



2024 SUSTAINABILITY REPORT

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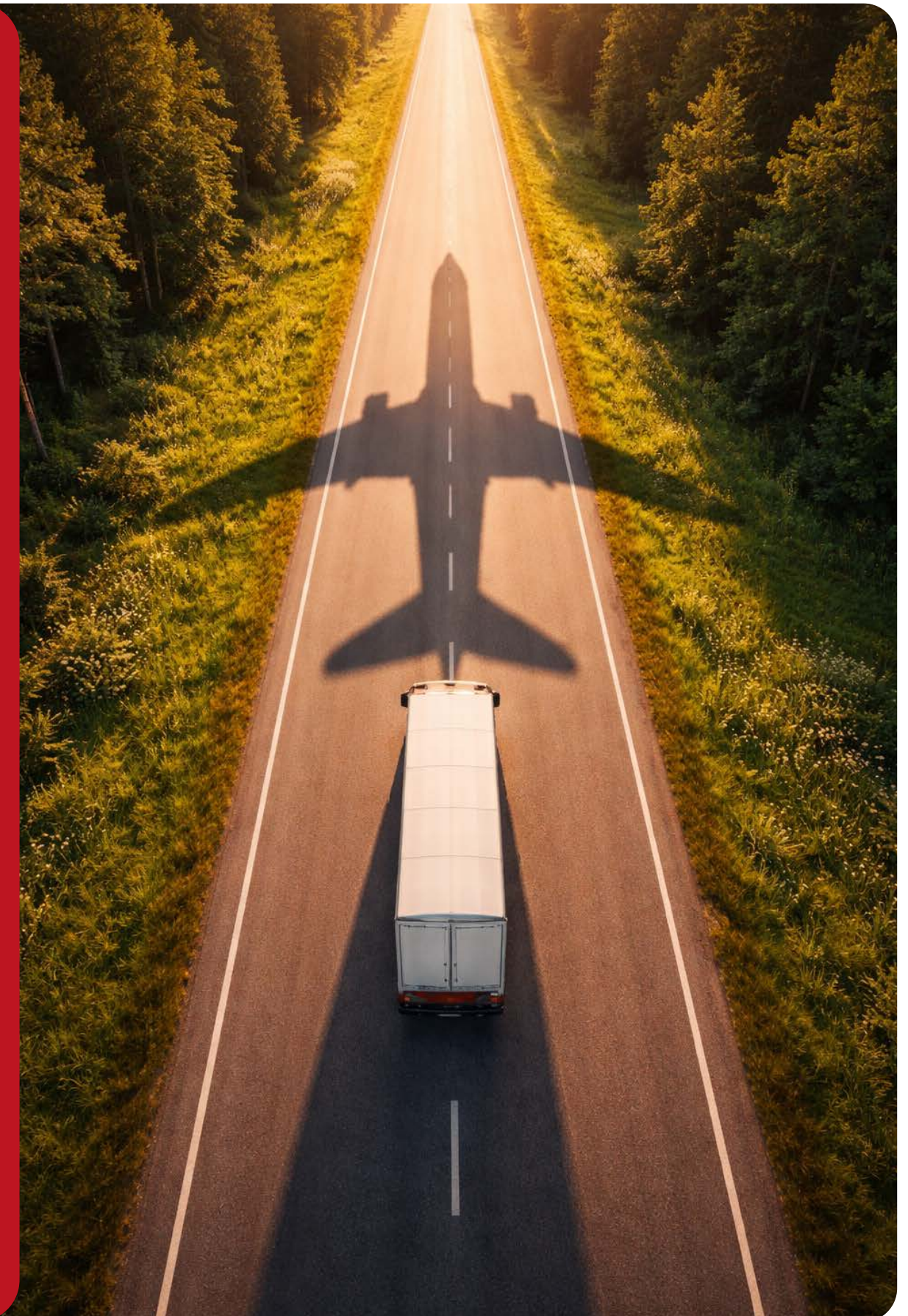
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About the Report

Paket Taşımacılık Sistemleri A.Ş. (PTS) is disclosing its sustainability performance to the public for the second consecutive year through its **2024 Sustainability Report**. This report is designed to communicate our ongoing commitment and efforts toward creating long-term value for all our stakeholders.

The information covering the fiscal period from January 1 to December 31, 2024, has been prepared in accordance with the GRI Standards and includes a comprehensive GRI content index. The report focuses on the company's impacts on the environment, people, society, and its stakeholders, alongside our management strategies for these impacts, ESG (Environmental, Social, and Governance) activities, and overall sustainability performance.

In line with the principles of accuracy and transparency, the data presented in this report has been meticulously reviewed by our internal teams and executive management. For any questions or further inquiries, please contact us at surdurulebilirlik@pts.net to ensure your request is directed to the relevant subject matter expert within our company.



Message from the CEO



Onur Ülseven CEO

Dear Stakeholders,

PTS Worldwide Express began its journey in 1997 with a vision to deliver innovative solutions to the express courier industry. Since our inception, our primary focus has been on optimizing our customers' business processes and maximizing operational efficiency. With over a quarter-century of experience, we continue to place trust and excellence at the heart of every stage of our operations.

As we strengthen our customers' global service networks, we view the climate crisis and its inherent environmental risks as strategic priorities. Guided by our Sustainability Committee and corporate policies, we integrate our deep-rooted industry expertise with global quality standards and environmental sensitivity. In line with this vision and our commitment to transparency and accountability, we are pleased to present our **second sustainability report**, prepared in accordance with GRI standards.

In our reporting journey, which began with 2022 as our base year, our 2024 data clearly demonstrates the company's operational control and commitment to efficiency. Through targeted initiatives in areas under our direct control, we have achieved a significant milestone by reducing our **Scope 1 emissions by approximately 40% and Scope 2 emissions by approximately 25%**. While Scope 3 emissions continue to represent the largest portion of our total footprint—due to our operational growth and the nature of air freight—improving these processes remains at the core of our sustainable growth strategy.

While we continue to mitigate our environmental impact through route optimization and resource efficiency projects across our facilities and fleet, our investments in digital transformation have secured our position among the **top 10 in the IATA Türkiye rankings**. With our broad service portfolio and agile business model, we continue to create value for a diverse range of sectors.

As we move forward with confidence toward a more sustainable future, I would like to extend my sincere gratitude to all our colleagues, customers, and suppliers for their unwavering support on this journey.

Kind regards,

Onur Ülseven, CEO



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About PTS

About the Company

Established in 1997, PTS Worldwide Express is a Türkiye-based logistics and express courier service provider.

Since its inception, PTS has been operating with a mission to deliver shipments to **over 220 countries, driven by the commitment to provide “the fastest service with maximum security, competitive pricing, and innovative solutions.”**

PTS brings a wealth of experience to the e-export sector. Leveraging flexible processes in express courier and cargo transportation, robust digital infrastructures (such as PTS Connect and myPTS integration solutions), and a technology-driven approach, the company focuses on ensuring that shipments reach their global recipients securely, swiftly, and accurately.

PTS offers a diverse range of logistics services by utilizing national and international transportation models, including air, road, sea, and intermodal solutions. Furthermore, with its capabilities in warehousing, customs clearance, and value-added services, PTS manages shipment processes through an end-to-end service model.



In its brand values and corporate culture, PTS prioritizes the following principles:

-  **International experience and global vision**
-  **Time and delivery sensitivity**
-  **Digital-first approach and technological transformation**
-  **Future-oriented and innovative perspective**
-  **Accessibility and customer-centric service excellence**

Since its founding, PTS has played a pioneering role in the industry as one of **Türkiye's first domestic express courier brands**. The company's growth strategy is built upon developing tailor-made solutions, rapid market adaptation, and the continuous enhancement of customer satisfaction.

Through this strategy, PTS Worldwide Express aims to be the strategic logistics partner for businesses seeking to expand their e-commerce sales beyond borders and strengthen their competitiveness in the global market.



Our Business Model and Services

At PTS, we reach an extensive operational network through our global service offerings.

While providing active services in numerous countries with our international transportation capacity, we have established our own agent networks in strategically vital locations, ensuring a more robust, rapid, and reliable framework for our global operations. The following visual illustrates the countries where PTS maintains a direct agency presence—a network that serves as a cornerstone of our global reach, enabling us to deliver consistent service quality across all geographies.

Through our **end-to-end integrated logistics service model**, we provide comprehensive solutions for all our customers' operational needs within a single unified structure.

Our business model is based on a diverse range of services, including the following solutions:

B2B (Business-to-Business) Solutions

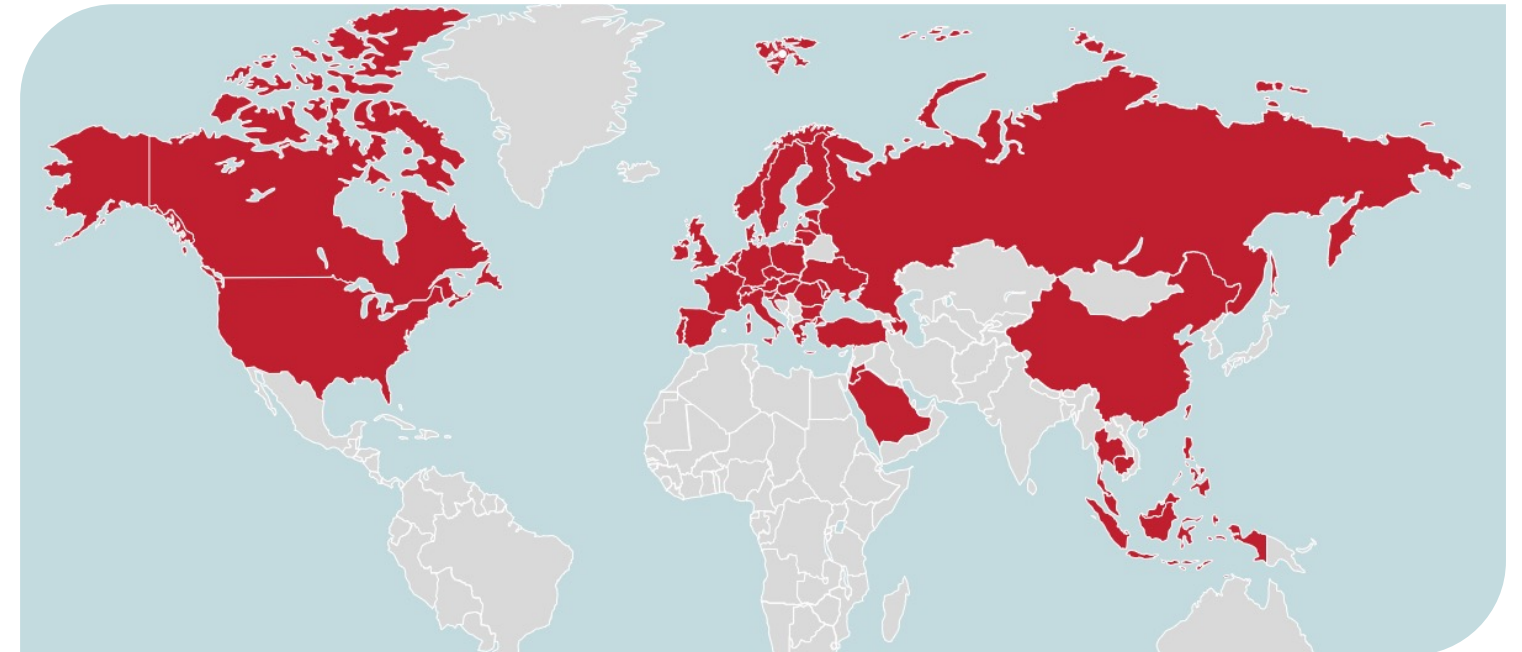
E-commerce Solutions

International Express Cargo Solutions

Fulfillment Services

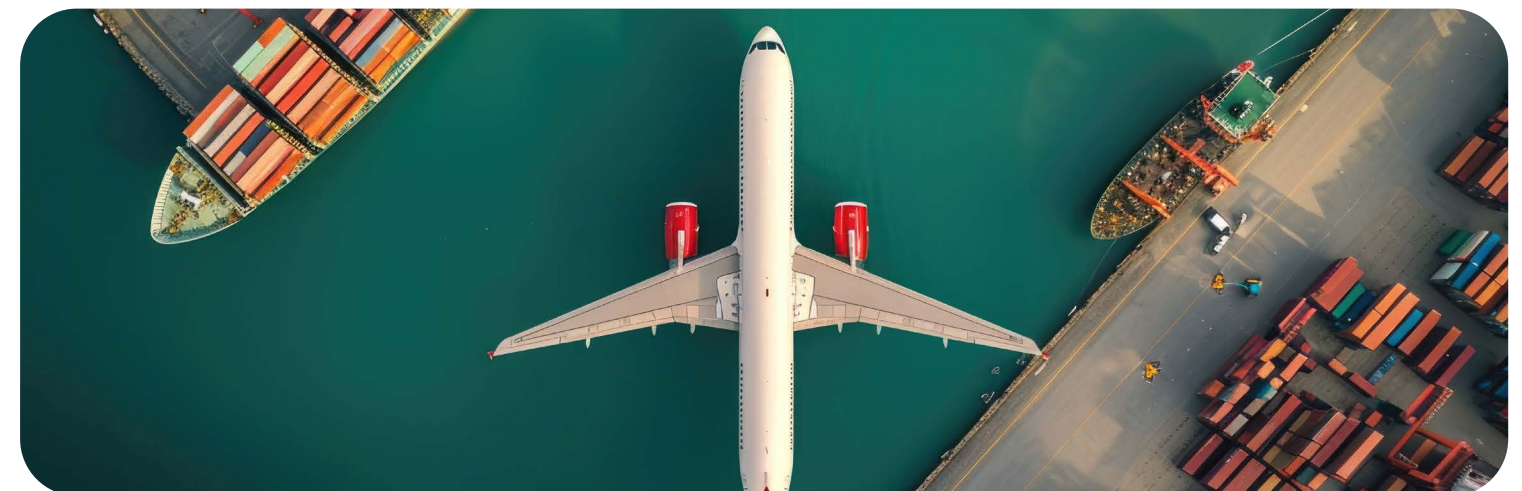
Returns Management

Innovative Products



With our versatile operational capabilities spanning air, road, and sea transportation, we offer fast, reliable, and sustainable solutions while meeting the expectations of diverse sectors through our flexible and scalable services. With **efficiency, digitalization, and environmental responsibility** at the core of our operations, all our services aim to strengthen our customers' supply chains and enhance their global competitive advantage.

With the responsibility of being a leader in our sector, our company actively participates in various national and international sectoral associations and unions. These memberships enable us to follow the best practices in the sector, contribute to the development of sectoral standards, and expand our global business network.



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Sectoral Memberships and Strategic Partnerships

With the responsibility of being a leader in our sector, our company actively participates in various national and international sectoral associations.

In addition, our company also plays an active role in other associations for trade and professional groups.

In this context, we also operate as a **member of UTİKAD's Airline Working Group**. Through these memberships, we directly contribute to the development of our industry, produce innovative solutions, and encourage sectoral collaborations. **We also partner with local courier companies that**

are experts in their fields to provide our customers with fast and reliable deliveries in our domestic and international operations. As a company, we see our relations with these associations and companies as strategic partnerships and aim to pioneer new developments in our sector.

These memberships enable us to follow the best practices in the sector, contribute to the development of sectoral standards, and expand our global business network. The sectoral associations in which our company plays an important role include:



TİM Turkish Exporters Assembly (TİM) and the Service Exporters'



FIATA (International Federation of Freight Forwarders Associations)



IATA (International Air Transport Association)



UTİKAD (International Transport and Logistics Service Providers Association)



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Corporate Governance

Management Structure

The Board of Directors, the highest administrative body of our company, plays a critical role in making strategically important decisions, supervising senior executives, and effectively managing the Company's economic, environmental, and social impacts.

This structure ensures that all company activities are carried out in a responsible and sustainable manner in accordance with our corporate governance principles. **The Board of Directors, under the leadership of the Chairperson, collaborates with senior executives to improve and approve the organization's mission statement, sustainability strategies and associated goals.**

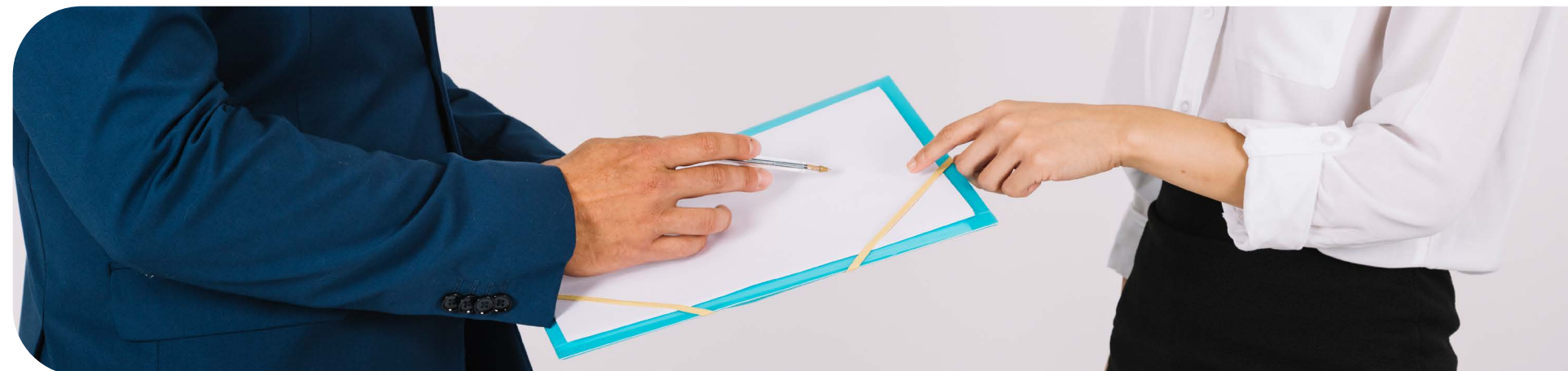
The members of the Board of Directors, who shape the strategic and management approach of the Company, are elected at the ordinary general meetings every three years. **The General Manager is responsible for communicating and resolving critical issues.** Measures are taken to resolve critical issues in line with internal guidelines. Thanks to these methods, our company has established an effective management and leadership structure by setting high standards for the recruitment, assignment, and operations of the top management team. These processes form the foundation of our company's sustainable success and our stakeholders' trust.

Our performance evaluation process aims to assess the activities of the highest administrative body that oversees our company's impact on the economy, environment, and society. This process is carried out with a goal-based approach and specific KPIs. Accordingly, the degree to which our company achieves its sustainability goals is measured objectively.

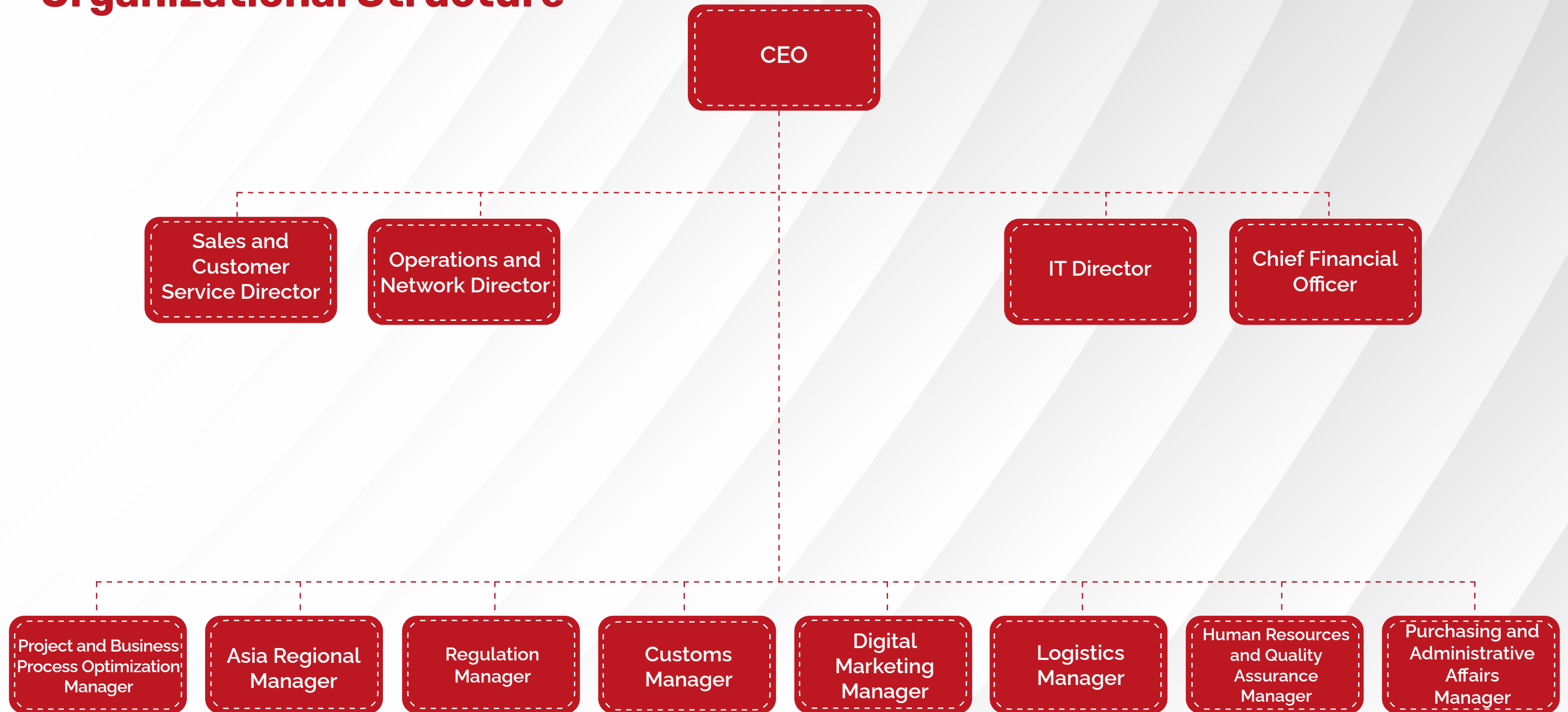


Within the scope of this process, our senior executives are evaluated in line with market conditions and their individual performances. This approach encourages and rewards our executive staff to perform at the highest standards in line with the company's objectives.

Independent and frequent reviews enable us to continuously monitor the performance of our executives and quickly make adjustments when necessary. The steps taken based on the results of the assessments include the restructuring of certain committees to further **strengthen our sustainability-focused efforts and the introduction of additional performance indicators to monitor our environmental impact** in greater detail. These actions reflect our commitment to continuously improve our economic, environmental, and social performance as part of our comprehensive sustainability strategy. This systematic approach ensures that all our organization's activities are built on a sustainable foundation and promotes our long-term success. The Committee incorporates social and environmental impacts as well as economic performance in the Company's overall strategic plan. This enables the Company to realize its sustainability goals more effectively. The Committee consists of managers from different departments, including sales, operations, financial affairs, IT, human resources, procurement, and administrative affairs. The decisions of the Committee come into effect with the General Manager's approval, and the Human Resources department plays a central role in the formulation, implementation, and monitoring of sustainability policies.



Organizational Structure



Sustainability Governance



The Sustainability Committee consists of seven members responsible for effectively implementing and managing our company's sustainability strategies.

These members include the General Manager and the directors and managers of strategically important departments, **aiming to integrate our company's sustainability vision into all organizational levels.** The General Manager and the Sustainability Committee are designated by the Board of Directors to evaluate and approve the sustainability reporting process. The committee will report regularly to the Board of Directors.

The Committee incorporates social and environmental impacts as well as economic performance in the Company's overall strategic plan. This enables the Company to realize its sustainability goals more effectively. The Committee consists of managers from different departments, **including sales, operations, financial affairs, IT, human resources, procurement, and administrative affairs.** The decisions of the Committee come into effect with the General Manager's approval, and the Human Resources department plays a central role in the formulation, implementation, and monitoring of sustainability policies.

The primary duties and responsibilities of the Sustainability Committee include:

- Defining and updating the company's sustainability strategies,
- Developing relevant policies and procedures,
- Monitoring targets and evaluating key performance indicators (KPIs),
- Identifying and managing environmental and social risks,
- Ensuring compliance with legal regulations and international standards,
- Strengthening transparent communication and collaboration with stakeholders,
- Conducting training and awareness-raising activities regarding sustainability.

The General Manager chairs the Committee, and directors and managers of the Company serve as its members. In the absence of the General Manager, the HR and Quality Manager takes over the role. According to the Sustainability Committee's working principles, meetings are held at least once a year, and the agenda focuses on evaluating and updating the Company's sustainability goals. Committee decisions are kept in writing and reported to the General Manager. These Working Principles were published and came into effect on April 13th, 2024, to reinforce our company's commitment to sustainability and to reinforce its relevant pledges with concrete measures.



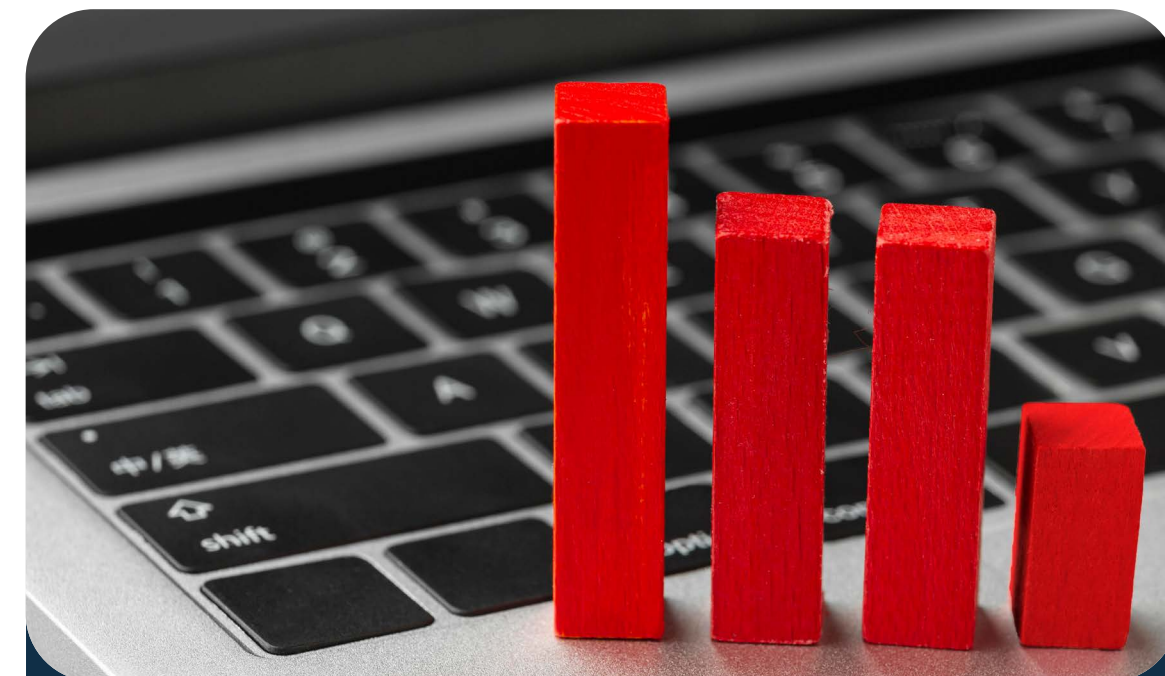
Risk Management

At PTS, we attach great importance to risk and opportunity analysis, a key component in our sustainability strategy.

This analysis allows our company to identify short, medium and long-term sustainability goals and to plan the resources and strategies required to achieve these goals. This process enables our internal and external stakeholders to make informed decisions and is applied in various areas such as investment, supply chain management, product development, and marketing strategies. Through our risk and opportunity analysis, **we identify existing and potential risks, take proactive measures against these risks, and turn market changes and trends into opportunities.** This analysis lets us consider environmental, social, and governance (ESG) factors in achieving our sustainability goals.

Our analysis incorporates various factors such as **legal compliance and environmental regulations, ethics and anticorruption, cybersecurity threats, sustainability reporting, fair labor standards and global economic fluctuations.** This comprehensive approach allows us to enhance our operational excellence, strengthen our market position, and grow sustainably. Accordingly, at PTS, we aim to play a leading role in our industry while fulfilling our commitments to build a sustainable future. In this context, our company develops **strategic plans to manage risks** arising from global economic fluctuations and economic changes in the industry.

Reduced demand for logistics and air transportation services during periods of economic recession is an important risk factor that could affect our company's earnings. Accordingly, there are ongoing efforts to identify and effectively manage a proactive action plan against economic risks. **We are also developing strategies to reduce the dependency of our business model on certain issues and to provide additional guarantees by leveraging insurance services.**



Additionally, our obligation to protect the health and safety of our employees requires compliance with occupational health and safety regulations, particularly those applicable in the air transportation and logistics sectors. Therefore, it is important to provide regular training and briefings on occupational health and safety and to keep safety procedures and emergency plans up-to-date and effective. In addition to ensuring the safety of our employees, **these measures also prevent potential occupational accidents and increase overall occupational safety.**

Climate Risks

The impacts of climate change on our business processes are closely monitored, and potential risks arising within this scope are managed effectively. Regarding short-term impacts, our company is taking important steps to reduce carbon emissions.



The obligations imposed by regulations such as the **Carbon Border Adjustment Mechanism (CBAM)** encourage air transportation and logistics companies to explore ways to reduce their carbon footprint in their service operations and supply chains. In this context, we assess our carbon emissions by examining our current processes and services in detail, organize programs to increase awareness and training on environmental sustainability and carbon emissions throughout the Company, and continuously analyze our compliance with current and future regulations. In this scope, accurately measuring, reporting and submitting carbon emissions to regulatory bodies

creates additional obligations for our company and requires updating existing management systems. This process requires the effective use of our carbon calculation and reporting systems and the accurate measurement and reporting of our carbon emissions using advanced systems and software.

Anti-Corruption

In our plans for the future, we emphasize legal compliance, environmental regulations, internal compliance systems, ethical behavior, anti-corruption, transparent and accountable business processes, measures against cyber security threats, and sustainability reporting.

Furthermore, **employment, fair working conditions, labor rights and the fight against child labor** are considered critical for our company's social profile. In this context, a zero-tolerance policy is planned to be implemented to ensure fair working conditions, protect workers' rights and combat child labor. These policies are an indicator of our company's awareness of our social responsibility and constitute the cornerstones of our sustainable business practices.

PTS takes proactive steps to increase the transparency and accountability of business processes, take measures against cyber security threats, ensure compliance with sustainability reporting standards and encourage

continuous improvement efforts. In addition to these strategic approaches, there are plans to strengthen internal compliance systems, such as ensuring compliance with legal regulations and internal policies, developing training programs, and conducting regular audits. This comprehensive planning and implementation process aims to **strengthen our company's relationships with internal and external stakeholders, enhance the sustainability of our business model, and fulfill our commitment to social responsibility.** Accordingly, our company aims to take a leading role in important social issues such as fair working conditions and combating child labor, pioneering positive change in its industry.

Our current **risk management plan**, integrated into our quality system, encompasses risk factors related to potential corruption vulnerabilities. Within this framework, a systematic methodology is applied to identify and mitigate risks. The process includes:

- Identifying high-risk areas based on historical data and expert consultancy,
- Planning risk prevention and management actions within these identified areas,
- Evaluating existing controls and compliance programs,
- Assessing awareness levels through employee interviews and anonymous surveys.

Anti-Corruption



Our process for identifying and managing risks related to corruption is based on methodologies that include internal audit mechanisms, analysis based on historical data, and expert consulting services. This approach consists of several steps, including **identifying high-risk areas, assessing our existing control and compliance programs, conducting one-on-one interviews with our employees, and conducting anonymous surveys.**



Our anti-corruption processes include the establishment of a **Purchasing and Bidding Commission** for the procurement of goods and services above certain amounts, and these purchases are made according to the principle of majority voting. The members of this commission are selected from independent employees from different departments of the Company, and a legal counsel serves as a full member in each commission. This arrangement ensures that our purchasing processes are based on transparency and fairness. As a result of the strict anticorruption policy implemented in our company, we raise the awareness of our employees by organizing regular training programs and constantly update our policies and procedures through our internal audit mechanisms. We organize periodic meetings to review our anti-corruption policies and make updates in necessary areas. These evaluation meetings allow us to continuously improve our policies and processes.



Our company attaches great importance to legal compliance, and accordingly, reporting of significant legal compliance incidents is an essential component of our company policies. These incidents are rigorously reported and carefully monitored with the details of fines received and not received, alongside the details of potential fines. To date, **there have been no incidents requiring reporting**, and this is confirmed by the absence of any fines paid for non-compliance. During this period, there have been no significant compliance violations, and the Company has not faced any public lawsuits. This highlights our commitment to anti-corruption and legal compliance and the effectiveness of our procedures.

Customer Privacy and Data Security

As PTS, we care about providing quality service to our customers and strengthening the relationship of trust between us. As part of this understanding, we approach the effects on human life of our customer privacy and data protection practices with special sensitivity.

We attach great importance to customer privacy and continuously evaluate the positive and negative impacts of our data protection practices. Our policies on data security and privacy are based on our **Personal Data Protection and Processing Policy and ISO 27001 Information Security Management System Policy**.



Within the scope of this policy, detailed rules that ensure the protection and confidentiality of the personal data of our customers, employees, and business partners have been determined and are actively implemented in all our operations.

Our company's policies within this scope are publicly available on our website and are carefully and rigorously implemented by our employees. With these methods, the rules for the protection and confidentiality of customer data are clearly stated; the compatibility of these rules with the transparency of these processes is guaranteed.

Our company policies and commitments are also supported by a broad and comprehensive Customer Privacy Policy customer privacy, which is based on the protection of personal data. This policy includes our processes for identifying potential negative impacts and proactively managing these impacts with the aim of identifying and preventing any situation that may adversely affect customer privacy.



Customer Privacy and Data Security

Practices to protect customer privacy include measures to enhance data security, such as strong encryption techniques and two-factor authentication.

We have an **incident management protocol** and a response team designed to respond quickly and effectively in the event of a data breach, so that we can act quickly to minimize losses to our affected customers.



Our zero-tolerance policy for ensuring customer privacy and data security plays a critical role in ensuring that there are no breaches in this area. As PTS, the fact that **we have not received any substantiated complaints regarding breach of customer privacy or loss of customer data during the reporting period** is an important indicator that proves the effectiveness of our practices and security measures. Adhering to the principles of trust and transparency, we will continue to cooperate with our stakeholders in line with our sustainability principles. This approach enables us to interact regularly with our stakeholders and effectively provide them with information. This reflects the success of our high standards for security measures and practices aimed at protecting the data of our customers and business partners and ensuring their privacy.



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Sustainability Approach

Sustainability Strategy

“At PTS, we place sustainability at the core of our business model across all our operations. Our objective is to integrate environmental, social, and governance (ESG) responsibilities into our business processes, creating a responsible growth model that both meets today’s needs and adapts to the logistics ecosystem of the future.”

In accordance with the ISO 9001:2015 standard, Risk Management is integrated into our management policies.



This integration enables the effective management of risk identification, preparation of action plans against risk, and the periodic review of these plans. Our company provides services to numerous sectors, and sustainability is a leading factor in our decisions, particularly in packaging procurement. In this context, we prioritize sustainability standards in the selection of our packaging suppliers.

Providing efficient and sustainable logistics solutions for our business partners and customers is one of our main goals.

By continuously improving our distribution processes and establishing **direct routes instead of layovers**, we **increase the efficiency of our route planning efforts and minimize our fuel consumption and carbon footprint**. This strategy not only fulfills our environmental responsibilities but also increases our operational efficiency. Reducing fuel consumption allows us to minimize our impact on the environment, reduce our operational costs, and offer more competitive prices to our customers, contributing to improved service quality. We aim to attain a leading position in our sector by putting sustainability principles at the core of our company's operations.

By prioritizing sustainability principles in our distribution services, we strive to fulfill our responsibilities for the future and leave a healthier world for future generations. We will continue to create value by fostering cross-sector collaborations and minimizing our environmental impact through innovative logistics solutions and sustainable business practices.



Sustainability Policy and Procedures

“Our company adopts a responsible business approach and clearly states its policy commitments within this scope.”

Our policy commitments are based on the basic principles of the United Nations Global Compact, and our company is committed to exercising due diligence in all its operations within the framework of these principles. We proactively apply the principles of prudence and respect for human rights in all aspects of our business. Our company has disclosed its commitment to respecting human rights with the **“PTS Code of Conduct”** document. This document commits to fully adhering to internationally recognized human rights and pays particular attention to at-risk or vulnerable groups.

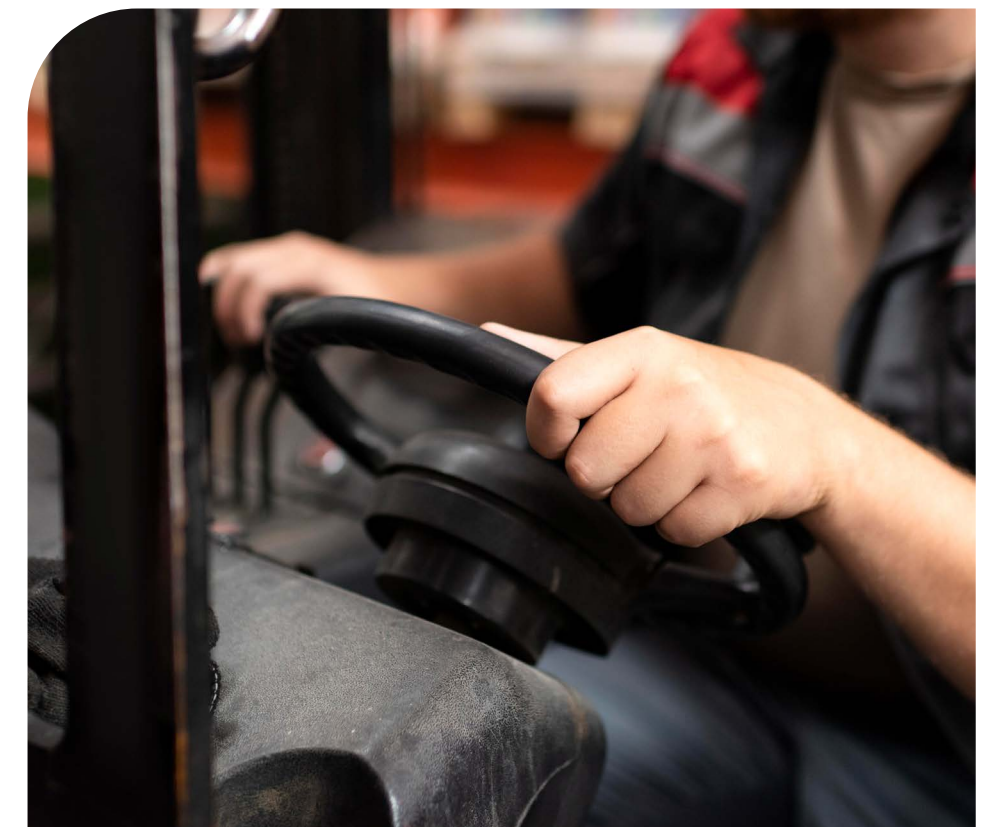
Important documents such as the Universal Declaration of Human Rights, the International Convention on the Rights of the Child, and the International Labor Organization (ILO) Fundamental Principles and Rights at Work form the basis of our commitments. Special measures are taken on issues such as child labor, occupational health and safety, sexual harassment, and discrimination.

The key policies and procedures in effect within our company are as follows:

- ❏ **PTS Code of Conduct**
- ❏ **Anti-Corruption Policy**
- ❏ **Personal Data Protection and Processing Policy**
- ❏ **Information Security Management System Policy (ISO 27001)**
- ❏ **Human Resources Management Procedure**
- ❏ **Emergency Action Procedure**
- ❏ **Supplier Selection, Evaluation, and Procurement Procedure**
- ❏ **Occupational Health and Safety Services Procedure**
- ❏ **Customer Relations Procedure**



Our policy commitments are available to the public on our company’s corporate website, ensuring the transparency and accessibility of our policy commitments. All commitments are approved by our Board of Directors, demonstrating our company’s high-level corporate commitment and approach to responsibility. With these commitments, our company aims to positively impact the economy, environment, and society by promoting sustainable and ethical business practices.



Materiality Analysis and Stakeholder Engagement

Stakeholder Engagement

Our company deeply values stakeholder engagement and takes the necessary steps to manage these interaction processes effectively.

The main purposes of our stakeholder engagement efforts are to collect feedback on our products and services as part of our customer management framework, to ensure compliance with sustainability standards in terms of supplier management, to comprehend legal frameworks in our interactions with governmental organizations, and to conduct social impact assessments in partnership with NGOs. In this context, we follow a structured and extensive roadmap within the **Stakeholder Engagement Plan (SEP)** framework to effectively manage our relations with our

stakeholders. In our organization, the responsibilities of the General Manager include effectively implementing the Stakeholder Engagement Plan, identifying its strategic aspects, and ensuring continuous development and the execution of these tasks.

Our General Manager ensures the integration of the **Stakeholder Engagement Plan** into company policies and its compliance with legislation, guiding our strategies with the general company strategy and vision. Managing interdepartmental collaborations and coordination, keeping the plan up to date, and monitoring performance are also handled by the General Manager. Guided by our General Manager, collecting feedback from our stakeholders and improving our processes in line with this feedback is one of the cornerstones of our company's continuous development principle.



Our feedback mechanisms are designed, reviewed, and improved in accordance with our Stakeholder Engagement Plan to incorporate our stakeholders' feedback. Within this scope, our stakeholders play an active role in periodic reviews and provide us with valuable feedback, creating opportunities for continuous improvement and development.

Stakeholder Engagement



Thanks to this approach, our company can better understand the needs and expectations of our stakeholders and provide them with more effective responses, reinforcing our culture of continuous development and improvement. Our business strategies and activities are shaped by the interaction of various stakeholders, including customers, suppliers, government agencies, and local communities.

Our stakeholders are identified through a detailed **stakeholder mapping process**, accounting for their potential impact on our business and their importance level. Stakeholder mapping is the process of identifying, classifying, prioritizing, and analyzing stakeholders that are critical to an organization. Each stakeholder group is analyzed in detail by examining their relationship with our company, their level of engagement, and their spheres of influence. This systematic approach is designed in **accordance with international standards and based on AA1000SES 2015**. This process is carried out with a participatory approach, utilizing tools such as stakeholder forums, surveys, and interviews to ensure meaningful stakeholder engagement. The type and frequency of stakeholder communication are also considered in the identification of stakeholder engagement levels. The aim of these initiatives is to create a platform where we can listen to our stakeholders and continuously improve our stakeholder relations. We aim to establish a more regular and systematic dialogue with our stakeholders and further improve these efforts with the **v**program launched this year.

As PTS, our main goal is to establish long-term and sustainable relationships that create mutual value with all internal and external stakeholders. The stakeholder relations analysis conducted by PTS identifies stakeholder needs and expectations and the communication method and frequency as follows:

Stakeholder Engagement

PTS INTERNAL STAKEHOLDERS

STAKEHOLDERS	STAKEHOLDER NEEDS AND EXPECTATIONS	COMMUNICATION METHOD	COMMUNICATION FREQUENCY
EMPLOYEES	> Occupational safety and working conditions > Fair wage and benefits > Career development opportunities > A work environment that respects human rights	> Internal communication platforms (e.g. intranet) > Regular meetings and workshops > Email announcements > Performance appraisal interviews	Daily: Email announcements, meetings Monthly: Internal newsletters, performance meetings Annually: Performance appraisal interviews, general briefing meetings
EXECUTIVES	> Sustainable growth of the company > Risk management > Implementation of corporate governance principles > Employee performance	> Strategic planning meetings > Internal reporting systems > Performance appraisal interviews	Weekly: Internal workflow meetings, departmental meetings Annually: Annual general evaluation meetings
AFFILIATES AND SUBSIDIARIES	> Strategic guidance > Operational improvements > Risk management and compliance > Technology and innovation	> Board meetings > Written communication > Collaboration platforms > Visits and face-to-face meetings	Monthly: Executive Board meeting As required: Collaborations, financial reports Annually: General assembly meeting
INVESTORS AND SHAREHOLDERS	> Transparent financial reporting > Profitability and increased value > Sustainable business strategies > Building a good company reputation	> Annual general meetings > Monthly board meetings > Financial reports	Annually: Executive Board meeting Monthly: General assembly meeting

Stakeholder Engagement

PTS EXTERNAL STAKEHOLDERS

STAKEHOLDERS	STAKEHOLDER NEEDS AND EXPECTATIONS	COMMUNICATION METHOD	COMMUNICATION FREQUENCY
CUSTOMERS	> Product safety > Reasonable prices > Good customer service > Adherence to time schedules > Fulfilling legal obligations	> Customer service and call center > Surveys and feedback forms > Social media channels > Website announcements > Regular product updates	Daily: Phone calls Monthly: Email newsletters, campaign announcements Annually: Customer satisfaction surveys
SUPPLIERS AND OPERATIONAL POSITIONS	> Fair and timely payment > Occupational safety and health > Sustainable and ethical business approach > The company's fulfillment of its responsibilities	> Supplier portals and platforms > Regular business meetings > Email communication > Supplier evaluations and meetings	Periodically: Briefings on operational status, production procurement meetings, financial status reports, strategic planning meetings
FINANCIAL INSTITUTIONS	> Loans and financing relations > Proper financial management > Compliance with payment obligations	> Loan and financial report meetings > Email and official correspondence > Regular submission of financial reports	As required: Financial status reports, loan and debt status reports
ASSOCIATIONS AND MEMBERSHIPS	> Sectoral partnerships > Compliance with standards > Contribution to industrial development	> Sectoral conferences and fairs > Membership meetings > Regular newsletters and reports	Monthly: Sectoral reports, meetings Annually: General assembly and evaluation meetings
PUBLIC AUTHORITIES	> Full compliance with legal regulations and tax obligations > Contribution to employment and economy > Social responsibility and compliance with environmental regulations	> Official correspondence and reports > Legal and regulatory meetings > Public announcements and press releases	Monthly: Tax and fiscal reports Annually: Legal obligation reports, permit and license renewals

Materiality Analysis

At PTS, we consider the impact of our operations to be a key factor in determining our corporate governance strategy. Every year, our company analyzes the priorities of all stakeholders across the value chain and identifies risks and opportunities through materiality surveys. Combining internal and external perspectives, our company aims to develop a comprehensive and effective sustainability strategy that addresses our business processes as well as our community and the environment. Our company also strives to understand and meet stakeholder expectations on sustainability-related thematic issues. As part of our diligent sustainability approach, we engage closely with stakeholder groups. These groups, which are identified in accordance with AA1000 standards, are carefully selected among individuals who are most affected by our sustainability activities or who may be affected by them. Topics are identified on a sector-specific basis using **competitor analysis results and ESG frameworks (GRI, WEF Global Risk Report, MSCI, SASB)**.



Our material topics:



Greenhouse gas emissions



Occupational health and safety



Anti-corruption



Procurement practices



Customer privacy



Energy management



Materials



Recruitment and talent management



Waste management

Through surveys, our stakeholders assess the importance of these topics for our company, giving us the opportunity to further strengthen our sustainability strategy in line with the results. Survey outputs consisting of **158 responses** from different stakeholder groups were incorporated into internal decisionmaking processes.

This participatory method helps us understand and respond to our stakeholders' views and needs related to sustainability, enabling us to take concrete steps that contribute to our sustainable success. Each material topic is rated by our stakeholders on a scale of 1 to 5, giving us a clear picture of the areas that need more attention. With this process, our company reinforces its sustainability commitments and aims to move beyond adapting to the rapid changes in the business world.

Our material topics identified for the reporting period are divided into two categories: **high priority and very high priority**. These topics are mainly concerned with governance and environmental performance. **The Materiality Analysis** plays a key role and serves as a guide for setting our strategic goals, allocating resources efficiently, and meeting stakeholder expectations. This analysis contributes to shaping our sustainability strategy and improving our company's sustainability performance by effectively identifying priorities.

Materiality Analysis

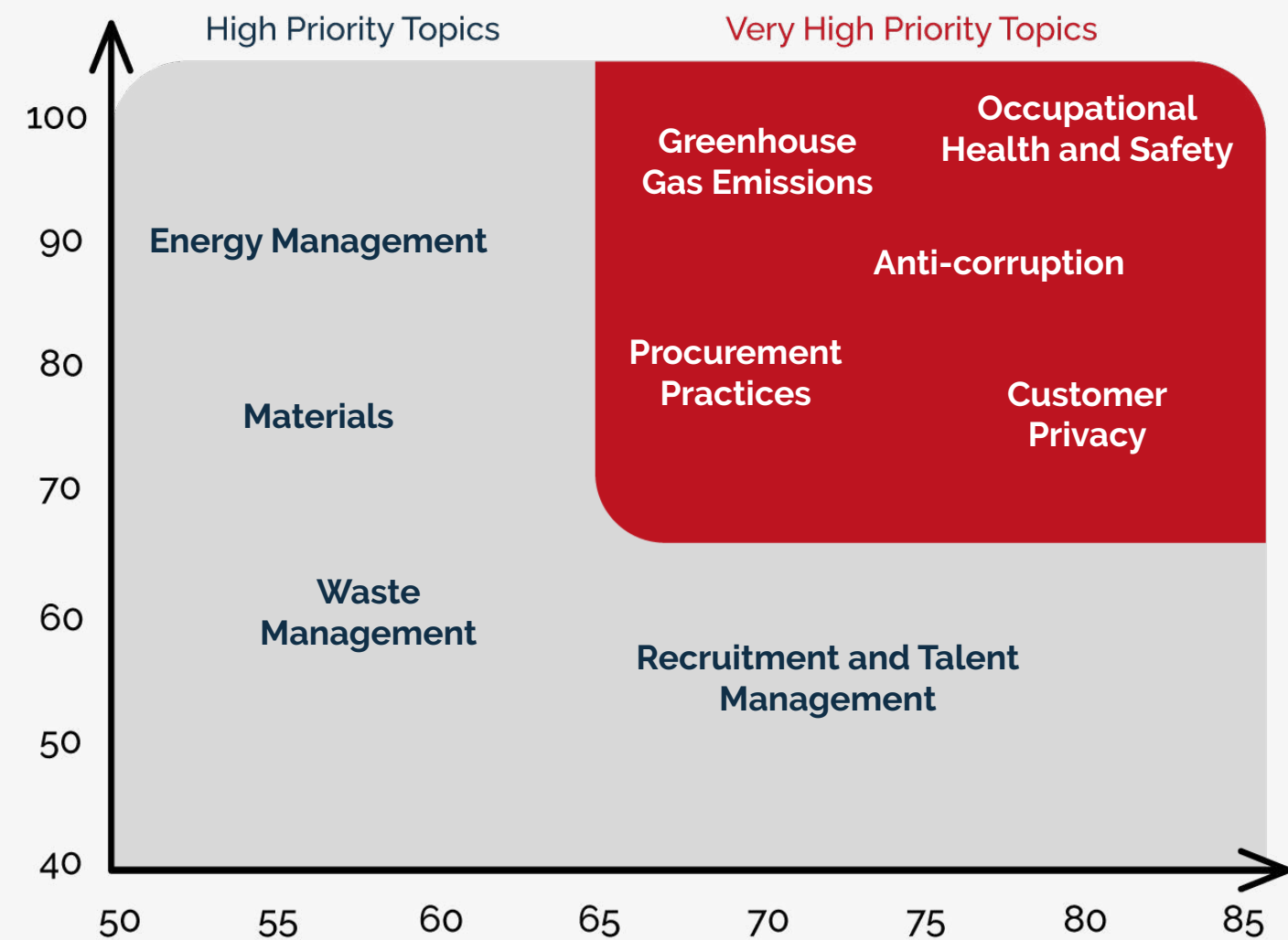


- Greenhouse Gas Emissions
- Occupational Health and Safety
- Anti-corruption
- Procurement Practices
- Customer Privacy



- Energy Management
- Waste Management
- Materials
- Recruitment and Talent Management

Stakeholder Opinions & SDGs & Trends





Our Sustainability Goals

Focus Area	Target Title	Target Description	2024 Performance	Base Year	Target Year	Supported SDGs
GOVERNANCE	Sustainability Budget	Increasing the budget allocated for environmental and sustainability initiatives by 5%.	Efforts continue with a focus on eco-friendly products and recycling projects.	2023	2027	SDG 12, SDG 13
GOVERNANCE	R&D Investment Rate	Increasing R&D investment by 5% to develop innovative solutions.	R&D activities continue at our Technopark office with a focus on innovative projects.	2023	2028	SDG 9
ENVIRONMENT	Scope 1 Emission Reduction	Reducing Scope 1 emissions by 20% by 2035.	Scope 1 targets are being advanced through	2023	2035	SDG 13
ENVIRONMENT	Scope 3 Emission Reduction	Reducing supply chain-related emissions by 10%.	Investments in hybrid and electric vehicles are in the planning phase.	2023	2028	SDG 13
ENVIRONMENT	Waste Reduction & Recycling	Significantly reducing waste generation and increasing recycling rates by focusing on efficient waste segregation.	Operational processes with a major client were streamlined; waste was significantly reduced.	2023	2025	SDG 12
ENVIRONMENT	Waste Audit	Achieving minimum landfilling through annual waste audits and continuous process improvement.	Shifted from landfilling to a "direct delivery" model through collaboration with local authorities.	2023	2026	SDG 12



Our Sustainability Goals

FOCUS AREA	TARGET TITLE	TARGET DESCRIPTION	2024 PERFORMANCE	BASE YEAR	TARGET YEAR	SUPPORTED SDGs
ENVIRONMENT	Electric/Hybrid Fleet Share	Increasing the share of hybrid or electric vehicles within the fleet to 10%.	Hybrid vehicles are planned for use in upcoming vehicle lease agreements.	2023	2027	SDG 13, SDG 11
ENVIRONMENT	Maritime Transport Share	Prioritizing maritime transport, which has lower average carbon emissions compared to road and air.	New business models are being developed; staff dedicated to this area increased from 1 to 2.	2023	2033	SDG 13
SOCIAL	Corporate Social Investment	Increasing the total amount of social investment by 5%.	Planning is underway for collaborations with various NGOs and sports events.	2023	2028	SDG 11, SDG 17
SOCIAL	OHS Training Rate	Increasing the percentage of Occupational Health and Safety (OHS) training by 2%.	Goal Achieved through practical training sessions and emergency drills.	2023	2025	SDG 3, SDG 8
SOCIAL	Accident Frequency Reduction	Reducing the accident frequency rate by 10%.	Accident rates decreased due to the simplification of the operational model; improvements continue.	2023	2028	SDG 3, SDG 8
SOCIAL	Employee Turnover Rate	Reducing turnover to 1% and increasing the ratio of employees with 5+ years of service by 2%.	Goal achieved.	2023	2025	SDG 8



Our Sustainability Goals

Focus Area	Target Title	Target Description	2024 Performance	Base Year	Target Year	Supported SDGs
SOCIAL	Internal Promotion Rate	Increasing the internal promotion rate by 2% to strengthen employee engagement.	Goal achieved.	2023	2025	SDG 8
SOCIAL	Female Employment Rate	Increasing the percentage of female employees by 1% as part of equal opportunity policies.	Goal achieved.	2023	2025	SDG 5
SOCIAL	Female Manager Ratio	Increasing the ratio of women in management positions by 10%.	Goal achieved.	2023	2025	SDG 5
SOCIAL	Training Hours	Increasing total employee training hours by 5%.	Efforts to increase training hours per employee through process improvements are ongoing.	2023	2028	SDG 4, SDG 8



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Operational Sustainability

Sustainability in Our Supply Chain

Our company's supply chain includes the process from when we receive the cargo from the customer to its final delivery.

This process includes preparation of the cargo accepted from the customer for flight, export customs clearance procedures, transfer abroad, customs clearance procedures in the destination country and final delivery. All these stages are carried out through specific suppliers and service providers, and transportation operations are mainly carried out by air, with road preferred for local deliveries. Our company's procurement practices contribute positively to local economies by procuring all our materials from local sources and dividing our purchases among different suppliers in accordance with our fair trade principles.

In our selection of suppliers, **we prioritize suppliers that use electric vehicles** as part of our commitment to environmental sustainability, **thus aiming to reduce our carbon footprint.**



Sustainability in Our Supply Chain



Our processes all rely on domestically sourced procurement and require the purchase of products and services from corporate

businesses in accordance with legal requirements and our ISO 9001 obligations. In this sphere, regular supplier evaluations ensure that we work with the highest scoring suppliers and avoid negative impacts and legal issues. These studies and regulations have resulted in improvements that led to the use of environmentally friendly raw materials. These improvements were shared with non-governmental organizations and local governments, contributing to the development of new policies. As a company, we have defined our suppliers in Türkiye as **“local suppliers”** and have identified our key operational locations throughout the Company as areas that contribute 30% to turnover and employ more than 40 employees. This strategic approach both supports environmental sustainability and contributes significantly to local economies.



In 2024, a significant improvement was achieved in our supply chain efficiency through a digital transformation project implemented in an operational process for a large-scale client. Within the scope of the project, operational locations were restructured, and transport distances were optimized, leading to a reduction in both costs and emissions.

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Through the integration of digitalization solutions, labor requirements were managed more effectively. This initiative stands out as an exemplary best practice in terms of both efficiency and environmental impact, aligned with our sustainable logistics targets.

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Supply Chain Audit

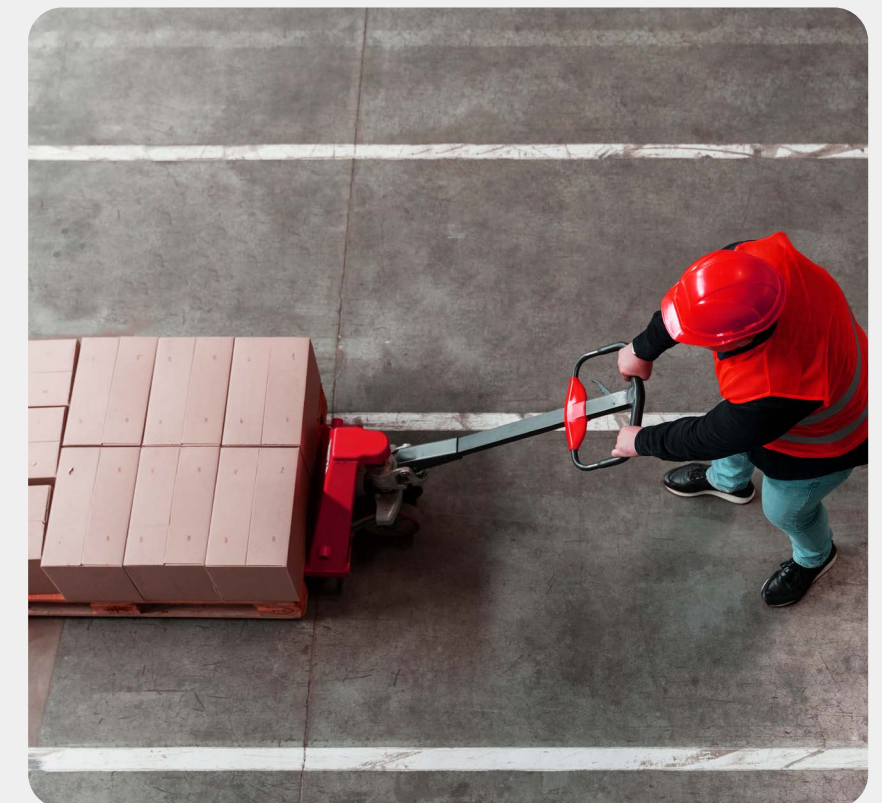
Our company also **conducts social assessments throughout the supply chain.** Apart from economic and environmental impacts, these assessments have especially significant impacts on human rights. Through these activities, we aim to achieve positive impacts such as identifying human rights violations in our supply chain, improving working conditions, and raising social standards. However, considering that the activities of some suppliers may lead to unintended consequences in the areas of environmental and social responsibility, efforts are also carried out to identify and improve such situations through processes of continuous monitoring and evaluation.



Within the framework of business relationships with certain suppliers, there are situations where some issues may arise, such as working conditions or environmental challenges. In this context, our company applies a rigorous policy for suppliers that are expected to meet certain standards in our supplier social assessments. Our policy requires suppliers to respect human rights, improve working conditions, support environmental sustainability and fulfill social responsibilities.

In supplier selection stages, **in accordance with our procurement procedures, we collaborate with companies that can adopt and implement environmental sustainability, respect for human rights, ethical trade principles and sustainable environmental policies.** Our risk management plan covers all our procurement processes, and new improvements and commitments are requested from suppliers through regular evaluations.

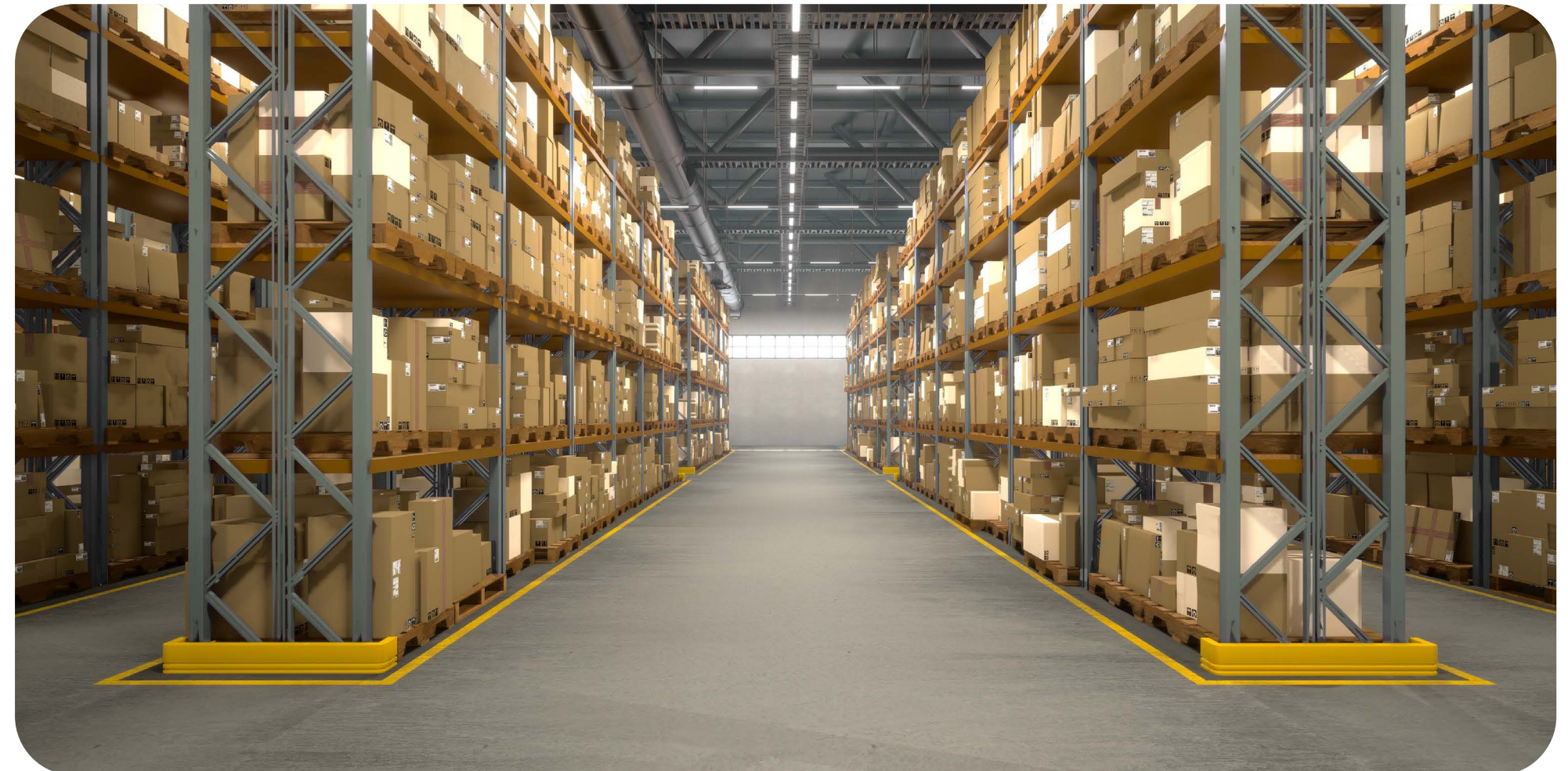
Supplier performance is continuously monitored with the KPI targets in our performance management system, and our policies and procedures are reviewed and improved based on this feedback. To reduce and prevent negative impacts, various actions like regular audits, organizing training programs and creating improvement plans are also carried out with suppliers. These actions aim to help our suppliers develop and improve their capacities.



Supply Chain Audit

Interaction with stakeholders is critical to ensure our processes maintain transparency and open communication. This interaction contributes to increasing trust and developing more effective partnerships. During the reporting period, our company attached great importance to social responsibility criteria in supplier selection and evaluation processes. All new suppliers were screened using carefully examined social criteria on issues such as labor rights, occupational health and safety, child labor, and forced or compulsory labor. In this process during the reporting period, all our new suppliers were subjected to a detailed evaluation based on these social criteria. We have also been proactive in identifying and taking measures to address negative social impacts in our supply chain, and **the number of suppliers assessed for social impacts has increased from 8 to 27.**

	2022	2023	2024
Number of Suppliers Assessed Based on Social Criteria	8	19	27



During this assessment process, no serious social problems such as child labor, poor working conditions, or forced labor were identified in our supply chain, and the effectiveness of the implemented policies and actions were proven. The effectiveness of our company's applied social responsibility standards in supplier management processes and the success of the steps we take to minimize negative impacts are demonstrated by the fact that our evaluation process did not reveal any supplier with significant actual or potential negative social impacts among our suppliers and that there was no need to terminate any supplier relationship due to social impacts.



Our Digital Solutions and Innovation

To reinforce our innovative approach and pioneering position in the sector, our company has obtained trademark registrations from the Turkish Patent and Trademark Office for various products and services. Our registered trademarks include **"MY PTS" (Paket Shop)**, **"PTS EXPRESS"**, **"PTS FLEX"**, **"PTS NAR"**, **"PTS Smart"**, **"PTS"**, and **"PTS Mail"**. These trademark registration certificates reflect the unique value of our company and the quality of the services we provide, while offering a unique product range that differentiates us from industry competitors. Our registered trademarks significantly increase the brand value of our company and enhance our quality of service, operational capabilities, and competitiveness. In this way, we reinforce our achievements with positive feedback from our customers and other stakeholders in the sector. Our trademark registrations contribute to our competitive advantage by strengthening our company's position in the sector. In addition, these trademark registrations make a significant contribution to our company's sustainability strategy.

Continuous development and new regulation studies are carried out for each registered product, ensuring that our products remain unique in the market and maintaining our innovative perspective. Our continuous innovation and development efforts have a direct impact on sustaining our success and customer satisfaction, enabling our company to play a leading role in the sector. Accordingly, we aim to increase our investment in R&D by 5% to develop new and innovative solutions.



Our Digital Solutions and Innovation

The digital solutions we have introduced to the sector, and in particular our platforms such as myPTS, PTS Connect and API, are of great importance for our company in terms of sustainability and efficiency.



Through these platforms, we receive customer information directly and transmit it to the final distributor, increasing operational efficiency in this process. Because data communication between customers and end distributors occurs digitally, we have achieved a significant reduction in the consumption of printed paper. This not only saves costs but also reduces our environmental footprint. Our IT department actively uses these and similar sustainability-oriented technologies with the aim of reducing operational impact. In this regard, **our route optimization projects** stand out. These projects allow us to plan the routes of our vehicles more effectively, preventing unnecessary fuel consumption and reducing our carbon emissions. These efforts reflect our commitment to a sustainable business

model and demonstrate our dedication to fulfilling our environmental responsibilities.

Overall, our trademark registrations and digital platforms support **our innovation-driven growth strategy** while contributing directly to our operational excellence and sustainability targets. Within this scope, all our digitalization and technology investments serve to build a more efficient, eco-friendly, and competitive business model, positioning our company among the key players shaping the future of the industry.



Our Customer Satisfaction Management

Our company adopts a management approach that places customer satisfaction at the heart of all our operations.

In this context, we hold the ISO 10002 Customer Satisfaction Management System certification and conduct our feedback processes in strict adherence to the requirements of this international standard. Through **the procedures, guidelines, and recording mechanisms established under ISO 10002**, we systematically ensure that customer complaints are handled promptly, root cause analyses are conducted, and corrective actions are effectively implemented.



To guarantee the quality of the services we provide to our customers, we manage an extensive vehicle fleet that supports our logistics operations and complies with high environmental standards. This fleet consists of commercial vehicles specially selected for different types of shipments and products. As part of our sustainability approach, all vehicles in our fleet are selected and equipped in accordance with environmental standards. Our vehicles are equipped with technologies that reduce exhaust emission values by using **DPF (Diesel Particulate Filter)** and fuels with AdBlue. These measures help reduce our impact on the environment while increasing our operational efficiency and service quality.



All our vehicles undergo annual environmental compliance inspections, certifying their compliance with sustainability standards. This diversity and capacity allow our company to offer a variety of transportation and logistics services to our customers, while maintaining a sustainable operational model. This approach helps us retain our competitive advantage in the industry and fulfill our environmental responsibilities for a sustainable future.

Our Customer Satisfaction Management

As PTS, our warehousing services are exclusively in Türkiye. Our operation centers in our country are critical especially for our logistics operations rather than traditional warehousing services.

Our company's **operation centers are spread over an area of approximately 5000 square meters in total** and are located at 2 different addresses. These large areas are used to receive international shipments, manage outbound operations, and complete processes such as printing agency labels, measuring and weighing operations, and load shipments. These operational processes play a key role in enabling our company to provide an effective and efficient logistics service. **Our warehousing services and operation centers are open to continuous improvement in terms of sustainability.** We believe that we have the potential for further improvements and optimizations, especially in waste management and energy use, and we continue our efforts in this regard. In this context, we are working on strategies that aim to reduce our environmental impact and make our operational processes more sustainable. We believe that these initiatives will not only help us fulfill our environmental responsibility, but also improve our operational efficiency and move us towards a greener and more sustainable business model.

Our company has different transportation models, including air, sea and road, to offer our customers a variety of transportation options. This variety enables us to provide flexible and efficient logistics solutions tailored to our customers' needs.



Our sustainability strategies in the transportation sector include measures to reduce environmental impact. In this sphere, **we aim to emphasize maritime transportation**, which generates lower average carbon emissions than road and air transportation. Preferring maritime transportation is directly in line with our company's goal of reducing its environmental footprint and allows us to offer our customers a greener transportation alternative. This approach is one of the steps we take to contribute to a sustainable future and put environmental sustainability at the center of our business operations. As a company, we are constantly reviewing and improving the sustainability strategies in our transportation models.

All our efforts toward customer satisfaction are centered around the objectives of enhancing service quality, ensuring operational efficiency, supporting environmental impact reduction, and providing sustainable logistics solutions to our clients. This approach strengthens our competitive advantage in the sector and reinforces our commitment to delivering reliable, effective, and environmentally conscious services to our customers.



Our Environmental Impact Management

Environmental Management



“ Another practice among our waste management activities is the transformation of our waste into flooring materials for playgrounds. In this regard, a project was implemented in 2023. ”

Our company adopts an **approach that prioritizes sustainability and environmental responsibility throughout the supply chain.** Within this framework, environmental assessments of our suppliers are of great importance, and their use of recyclable raw materials contributes positively to the economy, environment, and human rights. However, negative impacts on the environment have been identified in areas such as the emissions of commercial vehicles used in transfer processes in the supply chain and the management of packaging waste. In order to eliminate these negative impacts and ensure continuous improvement, we plan corrective actions in partnership with our suppliers.

Our company policy and ISO audits clearly define the environmental standards that our suppliers must meet. These standards are more than a commitment; they represent our responsibilities that must be fulfilled. To prevent potential negative impacts, we regularly conduct supplier audits, collaborate with suppliers to take corrective actions for the identified negative impacts, and encourage the use of green technologies. We use KPIs such as human rights, waste management efficiency, and social compliance to monitor the effectiveness of this process. Feedback from our stakeholders allows us to continuously improve our supply management system and enables our suppliers to advance their business models according to innovative criteria.

As a result of our negotiations with our supplier which converts our waste, we will continue to collaborate with our suppliers to increase activities in this field. Negative impacts identified include the use of inappropriate packaging, exhaust emissions above standard and inappropriate management of manufacturing waste. **To address these issues, the Company aims to encourage the use of biodegradable products and to increase the share of hybrid or electric vehicles in the fleet to 10% through investments in hybrid or electric vehicles.**

Environmental Management

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Water consumption at PTS is limited to office activities, as our operational processes do not involve water usage.

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Through the implementation of sensor-controlled faucets in our offices, unnecessary water consumption is prevented and resource efficiency is enhanced. In 2024, a total of **1,503 m³ of municipal water** was consumed across the company, resulting in approximately 1,353 m³ of wastewater.

Our company adopts and promotes sustainable and environmentally friendly transportation solutions through various methods like shuttles or car sharing, alternative communication methods such as telephone, video and web conferences, initiatives to encourage employees to use public transportation, plans to cycle to work, and the preference or purchase of environmentally friendly vehicles for staff.



In general, our environmental management practices are carried out holistically, aligned with the goals of mitigating negative impacts within our supply chain, increasing resource efficiency, and promoting the adoption of sustainable technologies. Through our systematic audit mechanisms, stakeholder engagement, and continuous improvement approach, we aim to advance our environmental performance every year; adopting a responsible business model that contributes to a sustainable future.

Emissions Management

Our company takes important steps to reduce greenhouse gas emissions and ensure environmental sustainability with energy efficiency projects.

These efforts both contribute positively to the environment and reduce costs by increasing the efficiency of our services, which in turn contributes to our economy. However, we are aware of potential emission increases along the supply chain and are careful in assessing our environmental impacts.

The transportation vehicles and logistics processes used to transport our products have a significant impact on our carbon emissions. Therefore, **we are developing new policies to reduce greenhouse gas emissions in line with international standards, accounting for factors that increase emissions, such as long-distance and air transport, and reducing our fuel consumption and thus our carbon footprint by optimizing our distribution routes and opting for direct flights.**

We have invested in renewable energy sources in our operations, initiated a carbon offset program, and collaborated with our suppliers to reduce Scope 3 emissions. Steps have been taken to reduce our greenhouse gas emissions, including investments in renewable energy sources, improving energy efficiency, reducing waste, and switching to more sustainable materials. Another part of this strategy is the implementation of policies encouraging our employees to use environmentally friendly transportation options.



We have defined key performance indicators (KPIs) to monitor the effectiveness of our emission reduction initiatives. These KPIs include our total greenhouse gas emissions, greenhouse gas emissions per production unit, rate of renewable energy utilization, and energy efficiency improvements. By regularly tracking these indicators, we carefully monitor and evaluate our progress towards achieving our emission reduction targets.

Because our main activity is distribution services which utilize transportation services while shipping products to many destinations around the world, the emission intensity arising from our product supply chain stands out as an important issue.

Emissions Management

Greenhouse Gas Emissions

Our greenhouse gas (GHG) emission results clearly demonstrate PTS's high capability in managing its operational efficiency and achieving tangible success in areas under its direct control.

Compared to the 2022 base year data; we have achieved a 41% reduction in our Scope 1 emissions and a 26% reduction in our Scope 2 emissions. These double-digit decreases in our direct and indirect energy consumption confirm the effectiveness of our efficiency-oriented management strategies.

However, due to the nature of our activities—characterized by the intensive use of air freight—and the continuous growth of our operations, the Scope 3 category constitutes the largest portion of our total emission volume. The successful management discipline demonstrated within our own operations will serve as a foundation for our Scope 3-focused strategies in the upcoming period.

Playing a central role in our efforts to reduce the carbon footprint across the supply chain, this area remains our primary priority in terms of strengthening supplier collaborations and focusing on innovative solutions in logistics processes.

Table Note: Due to PTS's service-oriented business model, activities under **Categories 8, 10, 11, 13, 14, and 15** have been excluded from the reporting boundaries in accordance with the 'Irrelevance' criterion.

Greenhouse Gas Emissions (tons CO ₂ e)	2024
Scope 1 (Direct Emissions)	363
Scope 2 (Indirect Energy Emissions)	83
Scope 3 (Other Indirect Emissions)	35,158
Category 1: Purchased Goods and Services	1,139
Category 2: Capital Goods	1,611
Category 3: Fuel- and Energy-Related Activities	87
Category 4: Upstream Transportation and Distribution	32,277
Category 5: Waste Generated in Operations	0.33
Category 6: Business Travel	4.7
Category 7: Employee Commuting	22
Category 8: Upstream Leased Assets	-
Category 9: Downstream Transportation and Distribution	6.8
Category 10: Processing of Sold Products	-
Category 11: Use of Sold Products	-
Category 12: End-of-Life Treatment of Sold Products	9.5
Category 13: Downstream Leased Assets	-
Category 14: Franchises	-
Category 15: Investments	-
Total	35,604

Greenhouse Gas Emissions

Our company places supply chain management at the center of its efforts to reduce its carbon footprint and includes it among its strategic priorities. The KPIs we have set in this context include:

-  Developing a reliable monitoring and reporting system to effectively identify and monitor emissions,
-  Identifying areas where reductions are possible by creating an emissions inventory
-  Preparing action plans to limit high-impact emission sources,
-  Saving fuel consumption through warehouse layout strategies,
-  Reducing supply chain-related emissions by **10%** in the next **5 years**.

 **We have already achieved our target of reducing Scope 1 emissions by 20% by 2035, by reaching a 41% reduction in 2024.**

In 2024, a comprehensive route optimization was carried out for personnel shuttles to reduce the environmental impact of our employee transportation services and to increase operational efficiency. The analyses revealed that shuttle vehicles were operating at low occupancy rates; accordingly, shuttle routes were redesigned, and the number of vehicles was reduced. Through this initiative, fuel savings were achieved, and operational costs were optimized. As a part of PTS's sustainability approach, route optimization serves as a permanent improvement that encourages the efficient use of resources and reduces our environmental footprint.



Energy Management

At our company, energy management and efficiency are cornerstones of a holistic approach that encompasses economic success, environmental responsibility, and social justice.

This approach plays a critical role in achieving our sustainability goals. With an awareness of the economic, environmental, and social impacts of our energy consumption, we strive to minimize negative effects and maximize positive contributions. Our energy use, especially through the consumption of liquid fuels and electricity, increases greenhouse gas emissions and has negative impacts on the environment. This has led our organization to take proactive measures to minimize our environmental footprint and improve energy efficiency in our business operations. In this regard, **our policies and commitments to reduce energy consumption include investing in energy-efficient equipment and raising employee awareness on energy conservation.** In addition to reducing our company's environmental impact, these strategies also increase our economic efficiency and market competitiveness.

We continuously monitor and evaluate our energy consumption performance. We measure the efficiency of our energy consumption with KPIs such as kWh per unit of product produced.



These measurements prove the effectiveness of investments in energy-efficient technologies and energy management systems. By evaluating the success of the measures we take with these indicators, we shape our strategies towards our goal of continuous improvement in energy efficiency.

Engagement with our stakeholders is vital in this process. **Through the focus groups we organize to explore ways to further reduce our energy consumption, the feedback we receive from our stakeholders shapes our policies and practices.** As a company, we envisioned reducing our energy consumption by introducing practices that will make it easier for our employees to work flexibly, maintain work-life balance, and reduce traffic congestion. To achieve these goals, we are actively working within the Company to further improve these policies and practices that are specific to certain employee groups and time periods. In addition to increasing **our energy efficiency**, these efforts also positively impact employee satisfaction and social welfare. In this context, our company's approach to energy management and efficiency is a reflection of our environmental responsibility, economic goals and social commitments. This holistic approach supports our goal of contributing to a sustainable future while also contributing positively to the long-term success of our company.

Energy Indicator	Unit	2024
Natural Gas Consumption	m ³	38,128
Diesel (On-Road)	liter	84,514
Diesel (Off-Road)	liter	1,656
Gasoline (On-Road)	liter	36,438
Electricity Consumption (Location-based)	kWh	137,137
Purchased Energy (Heating)	kWh	126,059

Waste Management

Our company treats waste management as a core component of our sustainability strategy; aiming to minimize waste generation, increase recycling, and conduct waste management with an integrated approach.

In line with our targets set for the end of 2025 to reduce waste production and increase recycling rates, we are expanding effective waste sorting practices and developing more efficient use strategies, particularly for materials with high environmental impact potential, such as waste bags.

As part of our waste management practices, a significant **circular economy project** was implemented in 2023; ensuring that wastes generated in our company are transformed into flooring materials used in children's playgrounds. This initiative serves as a best practice example in terms of repurposing waste and transforming it into social benefit. In line with discussions held with our supplier, we plan to expand collaborations in this field in the upcoming period.

Under our approach based on continuous improvement in waste management, annual waste audits are conducted regularly. Aiming to **reach minimum waste storage area usage by 2026**, our company focuses on increasing recycling and reuse potential at every stage of our processes. Through cleaning and recycling projects carried out with local authorities, we contribute to environmental sustainability by ensuring that all of our waste is directed to recycling.

Our vision is to establish a structure that **adopts a minimum waste approach across all operations, develops joint solutions with suppliers, and sets an industry example in recycling processes**. In this regard, we view every improvement step in waste management as a strategic investment that enhances our sustainability performance and secures our company's long-term environmental commitments.

Waste Type	2023	2024
Paper	0.205	2.170
Plastic	0.08	0.003





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Our Contributions to Society

Human-Oriented Work Culture

Our company embraces a human-centric work culture that prioritizes the well-being, professional development, and engagement of our employees, based on the principle that our human capital is the cornerstone of sustainable growth.

As of the end of 2024, **our total headcount reached 171**, all of whom serve within our operations in Türkiye. While the proportion of blue-collar employees remains high due to the nature of our industry, we strive for a more balanced gender distribution within our white-collar teams, with women currently constituting one-third of our total workforce. Regardless of industry trends, our efforts to increase female employment continue with determination.

While our primary working model is full-time employment, fixed-term or part-time contracts may be implemented periodically in line with operational requirements. As of 2024, **5 of our employees in Türkiye served on a part-time basis**. No significant fluctuations have occurred in our workforce structure, other than routine seasonal changes. The table below presents **our company's indicators for gender, age, education, and workforce profile** for the years 2023 and 2024.



Indicator	2023	2024
Female employees (number)	28	32
Female employees (ratio)	13.59%	18.72%
Male employees (number)	178	139
Male employees (ratio)	86.41%	81.29%
Employees <30 years old (number)	120	79
Employees <30 years old (ratio)	58.25%	%46,20
Employees 30–50 years old (number)	79	83
Employees 30–50 years old (ratio)	38.35%	48.54%
Employees >50 years old (number)	7	10
Employees >50 years old (ratio)	3.40%	5.85%
Primary school graduates (number)	3	3
Primary school graduates (ratio)	1.46%	1.76%
High school / Middle school graduates (number)	91	66
High school / Middle school graduates (ratio)	44.17%	38.60%
Bachelor's / Graduate degree holders (number)	112	102
Bachelor's / Graduate degree holders (ratio)	54.37%	59.65%
Female white-collar (number)	23	25
Female white-collar (ratio)	32.86%	14.62%
Female blue-collar (number)	5	7
Female blue-collar (ratio)	3.68%	4.1%
Male white-collar (number)	47	47
Male white-collar (ratio)	67.14%	27.49%
Male blue-collar (number)	131	124
Male blue-collar (ratio)	96.32%	72.52%

Human-Oriented Work Culture

Employee experience and satisfaction are integral components of our company's long-term success. In this direction, employee-oriented policies are implemented across a wide spectrum, ranging from recruitment processes to career development, and from performance management to parental leaves.

We offer comprehensive training and skill development programs to support the professional and personal growth of our employees; while continuously strengthening our retention strategies to increase employee engagement. The effectiveness of these policies is evaluated through regular monitoring systems, and improvement actions are implemented based on the findings.

A fair, competitive, and sustainable remuneration approach is one of the fundamental elements of our human-centric business culture. While fixed salaries are determined in line with position requirements and market conditions, performance-based variable payments are applied when individual and team goals are achieved. This structure encourages high performance among our employees while aiming to increase **long-term loyalty within our company**. In terms of termination processes, all legal rights, including severance pay, notice pay, and job search leave, are fully implemented.



Our employees' access to social benefits is secured through an inclusive and holistic approach. Health insurance is provided to all employees at our significant operational locations; while parental leave and retirement rights are offered in accordance with legal regulations. Furthermore, our practices supporting **work-life balance and employee motivation** are continuously being improved to include flexible working arrangements, and new models are being developed to enhance employee satisfaction.

The open communication mechanisms we establish with our stakeholders and employees are a natural part of our inclusive culture. Feedback and suggestions expressed through tools such as the employee suggestion board and the non-conformity notification box are actively integrated into our business processes and guide our continuous improvement efforts. This transparent and participatory communication environment reinforces our company's reliability and strengthens the bond of trust with our employees.

Our human-centric work culture is built upon **fair employment opportunities, inclusive practices, effective communication, and the importance given to employee development**. This approach not only increases employee satisfaction but also contributes directly to our company's sustainability performance, corporate reputation, and long-term success.

Talent Acquisition

We also adopted a more comprehensive approach to our recruitment process to ensure the rapid onboarding of new employees and promote a smooth integration into our corporate culture. Our employees are subjected to an **orientation process** upon their employment. A carefully prepared training procedure is in place to manage this orientation process. In addition, each department assigned training guides to manage the process and provide documentation where employees can obtain information. This process helps new hires gain an in-depth knowledge of company policies, procedures, and key team members and aims to help them integrate quickly and effectively into the team. This comprehensive onboarding process is designed to ensure that both new employees and existing team members can achieve success together in a harmonious working environment.



Whistleblowing Mechanisms

Our company has a **clear policy for employees to report work-related hazards and dangerous situations without fear of reprisal**. Employees may report such situations to their direct supervisors, safety officers, or other authorized personnel verbally or in writing. All reported hazards are promptly investigated, and corrective action is taken when deemed necessary. In addition, when our employees feel that their safety is in danger, they have the right to stop work and make a report without facing any penal action. When any negative work-related incident occurs, it is thoroughly investigated. The investigation process assesses the hazards and risks that led to the incident and identifies corrective measures that can be implemented to prevent similar situations in the future. The investigation outcomes are documented and shared with all relevant employees to raise safety awareness within the Company and prevent similar incidents.



Training, Development, and Talent Management

“ Since 2021, including the current reporting period, the training policies implemented by our company and the investments made in the professional development of our employees provide clear evidence of our principle of equality and our consistent approach. ”

During this period, each employee received **an average of 11 hours of training per year**, representing an equal distribution of training opportunities for all groups, regardless of gender or employee category. The average annual training time for both men and women employees, including senior and mid-level management, has been equal, and the target is to increase the total training time by 5%. This clearly indicates our company's egalitarian commitment to offering training programs to all employees, regardless of position or need. The fact that our training programs are balanced and inclusive increases employee satisfaction by promoting the core values of our corporate culture, such as continuous learning and development.

The training programs, skills development programs, and performance evaluations offered to our employees have various economic and environmental impacts, including human rights. These impacts include positive outcomes such as the development of employees' skills, increased job satisfaction, and an overall increase in our employees' productivity. All necessary measures are carefully taken to ensure that our employees do not experience low performance and loss of motivation due to lack of training and inequality of opportunity.

PTS implements strategies such as **Learning and Development and Performance Evaluation Policies** to support employees' skills and career development. These policies aim to reinforce the positive effects of training and performance evaluations and minimize potential negative impacts. In addition, technical training is provided by inhouse experts. We also support employees' participation in outsourced training. Various metrics, such as feedback forms and participation rates, are used to monitor the effectiveness of our training and performance evaluations. These metrics provide feedback on the effectiveness of our training programs and contribute to the continuous improvement of our programs and practices. In addition, feedback from the meetings held with our managers is critical to improve our training and education practices. Our company offers programs to support the continuous employability of our employees, enabling them to advance in their career paths. These activities contribute to our company's goal of increasing its positive impact on the economy, environment, and human rights.



Occupational Health and Safety

At PTS, Occupational Health and Safety (OHS) is an integral part of our operational excellence approach.

We implement a comprehensive **OHS management system** to ensure that all our employees work under safe conditions, to prevent work-related accidents, and to systematically reduce risks. The efforts we carry out within this scope increase our operational efficiency and are becoming embedded in our corporate culture as one of the core components of our sustainability strategy.

One of PTS's primary goals is to continuously improve our occupational health and safety (OHS) policies to prevent occupational accidents and ensure the safety of employees. This approach contributes to increasing our work efficiency and enables our colleagues to work under safe conditions. We aim to reach the highest standards by continuously improving our OHS practices. We attach great importance to preventing possible negative situations with meticulous work on this issue. Throughout operations, our company strives to improve the safety of our working conditions. Within this scope, safety is always a priority. Diligence in traffic management and material handling is vital to enable our employees to perform their daily work more safely and efficiently. In these processes, we work attentively to minimize potential difficulties through effective practices.

The same approach applies to our outsourced employees. We ensure that all our personnel work in a healthy and safe environment by applying the highest standards during transportation and storage operations. Applying the highest standards throughout transportation and storage operations, we ensure that all our employees operate in a healthy and safe atmosphere. Inadequate occupational health and safety causes workplace accidents and health problems and also harms our business relationships due to safety flaws in supplier workplaces. In this context, our organization strives to ensure the safety of its personnel through **ongoing training and risk management** practices.



Our OHS management practices are regularly assessed and updated based on performance measurement and employee feedback.

Our policies are supported by an OHS management system, which our organization implemented in accordance with regulatory requirements and recognized risk management standards. This system is intended to cover all personnel, operations, and workspaces, and it is built in compliance with legal requirements and accepted norms. **Our OHS Management System, covering all 171 employees,** is carried out in compliance with national legislation and recognized risk management standards.



Occupational Health and Safety

Through regular risk assessments, audits, and performance measurements conducted in operational areas, preventive mechanisms for work accidents are continuously strengthened. As a result, there have been no cases of death or serious injury as a result of occupational accidents. Our company takes a series of measures to minimize potential accidents and risks:

- Providing company support for our employees to obtain SRC and psychotechnical certifications,
- Providing personal protective equipment (PPE) to employees,
- Providing training on the correct use of this
- Regularly inspecting and maintaining the machines, and ensuring periodic checks.

These measures aim to reduce the frequency of accidents by 10%. Thanks to these practices, which cover our entire occupational health and safety (OHS) management system and involve all our employees, PTS successfully passed internal audits and proved its compliance with national and international standards and effectiveness.



Our company adopts an approach to minimize the negative effects on the health of our employees of occupational diseases specific to the transportation sector. Musculoskeletal disorders are frequently encountered in the sector due to repetitive work tasks and heavy load-carrying operations and thus constitute the focal point of our company's intervention strategies. These disorders can cause symptoms such as pain, stiffness, and restricted movement in muscles, tendons, and joints. In this context, **PTS has developed and implemented comprehensive strategies to prevent health problems arising from repetitive tasks and heavy lifting.** The work-related hazards that are the source of these health problems were identified through detailed medical examinations, workplace audits, risk assessments, incident investigations, and an analysis of industry data. This process clearly revealed that musculoskeletal disorders are caused by repetitive movements and heavy lifting. Considering these findings, we organize continuous training programs to prevent muscle and bone injuries and other such health problems. Our training aims to raise awareness of safe working techniques and ergonomic practices while informing our employees about potential health risks.

Occupational Health and Safety

Our company's employees receive comprehensive training in fire safety, first aid, and emergency evacuation procedures. Additionally, employees assigned to specific tasks, such as operating machinery, undergo specialized risk assessments and receive task-specific training.

Our training programs, delivered by certified trainers, are regularly updated to incorporate the latest best practices. We conduct posttraining analyses to assess their effectiveness and organize refresher sessions annually or as needed to ensure employees maintain upto-date knowledge. These training programs serve as a precautionary measure to eliminate hazards and minimize health risks in the workplace. We monitor injury rates monthly and perform routine analyses to identify trends and implement preventive measures. **By applying a hierarchy of checks, we demonstrate our commitment to safeguarding the health and safety of both our internal and external employees.**

To further reduce health risks in our operations, we provide services such as **pre-employment and periodic health screenings and ergonomic workplace assessments**. We regularly provide information and ensure easy access to support a healthy working environment, ensuring our employees can access these services easily. We also offer a wide range of support to help our employees access nonwork health services.

These include employee access to health insurance, in-house health centers, disease treatment programs, and communication channels to get help in case of health emergencies. By prioritizing the health and safety of our employees, we strive to ensure they are healthy and safe both at work and outside of work, with easy and effective access to non-work health services. This approach is part of our commitment to providing employees with a safe and healthy working environment.



Diversity, Equality, and Inclusion

“PTS adopts the creation of an inclusive and fair working environment that offers equal opportunities to all its employees as one of the fundamental principles of its corporate culture.”

A zero-tolerance policy against all forms of discrimination, as defined by the **International Labour Organization (ILO)**, is implemented, and no incidents of discrimination were encountered during the reporting period. This is a concrete indicator of our company's ethical values and commitment to human rights.



PTS is committed to combating discrimination and promoting a culture of diversity and inclusion. In this context, we comprehensively assess the economic, environmental, and social impacts of our business and take effective, non-discriminatory steps to promote diversity. **Our efforts include policies that embrace the principles of equality** in our recruitment and promotion processes and anti-discrimination training programs for our employees. We have also implemented a series of actions, including updating training programs and policies aimed at creating an inclusive work environment.

To assess the effectiveness of these actions, we regularly monitor performance indicators and feedback, continuously review our progress, adjust our targets, and update our anti-discrimination strategies. We support continuous improvement by integrating the lessons we learn from these processes into our business policies and procedures. These efforts are important to maintain our leading position in the industry and provide a fair working environment for all our employees.

Interactions with our stakeholders are critical in shaping PTS's policies to combat discrimination and promote inclusion. Stakeholder feedback guides us in formulating and developing our strategies and enables us to understand and take effective action to address discrimination concerns. Finally, PTS' human resources and legal departments will carefully review potential cases. These processes ensure that PTS adopts an approach based on the principles of fairness and equality within the framework of **a zero-tolerance policy**. This approach embodies **PTS's commitment to antidiscrimination and creating an inclusive work environment**.



About PTS

Corporate
Governance

Sustainability
Approach

Operational
Sustainability

Environmental
Impact Management

Contributions to
Society

Appendix

Appendix



GRI Index

Statement of Use

PTS has prepared its reporting in compliance with the GRI Standards for the period from 1 January 2024 to 31 December 2024.

GRI 1: Foundation

GRI 1: FOUNDATION 2021

GRI Standards	Disclosure	Page number, explanations and/or URL	Omitted disclosures
GRI 2: General Disclosures 2021			
GRI 2: General Disclosures 2021	2-1 – Organizational details	About the Report p.2	
	2-2 – Entities included in the organization's sustainability reporting	About the Report p.2	
	2-3 – Reporting period, frequency and contact point	About the Report p.2	
	2-4 – Restatements of information	About the Report p.2	
	2-5 – External assurance	No external assurance service has been obtained.	
	2-6 – Activities, value chain and other business relationships	About the Company p.5 Our Business Model and Services p.6	
	2-7 – Number of employees and employee profile	People-Oriented Work Culture p.48-50	
	2-8 – Employment structure, including subcontracted workers	People-Oriented Work Culture p.48-50	
	2-9 – Governance structure and composition	Governance Structure p.9-10 Sustainability Management p.11	
	2-10 – Nomination and selection of the highest governance body	Governance Structure p.9-10	
	2-11 – Chair of the highest governance body	Governance Structure p.9-10	
	2-12 – Role of the highest governance body in overseeing the management of impacts	Governance Structure p.9-10	
	2-13 – Delegation of responsibility for managing impacts		Confidential information.
	2-14 – Role of the highest governance body in sustainability reporting	Governance Structure p.9-10 Sustainability Management p.11	
	2-15 – Conflicts of interest	No conflicts of interest have occurred.	
	2-16 – Communication of critical concerns	Risk Management p.12-13	
	2-17 – Collective knowledge of the highest governance body	Governance Structure p.9-10 Sustainability Management p.11	
	2-18 – Evaluation of the performance of the highest governance body	Governance Structure p.9-10 Sustainability Management p.11	
	2-19 – Remuneration policies	People-Oriented Work Culture p.48-50	
	2-20 – Process to determine remuneration	People-Oriented Work Culture p.48-50	
	2-21 – Annual total compensation ratio		Confidential information.
	2-22 – Statement on sustainable development strategy	Sustainability Strategy p.19 Our Sustainability Goals p.27-29	

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GRI Standards	Disclosure	Page number, explanations and/or URL	Omitted disclosures
GRI 2: General Disclosures 2021			
GRI 2: General Disclosures 2021	2-23 – Policy commitments	Our Sustainability Policies and Procedures p.20	
	2-24 – Embedding policy commitments	Our Sustainability Policies and Procedures p.20 Prioritization Analysis and Stakeholder Engagement p.21–26	
	2-25 – Processes to remediate negative impacts	Sustainability Strategy p.19 Our Sustainability Policies and Procedures p.20	
	2-26 – Mechanisms for seeking advice and raising concerns	People-Oriented Work Culture p.48-50	
	2-27 – Compliance with laws and regulations	Risk Management p.12–13 Anti-Corruption p.14–15	
	2-28 – Membership associations	Sectoral Memberships and Strategic Partnerships p.7	
	2-29 – Approach to stakeholder engagement	Prioritization Analysis and Stakeholder Engagement p.21–26	
	2-30 – Collective bargaining	People-Oriented Work Culture p.48-50	
Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Prioritization Analysis and Stakeholder Engagement p.21–26	
	3-2 List of material topics	Prioritization Analysis and Stakeholder Engagement p.21–26	
Anti-corruption			
GRI 3: Material Topics 2021 GRI 205 Anti-corruption 2016	3-3 Management of material topics	Anti-Corruption p.14–15	
	205-1 Operations assessed for risks related to corruption	Anti-Corruption p.14–15	
	205-2 Communication and training on anti-corruption policies and procedures	Anti-Corruption p.14–15	
	205-3 Confirmed incidents of corruption and actions taken	Anti-Corruption p.14–15	
Materials			
GRI 3: Material topics 2021 GRI 301 Materials 2016	3-3 Management of the material topic	Environmental Management p.40–41	
	301-3 Reclaimed products and packaging materials	Waste Management p.46	

GRI İçerik Endeksi

GRI Standards	Disclosure	Page number, explanations and/or URL	Omitted disclosures
Energy Management			
GRI 3: Material Topics 2021	3-3 Management of the material topic	Energy Management p.45	
GRI 302 Energy 2016	302-1 Energy consumption within the organization	Energy Management p.45	
	302-4 Reduction of energy consumption	Energy Management p.45	
	302-5 Reduction in energy requirements of products and services	Energy Management p.45	
Greenhouse Gas Emissions			
GRI 3: Material Topics 2021	3-3 Management of the material topic	Emissions Management p.42-44	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Emissions Management p.42-44	
	305-2 Energy indirect (Scope 2) GHG emissions	Emissions Management p.42-44	
	305-3 Other indirect (Scope 3) GHG emissions	Emissions Management p.42-44	
	305-5 Reduction of GHG emissions	Emissions Management p.42-44	
Waste management			
GRI 3: Material Topics 2021	3-3 Management of the material topic	Waste Management p.46	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management p.46	
	306-2 Management of significant waste-related impacts	Waste Management p.46	
	306-4 Waste diverted from disposal	Waste Management p.46	
Employment and Talent Management			
GRI 3: Material Topics 2021	3-3 Management of the material topic	People-Oriented Work Culture p.48-50	
GRI 401 Employment 2016	401-1 New employee hires and employee turnover	People-Oriented Work Culture p.48-50	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	People-Oriented Work Culture p.48-50	
	401-3 Parental leave	People-Oriented Work Culture p.48-50	

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GRI Standards	Disclosure	Page number, explanations and/or URL	Omitted disclosures
Occupational Health and Safety			
GRI 3: Material Topics 2021 GRI 403 Occupational Health and Safety 2018	3-3 Management of the material topic	Occupational Health and Safety p.52-54	
	403-1 Occupational health and safety management system	Occupational Health and Safety p.52-54	
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety p.52-54	
	403-3 Occupational health services	Occupational Health and Safety p.52-54	
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety p.52-54	
	403-5 Worker training on occupational health and safety	Occupational Health and Safety p.52-54	
	403-6 Promotion of worker health	Occupational Health and Safety p.52-54	
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety p.52-54	
	403-9 Work-related injuries	Occupational Health and Safety p.52-54	
	403-10 Work-related ill health	Occupational Health and Safety p.52-54	
Procurement Practices			
GRI 3: Material Topics 2021 GRI 414: Supplier Social Assessment 2016	3-3 Management of the material topic	Sustainability in Our Supply Chain p.31-32	
	414-1 New suppliers that were screened using social criteria	Sustainability in Our Supply Chain p.33-34	
	414-2 Negative social impacts in the supply chain and actions taken	Sustainability in Our Supply Chain p.33-34	
Customer Privacy			
GRI 3: Material Topics 2021 GRI 418: Customer Privacy	3-3 Management of the material topic	Customer Privacy and Information Security pp.16-17	
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Privacy and Information Security pp.16-17	



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