



OEDAS

OSMANGAZİ ELEKTRİK DAĞITIM

SUSTAINABILITY REPORT

2023



OEDAŞ

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SUSTAINABILITY REPORT
2023

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ABOUT THE REPORT

As Osmangazi Elektrik Dağıtım AŞ (OEDAŞ), we are proud to present our Sustainability Report to our stakeholders, in which we evaluate our economic, environmental and social performance between 1 January 2023 and 31 December 2023. The report reveals our activities in the field of sustainability and includes our targets in this regard.

The main objectives of our business plan are to provide an example of a high-level business model in the energy distribution sector and to generate sustainable value. The 'effective and sustainable value generation approach' is at the centre of our business strategies developed within this framework.

Our report, which includes our corporate values and sustainability vision, presents the material issues that have an impact on our company activities and our goals, strategies and progress on these issues from a transparent and responsible perspective.

Our report has been prepared in accordance with **Global Reporting Initiative (GRI) Standards** and also includes the progress of the **United Nations Women's Empowerment Principles (WEPs)**.

MESSAGE FROM THE CEO



Dear Stakeholders

Looking ahead to 2023, despite being a year full of significant environmental and economic challenges, I am proud of the progress we at OEDAŞ have made towards building a sustainable future in the Afyonkarahisar, Bilecik, Eskişehir, Kütahya and Uşak provinces we serve. As a major player in Turkey's electricity distribution sector, OEDAŞ, as part of Zorlu Holding's Smart Life 2030 vision, continues to prioritise environmental responsibility and innovation as it takes on the task of providing reliable energy.

Our mission to ensure uninterrupted and high quality energy distribution is underpinned by a strong sustainability strategy. As one of the few electricity distribution companies providing 35% of Turkey's solar energy, we are in a unique position to support our country's transition to a low carbon economy.

This year, OEDAŞ focused on biodiversity and climate change issues by conducting critical habitat mapping, biodiversity assessments, climate change vulnerability and fire risk analyses in our operational regions. These initiatives aim to ensure that our infrastructure is resilient to the increasing risks of climate change while protecting ecosystems in our service regions. On the way to achieving our goal of net zero emissions in our operations by 2030 and net zero emissions across our entire value chain by 2040, these projects play a critical role in mitigating both climate and nature-related risks.

Our ongoing investments in Smart Grid and Energy Efficiency investments, Smart Grid technologies and infrastructure improvements are at the centre of our strategy to reduce distribution losses and increase energy efficiency. With the

network modernisations we have carried out in our region from past to present, we have managed to keep distribution loss rates below EMRA targets.

At OEDAŞ, we believe that our sustainability journey should benefit both the environment and the people we serve. The prestigious awards we have won for our social responsibility initiatives such as the "Can Friends" project and our "Our Energy is Equal" project, which promotes gender equality in the energy sector, are a reflection of our deep commitment to creating social value in our regions. We have increased the proportion of female employees and the number of women in management and continue to prioritise inclusion and equality in every aspect of our business.

Looking ahead, we are focused on achieving our sustainability goals, especially through our investments in renewable energy and smart grid technologies. I would like to extend my deepest thanks to all our employees, business partners and stakeholders for your support on this journey. Together, we are not only ensuring today's energy security, but also building the foundation for a more sustainable tomorrow.

Sincerely,

Fuat CELEPCI
CEO, OEDAŞ

The background of the cover is a photograph of a high-voltage power transmission tower (pylon) with multiple cross-arms and insulators. Several high-voltage power lines stretch across the frame from the top left towards the right. The sky is a clear, vibrant blue. In the foreground, there are lush green trees, some of which are partially obscured by the tower and power lines. A large, solid blue curved shape starts from the top left corner and sweeps downwards and to the right, framing the text and part of the image. The text 'CORPORATE' is in a bold, blue, sans-serif font, and 'PROFILE' is in a bold, grey, sans-serif font, stacked vertically.

CORPORATE **PROFILE**

ABOUT US

After being privatised on 1 June 2010, our company was taken over by Zorlu Osmangazi Enerji Sanayi ve Ticaret A.Ş. in 2017. Currently, under the umbrella of Zorlu Holding, we provide 24-hour uninterrupted service to a population of 2.85 million and 2.05 million subscribers in 5 provinces (Afyonkarahisar, Bilecik, Eskişehir, Kütahya and Uşak), 59 districts, 125 towns and 1454 villages, covering a total area of 49,344 square kilometres, with approximately 1200 employees, and meet the electricity needs of our consumers within the scope of our electricity distribution activities.

As of the end of 2023, the total number of subscribers was 2.05 million and 6,731 GWh of net energy was distributed with 53,598 km of active distribution lines.

We are subject to the regulations enacted and supervised by TEDAŞ (Turkish Electricity Distribution Co.) and EMRA (Energy Market Regulatory Authority) under the Ministry of Energy and Natural Resources within the scope of compliance with technical standards and service quality in all activities and services we carry out. After the transfer of our institution, we made changes in our organisational structure in order to ensure that our business processes can be carried out more efficiently, effectively and sustainability-oriented by adhering to the relevant standards and legislation. With our updated corporate structure, our goal is to make the sustainability focus of our activities effective throughout our entire operational area.



**WE PROVIDE 24-HOUR
UNINTERRUPTED SERVICE
TO A POPULATION OF 2.85
MILLION AND 2.05 MILLION
SUBSCRIBERS.**



OUR VISION

We ensure continuity in the flow of electricity by following the latest technological developments in distribution services, adapting them to our system and offering them to our consumers. We keep the distribution systems under constant surveillance and work with all our strength to ensure that the energy supply reaches the end user without interruption.

In the light of scientific developments, we aim to achieve the best in terms of quality service by constantly updating all our systems in line with the requirements of the age by foreseeing not only the present but also the future with innovative methods and training our employees.

OUR MISSION

We ensure that electricity distribution services are provided to users in Afyonkarahisar, Bilecik, Eskişehir, Kütahya and Uşak provinces in a quality, continuous and environmentally friendly manner without discrimination.

OUR VALUES

As Osmangazi Elektrik Dağıtım AŞ, we touch the lives of approximately 2.82 million people in the distribution region consisting of Afyonkarahisar, Bilecik, Eskişehir, Kütahya and Uşak provinces and focus on ensuring sustainable energy supply.

We work in line with our “Ethical Principles” while providing services to the people whose lives we touch.

WE ARE INNOVATIVE AND PIONEERING...

We value innovation and creativity in all of our operations in our efforts to provide the best quality service to our consumers in our area of operations. We invest in innovation, technology, design and R&D, while endeavoring to be a pioneer of change and firsts in our country.

WE ARE HONEST, HARDWORKING AND RESPONSIBLE...

As Osmangazi Elektrik Dağıtım AŞ, is strongly committed to integrity as it strives to create a better future for our country and people, based on the belief in the benefit of being “honest, industrious, and responsible”, as our fundamental principles. To this end, we do our job in conformity with laws while establishing good relationships with all our stakeholders.

WE ARE RELIABLE, TRANSPARENT AND OPEN-MINDED...

Osmangazi Elektrik Dağıtım AŞ is guided by a corporate management approach that is aligned with the principles transparency and accountability in all our activities.

OUR GOAL IS TO CREATE VALUE FOR OUR COUNTRY AND SOCIETY...

It is our aim to create common value for our country and society through the works and projects we carry out.

WE BELIEVE IN THE POWER OF PRODUCING TOGETHER...

Our people are our greatest strength. We consider the training and personal development of our employees to be a key part of our corporate culture, aiming to create a participatory corporate culture and environment in which our workforce can realize their potential in the best ways possible.

WE ARE STRIVING TO CONTRIBUTE TO OUR COUNTRY'S STRENGTH...

It is our belief that we can maintain our existence so long as we have a homeland. We have deep trust in our country and our people, and strive to contribute to the national economy and to create added value with unwavering confidence in the power of domestic production.

WE MANAGE OUR OPERATIONS BASED ON THE CONCEPT OF SUSTAINABILITY...

We ensure that our all operations are aligned with our sustainability strategy in the interest of leaving a more livable world for the following generations.



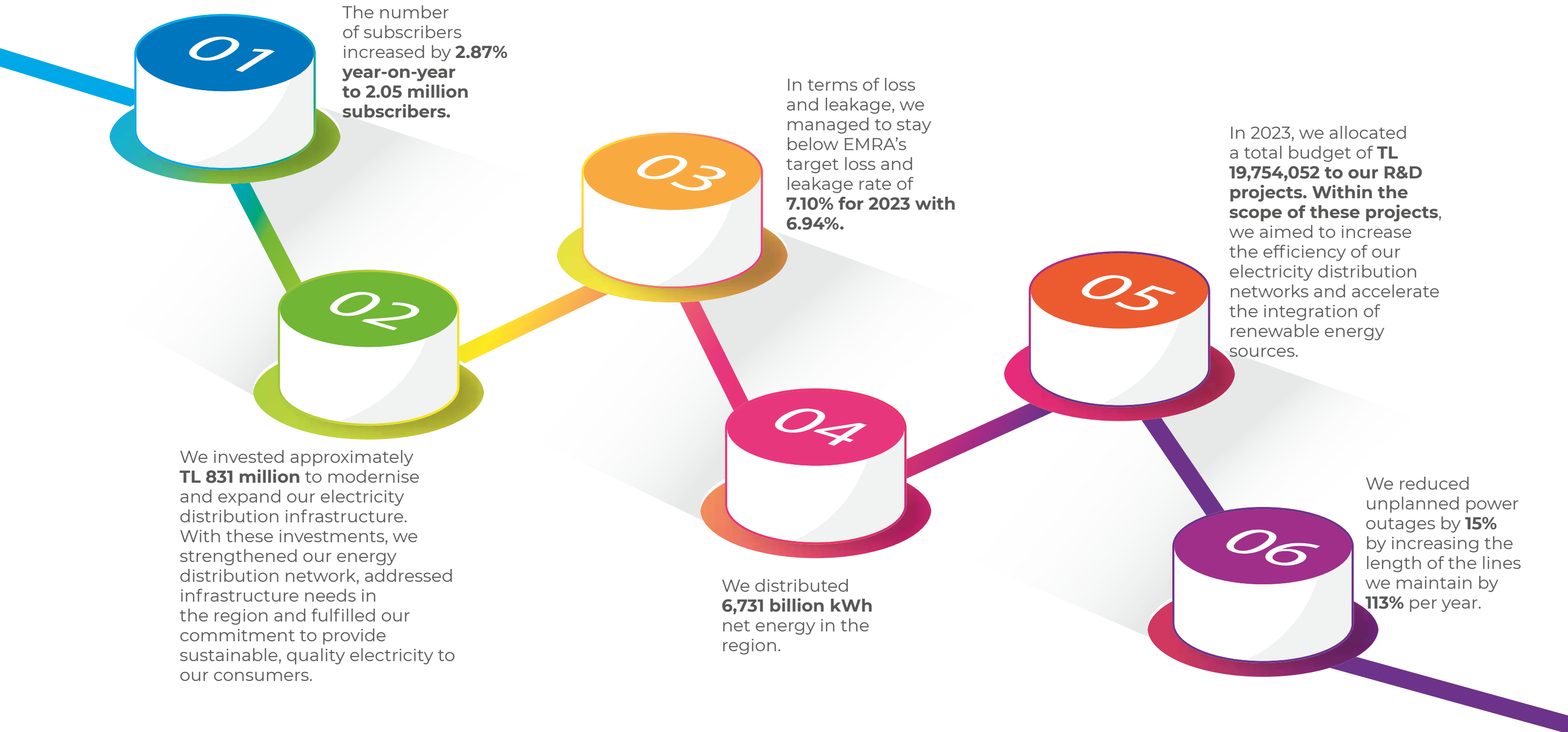
COMPANY FIELDS OF ACTIVITY

As OEDAŞ, we serve as an electricity distribution company with exclusive distribution rights in the distribution region No. 15, which covers the provinces of Afyonkarahisar, Bilecik, Eskişehir, Kütahya and Uşak among the 21 electricity distribution regions in Turkey.

We prioritise realising the processes in our field of activity with high efficiency by making investments in order to maximise our electricity distribution services and provide uninterrupted energy. In this context, we adopt an approach that focuses on improving service quality without compromising customer satisfaction.

-  We aim to maximise consumer satisfaction by providing uninterrupted and high quality energy to the end user.
-  We manage the processes regarding the evaluation of connection applications.
-  We provide maintenance, repair and troubleshooting services.
-  We follow the energy exchange in the region.
-  We plan and establish projects to provide service by minimising electrical faults.
-  We focus on ensuring the continuity of electricity supply.
-  We are working to reduce the duration and number of power outages.
-  We are building additional facilities for existing networks.
-  We realise the process of replacing the meters.
-  We carry out free consumer and supplier company processes.
-  We struggle with technical and non-technical losses.
-  We carry out the activities of switching on and off the electricity of the consumer and reading the index on their meters.
-  We continue our R&D and innovation activities with the motivation of continuous improvement in all our service groups.
-  We evaluate new connection requests, follow up user complaints and realise connection processes.
-  We meet the energy demands of charging stations.
-  We undertake contract and accrual transactions, project approval procedures and management of meter setting laboratories of supply companies and production companies that sell or want to sell energy in our region.
-  We are planning and building new distribution facilities.
-  We carry out lighting works.

OEDAŞ'S RESULTS IN FIGURES



TRANSPORT LINES (Km)								
NAME OF PROVINCE	ORGANISATION				SPECIAL			
	LV		MV		LV		MV	
	Overhead	Underground	Overhead	Underground	Overhead	Underground	Overhead	Underground
AFYONKARAHİSAR	6.008,61	1.460,40	4.992,79	565,25	62,84	32,29	3.200,00	185,37
BİLECİK	1.217,56	740,02	1.514,81	239,91	54,02	3,55	649,94	108,18
ESKİŞEHİR	3.630,09	1.743,91	3.754,50	857,84	173,78	199,54	3.871,86	264,78
KÜTAHYA	4.096,79	1.167,37	3.548,56	365,78	75,22	15,84	827,74	136,9
UŞAK	3.184,16	1.132,39	2.271,92	490,46	85,78	23,74	585,78	57,78

EXISTING TRAFFO CAPACITY (Installed Power MVA)				
NAME OF PROVINCE	ORGANISATION		EXCLUSIVE	
	LV	MV	LV	MV
AFYONKARAHİSAR	636,02	30	1.997,20	40
BİLECİK	196,52	0	812,33	124,85
ESKİŞEHİR	751,44	230	1.737,94	101,6
KÜTAHYA	456,25	50	754,65	48,91
UŞAK	385,31	10	510,66	0

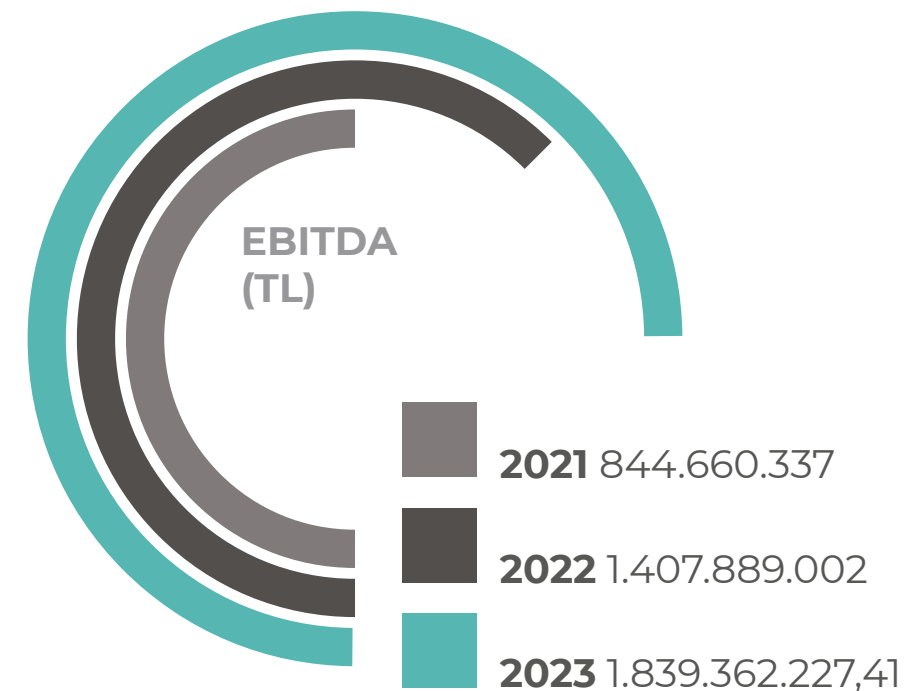
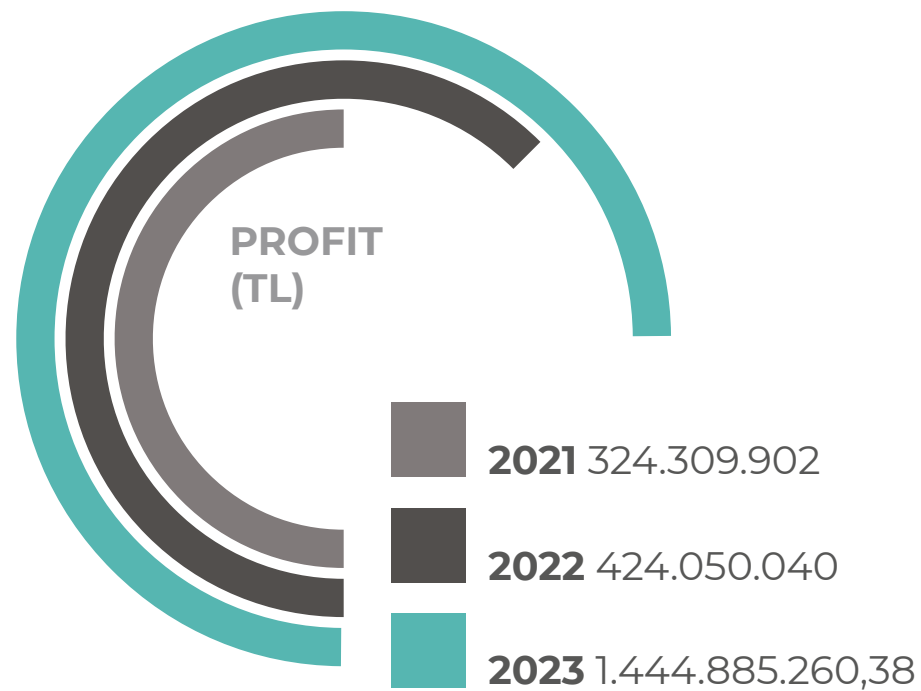
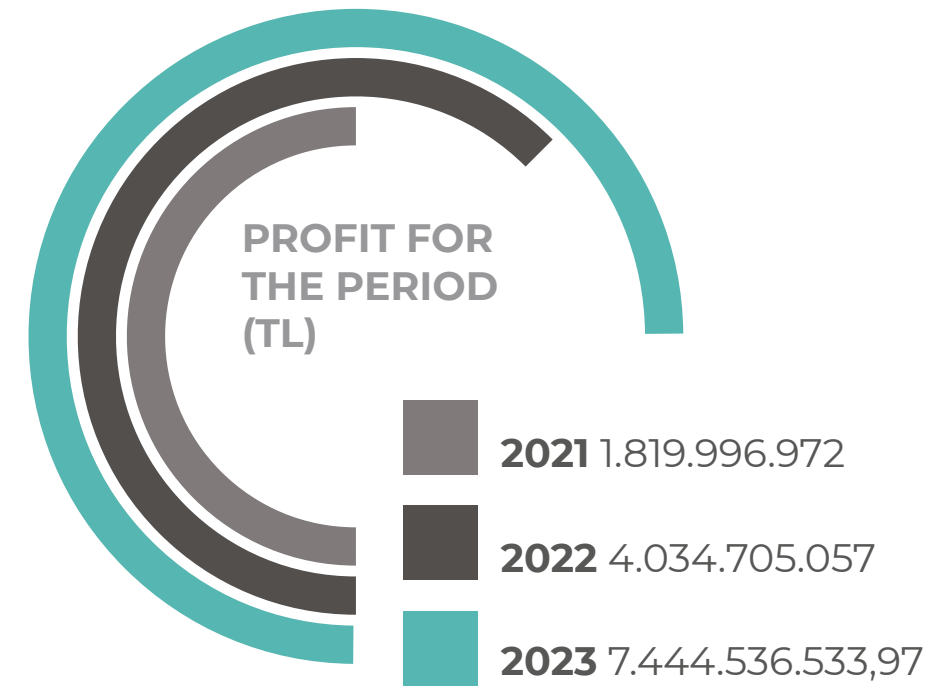
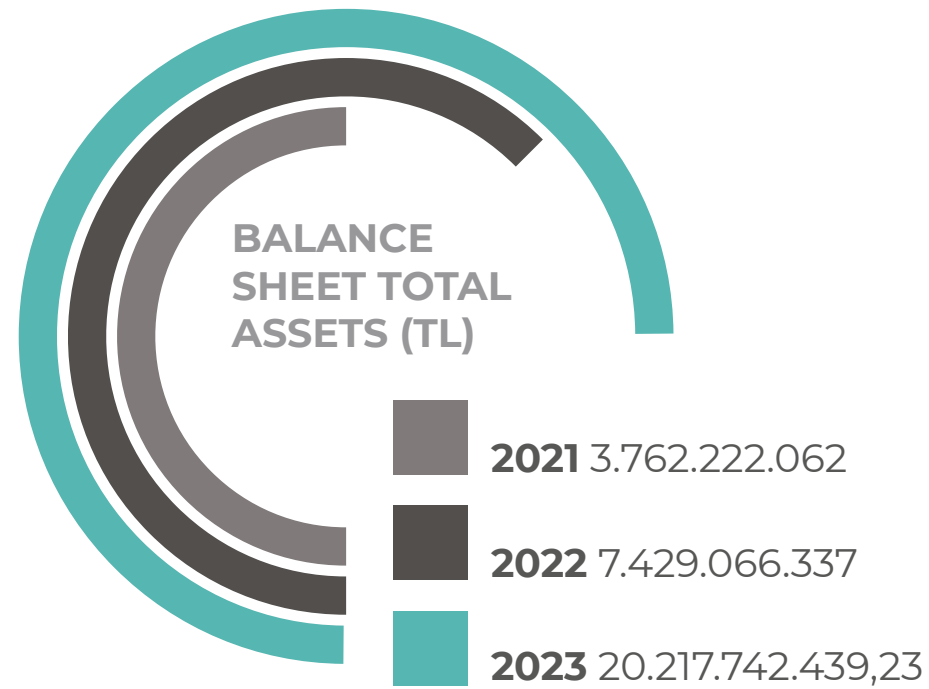
NAME OF PROVINCEENERGY OFFERED FOR DISTRIBUTION (kWh)						
AFYONKARAHİSAR			1.821.958.109			
BİLECİK			1.094.618.032			
ESKİŞEHİR			2.280.308.291			
KÜTAHYA			1.179.973.211			
UŞAK			857.087.083			
Total			7.233.944.726			

NUMBER OF EXISTING TRAFFO (Number)				
NAME OF PROVINCE	ORGANISATION		EXCLUSIVE	
	LV	MV	LV	MV
AFYONKARAHİSAR	2.596	4	9.365,00	4
BİLECİK	815	0	1.409	13
ESKİŞEHİR	1.986	23	7.924,00	15
KÜTAHYA	1.841	5	1.805	18
UŞAK	1.351	2	1.457	0

POWER CUTS WITHOUT PRIOR NOTICE AND TARGETS						
	2021		2022		2023	
	Actual	Target	Actual	Target	Actual	Target
SAIDI The System Average Interruption Durati-on Index	1040,13	1124	1089,05	1040,13	959,00	1039,97
SAIFI The System Average Interruption Frequ-ency Index	19,85	20,47	24,99	21,66	22,36	20,99
CAIDI The Consumer Average Interruption Duration Index	-	-	-	-	42,89	-

INVESTMENTS IN GRID	2021	2022	2023
Substation and Equipment (MVA)	53,76	155,59	7,13
Energy Transmission Line (km)	25,57	447,11	2
City Grid - Underground (km)	200,13	621,47	29
City Grid - Overhead (km)	113,28	0	67
Rural Grid (km)	210,63	581,35	-
Lighting (km)	66,61	329,46	12
Number of Lighting Fixtures	5.317	11.662	961

ECONOMIC PERFORMANCE



ECONOMIC PERFORMANCE

Economic Parameters	2021	2022	2023
Balance Sheet Total Assets	3.762.222.062	7.429.066.337	20.217.742.439,23
Profit for the Period	1.819.996.972	4.034.705.057	7.444.536.533,97
Profit	324.309.902	424.050.040	1.444.885.260,38
EBITDA	844.660.337	1.407.889.002	1.839.362.227,41

Summary Income Statement	2021	2022	2023
Revenue	1.819.996.972	7.429.066.337	7.444.536.534
Gross Profit	833.846.175	1.158.167.835	2.707.658.325
Operating Profit/Loss	677.946.179	872.018.565	2.178.405.878
Operating Profit/Loss before Finance Expenses	771.720.140	1.158.580.722	2.763.140.508
EBITDA	844.660.337	1.407.889.002	1.839.362.227
Net Finance Expenses	421.767.369	701.523.571	1.250.807.905
Net Profit/Loss for the Period	237.512.021	325.087.180	1.132.853.160
Gross Profit Margin	0,28	0,28	0,36
EBITDA Margin	0,41	0,35	0,25

Summary Balance Sheet	2021	2022	2023
Current Assets	1.475.863.197	3.219.207.027	3.926.441.629
Fixed Assets	2.286.358.865	4.209.859.309	16.291.300.811
Short Term Liabilities	1.705.318.420	2.247.210.021	2.853.997.648
Long Term Liabilities	1.122.578.997	3.365.102.144	2.388.445.144
Shareholders' Equity	934.324.644	1.816.754.172	14.975.299.647
Gross Financial Debt	1.525.457.409	3.519.187.020	2.734.232.549
Net Financial Debt	1.102.701.438	4.675.792.506	3.482.750.071

2023 INVESTMENTS	TOPLAM
Network Investments	396.707.994
Grid + CET	94.159.693
Power Factor	253.693.251
Counter Investments	48.855.050
Investments with Environmental, Safety and Other Legal Obligations	118.053.018
Network Operating System Investments	35.952.742
Other Investment Expenditures	19.930.649
Total	570.644.404

Ödüllerimizle GURUR DUYUYORUZ!



AWARDS AND ACHIEVEMENTS

Since the day we have been providing safe and sustainable electricity supply in our operating region as an electricity distribution company, we have not only been putting our energy on the line, but have also been working with great enthusiasm to add sustainable value to the environment, society and economy with our projects ranging from smart technologies of the future to gender equality.

We are happy and proud of the awards we have won in return for these efforts, and we continue our work with the same enthusiasm.

“2 International Awards for Can Friends”

With our “Can Friends” social responsibility project, which we have implemented to meet the needs of street animals for nutrition, shelter, sterilisation, care and treatment, we have come out on top in two international awards.

With this project, OEDAŞ received the Best Business Award in the ‘Corporate Social Responsibility’ category at the Best Business Awards, one of the most prestigious awards in the UK. The project was also awarded the gold prize in the ‘Corporate Social Responsibility Programme of the Year’ category at the Stevie International Business Awards in Europe.

“2 Awards in 1 Year for Our Energy is Equal Project”

We received the Women Friendly Brands Platform, Women Friendly Brands 2023 Awareness Award with our “Our Energy is Equal” Project, which we launched with the aim of raising awareness in the energy sector, where women’s employment is low.

With the same project, we won the Special Jury Award at the Social Benefit Awards organised by Dünya Newspaper for the first time this year.

With the Our Energy is Equal Project, we increased the ratio of female white-collar employees from 28% to 35% and the ratio of female engineers from 14% to 21% in four years.

“International Award for Customer Satisfaction Studies”

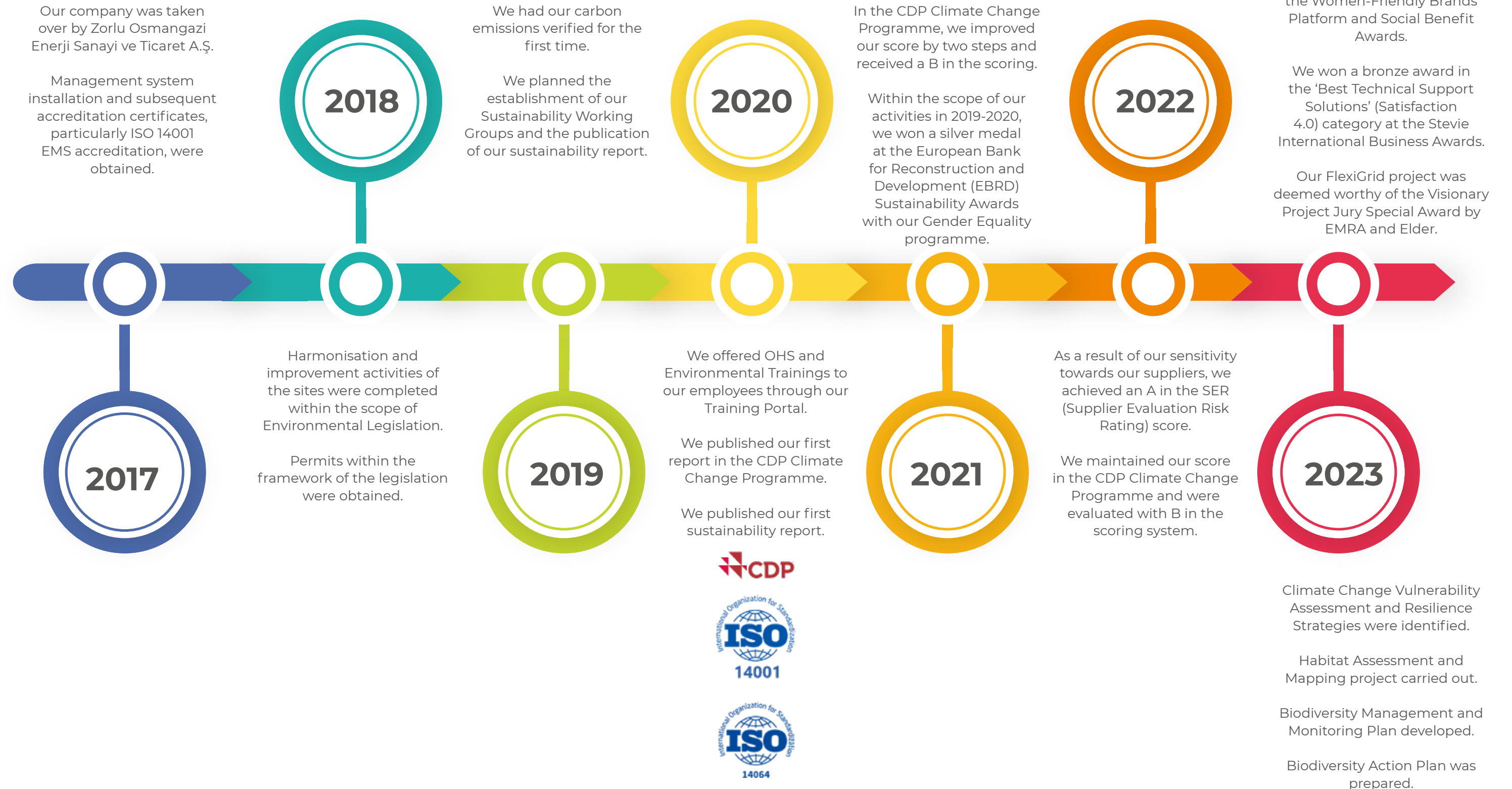
We were awarded the bronze prize in the category of ‘Best Technical Support Solutions’ (Satisfaction 4.0) at the Stevie International Business Awards, which is internationally recognised as one of the most prestigious awards of the business world.

“Visionary Project Award for Flexgrid”

Our Flexibility for Future Distribution Networks (FlexiGrid) Project, which is supported by the European Union Horizon 2020 Framework Programme and also supported by EMRA, was awarded the Visionary Project Jury Special Award by EMRA and Elder.

**6 Awards in 1 Year for OEDAŞ’s Projects
Touching Life!**

OUR SUSTAINABILITY JOURNEY





GOVERNANCE

STRATEGY AND TARGETS

Our Business Strategy

To be a pioneering leader by ensuring 24/7 continuity in energy supply.

Our Sustainability Strategy

As OEDAŞ, we act in harmony with Zorlu Enerji ESG strategy by adhering to the “Smart Life 2030” vision of Zorlu Holding, of which we are a 100% indirect subsidiary. While ensuring 24/7 continuity in energy supply with the Smart Life 2030 perspective, we see creating sustainable economic growth as our top priority. In this context, our strategy is to carry out our operational processes in consideration of the environment and society, to provide uninterrupted service with an innovative and ethical business model, to create sustainable value with our smart grid investments, and to contribute to our service region in line with our principle of effective energy management.

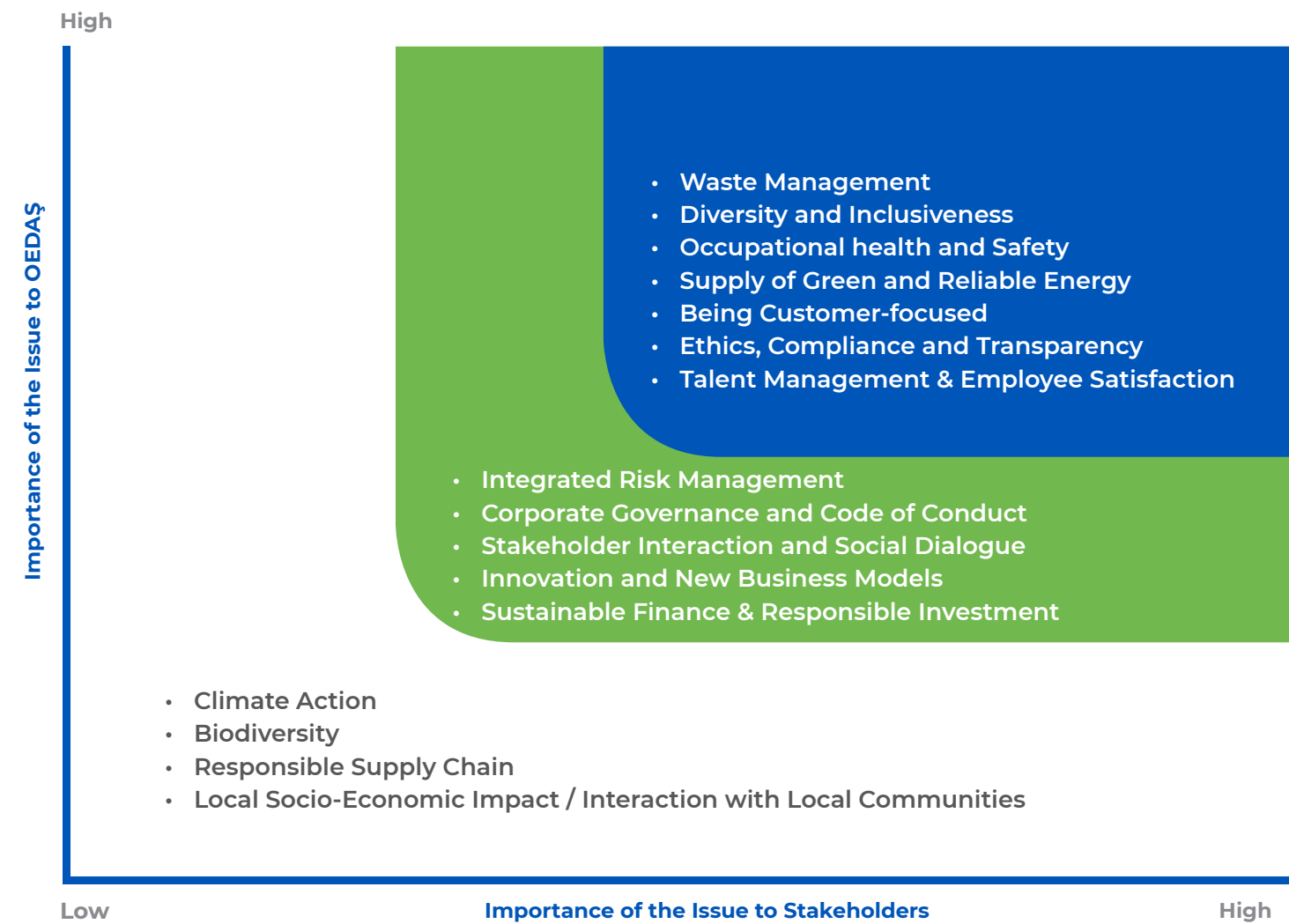
Targets

- Net zero in operational activities by 2030
- Net zero in the entire value chain by 2040
- To invest 10 million TL for the protection and improvement of biodiversity until 2030
- To be one of the most desired electricity distribution companies in our country and in our region
- Increasing the ratio of female employees at management level to 40% by 2030
- Achieving a zero labour loss accident rate by 2040
- To continuously increase the local socio-economic benefit we create through our business model & social investments
- By 2030, all new project financing needs in Turkey will be sourced from sustainable instruments

Our Sustainability Approach

To manage our risks and opportunities by acting in harmony with economic, environmental and social criteria with the aim of creating long-term value and to be a guiding actor in our product and service area in this process.

MATERIALITY ANALYSIS



We touch a wide value chain with the services we provide and the activities we carry out in our organisation, and we see it as our fundamental responsibility to provide satisfactory answers to the needs and expectations of our stakeholders. As we proceed with the principle of continuous improvement, we place the motivation of capturing the right interaction with the actors we contact at the heart of our actions. In this context, while creating our action plan, we measure the opinions of our stakeholders with various tools, apply customer surveys, conduct manager and employee interviews and analyse sectoral dynamics within the communication model we have created based on participation.

With the “Materiality Analysis” we conducted, we identified the topics that have the potential to create the greatest impact and value for OEDAŞ and its stakeholders according to environmental, social, governance and economic parameters. In this process, we included appropriate themes in the topic cluster in line with our corporate business strategy by making use of sectoral dynamics, global trends and literature research. Then, we identified the sustainability themes that form the basis of OEDAŞ’s ESG strategy through the prioritised topics we identified by taking internal and external stakeholder opinions and determined the elements on which our corporate sustainability journey will be based.

According to the ratings of our stakeholders, customer orientation, talent management and employee happiness, diversity and inclusion, ethical compliance and transparency stand out as the most important social issues. In this categorisation, waste management, green and reliable energy supply, occupational health and safety are high priority environmental issues.



STAKEHOLDER RELATIONS AND COMMUNICATION

While taking steps in line with our sustainability principles, we communicate with all stakeholders in our value chain or in our sphere of influence. We inform each stakeholder group we interact with through various communication methods and appropriate channels, and take necessary actions as a result of the opinions and suggestions we receive.

Within the scope of the communication network established with local administrators in order to keep our relations with local people strong in the areas where we operate, to listen to their needs and to respond to their demands in a short time, we contacted the mukhtars 45,790 times in 2023 through the OEDAŞ Solution Centre and received their opinions. In addition, we visited mukhtars' associations in all cities and held short meetings.

Stakeholder Group	Stakeholder Type	Consultation Topics	Stakeholder Communication Platforms and Methods	Frequency of Communication
Muhtars in the Area of Influence	Outside	Environmental and social impacts, project activities, grievance management, land acquisition, expropriation and CSR activities, community health and safety, and outage notifications	Meetings, Visits, Phone Calls, Website, Social Media, Brochures, Posters, SMS, Satisfaction Measurements.	At least three times a year
Neighboring Communities and Businesses	Outside	Disruptive activities and project updates (traffic disruptions, dust/noise generation, public health and safety)	Website, Media Announcements, Brochures, Flyers, Posters and Face-to-Face Interviews.	At least three times a year
Local Communities in the Operational Area (Afyonkarahisar, Bilecik, Eskişehir, Kütahya, Uşak)	Outside	Disruptive activities and project updates (traffic disruptions, dust/noise generation, public health and safety)	Meetings, Visits, Brochures, Public Meetings, Consultations, Website, Social Media, Banners, Posters.	At least three times a year
Vulnerable Groups	Outside	Project phases, grievance management, land acquisition, expropriation and CSR activities, traffic safety, community health and safety, progress information and outage notifications.	Meetings, Visits, Brochures, Public Meetings, Consultations, Website, Social Media, Banners, Posters, SMS	At least three times a year
Media	Outside	Project activities, CSR knowledge and reputation management	Consultations, Press Releases, Press Meetings, Interviews, Social Media, Press Releases	At least four times a year
Financial Institutions	Outside	Project information and updates	Meetings, Teleconferences, Reports and Phone Calls	At least three times a year
Official Institutions, Public Institutions, Municipalities and Regulatory Authorities	Outside	Project updates, permits, notifications, outage notifications, satisfaction, gender equality efforts and joint CSR activities.	Meetings, Face-to-Face Interviews, Written Notifications to Local Authorities, Banners, Posters, Brochures	At least three times a year
PAPs Directly Affected by Projects and Land Acquisition Related Activities	Outside	Legal rights of landowners, expropriation, easement transactions and project updates	Written Notifications to Affected Persons, Information Documents, Posters, Face-to-Face Meetings, Negotiations, Protocols	At least three times a year
Directly Affected Relevant Experts (Electrical Technicians/ Electrical Engineers)	Outside	Project information and updates	Face-to-Face Meetings, Phone Calls, SMS, Mobile Application, E-Mail, Website, Authorization Trainings	At least twice a year
Customers	Outside	Project information and updates	Website, Media Announcements, Brochures, Written Notifications to Administrative Authorities, Customer Service, Call Centers, Social Media, SMS	At least three times a year
Trade Unions	Outside	Project information, workforce and working conditions	Face to Face Interview	Once a year
Civil Society Organizations and Professional Chambers	Outside	Project information and updates, gender equality work and joint CSR activities	Face-to-Face Interviews, Telephone, E-mail, Mail, Periodic Meetings, Website, Media Announcements, Press Releases	At least twice a year
Suppliers and Business Partners	Outside	Project/operation information and updates	Joint Projects	At least twice a year
Education Institutions	Outside	Project information and updates, gender equality activities, CSR activities	Website, Joint Projects	At least four times a year
Investors	Outside	Project information and updates	Meetings, Teleconferences, Webcasts, General Assembly, Website, Online Surveys	At least three times a year
International Labor Organization	Outside	Project information and updates	Meetings, Visits, E-mail, Website	As needed
Employees	Interior	Project updates, gender equality activities, CSR activities, ethical line	Mobile Applications (Wellbees), Meetings, Face-to-Face Interviews, Trainings, Employee Satisfaction Surveys, Employee Evaluations, Internal Grievance Mechanism	At least three times a year
Senior Management	Interior	Project/operation information and updates, sustainability reports, environmental and social commitments for IFC/EBRD	Meetings, Reports	At least three times a year
Contractors	Interior	Project information and updates, gender equality studies, ethical line	Face-to-Face Meetings, Trainings, Internal Grievance Mechanism	At least three times a year
Sustainability Committee	Interior	Project information and updates, sustainability reports	Meetings, Reports	At least four times a year

MEMBERSHIPS OF ORGANIZATIONS

We attach importance to establishing collaborations within the framework of our corporate values and sustainable business strategies. In this context, we aim to effectively manage our risks and opportunities in harmony with environmental, social and governance factors by adopting sustainability principles as our guide. With this understanding, we serve change and transformation for a sustainable world within our sphere of influence by collaborating with various non-governmental organisations, municipalities, public institutions and organisations.

Non-Governmental Organisations, Municipalities and Public Institutions We Cooperate

- Afyon Kocatepe University
- Afyonkarahisar Municipality
- Afyonkarahisar Provincial Directorate of Environment, Urbanisation and Climate Change
- Afyonkarahisar Provincial Directorate of National Education
- Afyonkarahisar District Municipalities
- Afyonkarahisar District Governorships
- Afyonkarahisar Governorship
- Mother Child Education Foundation (AÇEV)
- Bilecik Provincial Directorate of Environment, Urbanisation and Climate Change
- Bilecik Provincial Directorate of National Education
- Bilecik Şeyh Edebali University
- Darussafaka
- Eskişehir Metropolitan Municipality
- Eskişehir Provincial Directorate of Environment, Urbanisation and Climate Change
- Eskişehir Odunpazarı Municipality
- Eskişehir Regional Directorate of Forestry
- Eskişehir Tepebaşı Municipality
- Animal Rights Federation (HAYTAP)
- Foundation for the Evaluation of Women's Labour (KEDV)
- Governorship of Kütahya
- Forest Management Directorates
- Republic of Turkey Ministry of Culture and Tourism (Phrygia Project)
- Spinal Cord Paralytics Association of Turkey (TOFD)

Member Institutions and Organisations

- Afyonkarahisar Chamber of Commerce and Industry
- Afyonkarahisar Governorship Women Culture Houses
- Bilecik Chamber of Commerce and Industry
- Electricity Distribution Services Association (ELDER)
- Chamber of Electrical Engineers (Bilecik, Eskişehir and Kütahya Branches)
- Chamber of Electrical Technicians (Afyonkarahisar, Bilecik, Eskişehir, and Kütahya Branches)
- Eskişehir Chamber of Commerce
- Chamber of Industry (Bilecik, Eskişehir and Kütahya Branches)
- Consumer Protection Association (TÜKODER)



SUSTAINABILITY MANAGEMENT AND STRUCTURE

Our Working Groups are responsible for the effective management and corporate dissemination of sustainability efforts in our company. Shaped around our focus areas, 8 Working Groups work simultaneously with 5 local Working Groups in each of the cities we serve (Afyonkarahisar, Bilecik, Eskişehir, Kütahya and Uşak). Each Working Group is managed by Working Group Leaders and carries out activities under the Sustainability Committee. Working group leaders, who are also members of the Sustainability Committee, provide information to the Sustainability Committee through semi-annual reports. The Sustainability Committee is responsible for determining sustainability strategies and targets, implementing these strategies effectively, tracking targets, monitoring progress, guiding the sustainability vision and evaluating sustainability performances. In this context, the Sustainability Committee updates the sustainability strategy of our company every year, creates the necessary action plans and carries out measurement, monitoring and improvement activities in order to manage the impacts of the practices carried out in line with the determined targets. The Committee acts together with the Senior Management in making strategic decisions.

The Sustainability Committee informs the senior management about the major events that our company encounters in the field of sustainability and the financial impacts of these events at meetings held every 6 months. As a result of the information received from the committee, the senior management budgets the necessary investments, if deemed appropriate.

Osmangazi Elektrik Dağıtım Anonim Şirketi Sustainability Committee



INTEGRATED RISK MANAGEMENT

In our company, integrated risk management systems are utilised within the scope of our risk management procedure. We identify and assess our risks by taking into account the risk management systems and determine the possible effects that the risk may have on our operations. After these stages, we develop appropriate action plans to eliminate or minimise the effects of the risk as much as possible. In this way, we integrate our strategic plans into our business processes, set short and long-term targets and ensure the management of our processes through effective risk management procedures.

In our company, sustainability culture has been adopted by the entire senior management. For this reason, risks that may arise due to climate change and are categorised as “significant/very significant” are handled in a system involving the senior management in accordance with our risk management model. With this system, in which all employees working within the organisation are involved in the process, risks are first identified by the relevant departments and communicated to department managers. Department managers categorise and pre-qualify the risks and inform the Sustainability Committee about the remaining risks. The Sustainability Committee shares these risks with the Corporate Risk Management Department (CRYD). CRYD re-evaluates the risks, determines the degree of risks and places the risks in the risk matrix. According to the results obtained from the risk matrix, the risks defined as important and very important are communicated to the Executive Board and the Board of Directors. The actions to be taken regarding these risks, the budgets of these actions and the progress in the previously taken actions are presented to the senior management through periodic reports by the Sustainability Committee. The senior management approves and budgets the actions proposed to be taken when deemed appropriate.

We have initiated a business continuity management process to ensure the uninterrupted continuity of our business processes, to be prepared for possible risks and to increase customer satisfaction. This process will be supported by a comprehensive risk analysis, strategy development and training programmes.

INTEGRATED

RISK MANAGEMENT

RISK TYPE	RISK DEFINITION	RISK LEVEL	ACTION
Existing Regulations	Existing binding regulations on the control of emissions	Low	There is no binding emission regulation for our organisation. However, every year our emissions are calculated within the scope of ISO 14064:2019 standard and verified by accredited institutions. On the other hand, as an electricity distribution company, we are obliged to comply with the service standards set by EMRA. While EMRA's 2023 target for the loss and leakage rate, which is our highest emission source, is 7.10, our organisation is below this rate with 6.94.
Possible Regulations	Potentially emerging and binding regulations on the control of emissions	Low	Possible regulations indicate an indirect risk for our organisation. However, in our sector, we have the right to invest with the follow-up and directives of TEDAŞ. Every year, our emissions are calculated within the scope of ISO 14064:2019 standard, verified by accredited institutions and a roadmap for possible emission reduction regulations is determined.
Technology	Technological infrastructure required for transition to a low carbon economy	High	We renew our lines and rejuvenate our network age in order to reduce the loss and leakage rates arising from the distribution of energy, which is our biggest source of emission. With the SCADA system, we perform remote manoeuvring operations and with OSOS (Automatic Meter Reading), we gain profit from the amount of fuel oil usage.
Legal	Impact of climate-related legal regulations on operations	Low	We follow global legal regulations. We are monitoring climate-related lawsuits and their outcomes.
Market	Any possible shift in the balance of supply and demand in the market, change in consumer preference and the adaptation required to adapt to this change	High	We realise energy efficiency projects. With the approval of TEİAŞ, we are working on making transmission lines more suitable for distributed energy.
Reputation	Public perception of the organisation's contribution to the transition to a low carbon economy	High	We conduct surveys to measure stakeholder expectations and opinions. We transparently share the outputs of our operations with our stakeholders through CDP, Sustainability Reports, newsletters and news we publish. We carry out carbon footprint reduction activities for zero emission target. We carry out projects to prioritise uninterrupted and reliable electricity distribution.
Acute Physical Risks	Physical damages that may be caused by extreme weather events that may occur with climate change	High	Renovation works are being carried out in electricity distribution networks. Projects to increase the durability of facilities and assets by moving distribution lines underground are being realised.
Chronic Physical Risks	Impact of climate shifts and changes in parameters such as precipitation regime, wind and temperature on operations	High	Forecasts and modelling are made based on scenario analyses. Cable systems, transformer and distribution lines are being renewed.

SUPPLY CHAIN MANAGEMENT

Our company attaches importance to ensuring management in compliance with sustainability principles by acting responsibly towards the environment throughout the entire supply chain. In accordance with our Supply Chain Policy, we prefer local resources in our employment and purchasing activities and prioritise choosing our suppliers from our service region. Thanks to our practices in compliance with our policy, we reduce emissions caused by transport or transfer, support local producers and contribute to the sustainable growth of our country.

We are aware that our sustainability approach, which we consider as an integral part of our corporate strategy, must be adopted throughout the entire value chain and implemented with a holistic perspective in solidarity. With this awareness, we lead our stakeholders by disseminating the sustainability principles that we accept as a guide to all of them.

We adopt our Ethical Principles as a guideline for all our subcontractors and we show great sensitivity to ensure that these standards are adopted by our supply chain. We pay attention to our subcontractors' behaviour in compliance with the environmental, social and governance factors of sustainability and respect for human rights, and we consider these items as the basic condition of business relations.

We analyse our supplier network through our evaluation and monitoring activities, measure the environmental performance of our suppliers, and encourage our suppliers to make improvements in carbon footprint reduction. We fulfil our duties by showing the same sensitivity ourselves and develop projects to minimise the environmental impact of the products we purchase in line with our goal of reducing Scope 3 emissions. In order to perform our contractors' carbon footprint calculations more accurately, we regularly collect data from them and create improvement plans in cooperation with them. We research ways to increase the use of recyclable materials by developing designs suitable for reuse and recycling. In this way, we carry all our purchasing activities further in line with sustainability criteria.

Year	Total Number of Suppliers	Local Supplier Ratio (%)
2021	415	100
2022	429	81
2023	436	95,2

Employee Rights and Business Ethics Policy: <https://www.osmangaziedas.com.tr/calisan-haklari-ve-is-etigi>

ETHICS, COMPLIANCE AND TRANSPARENCY

We comply with national and international policies by adopting a fair, ethical and transparent management approach within the framework of our corporate structure and values. In this context, we determine our limits in line with our expectations and core values by adhering to the provisions of the International Labour Organization and the Turkish Labour Law. Respect for human rights, observance of employee rights, adherence to ethical rules and ensuring equal opportunities form the basis of our business ethics. For this reason, as OEDAŞ, we never allow any discrimination among our employees due to language, religion, race, sect, belief, gender, nationality, marital status, age and similar factors in all our business processes. We do not tolerate any form of discrimination and take a clear stance on this issue. Furthermore, child labour and forced or compulsory labour are not possible and prohibited in our company. Adhering to the principle of equal opportunity, which constitutes one of our business values, we evaluate our employees according to their performance in their work and ensure fair remuneration.

While we show a fair attitude to our employees by adhering to ethical rules, we expect them to show the same sensitivity and protect our values. In the event of a situation that contradicts our principles or a contrary event, we always keep our 'Ethics Line' and 'e-mail' channels open to our employees so that they can report violations and share their opinions, suggestions and complaints. We interpret the notifications made to our channels impartially, evaluate them with respect and prioritise the privacy of our employees. With our motivation to be a fair, ethical, honest and transparent institution, we work to ensure that mechanisms that can protect the rights of our employees, such as collective bargaining and freedom of association, remain operational.

The Ethical Principles determined by Zorlu Holding, of which we are a subsidiary, is a binding and guiding text for our organisation. Based on our Code of Ethics, we work to create a common ethical culture both within OEDAŞ and with all stakeholders with whom we interact.

Suggestion and Complaint Notifications

We create platforms within our company where our employees can easily express their suggestions, requests and complaints. With these platforms, we enable them to express themselves and provide feedback by evaluating their opinions. In our company, our employees can convey their wishes and complaints to the relevant persons and units through different communication methods such as e-mail, verbal notification, written notification, face-to-face meetings. A similar mechanism has been developed for the employees of the companies from which we receive services, and our solution partners can share their wishes and complaints with the company or organisation they are affiliated with through the specified communication channels upon request.

The internal grievance mechanism at OEDAŞ is carried out in four stages. In the first stage, complaint notifications are made, in the second stage, complaints are recorded, in the third stage, complaints are evaluated, and in the last stage, the action to be taken is decided according to the results of the evaluation. While all these processes are carried out transparently, meticulous attention is paid to the privacy and security of our employees.

Within the scope of our notification mechanisms for our employees, there are wish and suggestion boxes in our offices. In order to reach our employees who have difficulty in accessing these mechanisms and to provide them with an alternative communication channel, the "Management Employee Ambassadors" application was initiated. With this application, employees can share their complaints, suggestions, requests and problems with designated ambassadors. The ambassadors take all notifications into consideration and focus on finding appropriate solutions as soon as possible, helping OEDAŞ's ethical approach to be adopted at all levels without interruption.

Our employees can share their suggestions, opinions and complaints via etik@oedas.com.tr e-mail address or by calling 0850 223 02 34.



ETHICS, COMPLIANCE AND TRANSPARENCY

Code of Ethics

In business processes, all our employees are obliged to act within the framework of company values and comply with the Ethical Principles. Our employees comply with the Ethical Principles Regulation and establish transparent, honest and ethical relations with public institutions, customers, shareholders, competitors, suppliers, dealers, authorised dealers and service providers, including our supply chain and stakeholders. The Regulation outlines the issues of employees' donations, gifts, receiving and giving money, environmental sensitivity and substance use, conflicts of interest and political activities, association memberships, external duties, occupational health and safety, dress code, use of written, visual and social media. The Ethics Committee is responsible for the correct and complete implementation of the rules in the regulation and the follow-up of this process. In addition, the main duties of the Ethics Committee include establishing, updating and publishing the Ethical Principles, organising training programmes for relevant persons and employees on this subject, cooperating with other institutions, and carrying out all kinds of activities necessary for the development, adoption and dissemination of an ethical culture. The Ethics Committee acts under the authority of the General Manager and at least three members are appointed by the General Manager. The Board is authorised to examine and investigate ethical violations and to form a disciplinary committee.

Considering human rights as an integral part of its code of ethics, OEDAŞ adopts the aim of ensuring that employees and business partners in all subsidiary companies behave in accordance with OEDAŞ Human Resources Policy, and in this direction, it takes decisions within the framework of the United Nations Universal Declaration of Human Rights in all investment activities and operations.

Our employees are members of TES-İŞ union and the unionisation rate among blue-collar employees is 81%.

In accordance with the Ethical Principles Regulation,

- Communicate and behave with their colleagues and stakeholders on the basis of transparency, honesty and integrity,
- Avoid behaviours contrary to ethical principles and moral rules,
- Behaving in accordance with the requirements of the relevant laws and regulations and not cooperating with those who engage in inappropriate behaviour,
- Avoiding fraudulent and deceptive ways in their business processes and relationships, not entering into any relationship of interest with the parties, not obtaining personal gain directly or indirectly,
- To pay attention to the confidentiality and privacy of all commercial and personal information regarding our company, our employees and our stakeholders,
- To use all assets and resources of the company in accordance with its purpose, to protect them against theft, loss, misuse, damage and sabotage,
- Not to use their authorities and responsibilities in a way to benefit themselves or their relatives in matters to which they are a party,
- It is essential that they approach sensitively against all kinds of corruption and bribery that may damage the reputation of our company and our company employees while fulfilling their activities and obligations, regardless of domestic or foreign.

In 2020, we took a very important step to reinforce our commitment to sustainability-based issues and became a participant of the United Nations Global Compact (UNGC), the world's most comprehensive sustainability platform that proposes universal principles that will guide the future of the business world. As a participating member of the UNGC, we are committed to complying with 10 principles in the fields of human rights, labour standards, environment and anti-corruption. In all our operations involving human rights-related activities, we take our decisions in line with the UN Universal Declaration of Human Rights.

CORPORATE GOVERNANCE CERTIFICATION

Quality Standard Certificate

First Certification Date

Date of Expiry



TS EN ISO 9001:2015 Quality Management System

05.12.2017

04.12.2024



TS ISO 10002 Customer Satisfaction Management System

05.12.2017

04.12.2024



TS EN ISO 14001: 2015 Environmental Management System

05.12.2017

04.12.2024



TS ISO 14064-1: 2018 Corporate Carbon Footprint Standard

05.06.2020

31.12.2024



TS ISO/IEC 27001 Information Security Management System

05.12.2017

04.12.2024



TS ISO 45001: 2018 Occupational Health and Safety Management System

04.12.2019

03.12.2024

Information Security Management System (ISMS) Policy:

<https://www.osmangaziedas.com.tr/bilgi-guvenligi-yonetim-sistemi-bgys-politikasi>

Occupational Health and Safety Policy:

<https://www.osmangaziedas.com.tr/s-sagligi-ve-guvenligi-politikasi>

Environmental Policy:

<https://www.osmangaziedas.com.tr/cevre-politikasi>

Customer Satisfaction Policy:

<https://www.osmangaziedas.com.tr/musteri-memnuniyeti-politikasi>

Quality Policy:

<https://www.osmangaziedas.com.tr/kalite-politikasi>

Personal Data Protection Policy:

<https://www.osmangaziedas.com.tr/kisisel-verilerin-korunmasi-politikamiz>

Security Policy:

<https://www.osmangaziedas.com.tr/guvenlik-politikasi>

Environmental and Social Risk Management Policy:

<https://www.osmangaziedas.com.tr/cevresel-ve-sosyal-risk-yonetimi-politikasi>



ENVIRONMENT

ENERGY MANAGEMENT

OEDAŞ approaches its operations from a holistic perspective, recognising that energy management plays an important role in achieving net zero carbon targets. In line with this approach, we continue our efforts to prevent or minimise energy losses and reduce energy intensity in our buildings used for administrative management purposes, in all our operational processes and in our impact areas.

The improvements and renewals we have made in our operations have a very important place in reducing energy consumption and preventing possible energy losses. In this context, we have ensured to prevent energy consumption caused by transportation due to operations by performing meter reading and invoicing processes remotely and automatically, which were implemented with our digitalisation efforts. Similarly, the remote intervention of repair and repair teams to determine the location of the malfunction facilitates the intervention to the malfunctions in the network, as well as helping to prevent energy consumption due to transportation to the region, and brings along other important savings factors due to labour.

Preventing and reducing the amount of loss and leakage in the network, which accounts for a large portion of emissions, is one of the important issues that OEDAŞ focuses on within the framework of energy management. While OEDAŞ improves its performance every year in order to reduce the amount of loss and leakage, it also implements technology investments with innovative ideas with the aim of minimising the amount of loss from existing distribution lines.

According to 2023 data, the loss and leakage rate in the OEDAŞ distribution region remained below the **7.10%** target network loss value set by EMRA and reached **6.94%**.

CLIMATE CHANGE AND ADAPTATION

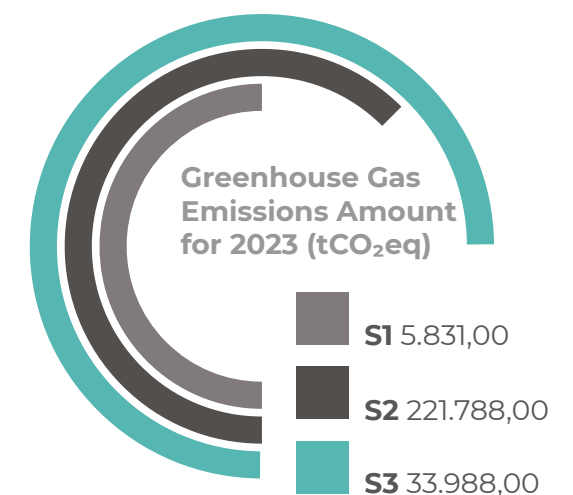
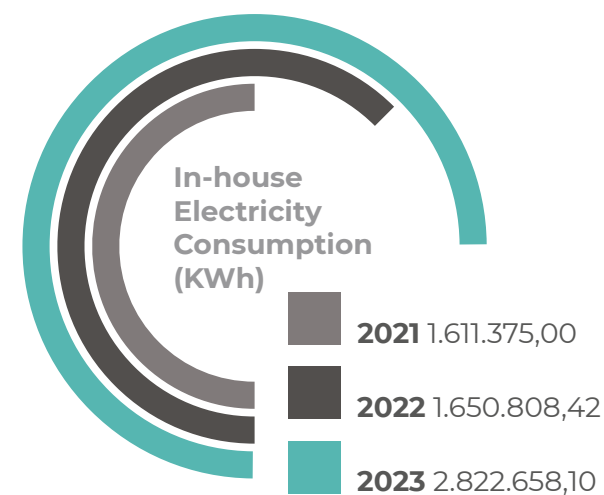
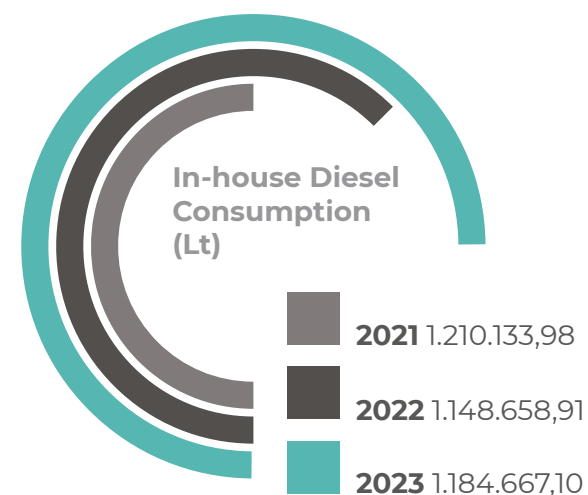
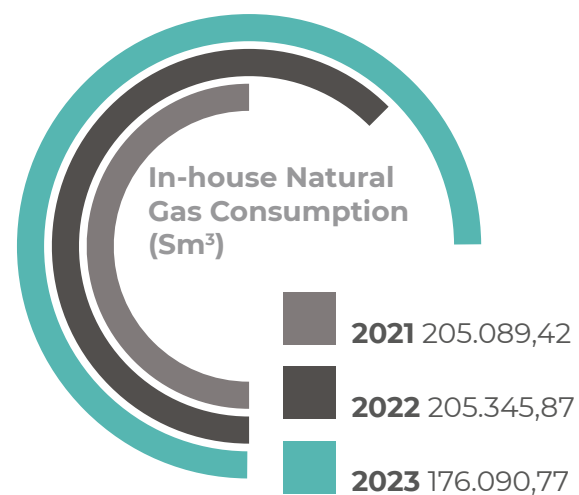
Emission Management

In addition to our Scope 1 and Scope 2 emissions, Scope 3 emissions from activities beyond our control, known as indirect emissions, have been included in the Greenhouse Gas Inventory Report since 2020. This not only provides clarity in determining emission reduction regions and operations and emission reduction rates, but also paves the way for an open sharing with the public.

In 2023, total greenhouse gas emissions including Scope 1 and Scope 2 are calculated as 227,619 tonnes CO₂e. **99.6%** of Scope 2 emissions are caused by losses and leakages in distribution lines.

Line renewal works, one of the activities carried out within the scope of our greenhouse gas reduction targets and aiming to reduce transmission losses, reached a loss and leakage rate of **6.94%**, remaining below the **7.10%** target loss and leakage rate set by EMRA for 2023. In addition, a reduction of 16.48 tonnes of CO₂e was achieved through emission reduction initiatives in 2023.

In addition to these, in order to reduce our Scope 3 emissions and to make improvements in data tracking, our Purchasing department supports the steps taken by our suppliers in transparency and accountability by requesting carbon footprint information from our stakeholders (suppliers) that we work with during the production and transportation of products.



CLIMATE CHANGE AND ADAPTATION

Climate Vulnerability Assessment

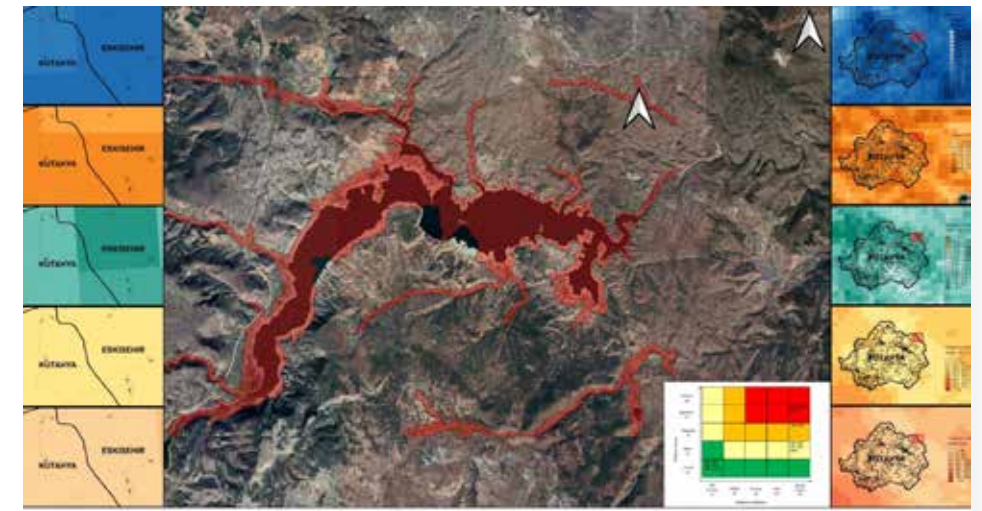
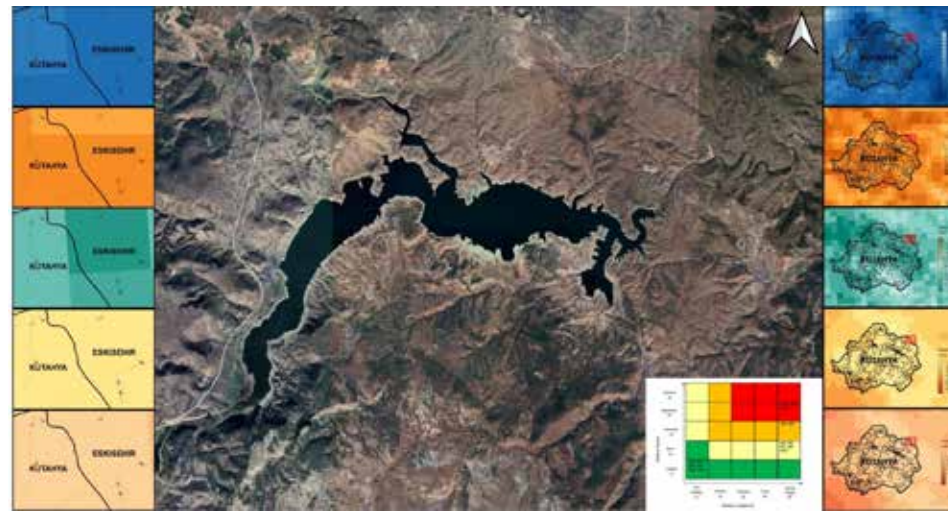
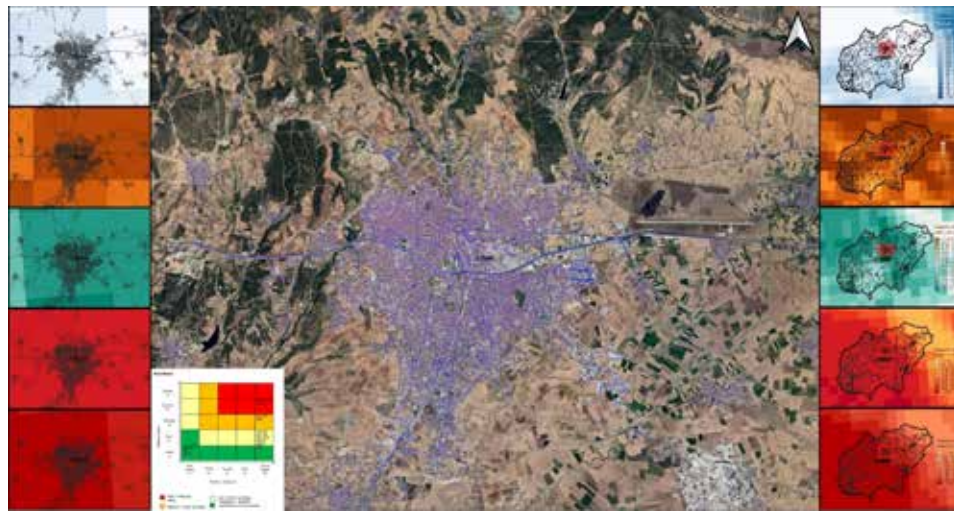
Climate change and extreme weather conditions pose a current and growing threat to OEDAŞ operations. Without preventive measures, climate change is likely to make energy infrastructure increasingly vulnerable to rising temperatures and extreme heat events, wildfires, changing rainfall patterns, more frequent droughts and rising sea levels. Climate change and extreme weather have the potential to damage energy equipment and facilities, disrupt supply chains and operations, and cause major shifts in energy supply and demand.

Resilience planning involves assessing the climate vulnerabilities of priority systems and developing an effective action plan to address critical vulnerabilities. Key steps include setting clear objectives, examining the exposure of assets, operations, supply chains and systems to climate change and extreme weather. It also helps identify measures that reduce the vulnerability of prioritised systems or components to these impacts or reduce damage and disruption costs.

In this study, five provinces that are neighbouring to each other but located in three different geographical regions were examined. Considering the geographical regions of Turkey, Afyonkarahisar, Kütahya and Uşak

are located in the Aegean Region, Bilecik in the Marmara Region and Eskişehir in the Central Anatolia Region. As a result of the study, there is an increasing trend in average, minimum and maximum temperatures in the next two periods (2026-2050 and 2051-2075) compared to the 1976-2000 reference period within the scope of current climatic conditions in the provinces. The increases in average temperature across all provinces are estimated to be between 1.29 and 1.36 °C in the near future and between 2.46 and 2.62 °C in the medium future. It is noteworthy that there will be almost 2 times more warming in the medium future compared to the near future.

Considering all these predictions, it is clear that the warming observed in the 21st century has become increasingly evident and will increase further in the future. In this context, acute and chronic climate hazards that may be caused by increasing warming may create various impacts and risks for electricity distribution companies, as in every sector, depending on the infrastructure strength and vulnerability levels of the companies.



ENVIRONMENTAL COMPLIANCE

The threats posed by global climate change on life are increasing day by day. Combating climate change and reducing carbon emissions is one of our important issues as an electricity distribution company. As an environmentally responsible company, we continuously expand our contributions and increase our sustainable investments every year. In line with this goal, we realise our projects to ensure uninterrupted and reliable energy supply with renewable energy sources that increase resource diversity by accepting sustainable development as our core value.

In 2023, we made environmental investments in relation to environmental safety and other legal obligations related to EMRA investments amounting to TL 118,053,018.

We are taking the necessary steps by acting within the scope of the goal of having a 100% sustainable supply chain for strategic suppliers by 2030. We aim to be the leader in environmental, social and governance (ESG) assessments of our publicly traded suppliers.

Our environmental investments include the budget we allocate for afforestation works to reduce our carbon footprint, biodiversity practices, waste systems installed at our sites, fees paid to public institutions and organisations for facilities that have become common use, consultancy and audit services, ISO certifications and reports.

In 2023, no fines or non-monetary sanctions were imposed on OEDAŞ in accordance with the relevant paragraphs of Article 20 of the Environmental Law No. 2872. In addition, no violation of regulations or laws was detected in our company's operations and no negative situation was experienced.

Environmental Policy:

<https://www.osmangaziedas.com.tr/cevre-politikasi>

Environmental and Social Risk Management Policy:

<https://www.osmangaziedas.com.tr/cevresel-ve-sosyal-risk-yonetimi-politikasi>

WASTE MANAGEMENT

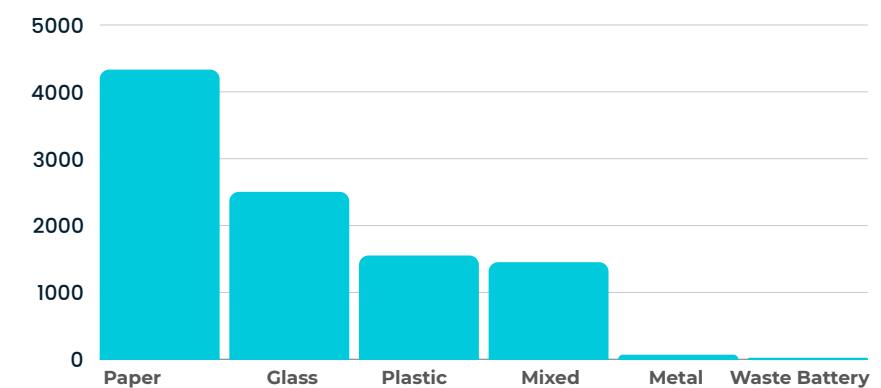
Within the scope of waste management, waste materials generated in our impact areas and as a result of our activities are separated and classified at source in accordance with the Waste Management Regulation. The classified wastes are stored in warehouses in Provincial Directorates that have temporary storage permits issued by Provincial Directorates of Environment and are delivered to licensed recovery facilities and disposed of in accordance with the relevant legislation and standards.

ZERO WASTE APPLICATIONS

Within the scope of the Zero Waste Project, we take various actions taking into account the circular economy and resource efficiency. In this direction, we fulfil the requirements of the Zero Waste regulation with our locations that have the Basic Level Zero Waste Certificate in order to protect nature, prevent environmental pollution and minimise the amount of waste.

During 2023, 2504 kg of glass, 4333 kg of paper, 68 kg of metal, 1553 kg of plastic, 1452 kg of mixed waste and 23 kg of waste batteries, totalling 9933 kg of recyclable waste were recycled into the economy.

Distribution of Recovered Waste (Kg)



With gains within the scope of Zero Waste practices;

- 83.75 trees,
 - 6636.37 Litres of Petrol
 - 559,98 tonnes Raw material
 - 41745,68 Kg Greenhouse Gas Emission
 - 137.88 m3 Water
 - 224472,57 kWh Energy
 - 878,98 m3 Waste Storage Area
- savings have been achieved.

BIODIVERSITY

The basis of sustainability is the efficient use of natural resources, sustainable operation of the ecosystem, minimising environmental impacts and combating climate change. For this reason, biodiversity has a serious importance in maintaining the natural balance and ecological system. According to the 2024 Global Risk Report, although environmental risks are among the important issues threatening our world both in the short term and in the long term, biodiversity emerges as the third most severe global risk expected in the next decade.

As OEDAŞ, we prioritise the protection of biodiversity and carry out mitigation activities against environmental risks in order to reduce the negative impacts of our activities and operations on the environment and to ensure the continuity of the natural order. We evaluate the negative impacts such as species extinction, habitat degradation and destruction together with experts and evaluate the increasing risk situations.

In line with these objectives, as OEDAŞ, we aim to minimise environmental impacts with our infrastructure investments as well as our activities such as efficient use of natural resources, reduction of unsustainable resource use and environmental improvement, with the awareness that biodiversity has an important place for all living things in terms of the continuity of the natural order. In order to reduce fire risks, which have become a serious threat in recent years, we identify sensitive areas where energy transmission lines are located and ensure that the lines are undergrounded within the permissions of authorised institutions.

In addition, “Ecological and Ornithological Research and Assessment Report” is prepared with the support of consultant institutions. Within the scope of the report, the current status of biodiversity in the regions we serve and in our area of influence, the impact of our activities on the ecosystem and possible risks are analysed. We prioritise our efforts to protect critical habitats and biodiversity with the findings and ecological research projects.

In the red list prepared by the World Union for Conservation of Nature (IUCN), endangered species have the status of Critical (CR), Endangered (EN) and Vulnerable (VU), among which single point endemic species are of particular critical importance.

CRITICAL PLANT SPECIES

- Eber Yellow
- Mountain Kevkesi
- Mountain Rocky Mountain
- Som Ahlat
- Abul Malik
- Bursa Claw
- The Great Pincushion
- Pale Tangle
- Agile
- Ulu Sasal

- Road Cattle Tail
- Bulak Cattail
- Ehrami Larch

CRITICAL ANIMAL SPECIES

- Anatolian Rock Lizard
- Turtle
- Otter
- Pied Marten
- Anatolian Ground Squirrel
- Grizzly Bear



BIODIVERSITY

As OEDAŞ, one of the ways we pursue our sustainability goals is to make equal progress in realising the constructive and restorative activities of our value chain. Within this framework, we continue our efforts to protect and improve biodiversity both in our own practices and in our operations carried out through our stakeholders in our value chain. With mapping studies, one of these studies, the activity points of critical habitats and their distances to physical assets were determined.

We adhere to national legislation and legal regulations on minimising and preventing environmental impacts and protecting and improving biodiversity. We hope that our partners such as the International Finance Corporation (IFC-International Finance Corporation), the European Bank for Reconstruction and Development (EBRD-European Bank for Reconstruction and Development), the Dutch Development Bank (FMO-Dutch Entrepreneurial Development Bank) and the Asian Infrastructure Investment Bank (AIIB-Asian Infrastructure Investment Bank), which are important in accessing green finance sources, fulfil the necessary duties regarding the protection of biodiversity and ecosystems and the continuity of the natural order in which living things live, and that the same sensitivity is shown by our stakeholders.

In addition, in 2023, we continued the preparations for habitat assessment and mapping, biodiversity action plan and biodiversity management and monitoring plan in accordance with PR6 and PS6 requirements, which we started in 2022.

According to the outputs obtained from these studies, we aim to reduce the existing and potential risks that threaten living life, such as preferring pole types that prevent bird strikes in energy transmission lines at the design stage, installing systems that prevent the passage of birds on stopper poles, and developing methods that prevent birds from landing, and we are expanding our practices.

Since 2021, these practices have continued in 2023 and we have successfully completed the isolation operations on thousands of poles. Thus, as OEDAŞ, we have carried out isolation works on approximately 16 kilometres of lines in the last 2 years. In total in 2023; 917 poles were insulated, 384 poles were insulated with barriers to prevent birds from landing, 457 transformers were insulated, 341 poles were insulated with insulators and 330 separators were insulated against bird nests.

R&D AND DIGITALISATION



R&D AND NEW SERVICES

Recognising the critical importance of the energy sector and the services we provide, we strive to ensure quality and secure energy supply for today and future generations, and offer innovative solutions by keeping pace with technological developments. While doing all these, we act with the responsibility we feel towards the environment, and we evaluate our sustainability approach and financial development performance in parallel with each other. In this context, we improve our environmental performance through sustainable investments in raw material use, emission reduction, waste management, resource efficiency and recycling practices, and continue our activities that lead the sector.

By closely following technological developments, we continue our innovation and digitalisation-oriented studies and play an active role in R&D projects carried out on national and international platforms. In this way, we contribute to sectoral transformation with our R&D and digitalisation initiatives by reducing potential risks and increase our efficiency in business processes.



DIGITALISATION



In our sectoral activities, we continue to make investments that add value to our stakeholders in the modernisation of the electricity distribution infrastructure in order to provide sustainable and high quality electricity distribution services in line with the digital world.

- We achieved 16.48 tonnes of CO2 reduction in our Scope 1 and 2 emissions by preventing malfunctions with remote intervention to malfunctions with the SCADA system.
- We completed the installation of the SCADAfence system in 54 substations, monitored the flow between the devices and analysed the data. Thus, we increased our service quality by ensuring safe and sustainable electricity supply.
- Within the scope of the “Energy Efficiency Project”, we initiated the transformation of our buildings into green buildings in accordance with energy efficiency with the renovation works we carried out in our headquarters buildings in 5 provinces we serve.
- With the Automatic Meter Reading System (AMRS), subscribers with a consumption of 30MWh/year were included in the scope of the project. 76% of the smart meters in our network are monitored. It is aimed to increase the number of smart meters monitored in the system to 78% by including approximately 14,000 subscribers in the system in the coming years.
- With the creation of a digital platform with the OEDAŞ Portal, we prevented unnecessary use of A4 paper by sharing projects through the system.
- With the Drone Project, we included drones with high resolution, wide-angle and thermal cameras, powerful lighting, long hovering time and range in our operational processes. Within the scope of the project, we aimed to ensure the rapid detection of faults in energy transmission lines and to provide preventive maintenance services in challenging geographies with the monitoring to be provided both from land and air.
- With the Video Verification System, we integrated up-to-date technologies into our processes and completed all our field inspections in the field of occupational health and safety in a live and remote format.
- Within the scope of the Magnetic Controlled Reactors (MCR) Project, we reduced distribution losses and thus our Scope 2 emissions by increasing the voltage on transmission lines. In 2023, with a total of 58 MCR devices, we compensated a daily average of 129 MVar capacitive load in our network at the distribution level without switching to the transmission level. Thanks to the compensation, we prevented an average daily technical loss of 44 MVA.

R&D AND NEW SERVICES

Digital Archive Project

We archived around 5 million printed subscriber documents digitally with the support of artificial intelligence and facilitated access to the required documents. In this way, we eliminate operational processes such as searching for documents from the archive and provide the opportunity to monitor subscriber processes end-to-end.

Travel and Expense Management Project

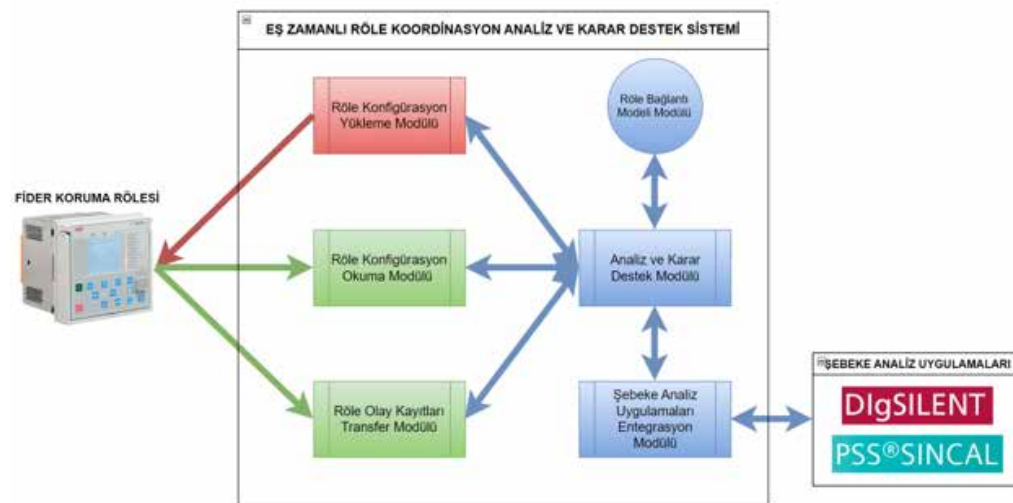
We digitally track personnel travel and expense expenses, carry out approval processes in digital environment, store information and documents digitally and offer a fast and effective use with the mobile application.

Unlicensed Producers Portal

By following the applications of unlicensed producers electronically, we ensure that the process proceeds transparently, customers do not need to physically apply and the relevant documents are stored digitally.

Relay Management System

The aim of the project is to create a protection chain as a result of loading the protection coordinated parameters, all parameters of which are read, to the relay devices; we are also developing a unique system that will autonomously make the protection scenarios that the electricity distribution companies need to change as a result of their manoeuvres during the day and periodically, to the relay devices.



Performance Management System

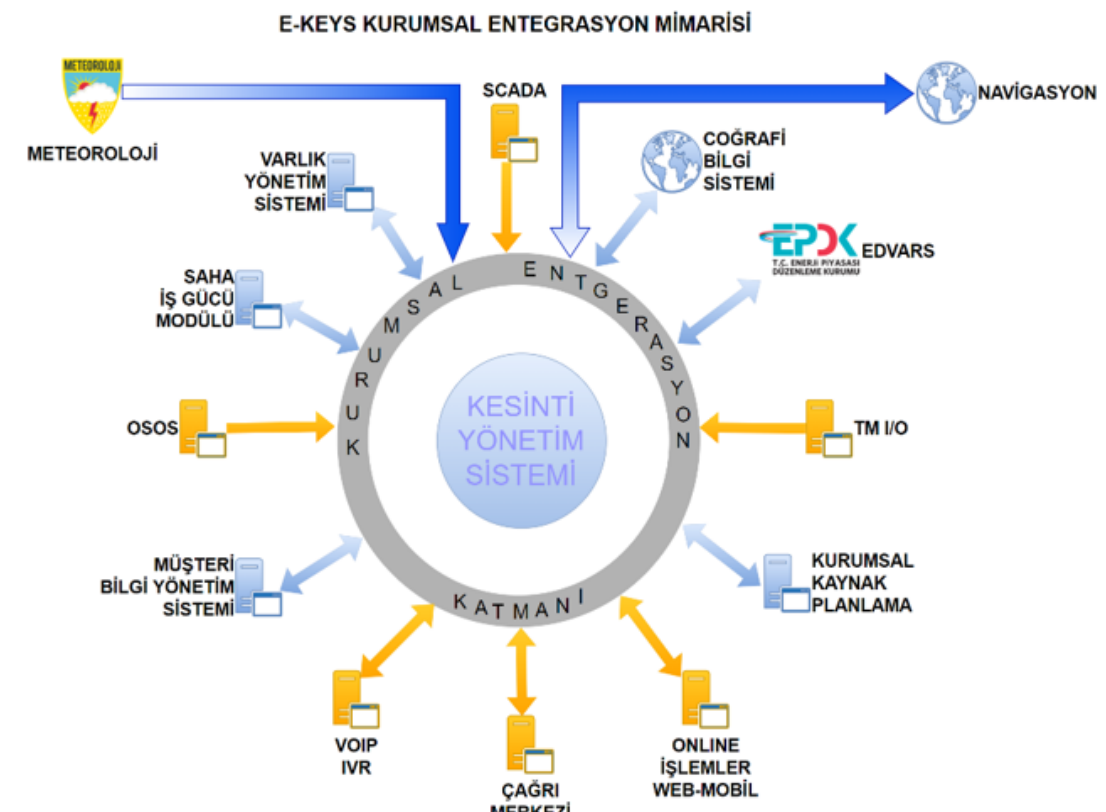
We ensure that personnel targets are monitored in a concrete manner, that they can be reported retrospectively and that the process proceeds in a transparent manner.

Meter Reading Project

By sending notifications to subscribers whose meters cannot be read, we ensure that consumption values are taken, increase the reading rate and prevent subscriber grievances.

Integrated Outage Management System

With this project, we aim to effectively digitalise the outage management processes, to receive the outages occurring in the electricity sector automatically from the network elements simultaneously, to ensure notification coordination, to establish an effective outage elimination system by controlling the field side and to ensure stable integration with the necessary systems.



EU FUNDED PROJECTS



FlexiGrid

The FlexiGrid project, supported by the European Union's research and innovation programme Horizon 2020, aims to provide flexibility to small and medium-sized distribution system operators (DSOs). As old technologies are replaced by smart systems, a structure is established that serves to overcome possible gaps in capacity with flexibility. In this way, it is aimed to create a low-cost, flexible, controllable and scalable distribution network compatible with the digital world of tomorrow. A transparent data management system is created by using digital smart grid technologies, vehicle-to-grid energy transfer technologies, Internet of Things (IoT) and blockchain technology in all processes.

Within the scope of FlexiGrid, four pilot countries have been identified as Bulgaria, Sweden, Switzerland and Turkey. The region where the project will be carried out in Turkey is within the service area of OEDAŞ and has been successfully completed as of June 2023.



BD4OPEM

BD4OPEM (Big Data Solutions for Open Energy Marketplace) is a project that offers products and services that serve the planning, monitoring, operation and repair processes of electricity distribution networks. Within the scope of the project, it is envisaged to develop an "Analytical Toolbox" where data in the energy sector can be collected and processed, and to create a market environment where the data processed here is analysed with artificial intelligence. With this structure supported by smart systems, it is aimed to establish integrated systems, increase efficiency in energy management and increase the participation of the end user in the system.

In the context of Turkey, OEDAŞ participated in the pilot studies carried out in 5 countries, namely Spain, Turkey, Slovenia, Belgium and Denmark, and was successfully completed in November 2023.



BD4NRG

The BD4NRG (Big Data for Next Generation Energy) Project aims to improve and optimise decision-making processes in the management of decentralised energy systems. It is envisaged to facilitate complex and challenging processes by utilising big data and artificial intelligence technologies to ensure improvement. The project consortium includes 35 partners from 11 countries. The project, which started on 1 January 2021, is budgeted to cover 70% of the expenses of the project from the European Union fund and the remaining 30% from the EMRA fund. Within the scope of the project, it is aimed to give importance to predictive maintenance works mainly in medium voltage.

- E-Mobility
- E-Warehouse tracking portal
- RF Partial Detection Project
- Smart Grid Investments
- 61850 Applications
- QUANTFFLEEX

EPDK SUPPORTED PROJECTS

LIGHTNING CBS PROJECT

With the Şimşek Project, it is aimed to develop an alternative, high competitive power and performance, extensible, open source, low cost, 100% domestic and national software that is alternative to foreign GIS software.

Şimşek Project aims to be a common language between electricity and natural gas distribution companies. It aims to save electricity and natural gas distribution companies from astronomical licence costs, tailor-made project costs, labour, time and money losses. The Şimşek Project is a targeted, point-shot project that is a whole with server and client parts. Thus, it will always be one step ahead in terms of speed, performance, accessibility and integrity.

E-WAREHOUSE: ENERGY STORAGE SYSTEMS TRACKING PORTAL

The E-Storage project aims to develop a unifying platform that enables information exchange between EMRA, distribution companies, storage system integrators and system builders. In addition, it is aimed to develop a “project evaluation monitoring system” portal within the scope of the execution of new application processes, integration of storage projects/applications into systems, examination, evaluation and approval processes. E-Storage will also serve as a portal system where current storage projects/systems are operated and periodically checked.

Within the scope of the project, within the scope of battery/storage systems monitoring and management, the relevant battery group will be able to access EMS-Energy Management System ports, BMS data within the scope of relevant protocols and data such as current/voltage/active power/reactive power can be monitored. In addition, SCADA systems specific to the distribution company will be able to access the relevant battery/storage system data via RTU (Remote Terminal Unit) connection.

GEOSPATIAL DEMAND FORECASTING SOFTWARE (SLF: SPATIAL LOAD FORECASTING TOOL)

This project aims to develop a stochastic network development forecast with sufficient accuracy to support effective decisions regarding the growth of the distribution infrastructure, taking into account the geographical location of users and the size of their loads in the regions served by the Electricity Distribution Company. The software to be developed will be used in Master Plan and Master Project processes and will take different information sources such as GIS, OSOS, subscriber database, zoning data as input.

One of the objectives of this project is to develop geospatial demand forecasting software as well as to enable the SLF tool to serve as an instrument for the realisation of this paradigm shift in planning and project design processes.

DATA COLLECTION, PROCESSING AND ON-SITE EVALUATION APPLICATION OF TM/DM STATION DEVICES WITH MASS PROTOCOL

With this project, it is aimed to collect and evaluate the data of all kinds of measurement devices, analysers, technical quality devices and sensors on the transmission system substations and distribution system elements such as distribution centre, download centre, breaker measurement cabinets, MV/LV and MV/LV transformers, to share them with central servers via MASS protocol, to report and monitor them live, and to protect data integrity, data quality and to process data independent of the server with SBC.

This project covers the collection of all sensor data on measurement/analysis devices, quality analysers and network assets on TM, DM, IM, KÖK and Transformers with the relevant communication protocols, transmission to the central software with MASS and other communication protocols, flexible and independent reporting and simultaneous monitoring.

DIGITAL MATURITY PROJECT

It is observed that distribution regions have started to make digital investments in different areas and have different levels of digital maturity in line with the operational and management needs specific to their geography and customer portfolio. With new energy technologies, customer and stakeholder expectations, new business models and new digital technologies, it is observed that the Turkish distribution sector should have reached a certain level of digital maturity in certain areas and at a certain level, although it varies with regional dynamics and customer portfolio.

The project aims to assess the current digital maturity of the sector, determine the investment needs required to increase digital maturity, and create a development roadmap for each distribution company specific to its region and strategy.

REMOTE SAFE ACTIVATION SYSTEM FOR RURAL STREET LUMINAIRES

In this project, it is aimed to provide the lighting energy of rural areas, especially in remote areas, safely and quickly, in cases that do not require physical repair, which are defined as temporary faults and occur due to reasons such as tree branch contact or wind effect on electricity distribution lines.

Within the scope of the project; it is planned to produce a prototype line resistance measuring device that can measure before transient failure, to make analyses, to determine the design strategy, to integrate GSM modem, astronomical relay, contactor, motorised automatic fuse, line resistance measuring device system with each other, to create control software and interfaces and to test them by applying to the field.

EPDK SUPPORTED PROJECTS

E-MOBILITY BREAKTHROUGH PROJECT

The objectives of this project are to identify the difficulties that may be experienced in the electricity distribution infrastructure during the spread of electric vehicles (EV) in the light of the data to be collected from the regions, to determine the engineering approaches to solve these difficulties, and to complete the benefit and cost analyses of these solutions. At the same time, in order to support decision makers in the process of E-Mobility breakthrough, it is the development of a software that performs e-mobility projection by automatically updating periodically with up-to-date information.

Within the scope of the project, Turkey EE Projection (TR-EV Pro) software will be developed. This software will enable identification of public institutions and NGOs from which data can be obtained to estimate EE adoption trends and charging demand in Turkey, identification of periodically updated and accessible data, and development of a projection model to estimate EE adoption trends and charging demand with the identified data.

DOMESTIC ENERGY ECOSYSTEM INTEGRATION AND MASTER DATA MANAGEMENT PLATFORM PROJECT (YE3 AP)

It is an inevitable requirement that the information systems that distribution companies need to use in order to continue their activities work integrated with each other. These integrations are made with different technical approaches (webservice, file sharing, database integration, etc.) depending on the applications to be integrated in the current applications.

One of the main objectives of the project is to centralise the processes related to the generation, storage and access of master data and to ensure data quality. To ensure that the master data, which is a common use of different applications, can be accessed through common central services, and to prevent wasting labour again in the necessary integrations. Increasing the security level of master data access, monitoring and reporting data usage are also among the objectives.

RECEPTION DATA-CENTRED SECURITY AND COMPLIANCE PLATFORM PROJECT

It is aimed to develop the Reception - Data Centric Security and Compliance Platform Project in order to solve many problems such as integration difficulties in distribution companies' information systems, duplicate and conflicting data, lack of language unity in information systems and unclear data ownership. With Reception, it is aimed to detect malicious activities by combining authorisation-based Dynamic Data Masking, Data Activity Monitoring and User Behaviour Analytics. Thus, while providing data access, it should be ensured that the data is displayed and processed correctly and without manipulation by changing only the display without changing the actual data .

PARTIAL DISCHARGE DETERMINATION PROJECT WITH RADIO FREQUENCY EMISSIONS

Within the scope of the project, a preliminary partial discharge detection study will be carried out and reported with conventional acoustic partial discharge detection devices in 5 different pilot regions at MV overhead line level in Osmangazi Elektrik Dağıtım A.Ş. Region. Afterwards, an antenna to be mounted on the vehicle and adapted in accordance with the radio frequency range emitted by the partial discharge will be installed. With this setup, it is planned to use a 1 metre wideband antenna placed on the vehicle and suitable for operation on the vehicle. In the first of the tests, the signals detected near a line with partial discharge and detected with an acoustic sensor will be analysed and the patterns of the waveforms within the signals at these carrier frequencies will be examined and compared with the partial discharge patterns described in the literature.

EU FUNDED PROJECTS	PROJECT START	PROJECT FINISH
FlexiGrid	1.11.2019	1.08.2023
BD4OPEM	1.01.2020	1.11.2023
BD4NRG	1.01.2021	1.01.2024

EPDK SUPPORTED PROJECTS	PROJECT START	PROJECT FINISH
E-Warehouse Project	25.09.2023	25.10.2024
SLF Project	5.09.2023	5.02.2025
MASS TQM Project	28.12.2023	28.10.2024
Digital Maturity Project	28.04.2023	28.07.2024
Rural Street Luminaires	13.02.2023	13.05.2024
E-Mobility Project	18.08.2023	18.11.2024
YEAP Project	21.09.2023	21.03.2025

SOCIAL

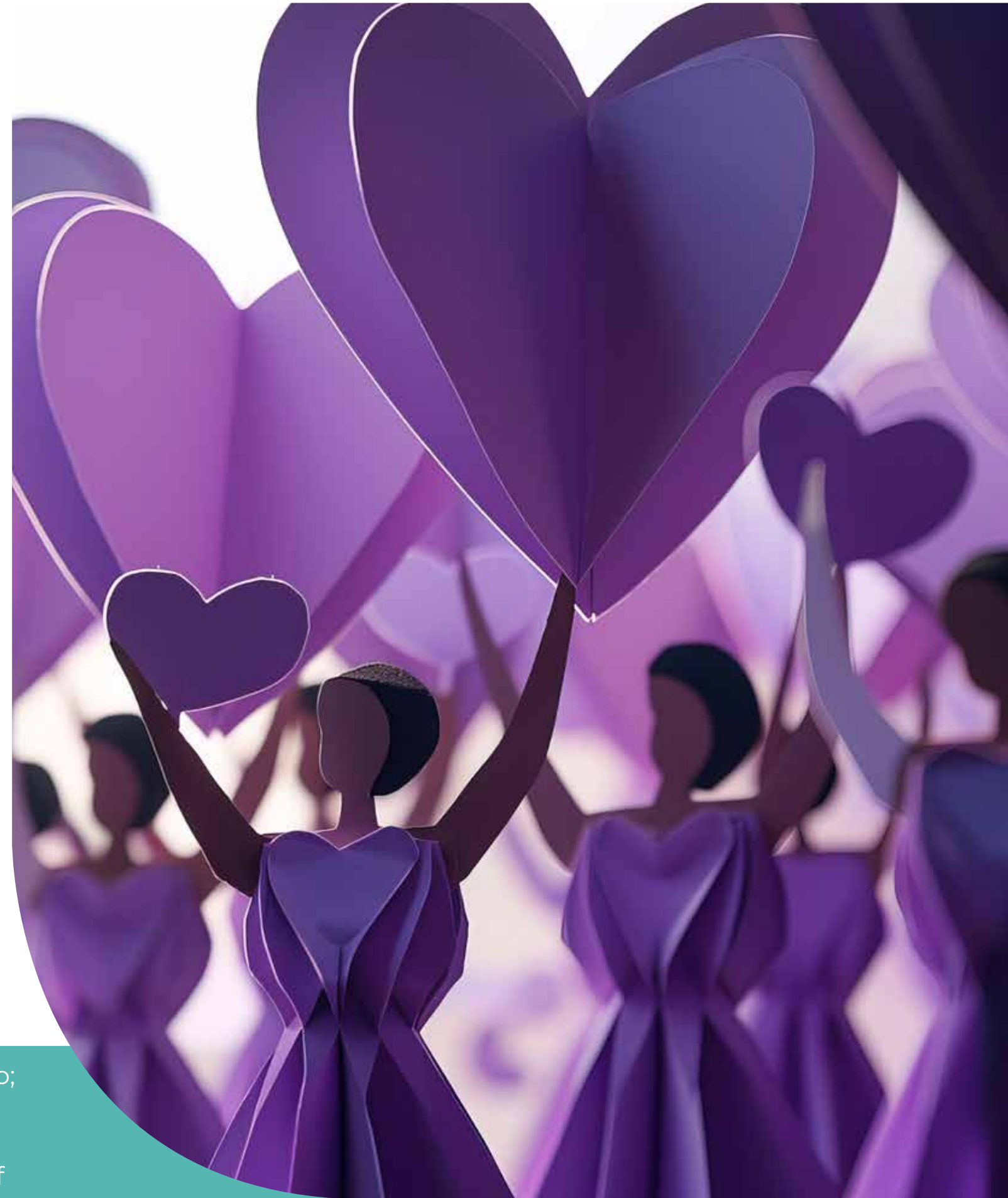


SOCIAL

Human rights is one of our core values and forms an important part of our corporate culture. As OEDAŞ, with the awareness that the most valuable resource we have is our colleagues, we contribute to the development of our colleagues with our innovative and value-adding practices, and we are walking with determination in our future journey. In order to maintain our leading position in the energy sector, we aim to create competence and skill groups that will meet the expectations of our stakeholders and support their performance; with our human resources management approach, we aim to create innovative employees and teams that are aware of the public service responsibility brought by the electricity distribution sector and ready for the needs it creates; within the framework of our company's values and culture, adhering to ethical values, sensitive to the environment, creating value, aiming for the best and efficiency.

One of our top priorities is to provide equal, fair and transparent management, ethical and value-oriented approach, safe and comfortable working environment for our employees throughout their business life. With our social sustainability approach;

- It adopts goals that include equality, diversity and inclusion,
- It develops projects based on gender equality,
- It attaches importance to increasing participation as a corporate culture,
- It creates environments where our employees can express their views,
- It carries out studies to bring new talents into the company,
- We offer training opportunities for the career development of the talents we already have and
- We organise social activities to support all our employees outside of work.



2023 Female Employee Ratio;

2% on the blue collar,
35% in white collar,
19% in our executive staff

2023 Male Employee Ratio;

98% in the blue collar
65% in white collar
81% in our executive staff

EQUALITY, DIVERSITY AND INCLUSION

As OEDAŞ, we adopt the principles of “Equality, Diversity and Inclusion” and place them at the centre of our business. In all our business processes, we act in accordance with the principles of the International Labour Association (ILO) and the Turkish Labour Law No. 4857. With the “Ethical Principles” we published in 2018, we aim to be a guiding guide for our employees by explaining in detail our principles of doing business, the attitudes and behaviours we expect from our employees and our corporate lines.

Since the first day of our service, we have stood against all kinds of discrimination and favouritism; no discrimination based on language, religion, race, sect, belief, sexual orientation, family status, national origin, health status, physical disability, gender, age, trade union activities or other factors determined by law can be allowed in our company; child labour, forced and compulsory labour practices cannot be applied and none of our employees can be deprived of their basic human rights.

Our most important principles are to provide equal opportunities to all our colleagues throughout their working lives, to create a safe, healthy and respectful working environment that is egalitarian, diversified and against all discrimination, to defend human rights in all our activities and in every step of our supply chain, to increase the number of women working, to support female employees and all women to have equal opportunities, to comply with the United Nations Women’s Empowerment Principles (WEPs).

In addition, our company has a Sexual Harassment and Gender-Based Violence Policy Regulation. In accordance with the Regulation, it is essential to create an equal, safe and fair working environment in our company and not to tolerate all forms of violence and harassment. Our company is committed to taking all necessary measures to ensure and promote gender equality in all areas of its activities and to prevent violence and harassment in business life. In this context, OEDAŞ places maintaining a working environment worthy of human dignity for all its employees regardless of gender, sexual identity, sexual orientation at the core of its actions. With a “**zero tolerance**” approach, our company takes a clear stance against gender-based physical, sexual, psychological and economic violence and receives support from the Violence and Harassment Prevention Support Committee to take necessary measures and conduct investigations within the company.

Our employees, whom we regard as the most important value of our company, are selected and remunerated through a transparent and meticulously managed recruitment process. In this context, all our employees are subject to a fair remuneration based on their professional, technical and personal competences and the quality of their work, and benefit equally from all fringe benefits and opportunities.

In our company, our national and international commitments are fed by our actions and the protection of human rights is secured by making it a part of our contracts in our entire value chain. With this approach, high importance is attached to the recognition of all kinds of freedoms of our employees, especially the freedom of association, and the operation of our employer-employee relations on an ethical and fair plane by observing union rights is kept at the centre.

SOCIAL

Gender Equality Programme

As OEDAŞ, we do not accept any gender-based discrimination and we carry out activities to raise awareness among our employees on gender equality. Acting with the motivation of empowering our women in all areas of life, we support women's participation in the labour force in the energy sector and take steps with great enthusiasm to increase women's visibility and ensure women's participation in different business lines. In this context, acting with the motto **"Change Starts with Us"**, we produce projects that aim to contribute to gender equality.

Launched in 2019, the Gender Equality Programme examines gender equality under three headings: discourse, business environment and collaborations, and asks some basic questions:

- Are our discourses egalitarian inside and outside the organisation? Can the language we use speak from a place other than sexist discourses?
- Are we able to create equitable working conditions at work?
- Do we observe gender equality in our collaborations with our external stakeholders?

Human Resources Policy:

<https://www.osmangaziedas.com.tr/insan-kaynaklari-politikasi>

Policy on Prevention of Sexual Harassment and Gender-Based Violence:

<https://www.osmangaziedas.com.tr/cinsel-taciz-ve-cinsiyete-dayali-siddetin-onlenmesi-politikasi>



SOCIAL

FOCUSED NARRATIVE

We carried out awareness-raising activities with OEDAŞ employees at all levels, aiming to exclude sexist language from their discourse. We evaluated all kinds of communication in our fields of activity with a gender equality approach in all kinds of subjects and content where our company's name is mentioned. We analysed content such as advertisements, training materials, press releases and e-mails in terms of discourse. We carried out studies to ensure that materials such as videos and bulletins we use in internal communication are produced with gender equality in mind.

FOCUSED WORK ENVIRONMENT

We provided gender equality trainings in our company by conducting studies to ensure that the culture of equality is adopted and spread within our corporate boundaries. We ensured that the training contents are available to our employees through OEDAŞ Academy. We added a module to our training programme that redefines parenthood by considering gender equality. Our main goal is to effectively implement equal opportunities in our company, to ensure the necessary progress through a transparent follow-up process and to include all employees regardless of employee level in practices. In this context, we have strengthened our gender equality activities within the organisation by planning for the coming period to ensure that all our employees, regardless of white or blue collar, have equal say in the Gender Equality Working Group, to increase the functionality of the ethics line and to implement the violence line.

FOCUSED COLLABORATIVE EFFORTS

We launched mentoring programmes for high school and university students in primary schools, vocational high schools and universities in order to raise awareness and adopt gender equality. In addition, within the scope of the pilot project we carried out in Afyonkarahisar in 2020 in order to support women's participation in the workforce and increase their visibility in technical jobs, we carried out an online internship programme for all female students of the electrical and electronics department of vocational high schools within the borders of the province in question. While continuing our project in 2023, we simultaneously continued to inspire women's employment through different channels. In this context, we organised promotional activities, career days and recruitment simulations at universities and vocational colleges.

Our Equality, Diversity and Inclusion Activities

- As a signatory of the United Nations Women's Empowerment Principles (WEP) and the Global Compact, we have made increasing women's employment a central priority. In this context, we set managerial targets and developed a communication plan to achieve our goals.
- With the "Our Energy is Equal project", we did not limit equality only to women's employment, but also worked to ensure gender equality in the language we use, the discourse we adopt and the collaborations we are involved in.
- We initiated "Equal Opportunity Trainings" to raise awareness of our employees on gender equality.
- We have determined our promotion criteria that take gender equality into consideration with our career management projects called "Mentoring and Succession Plan" for New Starters.
- With the "Mentorship and Internship Programmes" for high school and university students, we encouraged female students to take part in our field teams and launched a one-month internship programme for women.
- "Senerji Young Talent Programme" With the participation of 2 female and 1 male students, we opened a door for students to gain industry experience.
- We focused our Career Days activities on increasing women's employment and carried out information activities to recruit young talents.
- We met with primary and secondary school students during the Energy Saving Week. We made presentations on energy saving and equal opportunities with our female and male engineers.
- We have completed the establishment of the "Ethics Line" platform where our employees can share any situation or event that is contrary to gender equality.
- We launched the "Orientation Coach Programme" under our Mentoring Project to support the adaptation process of our new female employees.
- We prepared "Leadership and Mentoring" programmes for our female employees.
- We put the "Rotation at Work Programme" into effect to support our female employees to work in different departments. Within the scope of the programme, we assigned our employees to different departments, enabling them to gain new experiences
- We have created "Breastfeeding Rooms" for our female employees.
- By adding 8 questions to the Employee Satisfaction Survey in line with gender equality parameters, we measured our employees' perceptions on equal opportunities, corporate culture, access to information, promotion and remuneration policies. By identifying our improvement points, we aimed to create a more equal work environment for our employees.
- We completed the gender equality training and workshop we conducted within the scope of the "Leadership Development Training Programme" with the participation of 30 male and 7 female employees.

EMPLOYEE ENGAGEMENT

As OEDAŞ, we attach importance to the personal, professional and technical development of our employees and offer a motivating work environment where they feel happy. At the same time, while creating different communication channels to increase their motivation, we provide mechanisms where they can actively participate and express their thoughts.

- We secure the opinions, requests and suggestions they convey through the QDMS Quality Systems Management Portal, which is accessible to all our employees.
- We provide an additional mechanism for our employees to communicate their ideas and complaints with the Wish and Complaint boxes in our offices.
- We create a communication and feedback mechanism between our employees and managers through field meetings.
- Thanks to our Management Employee Ambassadors practice, we receive feedback from our employees on working conditions and business processes through our ambassadors.
- We evaluate the opinions of our employees about our company through the Employee Loyalty and Satisfaction Survey conducted by an independent company every two years. Through all these mechanisms, we analyse all data that can be categorised as requests, suggestions, complaints and feedback; we record employee opinions on issues such as management, remuneration, performance evaluation system, employee rights and in-house communication and carry out studies in order to carry out the necessary action plans.

In 2023, we organised many trainings, events and projects to support the development and skills of our employees in their areas of interest.

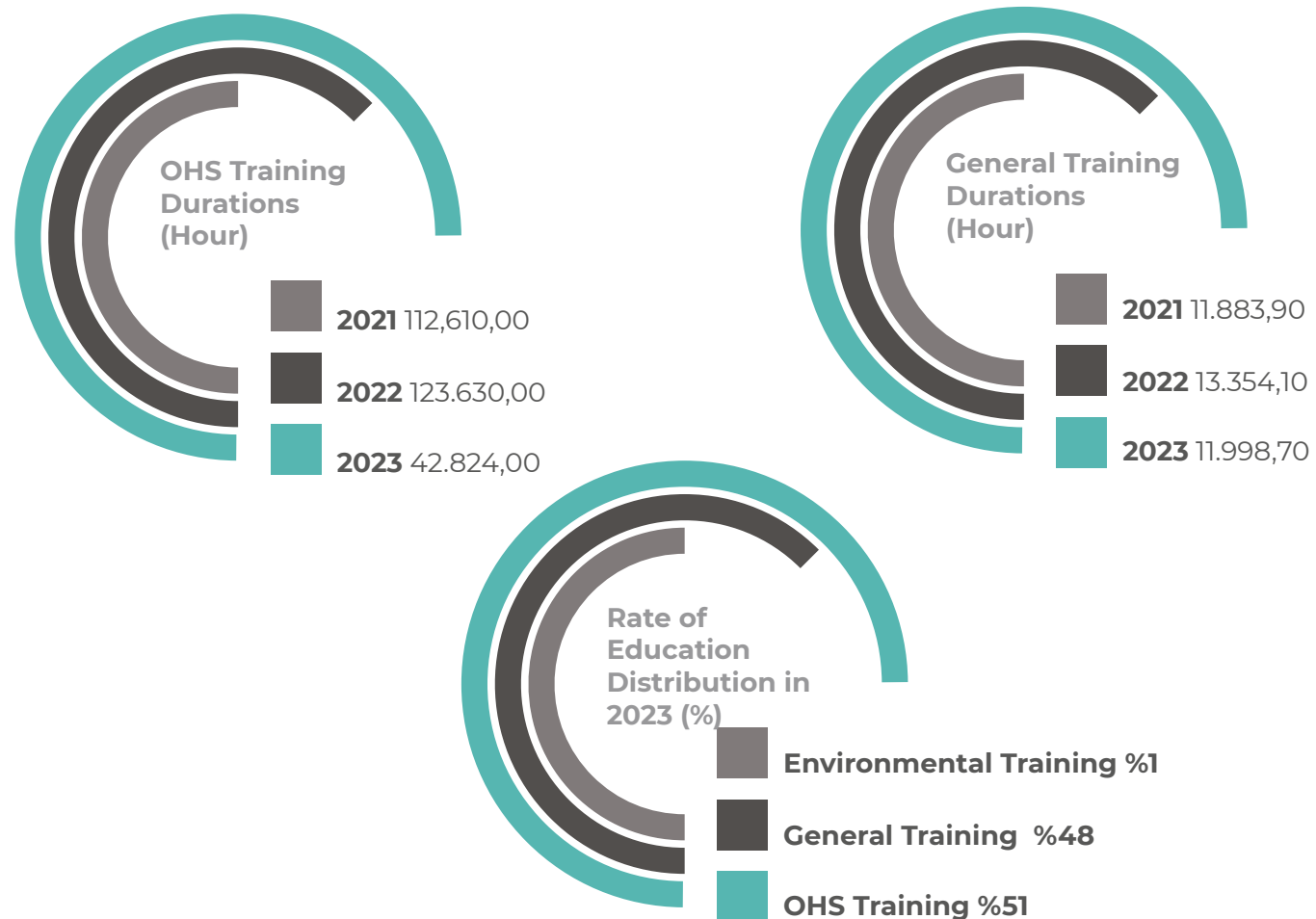
- With the **“Team of the Month”** application, we made the value produced by our employees visible and recognised their performance.
- Within the scope of our **“Together for Good”** project, we said that a better life is possible for all of us.
- We have completed the planting of the first saplings of OEDAŞ Memorial Forest in Bilecik.
- Within the scope of our **“Energy Employees Week”** activities, we came together in the provinces where we operate and planted saplings. With our activities, we have planted nearly 3500 saplings in 6 years.
- Together with our volunteer employees, we organised **“Environmental Cleaning”** activities in the Provincial Urban Forests
- We raised awareness with in-house competitions organised within the scope of **“Energy Saving Week”** and **“Zero Emission Day”**.
- We participated in the **“Frig Ultra Marathon”** with a team of 50 people and successfully completed the 6 and 12 km courses.
- With the **“Engineers Meet”** event, we created a platform for our employees to share their knowledge and experience with each other.
- While turning healthy steps into saplings with the **“Wellbees Marathon”**, we did not forget our dear friends and supported stray animals with our food support.
- We came together with our future colleagues by organising technical and social trainings in vocational high schools in the provinces where we operate.
- We organised poetry and painting competitions on the theme of **“Energy Saving”** with the aim of raising awareness among primary and secondary school children on environmental awareness and efficient use of energy resources.

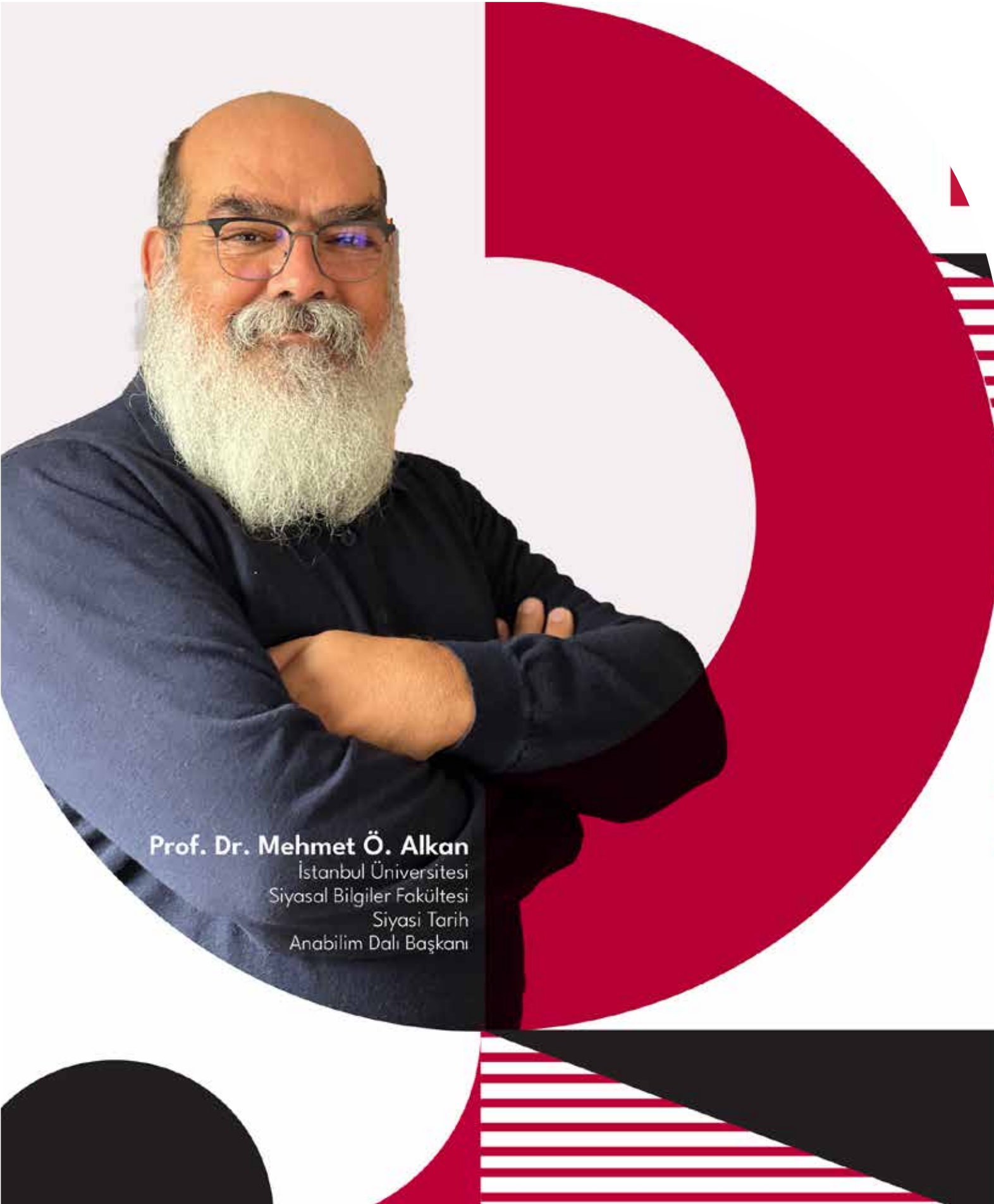
TALENT MANAGEMENT

Employee Development

We offer our employees training opportunities to support their professional, technical and personal development in order to enable them to use their competences at a higher level in business life and to develop the skills they are expected to have. We identify the training needs of our employees, determine appropriate trainings for these needs and include the outputs of the trainings provided in our performance evaluation system.

In order for our employees to achieve more efficient and productive results with the opportunities and opportunities we offer, we conduct analyses, identify the points that require improvement, and strive to make moves that will contribute to all our employees. In order to make the contributions of our employees who achieve successful results more valuable, we reward their positive outputs and ensure that they are reflected in remuneration and career planning processes.





Prof. Dr. Mehmet Ö. Alkan
 İstanbul Üniversitesi
 Siyasal Bilgiler Fakültesi
 Siyasi Tarih
 Anabilim Dalı Başkanı

Biz Enerji Meetings

We organised 3 online events in total.

- “Emotional Resilience in Difficult Times” with Beyhan Budak
- “The Present and Future of Artificial Intelligence” with Mustafa İçil

OEDAŞ hosted Strategy and Innovation Consultant Mustafa İçil at BizEnerji Meetings organised with the participation of experts in the fields of finance, future and technology. Giving information about the effects of artificial intelligence on business life, İçil stated that it is predicted that it will take at least ten years to reach the level of artificial general intelligence (AGI), which will have higher cognitive abilities than humans in many areas.

- “100th Year of the Republic” with Mehmet Alkan

Within the scope of BizEnergy Meetings, OEDAŞ hosted Prof. Dr. Mehmet Ö. Alkan, Head of the Department of Political History, Faculty of Political Sciences, Istanbul University, on the 100th anniversary of the Republic. Starting from the 1st World War until the establishment of the Republic, Alkan explained the period with information, documents and photographs, especially the original Nutuk published in 1927, and emphasised the permanent values of the Republic, saying that the Republic of Turkey is the longest regime in Turkey's immediate vicinity.

BizEnerji Meetings, which were initiated during the pandemic period, will continue in 2024 with different topics and guests.

In 2023;

- Aiming to train our managers from among our in-house employees, we provided our employees with management training at different levels.
- We opened our performance evaluation system to the participation of our employees. All of our employees participated in our evaluation system. Thus, we supported our employees' professional progress by providing feedback on their strengths and development areas.
- With the Distance Education Portal we put into service in 2020, we ensure that our employees receive training on environment, OHS, KVKK and Information Security every year. The system includes hundreds of training content that can support the personal development of our employees.
- In line with our sub-targets in the field of People and Culture, we envisaged determining our talent map, defining critical roles and creating our succession plans with the Talent Management Project. We have completed the inventory studies of the project.
- We provided a total of 11,999 hours of training to our employees
- During Turkey Environment Week, we carried out environmental cleaning in five provinces with our volunteer friends for a sustainable world.
- On National Afforestation Day, we participated in a sapling planting activity with 17 colleagues.
- In Bilecik, we created a memorial forest on an area of 5 decares.
- We participated in the Phrygian Ultra Marathon organised in the Phrygian Valley, one of our cultural and natural heritage, with 50 colleagues.
- We carried out a feeding activity for animal friends.
- We were together during the Energy Workers Week.
- On World Zero Emission Day, we presented foldable bicycles to 3 people.
- On 23 April, we delivered AÇEV “My Happy Bag” kit on behalf of all our colleagues to children in the earthquake region to energise them.

OCCUPATIONAL HEALTH AND SAFETY

We do not compromise on Occupational Health and Safety in any way, we approach this issue sensitively and consider human life as our most important priority. As OEDAŞ, we offer all our employees a work environment in compliance with the Occupational Health and Safety Law No. 6331 and all relevant laws and regulations. At the same time, we regularly review our performance in order to create a healthy and safe environment in business processes, eliminate potential risk situations and prevent possible accidents, and aim to provide an accident-free work environment with the necessary improvements.

The Workplace Health and Safety Unit is responsible for monitoring occupational health and safety (OHS) practices in our company, auditing our work areas and reporting the audit results. In this context, we carry out the following activities in 2023 by accepting our Workplace Health and Safety Unit as a guide in our OHS activities:

- We offer occupational health and safety trainings for our employees through our online training platform OEDAŞ Academy and our training centre in Eskişehir.
- We take compulsory participation as a basis in our trainings based on employee safety.
- We organise periodic information meetings under the leadership of our senior management staff.
- We position our managers as leaders in occupational health and safety and include them in our field audits.
- We are moving forward with the goal of zero work accidents.
- We voluntarily receive audit services from independent audit institutions to improve our processes.
- With the Video Verification System programme, we control all our field operations live and remotely.

Occupational Health and Safety Practices

- In our provincial directorates, occupational safety experts are assigned and work in 2 shifts in order to continuously improve the occupational health and safety performance of our company, to carry out inspection, control and follow-up. In addition, workplace physicians and health personnel we employ provide workplace health services to our employees, especially preventive health.
- Since a wide range of activities can be carried out at all hours of the day, the Video Verification System is used to control the risks that may arise from occupational health and safety hazards, and digital solutions such as QDMS are used for document control, follow-up of actions and nonconformities, follow-up of personal protective equipment embezzlement transactions, risk assessment and audit plan.

Occupational Health and Safety Policy:

<https://www.osmangaziedas.com.tr/is-sagligi-ve-guvenligi-politikasi>

Security Policy:

<https://www.osmangaziedas.com.tr/guvenlik-politikasi>



OCCUPATIONAL HEALTH AND SAFETY

- In order to develop an occupational health and safety culture, regular meetings are organised with employees under the leadership of senior management, and our company managers regularly conduct field audits on OHS and lead these audits. In this context, an Occupational Health and Safety Working Group was established, which includes managers, executives, experts, employees and union representatives. Monthly audit and unsafe situation/near miss event notification targets of the specified working group have been defined.
- Our Company organises OHS trainings for its employees in the time periods and topics specified in the legislation, as well as different types of technical and occupational health and safety training programmes such as LV-LV Manoeuvring, especially trainings on risk assessment, emergencies, first aid, working at height and safe driving. In this context, an online training portal (e-OEDAŞ Academy) is used and there is a separate training site in Eskişehir where theoretical and practical trainings are given face-to-face.
- Within the scope of the legislation, OHS committees are convened at monthly intervals, and the employer's representative, occupational safety specialist and employee representatives of the contractor companies are requested to attend the occupational health and safety committees. Before starting work with each contractor company, a kick-off meeting is held and the occupational health and safety system to be implemented is explained. After the contractor companies start work, in addition to the occupational health and safety committee, monthly one-to-one meetings are held on occupational health and safety issues, and in these meetings, the nonconformities detected during the month and the causes of occupational accidents, if any, are discussed in detail. In addition, contractor audits are carried out at the manager level on a monthly basis, and during the audits, on-the-job talks are held with the contractor employees.
- Our company has determined the basic performance indicators for occupational health and safety and the performance of the system is measured through reports submitted to the senior management on a daily and monthly basis. In addition, audit services are received from independent institutions in order to review the occupational health and safety system in line with the relevant legislation, company targets and international practices, to prepare suggestions and action plans for the improvement of the system based on the audit results, and to ensure the continuity of the system.
- Our company fulfils the requirements of ISO 45001 Occupational Health and Safety Management System and undergoes certification and surveillance audits by accredited organisations. Current certificates of the mentioned management systems are available.
- Monthly activity reports on Occupational Health and Safety were prepared and continued to be shared with all concerned, especially senior executives.
- Occupational Health and Safety Bulletins were prepared and shared with all employees. In addition, communication bulletins are posted on notice boards.
- Accident root cause analyses are carried out for occupational accidents.
- In partnership with the Provincial Directorates Distribution Services, information trainings were organised for the personnel of some contractor organisations on electricity risks, animal attacks, environmental safety measures and communication with third parties.
- Lighting, noise, vibration, respirable dust, magnetic field, thermal comfort and ambient measurements were carried out by an accredited organisation.

Training Topics	Number of Employees Trained	Training hours per Person	Total Training Hours
Legal Compulsory OHS Training 1: Labour Legislation, Legal Rights and Responsibilities of Employees, Workplace Cleanliness and Order, Legal Consequences of Work Accidents and Occupational Diseases, Chemical, Physical and Ergonomic Risk Factors, Manual Lifting and Handling, Glare, Explosion, Safe Use of Work Equipment,	1192	8	9536
Legally Compulsory OHS Training 2: Working with Screened Vehicles, Electricity, Hazards, Risks and Precautions, Causes of Work Accidents and Application of Protection Principles and Techniques, Safety and Health Signs, Use of PPE, OHS General Rules and Safety Culture, Emergency Action Plan, Evacuation and Rescue	1192	4	4768
Legal Compulsory Health Education: Causes of Occupational Diseases, Disease Prevention Principles, Biological and Psychosocial Risk Factors, First Aid, Hazards of Tobacco Products and Passive Exposure	1192	4	4768
EKAT Renewal Training	132	30	3960
EKAT Zero Education	4	136	544
On-the-Job Training	76	4	304
Back to Work Trainings	21	4	84
Earthing Training	717	16	11472
Traffic Safety Training	717	1	717
OHS Technical Trainings	717	2	1434

Training Topics	Number of Employees Trained	Training hours per Person	Total Training Hours
Legal Compulsory OHS Training 1: Labour Legislation, Legal Rights and Responsibilities of Employees, Workplace Cleanliness and Order, Legal Consequences of Work Accidents and Occupational Diseases, Chemical, Physical and Ergonomic Risk Factors, Manual Lifting and Handling, Glare, Explosion, Safe Use of Work Equipment,	2982	8	23856
Legally Compulsory OHS Training 2: Working with Screened Vehicles, Electricity, Hazards, Risks and Precautions, Causes of Work Accidents and Application of Protection Principles and Techniques, Safety and Health Signs, Use of PPE, OHS General Rules and Safety Culture, Emergency Action Plan, Evacuation and Rescue	2982	4	11928
Legal Compulsory Health Education: Causes of Occupational Diseases, Disease Prevention Principles, Biological and Psychosocial Risk Factors, First Aid, Hazards of Tobacco Products and Passive Exposure	2982	4	11928
Work at Height Training	722	4	2888
First Aid Training	380	4	1520
Emergency Training	2982	4	11928
Safe Driving Training	722	4	2888
Environmental and Road Safety Training	722	2	1444
Loto Lock and Labelling Training	722	2	1444
Animal Attack and Prevention Training	722	2	1444

In 2023, the duration of OHS Trainings given is as follows:

- OEDAŞ 42,824 hours in total; 13.5 hours per person,
- Contractor total 88,702 hours; 29 hours per person

In OEDAŞ, including contractors, there were no work accidents involving death or loss of limb in 2023.



SOCIAL RESPONSIBILITY

“Social Responsibility Projects”

Can Dostlar Social Responsibility Project:

- In 2021, we realised the project.
- We have distributed more than 10 tonnes of food so far.
- We turned scrap materials into a shelter.
- After Eskişehir, we opened the second treatment room in Afyonkarahisar.
- In our treatment rooms, we purchased a veterinary operation table, dry air steriliser, dog intensive care cabinets, mobile operation lamp, mayo table, neutering hooks and soft tissue set.
- HAYTAP donated two medical devices to the earthquake zone on behalf of our company for our support to street animals.
- More than 5 thousand stray animals, including tumour and eye surgeries, were treated in OEDAŞ Treatment Rooms, while more than three thousand sterilisation operations were performed.
- Within the scope of the project, we raised awareness by distributing small packages of food to employees, members of the press, mukhtars and citizens at the point of consumer services.

Plastic Cap Campaign:

- We collaborated with the Spinal Cord Paralytics Association of Turkey. With the slogan “Plastic Caps Turn into Chairs”, we collected plastic caps of plastic bottles and aimed to supply wheelchairs for those in need by recycling these caps.
- While raising awareness about spinal cord paralysis with our activities, we also raised awareness about environmental awareness with the recycling campaign we launched.
- As part of the educational support offered by Darüşşafaka, we donated to the foundation and lit a light for the education of our students.
- Within the scope of the joint project we carried out with the Foundation for the Evaluation of Women’s Labour (KEDV), we purchased the products produced by our women’s handicrafts and made women’s labour visible while supporting the activities of our labouring women.
- We completely renewed 20 computers used by OEDAŞ Afyonkarahisar Provincial Directorate and presented them to the Women’s Cultural Houses Project of Afyonkarahisar Governorship on Women’s Day.



SOCIAL INVESTMENTS AND STAKEHOLDER COMMUNICATION

“Social Investments”

- In cooperation with Afyonkarahisar Provincial Directorate of Environment and Urbanisation and Bilecik Provincial Directorate of Environment, we collected garbage in the Urban Forests with the participation of volunteer employees and delivered the collected waste to the municipality.
- We invested in electricity infrastructure in the Phrygian Valley, located at the intersection of Afyonkarahisar, Eskişehir and Kütahya, which is jointly designated as a tourism destination by the Ministry of Culture and Tourism, the Ministry of Environment, Urbanisation and Climate Change and the Governorship of Afyonkarahisar, and made a significant contribution to the tourism in the region.
- We realised the illumination of the Ancient City of Aizanoi in cooperation with the Governorship of Kütahya.
- Within the scope of OEDAŞ energy efficiency and saving themed competition, we gave laptop, bicycle and tablet awards to the top three winners among primary and secondary school students.
- We came together with 200 vocational high school students in cooperation with MEB and EBRD in order to bring young people into the energy sector .
- We came together with more than 500 university and high school students and inspired young people by sharing our company and our vision of equal opportunities.
- We supported the promotion of the region by participating in the Phrygian Ultra Marathon organised in the Phrygian Valley, one of the most important cultural and natural heritage of Turkey.
- During the Energy Saving Week at Başmakçı Cumhuriyet Primary School, we came together with 50 students by organising an event on energy saving for a cleaner tomorrow and a cleaner world.
- We shared posts on our social media channels to raise awareness on equal opportunities.

Stakeholder Communication:

5 Total number of stakeholder dialogues in a year in the province:

Stakeholders	Number of Contacts
Total Number of Interviewees	4824
Total Number of Mukhtars Interviewed	1632
Total Number of Public Officials Interviewed	1373
Total Number of Subcontractors Contacted	187
Number of Mayors Interviewed	389
Number of NGO Representatives Interviewed	154
Journalists Interviewed	249
Other (Customers, etc.)	922

In addition, we visited press organisations, professional chambers of the press and mukhtars' associations in all our provinces, listened to the opinions of all our stakeholders about our company's activities, and submitted them to our senior management in the form of a report.





CUSTOMER MANAGEMENT

CUSTOMER MANAGEMENT APPLICATIONS

As OEDAŞ, we conduct our operations based on the understanding of customer satisfaction and continue our efforts to improve our service quality with the aim of keeping customer satisfaction at the highest level. We focus on providing reliable and quality services to our customers in compliance with ISO 9001 and ISO 10002 standards and in compliance with legal requirements. While doing all these, we strengthen our technological infrastructure, make environmentally sensitive improvements, and create sustainable value by improving ourselves through R&D projects and technical training.

Within the scope of our open communication policy, we are in constant contact with our customers through various communication channels. Our company offers the right solutions as soon as possible to the opinions, suggestions and complaints submitted by our customers through these channels, and we integrate their ideas into business processes.

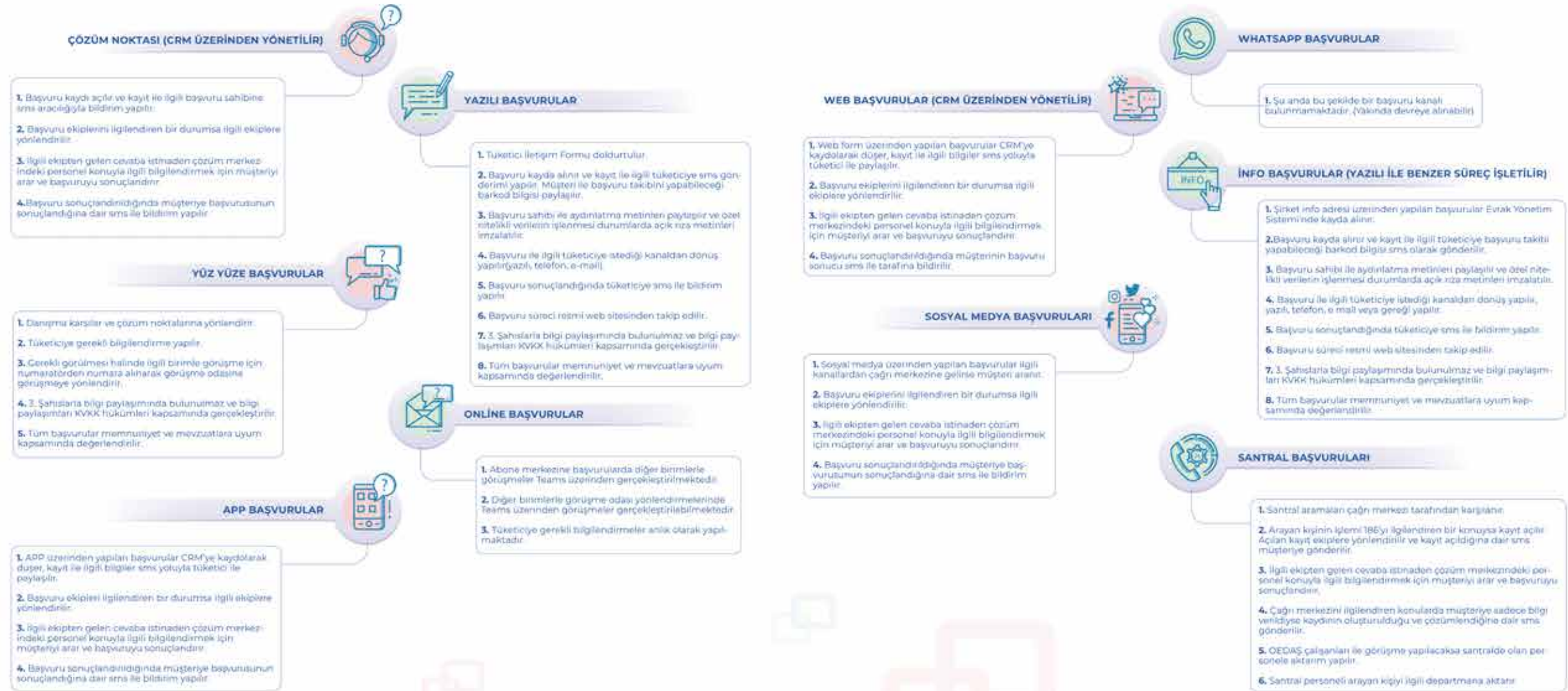
Our customers can contact us by calling our call centre, in writing on our corporate website, by submitting a petition, by meeting face-to-face with our relevant units, by applying to complaint portals or through the press and social media. After contacting us, all notifications are meticulously examined and evaluated under the leadership of our relevant teams. As a result of the evaluations, the steps to be taken based on customer satisfaction are determined and solution processes are initiated.

As an electricity distribution company, providing quality and uninterrupted service and making energy supply sustainable is undoubtedly the most important point and one of the basic needs of society. In particular, electricity is critical for hospitals and home care patients to sustain their lives. For this reason, we prioritise uninterrupted access to services for people dependent on life support devices. By registering these users, we plan the prioritisation of possible malfunctions in the regions where they live and ensure that they take the necessary precautions by notifying the interruptions in advance.

We received a bronze award in the category of 'Best Technical Support Solutions' (Satisfaction 4.0) at the Stevie International Business Awards, recognized as one of the most prestigious awards in the international business world. This award has great significance as an indicator not only of our technical competence, but also of our strong commitment to customer satisfaction. Our customer-oriented approach is based on the principle of providing high quality service at every stage and developing fast and effective solutions to our customers' needs. By taking customer feedback into account and adopting continuous improvement processes, we aim to improve our service quality and maximize customer satisfaction.

OEDAŞ

OSMANGAZİ ELEKTRİK DAĞITIM



Customer Satisfaction Policy:

<https://www.osmangaziedas.com.tr/musteri-memnuniyeti-politikasi>



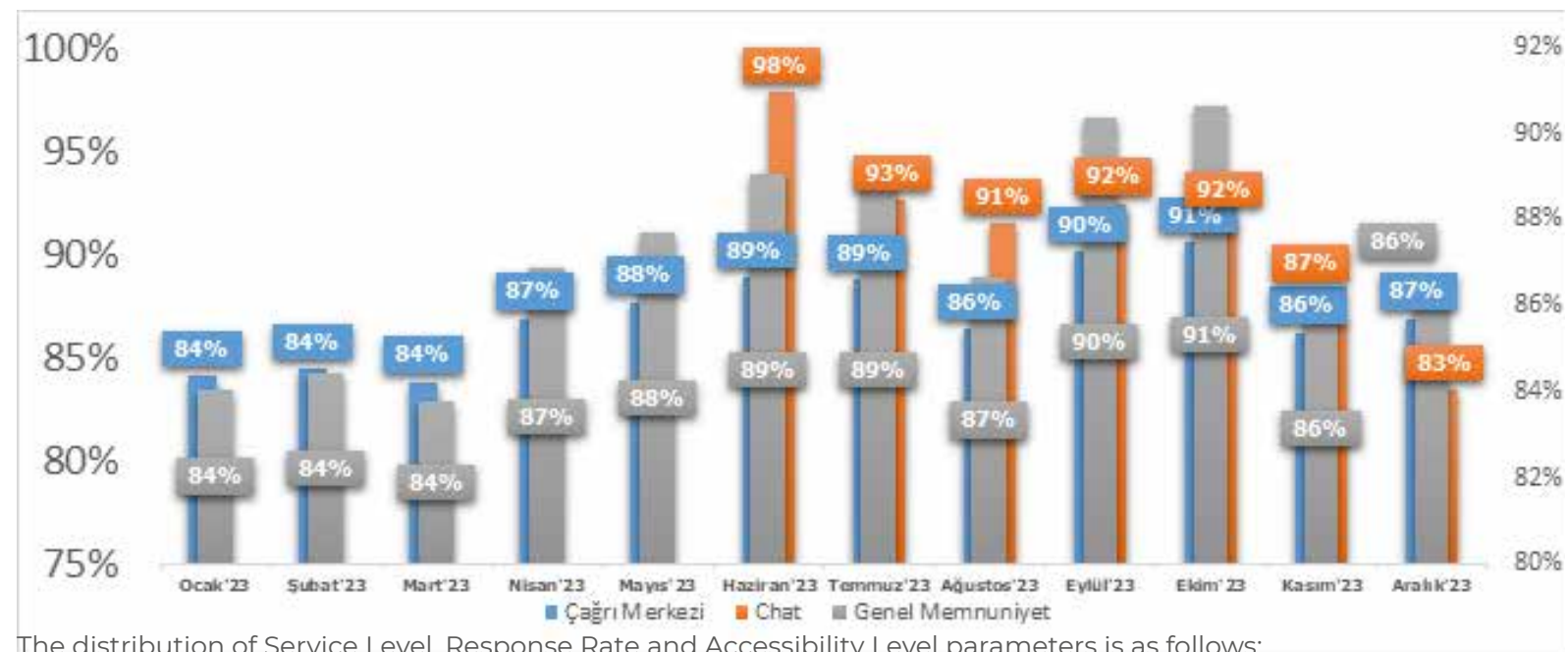
Quality Policy:

<https://www.osmangaziedas.com.tr/kalite-politikasi>

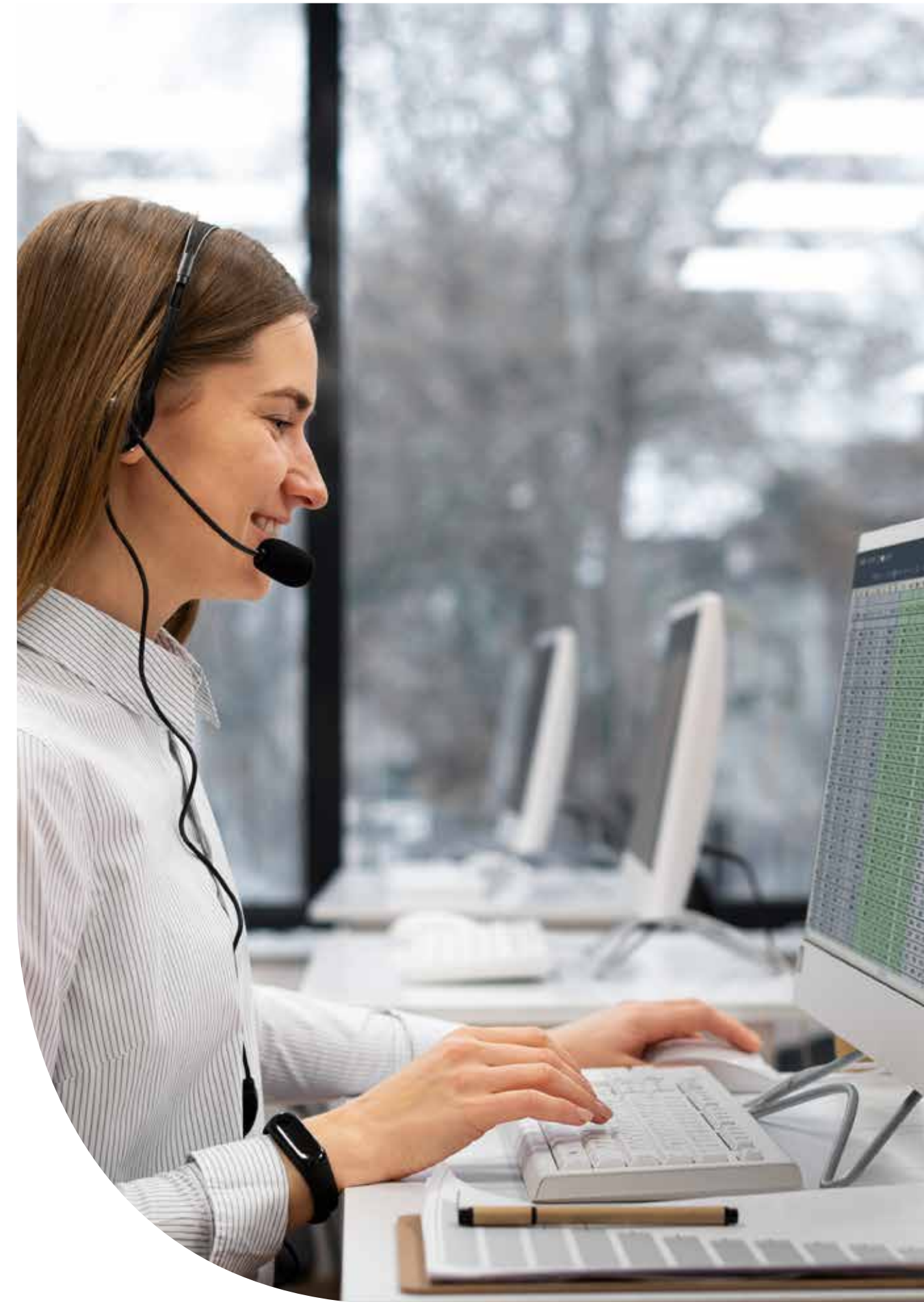
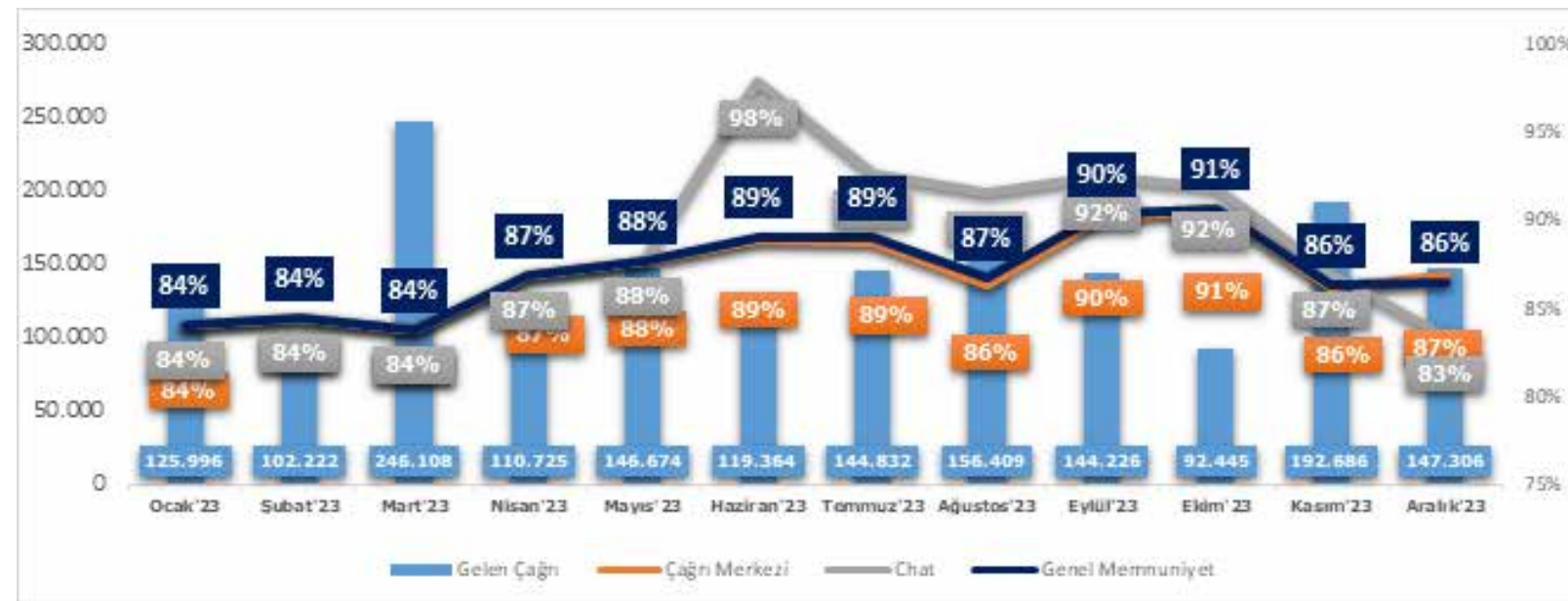
OEDAS CUSTOMER EXPERIENCE AND CALL CENTRE

OEDAŞ collects feedback from customers receiving service through the call centre and evaluates the level of satisfaction after each interaction. In 2023, 87.3% satisfaction was achieved with the participation of 23,116 customers.

Monthly distribution of customer satisfaction levels on the basis of all channels is as follows:



The distribution of Service Level, Response Rate and Accessibility Level parameters is as follows:



CUSTOMER MANAGEMENT APPLICATIONS

Call Centre

- An average of 1,750,000 customer interactions take place annually through the Call Centre.
- In the January-December 2023 period, feedback was received from 23,116 customers through the call centre channel and the call centre satisfaction level was measured as 87.3%.
- The target parameters given by EMRA to electricity distribution companies and the data for 2023 that have been realised in this direction are as follows:
- As a result of our work in the satisfaction survey conducted by "Eltemtek" to measure the satisfaction level of the services provided by electricity distribution companies, we ranked 7th among 21 distribution companies.
- Within the scope of our call centre customer satisfaction-oriented efforts, an average of 11,963 calls were evaluated annually and the quality score is 91%.
- With the launch of OEDAŞ 186 mobile application, 901,280 customers who called the call centre in 2023 were informed about the mobile application via SMS and 9% of customer requests and complaints were communicated via mobile application.

EMRA Customer Satisfaction Parameters	Parameter Description	2023 Target	2023 Realised
Service Level	Proportion of customers connected to our customer representatives within 20 seconds	96%	96,33%
Response Rate	Proportion of customers who can connect to our customer representatives	99%	99,02%
Accessibility Level	Proportion of customers who can reach our call centre	100%	100%
EMRA Satisfaction Rate	Satisfaction rate according to quality factors determined by EMRA	95%	93,92%



ANNEXES

PERFORMANCE INDICATORS

GOVERNANCE PERFORMANCE INDICATORS

Number of Employees	2021		2022		2023	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Male	1093	0	1087	0	1034	0
Woman	145	0	146	0	162	0

Number of Employees	White Collar		Blue Collar	
	Male	Woman	Male	Woman
2021	301	129	792	16
2022	261	127	826	19
2023	260	143	774	19

Number of Employees	Turkey		Abroad	
	Male	Woman	Male	Woman
2021	1093	145	0	0
2022	1087	146	0	0
2023	1034	162	0	0

Number of Employees	Fixed Term		Indefinite Term	
	Male	Woman	Woman	Male
2021	0	0	145	1093
2022	0	0	146	1087
2023	0	0	162	1034

Number of Disabled Personnel	2021	2022	2023
Male	28	30	28
Woman	5	5	5

	2021	2022	2023
Number of Subcontractor Employees	2733	3429	1812
Annual Total Fee Rate	1510%		
Number of Fines / Amount of Fines Not in Compliance with Laws and Regulations	0	0	0
Percentage of Employees with Collective Labour Contract	59,45%	58,48%	57,19%

Number of Employees by Year	2021	2022	2023
Male	1093	1087	1034
Woman	145	146	162

Age Distribution of the Board of Directors (%)	2021	2022	2023
Under 30	0	0	0
Between 30 - 50	0	0	0
Over 50	6	6	6

SOCIAL PERFORMANCE INDICATORS

Number of Newly Recruited Employees	Male			Woman		
	Under 30	Between 30-50 Years	Over 50	Under 30	Between 30-50 Years	Over 50
2022	22	8	0	14	4	0
2022	27	7	1	12	5	0
2023	31	20	1	15	16	0

Training Type	2021		2022		2023	
	Total Training Hours	Training Hours per Person	Total Training Hours	Training Hours per Person	Total Training Hours	Training Hours per Person
OHS Training Hours	112.610,0	28,4	123.630,0	28,7	42.824,0	13,5
Environmental Training	764,4	0,6	-	-	154,6	0,3
General Training	11.883,9	23,1	13.354,1	4,4	11.998,7	12,8

OHS Management within the Scope of International Standards or Legal Requirements	2021	2022	2023
Those involved in such a system, including subcontracted workers	4.026	4.718	3.968
Those involved in such a system, including subcontracted workers, and audited by the Agency	2.733	3.429	2.611
Those who are involved in such a system, including subcontracted workers, and who are audited from outside the Institution	1.293	1.289	1357
Total Number of Employees	4.026	4.718	3.968

SOCIAL PERFORMANCE INDICATORS

Year	Gender	Employee Turnover Rate		OEDAŞ
2021	Male	Under 30	Male	18
			Ratio	23%
		Between 30-50 Years	Number	30
			Ratio	53%
		Over 50	Number	5
			Ratio	8,77%
	Woman	Under 30	Woman	5
			Ratio	8,77%
		Between 30-50 Years	Number	3
			Ratio	5,26%
		Over 50	Number	1
			Ratio	1,75%
Year	Gender	Employee Turnover Rate		OEDAŞ
2022	Male	Under 30	Male	27
			Ratio	77%
		Between 30-50 Years	Number	7
			Ratio	20%
		Over 50	Number	1
			Ratio	3%
	Woman	Under 30	Woman	12
			Ratio	71%
		Between 30-50 Years	Number	5
			Ratio	29%
		Over 50	Number	0
			Ratio	0%
Year	Gender	Employee Turnover Rate		OEDAŞ
2023	Male	Under 30	Male	31
			Ratio	60%
		Between 30-50 Years	Number	20
			Ratio	38%
		Over 50	Number	1
			Ratio	2%
	Woman	Under 30	Woman	15
			Ratio	48%
		Between 30-50 Years	Number	16
			Ratio	52%
		Over 50	Number	0
			Ratio	0%

ENVIRONMENTAL PERFORMANCE INDICATORS

OEDAŞ	2021	2022	2023
Amount of Hazardous Waste (kg)			
Medical Waste	86,00	35,00	81
Hazardous Parts and Process Wastes	1.219.103	836.766	1.706.987
Cables	149.600	88.780	141.719
Total Hazardous Waste Amount	1.368.789	925.581	1.848.787

OEDAŞ	2021	2022	2023
Greenhouse Gas Emissions (tCO ₂ eq)			
Scope 1	4.030,00	5.917,00	5.831,00
Scope 2	223.472,00	199.185,00	221.788,00
Scope 3	6.211,00	30.299,00	33.988,00
Total Emission Amount	233.713,00	235.401,00	261.607,00

OEDAŞ	2021	2022	2023
In-house Energy Consumption			
Fuel			
Natural gas (sm³)	205.089,42	205.345,87	176.090,77
Diesel (lt)	1.210.133,98	1.148.658,91	1.184.667,10
Electricity from the Grid (kWh)	1.611.375,00	1.650.808,42	1.822.658,10

OEDAŞ	2021	2022	2023
Amounts of Water Used			
Well Water (m³)	0	0	0
Mains Water (m³)	54.417,64	14.208,34	16.816,25
Total Amount of Water Used (m³)	54.417,64	14.208,34	16.816,25
Annual Waste Water Amount by Discharge Method			
Receiving Environment (m³)	0	0	0
Wastewater Channel (m³)	54.417,64	14.208,34	16.816,25
Recovered Water (m³)	0,00	0,00	0
Total Amount of Water Discharged (m³)	54.417,64	14.208,34	16.816,25

OEDAŞ	2021	2022	2023
Non-hazardous Waste Amount (kg)			
Copper	0,00	33.840	30.450
Household Waste	2.552	1.371	4.536
Aluminium	190.500	67.120	122.480
Plastic Waste	798	1.629	555
Iron and Steel	1.130.260	196.976	887.760
Mixed Metals	222.270	60.004	278.300
Packaging Waste (Paper - Cardboard)	11.584	2.952	4.333
Concrete	10.216.890	3.420.590	8.318.790
Wood	1.102.570	161.980	910.437
End-of-life tyre	3.680	0	2.140
Total amount of non-hazardous waste	12.881.104	3.946.462	10.559.781

GRI Content Index

GRI STANDARD	EXPLANATION	SECTION	PAGE NUMBER
General Explanations			
	2-1 Details of the organisation	About Us, Company Fields of Activity	7, 10
	2-2 Organisations included in sustainability reporting	About the Report	4
	2-3 Reporting period, frequency and contact information	About the Report	4
	2-4 Restatement of information	There is no restated information in the report.	
	2-5 External audit	-	
	2-6 Activities, value chain and labour relations	Company Fields of Activity, Supply Chain Management	10, 26
	2-7 Employees	Talent Management, Governance Performance Indicators, Social Performance Indicators	51-52, 63, 63-64
	2-8 Non-employee workers	Talent Management, Governance Performance Indicators, Social Performance Indicators	51-52, 63, 63-64
	2-9 Management structure and composition	Sustainability Management and Structure	23
	2-10 Nomination and election of the highest governance body	Sustainability Management and Structure	23
	2-11 Chairperson of the highest governance body	Sustainability Management and Structure	23
	2-12 The role of the highest governance body in overseeing the management of impacts	Sustainability Management and Structure	23
	2-13 Delegation of responsibility for managing impacts	Sustainability Management and Structure	23
	2-14 The role of the highest governance body in sustainability reporting	Sustainability Management and Structure	23
GRI 2: General Disclosures 2021	2-15 Conflict of interest	Ethics, Compliance and Transparency	27-28
	2-16 Communicating critical concerns	Ethics, Compliance and Transparency	27-28
	2-17 Collective knowledge of the highest governance body	Sustainability Management and Structure	23
	2-18 Evaluation of the performance of the highest governance body	Strategy and Targets	18
	2-19 Remuneration policies	Ethics, Compliance and Transparency, Equality, Diversity and Inclusion	27-28, 47
	2-20 Wage determination process	Equality, Diversity and Inclusion	47
	2-21 Annual total remuneration rate	Governance Performance Indicators	63
	2-22 Statement on the sustainable development strategy	Strategy and Targets	18
	2-23 Policy commitments	Corporate Governance and Behavior	29
	2-24 Embedding policy commitments	Corporate Governance and Behavior	29
	2-25 Processes to ameliorate negative impacts	Integrated Risk Management	24-25
	2-26 Mechanisms for seeking advice and raising concerns	Ethics, Compliance and Transparency	27-28
	2-27 Compliance with laws and regulations	Ethics, Compliance and Transparency	27-28
	2-28 Memberships	Corporate Memberships	22
	2-29 Stakeholder engagement and approach	Stakeholder Relations And Communication	20-21
	2-30 Collective labour agreements	Equality, Diversity and Inclusion, Governance Performance Indicators	47, 63
Prioritised Issues			

GRI STANDARD	EXPLANATION	SECTION	PAGE NUMBER
GRI 3: Material Issues 2021	3-1 Process of identifying prioritised topics	Materiality Analysis	19
	3-2 Prioritised topic list	Materiality Analysis	19
	3-3 Management of material issues	Materiality Analysis	19
Waste Management			
GRI 306: Waste 2020	3-3 Management of material issues	Waste Management	35
	306-1 Waste generation and significant waste-related impacts	Waste Management	35
	306-2 Management of significant waste-related impacts	Waste Management	35
	306-3 Waste generated	Waste Management, Environmental Performance Indicators	35, 64
	306-4 Disposed wastes	Environmental Performance Indicators	64
	306-5 Waste diverted to disposal	Environmental Performance Indicators	64
Diversity and Inclusiveness			
GRI 405: Diversity and Equal Opportunity 2016	3-3 Management of material issues	Equality, Diversity and Inclusion	47
	405-1 Diversity of governance bodies and staff	Equality, Diversity and Inclusion	47
	405-2 Ratio of basic salary and remuneration of women to men	Governance Performance Indicators	63
GRI 406: Anti-discrimination 20166	3-3 Management of material issues	Equality, Diversity and Inclusion	47
	406-1 Incidents of discrimination and corrective measures taken	Equality, Diversity and Inclusion	47
Occupational Health and Safety			
GRI 403: Occupational Health and Safety 2018	3-3 Management of material issues	Occupational Health and Safety	53-54
	403-1 Occupational health and safety management system	Occupational Health and Safety	53-54
	403-2 Hazard identification, risk assessment and incident investigation	Integrated Risk Management, Occupational Health and Safety	24-25, 53-54
	403-3 Occupational health services	Occupational Health and Safety	53-54
	403-4 Worker participation, consultation and communication on occupational health and safety	Occupational Health and Safety	53-54
	403-5 OHS trainings provided to employees	Occupational Health and Safety, Social Performance Indicators	53-54, 63-64
	403-6 Promotion of labour health	Occupational Health and Safety	53-54
	403-7 Prevention and mitigation of occupational health and safety impacts directly related to labour relations	Occupational Health and Safety	53-54
	403-8 Workers covered by the occupational health and safety management system	-	63-64
	403-9 Work-related injuries	-	63-64
	403-10 Work-related illnesses	-	63-64
Supply of Green and Reliable Energy			
GRI 302: Energy 2016	3-3 Management of material issues	Energy Management, Environmental Performance Indicators	31, 64
	302-1 Energy consumption within the organization	Environmental Performance Indicators	31, 64
	302-2 Energy consumption outside of the organization	Environmental Performance Indicators	64
	302-3 Energy intensity	-	
	302-4 Reduction of energy consumption	Energy Management	31
	302-5 Reductions in energy requirements of products and services	Energy Management	31
Being Customer Focused			
GRI 416: Customer Health and Safety 2016	3-3 Management of material issues	Customer Management Applications	61
	416-1 Health and safety of product and service categories evaluation of their impact	-	
	416-2 Health and safety impacts of products and services related cases of non-compliance	There were no cases of non-compliance.	

GRI STANDARD	EXPLANATION	SECTION	PAGE NUMBER
Ethics, Compliance and Transparency			
GRI 205: Anti-Corruption Struggle 2016	3-3 Management of material issues	Ethics, Compliance and Transparency	27-28
	205-1 Operations assessed for corruption related risks	Ethics, Compliance and Transparency	27-28
	205-2 Communication and training on anti-corruption policies and procedures	Ethics, Compliance and Transparency	27-28
	205-3 Confirmed cases of corruption and measures taken	Ethics, Compliance and Transparency	27-28
GRI 206: Competition Outlier Behaviours 2016	3-3 Management of material issues	Ethics, Compliance and Transparency	27-28
	206-1 Anti-competitive behaviour	Ethics, Compliance and Transparency	27-28
GRI 407: Freedom of Association and Collective Bargaining 2016	3-3 Management of material issues	Equality, Diversity and Inclusion, Ethics, Compliance and Transparency	47, 27-28
	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Equality, Diversity and Inclusion, Ethics, Compliance and Transparency	47, 27-28
GRI 408: Child Labour 2016	3-3 Management of material issues	Equality, Diversity and Inclusion, Ethics, Compliance and Transparency	47, 27-28
	408-1 Activities and suppliers identified as having a significant risk of child labour	Equality, Diversity and Inclusion, Supply Chain, Ethics, Compliance and Transparency	47, 26, 27-28
GRI 409: Forced or Mandatory Work 2016	3-3 Management of material issues	Equality, Diversity and Inclusion, Ethics, Compliance and Transparency	47, 27-28
	409-1 Activities and suppliers identified as posing a significant risk of incidents of forced or compulsory labour	Equality, Diversity and Inclusion, Ethics, Compliance and Transparency	47, 27-28
Talent Management & Employee Satisfaction			
GRI 401: Employment 2016	3-3 Management of material issues	Equality, Diversity and Inclusion	47
	401-1 New hires and departures	Equality, Diversity and Inclusion, Social Performance Indicators	47, 63-64
	401-2 Benefits provided to full-time employees that are not provided to temporary or parttime employees	-	
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