



Sustainability Report 2023

**A SUSTAINABLE
FUTURE LIES
AT THE HEART OF
OUR BUSINESS**



Our business is inherently in the service of a clean future. Environmentally friendly natural gas. For more than 20 years, we have been reaching millions of people and taking important steps towards a carbon-free and sustainable future.

With more than 20 years of sector experience and our expert staff, we continue to distribute natural gas in 27 provincial centers, 298 districts and towns. While bringing comfort and warm happiness to nearly 5 million subscribers, we assume important responsibilities for the continuity of life. Through stable and considerable investments, we have increased our total network size to approximately 45 thousand kilometers and our natural gas distribution volume to 10 billion cubic meters.

We are pleased to share with you our projects and goals we have achieved in order to leave a livable world for future generations via our first Sustainability Report this year.





SUCCESS IS IN OUR NATURE

We have been attaching importance to sustainability efforts since the first day we were founded. We consider green transformation as an integral part of our future goals and processes. Natural gas stands out as an important fuel that contributes to reducing carbon emissions. As part of the Green Deal, we act with the belief that alternative and environmentally friendly energy sources are the primary solution to the climate crisis, and we prevent millions of tons of carbon emissions thanks to our subscribers that prefer natural gas over coal.

10.3 million tons of CO₂e

Carbon emissions reduction compared to coal consumption





CARE IS IN OUR NATURE

Sustainability is at the center of our business and projects. Accordingly, we have successfully completed the process of mixing 20% green hydrogen into natural gas under the 'Natural Gas is Greening' project, which we initiated in parallel with European countries and implemented within Gazbir-Gazmer, in cooperation with Yıldız Technical University. By blending natural gas with green hydrogen, we aim to increase its use and diversify Türkiye's energy supply security.

20%

Rate of blending green hydrogen into natural gas ("Natural Gas is Greening" R&D Project)





LABOR IS IN OUR NATURE

We both pioneer and raise awareness in our sector with environmentally friendly practices. We took the first steps of our Carbon Emissions Calculation and Reduction project to control and reduce our greenhouse gas emissions. In Rize and Trabzon, selected as pilot regions, we have established the necessary infrastructure system to ensure that the emissions calculation provides measurable and reportable results. We calculated our Scope 1-2-3 emissions according to ISO 14064-1 Standard for the Calculation and Reporting of Greenhouse Gas Emissions. In 2024, we continue to expand our project to all of our distribution regions.

21

Number of regions planned to calculate carbon footprint for 2023 activity year





GOODNESS IS IN OUR NATURE

There is no limit to what we can do for the world. In 2023, we started our cooperation with Ecoding to Nature, a social enterprise operating in the field of reforestation and biodiversity to combat global climate change. In 2024, thousands of seeds will be planted in the soil by ecoDrones, and we will contribute to the greening of hard-to-reach areas in our country on behalf of Aksa Doğalgaz subscribers. Together, we are going to carry out an important act of kindness.

100 thousand units

Amount of seeds to be planted within the scope of the project





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About the Report

We present our environmental, social and governance activities to our stakeholders in accordance with GRI Standards.



With more than 20 years of experience in the sector and our expert staff, we continue to distribute natural gas in 27 provincial centers, 298 districts and towns, and serve nearly 5 million subscribers. Through our meticulous investments, our total network size reached approximately 45 thousand kilometers and we distributed almost 10 billion cubic meters of natural gas by the end of 2023.

Aksa Doğalgaz accounts for 22.1% of the total natural gas network length in Türkiye. With the size we have reached, we are among the leading companies in Türkiye with the title of "the largest private company" in the natural gas distribution sector. While we aim to increase our contribution to the national economy by growing in line with our experience and vision in our sector, we have drawn up our first sustainability report in the light of our approach to leave a livable world for future generations.

Through our report drafted in accordance with Global Reporting Initiative (GRI) Standards, we present our environmental, social and governance activities to our esteemed stakeholders. Our 2023 report, in which we address our activities in full detail, includes the targets we have set in line with our priorities. The environmental, social and economic information we present in our report covers the 12-month operating period between January 1, 2023 and December 31, 2023.

We believe that our stakeholders' comments and suggestions on our sustainability report are of great importance along our journey in this area. All our public reports are available on our website and you can send your questions, comments and suggestions regarding the report to aksadogalgazsurdurulebilirlikraporlama@aksa.com.tr



MESSAGE FROM THE MANAGEMENT



Message from the President of the Board

We continue to go ahead under the principle of "customer satisfaction and trust" and we are constantly working for a high quality organization that will provide excellent customer experience.

Esteemed Stakeholders,

As Aksa Doğalgaz, Türkiye's largest private natural gas distribution company operating under Kazancı Holding, we continue to manage and lead change in the sector. Throughout this process, we take all our motivation from the value we offer to our customers, our contributions to the national economy, and the employment opportunities we create under our planned and effective operations.

Although 2023 was a challenging year not only in our country, but also across the world, Aksa Doğalgaz not only achieved its targets, but also undertook a major investment that will set an example for the sector. Through our investments throughout the year, we constructed more than 6 thousand kilometers of lines, thus increasing our network length to 44,690 kilometers. Behind these

great achievements lies operational excellence shaped by the contribution of each and every employee. Aksa Doğalgaz's capabilities are also reflected in its core business areas of secure gas supply, sustainability, investment-planning, R&D and social responsibility.

We continue to go ahead under the principle of "customer satisfaction and trust" and we are constantly working for a high quality organization that will provide excellent customer experience. As a result of our efforts in line with this principle, we were deemed worthy of the "Company Adopting Consumer Satisfaction as a Principle Award" at the 26th Consumer Awards organized by the Ministry of Trade of the Republic of Türkiye. We also climbed 25 places to 39th place in the Fortune 500 "Türkiye's Largest Companies" list this year.

Yaşar Arslan
President of the Board





Message from the President of the Board

We aim to support long-term social and economic development by prioritizing sustainable and innovative projects that will contribute to the development of our country.

We overcame global and local challenges together and continue to work for a stronger Türkiye.

In addition to these achievements, we have also taken important steps in environmental sustainability. 2023 was a year in which we adopted a comprehensive approach to manage carbon emissions resulting from our operations more effectively. Through our Carbon Emissions Calculation and Mitigation Project, we analyzed direct and indirect emissions in our Trabzon-Rize license area, which we identified as a pilot region, and developed mitigation strategies. By 2025, we aim to neutralize our carbon footprint resulting from electricity consumption in all our regions.

We also adopted the zero waste principle and disposed of 51.3 tons of waste. Under our circular economy approach, we continue to instill environmental awareness in our employees and ensure the efficient use of natural resources. In the field of biodiversity conservation, we support the ecosystem through our Seed Balls Project and efforts to protect the Anatolian leopard. We also carry out important projects for the protection of endangered species.

The development of our employees is always a priority for us. From this perspective, we organized additional seminars for 591 participants on the Aksa Academy platform during the year, contributing to their professional development. In line with our principles of diversity and equal opportunities, we also conduct our recruitment processes in a transparent and fair manner, continue to increase women's employment and facilitate the participation of individuals with disabilities in the workforce. We measure the satisfaction of our employees through regular surveys, implementing improvements and practices that will strengthen employee loyalty and increase satisfaction.

We transparently disclose our sustainability efforts to our stakeholders within our Sustainability Report, aiming to ensure that the steps we take in line with our goals for the future have a positive impact on our environment and society.

In 2023, the year we celebrate the centennial anniversary of our Republic, Aksa Doğalgaz celebrated its 21st anniversary. Throughout this process, all the achievements, skills and know-how we acquire benefit not only our organization but also our country. We strive to make the world a more livable place through our work for the benefit of the environment and society. At Aksa Doğalgaz, we will sustain our high-quality, reliable and devoted work for our country and the world.

Sincerely,

Yaşar Arslan
President of the Board



ABOUT AKSA DOĞALGAZ

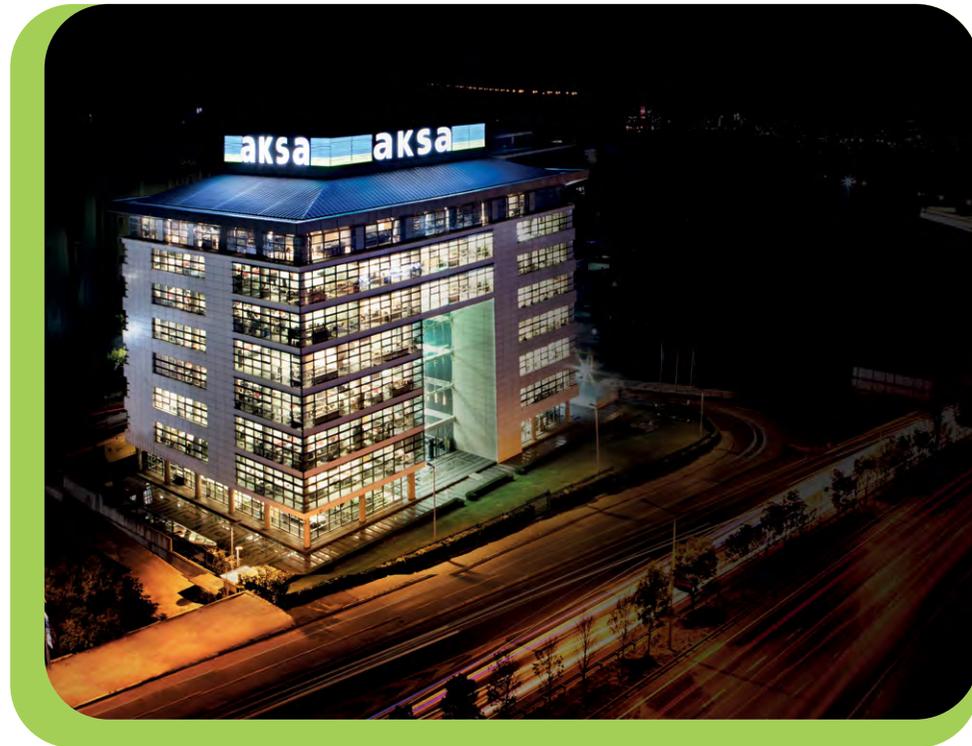
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Corporate Profile

As the natural gas distribution company serving the largest geographical area in Türkiye, we are breaking new grounds in our sector.



Founded in 2002 as a subsidiary of Kazancı Holding, we have been offering safe and uninterrupted natural gas distribution services to a wide range of customers, from residential buildings to industrial facilities. We manage our distribution network with a high quality process organization in order to safely deliver natural gas from the main lines to the homes, workplaces and industrial facilities of our subscribers. We accelerate our infrastructure investments to enhance energy efficiency and reduce environmental impacts, conducting all our operations with state-of-the-art technology applications.

As of the end of 2023, we continue to engage in natural gas distribution activities, which started in Balıkesir region, in 21 regions where we have acquired and taken over licenses from the Energy Market Regulatory Authority (EMRA), and we carry the flag of our sector forward through our standardized operational practices in each region.

With nearly 5 million subscribers in 27 provincial centers, 298 districts and towns, a gas distribution volume of 10 billion m³, a network length of 44,690 km and a 20.7% market share, we operate as the largest private natural gas distribution company serving the largest geographical distribution area in Türkiye. We serve a population of 17.4 million and 6.8 million potential subscribers in our distribution regions.

We continue to go ahead with the principle of "customer satisfaction and trust" at the heart of our business methods, and we strive to implement a high quality process organization that will ensure excellent customer experience. As a result of our efforts in line with this principle, we are delighted

10 billion m³

Approximate amount of natural gas distributed

to have been deemed worthy of the "Company Adopting Consumer Satisfaction as a Principle Award" at the 26th Consumer Awards organized by the Ministry of Trade of the Republic of Türkiye. We also rose 25 places to 39th place in the Fortune 500 "Türkiye's Largest Companies" list. Our achievements motivate us to always do better. As the leading brand in the natural gas distribution sector, we continue to work with all our strength with the goal of doing the best every day to further improve and sustain our services and to increase our contribution to our country year after year.

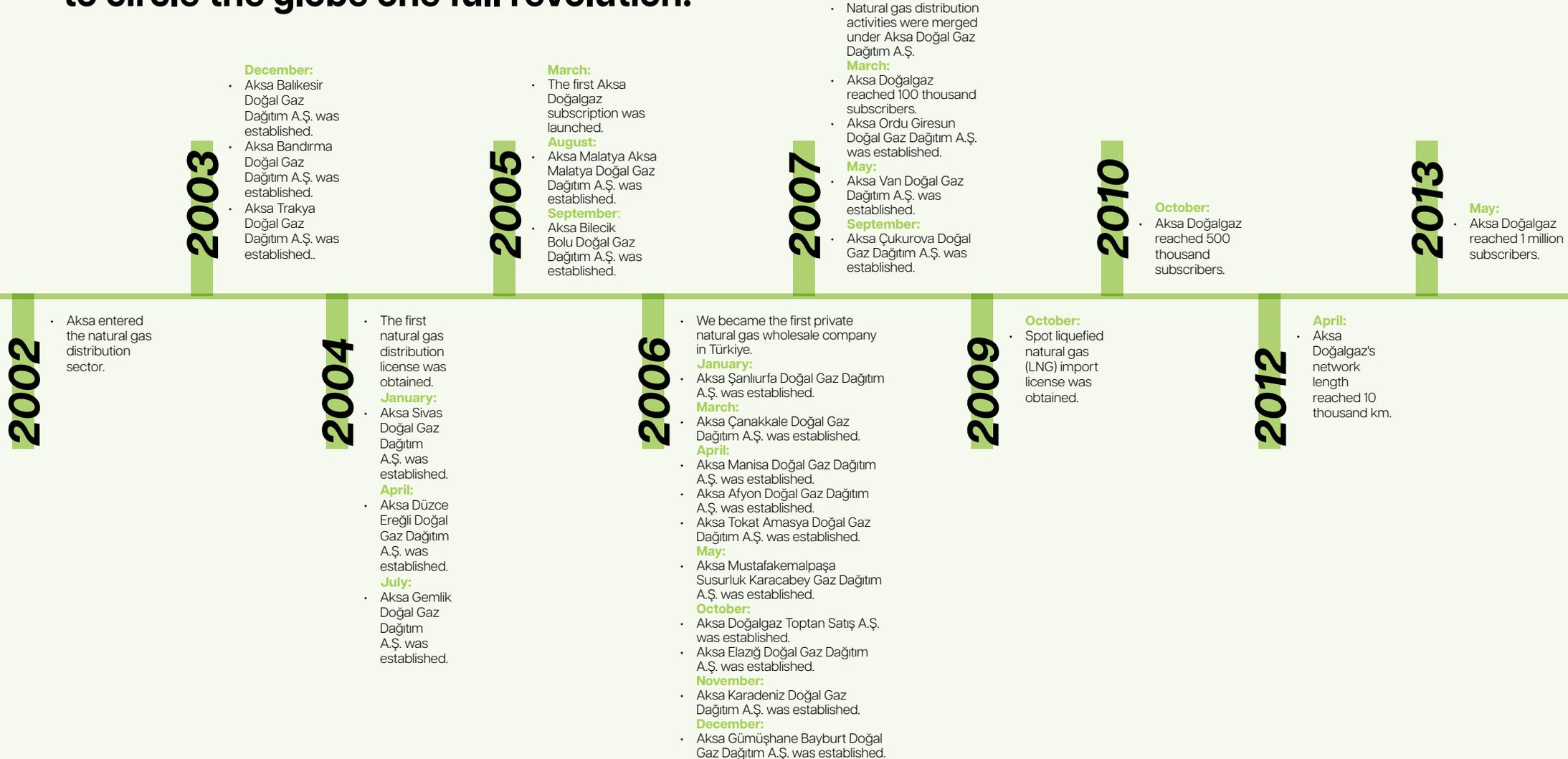
As the natural gas distribution company serving Türkiye's largest geographical area, we break new ground in our sector and act with the responsibility of accounting for 22.1% of the total natural gas network length reached by our country.

For more than 20 years, we continue to grow with investments all around Türkiye. In line with our sustainability vision, we are taking firm steps forward by focusing on growth without compromising our goal of leaving a livable world and a clean and breathable airspace for future generations.



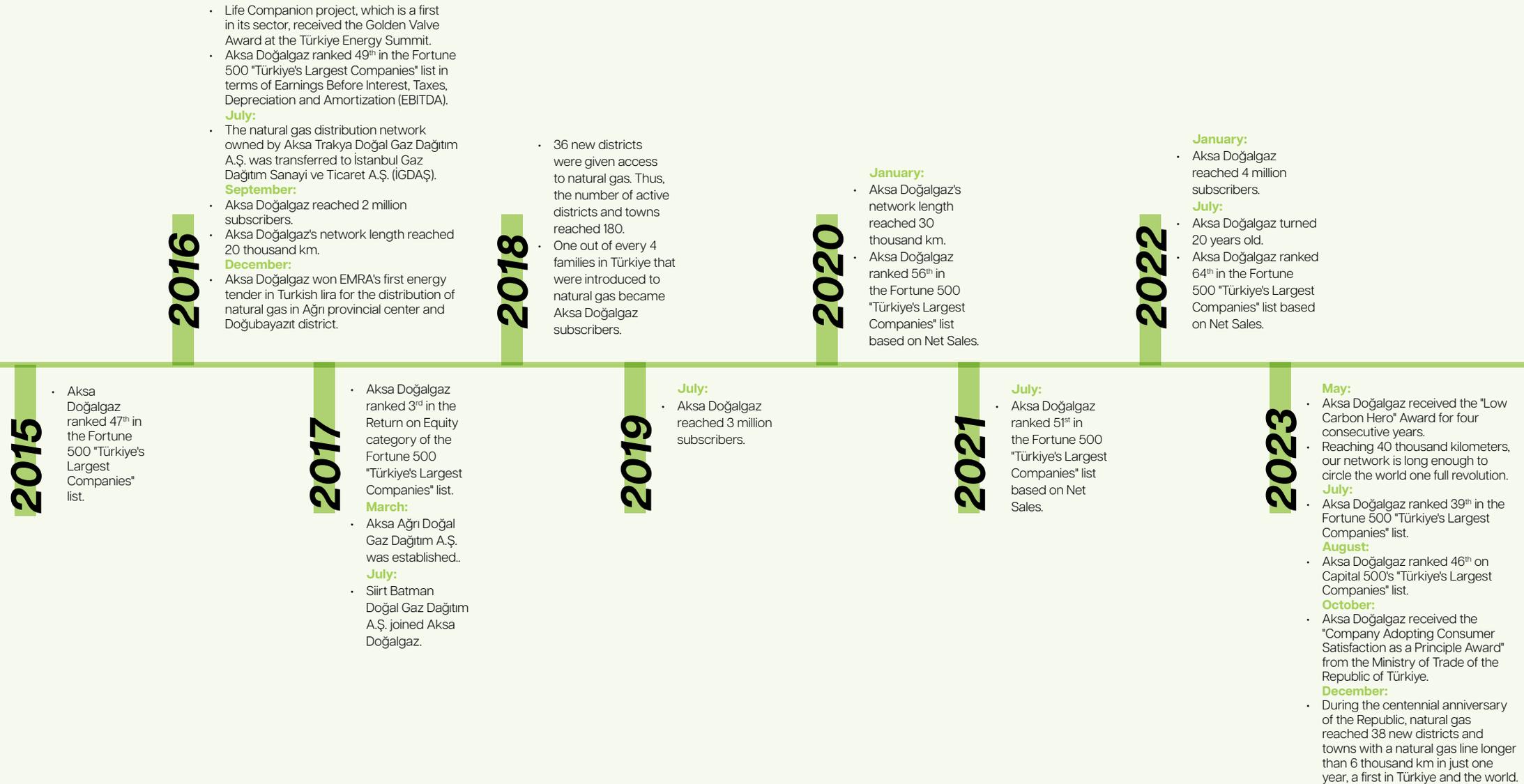
History and Milestones

The natural gas network has reached approximately 45,000 km, long enough to circle the globe one full revolution.





History and Milestones





Our Mission, Vision and Values

OUR VISION

To be a global company that pioneers green transformation in its sector and develops new generation energy solutions with the goal of a sustainable future.

OUR MISSION

To provide natural gas, which is an environmentally friendly, economical energy source, in a safe, uninterrupted and sustainable manner by adopting customer satisfaction as a principle.



OUR VALUES

Our Priority Is Respect and Trust

We value all the world's assets and sincerely and unconditionally respect nature, society and individuals. We establish open and transparent communication by adopting mutual trust and fair approach in all our relations.

Together We Exist

We aim to achieve the highest value together with all our stakeholders to create a better future. Because we exist together.

We Are Accessible and Solution Oriented

We always aim for mutual benefit and develop fast and creative solutions by considering the expectations and needs of all our stakeholders and the natural environment.

Science-Based Continuous Improvement

We closely follow all kinds of technological innovations that put science and people at the center and apply them in line with our needs. We consider continuous improvement as an integral part of our business.

We Aim for Perfection

We develop state-of-the-art solutions and work in a fast, agile and precise manner to continuously improve the quality of life and satisfaction of our customers by providing a high quality and reliable service.

We Adopt a Responsible and Sustainable Approach

For a more livable world, we pursue an inclusive balance in all our activities and aim for sustainable success by adhering to ethical rules. We make our investments with the awareness of our responsibilities towards nature, historical texture, people and all dynamics of social life.

Strategy and Objectives

Our 2030 Strategy Plan is centered on our principles of high customer satisfaction, creating added value for the national economy and respect for people, nature and social life.



At Aksa Doğalgaz, we base our strategy on sustainable growth. We have created our 2030 Strategy Plan based on our principles of high customer satisfaction, creating added value for the national economy and respect for people, nature and social life. Under this plan, we aim to increase our network size by 57% from 44,690 km to 70,000 km, our subscriber base by 66% from 4.9 million to 8.2 million, and our natural gas distribution volume by 78% from 9.7 billion m³ to 17.2 billion m³ through investments of USD 1.5 billion in Türkiye and abroad. Through this growth strategy, we aim to create significant momentum in our financial indicators in line with our targets. By the end of 2023, we are striving to increase our EBITDA from USD 158 million to USD 382 million and our turnover from USD 1.7 billion to USD 3.1 billion, growing by 14% on average every year. Relying upon our strategy that bases sustainable growth on increased productivity, we aim to achieve all these values while increasing the number of our employees by 23%.

With all these steps, we managed to reach our year-end targets even in 2023, a challenging year for our sector. We invested TL 5.7 billion in all regions where we operate and increased our market share to 20.7%. We increased our annual turnover to TL 49.8 billion and our shareholders' equity by 17.2% to TL 11.01 billion. While we brought

natural gas to 38 new districts and towns, our total number of subscribers reached nearly 5 million. Thus, we have brought natural gas to our citizens in 298 of 973 districts, including 51 central districts in our country.

In the upcoming period, we aim to improve our customer experience journey by implementing our digitalization and artificial intelligence-based solutions. Accordingly, we signed an agreement with a customer satisfaction measurement and management platform that enables the improvement of customer experience processes through artificial intelligence-based solutions. We believe that the feedback we will receive from our "Excellent Customer Experience" project will make a great contribution to the efficiency of our operational efforts as a whole.

In line with Kazancı Holding's growth strategy, we continue to grow domestically and set new standards in our sector, while also aiming to expand our operations abroad in line with our Holding's globalization journey. At Aksa Doğalgaz, we continue to share our achievements of more than 20 years with investors, integrate developing technology into our systems and respond to the expectations and demands of our subscribers through our agile structure.



Products and Services / Active Provinces and Districts as of December 31, 2023

Aksa Afyon Doğalgaz Dağıtım A.Ş.

- Afyonkarahisar
- Bolvadin
- Çay
- Dinar
- Şuhut
- Sandıklı
- İscehisar
- Emirdağ
- Erkmən
- Çobanlar
- Evciler
- Susuz
- Dazkırı
- Başmakçı
- Salar
- Sinanpaşa
- Sultandağı
- İhsaniye
- Hocalar
- Kızıören
- Bayat
- Yaylabağı

Aksa Ağrı Doğalgaz Dağıtım A.Ş.

- Ağrı
- Doğubayazıt
- Patnos
- Taşlıçay
- Eleşkirt
- Diyadin
- Tutak
- Hamur

Aksa Balıkesir Doğalgaz Dağıtım A.Ş.

- Balıkesir
- Altaylül
- Karesi
- İvrindi
- Havran
- Edremit
- Burhaniye
- Kepsut
- Bigadiç
- Ayvalık
- Gömeç

- Dursunbey
- Savaştepe
- Sındırgı

Aksa Bandırma Doğalgaz Dağıtım A.Ş.

- Bandırma
- Erdek

Aksa Bilecik Bolu Doğalgaz Dağıtım A.Ş.

- Bilecik
- Bolu
- Bozüyük
- Söğüt
- Pazaryeri
- İnönü
- Osmaneli
- Vezirhan
- Bayırköy
- Gölpaazarı
- Yeniçağa
- Dörtdivan
- Karacasu
- Dodurga
- Yenişehir
- İnhisar
- Mengen
- Mudurnu
- Göynük
- Seben

Aksa Çanakkale Doğalgaz Dağıtım A.Ş.

- Çanakkale
- Biga
- Çan
- Kepez
- Gönen
- Ezine
- Bayramiç
- Lapseki
- Yenice
- Gümüşçay
- Geyikli
- Karabiga
- Çardak
- Gelibolu
- Ayvaçık

Aksa Çukurova Doğalgaz Dağıtım A.Ş.

- Adana
- Mersin
- Hatay
- Osmaniye
- Çukurova
- Sarıçam
- Seyhan
- Yüreğir
- Karaisalı
- Akdeniz
- Mezitli
- Toroslar
- Yenişehir
- Antakya
- İskenderun
- Tarsus
- Ceyhan
- Dörtöyl
- Toprakkale
- Payas
- Belen
- Kadirli
- Yumurtalık

- Defne
- Kırıkhan
- Bahçe
- Erzin
- Arsuz
- Düziçi
- Kozan
- İmamöğlü
- Hassa
- Reyhanlı
- Mut
- Erdemli
- Silifke
- Pozantı
- Anamur
- Bozyazı
- Kumlu
- Aladağ
- Saimbeyli
- Tufanbeyli
- Karataş
- Gülnar
- Aydıncık
- Yayladağı
- Altınözü

- Çanakkale
- Biga
- Çan
- Kepez
- Gönen
- Ezine
- Bayramiç
- Lapseki
- Yenice
- Gümüşçay
- Geyikli
- Karabiga
- Çardak
- Gelibolu
- Ayvaçık

Aksa Düzce Ereğli Doğalgaz Dağıtım A.Ş.

- Düzce
- Ereğli
- Güllüç
- Kaynaşlı
- Alaplı
- Cumayeri
- Gümüşova
- Beyköy
- Çilimli
- Akçakoca
- Gölyaka
- Boğaziçi
- Yiğilca
- Kandilli

Aksa Elazığ Doğalgaz Dağıtım A.Ş.

- Elazığ
- Yazikonak
- Yurtbaşı
- Hankendi
- Karakoçan
- Sarıcan
- Akçakiraz
- Kovancılar
- Palu
- Sivrice
- Baskil
- Keban

Aksa Gemlik Doğalgaz Dağıtım A.Ş.

- Gemlik

Aksa Gümüşhane Bayburt Doğalgaz Dağıtım A.Ş.

- Gümüşhane
- Bayburt
- Kelkit
- Şiran
- Aydıntepe
- Demirözü
- Arzularkabaköy
- Köse
- Kürtün
- Torul

Aksa Karadeniz Doğalgaz Dağıtım A.Ş.

- Rize
- Trabzon
- Ortahisar
- Of
- Güneysu
- Araklı
- Arsin
- Sürmene
- Hayrat
- Maçka
- Vakfıkebir
- Beşikdüzü
- Yomra
- Akçaabat
- Ardeşen
- Çayeli
- Pazar
- Fındıklı
- İyidere
- Derepaazarı
- Kalkandere
- Kendirli
- Salarha
- İkizdere
- Muradiye

Aksa Malatya Doğalgaz Dağıtım A.Ş.

- Malatya
- Yeşilyurt
- Battalgazi
- Doğanşehir
- Akçadağ
- Darendede
- Yazihan
- Hekimhan
- Kuluncak
- Arapgir

Aksa Manisa Doğalgaz Dağıtım A.Ş.

- Manisa
- Yunusemre
- Şehzadeler
- Turgutlu
- Akhisar
- Gördes
- Gölmarara

- Salihli
- Alaşehir
- Kula
- Ahmetli
- Saruhanlı
- Kırkağaç
- Soma
- Demirci
- Sangöl
- Selendi

Aksa Mustafakemalpaşa Susurluk Karacabey Doğalgaz Dağıtım A.Ş.

- Karacabey
- Mustafakemalpaşa
- Susurluk

Aksa Ordu Giresun Doğalgaz Dağıtım A.Ş.

- Ordu
- Giresun
- Altınordu
- Çarşamba
- Ünye
- Fatsa
- Terme
- Bulancak
- Espiye
- Keşap
- Piraziz
- Derei
- Doğanlıkent
- Görele
- Tirebolu
- Yağlıdere
- Güce
- Gülyalı
- Perşembe
- Gürgentepe
- Aybastı
- Kumru
- Korgan
- Şebinkarahisar
- Kabadüz
- Gök köy
- Alucra
- Çamoluk
- Salıpazarı

Aksa Siirt Batman Doğalgaz Dağıtım A.Ş.

- Siirt
- Batman
- Kurtalan
- Tillo
- Kozluk
- Beşiri
- Kayabağlar
- Veyselkarani
- Baykan
- Gökçeabağ

Aksa Sivas Doğalgaz Dağıtım A.Ş.

- Sivas
- Şarkışla
- Suşehri
- Cemel
- Divriği
- Gemerek
- Gürün
- Kangal
- Zara
- Gürçayır
- Yıldızeli
- Akıncılar
- Altınyayla
- Ulaş
- İmranlı
- Hafik
- Koyulhisar

Aksa Şanlıurfa Doğalgaz Dağıtım A.Ş.

- Siverek
- Suruç
- Haliliye
- Eyübiye
- Karaköprü
- Birecik
- Viranşehir
- Hilvan
- Akçakale
- Ceylanpınar
- Halfeti
- Harran
- Bozova

Aksa Tokat Amasya Doğalgaz Dağıtım A.Ş.

- Amasya
- Tokat
- Merzifon
- Suluova
- Turhal
- Niksar
- Zile
- Erbaa
- Ziyaret
- Taşova
- Gümüşhacıköy
- Reşadiye
- Başçiftlik
- Pazar
- Almus
- Artova
- Hamamözü
- Sulusaray
- Yeşilyurt
- Göynücek
- Üzümlü
- Karayaka
- Şenyurt

Aksa Van Doğalgaz Dağıtım A.Ş.

- Van
- Tuşba
- İpekyolu
- Edremit
- Erciş
- Çaldıran
- Muradiye
- Gevaş
- Gürpınar
- Özalp



Products and Services

We shape our activities with a quality-oriented service approach.

| Operational Indicators | 2022 | 2023 | Change % |
|------------------------------------------------------|----------------|---------------|----------|
| Number of Natural Gas Distribution Licenses (number) | 21 | 21 | 0.0% |
| Total Number of Subscribers (nis) | 4,416,857 | 4,914,353 | 11.3% |
| Total Number of Subscribers (number) | 3,750,448 | 4,228,375 | 12.7% |
| Number of Potential Residential Subscribers (number) | 6,201,381 | 6,817,536 | 9.9% |
| Network Length (km) | 38,700 | 44,690 | 15.5% |
| Total Consumption (Sm ³) | 10,515,080,158 | 9,695,478,514 | -7.8% |

The largest private natural gas distribution company

With nearly 5 million subscribers in 27 provincial centers, 298 districts and towns, a gas distribution volume of 9.7 billion m³, a network length of 44,690 km and a 20.7% market share, we are the largest private natural gas distribution company serving the largest geographical distribution area in Türkiye. We serve a population of 17.4 million and 6.8 million potential subscribers in our distribution regions. Our subscriber base of 1.46 million in 2013 reached nearly 5 million by the end of 2023, while our Company's total natural gas distribution increased from 5.5 billion m³ in 2013 to 9.7 billion m³ by the end of 2023.

Our total investment amount reached TL 40 billion

We increased our total investment amount to TL 40 billion with TL 5.7 billion of investments realized in our operating period. Our total network size increased from 13,859 km in 2013 to 44,690 km by the end of 2023. This size tells us that our line is long enough to go one full revolution around the world.

2023 was a year in which we accelerated our digitalization efforts and technology investments to further enhance customer satisfaction. While providing natural gas supply to our subscribers in the safest way possible, we are focusing on our digital transformation efforts to improve customer satisfaction and enhance operational efficiency. Towards the end of the year, we signed an agreement with Alterna CX, which enables the improvement of the customer experience journey through its artificial intelligence-based solutions. Via artificial intelligence-based solutions, we will continuously measure and improve the customer experience journey at all our contact points. The feedback we will receive will also contribute greatly to the efficiency of our operational efforts.



Quality-oriented service concept

We shape our activities with a quality-oriented service approach. We are rapidly completing our investments in every region where we undertake natural gas distribution. We supply materials manufactured by passing 100% of the control stages, subject them to tests at all investment stages, and then bring them into our network with a high quality understanding. Thanks to this approach, we have delivered natural gas to our subscribers in a safe and uninterrupted manner since the first day of our operations.

24/7 Solution Center

Our main priority is to maximize customer satisfaction and to ensure continuous improvement in the quality of service. In line with this vision, we offer 24/7 uninterrupted solutions in response to the demands of our subscribers through our 187 Natural Gas Emergency Hotline and 444 4 187 Solution Center.

In 2023, 96% of the 977,962 calls to our 444 4 187 Solution Center were answered, while 97% of the 919,770 calls to our 187 Natural Gas Emergency Hotline were answered. 80% of the calls received through both channels were resolved. Through its experienced staff in the energy sector and distribution services, internationally recognized technical and software infrastructure, modern and comfortable physical space, and the quality of service, Aksa Solution Center stands out as a pioneer in the sector and a model unit.

By using the appointment system on our Online Transactions channel on aksadogalgaz.com.tr, our subscribers do not wait in line at our offices and can perform many subscription transactions online 24/7 from the comfort of their homes.



Products and Services

We implement up-to-date practices in continuity and analysis, and keep our understanding of quality at the highest level.



Natural gas distribution services are provided in Mustafakemalpaşa, Karacabey, Gemlik in Bursa; Karadeniz Ereğli in Zonguldak; İnönü in Eskişehir; and Çarşamba, Terme and Salpazarı in Samsun.



Capital and Shareholding Structure

Aksa Doğalgaz has an effective shareholding of 89% in the subsidiaries consolidated.

22

Subsidiaries

Aksa Doğal Gaz Dağıtım A.Ş. is owned by Kazancı Holding at a rate of 99.96%. We have 22 subsidiaries including 21 natural gas distribution companies and Koni Teknik Mühendislik A.Ş. Aksa Doğalgaz has an effective shareholding of 89% in the subsidiaries consolidated. Pursuant to the relevant legislation, municipalities in the regions where we operate also hold a 10% share in our distribution companies.

| Trade Name | Capital | Kazancı Holding A.Ş. | Aksa Doğal Gaz Dağıtım A.Ş. | Municipalities | Kazancı Family and Others |
|------------------------------------------------------|--------------------|----------------------|-----------------------------|----------------|---------------------------|
| 1 AKSA DOĞAL GAZ DAĞITIM A.Ş. | 186,524,750 | 99.96% | | | 0.04% |
| 2 AKSA ÇUKUROVA DOĞAL GAZ DAĞITIM A.Ş. | 160,000,000 | | 89.44% | 9.91% | 0.65% |
| 3 AKSA AFYON DOĞAL GAZ DAĞITIM A.Ş. | 45,000,000 | | 86.97% | 10.00% | 3.03% |
| 4 AKSA DÜZCE EREĞLİ DOĞAL GAZ DAĞITIM A.Ş. | 26,000,000 | | 89.20% | 10.00% | 0.80% |
| 5 AKSA BALIKESİR DOĞAL GAZ DAĞITIM A.Ş. | 21,000,000 | | 89.20% | 10.00% | 0.80% |
| 6 AKSA ÇANAKKALE DOĞAL GAZ DAĞITIM A.Ş. | 21,000,000 | | 89.20% | 10.00% | 0.80% |
| 7 AKSA BİLECİK BOLU DOĞAL GAZ DAĞITIM A.Ş. | 18,000,000 | | 89.20% | 10.00% | 0.80% |
| 8 AKSA MANİSA DOĞAL GAZ DAĞITIM A.Ş. | 15,000,000 | | 89.20% | 10.00% | 0.80% |
| 9 AKSA ELAZIĞ DOĞAL GAZ DAĞITIM A.Ş. | 5,500,000 | | 87.00% | 10.00% | 3.00% |
| 10 AKSA ŞANLIURFA DOĞAL GAZ DAĞITIM A.Ş. | 5,000,000 | | 75.00% | 10.00% | 15.00% |
| 11 AKSA M.KEMALPAŞA SUS. KAR. DOĞAL GAZ DAĞITIM A.Ş. | 2,000,000 | | 86.97% | 10.00% | 3.03% |
| 12 AKSA BANDIRMA DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 86.97% | 10.00% | 3.03% |
| 13 AKSA SİVAS DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 86.97% | 10.00% | 3.03% |
| 14 AKSA GEMLİK DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 86.97% | 10.00% | 3.03% |
| 15 AKSA MALATYA DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 89.78% | 10.00% | 0.22% |
| 16 AKSA GÜMÜŞHANE BAYBURT DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 86.97% | 10.00% | 3.03% |
| 17 AKSA ORDU GİRESUN DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 89.20% | 10.00% | 0.80% |
| 18 AKSA KARADENİZ DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 89.20% | 10.00% | 0.80% |
| 19 AKSA TOKAT AMASYA DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 86.97% | 10.00% | 3.03% |
| 20 AKSA VAN DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 89.20% | 10.00% | 0.80% |
| 21 AKSA AĞRI DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 90.00% | 10.00% | 0.00% |
| 22 AKSA SİİRT BATMAN DOĞAL GAZ DAĞITIM A.Ş. | 1,000,000 | | 97.00% | | 3.00% |
| 23 KONİ TEKNİK MÜHENDİSLİK A.Ş. | 14,900,000 | | 94.50% | | 5.50% |



Economic Value We Generate

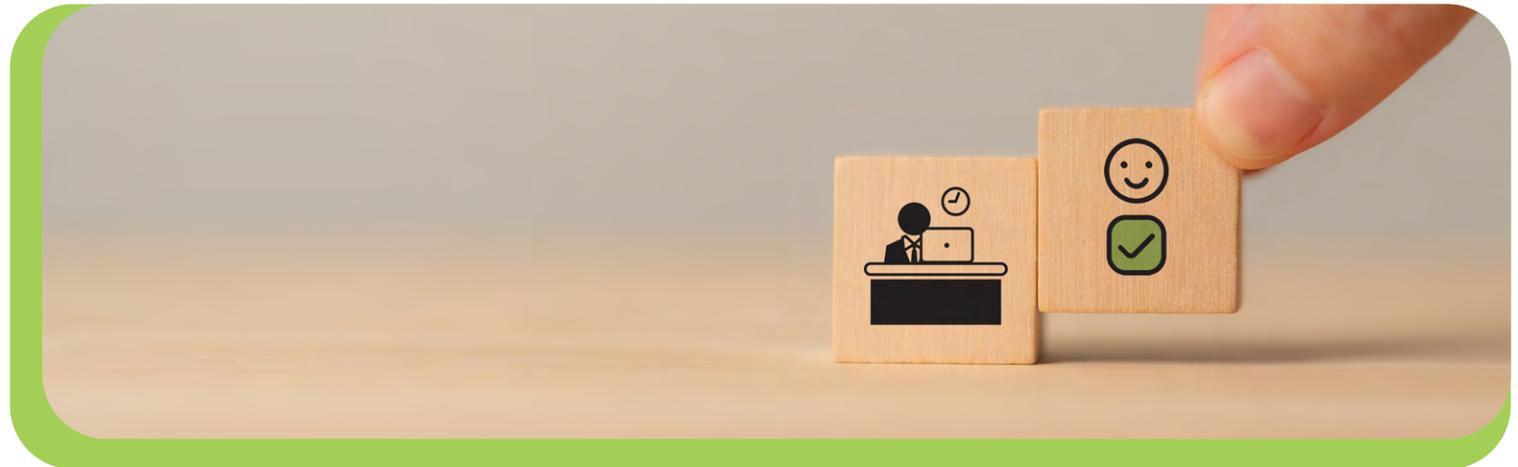
Based on our financial and operational experience, we increased our net profit for the period to TL 1,785 million.

33.1%

Value increase

The natural gas supply price is determined by BOTAŞ, our main supplier. We determine our sales price through the summation of the supply price and system usage fee. Our total net sales amounted to approximately TL 72 billion in 2022, while it stood at approximately TL 50 billion in 2023. Due to the adjustment factor of 1,64773* applied in 2022, the financial data for 2022 and 2023 have been synchronized in our financial statements.

Throughout 2023, which did not see any significant increase in natural gas supply prices, we also achieved a rise in our gross profit/net sales ratio due to the CPI-adjusted revision of system usage fees, which is the main factor determining the profitability of our distribution companies. Our Gross Profit for the period, which was TL 3,041 million in 2022, reached TL 3,256 million in 2023, representing an increase of 7.1%. Pursuant to the Presidential Decree No. 144 published in the Official Gazette on May 1, 2023, the price related to natural gas consumption up to 25 m³ in the invoices to be accrued until May 1, 2024 was not charged from residential subscribers, creating a discount effect in 2023. Since the gross profit amount is affected by inflation-adjusted unit prices such as system usage revenues and connection revenues, the gross profit amount grew faster than the adjustment factor. Through our financial and operational experience, we increased our Net Profit for the Period to TL 1,785 million, representing a 33.1% increase in value year-on-year.



| Financial Indicators (TL Million) | 2022 | 2023 | Change (%) |
|-----------------------------------|--------|--------|------------|
| Net Sales | 71,989 | 49,796 | -30.8% |
| Total Assets | 44,744 | 43,758 | -2.2% |
| Total Equity | 9,396 | 11,013 | 17.2% |
| Total Investment Amount | 4,125 | 5,773 | 40.0% |
| Gross Profit for the Period | 3,041 | 3,256 | 7.1% |
| Operating Expenses | 2,672 | 2,763 | 3.4% |
| EBITDA | 4,239 | 4,660 | 9.9% |
| Net Profit for the Period | 1,341 | 1,785 | 33.1% |

*Specified adjustment factor; calculated based on CPI increase in accordance with TAS 29.

Economic Value We Generate

Kazancı Holding and Aksa Group Companies are preparing a "Sustainable Financing Framework."

TL 50 billion

Net sales

Kazancı Holding and Aksa Group Companies are preparing a "Sustainable Financing Framework" to increase and sustain our financial resilience and the economic value we create. Within the framework, we have defined procedures for the development and use of sustainable financing instruments and the sustainability principles to be associated with these instruments.

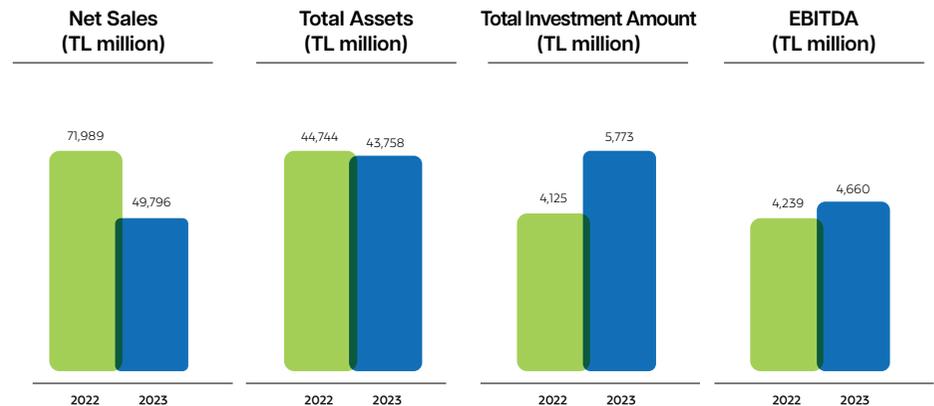
Kazancı Holding and Aksa Group Companies' Sustainable Financing Framework is based on the following principles and guidelines:

- International Capital Market Association ("ICMA") Green Bond Principles ("GBP")
- International Capital Market Association ("ICMA") Sustainability Bond Guidelines ("SBG")
- Loan Market Association ("LMA") Sustainability Linked Loan Principles

We have designed the framework document in line with the following four main components set out in the aforementioned principles and guidelines:

- Fund Disbursement Conditions
- Project Evaluation and Selection
- Management of the Fund
- Reporting

This Framework will apply to all sustainable financing issuances and loan utilizations that may be realized by Aksa Group and will be in force as long as any sustainable financing instrument is in circulation.





Memberships and Collaborations

By building valuable partnerships, we strengthen our efforts to create long-lasting positive impacts on the environment, economy and society.



| | | |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------|
| Natural Gas Distribution Companies Association of Türkiye - GAZBİR |  | Member |
| GAZMER |  | Member |

We consider our collaborations and memberships that enable us to work collectively as the cornerstone of achieving our sustainability goals. By building valuable partnerships, we strengthen our efforts to create long-lasting positive impacts on the environment, economy and society.

With the aim of building a more resilient and sustainable future together, we analyzed with all our teams where the damage of the earthquake would reach after the destructive earthquake disaster we experienced as a country in February 2023. We maintained uninterrupted gas supply service in all our cities by utilizing our network management experience in the event of an earthquake, based on the experiences we gained in past earthquakes.

This significant success we demonstrated throughout the entire process attracted the attention of other companies providing natural gas distribution services around the world, and soon after, we came together with Pacific Gas and Electric Company to collaborate on disaster management, earthquake risk assessment and to ensure continuous natural gas supply security. Accordingly, we continue to maintain close contacts with the Japanese Gas Company Osaka Gas Network.

In 2023, we started our cooperation with Ecoring to Nature, a social enterprise operating in the field of reforestation and biodiversity to combat global climate change. In October 2024 and March 2025, a total of 100 thousand seed balls will be delivered to the soil by ecoDrones, and we will contribute to the greening of hard-to-reach areas in our country on behalf of Aksa Doğalgaz subscribers.

As Aksa Doğalgaz, we are a member of the Association of Natural Gas Distributors of Türkiye (GAZBİR) and we carry out joint activities. GAZBİR is a non-governmental organization that operates as the umbrella organization of natural gas distribution companies providing natural gas distribution services throughout Türkiye. With "Türkiye" in its title, GAZBİR has been operating as a public benefit association since 2004. GAZMER Doğal Gaz ve Enerji Eğitim Belgelendirme Denetim ve Teknolojik Hizmetler Ltd. Şti., the economic enterprise and Technical Center of GAZBİR, serves as a Vocational Qualifications Authority and TÜRKAK accredited institution in order to meet the training, research and development, laboratory and common technical requirements needed in the entire energy sector including natural gas. At Aksa Doğalgaz, we carry out joint activities with both organizations.



CORPORATE GOVERNANCE

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Corporate Governance Structure

The foundation of our Corporate Governance approach is shaped by the communication of Aksa Doğalgaz's executive and supervisory bodies with stakeholders.



At Aksa Doğalgaz, we conduct our corporate governance processes in line with the principles of transparency, fairness, responsibility and accountability, and in compliance with our Corporate Governance Principles. The basis of our Corporate Governance approach is shaped by the communication of our company's executive and supervisory bodies with stakeholders.

While strengthening our management skills, we benefit from practices and policies that support sound and effective decision-making. Our main goal is to create a management structure that is reliable, reputable and prioritizes the efficient use of resources.

Our Board of Directors, which is our highest-level body working with commitment to our Corporate Governance Principles, consists of a total of three members. Members of our Board of Directors simultaneously carry out management duties within Kazancı Holding and its group companies.

We have a senior management team with competencies in technical operations, retail trade and customer operations, planning and investment operations, natural gas distribution groups, finance, digital transformation and technical services. We are striving to achieve the targets set by our Board of Directors in line with our company's strategies.

Established in 2023, our Sustainability Committee focuses on evaluating the environmental, social and economic impacts of our processes. Our committee includes managers from Integrated Management Systems and Business Processes, Marketing and Corporate Communications, Human Resources, Customer Services and Financial Control departments, as well as regional representatives. Our Integrated Management Systems and Business Processes Department, reporting to the President of the Board, is responsible for setting and implementing sustainability strategies.

Established in 2023, our Sustainability Committee focuses on evaluating the environmental, social and economic impacts of our processes.



Board of Directors



YAŞAR ARSLAN
President of the Board

Mr. Arslan graduated from Istanbul Technical University, Faculty of Metallurgy and worked as Operations Supervisor at EMAŞ A.Ş. for three years between 1985 and 1987. Mr. Arslan then served in managerial positions at Al-Fahd company in Saudi Arabia for five years and assumed responsibility at various management levels at İGDAŞ Istanbul Natural Gas Project for five years. Mr. Arslan continued his career as Project Manager at Vinsan in 1996 and took part in İzmit Natural Gas Project, İzmit Environment Integrated Project and Marmaris Environment Integrated Project. In 2004, he joined Aksa Doğalgaz as General Coordinator and Vice Chairman, and in 2010 he was appointed as the President of Aksa Doğalgaz Distribution and Trade Group. Currently serving as the President of the Board of 21 natural gas distribution and natural gas wholesale companies operating under Kazancı Holding, as well as Vice Chairman of two electricity distribution companies, Yaşar Arslan was appointed as a member of Kazancı Holding's Board of Directors in November 2024. Mr. Arslan, one of the founders of the Association of Natural Gas Distributors of Türkiye (GAZBİR), served as Secretary General for three terms and has been the President of GAZBİR for four terms and continues to serve as the Vice President of the Natural Gas Assembly of the Union of Chambers and Commodity Exchanges of Türkiye (TOBB). He has also served as the Vice Chairman of the Association of Electricity Distribution Services (Elder) for two consecutive terms and as the Vice Chairman of the Energy Efficiency Association.



NACİ AĞBAL
Vice Chairman

Naci Ağbal was born on January 1, 1968 in Bayburt. He graduated from Istanbul University, Faculty of Political Sciences, Department of Public Administration. Ağbal obtained his MBA at the University of Exeter, UK. He served as Inspector, Vice Chairman of the Inspection Board and Head of Department at the Directorate General of Revenues at the Ministry of Finance. He served as the Director General of Budget and Financial Control between 2006 and 2009 and as the Undersecretary of the Ministry of Finance between 2009 and 2015. Mr. Ağbal served as a Board member at TÜPRAŞ between 2004 and 2006, at PETKİM A.Ş. in 2006, at Türk Hava Yolları (THY) A.Ş. between 2006 and 2015 and at Vakıf Katılım Bankası A.Ş. between 2018 and 2021. He was a member of the Council of Higher Education between 2008-2015 and 2018-2020. He served as a member of the Board of Trustees of International Ahmed Yesevi University between 2008-2015 and as a member of the Council of the Turkish-Japanese Science and Technology University between 2019-2020. Mr. Ağbal served as an MP in the 25th and 26th terms of the Grand National Assembly of Türkiye (TBMM) and was also the Minister of Finance in the 64th and 65th governments. Mr. Ağbal also served as the Presidential Strategy and Budget Director between 2018-2020 and as the Governor of the Central Bank between November 2020 and March 2021. Serving as the Vice Chairman of Kazancı Holding and Vice Chairman of Aksa Energy since July 2022, Naci Ağbal has been the Vice Chairman of Aksa Doğalgaz since May 2023.



ÖMER MUZAFFER BAKTIR
Board Member

Ömer Muzaffer Baktır graduated from Istanbul Technical University, Department of Mining Engineering in 1986. He started his career at Pamukbank and continued as a manager in the banking sector. He served as Executive Vice President for Credits and Marketing at Halk Bank, as CFO at Cengiz Holding and Member of the Executive Board of the Group's Electricity Distribution companies and as Executive Vice President for Marketing and Transformation at Ziraat Bank. Mr. Baktır also served on the boards of directors and supervisory boards of various overseas companies of the same institution. Between 2017-2018, he served as Chairman at Erdemir Group. Since February 5, 2018, Mr. Baktır has served as the Vice Chairman at Kazancı Holding and is also the Chairman of the Executive Committee at Aksa Power Generation, Board member at Aksa Energy and a member of the Executive Committee at Aksa Energy and Kazancı Holding.



Ethical Principles and Compliance

Aksa Doğalgaz's management approach is based on core values such as respect, trust, unity, courage, agility, competitiveness, entrepreneurship and sustainable success.

We observe the compliance of all our stakeholders with ethical principles and regulations. Accordingly, we take care to transparently communicate the business ethics issues we have identified. We base our code of business ethics, which is part of our corporate governance approach, on the following core values and principles.

At Aksa Doğalgaz, we recognize the importance of creating a consistent, effective and transparent communication model to achieve success on a global scale. In this respect, we have developed a comprehensive Global Ethical Principles and Code of Conduct Policy to ensure open and reliable communication with all our stakeholders. This policy is designed to ensure that our employees and business partners act in accordance with our ethical values.

The purpose of our policy is to establish certain principles in our relations with national and international public institutions and the private sector in our company's activities. This policy is an integral part of the Global Corporate Compliance Program along with national and international regulations to ensure an honest, transparent and ethical business environment.

In line with our policy, which is based on the United Nations Global Compact and aims to ensure that employees act in accordance with these principles, our senior management is responsible for leading employees in compliance with regulations. All our employees are obliged to comply with this policy.

Aksa Doğalgaz's management approach is based on core values such as respect, trust, unity, courage, agility, competitiveness, entrepreneurship and sustainable success. We also prioritize principles such as integrity, honesty, transparency and accountability.

Operating with a sense of social responsibility, our Company supports human rights, cares about environmental issues and is sensitive to local cultures. We adopt a respectful, fair and honest service approach towards our customers. We operate in compliance with competition rules and aim to create value for our shareholders. We act fairly towards our suppliers and business partners and take care to provide equal opportunities for our employees.

At Aksa Doğalgaz, we comply with ethical and transparency rules in all our relations with public institutions and ensure that all records are kept accurately and reliably. Our priorities include avoiding conflicts of interest, complying with rules on gifts and hospitality, acting meticulously in the fight against bribery and corruption, and conducting donations and sponsorship activities in accordance with ethical rules. We addressed these issues sensitively, prepared and published special policies and integrated them into our business processes.

Cases of non-compliance with the policy are evaluated by our Ethics Committee. Calls to the "Aksa Ethics Communication Hotline," which was launched in 2017 for the use of company employees in detecting unethical incidents, are answered by the Audit Department. Kazancı Holding and Aksa Doğalgaz's Code of Ethics is available at https://www.kazanciholding.com.tr/assets/politicspdf/global_etik_politikasi.pdf.

All employees of Aksa Doğalgaz and its Subsidiaries are obliged to comply with applicable regulations and other Holding policies. Reports of actions that are not in compliance with the Code of Ethics and Conduct should be made to the following communication channels:

E-mail: etik@aksa.com.tr
Ethics Hotline: 0 850 511 11 12





Risk Management and Internal Control

While taking firm steps towards a sustainable future, we also prioritize adhering to our ethical values and contributing to society.

By integrating enterprise risk management into our strategies and corporate culture, we align our corporate strategy with risk management. We adopt an approach encompassing social, environmental, economic and ethical risks and integrate these elements into our decision-making processes. We ensure that risks are managed appropriately by establishing structures that will provide maximum resistance to all risks within our company management.

We also continuously conduct risk analyses, identify potential threats in advance and develop proactive strategies accordingly. Thus, we strengthen our relations with both our internal stakeholders and the external environment. While taking firm steps towards a sustainable future, we also prioritize adhering to our ethical values and contributing to society. Throughout this process, we encourage the participation of all our employees, making risk management a shared responsibility.

We identify and monitor risks under the following main headings:

Strategic Risks: Under this heading, we monitor structural risks that may prevent us from achieving the strategic targets we set in the short, medium or long term. We monitor risks such as planning risk, business model risk, business portfolio risk, reputation risk, market forecasting risk and risk of inadequacy in internal control systems under strategic risks.

Operational Risks: This risk group refers to risks that may prevent us from fulfilling our core business activities or that may harm our entire operations. We monitor risks such as information security risk, capacity utilization risk, effective inventory management risk, production loss risk, productivity risk, employee health and safety risk in this category.

Financial Risks: They represent the risks arising as a result of our financial position and preferences. Under financial risks, we monitor risks such as interest rate risk, currency risk, liquidity risk, receivables/collection risk and commodity price risk.

Compliance Risks: These are risks arising from inadequacies and delays in complying with national and international regulations. We monitor risks regarding the compliance program in this category.

At Aksa Doğalgaz, we commit to:

- Integrate risk/opportunity vision into company management,
- Detect risks early through risk analysis, continuous improvement and monitoring of activities,
- Organize trainings to raise awareness throughout the company and to encourage all employees to fulfill their duties and responsibilities,
- Use hedging instruments appropriately and keep records as required by applicable regulations,

- Transparently inform regulators and other stakeholders about the risks the company faces and the functioning of the systems developed to monitor these risks.

While managing the risks we identify, we proceed within the framework of our efforts to identify and evaluate risks and opportunities that may affect our company's strategy. With our goal of further

strengthening our corporate risk structure, we plan necessary actions in our business processes and meticulously monitor their outputs.

At Aksa Doğalgaz, we identify all strategic, operational and support processes and their interactions and ensure implementation control in order to comply with management system standards within the scope of the management by processes approach. We also





Risk Management and Internal Control

With our goal of further strengthening our corporate risk structure, we plan necessary actions in our business processes and meticulously monitor their outputs.

We audit the reliability of our financial reporting system, our company's compliance with legal and internal regulations, the effectiveness and efficiency of our operations, and the security and reliability of our information systems based on our risk management-oriented approach.



identify opportunities for improvement and prevention activities. We identify the risks and opportunities of the activities we define for each interest group. We also identify the expectations, sub-groups, priorities, risks, opportunities and actions to be taken by interest groups. We evaluate all this data in the Risks and Opportunities Assessment Table. In conducting our assessments, we are aligned with our goals towards sustainability. Under these goals, we take into account risk categories such as social, environmental, ethical and human rights. Our approach also encourages reducing environmental impacts, sensitivity to human rights and the consideration of ethical issues.

We carry out our risk and opportunity assessment activities together with the Risk and Opportunity Assessment Committee of our headquarters and distribution company. Our Committee evaluates the process-based risks and opportunities we identify through annual reviews, and we present the results to our senior management at Management Review (MR) meetings.

Through our Strengths, Weaknesses, Opportunities and Threats (SWOT) Analysis, our senior management analyzes the internal and external contexts at Aksa Doğalgaz to identify our strengths, weaknesses,

opportunities and threats. We record the results of the analysis with the SWOT Analysis Form. We evaluate our findings for each of the four categories in the Risks and Opportunities Assessment Table and make strategic decisions based on these findings. We review our SWOT analysis annually and ensure that our organization focuses on its strengths, mitigates its weaknesses, eliminates threats and makes maximum use of opportunities. We also evaluate these results in our MR meetings.

We conduct our risk and opportunity assessments in order to identify potential hazards, prevent potential harm and evaluate the opportunities that may be created. Throughout this process, we take into account what has been identified in the SWOT analysis, the expectations of relevant parties, and the risks and opportunities we may encounter on the way to achieving Key Performance Indicators (KPIs).

We bring together the processes evaluated annually by the Integrated Management System (IMS) unit and our senior management with the SWOT analysis and relevant party expectations. We evaluate the results of corrective actions that may pose a risk to the IMS through our risk and opportunity approach. At Aksa Doğalgaz, we are obliged to take action on all risks assessed as "Medium, Critical and Highly Critical" as a result of our risk management and assessment processes. If we identify a risk that affects more than one process, we coordinate these risks. If the units

that own the process or processes decide not to take action or postpone action on the risks identified, we initiate the risk acceptance process. Risk Acceptance is performed upon the approval of the Company's Manager and CEO, and we periodically report and evaluate all risk acceptances at our MR meetings.

While assessing our corporate risks and opportunities, we also take into account climate change-related legislation, the Paris Climate Agreement, the European Green Deal and the 2053 Net Zero Carbon Target.

Audit

We have an internal audit unit striving to evaluate and improve the effectiveness of our control and governance processes. We audit the reliability of our financial reporting system, our company's compliance with legal and internal regulations, the effectiveness and efficiency of our operations, and the security and reliability of our information systems based on our risk management-oriented approach. As a result of these audits, we adopt a transparent management approach by providing reasonable assurance to the Board of Directors.

We are pleased to announce that we were deemed worthy of the Internal Audit Awareness Award in 2023 as a result of the evaluations conducted across Türkiye by the Institute of Internal Auditing - Türkiye.



SUSTAINABILITY APPROACH

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- 37 Sustainability Management

Sustainability Approach

We work for a better world by taking effective steps in environmental, social and governance areas.



At the heart of our sustainability approach is our mission to provide reliable, accessible and innovative energy products and services. This is part of our commitment to add value to our customers and society.

The United Nations Sustainable Development Goals (SDGs) and Environmental Social Governance (ESG) principles set the basic framework of our sustainability strategy. In line with these goals, we work for a better world by taking effective steps in environmental, social and governance areas. By aiming for operational excellence, we embrace a sustainable, equitable and inclusive culture of doing business for all our stakeholders.

Focus



Direct Contribution



It commits to act in harmony with other SDGs in its activities. It pursues all its objectives in relation to ESG.





Sustainability Strategy

We remain committed to improving people's lives and creating a better tomorrow, while fighting climate change.

We are committed to a sustainable energy future. To achieve this goal, we aim to provide sustainable and affordable energy, as well as sustainable products and services to all our customers by generating energy in a cleaner way and rendering its consumption smarter. Through our core business, we remain committed to improving people's lives, also creating a better tomorrow and tackling climate change. Under sustainability, we act in a responsible, transparent and innovative manner to maintain the trust and respect of all our stakeholders.

We are committed to a sustainable energy future. To achieve this goal, we aim to offer our customers sustainable products and services together with sustainable and accessible energy by making energy cleaner and consumption smarter.





Sustainability Policy

We are contributing to the 2053 "carbon neutrality" target.

We achieve our company's goals and strategies in line with our sustainability policy. Accordingly, we adopt a consistent, effective and transparent communication model and communicate with our stakeholders in an open, transparent and reliable manner. Based on our vision of leaving a more sustainable and resource-intact world for the future, we contribute to the "carbon neutrality" target for 2053.

Under this policy, we implement the United Nations SDGs, the Paris Climate Agreement, the United Nations Global Compact and our principles and commitments regarding corporate governance. We share open and inclusive information to ensure that all our stakeholders are informed in a transparent manner.

We adopt a consistent, effective and transparent communication model and communicate with our stakeholders in an open, transparent and reliable manner.





Sustainability Priorities

Our sustainability strategy is shaped in line with the responses from our stakeholders.

At Aksa Doğalgaz, we carefully select our priorities to implement our sustainability strategy together with Kazancı Holding. We update our priorities, which form the basis of our sustainability approach, in line with our changing business strategy and the expectations of our stakeholders. In addition to stakeholder views, we utilize global and sectoral trends, risks and opportunities, the views of our executives and our global growth strategy to formulate our sustainability priorities.

While addressing climate change and environmental issues, we take into account our relations with the communities in the regions where we operate and prioritize social responsibility projects.

In the materiality analysis we conducted with the participation of our internal and external stakeholders, we analyze the responses and create our Materiality Matrix. Through this Matrix, we identify our top material, highly material and material sustainability topics.

Within the scope of the Materiality Matrix, Kazancı Holding's

Top material topics are identified as:

- Occupational Health and Safety
- Cyber Security
- Customer Satisfaction
- Diversity, Inclusiveness and Equality
- Renewable Energy and Energy Efficiency Practices

Highly material topics are identified as:

- Employee Satisfaction and Rights
- Compliance, Ethics and Anti-Corruption
- Digitalization
- Talent Management and Employee Development
- Responsible Environmental Management
- Sustainable and High-Quality Products
- R&D and Innovation
- Climate Action and Decarbonization

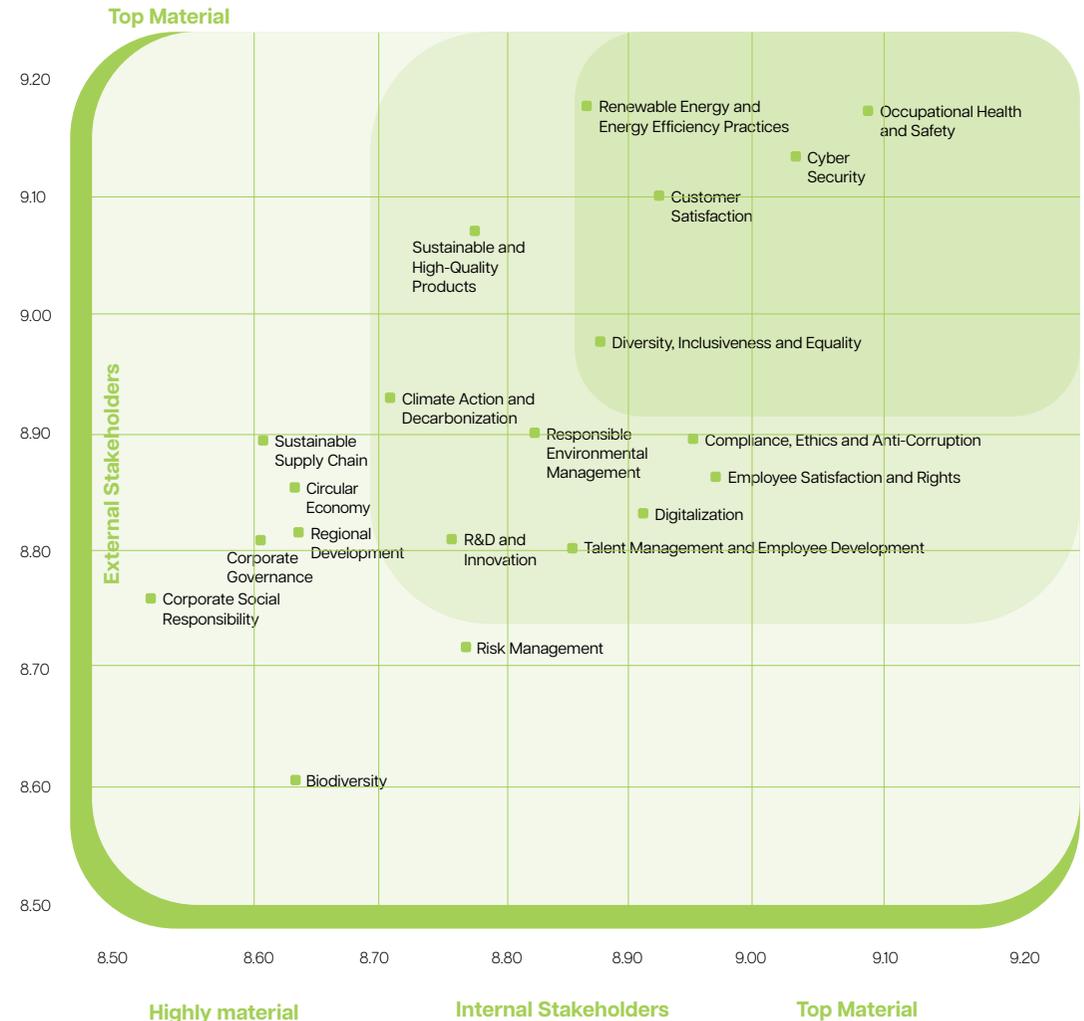
Other material topics are as follows::

- Risk Management
- Regional Development
- Sustainable Supply Chain
- Circular Economy
- Biodiversity
- Corporate Governance
- Corporate Social Responsibility

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Material topics

Materiality Matrix (Material in the Future)





Mapping of Sustainable Development Goals (SDGs)

We contribute to the Sustainable Development Goals.



As a result of the Materiality Analysis, the relationship between the 5 topics assessed as top material topics and the SDGs is as follows.

| Top Material Topics | Sustainable Development Goals | Targets |
|--------------------------------------------------|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Occupational Health and Safety (OHS) | | 8.8. Protecting workers' rights and promoting safe working environments |
| Cyber Security | | 9.c. Universal access to information and communication technologies 16.5. Significantly reducing corruption and bribery in all its forms |
| Customer Satisfaction | | 8.3. Increasing policies that support job creation and business growth 16.6. Establishing effective, accountable and transparent institutions at all levels |
| Diversity, Inclusiveness and Equality | | 5.5. Ensuring full participation in leadership and decision-making 10.3. Ensuring equal opportunities and ending discrimination |
| Renewable Energy and Energy Efficiency Practices | | 7.1. Ensuring universal access to affordable, reliable and modern energy services by 2030 7.a. Enhancing international cooperation and promoting investment in energy infrastructure and clean energy technology to facilitate access to clean energy research and technologies, including renewable energy, energy efficiency and advanced and cleaner fossil fuel technology by 2030 7.2. Increasing the global share of renewable energy 13.3. Integrating climate change measures into policies and plans |

However, SDGs indirectly related to our top material topics are:



Sustainability Goals

We aim to reduce direct and indirect greenhouse gas emissions from our operations.



With our belief that sustainable growth and environmental protection are intertwined, we adopt creating a livable environment for future generations as one of our primary goals and therefore not only comply with all relevant regulations, but also develop our projects through our environment and people-oriented approach.

We aim to reduce direct and indirect greenhouse gas emissions resulting from our operations, which we have been calculating starting from the 2022 activity year. Accordingly, we completed the first phase of our greenhouse gas emissions reporting under our Carbon Monitoring Project. We believe in the importance of alternative fuels and energy

sources in combating climate change, and we engage in research and development activities that will make a difference in this field. Since the first day of our establishment, our R&D efforts for sustainability, which is the area we attach the utmost importance to along with consumer satisfaction, also focus on natural gas as a more environmentally friendly and sustainable fuel. In this context, we developed the "Natural Gas is Greening" R&D Project. We successfully completed the process of mixing 20% green hydrogen into natural gas under our "Natural Gas is Greening" R&D project, which we launched within Gazbir-Gazmer in cooperation with Yıldız Technical University. Through our project, we aim to increase the use of green hydrogen and diversify Türkiye's energy supply security by blending natural gas with green hydrogen.

As of 2021, some of our meter reading teams in our distribution regions started using electric bicycles instead of vehicles under our "Low Carbon Solution to Meter Reading" project. At the 8th Istanbul Carbon Summit, which we attended with this project in 2023, we received the SÜT-D 2023 Low Carbon Heroes Award, presented to organizations that set an example in the effective fight against climate change by reducing greenhouse gas emissions.

In line with our Strategic Selection and Placement Planning and long-term goals, our main objective is to attract the potential candidates we need and to professionally develop and manage the selection process within a system based on equal opportunities and without discrimination by placing people with the experience and skills required by the position. We aim to create a transparent and reliable environment in our company based on fondness, respect, diversity and equal opportunities.

We adopt the 'Zero Work Accident' approach through continuous training and awareness-raising and the motto 'People First', which is one of the indispensable goals of our company, as a guide in our work. As we do every year, we conducted an in-depth analysis of the types of occupational accidents and near misses that occurred in 2023 and compared them to the figures for the natural gas and electricity distribution sector as a whole. We also conducted a Pareto analysis of sectoral types of occupational accidents and near misses. In the light of the available data,

we organized internal and external trainings and monitored their effectiveness in order to reduce the rate of occupational accidents and near misses to zero. We are taking steps to make a cross-checking audit module ready for use as one of the software development activities carried out within the scope of continuous development in 2022. Thus, we made it possible for documents such as audio, video and photographs obtained by OHS experts during field inspections to be added to the relevant performance tracking system. In 2023, we also launched the Quality Document Management System (QDMS) and started developing an additional module to monitor corrective actions through the platform.

As part of our goal to increase our total network length, we drafted a 5-year plan in 2021. We plan to build an average of 5,300 km of new distribution network each year, bringing our total network length to 61,200 km. In addition to this plan, we achieved a 13.2% progress in 2022 with an increase of 4,600 km and updated our target to reach a total network length of 70,000 km in line with Aksa 2030 Global Strategy. In 2023, we achieved a 15.5% progress with a network length increase of 6,000 km.



Sustainability Management

Under sustainability, we act in a responsible, transparent and competent manner to maintain the trust and respect of all our stakeholders.



We manage our company with an awareness of the importance of sustainable energy in the future. We ensure cleaner distribution of energy in order to achieve our targets set in this direction. To achieve optimum efficiency, we adopt a sustainability approach that respects the environment and is shaped by the priorities of all stakeholders we interact with.

Through our core business, we remain committed to improving people's lives, also creating a better tomorrow and tackling climate change. Under sustainability, we act in a responsible, transparent and competent manner to maintain the trust and respect of all our stakeholders.

We established the Sustainability Committee reporting to the President of the Board of Aksa Doğalgaz, and the Chairman of the Sustainability Committee reports directly to the President of the Board. Our Committee strives to ensure that our goals are achieved and that our sustainability approach becomes widespread throughout our Company by incorporating relevant performance indicators into monitoring systems and employee goals. It also aims to improve the sustainability strategy and implementation tools by assessing risks and opportunities, and to ensure that employees actively participate in sustainability efforts through the training they receive. The Holding's Sustainability Working Group also monitors sustainability risks and opportunities through periodic meetings.

Our Sustainability Committee aims to improve the sustainability strategy and implementation tools by assessing risks and opportunities, and to ensure that employees actively participate in sustainability efforts through the training they receive.

President of the Board

Chairman of the Sustainability Committee
Integrated Management Systems and Business Processes Manager

Departments Represented by the Members of the Sustainability Committee

- IMS and Business Processes
- Marketing and Corporate Communications
 - Human Resources
 - Financial Control
 - Customer Processes
- Representatives of Subsidiaries



ENVIRONMENTAL MANAGEMENT

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Environmental Management

We strive to reduce our environmental impacts both from our core business and from all stages of our value chain.

At Aksa Doğalgaz, we take care to minimize the environmental impacts of our operations and comply with the relevant regulations in all our business processes. Our comprehensive environmental management practices help us strive to reduce our environmental impacts arising from both our core business and all stages of our value chain. Our environmental management approach is based on climate change, energy management, waste management and circular economy, water management and the protection of biodiversity. Imposition of no fine in 2023 regarding compliance with legal obligations reflects our awareness of environmental responsibility and our commitment to compliance targets.

Adhering to the principle of objectivity and transparency, we present our environmental management performance to the attention of all our stakeholders and harmonize our strategic targets set in this context with the relevant legislation. We set concrete targets to prevent harm arising from our business processes, as set out below:

TL 3 million

Sustainability budget for 2024

- To safely minimize the environmental impacts of our activities, to cooperate in harmony with all our stakeholders and to leave a livable environment for future generations,
- To add value to the environment by aiming for continuous improvement within the ISO 14001:2015 Environmental Management System in accordance with the obligations of the relevant environmental legislation,
- To minimize waste generation by using natural resources efficiently and preventing pollution at source,
- To prevent or control the environmental negativities that may arise from the activities of contractor companies,
- To contribute to environmental sustainability and development by supporting all our stakeholders in training.

We determine the environmental dimensions of our activities based on a life cycle approach and evaluate our impacts accordingly within the scope of the following elements:

- Changing or renewed product, service, activity and environmental conditions,
- Planned changes, new developments and new or modified activities,
- Abnormal situations and unforeseen emergencies.

Our environmental management approach is based on climate change, energy management, waste management and circular economy, water management and the protection of biodiversity.



In 2023, we spent approximately TL 100 thousand on consultancy for reducing environmental impacts and obtaining ISO 14001:2015 certification. For 2024, we planned to allocate a budget of approximately TL 3 million for ISO 14001:2025 Environmental Management System and ISO 14064-1:2018 Greenhouse Gas Calculation and Verification Standard certification, preparation of the sustainability report, memberships to associations and organizations, and waste shipment items.

As part of our responsibility to monitor the risks of Group companies, we adapt Kazancı Holding's risk management to the functioning of our company and monitor our own risks. We structure our operations to fulfill all the requirements of applicable environmental regulations. In the regions where we hold a license, we annually review the environmental risks identified by our Environmental Committee. We rank the new risks we identify in order of priority, from highest to lowest priority. The methodology we follow in this context is as follows:

- Trying to eliminate risks at source,
- Replacing what is dangerous with what is less dangerous,
- Implement engineering measures,
- Utilizing ergonomic approaches.



Combating Climate Change

While managing greenhouse gas emissions for combating climate change, we perform activities specific to the regions we serve.



We engage in activities within our company against the effects of climate change, which is the common result of uncontrolled population growth rate, fossil fuel consumption, industrialization, global energy demand, urbanization rate, reduction of green areas and uncontrolled greenhouse gas emissions, demonstrating a global upward trend. We contribute to reducing carbon emissions by popularizing natural gas, which is a more environmentally friendly fuel type compared to fossil fuels that cause higher emissions such as coal, and by raising awareness on this issue.

While managing greenhouse gas emissions for combating climate change, we perform activities specific to the regions we serve. Accordingly, we conducted a pre-feasibility study to determine the carbon emissions in our Çukurova region in 2022. In 2023, we completed our emissions calculation study in the Black Sea (Trabzon-Rize) distribution region, and in 2024, we aim to extend this study to all 21 distribution regions within our service area.

21

Number of targeted distribution regions



Emissions Management

We calculated Scope 1-2-3 emissions in six categories according to ISO 14064-1:2018 Greenhouse Gas Calculation and Verification Standard.

Natural gas is an energy source that is considered cleaner than other fuels in terms of its environmental impacts. Thanks to its lower carbon content, it has an emission factor that is almost half that of solid fuels. With these features, the use of natural gas significantly reduces carbon emissions. In 2023, the emissions reduction provided by our subscribers that prefer natural gas for heating instead of coal in our regions is approximately calculated and presented in the table below.

In 2023, we chose Trabzon-Rize as the pilot region for the Carbon Emissions Calculation and Reduction Project, which is designed to identify the sources that contribute to greenhouse gas formation, control and reduce carbon emissions in 27 provincial centers, 298 districts and local governments where our company operates. In the first phase of the project, which we consider as an important step along the sustainability journey, we created the infrastructure necessary for emission calculations to provide concrete, accountable and verifiable results. We calculated Scope 1-2-3 emissions in six categories according to ISO 14064-1:2018 Greenhouse Gas Calculation and Verification Standard. In the light of these assessments, we aim to calculate direct (Scope 1) emissions from sources owned and controlled by the company, indirect (Scope 2) emissions from procured electricity generation, and indirect (Scope 3) greenhouse gas emissions from transportation, procured products/services and product/service use, and pursue mitigation strategies in these areas.

| Distribution Company | Number of Subscribers (NIS*) | Carbon Emissions Reduction Compared to Coal Consumption (tons CO ₂ e) |
|-----------------------------------------------------------------|------------------------------|----------------------------------------------------------------------------------|
| Aksa Afyon Doğal Gaz Dağıtım A.Ş. | 180,126 | 378,265 |
| Aksa Ağrı Doğal Gaz Dağıtım A.Ş. | 60,409 | 126,859 |
| Aksa Çukurova Doğal Gaz Dağıtım A.Ş. | 859,256 | 1,804,438 |
| Aksa Bandırma Doğal Gaz Dağıtım A.Ş. | 86,551 | 181,757 |
| Aksa Balıkesir Doğal Gaz Dağıtım A.Ş. | 264,281 | 554,990 |
| Aksa Bilecik Bolu Doğal Gaz Dağıtım A.Ş. | 213,571 | 448,499 |
| Aksa Çanakkale Doğal Gaz Dağıtım A.Ş. | 220,152 | 462,319 |
| Aksa Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş. | 63,451 | 133,247 |
| Aksa Düzce Ereğli Doğal Gaz Dağıtım A.Ş. | 210,280 | 441,588 |
| Aksa Elazığ Doğal Gaz Dağıtım A.Ş. | 238,522 | 500,896 |
| Aksa Ordu Giresun Doğal Gaz Dağıtım A.Ş. | 333,568 | 700,493 |
| Aksa Gemlik Doğal Gaz Dağıtım A.Ş. | 59,919 | 125,830 |
| Aksa Karadeniz Doğal Gaz Dağıtım A.Ş. | 311,491 | 654,131 |
| Aksa Malatya Doğal Gaz Dağıtım A.Ş. | 289,397 | 607,734 |
| Aksa Manisa Doğal Gaz Dağıtım A.Ş. | 310,977 | 653,052 |
| Aksa Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş. | 70,049 | 147,103 |
| Aksa Siirt Batman Doğal Gaz Dağıtım A.Ş. | 169,920 | 356,832 |
| Aksa Sivas Doğal Gaz Dağıtım A.Ş. | 225,783 | 474,144 |
| Aksa Tokat Amasya Doğal Gaz Dağıtım A.Ş. | 296,538 | 622,730 |
| Aksa Şanlıurfa Doğal Gaz Dağıtım A.Ş. | 246,944 | 518,582 |
| Aksa Van Doğal Gaz Dağıtım A.Ş. | 203,168 | 426,653 |
| TOTAL | 4,914,353 | 10,320,141 |

*Number of Independent Sections (NIS): As per the relevant legislation, it is calculated by adding 1 NIS for the area of the apartment up to 200 m², and an additional 1 NIS for each additional 100 m² after 200 m².



Energy and Water Management

Throughout our energy management processes, we strive to include best practices such as transition to renewable energy sources and energy saving measures.

We focus on using energy more consciously and efficiently while building our energy management strategy and processes. Throughout our energy management processes, we strive to include best practices such as transition to renewable energy sources and energy saving measures. By monitoring, analyzing and improving our energy consumption data, we both support environmental sustainability and take steps to reduce our operating costs.

We are committed to continuously improving our energy performance. We provide necessary information and resources to achieve our goals and objectives, comply with legal requirements regarding energy consumption and efficiency, and implement best facility management standards and practices to ensure sustainable energy management conditions.

We believe in the importance of alternative fuels and energy sources in combating climate change, and we engage in research and development activities that will make a difference in this field. Under another study we conducted with GAZMER, we evaluated the economic sustainability and energy efficiency impacts of the use of gas obtained as a result of blending biomethane obtained from organic waste with natural gas.

As for energy efficiency, we obtained the Renewable Energy Resource Guarantee Certificate (YEK-G) for Aksa Doğalgaz head office and neutralized our carbon footprint resulting from our electricity consumption in 2023. By 2025, we aim to neutralize our emissions from electricity consumption in all our regions.

Details of the solar panels currently in use in our regions and the relevant power amounts in 2023 are available in the table on the next page.

We believe that measures such as consuming water efficiently and responsibly and reducing the amount of wastewater by reusing it are of great importance for the continuity of operations and the protection of water resources. Within the framework of water management, we manage the risks of water scarcity to ensure the sustainable use of natural resources and act to ensure that the water used is returned to the environment.

In 2023, we are organizing water footprint training to provide basic information about water footprint studies and reporting at the institution and product level and to calculate the water footprint with practical applications within the scope of ISO 14046 Water Footprint Standard. In 2023, the total water consumption of 21 regions stands at 46,002.86 m³.

Details of the solar panels currently in use in our regions and the relevant power amounts in 2023 are available in the table below.

| Distribution Company | Quantity | Unit Power (KWh) | Total Power (KWh) |
|-----------------------------------------------------------------|------------|------------------|-------------------|
| Aksa Şanlıurfa Doğal Gaz Dağıtım A.Ş. | 11 | 0.08 | 0.88 |
| | 2 | 0.11 | 0.22 |
| Aksa Bilecik Bolu Doğal Gaz Dağıtım A.Ş. | 4 | 0.11 | 0.44 |
| Aksa Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş. | 5 | 0.105 | 0.525 |
| Aksa Çanakkale Doğal Gaz Dağıtım A.Ş. | 12 | 0.06 | 0.72 |
| Aksa Afyon Doğal Gaz Dağıtım A.Ş. | 0 | 0 | 0 |
| Aksa Malatya Doğal Gaz Dağıtım A.Ş. | 35 | 0.1 | 3.5 |
| Aksa Tokat Amasya Doğal Gaz Dağıtım A.Ş. | 0 | 0 | 0 |
| Aksa Ağrı Doğal Gaz Dağıtım A.Ş. | 5 | 0.11 | 0.55 |
| Aksa Balıkesir Doğal Gaz Dağıtım A.Ş. | 25 | 0.11 | 2.75 |
| Aksa Bandırma Doğal Gaz Dağıtım A.Ş. | 11 | 0.105 | 1.155 |
| Aksa Çukurova Doğal Gaz Dağıtım A.Ş. | 7 | 0.11 | 0.77 |
| | 1 | 0.06 | 0.06 |
| Aksa Düzce Ereğli Doğal Gaz Dağıtım A.Ş. | 27 | 0.1 | 2.7 |
| Aksa Elazığ Doğal Gaz Dağıtım A.Ş. | 4 | 0.22 | 0.88 |
| Aksa Gemlik Doğal Gaz Dağıtım A.Ş. | 8 | 0.105 | 0.84 |
| Aksa Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş. | 25 | 0.48 | 12 |
| Aksa Karadeniz Doğal Gaz Dağıtım A.Ş. | 13 | 0.06 | 0.78 |
| | 9 | 0.12 | 1.08 |
| | 33 | 0.11 | 3.63 |
| Aksa Manisa Doğal Gaz Dağıtım A.Ş. | 41 | 0.1 | 4.1 |
| Aksa Ordu Giresun Doğal Gaz Dağıtım A.Ş. | 11 | 0.06 | 0.66 |
| | 12 | 0.11 | 1.32 |
| Aksa Siirt Batman Doğal Gaz Dağıtım A.Ş. | 22 | 0.11 | 2.42 |
| Aksa Sivas Doğal Gaz Dağıtım A.Ş. | 15 | 0.06 | 0.9 |
| Aksa Van Doğal Gaz Dağıtım A.Ş. | 4 | 0.065 | 0.26 |
| TOTAL | 342 | | 43.14 |

46,002.86 m³

Total water consumption



Waste Management and Circular Economy

We conduct Zero Waste activities in 21 subsidiaries of our company, which carries out comprehensive activities on waste reduction and natural resource management.

Minimizing the waste generated as a result of our activities and sorting it at its source before disposal forms the basis of our company's waste management approach. We conduct Zero Waste activities in 21 subsidiaries of our company, which carries out comprehensive activities on waste reduction and natural resource management. Through the waste management process we implement in our directorates, we separate waste by providing waste bins in the colors specified in the legislation for glass, paper, metal and plastic waste and prioritize sending such waste to recycling facilities. By evaluating and reusing waste, we minimize the use of natural resources, which we monitor on a monthly basis. Through our digitalized applications within the scope of the Paperless Office Project, we ensure that processes flow in a fast and measurable manner and save on paper, energy and cartridge usage. We store

hazardous waste in storage areas in a way to prevent contact with soil and water and then deliver them to licensed disposal companies within the period specified in the relevant legislation. As per the Waste Management Regulation, we issue Hazardous Waste Financial Liability Insurance Policies for all our regions.

In 2023, we disposed of a total of 51.3 tons of hazardous and non-hazardous waste. We conduct waste management trainings and environmental drills annually for all our company personnel, especially our teams responsible for waste management, and we raise awareness by identifying the duties of each of our personnel.

Let it Remain Natural Project

At the beginning of 2019, we replaced the bags used to deliver natural gas meters to new subscribers with non-woven bags, which are easily recyclable and offer multiple uses. Thus, we ended the use of plastic bags in all our distribution regions and eliminated the need for the production of more than thousands of tons of plastic bags. At Aksa Doğalgaz, we ended the annual production of 3,200 kg of plastic bags by providing our new subscribers with non-woven bags with the advantage of reuse and long-term use in order to reduce the use of single-use plastic bags, which disappear on average between 500 and 1,000 years after they are released into nature and the majority of which are not recycled.

51.3 tons

Disposal of hazardous and non-hazardous waste





Biodiversity

The sustainability of our business model encompasses the protection of biodiversity and ecosystems.

Biodiversity, which represents vital elements such as clean air, potable water and quality soil, is among the sustainability issues we prioritize. The sustainability of our business model also encompasses the protection of biodiversity and ecosystems. While managing the impacts on biodiversity, we take necessary measures to ensure that the balance in the ecosystem is not disturbed and life on earth is sustained.

Together with Ecording to Nature, a social enterprise that develops sustainable, innovative and technological solutions, we will bring seed balls to the soil in hard-to-reach areas in our country with ecoDrones on behalf of our subscribers at the end of 2024 and in the first quarter of 2025, thus contributing to reforestation and biodiversity efforts.

Continuing to engage in activities in line with its sustainability goals, Kazancı Holding, of which Aksa Doğalgaz is a subsidiary, cooperates with Isparta University of Applied Sciences (ISUBU) in "environment, nature and wildlife education-research" projects. The protocol, which will be valid for five years and was signed with the aim of establishing an exemplary university-industry cooperation in Türkiye, aims to protect the Anatolian leopard, which

While managing the impacts on biodiversity, we take part in projects to ensure that the balance in the ecosystem is not disturbed and life on earth is sustained.

is thought to be extinct in Türkiye, and to increase the importance and awareness of the issue among the public. Striving for the protection of some endangered animal species in Türkiye for long years, our company continues to organize various projects on biodiversity in other countries where it operates. As Aksa Doğalgaz, we continue to play an active role and cooperate at every stage of this project in our regions of operation. In order to support terrestrial life under sustainability, Kazancı Holding has been carrying out a number of biodiversity projects since 2015 to protect nature and endangered animals. Through these projects, Kazancı Holding is also striving to protect brown bears and lynx living in Türkiye in addition to determining the ecology of mountain gazelles, striped hyenas and red deer.





PEOPLE-ORIENTED APPROACH

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Human Resources Approach

We base all our business on the understanding that "our most valuable capital is our human resources."

At Aksa Doğalgaz, we act with the awareness that the main source of our strength is our highly qualified human resources. In line with this strong belief, we base all our business on the understanding that "our most valuable capital is our human resources." We not only consider our human resources, which are the biggest factor behind our success, as an asset, but we also make great efforts to continuously improve this asset.

We are aware of the importance of a sustainable and robust human resources structure in achieving our long-term goals. Therefore, we are committed to continuously increasing the competencies of our human resources, maximizing their potential and contributing to the development of each and every employee. We have meticulously organized our Human Resources Policy to serve this purpose.

We aim to be a "symbol of excellence" among human resources practices in the sector and not only manage our human resources processes effectively, but also transform these processes into a strategic competitive advantage. At Aksa Doğalgaz, we motivate each and every one of our employees in line with this goal, and we are in constant pursuit of development and innovation in order to achieve greater success together.

In 21 distribution regions and 31 provincial regions, we cooperate with the Turkish Employment Agency (İŞKUR) and universities in the regions to support local employment. By taking an active role in events such as career days organized by universities, we meet young talents and offer them opportunities.

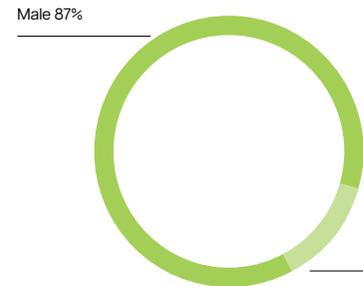
As one of Kazancı Holding's group companies, Aksa Doğalgaz employees are dynamic, open to innovation and change, and have the potential to continuously improve themselves. From recruitment onwards, we offer a team environment where development and creativity are sustained, efforts are rewarded and achievements are recognized.

We apply a competency-based system to carry out our recruitment processes effectively and accurately. We manage the process more comprehensively, especially in executive level recruitments. We conduct recruitment processes meticulously by using assessment tools such as personality inventory, numerical, verbal and abstract aptitude tests, English tests and case studies in accordance with the competency set. We registered our success and satisfaction level in responding to job applications with the awards we received at the "Respect for People Awards" ceremony organized by Kariyer.net. Within the scope of the "EnerjiMAXa" project we launched in 2020, we are recruiting young talents who have recently graduated.

We updated our career management process in 2023 and transformed it into a data-based and result-oriented structure. Through assessment center practices at executive levels, we measure the technical knowledge and competencies of our employees in line with the expectations of the relevant role. Thus, we aim to maximize the potential of each individual and increase both our personal and corporate success.



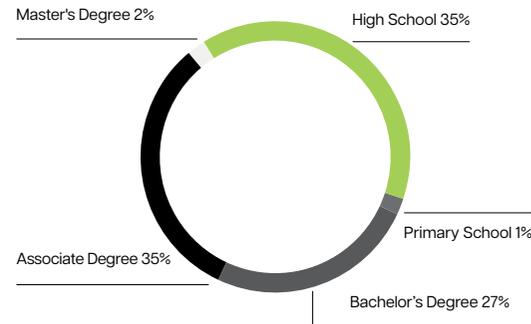
Breakdown of Employees by Gender



Breakdown of Employees by Age Groups



Educational Background of Employees



4,356

Total number of employees

Diversity, Inclusiveness and Equal Opportunities

In line with our policy of equality and inclusiveness, we evaluate our candidates based solely on their professional competencies and qualifications during recruitment processes.

563

Number of female employees



At Aksa Doğalgaz, we aim to create a transparent and reliable working environment built on the foundations of fondness, respect, diversity and equal opportunities. We guide all our processes with the belief that success can be achieved when these principles are applied sincerely and fairly.

From the perspective of Human Resources, we evaluate our candidates only according to their professional competencies and qualifications during recruitment processes in line with our policy of equality and inclusiveness. We do not allow factors such as age, gender, race, color, language, religion, philosophical and political views, ethnic origin, economic status, health status, appearance, lifestyle and clothing style to influence our hiring decisions. We aim to provide a fair working environment by offering equal opportunities to every individual.

In our remuneration policy, we adopt a fair and competitive approach in the sector, taking into account the economic conditions of our country. We use market research, performance evaluation results and job analysis methods to determine the salary scale and salary rises. Thus, we determine the salaries of our employees based on their performance and do not create any pay gap between men and women.

We aim to increase the number of female employees. In addition to statutory maternity leave, we offer supportive models such as unpaid maternity leave and part-time work to our female colleagues in the labor market. Through this approach, we help our female employees balance their careers and personal lives.

We meticulously carry out the recruitment processes of our candidates with disabilities and cooperate with various private offices and state institutions (İŞKUR, municipalities). As per applicable regulations, we employ people with disabilities by 3% and shape the working environments of new hires in accordance with their expectations.



Employee Engagement and Satisfaction

We consider employee satisfaction and engagement as the cornerstones of our human resources vision.

65%

Employee Engagement Rate

In order to encourage women's employment in Türkiye and support working mothers, we launched the Nursery Assistance program for children between the ages of 0-6. Accordingly, we are taking an important step to strengthen the presence of our mothers in business life by providing separate support for each child attending kindergarten. While offering this support through an intermediary institution, we also deepen and enrich our corporate social responsibility area.

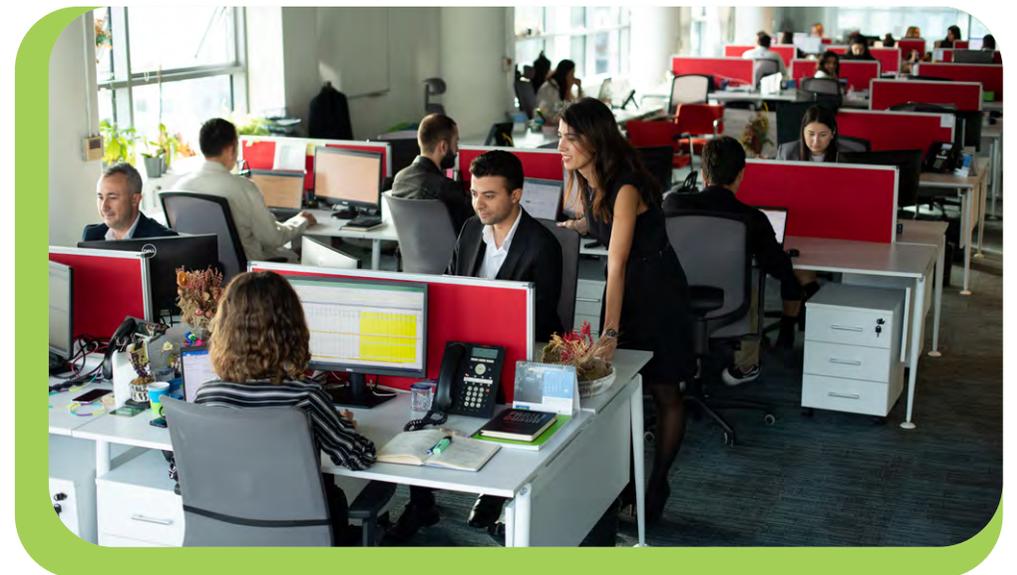
The great importance we attach to employee satisfaction is among the core values of our company. We reinforce employee satisfaction with the privileges provided to our employees, special agreements and discounts within the organization. We offer special discounts to all our employees at Cookshop, one of the firms of our Group, as well as the hotels of Aksa Tourism, thus providing a wide range of advantages to make life easier for our employees. We also create a working environment where our employees are supported in every aspect thanks to the discount agreements we have signed with Türkiye's leading institutions in areas such as health and education.

We consider employee satisfaction and engagement as the fundamental building blocks of our human resources vision. Accordingly, we continue to develop and implement the policies required for enhancing the engagement and motivation of our employees. In 2023, we continue to work on the communication, comprehensive analysis and action plans of the results of the Employee Engagement and Experience Survey conducted in cooperation with Kincentric and completed with a participation rate of approximately 65%.

We also plan to activate social clubs in 2024 and organize various activities aimed at boosting the motivation of our employees. We aim to keep the morale and motivation of our employees at the highest level with events such as birthday celebrations, year-end evaluation meetings and motivational dinners. In this context, we are constantly making innovations and improvements to make each of our employees feel valued in both their work and social lives.

We guarantee each and every employee working at Head Office and Regional Directorates the freedom to share their ideas that will add value to our business processes. We enable our teammates who want to submit suggestions for improvement in their own departments, in different departments or regardless of any process, to convey these thoughts by filling out the suggestion form on the Paperwork digital platform.

During the senior management evaluation meetings held every month, we scrutinize these proposals meticulously and decide whether to accept or reject them. To evaluate suggestions more effectively, we continue to work on the installation of the QDMS Suggestion Module. Through this new platform, we aim to collect and manage suggestions in a more systematic way.





Talent Management and Employee Development

Via Aksa Academy, we aim to keep our knowledge and skills constantly up-to-date by effectively using the digital academy platform in our training planning processes.

At Aksa Doğalgaz, we perform our training activities under the roof of Aksa Academy with the vision of a corporate academy in order to maximize the development of our employees. Via Aksa Academy, we aim to keep our knowledge and skills constantly up-to-date by effectively using the digital academy platform in our training planning processes. In the upcoming period, we plan to restructure Aksa Academy as a more dynamic and interactive digital platform. Thus, we will render our training and development processes much more comprehensive and accessible.

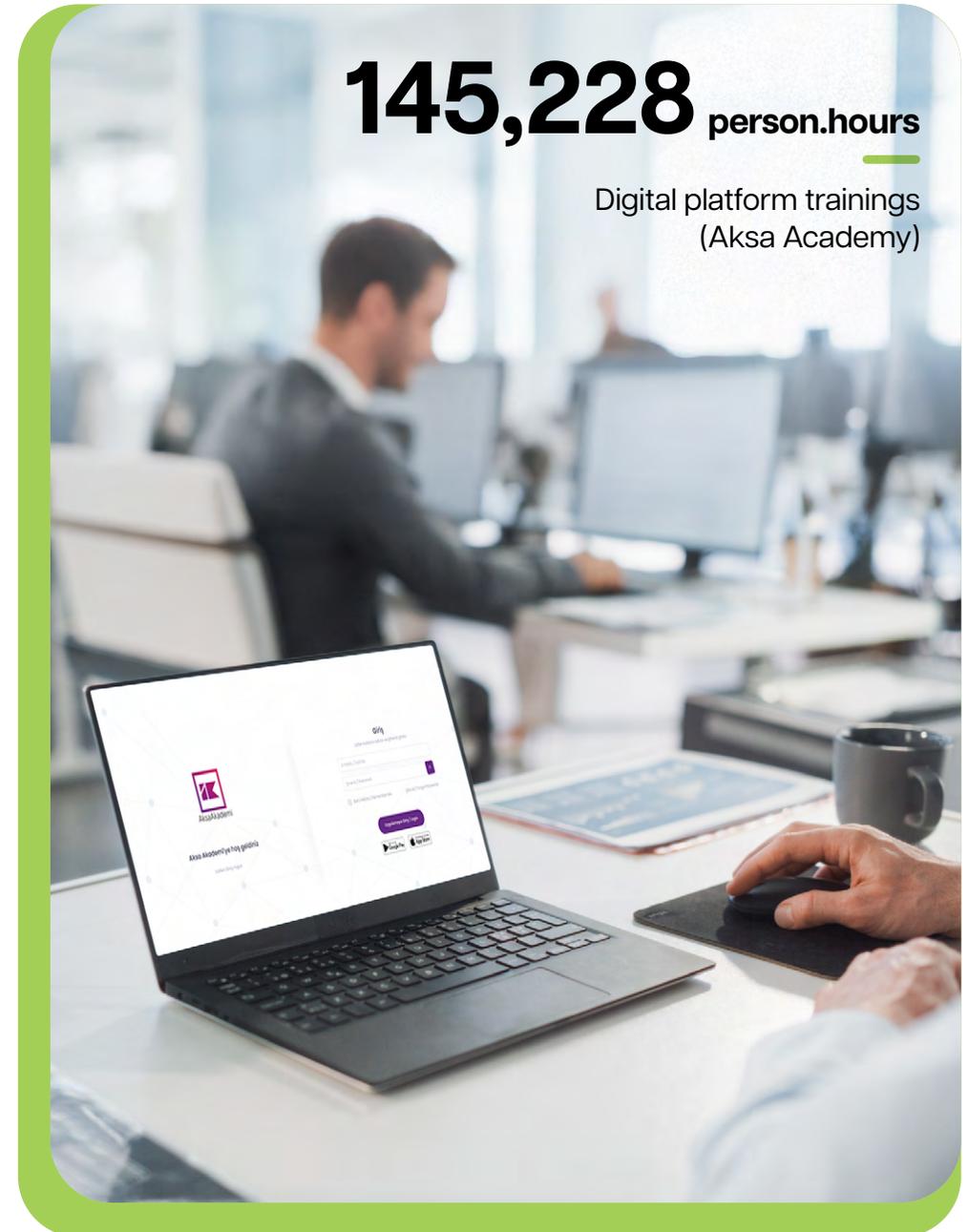
Throughout the year, all Aksa members are supported with various trainings, both face-to-face and online. Every month, we organize "Aksa Talks" seminars designed to inspire us and enrich us with different perspectives as part of our development-oriented approach. These 2-hour seminars, presented by expert trainers, have become one of the most valuable parts of Aksa Academy. So far, we have organized 6 different seminars with rich content such as Artificial Intelligence Awareness Seminar, What I Learned from My Mistakes (The Power of Failures), Incognito (Understanding the Human Brain), Breast Cancer Awareness Seminar, The Science and Art of Learning Seminar and Dialogues that Lead to Results Seminar with 591 participants.

We also aim to continuously improve our competencies through internal trainings and personal development programs at Aksa Academy. Through internal trainings such as Environmental Awareness and Zero Waste, Sustainability Awareness and Onboarding, we increased our environmental awareness and reinforced the foundations of our corporate culture. We also strengthened our individual competencies with personal development trainings such as Intergenerational Communication Techniques and Stress Management.

In the field of professional development, we have deepened in our areas of expertise with programs such as Professional Impact in Life Training, Excel, Finance Training for Financiers, Corporate Carbon Footprint Training, Water Footprint Training and the Training on Inflation Accounting within the Scope of the Tax Procedure Law (TPL).

At Aksa Academy, we continue to take strong steps forward to train the leaders of the future and maximize the potential of each of us.

In 2023, a total of 33 people was trained on sustainability through a one-hour training program.





Occupational Health and Safety

We raise awareness on quality, environment and OHS issues by offering support to our stakeholders on training and practices.

132,189 person.hours

OHS + On-the-Job Training



We conduct our activities meticulously with the goal of creating a safe and healthy working environment for all our employees and stakeholders, prioritizing occupational health and safety. We expect compliance without compromising on the safe conduct of our operations and we aim to achieve the zero-accident target with this approach, believing that all accidents are preventable.

We raise awareness on quality, environment and OHS issues by offering training and practical support to all our stakeholders in need. Thus, we effectively ensure development and sustainability. As an organization relying upon continuous development, we manage our processes effectively to continuously improve our quality, environment, occupational health and safety performance, continuing to progress with a goal-oriented management approach. Through these efforts, we add value to nature and the quality of life.

We receive Joint Health and Safety Unit (JHSU) services at the Head Office and in our regions, and manage all our processes in accordance with applicable regulations and ISO 45001:2018 standard. We hold ISO 45001:2018 certification in all of our regions.

We expect compliance without compromising on the safe conduct of our operations and we aim to achieve the zero accident target with this approach, believing that all accidents are preventable.

We carry out continuous improvement and development activities to provide employees with a safe working environment and conditions. Accordingly, the duties and authorities of employee representatives appointed in accordance with OHS legislation are as follows:

- Participating in the Occupational Health and Safety Committee activities established at the Head Office and in regions with more than 50 employees,
- Actively participating in OHS activities, monitoring activities, requesting measures to be taken and representing employees in these matters,
- Receiving the suggestions and opinions of employees,
- Making suggestions to the employer for the elimination of sources of danger or mitigation of risks and requesting it to take necessary measures.



Occupational Health and Safety

We update risk assessments and emergency action plans depending on emerging conditions.

22,218 person.hours

VQA Training

We regularly monitor occupational accidents, lost days, near misses and traffic accidents at the Head Office and in our 21 regions. Below is the table containing the OHS data reported between 2021-2023.

| Year | Total Days Lost | Company | Total Number of Employees | Total Number of Accidents | Days Lost Due to Accidents | Accident Frequency Rate (AFR) | Accident Probability Rate (APR) | Accident Severity Rate (ASR) |
|------|-----------------|-----------------------------|---------------------------|---------------------------|----------------------------|-------------------------------|---------------------------------|------------------------------|
| 2021 | 120 | Aksa Doğalgaz + Koni Teknik | 3,216 | 69 | 120 | 7.95 | 21.46 | 13.82 |
| 2022 | 257 | Aksa Doğalgaz + Koni Teknik | 3,588 | 84 | 257 | 8.67 | 23.41 | 26.53 |
| 2023 | 434 | Aksa Doğalgaz + Koni Teknik | 4,356 | 141 | 434 | 11.99 | 32.37 | 36.91 |
| 2023 | 247 | Aksa Doğalgaz | 3,527 | 86 | 247 | 9.03 | 24.38 | 25.94 |
| 2023 | 187 | Koni Teknik | 829 | 55 | 187 | 24.59 | 66.34 | 83.6 |

To improve our OHS performance, we integrate the measures to be taken in these areas into our business plans and implement them. We believe that field audits play a critical role in achieving this goal. We also set complying with OHS instructions, reporting occupational accidents, process accidents and near-miss incidents as a primary responsibility for all employees. In 2023, our employees received a total of 22,218 person.hours of training to obtain a vocational qualification certificate.

Within the framework of the measures taken to prevent occupational accidents and protect employee health, we update risk assessments and emergency action plans depending on emerging conditions.

We monitor risks related to occupational health and safety (OHS) in our company through our risk assessment team in accordance with the Occupational Health and Safety Risk Assessment Regulation. We renew our hazard identification and risk assessment studies at least every 2 years within the scope of the legislation. We review risk assessments when there are technological, systemic, structural changes (e.g. expansion of the building, construction of premises, initiation of new works, use of new equipment, change of personnel affecting the performance of work, etc.) and legal amendments in our work environment. Accordingly, we determine what the current practices are in relation to the risks we have identified and define improvement activities

to reduce risk scores to acceptable levels or eliminate the risk. As a result of the activities we have defined, the impact and probability values that are expected to change are re-determined by our risk assessment team, and thus we decide whether the risk will be reduced to an acceptable level. To monitor the implementation of the plans, we discuss the activities planned during our monthly committee meetings, and we record resulting evaluations in our quarterly risk assessment meetings in the program. We share risk assessment and monitoring plans with senior management, OHS committee members, employee representatives and all department employees throughout risk assessments.

Our main responsibilities include maintaining the continuity and quality of our services during emergencies and crises, managing supply chain risks and ensuring the continuity of our operations.

We aim to prevent loss of life and property by activating fast and safe evacuation plans in potential disasters. Accordingly, we carry out our disaster preparedness and response activities under our ISO 45001:2018 certification. We monitor our performance through emergency drills, risk assessments, internal and external audits, emergency management plans, field reports, personnel warnings, accident near-miss forms, instructions and procedures.

At Aksa Doğalgaz, we have built our infrastructure with the awareness of providing safe and uninterrupted service to our subscribers in the face of disasters. We prepared our emergency action plans in this framework and activated these plans in Adana, Elazığ, Malatya, Osmaniye, Hatay, Batman, Şanlıurfa and Gürün district of Sivas during the February 6 earthquake. Immediately after the earthquake, we stopped the natural gas supply of damaged or destroyed buildings as a precautionary measure, and continued uninterrupted natural gas supply outside the damaged buildings through our crisis desk and SCADA Center. We continued to invest and expand without slowing down in order to maintain gas supply in earthquake-affected provinces.

As a result of our activities, there was no problem in our natural gas network in the wake of the earthquake. This success attracted the attention of natural gas distribution companies around the world. We started cooperating with Pacific Gas and Electric Company to conduct joint projects on disaster management, earthquake risk assessment and natural gas supply security. We are still in close contact with the Japanese gas company Osaka Gas Network.



VALUE CHAIN MANAGEMENT

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Value Chain Management

We are rapidly expanding our investments all over Türkiye with the motto "Cities Breathe with Natural Gas."

We take a broad view of our value chain and evaluate it in a way that encompasses all our stakeholders such as our suppliers, employees, customers and even the society we live in.



At Aksa Doğalgaz, we attach great importance to responsible and effective value chain management for a sustainable future. We take a broad view of our value chain and evaluate it in a way that encompasses all our stakeholders such as our suppliers, employees, customers and even the society we live in. We shape this management approach with the aim of minimizing our environmental impacts, as well as turning our social impacts into positive ones and making our overall business processes more sustainable.

We are rapidly expanding our investments all over Türkiye with the motto "Cities Breathe with Natural Gas." We are completely motivated by customer satisfaction, contributing to the national economy and creating jobs in the regions with our local operations. By aiming for operational excellence, we embrace a sustainable, equitable and inclusive culture of doing business for all our stakeholders.



Stakeholder Relations

We take into account the views of our stakeholders and strive to integrate their expectations into our business processes.

We consider building strong and effective relationships with our stakeholders as one of the cornerstones of our sustainability strategies. We attach great importance to maintaining open and transparent communication with all our stakeholders in order to successfully advance in the business world and increase our positive impacts on society. We take into account the views of our stakeholders and strive to integrate their expectations into our business processes.

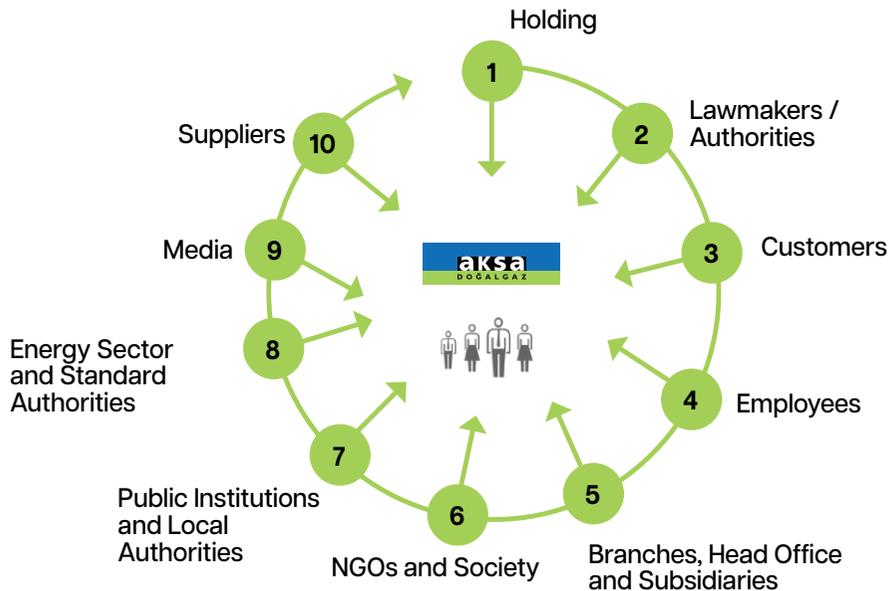
The stakeholder groups we communicate with include mainly our employees, subscribers, suppliers, local communities and regulatory bodies.

With an approach based on two-way communication, we reach out to our stakeholders through appropriate channels (surveys, field visits, feedback, etc.) and do our best to meet their needs and expectations.

Our communication channels with our stakeholders and the frequency of communication are as follows:

| Communication Channels | Frequency |
|--------------------------------------|--------------|
| 187 Natural Gas Emergency Hotline | Continuously |
| 444 4 187 Solution Center | Continuously |
| Wish and Grievance Boxes) | Continuously |
| Stakeholder Surveys | Annual |
| Face-to-Face Interviews and Meetings | Continuously |
| "Write to Us" Form | Continuously |
| Ethics Hotline | Continuously |
| Press Releases, Interviews | Continuously |
| Social Media | Continuously |
| Corporate Websites | Continuously |
| Annual Reports | Annual |
| Sustainability Reports | Annual |

Through our grievance and suggestion mechanism, we evaluate the wishes and grievances of all our stakeholders and inform our stakeholders.





Supply Chain Management

We develop our supply chain management in a way that supports Aksa Doğalgaz's sustainability goals and creates value for all our stakeholders.

As Türkiye's largest private natural gas distribution company, we prioritize managing our supply chain effectively and observing our environmental, social and economic responsibilities as part of our sustainability strategy. We develop our supply chain management in a way that supports our company's sustainability goals and creates value for all our stakeholders.

We conduct our supplier selection and evaluation processes within the scope of Kazancı Holding's Global Supply Chain Policy and ensure that all our suppliers commit to acting in accordance with the International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work, the United Nations Universal Declaration of Human Rights, the UNGC and the United Nations Guiding Principles on Business and Human Rights. While aiming to develop reliable and sustainable resources through our supplier selection processes, we evaluate criteria such as product quality, on-time delivery and reasonable prices. We also take into account social and environmental performances, and, throughout this process, we take into account the effectiveness of environmental management systems, social compliance levels and gender equality.

In terms of social responsibility, we expect our suppliers to act in compliance with legal requirements. In this context, we specifically evaluate social performance criteria such as the rejection of child labor, forced labor and discrimination, and fair remuneration. We attach importance to our suppliers creating fair working environments based on mutual respect, hiring employees based solely on their skills and competencies, and supporting their development.

In our supply chain management, we attach great importance to the assessment of environmental impacts. We encourage our suppliers to establish environmental management systems based on the principles of sustainable development and circular economy in compliance with national and international environmental legislation and to aim for continuous improvement. We expect them to monitor their greenhouse gas emissions and take measures to reduce their carbon footprint by adopting a life cycle approach in all their processes, products and services. We also attach importance to environmental performance criteria such as the efficient use of natural resources, management of water scarcity risks, waste management and recycling incentives.

On the other hand, we make sure that our suppliers fully comply with national and international regulations on OHS. We expect them to integrate the protection of the health and safety of their employees into business continuity and effectively manage OHS practices in all their activities.

At Aksa Doğalgaz, we are committed to fulfilling our environmental and social responsibilities and making our business processes more sustainable through sustainability practices in our supply chain with our

125 suppliers, 98% of which are local. In line with these goals, we will continue to contribute to a sustainable future by working in cooperation with our entire supply chain.

We encourage our suppliers to establish environmental management systems based on the principles of sustainable development and circular economy in compliance with national and international environmental legislation and to aim for continuous improvement.

98%

Ratio of local suppliers



Customer Satisfaction

This year, we were deemed worthy of the "Company Adopting Consumer Satisfaction as a Principle" Award at the 26th Consumer Awards organized by the Ministry of Trade of the Republic of Türkiye.



Company Adopting Consumer Satisfaction as a Principle Award

We prioritize delivering natural gas, an environmentally friendly and economical energy source, to all our subscribers in an uninterrupted and safe manner with the highest customer satisfaction. Our achievements in this field also make us proud. This year, we were deemed worthy of the "Company Adopting Consumer Satisfaction as a Principle" Award at the 26th Consumer Awards organized by the Ministry of Trade of the Republic of Türkiye. Our President H.E. Recep Tayyip Erdoğan and Minister of Trade Prof. Ömer Bolat attended the Consumer Awards, where we attended together with Aksa Doğalgaz Board Members, and our award was presented by our President H.E. Recep Tayyip Erdoğan. This meaningful award is a unique sign that we are on the right track. These and many other achievements motivate us at Aksa Doğalgaz to always do better.

As one of the exemplary and pioneering companies in our sector, we continue to go ahead in our journey lasting half a century by always focusing on the principles of customer satisfaction and trust, and we implement a high quality process organization that will ensure excellent customer experience.

Customer Satisfaction

Via artificial intelligence-based solutions, we will continuously monitor and improve the customer experience journey at all our contact points.

We strengthen our customer-oriented approach based on our ISO 10002:2018 Customer Satisfaction Management System certificate to effectively manage customer complaints and increase customer satisfaction.

Excellent Customer Experience through Artificial Intelligence-Supported Strategies

We strengthen our customer-oriented approach based on our ISO 10002:2018 Customer Satisfaction Management System certificate to effectively manage customer complaints and increase customer satisfaction. We record customer complaints and ensure that they are resolved in the fastest way possible.

While providing natural gas supply to our subscribers in the safest way possible, we are focusing on our digital transformation efforts to improve customer satisfaction and enhance operational efficiency. Towards the end of 2023, we signed an agreement with Alterna CX, which enables the improvement of the customer experience journey thanks to its artificial intelligence-based solutions. Via artificial intelligence-based solutions, we will continuously monitor and improve the customer experience journey at all our contact points. We will also increase the efficiency of our operational activities through the feedback we will receive.

Quality-Oriented Service Concept

We shape our activities with a quality-oriented service approach. We are rapidly completing our investments in every region where we undertake natural gas distribution. We supply materials that have all passed the control phase, subject them to additional tests in all our investment phases and then bring them into our network with a high quality understanding. Thanks to this approach, we have delivered natural gas to our subscribers in a safe and uninterrupted manner since the first day of our operations.

24/7 Solution Center

Our main priority is to maximize customer satisfaction and to ensure continuous improvement in the quality of service. In line with this vision, we offer 24/7 uninterrupted solutions in response to the demands of our subscribers through our 187 Natural Gas Emergency Hotline and 444 4 187 Solution Center. In 2023, we answered 96% of the 977,962 calls received at our 444 4 187 Solution Center and 97% of the 919,770 calls to our 187 Natural Gas Emergency Hotline. We resolved 80% of the calls received through both channels. Through its experienced staff in the energy sector and distribution services, internationally recognized technical and software infrastructure, modern and comfortable physical space, and the quality of service, Aksa Solution Center stands out as a pioneer in the sector and a model unit.

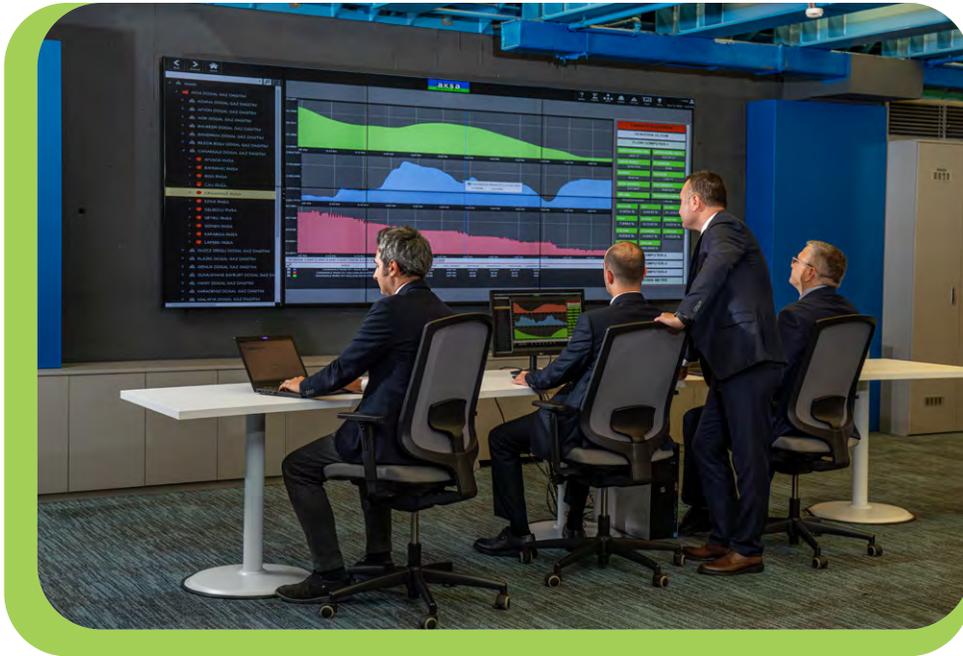
With the oversight of our senior management, we demonstrate our leadership and commitment in the following areas related to customer focus:

- Identifying, understanding and regularly meeting customer needs and applicable primary and secondary regulatory requirements,
- Identifying and determining the risks and opportunities that may affect the relevance of services and the ability to improve customer satisfaction,
- Sustaining focus on increasing customer satisfaction.



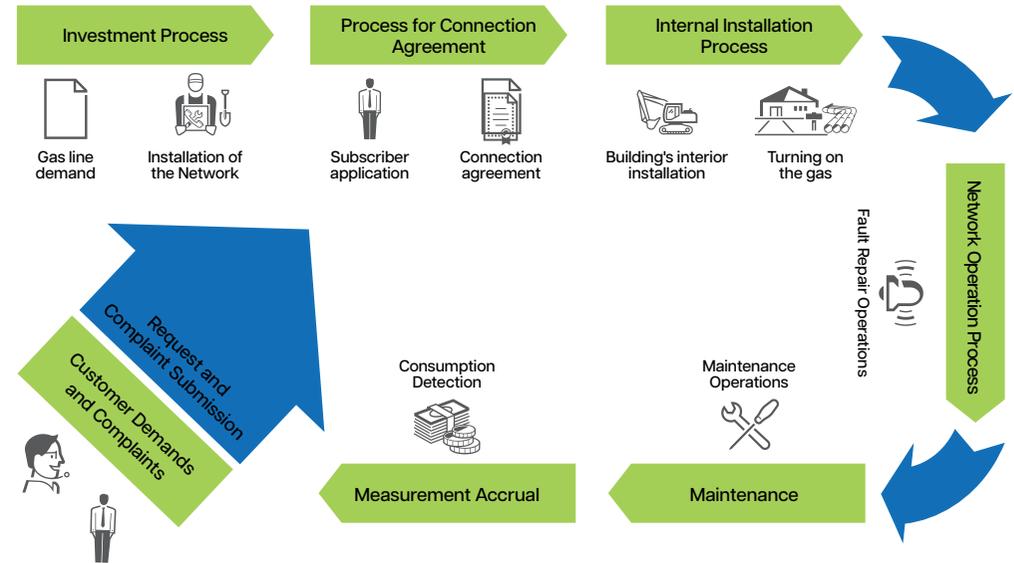
Customer Satisfaction

We implement up-to-date practices in continuity and analysis, and keep our understanding of quality at the highest level.



Immediately after the Kahramanmaraş earthquakes, we quickly set up a crisis desk at our head office and carried out all our instant and regional activities through our SCADA Center, and we maintained 100% network supply security by making urgent improvements for potential problems.

CUSTOMER - PROCESS INTERACTION AT AKSA DOĞALGAZ



Dispatch Control Center is always up to date

We always stand by uninterrupted and secure technology. We implement up-to-date practices in continuity and analysis, and keep our understanding of quality at the highest level. In our Dispatch Control Center, we offer uninterrupted natural gas supply thanks to our SCADA system, which we have adapted on Iconics Genesis64 infrastructure, and which we have developed entirely through our own internal resources in a series of processes from the installation phase to keeping it up to date, from maintenance to continuous improvements. Based on these services that ensure accurate and uninterrupted data flow, we instantly scan critical network elements and manage processes smoothly thanks to our early warning systems. In our SCADA system, where more than 170 thousand data are instantly transferred from the field, the collected data is easily analyzed thanks to user-friendly interfaces, problems that may

occur in measurement systems and unusual increases/decreases in consumption or pressures are detected instantly. Through the alarm system, the data received from the measurement points is continuously checked, and automatic alarms and work orders are generated in case of critical data exceeding the specified limits. In addition to all these, instant current consumption values can be monitored even on mobile systems, while alarms and all indicators that focus on critical data which will form the basis of network security can be monitored on the same platforms and systems. All these systems work with SAP integration. Immediately after the Kahramanmaraş earthquakes, we quickly set up a crisis desk at our head office and carried out all our instant and regional activities through our SCADA Center, and we maintained 100% network supply security by making urgent improvements for potential problems.



Corporate Social Responsibility

We attach great importance to ensuring that the contribution of our social responsibility activities to society is tangible and sustainable.

In 2015, we launched the "Life Companion" project to facilitate the lives of our subscribers with disabilities in our field of activity by providing much faster service in emergency situations. We are following our project closely.

Since our establishment, Aksa Doğalgaz has been guided by Kazancı Holding's social and environmental values and we have shaped our operations with the awareness that we have great responsibilities towards society, which we consider as the source of our strength. While monitoring the social and environmental impacts of our operations in the regions where we operate, we also strive to develop solutions to regional problems and improve the quality of life of local communities. To be a part of the region in which we operate, we establish a sincere dialogue with the people of the region and invite all our stakeholders to share the values that form the core of our corporate culture.

We attach great importance to ensuring that the contribution of our social responsibility activities to society is tangible and sustainable. As a company, we strive to develop long-term projects that have the capacity of self-production instead of investing in short-lived projects. We demonstrate the same performance and sensitivity in our operations as we do in the social responsibility projects we develop or support.

Life Companion Project

We believe that equal opportunities for all segments of society are of great importance for the economic and social development of our country. In this context, we closely follow the problems faced by our citizens with disabilities in their daily lives. In line with this vision, we realized the "Life Companion" project to facilitate the lives of our subscribers with disabilities in our field of activity by providing faster service in emergencies in 2015. Since 2015, we have been closely following our ongoing project.

Under our project, those who register in our subscriber system that they are disabled can connect to our customer representative within 3 seconds on average when they call our 187 Natural Gas Emergency Hotline or our Solution Center at 444 4 187, and our natural gas emergency teams are directed to the scene without waiting for our subscriber with disabilities to explain their request. We aim to make life easier for our subscribers with disabilities who are alone in times of danger by providing emergency service, and we prioritize our subscribers who connect to the customer representative for the transactions they want to make and respond to their requests as soon as possible.

The number of subscribers with disabilities registered with Life Companion project reached an average of 5,408 in the last three years, while we responded to 3,470 calls received through our project. Our citizens with disabilities can register for our "Life Companion" project by adding their information and documents to the Disability Notification Form available at our branches or in the Online Transactions menu of aksadolgalgaz.com.tr.

Our Energy for Tomorrow Project

In 2019, Aksa Doğalgaz teamed up with Aksa Electricity, Aksa Energy and Aksa Power Generation operating under Kazancı Holding for an important social responsibility project. Through our project, which we set out with the motto "Our Energy for Tomorrow," volunteer employees from our group companies traveled all over Türkiye and provided energy trainings at primary schools in villages. Under the trainings, we offered information on all aspects of

energy, including energy resources, energy efficiency, energy saving, the concept of clean energy and energy generation. With a project team of volunteer employees, we traveled more than 8,500 kilometers and provided comprehensive trainings on energy to approximately 2,500 students in 25 village schools in 23 cities. We suspended the "Our Energy for Tomorrow" project due to the pandemic, but we will complete our preparations with our project team and hit the road again in 2024.





Corporate Social Responsibility

We believe that equal opportunities for all segments of society are of great importance for the economic and social development of our country.



Aksa Malatya Life Center Project

On the first anniversary of the February 6 earthquake, Kazancı Holding's Aksa Group companies inaugurated Aksa Malatya Life Center, which was built for the use of the residents of the container city where 1,100 people, including employees of our electricity and natural gas distribution companies and their families, live, with the participation of our senior management. We aim to meet the social needs of all container city residents through our Life Center, which includes a nursery for children, a course center for women, a library for general use, a recreation area and outdoor sports areas. We also launched a book collection campaign to support the help needed for our library at Malatya Aksa Life Center and we continue to call for book collection to contribute to the library at the Life Center.

Paralympic National Tennis Team Sponsorship

We continue to support athletes with disabilities by continuously expanding our support for sports in our regions of operation and integrating our corporate vision with the principles of our Life Companion project. In this context, we became the sponsor of the Paralympic National Tennis Team between 2018 and 2022. As of 2022, the sponsorship continues under Kazancı Holding, and with the support provided, athletes have the chance to train regularly and participate in tournaments without material shortages.

Other Social Responsibility Activities with Our Employees

Book, Stationery and Clothing Aid to Students: We regularly visit schools in our regions of operation with our employees and provide school supplies, stationery and clothing to students in need.

Visits to Nursing Homes and Child Protection Institutions on Special Occasions: We visit nursing homes and child protection institutions on special occasions with our employees and offer support to the residents of these institutions.

Blood and Stem Cell Donation to the Turkish Red Crescent Association: We donate blood and stem cells to the Turkish Red Crescent Association with our employees at periodic organizations.



DIGITAL TRANSFORMATION AND TECHNOLOGY

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65 Information Security



Digital Transformation and Technology

Throughout the digitalization process, we prioritize data privacy and information security.

As we aim for a sustainable future, our commitment to digitalization and information security is among the important steps we take to increase our operational excellence and reliability.



At Aksa Doğalgaz, we continuously improve our digitalization strategies in order to adapt to the dynamic changes in the energy sector and sustain our competitive advantage. Through digital transformation, we not only render our business processes more efficient, transparent and effective, but also offer faster and higher quality service to our customers. In this context, 2023 was a year in which we accelerated our technology investments and digitalization efforts to further enhance customer satisfaction.

Throughout the digitalization process, we prioritize data privacy and information security. In addition to the opportunities brought by technological advancements, we also create a strong protection mechanism against the risks we may face in the digital environment, securing both our data and our stakeholders' information. As we aim for a sustainable future, our commitment to digitalization and information security is among the important steps we take to increase our operational excellence and reliability.



Innovation and Digitalization

We always stand by up-to-date, uninterrupted and secure technology.

We take our steps with the goal of a sustainable future within the framework of respect for people, nature and the dynamics of social life. In line with Aksa 2030 Global Strategy, we focus on advanced technologies, aim for excellent customer experience by further improving the quality of service we offer to our subscribers in line with our principle of customer orientation, and grow steadily. We aim to make a difference in our sector through innovative products and to advance Aksa Doğalgaz brand in line with our Holding's global goals by setting standards in our field of activity. Accordingly, we broke another ground by launching the biggest digital transformation of our sector.

In 2023, we continued to work towards achieving our goal of operational excellence through process improvement, development and performance evaluation as a whole. With our integrated system SAP CRM/IS-U (Customer Relationship Management/Industry Solution for Utility) and all SAP ERP (Enterprise Resource Planning) solutions, we process and analyze data in real time and provide the most up-to-date information flow to our departments in order to create standardization in all our steps, especially in our subscriber system applications. We measure and evaluate all our business processes end-to-end, from inventory management to procurement, from accounting to finance and basic maintenance requirements. While doing all this, we instantly compare the data coming from the field and instantly transfer up-to-date data to mobile devices.

During the February 6 earthquakes in Kahramanmaraş, which deeply affected our entire country, and the aftershocks that followed, we continued to operate by eliminating risk factors in network supply security thanks to our state-of-the-art technology practices. In the following period, we carried out monthly monitoring and evaluation of regional consumption with the application we integrated into SAP for one month of free natural gas use with a monthly 25 m³ natural gas support until May 2024, which was brought to the agenda with the Presidential decrees and offered to natural gas subscribers.

We always stand by up-to-date, uninterrupted and secure technology. We implement up-to-date practices in continuity and analysis, and keep our understanding of quality at the highest level. In our Dispatch Control Center, we offer uninterrupted natural gas supply thanks to our SCADA system, which we have adapted on Iconics Genesis64 infrastructure, and which we have developed entirely through our own internal resources in a series of processes from the installation phase of the system to keeping it up to date, from maintenance to continuous improvements. Based on these services that ensure accurate and uninterrupted data flow, we instantly scan critical network elements and manage processes smoothly thanks to our early warning systems. In our SCADA system, where more than 170 thousand data are instantly transferred from the field, we easily analyze the collected data thanks to user-friendly interfaces and instantly detect the problems that may occur in measurement systems and unusual increases/

decreases in consumption or pressures. Through the alarm system, we continuously check the data received from the measurement points. We create work orders with an automatic alarm that is activated in case of critical data exceeding the specified limits. In addition to all these, we can monitor instant current consumption values even on mobile systems, while we can also monitor alarms and all indicators that focus on critical data which will form the basis of network security through the same platforms and systems. We have integrated all of these systems with SAP. Immediately after the February 6th Kahramanmaraş earthquakes, we quickly set up a crisis desk at our head office and carried out all our instant and regional activities through our SCADA center, and we maintained full network supply security by making urgent improvements for potential problems.

Via our Celko Measurement Control System, which was specially designed for our processes and fully commissioned two years ago, we perform invoice-based consumption controls for our subscribers and send data to the Electronic Bulletin Table (EBT), Geographical Information System (GIS) and SAP IS-U systems of the Pipelines and Petroleum Transportation Corporation (BOTAŞ). We put the accurate identification of technological needs and the development of appropriate solutions at the center of our activities. Our product selection and design and all of our data security systems are integrated with each other. Through the Fiori Project, which we launched three years ago, we carry out the maintenance management and reporting process more efficiently and effectively.





Innovation and Digitalization

We also continue to invest in R&D efforts to make natural gas a more environmentally friendly and sustainable fuel.

In 2023, we continued to work towards achieving our goal of operational excellence through process improvement, development and performance evaluation as a whole.

In our IMS and Business Processes units, we use process and approval matrix-based modules developed internally on the Paperwork platform to accelerate workflow. This software presents the operations performed in a main or sub-process together, covering all parameters.

Via our OHS software, a digital platform developed exclusively for Aksa Doğalgaz with our internal resources, we monitor all data regarding the occupational health and safety of our employees and measure the occupational health and safety performance of our 21 distribution companies.

Through our QDMS program, we monitor the entire documentation structure in the IMS structure, especially our procedures, instructions and forms, in parallel with the monitoring of certification processes. With ENSEMBLE Process Management System, we keep the installation of our existing workflow maps and process change management under control.

Based on our transition to S/4Hana from the SAP R3 module we have been using for inventory management until today, we have achieved a process-based and fully integrated end-to-end structure. We have taken our existing efficiency in planning and inventory management to a higher level. We manage all our networks and assets spatially and in integration with

other systems via our desktop web applications developed on ESRI, one of the world's leading geographic information system platforms. In addition to establishing a dynamic reporting structure, we use IBM Cognos TMI to transfer budget models to a parametric and systematic structure. Thanks to the budgeting module created by combining the experience of our internal resources, we can perform sensitivity analysis for many parameters in a very short time. Thanks to the web platform, our work has gained speed and our consolidation speed has increased with the integrations made. Through this system, our evaluation, decision-making and budgeting processes are getting faster and faster.

We successfully completed the testing processes of our Cash Receipt Approval Cockpit application, which is fed by SAP's FICA (Financial Accounting Contract Accounts Receivables and Payables) module, which enables our business processes to be managed in a 360-degree controlled manner, in our Ağrı, Bandırma and Şanlıurfa regions. Through the Cash Receipt Approval Cockpit application, which was launched for use 21 regions in June, we created automatic cash register data by combining accounting and subscriber records. We ensured cash efficiency thanks to the application that automatically monitors cash limits and disciplines cash flow. One of the most important advantages is that the cockpit works without user input, saving time

and protecting data security. We also converted the approval and control flows that were followed with wet signature before the cockpit to mobile approval. Via the application, which contributes to the transparency and resource efficiency of cash operations, we save energy for processes such as printing and scanning, as well as reducing the workload thanks to the complete digitalization of end-of-day control processes. Thus, we contribute to our sustainable environmental impact activities.

We improve processes and increase efficiency and the quality of service by investing in information technologies. In parallel, we support sustainability by accelerating innovation activities. In the upcoming periods, we will improve our customer experience journey primarily by implementing digitalization and artificial intelligence-based solutions.

We also continue to invest in R&D efforts to make natural gas a more environmentally friendly and sustainable fuel.

We believe in the importance of alternative fuels and green energy sources in combating the effects of climate change. From this perspective, we aim to make natural gas even more environmentally friendly by blending it with green hydrogen and diversify Türkiye's energy supply security under one of our R&D projects, 'Natural Gas is Greening'. We successfully completed the process of mixing 20% green hydrogen into natural gas through the 'Natural Gas is Greening' project, which we initiated in parallel with European countries by adopting the principle of offering a safe breathing airspace for every member of the society, especially children, and which we implemented within GAZBİR-GAZMER and carried out in cooperation with Yıldız Technical University. Through the project, which is carried out in a laboratory environment and for which we have completed research, development and feasibility studies, hydrogen undertakes the task of reducing carbon intensity.

Under another R&D project we conducted with GAZMER, we evaluated the economic sustainability and energy efficiency impacts of the use of gas obtained as a result of blending biomethane obtained from organic waste with natural gas. We continue to engage in research and development activities that will make a difference in the fight against climate change.



Information Security

We carry out our information access controls and security measures in compliance with the law.

We operate and certify the ISO 27001 Information Security Management System, a risk-based information security management system, for 21 regions in a wider scope than the requirements of legal frameworks.

We prioritize information security in all our digitalization processes and technological investments. In this context, we advance all our work in line with Information Security Management System (ISMS) regulations and from a continuous improvement perspective. Functioning in accordance with the Information and Communication Security Guidelines published by the Digital Transformation Office of the Presidency and the continuous development targets, the ISMS consists of industrial control systems and corporate information systems that support energy generation processes. Under these guidelines, we completed the relevant audits at least once a year for all our regions and made necessary notifications to the Information and Communication Security Compliance and Audit Monitoring System (BIGDES).

As one of the affiliated group companies of Kazanci Holding, we aim to adopt company strategies for the companies, locations, assets, processes and personnel specified in the document defining the scope of the ISMS in accordance with the Information Security Management System Policy, to determine the goals and objectives of the ISMS, and to explain what is required for the implementation of this understanding. We carry out our information

access controls and security measures in compliance with the law. We appropriately balance information assets and services with the Information Security Risk Management System, which includes these measures.

While Aksa Doğalgaz ensures information security, we pay attention to:

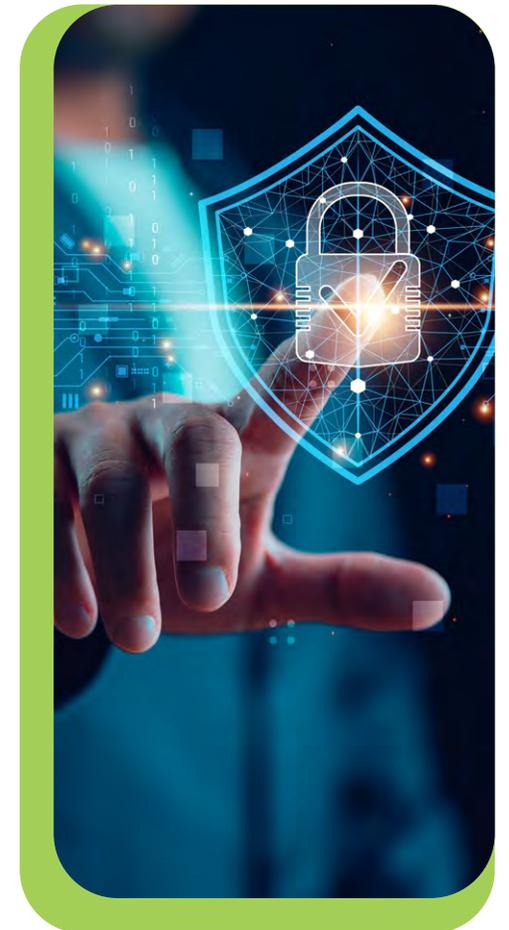
- Ensuring information security and business standardization in managing processes,
- Maximizing the confidentiality, integrity and accessibility of the data processed in the organization,
- Ensuring compliance with legal requirements and contracts.

As the senior management, we undertake that we will deliver the specified information security objectives and comply with the Information Security Management System defined, put into effect and implemented in a way to fulfill the requirements specified in TS ISO/IEC 27001.

We operate and certify the ISO 27001 Information Security Management System, a risk-based information security management system, for 21 regions in a wider scope than the requirements of legal frameworks. Accordingly, we apply standard controls without excluding any of them. In 2023, we started transition to the ISO 27001:2022 version of the relevant certificate. In this context, we provided our employees with "Information Security Awareness" and "How to Protect Ourselves from Phishing Attacks" trainings.

We started working on the "Natural Gas Distribution Sector Cyber Security Competency Model Technical Control Items" Self-Audit/Difference Analyses, which must be prepared in accordance with the Regulation on Cyber Security Competency Model in the Energy Sector published by EMRA, separately for all our regions.

We also implemented the administrative and technical measures that must be implemented within the framework of the Law on the Protection of Personal Data (LPPD) by matching them with the existing controls and ensured continuity through audits. Within the scope of LPPD compliance efforts, we pay due attention to the protection of personal data of employees and candidate employees, customers and potential customers, company shareholders, company officials, visitors, employees, shareholders and officials of the institutions we cooperate with and third parties and we implement this as a corporate policy. As Aksa Doğalgaz, we complete Data Controllers Registry Information System (VERBIS) registrations and fulfill our obligations in accordance with the legislation. Accordingly, we provide LPPD trainings to all our employees through Aksa Academy as mandatory training. We publish all policies and disclosures we have created regarding the LPPD under the heading of Protection of Personal Data on the Aksa Doğalgaz website.





PERFORMANCE INDICATORS

67 Environmental Performance Indicators
69 Social Performance Indicators



Environmental Performance Indicators

Waste Data

| Amount of Waste (tons) | 2023 |
|---------------------------------------------------------------------------|-------------|
| Hazardous Waste | 0.33 |
| Non-Hazardous Waste | 50.97 |
| TOTAL WASTE | 51.3 |
| Recovered Non-Hazardous Waste (tons) | 2023 |
| Paper/Cardboard | 0.29 |
| Plastic | 3.57 |
| Wood | 0.65 |
| Metal | 38.78 |
| Other (filters, cables and discarded electrical and electronic equipment) | 7.69 |

Greenhouse Gas Emissions Data

| Greenhouse Gas Emissions Data (ton CO ₂ e) | 2023 | | |
|-----------------------------------------------------------------|------------------|-----------------|----------------------|
| | Scope 1 | Scope 2 | Scope 3 |
| Aksa Afyon Doğal Gaz Dağıtım A.Ş. | 1,216.32 | 119.41 | 405,413.75 |
| Aksa Ağrı Doğal Gaz Dağıtım A.Ş. | 1,331.13 | 44.07 | 183,104.87 |
| Aksa Balıkesir Doğal Gaz Dağıtım A.Ş. | 2,787.79 | 226.46 | 592,314.60 |
| Aksa Bandırma Doğal Gaz Dağıtım A.Ş. | 1,283.70 | 52.99 | 246,655.72 |
| Aksa Bilecik Bolu Doğal Gaz Dağıtım A.Ş. | 2,800.84 | 210.60 | 1,627,818.75 |
| Aksa Çanakkale Doğal Gaz Dağıtım A.Ş. | 1,154.68 | 172.00 | 358,600.02 |
| Aksa Çukurova Doğal Gaz Dağıtım A.Ş. | 9,247.03 | 498.02 | 1,647,602.89 |
| Aksa Düzce Ereğli Doğal Gaz Dağıtım A.Ş. | 1,874.81 | 132.70 | 737,451.78 |
| Aksa Elazığ Doğal Gaz Dağıtım A.Ş. | 2,029.88 | 106.31 | 481,871.98 |
| Aksa Gemlik Doğal Gaz Dağıtım A.Ş. | 558.70 | 36.66 | 204,146.39 |
| Aksa Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş. | 798.84 | 100.45 | 147,208.11 |
| Aksa Karadeniz Doğal Gaz Dağıtım A.Ş. | 2,118.47 | 173.74 | 642,689.60 |
| Aksa Malatya Doğal Gaz Dağıtım A.Ş. | 1,058.91 | 138.11 | 547,587.87 |
| Aksa Manisa Doğal Gaz Dağıtım A.Ş. | 3,500.18 | 301.17 | 555,768.78 |
| Aksa Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş. | 668.86 | 86.20 | 255,008.50 |
| Aksa Ordu Giresun Doğal Gaz Dağıtım A.Ş. | 4,091.46 | 289.99 | 643,056.93 |
| Aksa Siirt Batman Doğal Gaz Dağıtım A.Ş. | 2,142.31 | 171.12 | 327,184.66 |
| Aksa Sivas Doğal Gaz Dağıtım A.Ş. | 1,246.36 | 172.01 | 491,448.48 |
| Aksa Şanlıurfa Doğal Gaz Dağıtım A.Ş. | 2,135.89 | 307.36 | 379,917.55 |
| Aksa Tokat Amasya Doğal Gaz Dağıtım A.Ş. | 3,444.13 | 267.80 | 630,096.60 |
| Aksa Van Doğal Gaz Dağıtım A.Ş. | 1,753.32 | 129.12 | 504,601.49 |
| TOTAL | 47,243.58 | 3,736.30 | 11,609,549.32 |



Environmental Performance Indicators

Energy Consumption

| Energy Consumption Data (kWh) | 2023 |
|-----------------------------------------------------------------|----------------------|
| Aksa Şanlıurfa Doğal Gaz Dağıtım A.Ş. | 698,546.70 |
| Aksa Bilecik Bolu Doğal Gaz Dağıtım A.Ş. | 479,732.07 |
| Aksa Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş. | 195,909.06 |
| Aksa Çanakkale Doğal Gaz Dağıtım A.Ş. | 390,902.93 |
| Aksa Afyon Doğal Gaz Dağıtım A.Ş. | 271,386.74 |
| Aksa Malatya Doğal Gaz Dağıtım A.Ş. | 313,890.71 |
| Aksa Tokat Amasya Doğal Gaz Dağıtım A.Ş. | 608,635.84 |
| Aksa Ağrı Doğal Gaz Dağıtım A.Ş. | 100,157.34 |
| Aksa Balıkesir Doğal Gaz Dağıtım A.Ş. | 514,687.38 |
| Aksa Bandırma Doğal Gaz Dağıtım A.Ş. | 120,426.13 |
| Aksa Çukurova Doğal Gaz Dağıtım A.Ş. | 1,131,867.54 |
| Aksa Düzce Ereğli Doğal Gaz Dağıtım A.Ş. | 301,597.88 |
| Aksa Elazığ Doğal Gaz Dağıtım A.Ş. | 241,623.03 |
| Aksa Gemlik Doğal Gaz Dağıtım A.Ş. | 83,327.61 |
| Aksa Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş. | 228,128.17 |
| Aksa Karadeniz Doğal Gaz Dağıtım A.Ş. | 394,871.22 |
| Aksa Manisa Doğal Gaz Dağıtım A.Ş. | 684,481.15 |
| Aksa Ordu Giresun Doğal Gaz Dağıtım A.Ş. | 659,063.98 |
| Aksa Siirt Batman Doğal Gaz Dağıtım A.Ş. | 388,915.31 |
| Aksa Sivas Doğal Gaz Dağıtım A.Ş. | 378,009.48 |
| Aksa Van Doğal Gaz Dağıtım A.Ş. | 1,992,097.44 |
| Total | 10,178,257.71 |

| Energy Consumption Data (GJ) | 2023 |
|------------------------------------------------|-------------------|
| Natural gas | 297,288.40 |
| Gasoline | 6,743.73 |
| Diesel | 66,169.99 |
| Total Non-Renewable Energy Consumption | 370,202.12 |
| Electricity Consumption (Grid) | 36,642.75 |
| Renewable Electricity Consumption (Geothermal) | 66.43 |
| Total Energy Consumption | 406,911.31 |

Water Consumption

| Water Consumption Data (m³) | 2023 |
|-----------------------------------------------------------------|------------------|
| Aksa Şanlıurfa Doğal Gaz Dağıtım A.Ş. | 1,932.00 |
| Aksa Bilecik Bolu Doğal Gaz Dağıtım A.Ş. | 1,434.57 |
| Aksa Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş. | 350.00 |
| Aksa Çanakkale Doğal Gaz Dağıtım A.Ş. | 893.00 |
| Aksa Afyon Doğal Gaz Dağıtım A.Ş. | 1,095.00 |
| Aksa Malatya Doğal Gaz Dağıtım A.Ş. | 5,158.42 |
| Aksa Tokat Amasya Doğal Gaz Dağıtım A.Ş. | 3,002.92 |
| Aksa Ağrı Doğal Gaz Dağıtım A.Ş. | 334.00 |
| Aksa Balıkesir Doğal Gaz Dağıtım A.Ş. | 1,733.00 |
| Aksa Bandırma Doğal Gaz Dağıtım A.Ş. | 471.00 |
| Aksa Çukurova Doğal Gaz Dağıtım A.Ş. | 3,204.00 |
| Aksa Düzce Ereğli Doğal Gaz Dağıtım A.Ş. | 901.00 |
| Aksa Elazığ Doğal Gaz Dağıtım A.Ş. | 7,016.00 |
| Aksa Gemlik Doğal Gaz Dağıtım A.Ş. | 284.00 |
| Aksa Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş. | 712.03 |
| Aksa Karadeniz Doğal Gaz Dağıtım A.Ş. | 1,340.00 |
| Aksa Manisa Doğal Gaz Dağıtım A.Ş. | 1,005.62 |
| Aksa Ordu Giresun Doğal Gaz Dağıtım A.Ş. | 5,798.00 |
| Aksa Siirt Batman Doğal Gaz Dağıtım A.Ş. | 757.00 |
| Aksa Sivas Doğal Gaz Dağıtım A.Ş. | 1,311.00 |
| Aksa Van Doğal Gaz Dağıtım A.Ş. | 9,275.72 |
| Total | 46,002.86 |



Social Performance Indicators

| Employee Profile | 2021 | | 2022 | | 2023 | |
|----------------------------------------------------------------------------------------------------------|------------------|--------------|------------------|--------------|------------------|--------------|
| | Blue Collar | White Collar | Blue Collar | White Collar | Blue Collar | White Collar |
| Total number of employees | 2,152 | 1,064 | 2,428 | 1,160 | 2,977 | 1,379 |
| | 3,216 | | 3,588 | | 4,356 | |
| Number of white-collar employees | Male: 700 | Female: 366 | Male: 748 | Female: 414 | Male: 885 | Female: 494 |
| | 1,066 | | 1,162 | | 1,379 | |
| Number of blue-collar employees | Male: 2,100 | Female: 50 | Male: 2,385 | Female: 41 | Male: 2,908 | Female: 69 |
| | 2,150 | | 2,426 | | 2,977 | |
| Number of persons in governing bodies and the Board of Directors (managers and higher-ranking positions) | Male: 73 | Female: 7 | Male: 75 | Female: 7 | Male: 104 | Female: 10 |
| | 80 | | 82 | | 114 | |
| Number of employees excluding governing bodies (positions under the rank of manager) | Male: 2,725 | Female: 411 | Male: 3,050 | Female: 456 | Male: 3,689 | Female: 553 |
| | 3,136 | | 3,506 | | 4,242 | |
| Number of employees aged under 30 | Male: 759 | Female: 78 | Male: 1,080 | Female: 120 | Male: 1,696 | Female: 174 |
| | 837 | | 1,200 | | 1,870 | |
| Number of employees between the ages of 30-50 | Male: 1,982 | Female: 328 | Male: 1,995 | Female: 330 | Male: 1,892 | Female: 327 |
| | 2,310 | | 2,325 | | 2,219 | |
| Number of employees aged over 50 | Male: 60 | Female: 9 | Male: 54 | Female: 9 | Male: 35 | Female: 7 |
| | 69 | | 63 | | 42 | |
| Number of employees by working hours | Full-Time: 3,216 | Part-Time: 0 | Full-Time: 3,588 | Part-Time: 0 | Full-Time: 4,356 | Part-Time: 0 |
| Number of employees with disabilities | Male: 56 | Female: 15 | Male: 60 | Female: 17 | Male: 73 | Female: 25 |
| | 71 | | 77 | | 98 | |
| Ratio of employees with disabilities (%) | Male: 2% | Female: 3% | Male: 2% | Female: 3.5% | Male: 2% | Female: 4.4% |
| | 3% | | 3% | | 3% | |
| Number of new hires (relevant year) | Male: 478 | Female: 58 | Male: 632 | Female: 110 | Male: 978 | Female: 129 |
| | 536 | | 742 | | 1,107 | |
| Number of female employees on maternity/parental leave | 29 | | 8 | | 8 | |
| Number of people working under collective labor agreements | 0 | | 0 | | 0 | |
| Number of female employees returning to work after the end of maternity/parental leave | 26 | | 8 | | 7 | |
| Ratio of female employees returning to work after the end of maternity/parental leave (%) | 89% | | 100% | | 90% | |
| Employee turnover rate (%) | 10% | | 10% | | 12% | |

| Employees' Education Level | 2021 | | 2022 | | 2023 | |
|------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | Male | Female | Male | Female | Male | Female |
| Average length of service by employees (years) | 7 | 8 | 6 | 6 | 5 | 5 |
| | 7 | | 6 | | 5 | |
| Number of employees with high school education or less (including BoD) | Male: 1,097 | Female: 79 | Male: 1,185 | Female: 81 | Male: 1,493 | Female: 89 |
| | 1,176 | | 1,266 | | 1,582 | |
| Number of employees with a bachelor's degree (including BoD) | Male: 569 | Female: 218 | Male: 622 | Female: 242 | Male: 811 | Female: 305 |
| | 787 | | 864 | | 1,116 | |
| Number of employees with post-graduate education (including BoD) | Male: 40 | Female: 14 | Male: 41 | Female: 16 | Male: 48 | Female: 19 |
| | 54 | | 57 | | 67 | |

| | Number of Persons Trained | Average Training Duration (Hours) | Total Trainings (Person.Hour) |
|-------------------------------------------------------------|---------------------------|-----------------------------------|-------------------------------|
| Digital Platform Trainings (Aksa Academy) | 8,741 | 16.61 | 145,228 |
| Face-to-Face and Online Trainings (Excluding OHS Trainings) | 306 | 2.9 | 893.5 |

| Aksa Doğalgaz OHS Trainings | 2021 | 2022 | 2023 |
|----------------------------------------------------------|--------|--------|---------|
| Number of employees trained on OHS + on-the-job training | 3,216 | 3,588 | 4,356 |
| OHS training + On-the-job training (hours) | 22.32 | 22.01 | 30.35 |
| OHS training + On-the-job training (person.hour) | 71,781 | 78,972 | 132,189 |



GRI CONTENT INDEX





GRI Content Index

Aksa Doğalgaz has reported in accordance with GRI Standards for the period between January 1-December 31, 2023.

For the Content Index-Essentials Service, the GRI Services Team reviewed that the information is presented in a manner consistent with GRI Standards reporting requirements and that the information within the index is clear and accessible to stakeholders. This service was delivered on the Turkish version of the report.



2025

| GRI Standard | Disclosure | Page numbers and/or descriptions | Exclusions |
|----------------------------------------|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------|
| GRI 1: Foundation 2021 | | | |
| | 2-1 Organizational details | About the Report, p.7 Corporate Profile, p.12 | - |
| | 2-2 Entities included in the organization's sustainability reporting | About the Report, p.7 | - |
| | 2-3 Reporting period, frequency and contact point | About the Report, p.7 | - |
| | 2-4 Restatements of information | This is Aksa Doğalgaz's first sustainability report. | - |
| | 2-5 External assurance | No external assurance was received within the scope of the report. Corporate Profile, p.12 | - |
| | 2-6 Activities, value chain and other business relationships | Products and Services, pp. 17, 18, 19 Memberships and Collaborations, p.23 Value Chain Management, pp. 53, 54, 55 | - |
| | 2-7 Employees | People-Oriented Approach, pp.46, 47, 48, 49 | - |
| GRI 2: General Disclosures 2021 | | | |
| | 2-8 Workers who are not employees | Value Chain Management, pp. 53, 54, 55 | - |
| | 2-9 Governance structure and composition | Corporate Governance Structure, pp.12, 25 Board of Directors, p. 26 | - |
| | 2-10 Nomination and selection of the highest governance body | Corporate Governance Structure, p.25 Board of Directors, p.26 | - |
| | 2-11 Chair of the highest governance body | Message from the Management, pp.9, 10 Corporate Governance Structure, p.25 Board of Directors, p.26 | - |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | Message from the Management, pp.9, 10 Corporate Governance Structure, p.25 | - |
| | 2-13 Delegation of responsibility for managing impacts | Corporate Governance Structure, p.25 Sustainability Management, p.36 | - |
| | 2-14 Role of the highest governance body in sustainability reporting | Corporate Governance Structure, p.25 Sustainability Management, p.37 | - |

| GRI Standard | Disclosure | Page numbers and/or descriptions | Exclusions |
|----------------------------------------|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| | 2-15 Conflicts of interest | Ethical Principles and Compliance, p.27 Board of Directors, p.26 Ethical Principles and Compliance, p.27 | - |
| | 2-16 Communication of critical concerns | During the reporting period, Aksa Doğalgaz did not receive reports on any critical issues. | - |
| | 2-17 Collective knowledge of the highest governance body | Corporate Governance Structure, p.25 Board of Directors, p.26 | - |
| | 2-18 Evaluation of the performance of the highest governance body | Corporate Governance Structure, p.25 Board of Directors, p.26 | - |
| | 2-19 Remuneration policies | Human Resources Approach, p.46 | - |
| | 2-20 Process to determine remuneration | Human Resources Approach, p.46 | - |
| | 2-21 Annual total compensation ratio | Confidentiality Limitations | In accordance with the privacy policies, Aksa Doğalgaz does not share this information publicly. |
| GRI 2: General Disclosures 2021 | | | |
| | 2-22 Statement on sustainable development strategy | Sustainability Strategy, p.32 Mapping of Sustainable Development Goals (SDGs), p. 35 | - |
| | 2-23 Policy commitments | Corporate Governance Structure, p.25 | - |
| | 2-24 Embedding policy commitments | Corporate Governance Structure, p.25 | - |
| | 2-25 Processes to remediate negative impacts | Environmental Management, pp.39, 40, 41, 42, 43, 44 Supply Chain Management, p.55 | - |
| | 2-26 Mechanisms for seeking advice and raising concerns | Ethical Principles and Compliance, p.27 | - |
| | 2-27 Compliance with laws and regulations | Ethical Principles and Compliance, p.27 | - |
| | 2-28 Membership associations | Memberships and Collaborations, p.23 | - |
| | 2-29 Approach to stakeholder engagement | Stakeholder Relations, p.54 | - |
| | 2-30 Collective bargaining agreements | Aksa Doğalgaz does not have any employee working under collective bargaining agreement. | - |



GRI CONTENT INDEX

| GRI Standard | Disclosure | Page numbers and/or descriptions | Exclusions | | |
|---------------------------------------------------------|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---|
| GRI 3: Material Topics 2021 | 3-1 Process to determine material topics | Sustainability Priorities, p.34 | - | | |
| | 3-2 List of material topics | <ul style="list-style-type: none"> Occupational Health and Safety Cyber Security Customer Satisfaction Diversity, Inclusiveness and Equality Renewable Energy and Energy Efficiency Practices Employee Satisfaction and Rights Compliance, Ethics and Anti-Corruption Digitalization Talent Management and Employee Development Responsible Environmental Management Sustainable and High-Quality Products R&D and Innovation Climate Action and Decarbonization Sustainable Supply Chain Circular Economy Regional Development Risk Management Biodiversity Corporate Social Responsibility Corporate Governance | - | | |
| | | Occupational Health and Safety | | | |
| | | GRI 3: Material Topics 2021 | 3-3 Management of material topics | Occupational Health and Safety, pp.50, 51 | - |
| | | GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | Occupational Health and Safety, pp.50, 51 | - |
| | | | 403-2 Types of injuries and accident frequency rates, occupational diseases, lost days and absenteeism, and total number of work-related fatalities | Occupational Health and Safety, pp.50, 51 | - |
| | | | 403-5 Worker training on occupational health and safety | Occupational Health and Safety, pp.50, 51 | - |
| | | | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Occupational Health and Safety, pp.50, 51 | - |
| | | | 403-9 Work-related injuries | Occupational Health and Safety, pp.50, 51 | - |
| | | Cyber Security | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Information Security, p.65 | - | | |
| Renewable Energy and Energy Efficiency Practices | | | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Energy and Water Management, p.42 | - | | |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | Energy and Water Management, p.42 Environmental Performance Indicators, pp.67, 68 | - | | |
| | 302-4 Reduction of energy consumption | Energy and Water Management, p.42 Environmental Performance Indicators, pp.67, 68 | - | | |
| | 302-5 Reductions in energy requirements of products and services | Energy and Water Management, p.42 Products and Services, pp.18, 19 Environmental Performance Indicators, pp.67, 68 | - | | |

| GRI Standard | Disclosure | Page numbers and/or descriptions | Exclusions |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------|
| Customer Satisfaction | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Customer Satisfaction, pp.56, 57, 58 | - |
| Diversity, Inclusiveness and Equality | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Human Resources Approach, p.46 Diversity, Inclusiveness and Equal Opportunities, p.47 | - |
| GRI 401: Employment 2016 | 401-1 New employee hires and employee turnover | Human Resources Approach, p.46 Social Performance Indicators, p.69 | - |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | Human Resources Approach, p.46 | - |
| | 401-3 Parental leave | Human Resources Approach, p.46 Board of Directors, p.26 | - |
| GRI 405: Diversity and Equal Opportunity 2016 | 405-1 Diversity of governance bodies and employees | Human Resources Approach, p.46 Diversity, Inclusiveness and Equal Opportunities, p.47 | - |
| GRI 406: Non-Discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | Human Resources Approach, p.46 Diversity, Inclusiveness and Equal Opportunities, p.47 | - |
| Compliance, Ethics and Anti-Corruption | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Board of Directors, p.26 Ethical Principles and Compliance, p.27 | - |
| GRI 205: Anti-Corruption 2016 | 205-1 Operations assessed for risks related to corruption | Board of Directors, p.26 Ethical Principles and Compliance, p.27 Supply Chain Management, p.55 | - |
| | 205-2 Communication and training about anti-corruption policies and procedures | Ethical Principles and Compliance, p.27 | - |
| | 205-3 Confirmed incidents of corruption and actions taken | Ethical Principles and Compliance, p.27 | - |
| Employee Satisfaction and Rights | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Employee Engagement and Satisfaction, p.48 | - |
| GRI 409: Forced or Compulsory Labor 2016 | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor and actions taken | Human Resources Approach, p.46 | - |
| Digitalization | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Innovation and Digitalization, pp.63, 64 | - |
| Talent Management and Employee Development | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Talent Management and Employee Development, p.49 | - |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | Talent Management and Employee Development, p.49 Social Performance Indicators, p.69 | - |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | Talent Management and Employee Development, p.49 | - |



GRI CONTENT INDEX

| GRI Standard | Disclosure | Page numbers and/or descriptions | Exclusions |
|---------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------|
| R&D and Innovation | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Innovation and Digitalization, pp.63, 64 | - |
| Responsible Environmental Management | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Environmental Management, p.39 | - |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | Waste Management and Circular Economy, p.42 | - |
| | 306-3 Waste generated | Waste Management and Circular Economy, p.42 Environmental Performance Indicators, pp.67, 68 | - |
| | 306-5 Waste directed to disposal | Waste Management and Circular Economy, p.42 Environmental Performance Indicators, pp.67, 68 | - |
| GRI 303: Water and Effluents 2018 | 303-2 Management of water discharge-related impacts | Energy and Water Management, p.42 | - |
| | 303-3 Water withdrawal | Energy and Water Management, p.42 Environmental Performance Indicators, pp.67, 68 | - |
| | 303-4 Water discharge | Energy and Water Management, p.42 Environmental Performance Indicators, pp.67, 68 | - |
| | 303-5 Water consumption | Energy and Water Management, p.42 Environmental Performance Indicators, pp.67, 68 | - |
| Climate Action and Decarbonization | | | |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Combating Climate Change, p.40 | - |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | Combating Climate Change, p.40 Emissions Management, p.41 Environmental Performance Indicators, pp.67, 68 | - |
| | 305-2 Energy indirect (Scope 2) GHG emissions | Combating Climate Change, p.40 Emissions Management, p.41 Environmental Performance Indicators, pp.67, 68 | - |
| | 305-3 Other indirect (Scope 3) greenhouse gas emissions | Combating Climate Change, p.40 Emissions Management, p.41 Environmental Performance Indicators, pp.67, 68 | - |
| | 305-4 GHG emissions intensity | Combating Climate Change, p.40 Emissions Management, p.41 Environmental Performance Indicators, pp.67, 68 | - |
| | 305-5 Reduction of GHG emissions | Combating Climate Change, p.40 Emissions Management, p.41 | - |
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