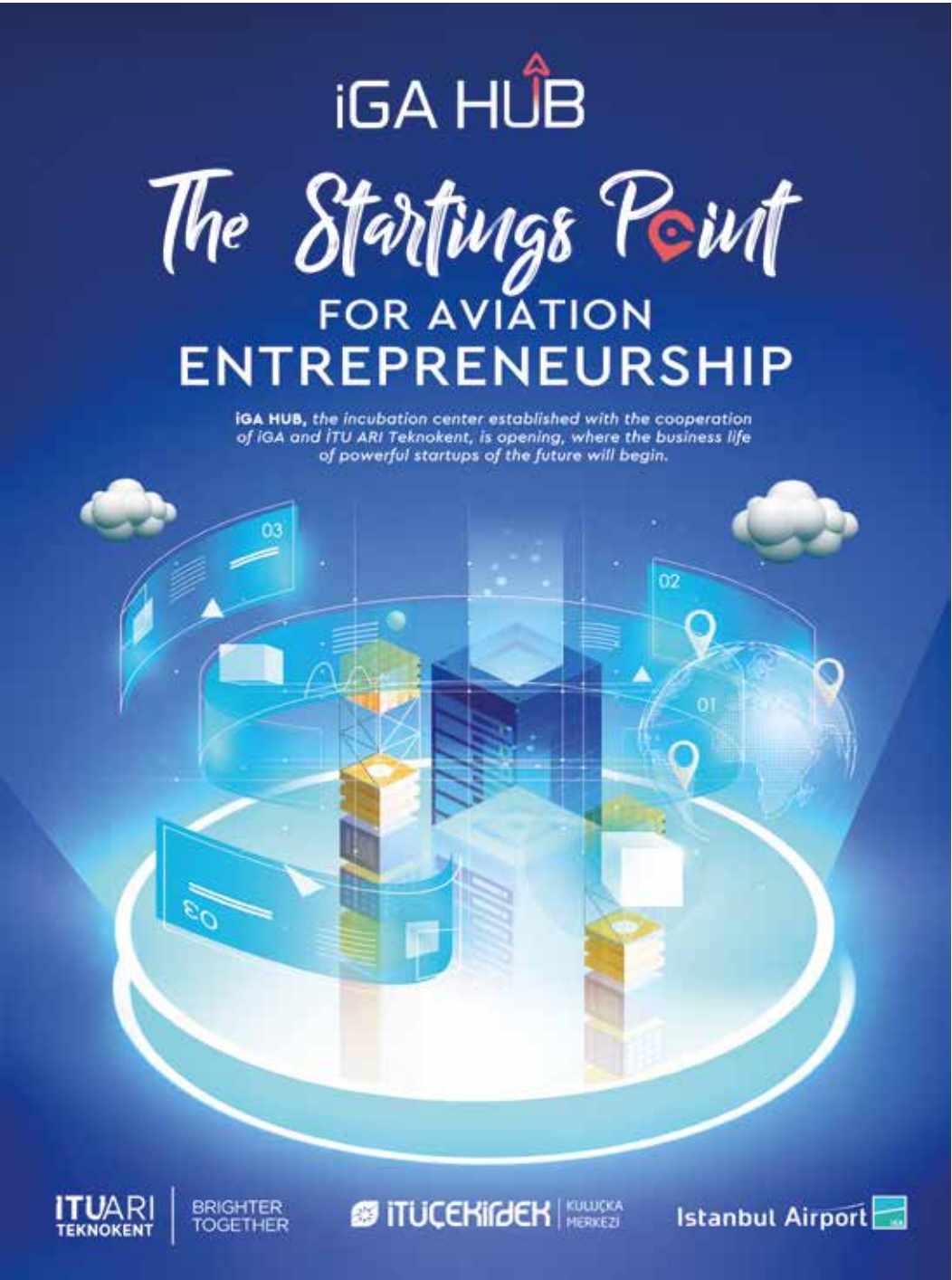
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We Support the Entrepreneurship Ecosystem

To support technology-focused initiatives and ensure their integration into our processes, we launched the iGA HUB program in collaboration with Istanbul Technical University ARI Technopolis.

Our aim with the iGA HUB program is to implement innovative projects covering all aviation components and sectors that comprehensively interact with the aviation industry. These projects will provide more efficient, rapid, and cost-effective solutions for passengers, employees, business partners, and authorities.



Our iGA HUB Entrepreneurship Program's Focus Points

CIVIL AVIATION



- Aircraft and Flight Technologies
- Autonomous Vehicles
- Ergonomics

SMART AIRPORT



- Airside Operations
- Terminal Processes
- Passenger Experience
- Ground Services
- Cargo - Logistics

SUSTAINABILITY



- Resource Efficiency
- Green Supply Chain
- Climate Change
- Social Benefits
- Energy Efficiency - Green Energy
- Circular Economy

We also support the entrepreneurship ecosystem through our collaboration with ITU Çekirdek. We partnered with ITU Çekirdek, which receives over 10,000 startup applications every year. In the first year of our collaboration, we supported a startup that analyzes customer feedback on digital platforms with a funding of 110,000 TL. In 2022, we provided support to a total of six startups with a funding of 800,000 TL. In the first year, we included a startup called The Clico in our Customer Experience Unit's processes. The Clico initiative provides monthly reporting based on customer feedback, offering an end-to-end online reputation management model that incorporates customer trends and current status indicators.

In addition to financial support, we have also provided support to 15 startups in areas such as education, mentoring, investor meetings, and one-on-one coaching. In 2023, we will carry out trial processes for these initiatives which will contribute to the operations of our airport.

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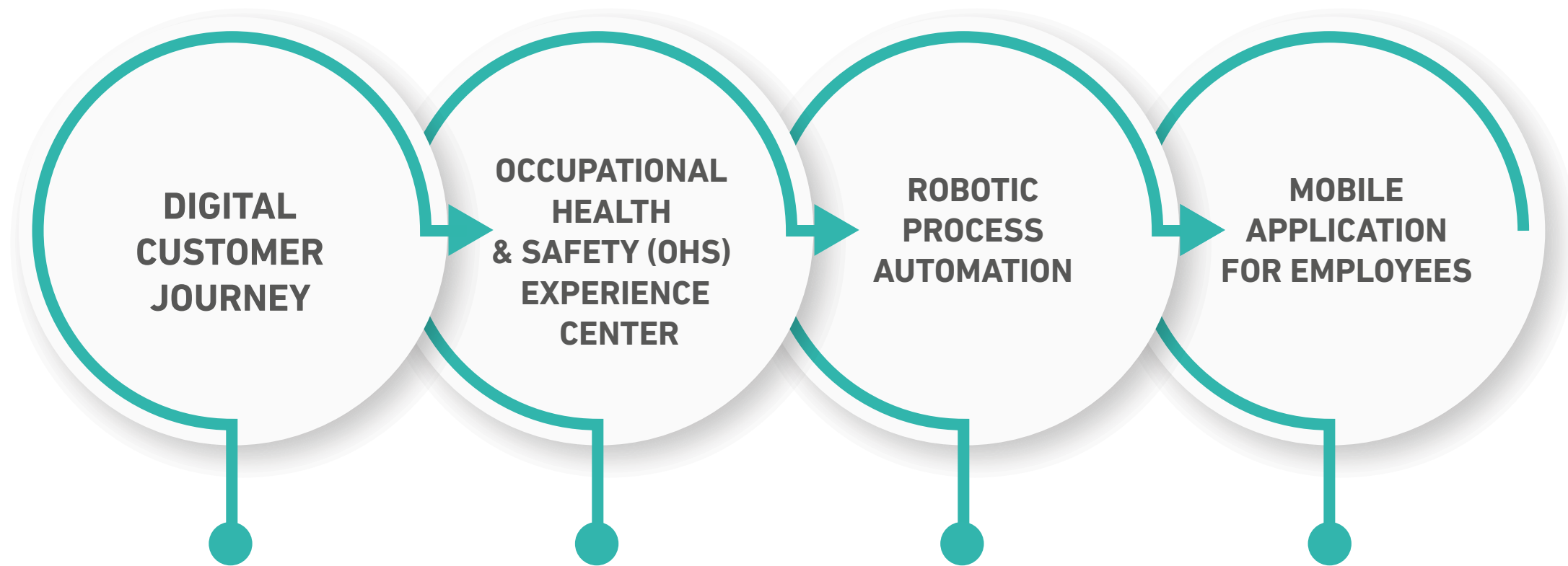
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The Initiatives We Supported in 2021 and 2022

YEAR	NO.	INITIATIVE NAME	INITIATIVE TOPIC
2021	1	The Clico	The Clico enables businesses to track reviews from various platforms in one central location. It uses natural language processing to understand and analyze all comments, identifying the root causes of issues. It also predicts customer purchasing habits and industry trends, enabling accurate timing for the sale of appropriate services through predictive systems.
2022	1	Agility	Agility is an advanced platform that operates on a sophisticated machine learning framework to provide risk prediction. It leverages a vast pool of data from the aviation industry, including inputs from aircraft sensors, pilot data, weather conditions, and other relevant sources. Unlike conventional reactive systems, Agility takes a proactive approach by accurately forecasting potential risks, thus enhancing flight safety. Through extensive training and the application of machine learning techniques, it plays a vital role in bolstering safety measures within the aviation sector.
2022	2	BixByte Technology	BixByte Technology is a security system that specializes in the instant detection of crimes occurring within indoor spaces. By analyzing real-time security camera footage, it promptly identifies criminal activities as they commence and alerts authorities with a high level of accuracy. This enables swift intervention, contributing to crime prevention.
2022	3	Bi-Park	Bi-Park offers car users a digital payment-based parking reservation service through their application, along with the provision of detailed floor maps indicating available parking spaces in the selected parking area.
2022	4	Walkers	Walkers is a health, fitness, and gaming application where, as a member, you can select a category for donation on your behalf. Every step you take is converted into Walkers Points (WP), allowing you to unlock unlimited opportunities and benefits within the app. Walkers offers a unique experience to users through its features. The Walkers application features the "Goodness Pool" option within its platform, creating a sustainable donation system and encouraging users to develop a habit of walking. By doing so, it also contributes to reducing users' carbon footprint.
2022	5	RUUS	It is projected that the air mobility market, currently valued at 50 billion USD, will reach 1.5 trillion USD by 2040. Having been established in 2021 by the European Union, the SESAR Joint Undertaking consolidates projects that seek autonomous solutions for safe air traffic integration. These initiatives and air traffic control authorities will make it mandatory for all civilian drones, except hobby-class drones, to come under the supervision of service providers through internet-based services in the near future. The initiative aims to develop services and equipment in this area.
2022	6	RegularAlzed	RegularAlzed aims to integrate its solutions into airport and airline processes by enabling the monitoring of highly dynamic ground and air operations through multi-layered data (visual, positional, etc.). It involves learning nominal patterns, real-time labeling of deviations or anomalies from these patterns, and providing operators with decision support for safety and efficiency purposes. This integration facilitates enhanced security and operational efficiency within the airport and airline domains.
2022	7	Ro Mobility Teknoloji A.S.	It offers an edge intelligence product that enables alternative mobility devices (e-scooters, low-speed electric vehicles, etc.) to be safer and more efficient at affordable costs with image-based sensors and smart software; it provides map-based positioning and artificial intelligence planning to automate and self-plan indoor mobility operations.

YEAR	NO.	INITIATIVE NAME	INITIATIVE TOPIC
2022	8	SeyirDefteri	The "seyirdefteri.online" portal is an Organization Management, Operations Management, and Data Analytics portal. It provides infrastructure for its users for Complexity, Compliance with Laws, and Cost-Effective operation management specific to the UAV (Unmanned Aerial Vehicle) industry. Its aim is to minimize all operational costs, including insurance costs, by utilizing organizational and operational data, to facilitate ease in legal permissions, and to continuously improve operational efficiency.
2022	9	Eyes Of Solar	When we think of a street in modern cities, there are separate poles for lighting, cameras, and other systems on sidewalks and pedestrian paths. The separate infrastructures for each of these systems impose a significant cost burden on the public. The project aims to achieve energy harvesting integrated into lighting and security systems by using renewable energy sources. In addition, by integrating sensors into the system, it creates a promising product at the forefront of its class, offering opportunities for social and commercial analysis.
2022	10	KodiGA	The aim is for users to reach their flight gates using a QR code generated at flight information screen points which display a mapped route on a three-dimensional model.
2022	11	Nitrogen and Phosphorus Recovery from Aircraft Wastewater	Aircraft wastewater is much more concentrated than domestic wastewater because of the vacuum operated wastewater systems in aircrafts. These wastewater samples contain ammonia ranging from 2000 to 4000 mg/L and phosphate ranging from 200 to 400 mg/L. Additionally, elements such as potassium, calcium, and magnesium are also present. This wastewater, which contains high levels of nitrogen and phosphorus, actually contain the basic ingredients of fertilizers. The project aims to convert these materials into fertilizers by separating them from wastewater at maximum efficiency.
2022	12	Acoustic Energy	Acoustic Energy aims to produce and store electricity in areas with high noise pollution (roadsides, airport terminals, bus stops, and marketplaces/foyer areas). This energy can be used to charge phones in the form of a beautifully-designed power bank or directly used in lighting systems along the highway. Finally, for the convenience of everyday users, it can be designed in a compact cylindrical shape, similar to an Alexa device, seamlessly integrating into households and offering a wide range of functionalities and features.
2022	13	FOD Remover	Foreign Object Debris (FOD) in airports poses a potential threat to aircraft, as they may cause damage in critical situations. Due to the potential for causing significant damage to aircraft, runway cleaning is of the utmost importance. With its innovative enhancements, including streamlined production methods, optimized performance, and extended durability, the FOD Remover presents an extraordinary and economically attractive proposition to all airports.
2022	14	ArtifiFlow	Artififlow uses advanced artificial intelligence techniques to process images captured by cameras, enabling analysis of user movement and behavior. Through interactive location/venue-based analysis, Artififlow presents comprehensive user data, including density analysis, user flows, queue detection, wait and processing times, space occupancy, and asset use, in real-time. Real-time dashboards and alerts provide operators with situational awareness and instant intervention tools.
2022	15	bomensoft	Bomensoft designs and develops solutions based on artificial intelligence systems and technologies, aimed at enhancing companies' productivity and efficiency.

OUR DIGITAL GOALS FOR 2023



Centering on the Istanbul Airport mobile application, it is an ensemble of omni-channel services designed to assist our guests from the moment they leave their homes until they board the plane. The prominent features include; the Istbuy e-commerce platform, the Smart CRM Platform, AR Shopping, Travel Profile Creation, Travel Preparation Checklist, and Airport Experience Planning.

In the Occupational Health and Safety (OHS) Experience Center, planned to open in 2023, we will focus on enhancing the effectiveness of OHS training by providing Virtual Reality (VR) capabilities. Through this, iGA, its subsidiary companies, and subcontractor employees will have the opportunity to learn through hands-on experiences with specially-designed 3D virtual reality training sessions.

Within the scope of our Robotic Process Automation project, we aim to have the activities in our systems executed by robotic systems with a reduced human workforce and zero errors.

With the personnel mobile application, which will allow us to manage our internal communications more actively, we plan to implement an emergency communication portal, personnel service tracking and location tracking, leave management, and shift tracking systems in the first phase.

Additionally, we have established the iGA Information Portal to facilitate the sharing of up-to-date information and innovations among relevant departments, with the aim of providing higher quality services under a single platform.

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COMPLIANCE WITH THE CLIMATE CODE: CARBON NEUTRAL BY 2050

ENERGY 2030 GOALS
Emissions
1.Reduction of Scope 1 & 2 emissions by 45% by 2030
2.Ensuring that 35% of the energy used for Scope 1 & 2 comes from renewable sources
3.Achieving a 50% reduction in emissions resulting from the use of resources related to waste recycling
4.Converting 50% of vehicles used in iGA operations into electric vehicles
5.Transforming at least 30% of public transportation vehicles into electric vehicles
6.Reducing emissions related to employee travel (commuting and business trips) by 50%

*2019 has been determined as the base year.

FACILITIES 2030 GOALS
Energy
1.Facilities (main terminal and all other buildings and facilities) that use renewable and/or low-emission energy sources.
2.Obtaining 50% of the total energy consumption from renewable energy sources
3.Providing the stakeholders at the airport with 100% renewable energy.
Mobility Inside & Between Facilities
1.Reducing emissions from waste collection by 30%
2.Reducing emissions from personnel transportation between centers by 50%
3.Reducing emissions from supplier transportation between centers by 10%

Since the opening of Istanbul Airport, we have been consistently and effectively carrying out our energy and greenhouse gas management efforts. We periodically review activities that contribute to greenhouse gas emissions and conduct measurement and reduction activities in accordance with international standards.

We closely monitor technological advancements and regulations in the aviation and mobility sectors. We work together with our stakeholders for current situation assessments, application development, and improvement methods.

In line with the IPCC 1.5°C targets, we have established our 2050 Carbon Neutral roadmap. We are one of the airports committed to "Net Zero CO2 emissions". Within the scope of efforts to reduce carbon emissions, and in addition to energy efficiency activities, we are continuing our feasibility studies for the installation and use of zero-emission technologies, as well as our afforestation activities that will create carbon sinks within the scope of practices and prospective planning.

In addition, we continue to invest in renewable energy resources as part of our net zero target. We are installing a solar panel system with a capacity of 737 kW in the parking area. We expect to cover 1.5% of iGA's annual electricity expenses through this investment.

We can consider reasons such as the worldwide chip crisis and the increase in demand for electric vehicles as reasons preventing us from reaching our 2030 targets of emission reduction through vehicle fleet transformation in the short term. However, we are confident that the necessary supply will be provided over the next seven years and that the regulations supporting the transformation will allow us to achieve these targets.



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By meeting the requirements of the ACI Airport Carbon Accreditation (ACA) Program as of December 2020, we were awarded the carbon accreditation certificate.

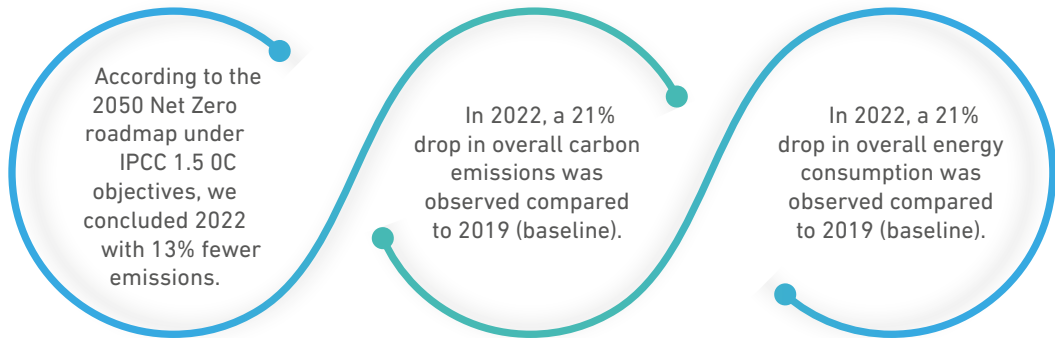


In 2022, as part of our sustainability policy, we conducted carbon footprint management and reduction efforts, which resulted in the successful upgrade of our certification from Level 1 to Level 3 within the same program.



We received an A- score in the CDP Climate Change program, which showcases how companies use natural resources and natural capital, how their activities impact the regeneration of limited resources, and how they manage risks in this field.

in 2022



ENERGY RESOURCES CONSUMPTION



TOTAL ELECTRICITY USED (Kwh)

2021	2022
210 MILLION 947.457	234 MILLION 167.578



TOTAL DIESEL CONSUMED (lt)

2021	2022
1 MILLION 776.361	1 MILLION 695.832



TOTAL NATURAL GAS CONSUMED (m³)

2021	2022
12 MILLION 976.072	11 MILLION 232.774



TOTAL GASOLINE CONSUMED (lt)

2021	2022
102 THOUSAND 870	252 THOUSAND 50



ENERGY CONSUMPTION PER PASSENGER (kwh/passenger)

2021	2022
5,67	3,63

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We adopt a lifecycle approach to determine the carbon footprint of our services. This process covers many operations, from the passengers' transportation to the airport, ground services, and terminal operation processes.

Transportation to the Airport



- Transportation of passengers to the airport
- Transportation of employees to the airport

iGA Operations



- Climatization
- Heating
- Cooling
- Lighting
- Wastewater Management
- Waste Management
- Vehicle and Equipment Uses

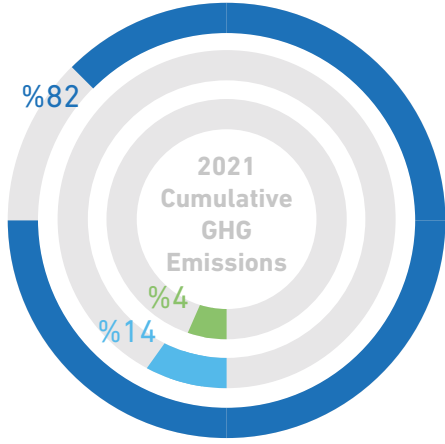
Flight Operation



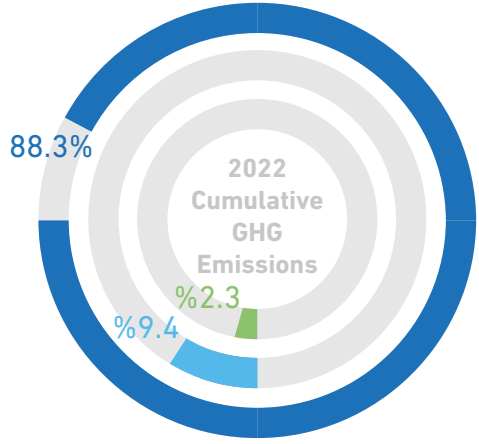
- Flights (LTO + APU)
- Ground Handling Activities
- 3. Party Companies Vehicle Uses
- De-icing Items
- Employee Travels
- Heating

Our Emissions Distribution

Our carbon management activities are carried out in accordance with the procedures prepared in line with Standard 14064-1 Quantification and Reporting of Greenhouse Gas Emissions and Removals at the Organizational Level. Percentiles are arranged according to 2022.



- Scope 1 Emissions - Direct Emissions
- Scope 2 Emissions - Indirect Emissions
- Scope 3 Emissions - Other Emissions



- Scope 1 Emissions - Direct Emissions
- Scope 2 Emissions - Indirect Emissions
- Scope 3 Emissions - Other Emissions

Emissions from the activities of the airport stakeholders:

- Fuel Consumption of Airlines: 84.7 %
- Public Transport: 9.6% (HAVAIST, IETT, TAXI Kop., Private Vehicles)
- Heating: 2.2% (Natural gas consumption by tenant companies)
- Ground Handling Companies: 2.3%
- Employee Shuttles: 1.2%

By implementing many of our projects, we will have achieved our zero emission targets before 2050. We strive to encourage our stakeholders to adopt an innovative and inspiring business discipline with our initiatives. As an Airport Operator, most of our emissions take place outside of our corporate boundaries. For this reason, it will be possible to make a permanent and positive difference by collaborating with our stakeholders and supporting them to improving their own processes.



Our Emission Reduction Goals

Our carbon management activities are carried out in accordance with the procedures prepared in line with Standard 14064-1 Quantification and Reporting of Greenhouse Gas Emissions and Removals at the Organizational Level. Percentiles are arranged according to 2022.

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iGA NETZero ROADMAP

Istanbul Airport 

Regeneration For Future Generations

Scope 1: 37,371
Scope 2: 140,453
Total: 177,824

*Total greenhouse gas emissions in 2019 were 170 thousand tonnes of CO₂. All of these emissions are within the scope of the UN 1.50°C commitment.

*Our base year for net zero is 2019, which was our first year of operation.

Take Off

Renewable energy purchase
Installation of solar panels
Forestation efforts
Installation of car charging stations
Building insulation activities
IoT LoRaWAN System applications
Lighting Automation Systems
Applications of Energy Management Systems
Energy efficiency data analytics application
Employee awareness efforts

Scaling Up

We will invest in renewable energy and zero-emission technologies.

Purchasing renewable energy
installation of solar panels
forestation efforts
Increasing renewable energy usage in our operations
Using hydrogen for heating systems
Airside operational improvement, efficiency and capacity increase studies

Delivering Our Promise

We will offer an innovative airport operation powered by advanced aviation techniques with zero emissions.

We will offset the remaining emissions with high-quality natural climate solutions that benefit people and the planet.

Current Development Process
Road to 2050 Net Zero

We will reduce our emissions by 45% by 2030

We will reduce our emissions by 73% by 2040

NETZero

2019

2021

2030

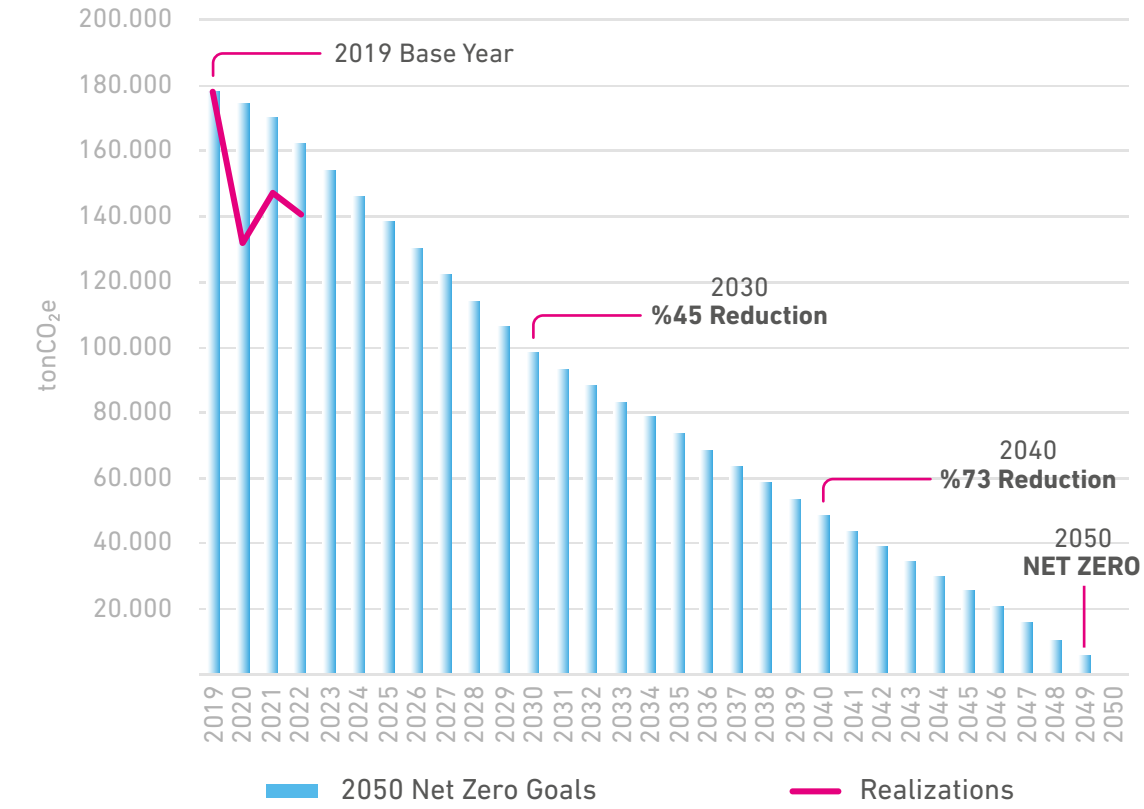
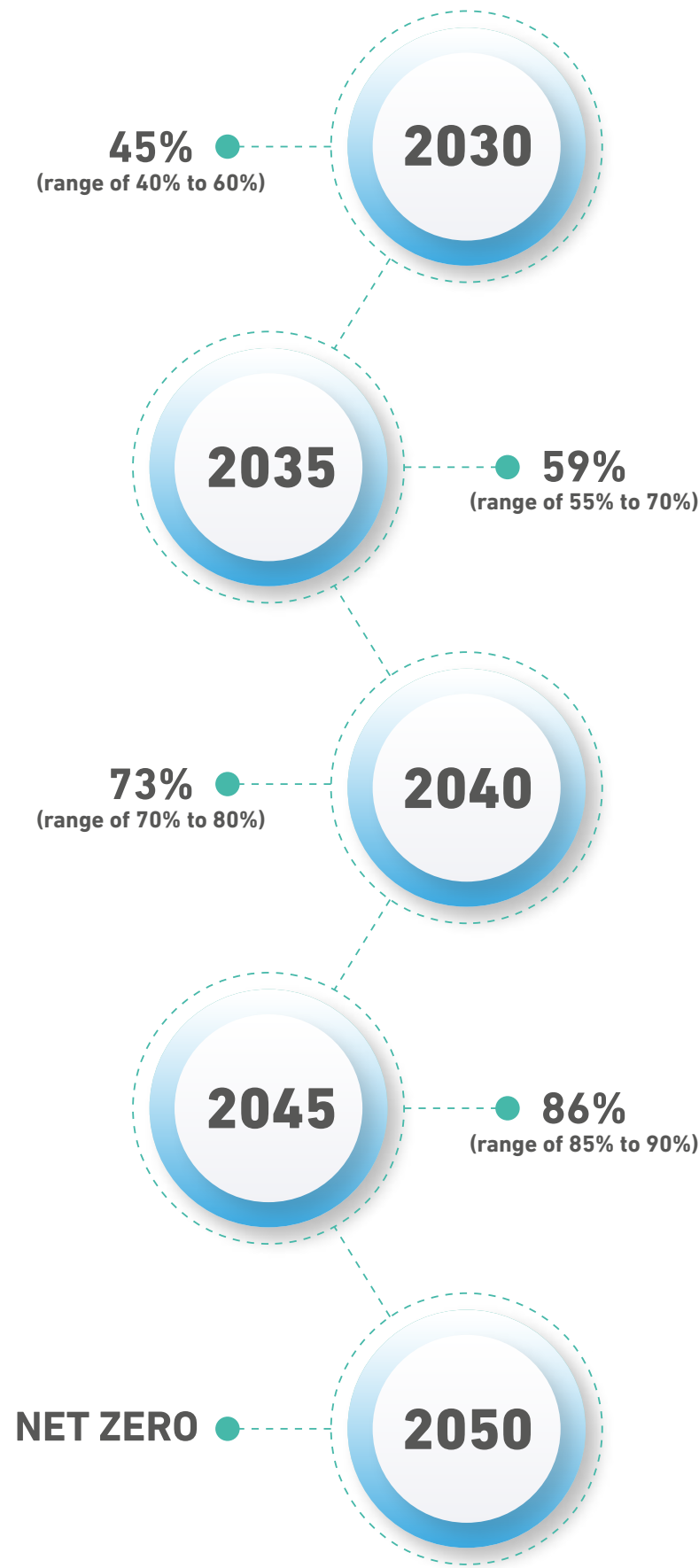
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To achieve our commitment of Net Zero Emissions by 2050, we have set reduction targets for our Scope 1 and Scope 2 emissions, using 2019 as the base year.



EMISSIONS				
SCOPE 1	EMISSIONS (tonsCO ₂ e)			
	2019	2021	2022	
	37.371	30.358	27.199	
SCOPE 2	EMISSIONS (tonsCO ₂ e)			
	2019	2021	2022	
	140.543	117.076	113.338	
SCOPE 1&2	EMISSIONS (tonsCO ₂ e)			
	2019	2021	2022	
	177.914	147.434	140.537	
	EMISSIONS PER PASSENGER (kgCO ₂ /passenger)			
	2019	2022		
	3,97	2,18		

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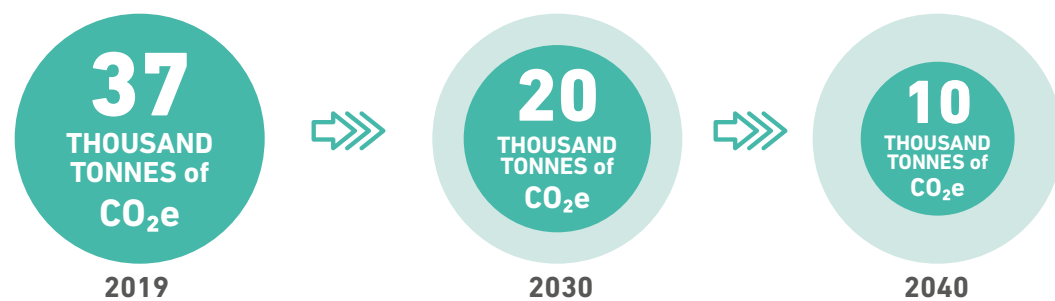
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Scope 1 Emissions

In line with our 2050 Net Zero Emissions objective, we are aiming to reduce our Scope 1 emissions by 45% by 2030.



The primary practices and applications we have implemented to reach our goal;

- Mechanical system automation studies
- Building structure insulation activities
- IoT and energy efficiency data analytics applications
- Conversion to electric/hydrogen vehicles
- Route optimization of waste management vehicles
- Fuel conversions (Biodiesel fuel use)
- Increasing the amount of carbon sinks through afforestation in cooperation with the General Directorate of Forestry and certifying them and evaluating them as carbon credits
- Creating platforms that encourage employees through practices that increase employee awareness (ecoDrone, energy efficiency activities, etc.)
- Preventing energy loss; eliminating idle energy use
- Energy efficiency applications in wastewater management and treatment
- Obtaining hot water need from solar energy

Mechanical System Automation Studies

We ensure the monitoring and control of buildings within the scope of Terminal Building and External Buildings through a central automation system. Taking into account the external air temperature and humidity, we strive to maintain the most efficient conditions.

Vehicle Conversions

5% of our entire vehicle fleet consists of electric vehicles.

Currently, we have 5 electric passenger vehicles and 31 electric work machines (such as platforms, pallet jacks, and forklifts) in our fleet. Additionally, within the terminal building, a total of 564 electric vehicles (including electric bicycles, scooters, gingers, wheelchairs, buggies, etc.) are used by iGA and other stakeholders.

The number of electric vehicle charging stations at Istanbul Airport is increasing every day. Currently, there are a total of six DC charging stations with a capacity of 60 kW each, one DC charging station with a capacity of 50 kW, six AC charging stations, and 20 DC charging stations specifically for the electric buggy vehicles located within the terminal building.



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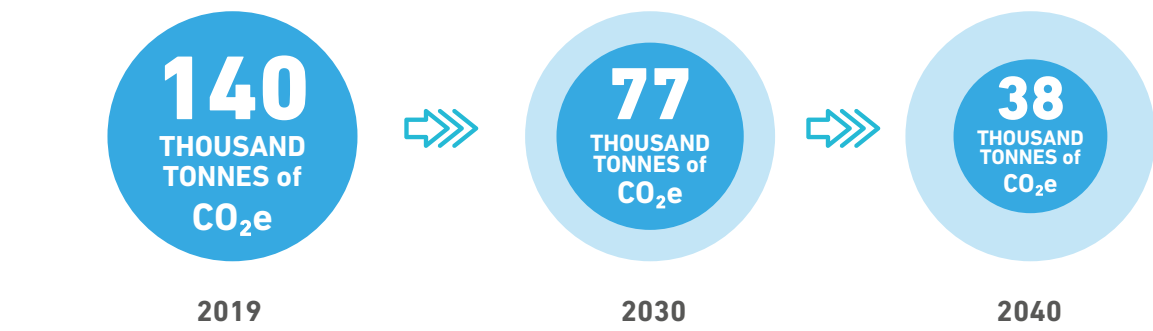
Afforestation Efforts

The ongoing afforestation efforts at our airport are projected to be a significant carbon footprint sink in the medium and long term. These afforestation efforts carried out up until 2022 are expected to create approximately 1.258.554 tons of CO2 sink over 25 years.



Scope 2 Emissions

In line with our 2050 Net Zero Emissions objective, we are aiming to reduce our Scope 2 emissions by 45% by 2030.



The primary practices and applications we have implemented to reach our goal;

- Energy Management System Activities
- Lighting automation system
- IoT and Energy Efficiency Data Analytics Applications
- Green energy purchases (YEK-G)
- Installation of Solar Panels

IoT and Energy Efficiency Applications

The wireless IoT and Big Data for remote endpoint monitoring allow constant monitoring of alarm conditions and status feedback. IoT technology is an essential tool for achieving net-zero energy.

- Lift, Escalator, and Travelator (LET) Monitoring System
- Energy monitoring system
- Meter-reading System
- SCADA System
- Mechanical Automation System
- Lighting Automation System
- Chlorine Measurement System
- Heat and Humidity Monitoring System
- Automatic Landscape Irrigation Monitoring and Control System
- Drainage Pump Tracking System
- Wastewater Pumping Station Monitoring System
- Solid Waste Tracking and Route Optimization

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Installation of Solar Panels

Solar panel installations are one of the green energy resources we are considering to accomplish our Net Zero goal. We are actively engaged in ongoing efforts and initiatives related to solar energy projects.



Green Energy Purchases

The REGO (YEK-G) certificate is recognised by the Airport Carbon Accreditation programme. Therefore, purchasing renewable energy and a Renewable Energy Certificate (REC) are important steps in line with our 2050 Net Zero roadmap performance criteria.



Scope 3 Emissions

The efficiency initiatives, stakeholder audits, training, and information dissemination activities conducted within the scope of our Stakeholder Management Plan contribute to improvements in Scope 3 emissions. Our Scope 3 emissions are monitored in accordance with the Airport Carbon Accreditation program and our Stakeholder Management Plan.

Here are some examples of activities and practices that will contribute to the reduction of our Scope 3 emissions:

- Collaborating with Eurocontrol to conduct joint initiatives such as Additional Taxi Time and Additional AS-MA Time
- Implementation of A-SMGC Level 4 Follow the Greens integration studies
- APU restrictions for aircraft
- Optimizing routes and frequencies of public transportation services based on passenger density to enhance efficiency and reduce emissions in passenger transportation

In continuing our emission reduction activities, we conduct a prioritized stakeholder analysis, which is considered as Scope 3, to ensure that our stakeholders engage in emission-reducing activities and support the projects to be carried out in this regard. Together with the prioritization analysis, it is based on organizing the environmental quantitative data of the tenant enterprises operating at the airport by transforming them into a uniform data with a methodology. With this analysis based on utility consumption in our stakeholder's businesses, businesses operating in different operations and disciplines, as well as emission intensity, have been prioritized.

In order to ensure stakeholder participation in the projects carried out and to create value together, stakeholder participation, which forms the basis for establishing strong, constructive and harmonious relationships necessary for the successful management of the environmental and social impacts of the emission reduction projects to be carried out, has been kept at the highest level. Furthermore, in order to evaluate the emission reduction processes of our stakeholders, the expected emission reduction actions of iGA were analyzed. During this analysis process, sustainability meetings were held with our stakeholders to exchange ideas.

Joint studies and climate adaptation activities are conducted with our public sector stakeholders. We have shared our feedback with the Ministry of Transportation and Infrastructure, the General Directorate of Civil Aviation, and the Airports Department in order to update the Climate Adaptation Synthesis Report published by the International Civil Aviation Organization (ICAO).

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ZERO WASTE

Solid Waste Management

WASTE 2030 GOALS
Solid Waste
1.Achieving a 50% waste recycling rate
2.Reducing total waste (incoming to waste center) by 20%
3.Reaching a symbiosis rate of 20% of the total waste
Raising Waste Prevention Awareness
1.Waste mapping of all waste-producing processes
2.Facilitate the development of programs and training initiatives by all waste-generating stakeholders for their own stakeholders



iGA is the first airport in Türkiye to receive the Zero Waste Certificate. In this context, we sort all waste and convert it into recycling or recovery.

Our Approach

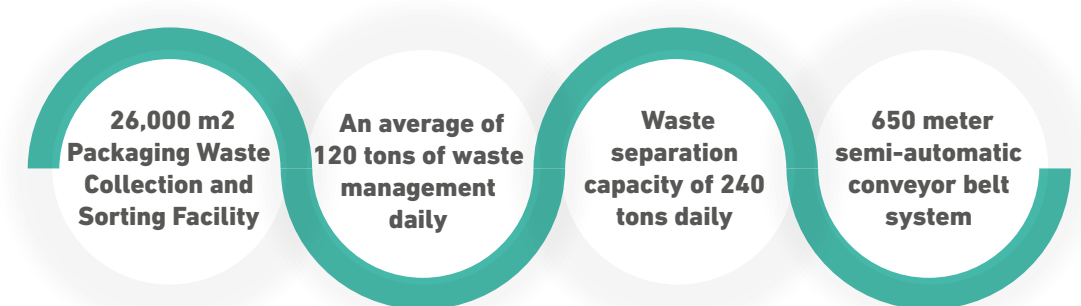
Waste reduction: First and foremost, we are working to minimize the generation of waste. We strive to promote the Zero Waste concept among our stakeholders and regularly monitor the key performance indicators related to waste for all waste-related companies. Through projects, audits, and training, we involve our stakeholders in waste reduction activities.

Collection: With our field operation teams, we ensure 24/7 control by recording all waste from airport third-party companies, tenants, public buildings, and iGA's own waste in five different categories (paper-cardboard, packaging, glass, organic, municipal) as well as other non-hazardous and hazardous waste from the source to the final disposal point.



Segregation: Within our Waste Management System, we work on recycling waste through source separation and semi-automatic sorting practices. Every day, we strive to increase our current recycling rate by 34%.

We weigh all the waste that arrives at our Solid Waste Collection and Sorting Facility and separate it using our semi-automatic sorting system. We store other hazardous and non-hazardous waste in the Hazardous Waste Temporary Storage Area and designated open stock areas after weighing and removing it from our campus using licensed recovery and disposal companies. We contribute to the circular economy by using domestic waste in incineration plants, and organic (biodegradable) waste in biomethanation and composting plants.



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2021 RECYCLING CHART		2022 RECYCLING TABLE	
TOTAL WASTE AMOUNT (tons)	25.372	TOTAL WASTE AMOUNT (tons)	43.507
RECYCLED WASTE AMOUNT (tons)	7.797	RECYCLED WASTE AMOUNT (tons)	14.767
DISPOSED (tons)	17.575	DISPOSED (tons)	28.740
RECYCLING RATIO (%)	%31	RECYCLING RATIO (%)	%34

Some examples of the activities and initiatives we conducted in 2021-2022 to develop waste awareness, in line with our "Zero Waste" goal and prioritizing the minimal generation of waste through our structured efforts , are as follows:

EcoNotes Project

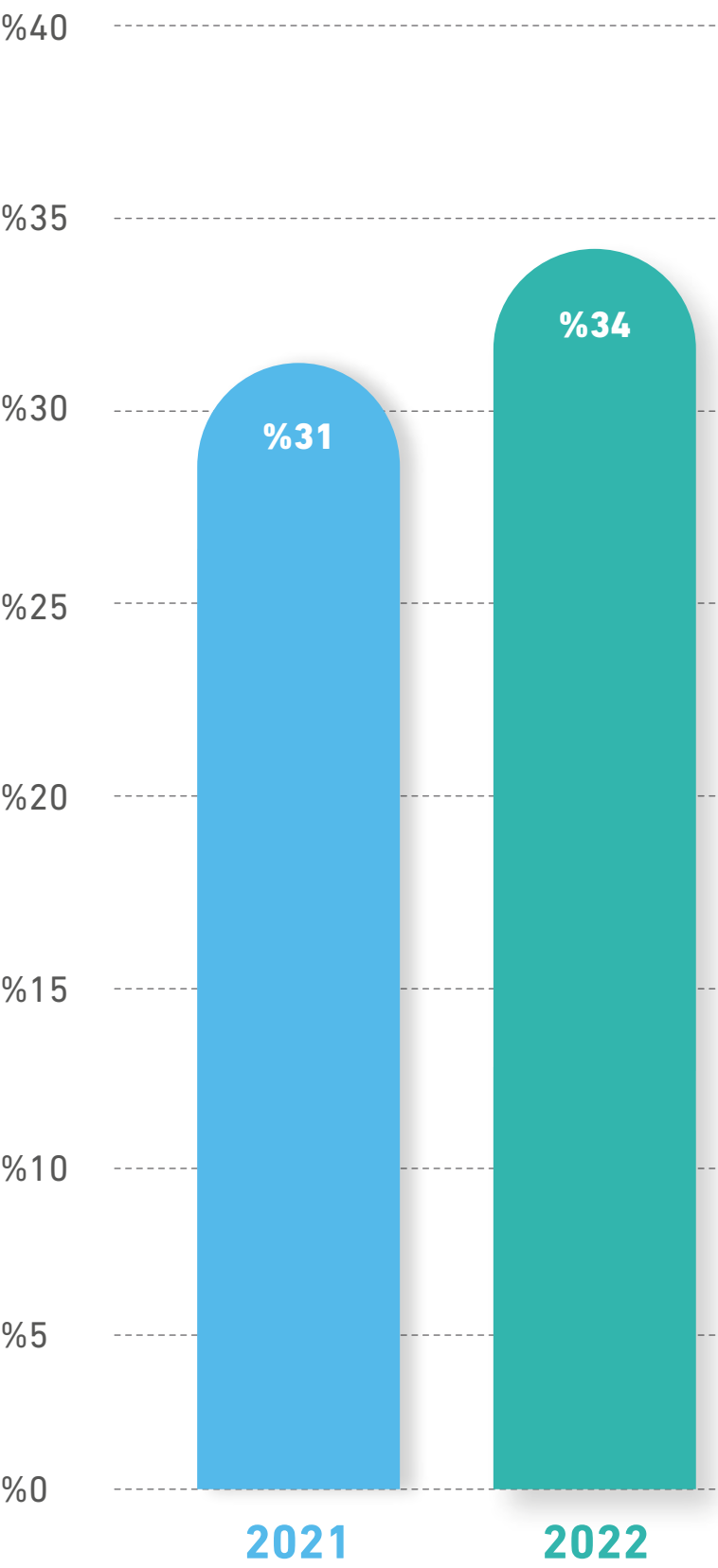
In order to increase the awareness of recycling, we created 11,000 notebooks from unused passenger information forms with printing on one side. The EcoNotes Project has allowed us to save approximately 40 trees from being cut down and to achieve an energy saving of 8,600 kWh, which is equivalent to the electricity needs of 1,000 homes for one day. In addition, we have also prevented 370 kg of greenhouse gas emissions.

Composting Project

Every day, we take approximately 10 tons of organic waste collected from the airport and compost it on-site. The resulting nutrient-rich soil has been used in environmental, park, and landscaping areas. With the Composting Project, we aimed to raise awareness about waste prevention and the efficient use of resources.

- The "Zero Waste" documentary, which describes the waste recycling processes at Istanbul Airport, was broadcast on the TRT Belgesel channel in May.
- As part of the Research and Development projects, we organized technical visits to IZAYDAS, SUEZ, SEKAY, 4R Çevre and Turhan Packaging Facilities in order to improve our Zero Waste processes and our cooperation with our stakeholders.
- As part of the World Environment Day activities, we hosted elementary school students at our facility and airport to increase their environmental awareness and knowledge of waste segregation.

RECYCLING RATES



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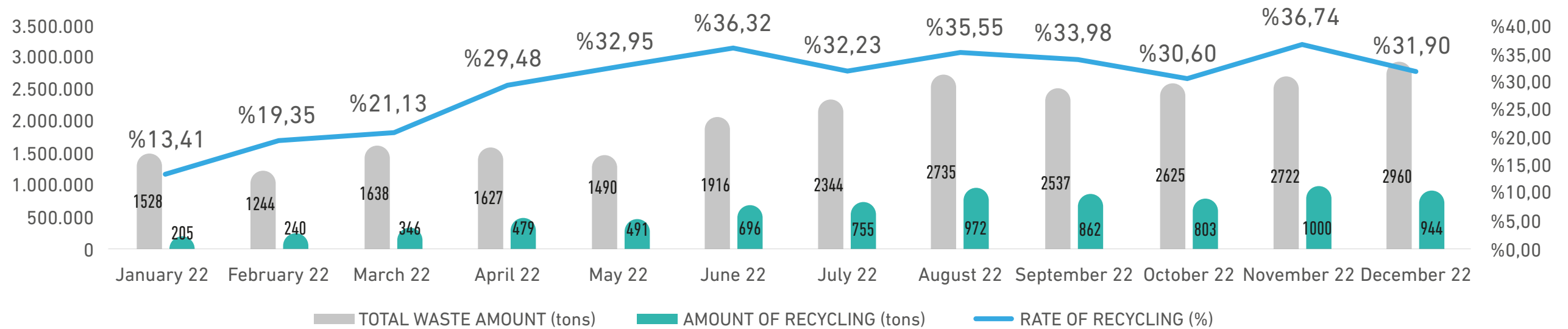
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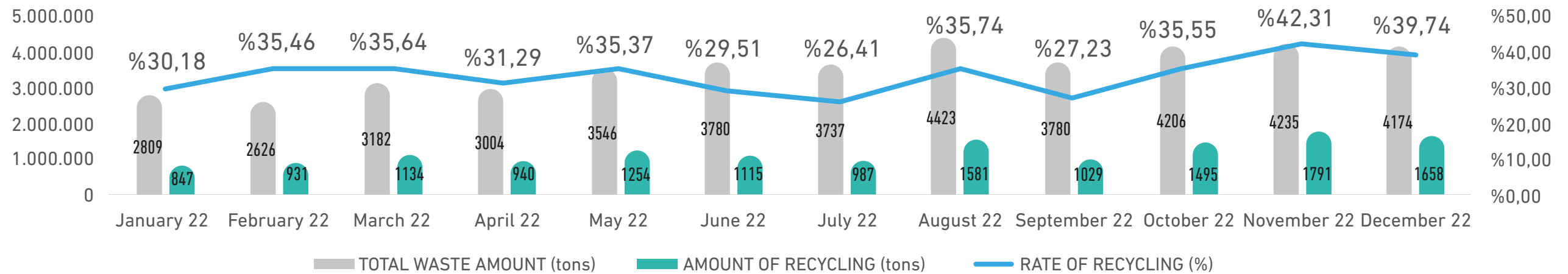
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2021 WASTE RECYCLING AMOUNTS



2022 WASTE RECYCLING AMOUNTS



BLOCKED GHG EMISSIONS (tons)

2021	2022
640	977



DIVERSITY OF SEPARATE WASTE TYPE (piece)

2021	2022
15	25



RESCUED TREES FROM CUTTING (pieces)

2021	2022
41.985	60.337



PERSONNEL PROVIDED WASTE MANAGEMENT TRAINING

2021	2022
1848	5016



ENERGY SAVINGS (kwh)

2021	2022
32.616.192	51.709.031



RECYCLING RATE

2021	2022
%31	%34



PROHIBITED OIL (barrel)

2021	2022
62.718	103.375

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USE OF RESOURCES

Water and Wastewater Management & Water Safety

MATERIALS & WATER 2023 GOALS
Water
1.Ensuring that at least 50% of water used per passenger is sourced from alternative water sources (such as seawater or rainwater)
2.Reducing water consumption from the main water supply by 50%

FACILITIES 2030 GOALS
Water
1.Building rainwater harvesting systems (in all facilities and buildings - 100%)

WASTE 2030 GOALS
Water Reuse
1.50% of all processes that use water provide water without treatment
2.Meeting 100% of the water required for cooling and air conditioning with wastewater treatment facilities
3.Meeting 100% of the garden irrigation water requirements using treated water from the wastewater treatment plant

We know that water is an indispensable resource for the continuation and health of life on earth, and we believe that using it properly and efficiently is not a choice but an obligation." At iGA Istanbul Airport, we aim to implement effective water and wastewater management in order to reduce water consumption and minimize pollution. Making our existing infrastructure systems more suitable and establishing a culture of conscious use of water among our stakeholders are seen as necessary steps to be taken in order to reach our 2030 goals.

We are currently implementing practices for efficient use of water and recovery of water that is used for operations;

■ We collect the wastewater generated from our operations through the sewage infrastructure system and treat it at the Domestic Advanced Biological Wastewater Treatment Plant with a capacity of 15,000 m3/day. The recycled water from this system, which is monitored for water quality through daily analyses, is used for landscaping purpose. We use 100% recycled water for landscape irrigation. As a result, iGA meets 35% of its water consumption through reclaimed water. Furthermore, we use water-efficient native plants in the landscaping areas of the airport.

■ We prefer water-efficient faucets and reservoirs at our airport.

■ We have waste oil-water separating systems at the designated locations for our maintenance centers.

WATER USE	2021	2022
TOTAL WATER CONSUMPTION (M³)	1.013.776	1.330.820
WATER CONSUMPTION PER PASSENGER	2021	2022
WATER CONSUMPTION PER PASSENGER (M³)	27.3	20.6



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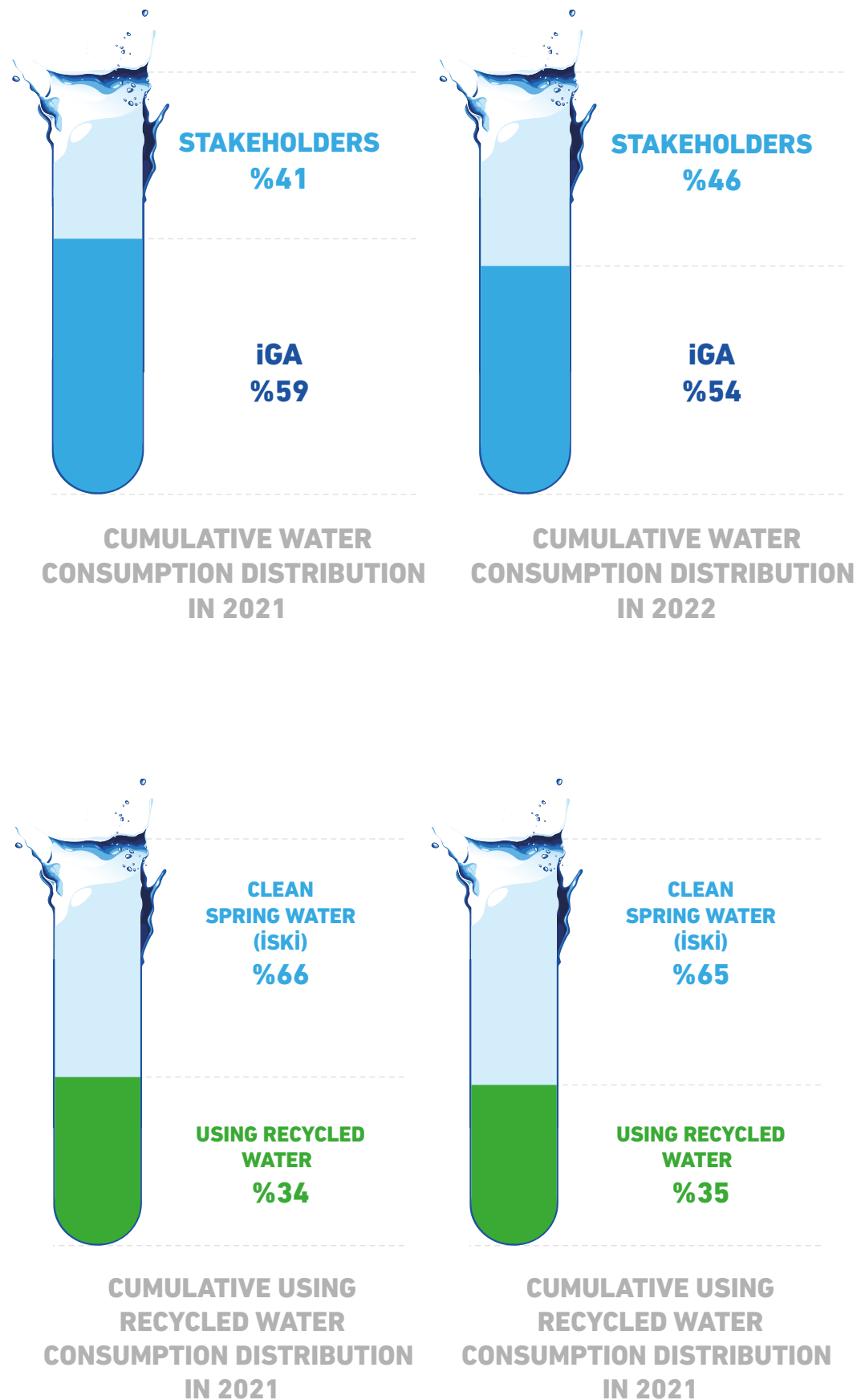
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What We Did in 2021 and 2022

- Our water footprint report was verified in line with the ISO 14046 Water Footprint Standard.
- We have obtained reports that demonstrate how companies use natural resources and natural capital, how their activities affect the regeneration of limited resources, and how they manage the risks in this field.
- We successfully completed our R&D project on the recovery of nitrogen and phosphorus from aircraft wastewater and the production of fertilizer as a by-product. Once implemented, the resulting products can be used effectively, particularly in landscaping and gardening applications, offering a wide range of usage possibilities in various green areas.



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Energy Efficiency

Preventing energy leaks and using energy efficiently are priorities for us as part of our commitment to resource conservation. Aligned with our Energy Management Policy, which operates in conjunction with the ISO 50001 Energy Management System, we use IoT sensors to analyze the consumption in all our systems, including greenhouse gas emission sources. This allows us to monitor and identify any unusual consumption patterns, enabling us to make improvements accordingly. Through these monitoring activities, we achieve operational efficiency and energy efficiency. We use the data collected from IoT sensors and integrate it into our existing systems such as the LET, SCADA, and Energy Measurement Systems, to make informed decisions that promote sustainable and efficient energy usage.

Our **SCADA (Energy Management System)** ensures uninterrupted energy supply, management, control, and monitoring throughout the airport. Through this system, we monitor and control 106 main energy distribution points 24/7, using a centralized energy management system. The data collected from the system allows us to conduct energy and efficiency analyses.



Automation Systems

We employ automation systems such as the LET system for the energy-efficient use of escalators and conveyor belts, and the DALI system for lighting automation and efficiency. With the DALI system, we can monitor over 110,000 lighting fixtures and centrally control their operating modes. We integrated our lighting systems into the Flight Information System, allowing us to automatically turn off the lights in unused areas. We maximize the use of daylight by using daylight sensors.

Our buildings are designed to be energy-efficient. The Terminal Building and Ali Kuşçu Mosque are LEED Gold certified, while the Air Traffic Control Tower and State Guest House hold LEED certifications. Moreover, Istanbul Airport achieves over 22% energy savings compared to a baseline building by employing energy-efficient façade design, as well as using energy-efficient equipment and fixtures in accordance with the internationally recognized ASHRAE standards.

Biodiversity

At İGA, we strive not only to minimize the impact of our activities on natural systems and biodiversity but also to eliminate these impacts through complementary practices.

With the **Biodiversity Action Plan (BAP)** which has been in effect since 2015 when we started our operations, we continue our efforts to protect and mitigate potential impacts on the biological values in the Istanbul Airport area. Currently, within the scope of our 17-point Action Plan (BAP), we continue our efforts in bird monitoring and conservation, afforestation, wildlife management, and species monitoring.

Research and monitoring activities, which began in 2015, and have been carried out under the coordination of a seven-member expert team consisting of biologists and bird specialists guided by academics from various universities, have largely been completed. These activities aimed to minimize the impacts during the construction phase and to implement offsetting measures.

During the operational phase, detailed data collection and analysis processes were conducted, aimed at reducing bird-aircraft collisions. Additionally, we have implemented Türkiye's most comprehensive project for monitoring soaring migratory birds. Using the data we obtained and analyzing meteorological conditions, we developed a predictive modeling system. As a result, our monitoring and control efforts continue with an approach that serves both flight safety and the preservation of wildlife populations.

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Our afforestation offset initiatives, which started in 2019 and have been ongoing since then, in collaboration with the General Directorate of Forestry, continue successfully. We have introduced afforestation over a total area of 5,000 hectares in six provinces. Our tree planting efforts, scheduled to be completed by the end of 2023, represent the final step in the hierarchy of biodiversity conservation, as an offsetting strategy.

Furthermore, we also conduct activities dedicated to biodiversity conservation and nature preservation. In 2022, we conducted waste collection and environmental cleaning activities around Sazlıdere Lake.

These efforts are complemented by the landscaping projects being implemented at Istanbul Airport, supporting the ecosystem with plant species suitable for the region. During the reporting period, we implemented the "Rehabilitation and Development Project of Beekeeping in the Neighborhoods Adjacent to Istanbul Airport." This project aimed to provide socio-economic benefits to the local communities while also supporting bee populations, which play a crucial role in climate resilience, thereby enhancing the resilience of the ecosystem. We will present the details of this project in our upcoming reports.

We will continue to implement our approach towards biodiversity conservation in the upcoming phases of Istanbul Airport's construction.

Noise

The management of noise generated by airport operations is an important issue for nearby settlements. At iGA Istanbul Airport, we integrated noise prediction models and mapping studies into our planning even before the operation began. Once the airport became operational, we accelerated our efforts to compare real-time data with simulations to identify any deviations and ensure effective noise management.

In compliance with the National Environmental Noise Assessment and Management Regulation and the aviation-related rules outlined in the Airport Manual and AIP (Aeronautical Information Publication), we continued our noise measurement activities and conducted interactive noise mapping to create comprehensive reports.

In 2021, we initiated the installation of a real-time noise monitoring system, and as of August 2022, we have successfully completed the placement of measurement devices at seven different stations. With the one-year data set that has been generated, we are now ready to conduct strategic noise mapping using software programs used by aviation authorities such as FAA and Eurocontrol (AEDT, Impact). These mapping activities will be based on operational data obtained from our three existing runways.

As part of these efforts, we have established the Noise Working Committee in coordination with iGA and with the participation of airport users. The committee is responsible for evaluating complaints, discussing relevant measures, assessing monitoring and measurement results, and addressing noise management topics.

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COMMUNITY 2030 GOALS
As part of the Social Investment Program
1.Supporting agricultural activities (with a focus on preserving the integrity of nature and the environment and enhancing livestock farming)
2.Empowering women and youth; enhancing local skills and providing educational support
3.Supporting vulnerable groups (women, youth, children, the elderly, and individuals with disabilities)
4.Increasing Duty-Free Sales of Toys Produced through the "From Hands of Women to Hearts of Children" Project by 300%
5.Creating a medium for art that serves the UN Sustainable Development Goals with İGA ART

As an important component of our sustainability approach in all the projects and activities we undertake to create social benefits, we prioritize:

- Offering socio-economic contributions to vulnerable groups,
- Promoting Innovation and Entrepreneurship,
- Contributing to activities that support agriculture and livestock,
- Implementing projects that contribute to the circular economy through recycling and upcycling,
- Reaching households in need to deliver essential aid,
- Raising social awareness and bringing people together around activities of sports, culture, and arts,
- We prioritize enabling access to essential health care and stakeholder collaborations.

Since the early days of our operation, we have implemented projects and activities within the scope of our Social Investment Program, focusing on the identified priority areas.

Through our Social Investment Program, we aim to create a positive social impact with a sustainable development focus. To track our progress and further enhance the effectiveness of these efforts for our stakeholders, we conducted a **Social Impact Assessment** in 2022.

What is Social Impact Assessment (SROI - Social Return on Investment)?

In today's world, where financial accounting and social accounting are merging, and the transparency and accountability of companies are becoming increasingly important for stakeholders, social impact assessments have gained significant importance. Companies are now encouraged to measure and calculate their investments not only based on their monetary value but also by considering a broader concept of value. This shift highlights the growing significance of social impact assessments in order to comprehensively evaluate and account for the impact of their activities.

SROI - Social Return on Investment is a method to measure the financial value of social outcomes, meaning the changes resulting from an investment made as part of a project or a business operation. SROI - Social Return on Investment is defined as a global framework of social impact analysis used as a standard tool to understand, manage, and maximize social impact.

At iGA Istanbul Airport, we conducted a social value measurement study to assess the social impact created by the projects and activities carried out within our Social Investment Program from 2017 to 2021.

In this regard, as part of our analysis using the internationally renowned and respected method called Social Return on Investment (SROI), our consultants engaged in detailed discussions with 53 different stakeholders involved in our program.

Our analysis indicated that we have essentially created a social impact on the following stakeholders and aspects:

- In women and young people who do not have equal opportunities, financial inclusion has been achieved by increasing skills and knowledge, and generating employment and income. This has improved self-confidence, happiness, social and family acceptance, and respect in these groups.
- Music has been used for rehabilitation purposes, allowing marginalized groups of young people to feel happy and productive. Furthermore, the instructors who participated in this program have derived great satisfaction in terms of their professional fulfillment.
- Through the support of art, attention has been brought to the concept of waste and traditional handicrafts. This has resulted in professional fulfillment for the artists involved, as well as increased awareness due to their engagement with stakeholders they had not previously collaborated with.
- An increase in motivation has been observed in the participating organizations' employees within the program. Moreover, there are organizations that find opportunities to fulfill their missions by contributing to value-added initiatives among other establishments.

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The analysis revealed that for every 1 TRY invested in the Social Investment Program, we generated a social value worth 5.6 TRY for our stakeholders within the program.

We have published the impact measurement analysis for these projects, the details of which are provided below. Our analysis, along with sample projects verified and approved by the method's owner, Social Value International (SVI), have been included in their database.

We are proud to have the distinction of being one of only eight analyses verified by Social Value International (SVI) in Türkiye. Furthermore, we take great pride in having conducted one of the most extensive impact measurement studies ever undertaken on behalf of the private sector worldwide. We will continue to measure the social impact we create in the upcoming periods.

Social Investment Program

Since 2016, we have aspired to provide substantial benefits to underprivileged communities in the region through our Social Investment Program, which comprises a series of fast-impact and sustainable development projects. Projects and Activities Carried Out Within Our Social Investment Program:

From Women's Hands to the Heart of Children - Local Hand-Knitted Dolls

To support the "Women's Socio-Economic Empowerment," we initiated the Knitted Doll Project, known as "From Hands of Women to Hearts of Children." The project aims to empower local women from four neighboring communities near Istanbul Airport by teaching them the art of knitted doll production. Besides fostering social connections, the project aims to provide the women with an additional income opportunity within their local communities.

Within the project, we collaborated with female entrepreneur, Arzu Coşkun, to provide a one-month/30-hour training program on the amigurumi technique for 25 local women from neighboring communities. The training focused on the art of making knitted dolls. We promote the economic empowerment of women by creating retail channels for the dolls produced within the scope of the project.

■ In 2021, we successfully fulfilled eight orders, resulting in the production of 1,250 toys. This endeavor provided an average additional income of 2,250 TL per person for the local women involved.

■ In 2022, we successfully fulfilled eight orders, resulting in the production of 1,255 toys. This endeavor provided an average additional income of 5,764 TL per person for the local women involved.



We Attended COP27!

At the UN Climate Change Conference 2022 (COP27) in November 2022, iGA Istanbul Airport took part, speaking at the Women's Empowerment for Climate Resilience panel to talk about our social responsibility practices toward empowering women based upon our Social Investment Program, our SROI Social Impact Analysis, and the Knitted Doll Project.



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Beekeeping Project

We are aware of the crucial role bees play in pollination and firmly believe that they are indispensable to the continuity of the ecosystem. As part of the Beekeeping Project, we provided 72 hours of theory training and 20 hours of practical training to 30 participants from the neighborhoods adjacent to Istanbul Airport. On completion of the training, we incentivized the participants to engage in beekeeping by supplying them with essential apiculture equipment such as beehives, bee colonies, protective masks, and smokers. Following the honey production, we conducted a comprehensive analysis encompassing various parameters, including taste, aroma, appearance, moisture content, acidity, pH level, proline content, glucose-fructose ratio, pesticide residue levels, and heavy metal concentrations. The results of the analysis confirmed compliance with the Turkish Food Codex standards.

The primary objective of this project was to support the presence of bee populations in our local surroundings and foster the advancement of beekeeping.



"I Give Voice" ("Ses Veriyorum") Project - Support for ÇODEM

We constructed four dedicated educational rooms, two for dance and two for music, at the state institutions Ağaçlı ÇODEM (for boys) and Kemerburgaz ÇODEM (for girls), which provide shelter for disadvantaged children. By providing musical instruments and facilitating an engaging educational program, we contributed to creating a nurturing environment where these children can have a great time while also fostering their sense of responsibility and building trust. In addition to dance and music, we recognize the value of sports as a tool for socialization and thus supplied rugby cleats to Ağaçlı ÇODEM's rugby team. In addition, we installed a three-room container at Ağaçlı ÇODEM, creating a space for social activities and educational purposes.

Basic Outreach Activities

As part of our efforts to make a positive impact, we aim to provide support to those who are economically disadvantaged and emphasize the culture of solidarity. In 2021, we delivered 6,500 food parcels and distributed 500 grocery shopping cards to stakeholders in neighboring communities. In 2022, we gave away 9,500 grocery store gift cards to our employees and local communities in nearby neighborhoods.

Strengthening Basic Education Services

We firmly believe that the youth will lead the way in creating a more sustainable world. We are committed to supporting education to foster a more conscious and compassionate culture, and we take responsibility to address the inequalities in the field of education. During 2021 and 2022, our activities focused on meeting the needs of education, sports, culture, and art for schools located near Istanbul Airport. These activities included:

- Replacing 60 sets of lighting equipment at each school in the Ağaçlı and Yeniköy districts
- Material donation to the special education class recently opened at Tayakadın Elementary.
- Projectors and printers delivered to Yeniköy Junior High.
- Sponsorship support provided to the Kağıthane Gültepe Vocational and Technical Anatolian High School and İbrahim Özyaydın Vocational and Technical Anatolian High School robotics teams
- Sports equipment, basketball hoop replacement and book and stationery support for schools in Tayakadın and Durusu
- Toilet renovation and repair at Uskumruköy Anakolu Vocational and Technical Anatolian High School for cleanliness and sanitation.
- Installation of sensor-activated faucets and soap dispensers in the toilets of a village school in the surrounding neighborhood as part of the "Healthy & Happy" ("Sağlık Olsun Neşe Dolsun") project
- Donation of 30 cork boards to Mardin Midyat Fatih Elementary School
- Donation of 300 copies of the book entitled "A Dream that Came True" ("İstanbul Havalimanı Hayaldi Gerçek Oldu") to public libraries under the Ministry of Culture and Tourism



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Supporting Vulnerable Groups

- In 2022, we completed the installation of a prefabricated structure in the Ağaclar neighborhood to be used as a social gathering area.
- We extended our support by donating 200 walking canes to the Altınokta Körler Derneği (Turkish Foundation for the Blind).
- We are proud to support our exceptional paralympic athletes and celebrate the achievements of our women's goalball world champions, as well as our individual and team sports athletes.



İGA ART

Airports are unique spaces where passengers from diverse cultures, beliefs, and walks of life come together, all with the common purpose of reaching their destinations, often unaware of each other. By taking inspiration from this structure of the journey and the airport, it is extremely meaningful to bring together the space, the human, and the artist at a common point with art. In line with this objective, Istanbul Airport, known as one of the world's major hubs, has introduced İGA ART, a program that promotes and supports art and artists. Through this initiative, the airport seeks to add an aesthetic dimension to the relationship between passengers and the airport, creating an enriching and inspiring experience for all.

Having been established with the purpose of blending Istanbul's rich culture and art with a global audience and sharing the cultural heritage of the Anatolian region, İGA ART offers artists a unique opportunity to showcase their talents at Istanbul Airport through exhibitions, workshops, and live music performances.

The İGA ART initiative, led by the Chairman of the Executive Board, renowned artist and academic Prof. Dr. Hüsamettin Koçan, aims to bring projects from every realm of art to life, from painting to sculpture, architecture to criticism, curation to academia.

You can visit our [website](#) for more information about the projects within İGA ART's scope.

Among the notable events in 2022, a contest was held to select an artwork that would adorn the space under the viaduct, creating a seamless link between Istanbul Airport Terminal and the metro exit. The inaugural edition of the İGA ART Art Projects Contests, targeting young Turkish and international artists and groups under the age of 35, received a participation of 221 projects. Betül Kotil was the recipient of the largest award ever given in the field of culture/art in Türkiye, receiving 1 million TL, for her artwork entitled "Voice of Saya" ("Saya'nın Sesi").

Saya is a rural settlement featuring enclosed animal pens and grazing for both small and large livestock. The "Voice of Saya" ("Saya'nın Sesi") allows animals to follow their path without getting lost along their journey, using the sound of the bells around their necks. It is an authentic, human-like sound reminiscent of the Anatolian culture. Launched at a ceremony on November 18, 2022, this artwork of 1,923 bells is a tribute to the Republic's 100th Anniversary, and welcomes visitors on the ceiling of the viaduct at the İGA Istanbul Airport metro exit. The artwork, positioned along the metro connection road - a bustling thoroughfare for travelers - guides visitors into a state of meditation and inner contemplation through brief moments of pause and attentive listening.



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Additionally, we extended our support to the sustainable development of the craft during the production of "Voice of Saya" ("Saya'nın Sesi"), by collaborating with a family that has worked in bell manufacturing for four generations.



Corporate Social Responsibility Projects

ArtWist 2021

We received 65 applications for the Sculpture From Waste Contest, part of the Artwist From Waste to Art Program, launched in 2021 to draw attention to the value of waste and raise awareness about waste reduction. After consideration, three of the projects were transformed into sculptures by Professor Rahmi Atalay. At an event held in Ankara in December 2021, the final touches were made by Ms. Emine Erdoğan and Mr. Kadri Samsunlu, and they were exhibited at Istanbul Airport.

In January 2022, with the generous assistance of ARTAM Inc., we conducted an online auction where three significant artworks were sold, generating a remarkable revenue of 1,020,000 TL. This substantial sum was then donated to three worthy organizations: the Hope Foundation for Children with Cancer (KAÇUV), the Turkish Disabled Persons Sports Aid and Education Organization (TESYEV), and the Foundation for Unhindered Education (ENEV).

- Through our collaboration with KAÇUV, we were able to provide a one-year housing opportunity to six families who are battling cancer.
- In collaboration with TESYEV, we provided scholarships and educational opportunities to young individuals with disabilities.
- In collaboration with ENEV, we established a fully equipped library in Şanlıurfa.



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"Zero Point" From Waste to Art Exhibition

As part of the project, artist Deniz Sağdıç transformed used waste materials such as plastic bottles, discarded bags, and cables, which were collected and separated at the Solid Waste Center, into works of art using advanced recycling methods. The project attracted great attention in the national and international arena and allowed us to highlight the fact that waste products are valuable enough to transform into art.

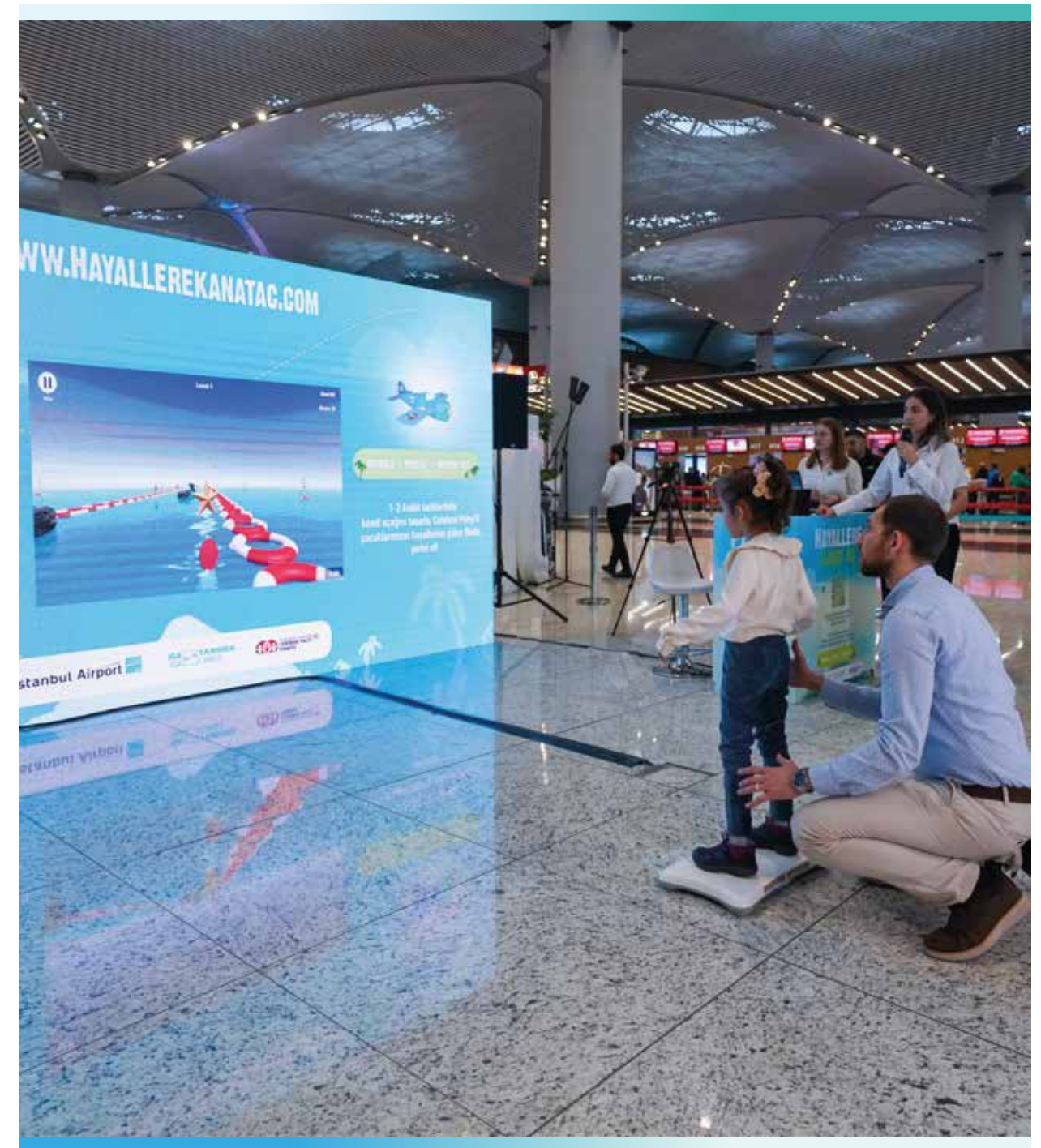
The exhibition, consisting of portraits representing the characteristics of different nationalities, created during a four-month workshop by the artist and her team, was showcased at the Bosphorus area of Istanbul Airport's international terminal for a period of three months.

Using the proceeds from the artwork sales, we made a donation of 210,000 TL to the Cerebral Palsy Foundation. This donation was specifically allocated for the purchase of 12 different medical supplies for 10 children with disabilities in need, as part of a collaborative project with the Turkish Society of Pediatric Orthopedics.



Spread Your Wings and Dream

In collaboration with Cerebral Palsy Türkiye, we launched the "Wings to Dreams" ("Hayallere Kanat Aç") project in 2022 as part of the World Cerebral Palsy Day on December 3rd. The project aimed to raise awareness about cerebral palsy by creating an experiential environment. During the event, we introduced our visitors to an engaging scientific game called SmartPose, designed to increase understanding of the cerebral palsy diagnosis. Additionally, we invited participants to unleash their creativity by designing their own airplanes through the hayallerekanatac.com website. We covered the rehabilitation expenses of 50 children with cerebral palsy with the income obtained from selling the designed aircraft with NFTs.



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From Canvas to Pixels

In partnership with the Türkiye Autism Support and Education Foundation (TODEV), we embarked on an inspiring project in 2022 called "Transferring Dreams to the Digital World - From Canvas to Pixels." Through this initiative, we encouraged children with autism to bring their dreams to life through art. Their imaginative journeys were captured on canvas and then digitally transformed using platforms like SparkAR. With the addition of visual effects and animations, their artworks became even more vibrant and expressive. The AR technology allows users to experience the enhanced artworks through their own social media accounts.

Another purpose of the project was to provide children with a more comfortable and accessible travel experience. Benefiting from Istanbul Airport's iGA Cares services, the children traveled to Antalya with their families and had a wonderful time at the Land of Legends Theme Park. In the final phase of the project, we created NFT (Non-Fungible Token) copies of the artworks, ensuring their uniqueness in the digital realm. Each of these remarkable paintings was sold for \$1,000, with the entire proceeds donated to TODEV.



Plastic Bottle Cap Collection Campaign

In 2021, collaborating with Gültepe Vocational and Technical Anatolian School, we used the plastic bottle caps collected at Istanbul Airport to make face shields. Within the scope of COVID-19 measures, we produced 3,000 face shields to support healthcare professionals, donating 1,000 each to Arnavutköy Public Hospital, Eyüp Public Hospital, and Okmeydanı Hospital.

Cafe Yanımda

In 2022, in partnership with our stakeholder and food and beverage vendor, TUM, we launched Café Yanımda on the Domestic Departures floor at iGA Istanbul Airport. Here we provide employment opportunities to individuals with physical and cognitive differences, and offer an accessible and comfortable dining experience with solutions to meet the needs of all our guests. We donate all of Café Yanımda's profits to NGOs whose efforts focus on promoting the independence and active involvement of individuals with differences in daily life.



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Red Crescent Blood Donation Campaign

Blood donation campaigns are organized in partnership with Red Crescent every six months. In 2021, 351 people donated blood; in 2022, the number of blood donors reached 852. We intend to continue our valuable blood donation activities every year, emphasizing the importance of social solidarity.



P-shirt Giveaway for Children with Cancer

Over the course of 2021 and 2022, we distributed 1,225 specially-designed P-shirts to hospitals with the purpose of easing the difficulties associated with catheter usage in the battle against cancer.



Breast Cancer Awareness Month

In October 2022, in partnership with the Young Accumulation Association, we embarked on a campaign to raise awareness of breast cancer. Throughout the month, we distributed pink ribbons to iGA employees, displayed captivating designs promoting breast cancer awareness on digital screens and social media platforms, and even transformed our X-ray machines into a shade of pink.

We organized an exhibition at Istanbul Airport for survivors of breast cancer, and created a webinar entitled "Fear of Being Late, Not Cancer" with Soybaş Işık for iGA employees, emphasizing the importance of early diagnosis.



Lost and Found Property Donation

By separating items that would benefit disadvantaged groups from among the items which were kept in the Istanbul Airport lost and found storage, but were disposed of due to the storage expiration date,

- In 2021, we donated 33 wheelchairs and 6 adult walkers to the Cerebral Palsy Foundation (TSÇV),
- In 2022, we donated 22 wheelchairs and 10 adult walkers to the Spinal Cord Paralytics Association of Türkiye (TOD).

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EMPLOYEE IMPROVEMENT & SATISFACTION

EMPLOYEES 2030 GOALS
Gender Equality
1.Developing and implementing the plan: Creating a comprehensive plan and ensuring its effective implementation
2.Having at least 30% of the managerial positions held by women
3.Having at least 40% of the total number of employees as women
Diversity and Inclusiveness
1.Assessments, monitoring
2.Being part of the recruitment criteria
Employee Welfare
1.Establishing an internal volunteer program (being part of processes and projects) and ensuring an average of 3 hours of voluntary participation per employee
2.Reducing the overtime rate by 50% (for both iGA and related subcontractors)
3.Creating an iGA employee happiness index; achieving a 5% increase in the index baseline value
Employee Improvement & Sustainability Culture
1.Completion of 40 hours of training per employee, excluding mandatory training
2.Measuring the implementation of training in the field, broken down by business units, with a rate of 85% or higher
3.Ensuring that personnel with a minimum requirement of A2 proficiency level in foreign languages achieve the target of 90% proficiency
4.Ensuring that personnel with a B1 proficiency level or above in foreign languages participate in professional language development programs on an annual basis, with a target of 30% participation
5.Ensuring that 50% of the 150 trainers registered in the internal training system obtain international and/or national accreditation
6.Establishing a digital academy platform that offers free registration exclusively for housewives and university students as part of our social responsibility initiative
7.Implementing initiatives for sustainability awareness; aiming for employee participation rates exceeding 50% in these practices
Assessing the improvement of sustainability awareness

Our employees are our most valuable priority at iGA, within the network of individuals, society, and the organization. With a people-centered approach, we integrate the right digital tools into our work processes to improve them, strengthening our shared values and corporate culture with happier, more engaged, and committed employees. To achieve our 2030 goals, we need to make changes in our Human Resources processes and cultivate a culture that fosters employee participation throughout the company.

As the iGA Family, we value the happiness and success of all our employees and prioritize their fulfilling career journeys. Recognizing that our employees are our most valuable asset, our main objective is to ensure the employment of the "right person for the right job" in alignment with the mission and vision of our company, thus expanding our family.

Equal Opportunity is also important to us. We periodically monitor our rates of female employment and management roles with the **UN WEPs** signed in May 2022. We acknowledge that there is still progress to be made on our path to achieving our 2030 goals of female workforce and leadership representation. However, we are confident that through our comprehensive plans and policies on Equality, Inclusion, and Diversity, we will successfully navigate this journey and accomplish our objectives.

iGA Corporate Culture

Cultural Ambassadors Program

In 2020, we started the Cultural Ambassadors Program to build iGA's corporate culture and values. Within the program's framework, we organized meetings and workshops for the senior executives and iGA employees to attend together. Through a series of four workshops involving diverse groups of 20 individuals from various positions and departments, we have collectively identified Unity, Continuous Improvement, Trust, and Guest-Focused Approach as the core values that define our organization.

We are committed to providing training and workshops to our 91 chosen cultural ambassadors from among the iGA employees, where they will gain a deep understanding of the significance and practical implementation of our organizational values. Our Cultural Ambassadors work together to keep the iGA Culture alive within the organization and manage volunteer activities.

Cultural Committee

The Cultural Committee, composed of department managers and directors from various departments within iGA, aims to enhance the management of internal communication processes at iGA.

The committee, which convenes under the leadership of Corporate Communications and HR, meets at least six times a year to evaluate the suggestions put forth by the Cultural Ambassadors and to plan activities and internal communication initiatives.

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"HR by Your Side" Project

Our HR by Your Side (İK Yanı Başınızda) project consists of structured discussions held in four workshops with groups comprising employees from different positions and departments within iGA. We strive to enhance our internal dialogue within the organization through engaging conversations and listening attentively to our employees' experiences and feedback.

Mentorship and Information Sharing Programs

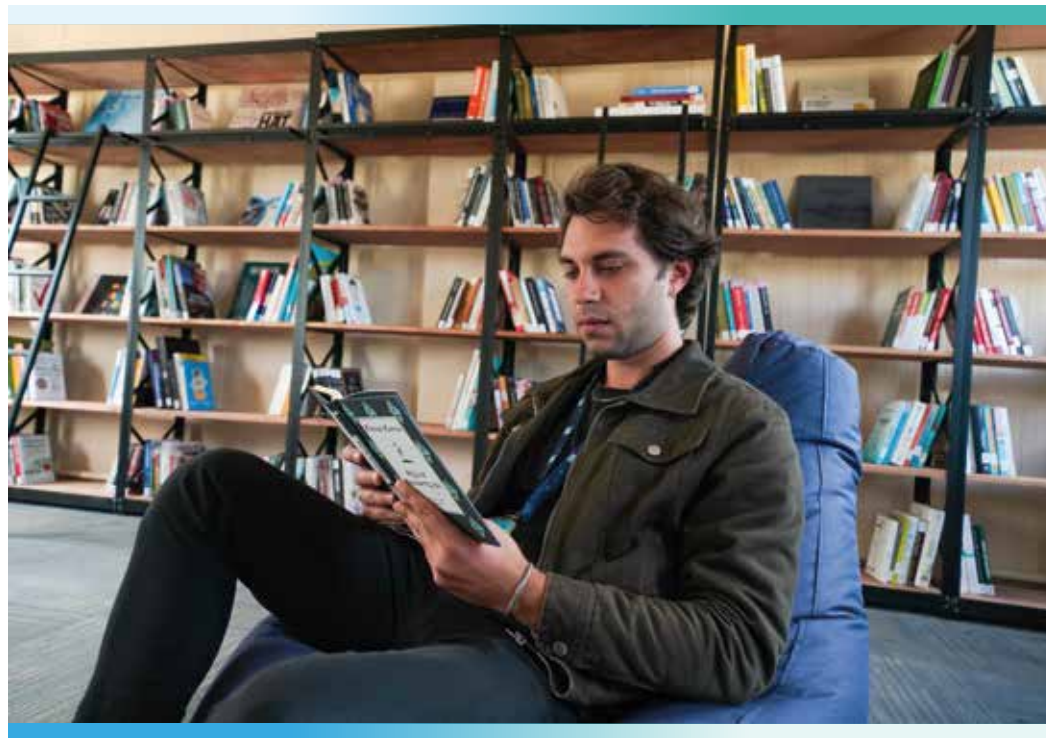
Military Mentoring Program: In 2022, 19 of our employees benefited from this program. The satisfaction score was 9.6 out of 10.

Prenatal and Postnatal Orientation Program: In 2022, the program was conducted with a total of 61 participants. The satisfaction score was measured as 9.4 out of 10.

Parent workshop programs: The total participation in these programs in 2022 was 691 individuals. The satisfaction score was 8.8 out of 10.

Book and film clubs: Of a total of 711 participants, 491 were regular attendees who were rewarded with a Storytel audiobook subscription.

Weekly and monthly knowledge quizzes: These attracted a total of 6,010 participants in 2022, with 270 of these being awarded gift vouchers as prizes.



Mehmet Emin Kaynak Library

We opened our library which was named after our late colleague Mehmet Emin Kaynak, who we lost during the pandemic. With a collection of 3,050 aviation-themed books, the library is available to all book lovers at iGA. Our library is not only open to our staff, but can also be used by students from nearby primary schools.



Diversity/Inclusiveness in Recruitment

Currently, our employees speak 32 different languages. In order to enhance diversity, we actively engage with universities to identify and recruit students for employment opportunities. We strive to include them in our recruitment processes.

Gratitude Practices

We are committed to supporting the children of our deceased colleagues by providing them with scholarships for their entire university education and ensuring their job security.

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iGA Academy

We are dedicated to enhancing the value of our human resources within the organization and providing equal opportunities and resources for personal and professional growth at all levels. Through our diverse range of training programs, tailored to individual needs and professional development, we empower all our employees to foster their skills and knowledge. We provide our employees with the necessary mandatory and personal training opportunities through the iGA Academy platform, which offers a wide range of methodologies such as face-to-face and online training sessions, workshops, virtual seminars, and more.

We provide the opportunity to select, develop, and measure competency and behavior sets for our human resources beyond their job descriptions. With our Unique LMS system, we provide access to over 6,400 digital training courses for all of our employees. We aim to increase accessibility to training with our application that is compatible with all smartphones and tablets, and operates with a smart algorithm. This has resulted in a 79% increase in the use of the training platform compared to the previous year. As a result of more precise recommendations, we have witnessed a significant increase of 48% in the completion rate of registered training courses. We have made our mandatory training much more accessible by introducing sign language support for all of them.

Furthermore, we have transitioned to using e-certificates, resulting in an average monthly saving of 5,400 printed certificates.

EMPLOYEE TRAINING	2021	2022
TOTAL LENGTH OF TRAINING (Employee/Hour)	157.830	228.214
AVERAGE LENGTH OF TRAINING PER EMPLOYEE (Hour)	22,87	28,95

We also have a total of 150 employees who know sign language, including international and aviation terminology.

We feel a responsibility towards our stakeholder companies. We share our intellectual resources with them as well. We continue to provide awareness, sustainability, accessibility and Turkish hospitality training, as well as webinars, throughout the year, training internal trainers within these programs.

In-house Trainer Program for Sustainable Training

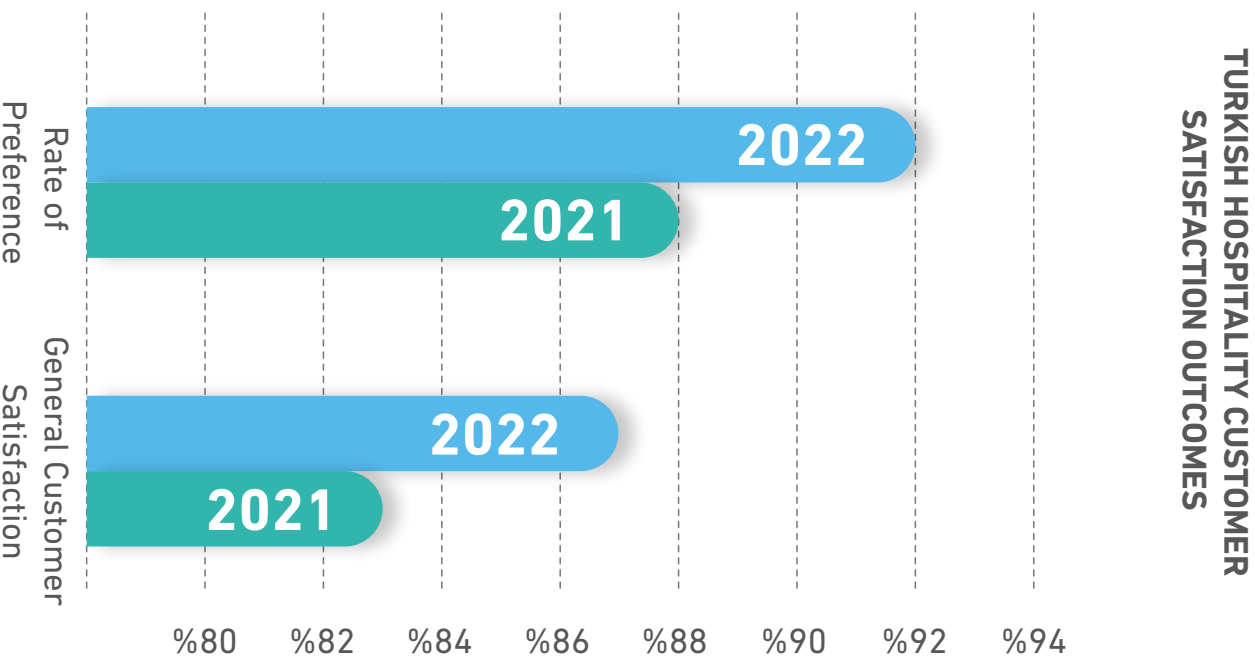
In order to continue the training and development process sustainably, we launched our internal trainer program in 2021.

Within the scope of this program, we collected requests from all our employees and identified our audience who wanted to share what they learned. We identified candidates with a high potential for training by performing professional inventory applications on our trainee candidate staff. During this ongoing process, we connected people with their areas of expertise and supported their professional development in order to provide training. Subsequently, we started the national and international accreditation processes on selected individuals. We currently have a total of 146 expert internal trainers. 29 of these trainers are accredited by the Civil Aviation Authority. Through our internal trainers, a total of 6,921 people received face-to-face training in 2022. Thanks to this program, our outsourced training purchases decreased by 71 percent compared to the previous year (except for international training courses).

Turkish Hospitality Program for Cultural Sustainability

The Turkish Hospitality Program is built on sharing cultural responsibility with our colleagues in a sustainable environment with citizens worldwide. We offer a customized training program that uses our cultural heritage as our guiding principle, while also addressing the needs of the ever-changing world and the experiences of our team in the field. The program is specially designed to provide a unique learning experience for all our colleagues and stakeholders, emphasizing the importance of guest interactions.

The program is implemented and inspected by Academy trainers and constantly updated by internal unit-based trainers. For our stakeholders (nearly 3,200 people who do not work directly within our company but provide service on the same site) in-service trainers are trained and constantly supervised on-site. In 2022, a total of 2,984 face-to-face and 8,081 online assessments were completed within iGA. A summary of the assessments received from the field can be seen in the table below:



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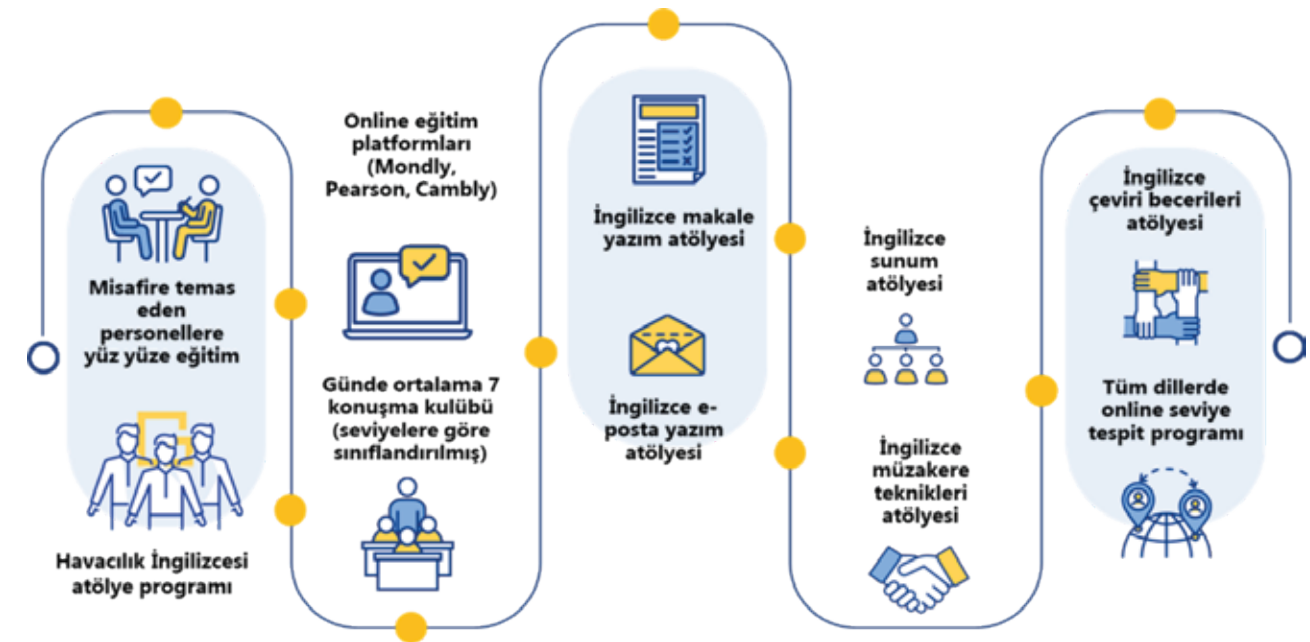
Collaboration with Ecording

For every training course completed through the academy in 2022, we cooperated with the Ecording company, which helps women exposed to income inequality to become seed producers, and which uses drone technology in afforestation work. In 2022, a total of 81,710 seed balls were planted between February 20 and March 21.



iGA Foreign Languages School for Sustainable Career Development

At the iGA School of Foreign Languages, which we have built with seven native language instructors and which is open to all our staff, a total of 418 employees received an average of 240 hours of training per person and 212 employees achieved an A2 level English proficiency in 2022. 1,171 individuals in total participated in the professional language studies included in the chart in 2022. The average satisfaction rating in 2022 was 8.8 out of 10.



Staff Academic Incentive Programs

In 2022, we signed agreements with 22 new universities, offering our staff discounts ranging from 25% to 60%. In addition to this discount entitlement, we provide +10% non-refundable support, and provide the remaining amount to our staff with interest-free instalment advances. In this context, a total of 98 staff members enrolled in master's and doctorate degrees in 2022. In 2023, we expect an increase far beyond these figures.

Career Development Through International Training and International Personnel Exchange Programs

iGA Istanbul Airport signed the Regional Training Partnership agreement with the International Air Transport Association (IATA). Through this agreement, regional training, as determined by IATA, can be offered to both iGA staff and trainees applying from other countries, through the iGA training structure, iGA Academy.

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As of 2022, training accreditations with ACI and IATA have been completed, and we are targeting accreditation for the ICAO Trainair Plus program in June 2023. In 2022, we created 6 international training classes, with 51 employees being included in these programs, supporting them in their professional and career development.

iGA Istanbul Airport signed a "Global Training Agreement - Training Center Accreditation" agreement with ACI at the 2022 Global Implementation Support Symposium, organized by the International Civil Aviation Organization (ICAO), in Istanbul.

Within the scope of personnel exchange "secondment" programs with International Authorities and sister airports, we have reached an agreement for an assignment on ACI World, the assignment of 3 personnel for 2 years at ICAO Montreal, and the assignment of 2 personnel for 6 months at Incheon Airport. We collected applications under the principle of equal access to development and identified the suitable candidates.

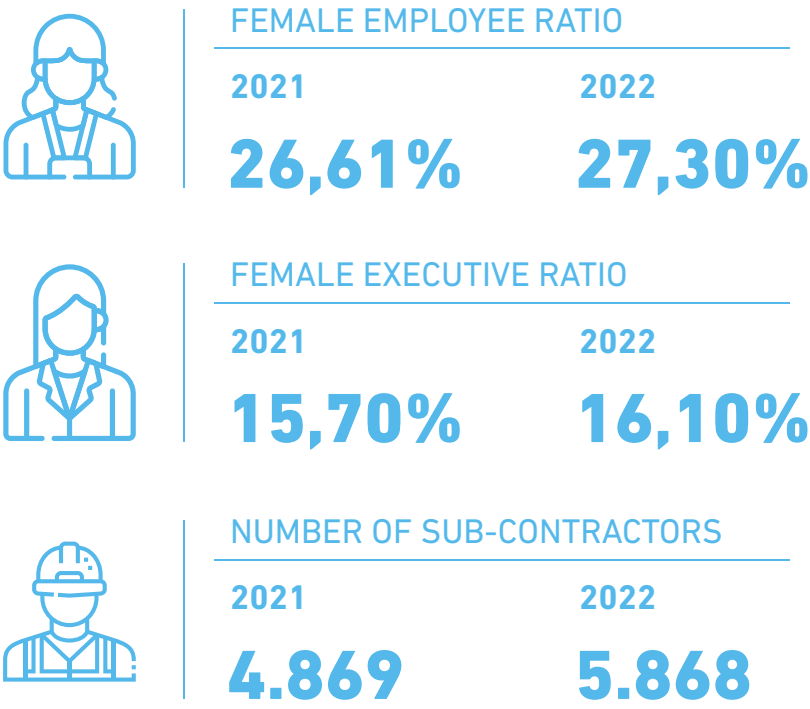
Employee Experience: Our Employer Brand

No matter what position we hold at iGA Istanbul Airport, we listen to each other and value all opinions so that we can make decisions together.

We believe that a productive and happy work life is possible in an environment where the development of employees is supported and their satisfaction is observed. We shape and develop our practices for employees in this regard.

At iGA, we consider the value we attach to our employees as an indicator of the value we attach to human beings. In this context, we aim to keep the welfare of our employees above a certain standard, to add value to their lives, and to attract the employees and employee candidates who we believe are key stakeholders in our company's sustainability journey.

AGE COMPOSITION OF EMPLOYEES	2021	2022
UNDER 30 (person)	3.100	3.639
30-50 (person)	3.663	4.063
Aged 50+ (person)	268	330



National Internship Program

We have developed an alumni program where young talented individuals will take the first steps in their career journey and make a solid investment in their personal development. With this program, we aim to attract people who "care about continuous development and keep up with the dynamism of the aviation industry!" to iGA. Within the scope of the National Internship Program, 1,000 university students completed an internship at iGA. We were recognized with a plaque for being the "Private Sector Organization Offering the Most Internship Opportunities" at the e-HR Introduction Ceremony organized by the Presidency of the Republic of Türkiye Human Resources Office. 46 of our interns started working full-time in different positions at iGA Istanbul Airport.

MT Program

With this program, which started with the motto, "Career Journey equals Continuous Development", we aim to focus on shared success by developing skills. In this program, we look for individuals who display iGA values, the required knowledge, competence, and experience, and those who we believe will make a difference with their performances. The purpose of the MT program experience is to ensure that the employee is able to get to know iGA, and will find a work environment and culture that meet their expectations.

Our Social Clubs

In order to discover our areas of interest and improve our talents, we aim to enjoy new experiences and enhance our skills in events and tournaments held inside and outside of our company. Our social clubs strengthen our internal unity and communication, and increase our motivation and social interaction. We currently offer Sports Clubs, a Travel Club, a Social Solidarity Club and a Gastronomy Club.

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Maternity and Newborn Classes

Supporting the psychological health of our colleagues during pregnancy, we offer maternity classes for pregnant employees, with psychologists and neonatal nurses and midwives. We provide information about preparing for pregnancy, the pregnancy period, and things to consider in the postpartum period.

In mother-baby groups for parents with children aged 0-2 years, guided by a psychologist and neonatal nurse or midwife, parents are given information about the developmental stages of babies and children, points to consider in the relationship between parents and babies, and supportive methods in which parents can spend quality time with their babies.

At iGA, female employees can benefit from kindergarten assistance until their children reach primary school age. As a result of our supportive approach, 84 out of 129 employees who took maternity leave in 2021 and 2022 returned to their jobs, and the return-to-work rate was 65%.

Employee Volunteering

Our volunteers engage in many activities that benefit society and the environment and raise awareness.

Istanbul Marathon

In 2021 and 2022, we took part in the Istanbul Marathon with our iGA Stronger Together team which was comprised of employees. Over the two years, we collected donations of approximately 820,000 TL from nearly 400 contributors. With the donations we made to Turkish Disabled Persons Sports Aid and Education Organization (TESYEV) and the Turkish Down Syndrome Association, we covered the educational expenses of 139 disadvantaged individuals for one year.



Audio Library Project

As part of the project launched in 2021 under the slogan "Be the Voice for New Worlds" ("Yeni Dünyalara Ses Ol"), we collaborated with iGA employees to create audio versions of 10 books. These audio books, voiced by our team members, have been made available on the website of Boğaziçi University Assistive Technology and Education Laboratory for Individuals with Visual Disabilities (GETEM), enabling visually-impaired individuals to access them.

Sharing Station

Through our Sharing Station project, we aim to create an opportunity to deliver various items in good condition to communities in need who could benefit from them. In this parallel, we organize charity campaigns to donate previously owned clothes, house appliances, electronic waste, and books.

Through the "Transforming Happiness: Bring Joy to Others" ("Sen Getir Mutluluğa Dönüştürelim") clothing donation campaign, second-hand clothing collected by iGA employees was cleaned in collaboration with Yiğitalp Dry Cleaning and delivered to those in need. We provided clothing aid to nearly 1,250 households in 2021 and nearly 300 households in 2022.

Within the scope of this project, we also provided holiday clothes for 48 children at Bakırköy Penitentiary and donated 250 previously owned books to schools in the neighborhoods around Istanbul Airport.



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OCCUPATIONAL HEALTH AND SAFETY

PROCESSES 2030 GOALS
ISG - Accident Prevention
1."0" zero major accident (death, loss of limb)
2.Ensuring a year-on-year decrease trend in the number of accidents occurring in 1 million passengers in the communal areas of the airport terminal area operated by iGA
3.Achieving a decreasing trend in the number of lost-time incidents (*) for a total annual working time of 100,000 hours; target for 2030: improving by 20% compared to the average of the last three years
(*) Accidents involving five or more days of absence in line with the European Statistics on Accidents at Work (ESAW) guidelines
4.Increasing the number of near-miss notifications by employees to 8.500 by 2030
OHS - Culture & Processes
1.Accreditation of the iGA OHS Management System in 100% compliance with the international ISO 45001 Standard and the continuation of accreditation to cover all operational areas
2.Increasing the OHS training and information period for employees by 20% compared to the average of the last three years
3.Including OHS KPIs in iGA Management commitments and performance systems - 100%
4.Establishing processes for managing the effects of the pandemic
5.Improvement in processes for healthy living conditions

Within the scope of our "People First and Always" approach and "Healthy and Safe Airport" commitment, we aim to protect the health and safety of our employees, guests, stakeholders and contractors, and prioritize the successful management of crisis processes by preparing for emergencies.

Within the scope of the iGA Occupational Health and Safety (OHS) Management System, we provide health and safety services in accordance with the legislation and the expectations of official institutions and international authorities. We act in accordance with the ISO 45001 Occupational Health and Safety Management System standard both by prioritizing employee participation and leadership, and involving our stakeholders.

Emergency and Outpatient Care

They are ready to provide emergency health care services around the clock, to anyone at the airport;

- Call Center
- 3 infirmary clinics/health care centers
- 5 ambulances with red stripes (compatible with intensive care and fully equipped)
- 1 ambulance with blue stripes (patient transfer, fully equipped)
- 5 fully equipped emergency health care buggies
- 2 emergency health mobile doctor electrical transportation vehicles (scooter)
- 3 emergency passenger health care electrical transportation vehicles (scooter).

Communication with Stakeholders Regarding OHS

In the scope of our OHS Management System efforts, we organize meetings with departments, sub-contractors, and airport tenants to identify the needs and expectations of our stakeholders, and we carry out joint, interactive OHS activities. In these meetings, we include common risks that threaten health and safety, and measures that can be taken together, as well as general information about emergencies.

We review the feedback we receive from the passengers through various communication channels regarding OHS and take the necessary measures.

OHS Inspections for Partners, Sub-contractors, Suppliers, and Airport Tenants

We monitor affiliate companies, subcontractors and tenants or other stakeholder companies; we prevent the negative effects of risks and emergencies arising from the operational activities of the companies at the airport on the health and safety of other persons or stakeholders at the airport. We encourage stakeholders to comply with the legal terms and perform exemplary OHS practices following international standards; we contribute to improving their OHS Culture and the vocational development of their employees.

We discuss the inspection discoveries at the OHS board and management review meetings and monitor corrective actions.

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Near Miss – Danger Alerts

With the slogan "Do you want to be both the HERO and the WINNER?", we are continuing with our reward campaign launched in 2020 to increase the number of danger / near-miss notifications and to encourage employees to participate in OHS efforts. The number of near-miss alerts increases incrementally each year. Within the scope of this campaign, we offer a reward system for notifications received from the sub-contractors and other stakeholders at the airport.

OCCUPATIONAL HEALTH AND SAFETY TRAINING COURSES	2021	2022
TOTAL LENGTH OF TRAINING (Employee/Hour)	101.480	195.786
OCCUPATIONAL HEALTH & SAFETY	2021	2022
ACCIDENT FREQUENCY RATIO	2,05	1,95
OCCUPATIONAL DISEASE RATIO	-	-
NUMBER OF ACCIDENTS WITH CASUALTIES	0	0
NUMBER OF NEAR MISS ALERTS	133	480

Achievements of 2021 and 2022

- We designed and launched the e-learning training course in Distance Education format, which explains the correct and timely reporting of Health, Safety and other Emergencies, safe behavior in emergencies and basic first aid principles.
- We designed and launched the e-learning training course in Distance Education format on Office Ergonomics and Ergonomics in the Use of Screen Tools - Desk Exercises.
- We developed the ISO 45001 - Essentials for Everyone and iGA OHS Golden Rules training courses, and assigned them as mandatory training for all employees.

- In 2022, we conducted measurements in 1,159 locations regarding noise, vibration, dust, lighting, thermal comfort, and other related factors to ensure compliance with international standards for the airport and working environment.
- Within the scope of the Skywalkers event organized for iGA employees in 2022, various activities were carried out to reinforce the iGA Occupational Health and Safety (OHS) Golden Rules, internalize the iGA OHS culture, and contribute to increased awareness of OHS hazards.

Our Operations During the Pandemic

During the pandemic, we prepared a special Emergency Plan for COVID-19 and conducted special risk assessments at our airport for the health and safety of our employees, passengers, and other stakeholders. We kept our employees, contractors, and stakeholders informed by creating guidelines in line with the global pandemic agenda; we carried out activities to strengthen internal and external communication through meetings, publications, and audio-visual communication tools.

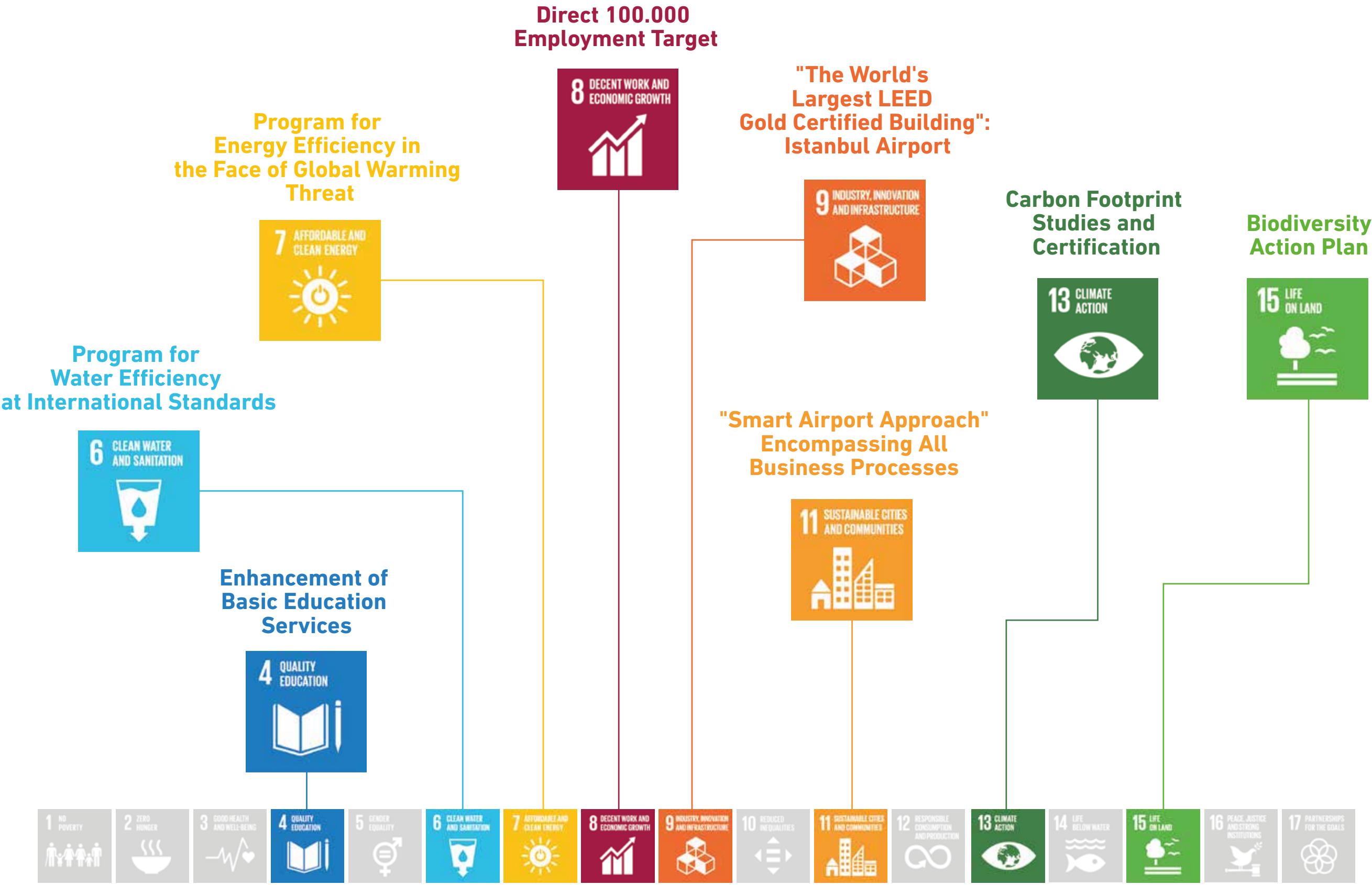
We signed the "Covid-19 Aviation Health Safety Protocol" published by EASA (European Union Aviation Safety Agency).

Through the implemented measures and activities conducted, we successfully passed numerous national and international audits, earning;

- The SHGM Airport Pandemic Certificate
- ACI (Airport Council International) Airport Health Accreditation Certificate
- The SKYTRAX 5-Star COVID-19 Safety Airport Certificate.

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With a strong awareness of our priority issues and the responsibility that lies upon us, we support the Sustainable Development Goals to leave a more sustainable world for future generations.



ANNEXES

CORPORATE MEMBERSHIPS

NO.	Membership Platforms
1	AAAE (American Association of Airport Executives)
2	ACI APEX Assessor
3	ACI APEX Assessor
4	ACI Europe - Technical, Operations & Safety Committee (TOSC)
5	ACI Europe Economics Committee Membership
6	ACI IAP
7	ACI AMPAP CoP
8	ACI Training Accreditation
9	ACI World Executive Board Membership
10	ACI World Safety & Technical Standing Committee (STSC)
11	Alumni American Council of Young Political Leaders
12	ASSOCIATION OF DIALYSIS DOCTORS
13	BiTekDer (Information Technology Association)
14	Business Council for Sustainable Development (BSCD) - Board Membership
15	CPID
16	DEİK PPP Committee Member
17	DGCA AEROSPACE SAFETY
18	EUROCAE (European Organization for Civil Aviation Equipment)
19	EUROCONTROL Airport Data Exchange Coordination and Harmonization User Group (ADCH UG)
20	EUROCONTROL Airport Integration Coordination and Harmonization Working Group (AICH WG)
21	EUROCONTROL Airport Operations Team (AOT)
22	EUROCONTROL PERFORMANCE REVIEW COMMISSION (PRC)
23	Future Travel Experience
24	IATA Regional Training Partnership
25	IATA Training Accreditation
26	ICAO/ACI AMPAP Training Accreditation
27	ICAO WORKING GROUP 69 (IIWG Task Force on Alternative Aviation Fuel Airport Compatibility)
28	IEEE (The Institute of Electrical and Electronics Engineers)

NO.	MEMBERSHIP PLATFORMS
29	IIWG69 (INTERNATIONAL INDUSTRY WORKING GROUP)
30	Incheon Training Accreditation
31	Istanbul Airport Security Council Membership
32	Istanbul Airport Security Services Development and Support Association
33	Istanbul Chamber of Certified Public Accountants
34	Member of the TOBB Civil Aviation Council
35	TIACA (International Air Cargo Association)
36	The Istanbul Governorship, Provincial Directorate of Tourism and Culture, Provincial Promotion and Development Board Member
37	TOBB Civil Aviation Assembly
38	TUHID (Turkish Public Relations Association)
39	Turgut Özal University School of Aviation Advisory Board
40	PERYÖN (People Management Association of Turkey)
41	SHGM Advisory Monitoring Board
42	Summa Airports Training Accreditation
43	UN Global Compact - Global Compact Türkiye
44	UN Women's Empowerment Principles (WEPs) - Signatory

ISO CERTIFICATES

ISO 9001	Quality Management System
ISO 10002	Customer Satisfaction Management System
ISO 14001	Environmental Management System
ISO 14046	Water Footprint Verification
ISO 14064	Greenhouse Gas Emission Verification
ISO 27001	Information Security Management System
ISO 45001	Occupational Health and Safety Management System
ISO 50001	Energy Management System

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GRI 2: General Disclosures 2021	
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2.1	Company History & Profile Page 2 Page 81
2.2	About the Report Page 2
2.3	About the Report Page 2 Page 81
2.4	There is no revised declaration for the previous period report.
2.5	The data used in the report has not been externally audited.
2.Establishment and Reporting Applications	
2.6	Messages from Management Page 6-7 - Global Airline and Cargo Services Page 26 Quality of Service Page 29
2.7	Our Sustainability Vision and Value Creation Model Page 23 Employee Experience: Our Employer Brand Page 73
2.8	Employee Experience: Our Employer Brand Page 73
3.Management	
2.9	Organizational Structure Page 8 - Sustainability Committee Structure Page 12
2.11	Organizational Structure Page 8
2.12	Organizational Structure Page 8 - Risk Management Page 8
2.13	Risk Management Page 8 - Managing ESG Risks Page 9 Sustainability Committee Structure Page 12
2.14	Sustainability Organization Page 12
4.Strategy, Policies and Applications	
2.22	Messages from Management Page 6 - Sustainability Organization Page 12
2.23	Certificates, Accolades, Awards Page 4-5 - Managing ESG Risks Page 9 - Business Ethics Page 11 iGA 2030 Goals Page 21 - Quality of Service Page 29
2.24	Managing ESG Risks Page 9 - Business Ethics Page 11 Our Sustainability Vision and Value Creation Model Page 22
2.25	Risk Management Page 8 - Managing ESG Risks Page 9 - Business Ethics Page 11
2.26	Stakeholder Relations Page 15-20
2.27	During the reporting period, iGA Istanbul Airport did not receive any penalties.
2.28	Corporate Memberships Page 78
5.Stakeholder Engagement	
2.29	Stakeholder Relations Page 15-20

Material Topics		
Standard	Disclosure	Headings and Page Numbers
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	3-2	Materiality Analysis Page 13
GRI 403: Occupational Health and Safety 2018	Emergency Preparedness	
	3-3	Emergency Preparedness and Response Page 75-76
	403-1	Emergency Preparedness and Response Page 75-76
	403-2	Emergency Preparedness and Response Page 76 - Risk Management Page 8
	403-3	Emergency Preparedness and Response Page 75-76
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	GRI 416: Customer Health and Safety	Extreme Weather Conditions
3-3		Service Safety Page 35
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	3-3	Employee Improvement & Satisfaction Page 68-73
GRI 404: Employee Development 2016	401-3	Employee Experience: Our Employer Brand Page 74
	404-1	iGA Academy Page 71
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GRI 203: Indirect Economic Impact 2016	Digital Transformation and Innovative Airline Services - Innovation	
	3-3	Dijital Transformation & Innovation Page 40-41
	203-1	Dijital Transformation & Innovation Page 40
	203-2	Dijital Transformation & Innovation Page 41

iGA Istanbul Airport has prepared its sustainability report in accordance with the requirements of GRI Standards Core option for the period from January 1, 2021 to December 31, 2022.

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GRI 413: Local Communities 2016	203-2	Creating Socio-Economic Benefit for the Community Page 60-61 - Social Investment Program Page 61-64 - Corporate Social Responsibility Projects Page 64-67
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	303-5	Water and Wastewater Management & Water Safety Page 55-56
GRI 204: Procurement Practices 2016	Quality of Service	
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	204-1	Quality of Service Page 29-30
GRI 302: Energy 2016	Compliance with Climate Law (and Tax Systems)	
	3-3	Compliance with the Climate Code: Carbon Neutral by 2050 Page 44-51
	302-1	Compliance with the Climate Code: Carbon Neutral by 2050 Page 45
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GRI 305: Emissions 2016	305-1	Compliance with the Climate Code: Carbon Neutral by 2050 Page 46-49
	305-2	Compliance with the Climate Code: Carbon Neutral by 2050 Page 46-51
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	Delivering Global Airline and Cargo Services & Mobility Services Integration & Green Technology and Energy Transformation	
	3-3	Aviation & Mobility Trends Page 25
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	3-3	Zero Waste Page 52-54
	306-2	Solid Waste Management Page 52-54
	306-3	Solid Waste Management Page 52-54
	306-4	Solid Waste Management Page 52-54
	306-5	Solid Waste Management Page 52-54

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LEGAL DISCLAIMER

The iGA Istanbul Airport Sustainability Report was prepared for the stakeholders of iGA Istanbul Airport following GRI reporting standards, solely at the company's discretion, with no legal obligations.

The report aims to raise sustainability awareness and exhibit iGA Istanbul Airport's stance regarding the matter. The information that forms the basis of the report has been compiled from publicly available information sources, and has been provided by the relevant units of iGA Istanbul Airport, specific to the company. This report is intended for information purposes and is not to be relied upon as a proposal, warranty, or liability. You can contact customercare@igairport.aero for constructive criticism, feedback, and inquiries.



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