ENERJiSA
Energy of Türkiye

SUSTAINABILITY REPORT

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Contents

A Better Future for Everyone

Transparency and Responsibility
for a Better Future

We believe that building a better future depends on protecting the planet, ensuring environmental compliance, and acting with responsibility and transparency in our operations.

Guided by these principles, we enhanced our ESG performance, raising our **CDP Climate Change score to "A" and maintaining our "A" score in Water Security.** In addition to our strong performance in other ESG indices, we secured our place in the **CDP 2024 Global A List for Climate and Water Leaders**.

Carbon and Emission Management
for a Better Future

We act as a key enabler of societal decarbonization through our power grid operations, services and product portfolio, all designed to support a cleaner, smarter and more sustainable way of living.

As part of our climate strategy, we are committed to **reducing our Scope 1 and 2 greenhouse gas emissions by 30% and to reduce the emission intensity of electricity sold (linked to our Scope 3 emissions) by 40%** by 2030, compared to our 2021 baseline. Our interim targets for 2025 are a 10% absolute reduction in Scope 1 and 2 emissions and a 25% reduction in the emission intensity of Scope 3 related sold electricity.

Steps
for a Better Future

Driven by **a vision of a sustainable, fair, smart, and green world**, we operate with the awareness that the decisions we make today will directly impact the lives of future generations, and we fulfill our responsibilities accordingly.

Established in 2023, our **"Better Future"** platform aims to contribute to Türkiye's economic efficiency by creating space for businesses to develop data-driven decision-making mechanisms alongside key stakeholders from public sectors, academia, industry, international organizations, civil society, and the arts. We strive to ensure a smarter and greener world for future generations and a better future for everyone.

Protecting Biodiversity
for a Better Future

We place great emphasis on protecting ecosystems, habitats, and biodiversity in all areas where we operate.

We analyze the impacts and dependencies of our business units on nature and restructure our action plans within this framework.

Efficiency
for a Better Future

At Enerjisa, we recognize that energy consumption plays a critical role both in our core operations and in the broader economic landscape. Aware of this dual impact, we are fully committed to enhancing energy efficiency across all our business units.

We continuously improve our operational performance through innovative projects and process optimization. Our **Energy Management Policy**, prioritizes energy use and efficiency as key pillars of our efforts to reduce consumption and support the transition to a low-carbon economy.

Equality
for a Better Future

We are strong advocates of gender equality across all areas of society and business.

Since 2019, we have been a signatory of the **Women's Empowerment Principles (WEPs)**. Through our diversity, equity, and inclusion platform **"Sensiz Olmaz (Not Without You)"**, we aim to ensure equal opportunities for everyone in the workplace. With our **"Gender Based Violence and Harassment Prevention Project"** and **"Zero Tolerance Policy Towards All Forms of Violence, Harassment, and Discrimination"** we share our stance against violence and harassment towards women with all our stakeholders.

About the Report

In our 2024 Sustainability Report, we focus on ESG topics and trends that are becoming increasingly important for both our internal and external stakeholders. In this context, we conduct a Double Materiality Assessment to comprehensively address our priority impacts, risks, and opportunities in sustainability.

We have prepared this report to transparently share our sustainability performance, strategy, and future risk and opportunity management with all our stakeholders. The report covers the period from January 1 to December 31, 2024.

Driven by our responsibility to build a sustainable future, we are committed to managing climate-related impacts and continuously improving our ESG performance. Since 2018, we have reported in accordance with the Global Reporting Initiative (GRI) Standards, including in this 2024 report, and have strengthened our commitment to sustainability principles.

This report reflects our dedication to transparency, stakeholder engagement, and sustainable growth across all our business units, and has been verified through an external assurance process.

As an energy company operating in Türkiye, we provide services in electricity distribution, electricity retail sales, distributed energy solutions, energy efficiency, e-mobility and vehicle fleet services.

We continue our efforts to contribute to the future of energy and to promote the wider adoption of good practices in the sector.

Our report brings together comprehensive data from all locations and activities under Enerjisa Enerji, including our subsidiaries Başkent Elektrik Dağıtım A.Ş. (BAŞKENT EDAŞ), Enerjisa Başkent Elektrik Perakende Satış A.Ş. (BAŞKENT EPSAŞ), İstanbul Anadolu Yakası Elektrik Dağıtım A.Ş. (AYEDAŞ), Enerjisa İstanbul Anadolu Yakası Elektrik Perakende Satış A.Ş. (AYESAŞ), Toroslar Elektrik Dağıtım A.Ş. (ToroslarEDAŞ), Enerjisa Toroslar Elektrik Perakende Satış A.Ş. (Enerjisa Toroslar EPSAŞ), Enerjisa Müşteri Çözümleri A.Ş., and Eşarj Elektrikli Araçlar Şarj Sistemleri A.Ş. (Eşarj) and Enerjisa Araç Filo Hizmetleri A.Ş. offering a holistic representation of our sustainability performance.
We recognize the critical importance of combating climate change, and by integrating sustainability into our core business strategy, we adopt a distinctive approach that sets us apart.

In setting our sustainability priorities for 2024, we have taken into account ESG issues and trends that are becoming increasingly significant for our internal and external stakeholders. We proactively engaged with our stakeholders to manage our ESG performance holistically, as reflected in this report.

To ensure transparency, measurability, and comparability, we have included data for 2024, 2023, and 2022. In addition, we highlight our contributions within the framework of the United Nations Sustainable Development Goals (SDGs), the United Nations Global Compact (UNGC), and the Women's Empowerment Principles (WEPs).

Our Sustainability Framework

Our Sustainability Strategy

Developments such as low-carbon growth, urbanization, customer-oriented solutions, deregulation, distributed generation, and digitalization are among the key factors transforming the way we operate in the energy sector. While responding to these changes, we aim to meet society's need for uninterrupted and accessible energy and prioritize the development of innovative and sustainable solutions that will support the sector's transformation. As Türkiye's leading company in electricity distribution, retail, customer solutions, e-mobility and fleet services, we bear the responsibility of creating prosperity for people today and for future generations. Our goal is to contribute as a model company to the shaping of the new energy world, to connect this world, and to continue delivering public services to millions of people with unwavering commitment.

Our Approach to Sustainability

Sustainability lies at the core of our business and is fully integrated across all levels of our organization. We focus on maximizing the positive impact of our products and services that contribute to a low-carbon energy future, while upholding the right to life of all living beings and promoting fair and inclusive empowerment for everyone. We are committed to monitoring our progress, measuring our performance, and disclosing our results transparently. In this context, we pledge to take responsibility in the areas outlined below.
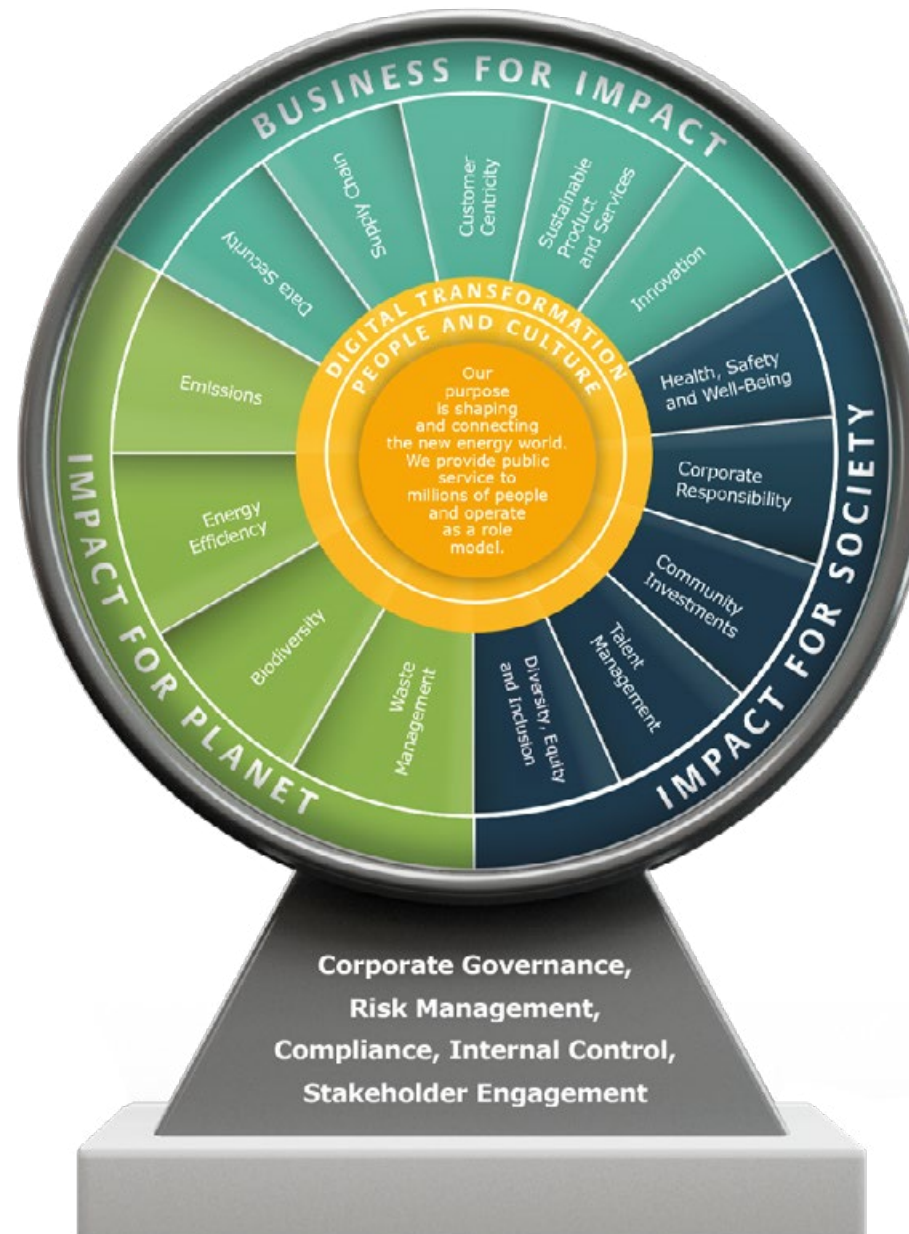
Sustainability Impact Areas

Business for Impact
We drive business growth by offering sustainable products and services, supported by a responsible value chain and a commitment to innovation.

Impact for Society
We empower people for an inclusive society and prosperity, encourage a talented and diverse workforce in a safe working environment, and act responsibly for creating a wider positive impact on the community.

Impact for Planet
We reduce our ecological impact through enabling a transition to a carbon-neutral business and zero-waste operations.

Enablers and Foundations of Our Performance

In pursuit of our objectives and mission, we place people-centric approaches and our corporate culture at the core of our business, integrating them with digital transformation. We believe these areas are fundamental sources and enablers of value creation across all our activities, and we remain committed to continuous investment in these priorities. We view strong corporate governance, compliance, integrated risk management, internal control systems, and active stakeholder engagement as key pillars of the long-term sustainability of our performance. We focus on fostering ongoing, meaningful dialogue with our stakeholders to enhance our impact and performance.

Sustainability Highlights

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ESG Milestones

2019

1st Sustainability Report Issued

- 1st Stakeholder Engagement Plan published
- Sustainability Committee and Working Groups established
- United Nations Women's Empowerment Principles (WEPs) signed
- UN Global Compact signed
- Environment Policy and Management System issued
- First Corporate Governance Rating 9.45 out of 10
- Inclusion in BIST Sustainability Index and BIST Corporate Governance Index

2020

- Sustainability Strategy and Roadmap developed
- Stakeholder Engagement Plan updated with Company priorities
- Internal Control System established
- Turkish Ethics and Reputation Society (TEID) membership
- Code of Conduct updated
- **Human Rights Policy** issued
- **"Equal Opportunities in the Electricity Distribution Sector"** project launched in collaboration with the Gender Equality Program Coordination Office of the EBRD
- **"İvme Entrepreneurship Acceleration Program"** launched, bringing start-ups into our distribution companies
- Customized Stakeholder Engagement and Cultural Heritage Management Plans prepared for each distribution company, along with a **"Social Management and Monitoring Plan"**
- **E-TERNAL**, our digital transformation model, was developed

2021

- Sustainability strategy and roadmap revised
- Stakeholder Engagement Plan updated
- **"Net Zero Project"** launched
- Sustainability and Corporate Capabilities function established
- Commitment to Transparency International Principles
- Diversity and Inclusion, Anti-Retaliation, Third-Party Relations and Compliance Policies issued
- **CDP Climate Change and Water Score increased to "B"**
- Acquisition of 14% minority stake in the e-mobility company Eşarj, increasing the total stake to 94%
- **"Future of Work"** studies initiated
- **"Not Without You" (Sensiz Olmaz)**, Diversity, Equity and Inclusion Platform launched
- Inclusive and Green-focused loan agreement signed with EBRD
- Green Finance Framework completed, and Second Party Opinion received

2022

- Stakeholder Engagement Plan expanded and updated

- Mid-term reduction targets set with third-party consultation

- Inclusion in Bloomberg Gender Equality Index

- Climate-related risks and financial impacts were aligned with the TCFD framework

- SENTRUM, our sustainable tourism center project was completed and the relevant tourism site opened to the public

- Strong performance in ESG further improved (i.e. Refinitiv score increased from 86 to 89)

- Eşarj becomes Türkiye's first and fastest network of electric vehicle charging stations, with 788 plugs at 422 public locations

- Phase 1 of "Net Zero Project" completed

- Water Policy updated

- Climate Strategy published

- Commitment to 30% reduction of Scope 1 and Scope 2 emissions by 2030

2023

- **CDP Climate Change score has increased to A- and CDP Water Security score has increased to A**

- Climate Strategy revised with new target of 40% reduction related to Scope 3 emission intensity of sold electricity by 2030, mid-term target 25% reduction

- Declaration of Circularity and Biodiversity Ambition Statements

- Increase in stake at Eşarj to 100%

- The scope of short, medium and long term ESG targets have been expanded.

- Responsible Supply Chain Project was launched

- ESG related risks and opportunities mapped within the existing Enterprise Risk Management System

- **"The Better Future Platform"** was launched

- ESG Targets have been introduced in the Company performance management system to be used in 2024

- ESG working groups have been restructured as Biodiversity, Circular Economy, Emissions, EU Taxonomy for capacity building efforts and to ensure a broader decarbonization implementation

- We contributed to the **"WEPs from Words to Action"** project, launched by the UN Women, as one of the 10 companies selected to increase good practices. The goal of the project is to expand the impact area of the United Nations Women's Empowerment Principles and to deepen their implementation.

2024

- **CDP Climate Change score has increased to A**

- **CDP Water Security score was maintained at A**

- The first double materiality analysis was conducted

- The first TSRS-aligned report was published

- The Enerjisa Sustainability-Linked Financing Framework was developed

- The **"Zero Tolerance Policy Towards All Forms of Violence, Harassment, and Discrimination"** was updated

- The second phase of **"Net Zero Project"** has been completed covering the EU Taxonomy Eligibility Assessment and Scope 3 Target Setting.

- Completion of the pilot phase of the Responsible Supply Chain Project within the Enerjisa Customer Solutions business unit

- Becoming a member of the Unstereotype Alliance

- Announcement of the Initiative for Developing Green Skills in the Energy Sector at COP29

- Start of the 2nd Phase of the Sentrum Project in Birgi

Key Sustainability Achievements in 2024

Business for Impact[1]

Operations

TL 13.6 billion grid investments	**TL 3,324 billion** total environmental investments	**TL 16,372 billion** income from sustainable products and services	**2,563** number of EV charging plugs	**102.4 MWp** of total installed Solar Power Plant capacity	**16,348 MWh** of electricity supplied from renewable energy sources

Innovation & Digitalization

TL 29.68 million R&D and innovation investments	RPA[2] robots performed **4000+** transactions with accuracy rate of **99.8%**	**89** ideas were received by the Corporate Entrepreneurship and Innovation Program **NAR**.

Responsible Supply Chain / Customer Centricity / Data Security

Responsible Supply Chain	Customer Centricity		Data Security
Over 3,000 suppliers, **100%** of distribution business suppliers are local	**117** Operation Centre Warehouses and **18** Logistics Service Centres, covering a total area of **299,642 m²**	Retail business Net Promoter Score (NPS) increased to **47** in 2024 from 40 in 2023. CSAT[3] score of retail business increased to **4.53** in 2024 from 4.47 in 2023, and CSAT score of the distribution business increased to **4.12** in 2024 from 4.09 in 2023	**2,457** hours of Personal Data Protection Law training for **1,465** employees

Management Systems

ISO 22301 Business Continuity Management System	**ISO 9001** Quality Management System	**ISO 27001** Information Security Management System	**ISO 37301** Compliance Management System	**ISO 10002** Customer Satisfaction Management System	**ISO 20000** IT Service Management System	**ISO 39001** Road Traffic Safety Management System

Impact for Society[1]

Talent Management / Corporate Social Responsibility and Community Investments

Talent Management			Corporate Social Responsibility and Community Investments	
64% employee satisfaction score and **64%** employee engagement score	**29%** Women in managerial positions	**33.5** training hours per employee	**1012** Enerjisa employees dedicated a total of **10,854** hours to volunteering activities	**TL 76 million** donations

Diversity and Inclusion / Management Systems

Diversity and Inclusion		Management Systems	
2,627 customers used the Device Dependent Patient (Hasta Var) program for uninterrupted electricity for device-dependent patients	Within the scope of the GBVH project, **88** employees received **413** hours of Human Rights training	**ISO 45001** Occupational Health and Safety Management System	**ISO 39001** Road Traffic Safety Management System

[1] Data as of 2024 [2] Robotic Process Automation [3] Customer Satisfaction Score

Impact for Planet[1]

Water, Circularity and Waste, Biodiversity

10,175 tons of waste recycled and Zero Waste Management System certification process has been continued in our locations grid investments

265 tons of rainwater harvested in 2024

Water withdrawal reduction **8.53%** per m² in 2024

In the total area of 17,228 km² where our distribution activities take place, biodiversity-sensitive zones have been assessed, mapped, and priority conservation areas have been identified

Energy

Direct electricity consumption **100%** green energy

2,090 GWh of renewable energy certificates were sold[2] (Customer Solutions)

23.8 GWh Eşarj Renewable Energy Sales

1,607 kGWh Renewable energy volume procured from wholesale market

3,580 Gwh Unlicensed RE Generation Volume Transferred to Retail Company

Emissions

30% Absolute Scope 1, 2 Emission Reduction Target and 40% Emission Intensity Reduction Target of Scope 3 Related Sold Electricity by 2030 compared to the baseline year 2021

In 2024, through our innovative and efficient energy solutions at Enerjisa Customer Solutions and Eşarj, we helped our customers reduce energy consumption and environmental impact, avoiding 38,525 tons of CO_2e emissions with Eşarj and 106,537 tons with Enerjisa

The share of electric and hybrid vehicles in Retail business unit fleet surged from 43.93% in 2023 to **44.75%** in 2024.

Management Systems

ISO 14001 Environmental Management System

ISO 50001 Energy Management System

[1] Data as of 2024

ESG Rating Scores

CDP Climate Change
Reporting Date: 2024
Rating Score Range: D-, D, C-, C, B-, B, A-, A
Enerjisa Enerji Score: **A**

CDP Water Security
Reporting Date: 2024
Rating Score Range: D-, D, C-, C, B-, B, A-, A
Enerjisa Enerji Score: **A**

FTSE Russell
Reporting Date: June 2025
Rating Score Range: 0-5
Enerjisa Enerji Score: **4.1**
Sector Ranking[1]: 89th percentile in Utilities sector

Our most recent reporting was completed in June 2024. Russell continues to assess our performance based on the available data.

Corporate Governance Rating
Reporting Date: 2024
Rating Scoring Range: 0-100
Enerjisa Energy Score: **96,76**

Refinitiv
Reporting Date: 2024
Enerjisa Enerji Rating: Overall **88**/100
(Environment: 82, Social: 92, Governance: 92)
Sector Ranking: 4th out of 336 Electric Utilities & IPP Companies

Bloomberg Gender Equality Index
Reporting Date: 2023[2]
Rating Score Range 1-10[3]
Enerjisa Enerji Rating: **4.9**[4]

Sustainalytics[5]
Reporting Date: April 2023
Rating Scoring Range: ESG Risk Rating Overall Score Range (Negligible / Low / Medium / High / Severe)
Enerjisa Enerji Rating: Low Risk
Enerjisa Risk Score: **16.8**
Sector Ranking: Among the top 7% of
271 electricity distribution sector companies.

Our most recent Sustainalytics score was issued in April 2023. This remains the latest available rating.

CDP Climate Change Score

A

CDP Water Security Score

A

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[1] The FTSE overall ESG rating is represented as a percentile where "1" indicates that a company is in the bottom 1% and "100" indicates a company is in the top 1%.

[2] This score is the latest available score.

[3] Due to a change in the calculation methodology, the scoring range of 1 to 100 used for the 2022 period has been updated to a range of 1 to 10 as of the 2023 period.

[4] In the 2023 Bloomberg Gender Equality Index, which includes 3,249 companies across 11 sectors and 57 countries worldwide, we are proud to be among the 29 Turkish companies represented and the sole representative from the utilities sector in Turkey.

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Statements from Management

First Row Left to Right

Murat Pınar
CEO

Ebru Taşcıoğlu
Head of Sustainability and Corporate Capabilities

Dr. Philipp Ulbrich
CFO

Second Row Left to Right

Ersin Esentürk
General Manager of Retail Companies

Yakup Aydilek
Head of People and Culture and General Manager of Eşarj

Mehmet Fırat
Head of IT and Digital Business Management

Oğuzhan Özsürekçi
General Manager of Distribution Companies

ENERJİSA
Energy of Türkiye

Chairperson's Message

On our sustainability journey, our vision of "A Better Future for Everyone" guides our direction.

Dear Stakeholders,

In line with our vision of **"A Better Future for Everyone,"** we have once again completed a year in which we deeply felt the impacts of global uncertainties and climate crisis. During this challenging period, we not only demonstrated resilience, but also took bold steps in decarbonization, digitalization, and electrification strengthening our pioneering role in the energy transition.

By balancing energy supply security, accessibility, and environmental sustainability, we have collaboratively developed our smart grid investments, infrastructure solutions compatible with renewable resources, and our growing mobility network through Eşarj.

In line with our targets to reduce Scope 1 and 2 emissions by 30% and the emission intensity of electricity sold associated with Scope 3 by 40% by 2030, we achieved 1.596 million tCO_2e in our Scope 1 and 2 emissions as of 2024. Additionally, in accordance with our Scope 3-related targets, we have reduced the emission intensity of our energy portfolio to 0.423 tCO_2e/MWh.

However, sustainability is not limited to environmental matters alone. We are advancing with the understanding of social issues as well - including efforts in human rights, gender equality, and occupational safety. We have expanded the ISO 39001 certification across all our distribution regions; with the "Unsafe and Expectation-Exceeding Behaviors" approach, we have started managing human-induced risks in the field from the very beginning of the process.

We design our social investments to create lasting value for the future beyond short-term contributions. For example, our She-nergy program for female engineering candidates and the primary school project we implemented in Hatay are exemplary applications integrated with our diversity and local development goals.

Today, our sustainability targets are no longer just indicators; they form the foundation of our corporate culture and decision-making reflexes.

I would like to extend my sincere thanks to the visionary perspectives and dedicated contributions of Enerjisa employees, who are the true owners of this transformation.

We renew our leadership responsibility every day to leave behind a more resilient, more equitable, and environmentally harmonious energy ecosystem for future generations.

Sincerely,

Kıvanç Zaimler
Chairperson

Message from the CEO

Our investments in energy infrastructure not only support continuous supply and transformation but also enable us to steadfastly fulfill our social and environmental responsibilities.

Dear Stakeholders,

The year 2024 has distinguished itself not only through our operational successes but also through our steadfast commitment to the sustainable energy transition.

In this period, where we felt the effects of economic fluctuations and the climate crisis, we honed our strategies with a focus on long-term impacts, fulfilling our responsibilities to all our stakeholders.

The mandatory adoption of the internationally recognized International Financial Reporting Standards (IFRS) as the Turkish Sustainability Reporting Standards (TSRS), through the valuable efforts of the Public Oversight Authority, has commenced a new era in the reporting of sustainability performance. In this regard, we are pleased to announce with you our first TSRS-compliant report for the year 2024, which was published separetely.

In our electricity distribution operations across 14 provinces, serving over 22 million people, we achieved approximately 13.4 billion TL in investments and 3.1 billion TL in maintenance. We reduced outage durations by more than 11%.

Through our Eşarj division, we expanded to 2,563 charging plugs in 81 provinces, reinforcing our role as a key infrastructure provider in Turkey's electric mobility transformation.

In line with our goals to reduce Scope 3 emissions, we aim to decrease emission intensity by 25% by 2025 and by 40% in total by 2030.

We take responsibility across our entire value chain. In 2024, we reduced our Scope 1+2 emissions by 19.94% and Scope 3 related emissions from sold electricity by 19.7%.

We achieved an 8.53% reduction in water withdrawal per square meter compared to the previous year. Reflecting our efforts in environmental sustainability, we attained an A Leadership Level rating on the CDP Climate Change and Water Security assessments, placing us on the Global A List in 2024.

Our Double Materiality Analysis conducted within the framework of the European Sustainability Reporting Standards (ESRS) systematically identified Enerjisa Enerji's impacts, risks, and opportunities in sustainability, shaping our strategic priorities accordingly.

As a signatory of the United Nations Global Compact and Women's Empowerment Principles (WEPs), we maintain our commitment to human rights, fair working conditions, environmental responsibility, and anti-corruption measures, while taking tangible steps to enhance gender equality.

Through our "Energize My Future" project, managing our social impacts, we have reached over 300,000 children.

Enerjisa Enerji is committed to enhancing Turkey's economic efficiency towards a brighter future. Through our "Better Future" Platform, we continue to contribute to national development by providing solutions in efficiency. In 2024, following workshops and research conducted with our stakeholders, we are working on a solution to support businesses in strengthening their data analytics capacities to boost their efficiency.

We measure the real impact of these projects not only through visibility but also through social return on investment analyses, directing our resources where they yield the highest benefit.

Enerjisa Enerji will continue its activities and endeavors for a smarter, greener world and a "better future for all."

Where we stand today, Enerjisa Enerji is not just an energy company; it is a partner leading the sustainable future of Turkey. I extend my gratitude to all our stakeholders, employees, and business partners with whom we have built this vision together.

We will continue to act today for the benefit of tomorrow.

Sincerely,

Murat Pınar
CEO

Company Profile

Our Business at a Glance

As Türkiye's leading electricity distribution, retail sales, and customer solutions company, we continue our operations with a strong commitment to shaping the future of energy.

With over **10,000 colleagues**, we provide services to **10.8 million customers across 14 provinces** within our **three operational regions**, **reaching a population of 22.1 million**. Through our grid investments and innovative, differentiated practices, we aim to offer efficient and technology-driven business models to our customers and the sector, while strengthening our pioneering role in Türkiye's growing electricity market with our competitive strategies. Since 1996, we have remained determined to help shape the future of energy.

Our focus extends beyond achieving profitable growth and increasing shareholder value; we are equally dedicated to fulfilling our social responsibilities by setting benchmarks in the sector. By seamlessly integrating Environmental, Social, and Governance (ESG) factors into our long-term strategy, we adopt a sustainable and holistic approach to ensure comprehensive and responsible business practices. This integration forms the foundation of our commitment to delivering high-quality investments and services.

To maintain our leading position in Türkiye's electricity market, we invest in energy infrastructure and technology-oriented business models, contributing to the transformation of the sector. Since 2020, under our "**Energy of My Business**" brand, we have been offering services such as solar power plant installations, energy efficiency solutions, cogeneration/trigeneration projects, electric vehicle charging station operations, and green energy certification. Through these solutions, we support our corporate customers in sourcing energy from renewable resources, improving energy efficiency, and reducing carbon emissions. With our high-quality energy infrastructure and strong retail operations, we focus on sustainable growth nationwide, aiming to create long-term value for our shareholders and further strengthen our leadership in innovation and efficiency within the sector.

We operate with a strong governance structure founded on ethical and responsible management. Our shareholding structure consists of 40% Hacı Ömer Sabancı Holding, 40% E. ON International Participations N.V., and 20% publicly traded shares.

Distribution and Retail Regions

Baskent Region

Distribution
Baskent Elektrik Dağıtım A.Ş. (Başkent EDAŞ)

Service Area
Ankara, Zonguldak, Kastamonu, Kırıkkale, Karabük, Bartın and Çankırı provinces

Population
7.8 million

Retail Sales
Enerjisa Başkent Elektrik Perakende Satış A.Ş. (Başkent EPSAŞ)

AYEDAŞ Region

Distribution
İstanbul Anadolu Yakası Elektrik Dağıtım A.Ş. (AYEDAŞ)

Service Area
Districts on the Anatolian side of Istanbul

Population
5.7 million

Retail Sales
Enerjisa İstanbul Anadolu Yakası Elektrik Perakende Satış A.Ş. (AYESAŞ)

Toroslar Region

Distribution
Toroslar Elektrik Dağıtım A.Ş. (Toroslar EDAŞ)

Service Area
Adana, Gaziantep, Mersin, Hatay, Osmaniye and Kilis provinces

Population
8.7 million

Retail Sales
Enerjisa Toroslar Elektrik Perakende Satış A.Ş. (Toroslar EPSAŞ)

We centrally manage and monitor all our distribution and retail sales activities in three regions through a responsible value chain approach and innovation.

Distribution

As Enerjisa Enerji, we carry out our electricity distribution activities across three major regions of Türkiye through our subsidiaries Başkent Elektrik Dağıtım A.Ş., İstanbul Anadolu Yakası Elektrik Dağıtım A.Ş., and Toroslar Elektrik Dağıtım A.Ş., which are each responsible for the construction, operation, and maintenance of the electricity distribution networks in their respective regions.

Our main objective is to contribute to the reliability of Türkiye's electricity distribution network by providing our customers with high-quality and uninterrupted service.

Electricity distribution in Türkiye is defined as the delivery of electricity to end users through lines with a voltage level below 36 kV. The sector was privatized between 2009 and 2013, and all distribution regions have since then been operated by private companies. Through our standardized network management processes, we comply with the performance indicators set by the Energy Market Regulatory Authority and conduct regular inspections on local grids to enhance reliability and efficiency.

To improve the quality and accessibility of our services, we have diversified our customer communication channels.

We provide services to our customers through various platforms such as email, phone, our website, mobile applications, social media, WhatsApp support line, and chatbot.

We operate one of the largest **call center** operations in the sector, providing our customers with **uninterrupted support** 24 hours a day, seven days a week.

Within the scope of our distribution activities, we offer a wide range of services including infrastructure installation, network construction, maintenance, and repair, which we carry out in collaboration with **more than 3,000 suppliers**. Our logistics operations are coordinated through central logistics service centers and satellite warehouses, while our dedicated logistics fleet ensures the timely delivery of materials and parts for construction and maintenance projects.

Retail

As Enerjisa Enerji, we are the leading company in Türkiye's retail energy sales market in terms of both sales volume and customer base, holding the largest market share. By the end of 2024, we have achieved a significant market share of 22% based on the number of customers.

We operate as the main retail supplier in the regulated electricity market under our supply license granted by the Energy Market Regulatory Authority across three regions. We supply electricity to customers in our regions who are below the free consumer threshold as well as to those above the threshold who have not yet chosen an alternative supplier.

In addition, we are authorized to provide electricity to free consumers both in our designated regions and across Türkiye without any regional restrictions.

We prioritize customer-centric digitalization and continue our activities through widespread service channels and a strong after-sales support network. We serve approximately 10.8 million customers, reaching a population of 22 million. To meet customer needs, add value to electricity supply, and provide uninterrupted after-sales service, we use a combination of physical, digital, and remote channels. Our service network includes **35 Customer Service Centers, 67 Transaction Centers, and 1 Mobile Service Vehicle**.

We also provide digital services through our Online Service Center, internet platforms, mobile applications, and e-Government integrations, and deliver remote support via our active telesales services and our Call Center, which operates 24/7.

Retail Customers

10.8 millon

Distribution Connection Points

12.3 millon

Population Reached

22+ millon

Our retail sales operations are managed by Enerjisa Başkent Elektrik Perakende Satış A.Ş., Enerjisa İstanbul Anadolu Yakası Elektrik Perakende Satış A.Ş., and Enerjisa Toroslar Elektrik Perakende Satış A.Ş.

Throughout 2024, we have continued to expand our product and service portfolio by focusing on the digitalization of relocation and application processes, diversifying our payment channels, and enhancing the user experience on our mobile applications and digital platforms.

Customer Solutions

As Enerjisa Enerji, we prioritize meeting the needs of our commercial and corporate customers for sustainable and innovative solutions across Türkiye. To strengthen this focus, we established Enerjisa Customer Solutions Inc. in 2017 to manage and enhance our customer-oriented activities.

Since October 2020, we have been offering comprehensive solutions aimed at increasing energy efficiency, balancing energy consumption with renewable energy production, and reducing carbon emissions nationwide. We carry out these efforts under our **"Energy of My Business"** initiative.

Our Enerjisa Customer Solutions portfolio includes a wide range of products and services focused on renewable energy and energy efficiency. Our solutions cover solar power plants (SPPs), wind power plants (WPPs), energy storage systems, lighting conversion projects, heat pumps, and waste heat recovery systems to improve process efficiency.

Under our Eşarj brand, we also offer cogeneration and trigeneration systems, biomass power plants, e-mobility solutions, as well as **Renewable Energy Certificates** and **Carbon Reduction Certificates**. Our commitment to these solutions is supported by our dealer network, which extends across major cities and helps us deliver renewable energy and energy efficiency solutions to corporate customers throughout Türkiye. Our approach is characterized by innovative business models carefully designed to address the unique needs of each customer.

Through our Energy Performance Contract (EPC) model, we aim to reduce the financial burden on our customers, foster long-term partnerships, and ensure successful installations. Our EPC model provides end-to-end services including financial investment, project development, installation, and ongoing maintenance.

By the end of 2024, we reached a total installed solar energy capacity of **102.4 MWp**. In 2024, we signed a contract for the construction and maintenance of a **10.69 MWp** ground-mounted Solar Power Plant (SPP) at Anadolu Efes's factory site in Konya Çumra. Through this plant, we aim to **reduce annual CO$_2$ emissions by approximately 10,780 tons**. In line with our sustainability goals, we also completed and commissioned a 27 kWp rooftop Solar Power Plant (SPP) at the Karataş Fisheries Cooperative. This project is expected to prevent 23 tons of CO$_2$ emissions annually.

Eşarj

Enerjisa Enerji is committed to promoting the widespread use of electric and energy-efficient vehicles to contribute to a low-carbon ecosystem.

To achieve this goal, the company actively explores innovative business opportunities, including electric vehicle charging stations, energy storage systems, smart home technologies, and systems that enable consumers to generate their own electricity.

Eşarj has developed a national charging station network and operating system, providing a wide range of charging solutions to customers nationwide. Eşarj's objectives include improving Türkiye's infrastructure quality, accelerating the transition to ultra-fast charging stations, and enhancing its contribution to green transformation through solar and battery-integrated systems.

By the end of 2024, Eşarj operates **2,563 charging plugs across 1,508 locations**, maintaining its position as **Türkiye's first and fastest electric vehicle charging network**. Additionally, all public charging stations utilize electricity certified by the Renewable Energy Resource Guarantee System, further supporting carbon emission reductions.

Network Length

332,249
Kilometres

Total Installed Solar Capacity

102.4
MWp
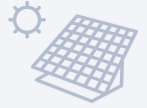
Operational Car Rental and Fleet Services

"Enerjisa Araç Filo Hizmetleri Anonim Şirketi", in which we are the only shareholder, was established on May 14, 2024 and carries out activities related to the provision and development of operational car rental services to customers. You can find the details of our fleet services in our **2024 Annual Report**.

Memberships

As Enerjisa, while leading the transformation of the energy sector, we believe in the power of partnerships, in line with the 17th Sustainable Development Goal, "**Partnerships for the Goals.**"

We actively participate in highly competent and well-represented non-governmental organizations and initiatives in the sector, where we take on active responsibilities in line with our expertise and experience.

As an industry leader, we take pride in the significant roles that our Chair of the Board undertakes in various non-governmental organizations and initiatives. Our Chair of the Board serves as Vice President of the Board of the World Energy Council Türkiye and is also a Board Member of Sabancı University's Istanbul International Center for Energy and Climate (IICEC). In addition, our Chair holds the position of Vice President at the Electricity Distribution Services Association (ELDER) and is a member of the Advisory Board of SHURA Energy Transition Center.

In 2024, we continued our collaboration with non-governmental organizations to enhance our environmental performance. We actively contributed to the TÜSİAD Environment and Climate Change Working Group and the Circular Economy Sub-Working Group. We continued our engagement with **ELDER's Environment Working Group**, established in 2021 to promote alignment and best practices in environmental management among electricity distribution companies.

As a member of the **Energy Traders Association (ETD)**, we supported efforts to advance transparency, liberalization, and sustainability in the energy market. We also contributed through our membership in the **International Investors Association (YASED)**, helping to improve Türkiye's investment climate and promote foreign direct investment.

Furthermore, as a member of the **Integrated Reporting Türkiye Network (ERTA)**, we support efforts to advance transparency, accountability, and sustainable value creation through the promotion of integrated reporting practices.

Our CEO serves as Chair of **EUROGIA2030**, the EUREKA Cluster focused on low-carbon energy technologies. EUROGIA2030 is a market and sector-driven initiative that spans the entire energy value chain, from renewable energy to energy efficiency improvements and the reduction of carbon emissions from fossil fuels. Our CEO also serves as a Board Member of ELDER and as Chair of the E-Mobility Operators Association (E-MOD). In addition, members of our senior management team hold active leadership roles in organizations such as the Artificial Intelligence and Technology Association, the Energy Digitalization Association, the Young Executives and Businesspeople Association, and the Women in Technology Association.

As a founding member of Sabancı University's Business Against Domestic Violence (BADV) project and the Business Network Against Domestic Violence, we are actively engaged in initiatives that promote awareness and understanding on domestic violence. These efforts are led by Sabancı University's Corporate Governance Forum, with the support of the Sabancı Foundation and UNFPA, and hosted by TÜSİAD.

We are also proud to contribute to and support initiatives that empower women, such as TurkishWIN, YenidenBiz, and the Women in Technology Association. As one of the ten companies selected for the **"Women's Empowerment Principles (WEPs)"** project led by UN Women since 2023, we continued to advance our action plan for the empowerment of women across our entire value chain in 2024.

The list of all memberships of Enerjisa is provided in the **Annexes**.

Awards

15th CDP Climate Change & Nature Conference – Entry Award to the Double Global A List

- CDP Climate Change Global A List
- CDP Water Security Global A List

Fast Company Türkiye

- Sustainability Leaders 50 list
  Murat Pınar
- 50 Most Innovative Companies list
- Best Workplaces for Innovators
  2024 list

Awards for Organizations that Add Value to Sustainable Development Goals

- SENTRUM Project
  Gold award in the Social Investment
  category
- A Better Future Platform
  Bronze award in the Social Investment
  category
- A Better Future Platform
  Collaboration special award

Blindlook EyeBrand Awards 2024

- Selected as an **"Eye Brand"**

Brandverse Awards

- SENTRUM Project
  Bronze award in the Sustainable City and
  Living Spaces category

The Hammers Awards - 5 awards

- Karataş Sustainable Fishery Project
  Gold Hammer in the Best Team in
  Climate Crisis category
- Protect My Energy Project
  Gold Hammer in the Best Corporate
  Social Responsibility Management
  Team category
- SENTRUM Project
  Bronze Hammer in the Best Team
  Supporting a Sustainable World category
- February 6 Earthquake Communication
  Studies
  Bronze Hammer in the Best Crisis
  Management and Risk Communication
  Team category

Stevie Awards 2024

- A Better Future Platform
  Bronze award in the Corporate Social
  Responsibility Program of the Year category

Sabancı 15th Golden Collar Awards

- She-nergy Project
  Award in the Sabancı of the
  New Generation category

Fast Company Corporate Startup Day 2024 - 2 awards

- Select AI Project
  Best Intrapreneurship award
- Startup Friendly Institution award

Stevies for Women in Business

- She-nergy Project
  Bronze award in the Achievement in
  the Development and Promotion of
  Women category

Private Sector Volunteers Association 17th Heartfelt Awards

- Karataş Sustainable Fishery Project
  Most Successful Volunteering Project award
  in the Environment category
- SENTRUM Project
  Award in the Most Effective Institutions
  Collaboration category

İstanbul Marketing Awards 2024

- Söğütözü Customer Service Centre |
  Energy Tunnel
  Initiative for Climate award in the
  Corporate Communications & Sustainability
  category

Globee Awards - Gold Winner

- She-nergy Project
  Gold award in the Achievement in
  Diversity and Inclusion category

Capital – Business World's Most Admired Companies

- Selected as The Most Admired company
  in the Energy Sector

Best Business Awards

- Green Excellence award

Stevie Best Employers Awards

- Söğütözü Office - 2 Gold awards

You can find the detailed list of the awards
we received in 2024 in **2024 Annual Report**.

Our Sustainability Approach

ENERJİSA
Energy of Türkiye

Sector and Sustainability Trends

Enerjisa Enerji views changing regulations not as a mere necessity but as an **opportunity to deepen sustainability and shape the future of the sector.**

While maintaining our commitment to integrating sustainability into our core operations, we view evolving regulations not merely as requirements but as opportunities to deepen sustainability practices and shape the future of the sector. We understand that true leadership in the energy sector involves anticipating future challenges, responding with innovative solutions, and embracing a proactive approach to sustainability.

In this context, the year 2024 marks a critical period for the sector. The decision at COP29 to increase financing mechanisms for renewable energy to $300 billion annually by 2035 underscores the future role of low-carbon solutions. Furthermore, the clarification of rules in carbon markets, along with corporate transparency requirements, emphasizes the importance of shifting towards low-emission production and supply processes.

Digitalization and artificial intelligence-supported solutions are rapidly becoming prevalent in the energy sector. These innovative solutions, which enhance operational efficiency, optimize grid management, and advance decision-making in energy consumption have become a crucial lever for energy transformation.

We aim to approach all these developments within a strategic framework, guiding the future of the energy sector with a vision rooted in corporate transparency, low-carbon solutions, digitalization, and a human-centered corporate responsibility mindset.

Global Disruptions and Economic Challenges

In 2024, the energy sector continues to grapple with a series of interconnected global disruptions. Lingering geopolitical tensions post-pandemic, fluctuations in interest rates, and downward revisions in global growth forecasts have profoundly affected energy markets. Additionally, ongoing conflicts, trade tensions, and strategic divergences among major economies have reinforced market uncertainty.

These conditions have impacted energy supply, access to critical raw materials, and food markets, thereby delaying the easing of global inflationary pressures. In such an environment, advancing low-carbon solutions, digitalization, and energy efficiency has become fundamental to maintaining stability in the energy sector and shaping its future.

Accelerating Energy Transformation

The urgency of achieving the goals of the Paris Agreement necessitates an accelerated energy transition to limit the rise in average global temperatures to 1.5°C above pre-industrial levels. At COP29, developed countries committed to providing at least USD 300 billion annually in climate finance to developing countries by 2035. This target is part of a broader vision to mobilize up to USD 1.3 trillion through combined public and private sector contributions. Rules for carbon markets under Article 6 of the Paris Agreement have now been finalized, establishing a clear framework for the generation and trading of carbon credits.

The "**Green Digital Action**" declaration introduced at COP29 recognizes digitalization as a critical lever in accelerating the global energy transition. In this context, ambitious targets have been set to support a low-carbon, resilient, and digitized energy system, including the deployment of 1,500 GW of energy storage capacity and the modernization of 25 million kilometers of power grid infrastructure by 2030.

Aligned with this global agenda, the Republic of Türkiye's Updated First Nationally Determined Contribution (NDC) outlines parallel commitments, specifically targeting the expansion of domestic energy storage capacity by 2.1 GW through battery systems and 1.9 GW via electrolyzers by 2030.

The global goal to triple renewable energy capacity by 2030, originally set at COP28 and emphasized again at COP29, has been endorsed by Türkiye and formally integrated into its national climate commitments. According to Türkiye's NDC and international climate frameworks, planned capacity additions will predominantly come from renewable energy sources such as hydropower, solar, and wind. A smaller share, around 4.8 GW, is allocated to nuclear energy as part of the diversification strategy.

Beyond capacity expansion, the NDC outlines a broader decarbonization roadmap, including a target to increase the share of renewable energy by 20.4% and to enhance energy efficiency by reducing energy intensity (measured in tons of oil equivalent per US dollar of GDP). With 97% of newly installed power generation capacity over the past two years derived from renewable sources, Türkiye's energy strategy is closely aligned with its updated climate commitments and global best practices, reinforcing its progress toward a sustainable and resilient energy future.

UN Sustainable Development Goals and the Forward Faster Campaign

According to the United Nations 2024 Sustainable Development Report, global progress towards the Sustainable Development Goals (SDGs) has substantially slowed due to interconnected crises and ongoing geopolitical tensions. Given current conditions, it is projected that only 17% of the SDG targets will be met by 2030.

In response to this outlook, the "Forward Faster" campaign, launched by the United Nations Global Compact in September 2023, continued to gain global momentum throughout 2024. The campaign encourages companies to set concrete, measurable targets in areas such as climate action, sustainable finance, water resilience, gender equality, and living wages, and to transparently share progress on these targets. In 2024, thousands of companies made their commitments and progress reports public, contributing to the acceleration of the global sustainability agenda.

In parallel, governments and regulators have prioritized energy independence, grid modernization, the integration of energy storage systems, and the expansion of renewable energy capacity.

These collective efforts have established a foundation for a low-carbon, transparent, and resilient energy future, supported by public-private collaborations that advance the sustainable development agenda.

Integration of Climate Change, Human Rights, and Just Transition

Climate change is no longer merely an environmental risk; it necessitates a multidimensional transformation that impacts human rights and societal well-being. In 2024, the energy sector's agenda centers around developing an inclusive and equitable transition model that prioritizes people while constructing a low-carbon future.

Reaffirmed at COP29, these principles highlight that climate action extends beyond merely reducing carbon emissions; it is a corporate responsibility to protect human rights, provide benefits to local communities, and ensure a livable world for future generations.

In this transformation, adopting a corporate governance framework that prioritizes nature and biodiversity is critically important. The GRI 101: Biodiversity Standard, which came into force in 2024, guides businesses to transparently report their risks, impacts, and dependencies related to nature, including local impacts.

Concurrently, the Task Force on Nature-related Financial Disclosures (TNFD) framework expects companies to develop a corporate governance model that incorporates the protection of natural ecosystems into decision-making processes.

By integrating these global orientations into the core of our corporate strategy, we adopt a sustainability model that encompasses low-carbon energy solutions while focusing on people, nature, and good governance. This approach, which emphasizes the protection of human rights, the enhancement of societal well-being, and transparency and responsibility in interactions with nature, embodies a corporate identity that distinguishes itself in the future energy sector.

The Rise of Digitalization and AI Ethics

Digitalization driven by artificial intelligence presents new opportunities for efficiency, transparency, and decision-making processes in the energy sector, while concurrently raising critical questions regarding ethics and governance.

In 2024, this realm demands not only a technology-focused transformation but also a responsible corporate framework that prioritizes human interests.

In this context, the Artificial Intelligence Act (EU AI Act) enacted by the European Union in March 2024 mandates that generative artificial intelligence and large language models be developed in accordance with principles of transparency, accountability, human-centeredness, and data protection. These advancements in ethical governance guide companies to approach digitalization processes with a focus not only on technological competence but also on social benefit, human rights, and sustainability principles.

By integrating these global trends into the core of our corporate strategy, we incorporate digitalization within a corporate governance framework governed by transparency, accountability, and ethical principles. In doing so, we aspire to offer sustainable value to all our stakeholders by responsibly embracing technology-driven innovations in the energy sector.

Türkiye has taken on a pioneering role in transparency and accountability by rapidly integrating IFRS sustainability standards.

Mandatory Sustainability Reporting

Mandatory sustainability reporting is gaining global traction, driven by the European Corporate Social Responsibility Directive (CSRD) and the International Sustainability Standards Board. This trend necessitates enhanced cooperation among financial institutions, regulatory bodies, corporate entities, and civil society organizations across the globe.

As of January 1, 2024, sustainability reporting has become mandatory for certain companies under the new Türkiye Sustainability Reporting Standards (TSRS), published on December 29, 2023. TSRS represents a significant milestone, marking Türkiye's full adoption and implementation of the International Financial Reporting Standards (IFRS) for sustainability. Türkiye has pioneered global sustainability reporting as one of the first countriesto fully adopt, integrate, and mandate the application of IFRS sustainability standards into its national legislation.

The TSRS enhances transparency and accountability in reporting environmental, social, and governance (ESG) performance.

By adhering to IFRS principles, TSRS provides investors, consumers, and business partners with detailed and comparable information about a company's sustainability performance, thereby influencing their decision-making processes. Additionally, TSRS assists companies in fulfilling their obligations under the Corporate Sustainability Reporting Directive (CSRD) and the Corporate Sustainability Due Diligence Directive (CSDDD), aligning with both Turkish and European Union standards.

Issued by the Public Oversight, Accounting, and Auditing Standards Authority (KGK), the TSRS is divided into two sections: TSRS 1, which ensures the transparent disclosure of sustainability-related risks and opportunities affecting financial viability, and TSRS 2, which mandates disclosures on responses to climate-related risks and opportunities. This dual structure, rooted in the IFRS framework, offers significant incentives to adopt robust reporting practices, thereby enhancing their credibility and sustainability performance.

In 2024, we delivered our first report aligned with the TSRS, in accordance with our legal obligations, continuing to openly share our practices in transparency, accountability, and good governance with our stakeholders.
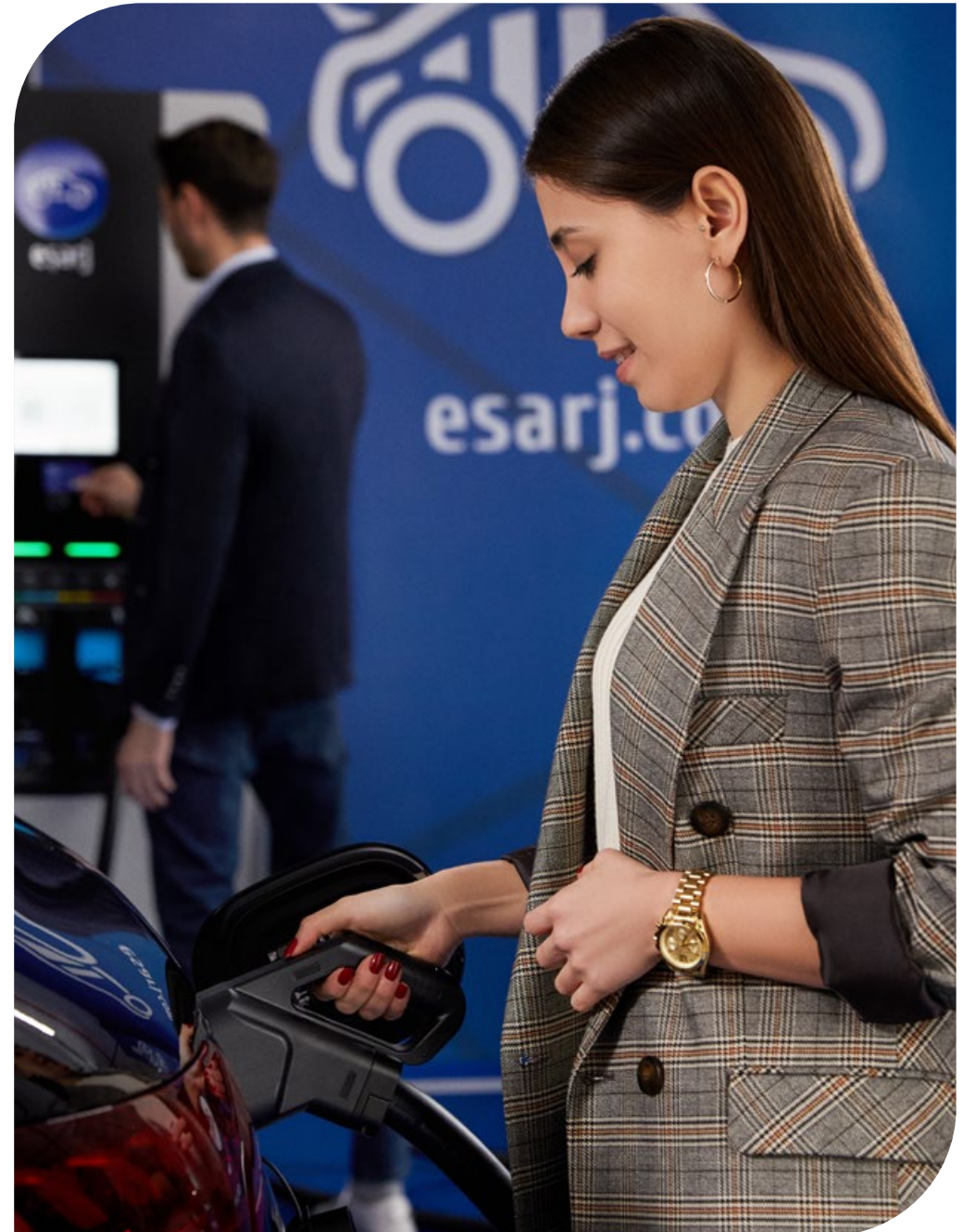
Stakeholder Management

Our stakeholders are determined through a stakeholder mapping process, which considers their influence and significance to our business.

At Enerjisa, we believe that sustainable and efficient service delivery for companies is possible not only through technological infrastructure and financial resources, but also through the effective participation of stakeholders. This process ensures the effective management of the environmental, social and economic impacts of our company's operations. Effective and regular communication with our stakeholders, taking into account the views and expectations of all relevant parties, increases transparency and accountability in the process from the planning to the implementation of our operations and projects, and enables early detection and resolution of risks. This approach not only supports operational success, but also strengthens the reputation and credibility of our company in the eyes of our stakeholders and society.

In addition to our 10.8 million customers and over 10,000 employees, Enerjisa's stakeholder network includes many internal and external stakeholders such as regulatory and supervisory public institutions in the energy sector, local governments including governors, district governors, mayors and mukhtars in the regions where we operate, suppliers, business partners, finance providers, national and international non-governmental organizations and educational and training institutions. Our activities directly and indirectly affect these stakeholders and our relationship management is critical to our success. Some of our stakeholders are not only affected but also have an impact on the way we conduct our operations and achieve our goals.

At Enerjisa Enerji, we are committed to complying with national legislation and international standards. To this end, we continuously seek new ways to create stakeholder value and to disclose our policies transparently. In line with this, we have developed a strategic engagement approach in addition to our business units' stakeholder engagement plans.

We have prepared the '**Stakeholder Engagement Plan Strategy Guide**', which aims to define the legal framework, objectives, principles and tools for stakeholder engagement, as well as the criteria for stakeholder identification, mapping and guidance applicable across all operations of Enerjisa Enerji. The main purpose of this guide is to define the legal basis, objectives, principles and tools of stakeholder engagement, as well as to set out clear criteria for stakeholder identification, mapping and guidance applicable across all operations of Enerjisa Enerji. The Guidelines have been prepared to align Enerjisa's stakeholder engagement activities with both national legal requirements and international best practices.

The Stakeholder Engagement Plan Strategy Guide has been developed in line with specific obligations related to consumer rights, service quality and public consultation outlined by the Energy Market Regulatory Authority (EMRA) in Türkiye, and international environmental and social standards, including International Finance Corporation (IFC) Performance Standards, European Bank for Reconstruction and Development (EBRD) Performance Requirements and United Nations Global Compact principles. Our Head of Sustainability and Corporate Capabilities is responsible for overseeing corporate competencies and managing and reporting on engagement with our stakeholders. All relevant units are expected to carry out this communication in accordance with this guide.
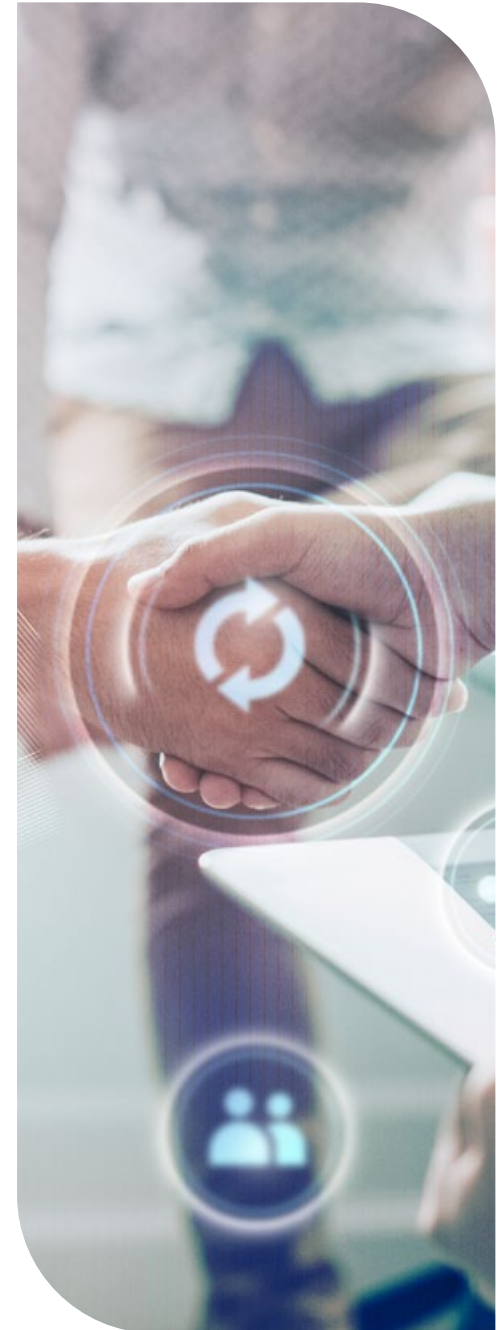
Stakeholder engagement at the corporate level provides the basis for public consultations, stakeholder identification and grievance mechanisms, and details the relevant implementation procedures. These practices also ensure that stakeholders receive timely information and have opportunities to express their views and concerns, which are taken into account in company decisions. Our stakeholders are identified through a stakeholder mapping process, taking into account their impact and importance on our business.

Various methods such as online or face-to-face meetings, press releases, social media posts, field analyses, focus group meetings and surveys are used to identify the material concerns and demands of our stakeholders and to meet their expectations.

Gathering information on the expectations of our workforce and the perspectives of our external stakeholders is critical to achieving our environmental, social and governance goals. Therefore, we are aware that meticulously managing our relationships with our stakeholders is indispensable for long-term success and sustainable growth.

At Enerjisa, we consider all individuals, institutions and organizations that are affected by or have an impact on our operations as our stakeholders. By ensuring the effective participation of our stakeholders in all business processes, we aim to strengthen stakeholder relations, reduce operational risks and strengthen corporate responsibility commitments.
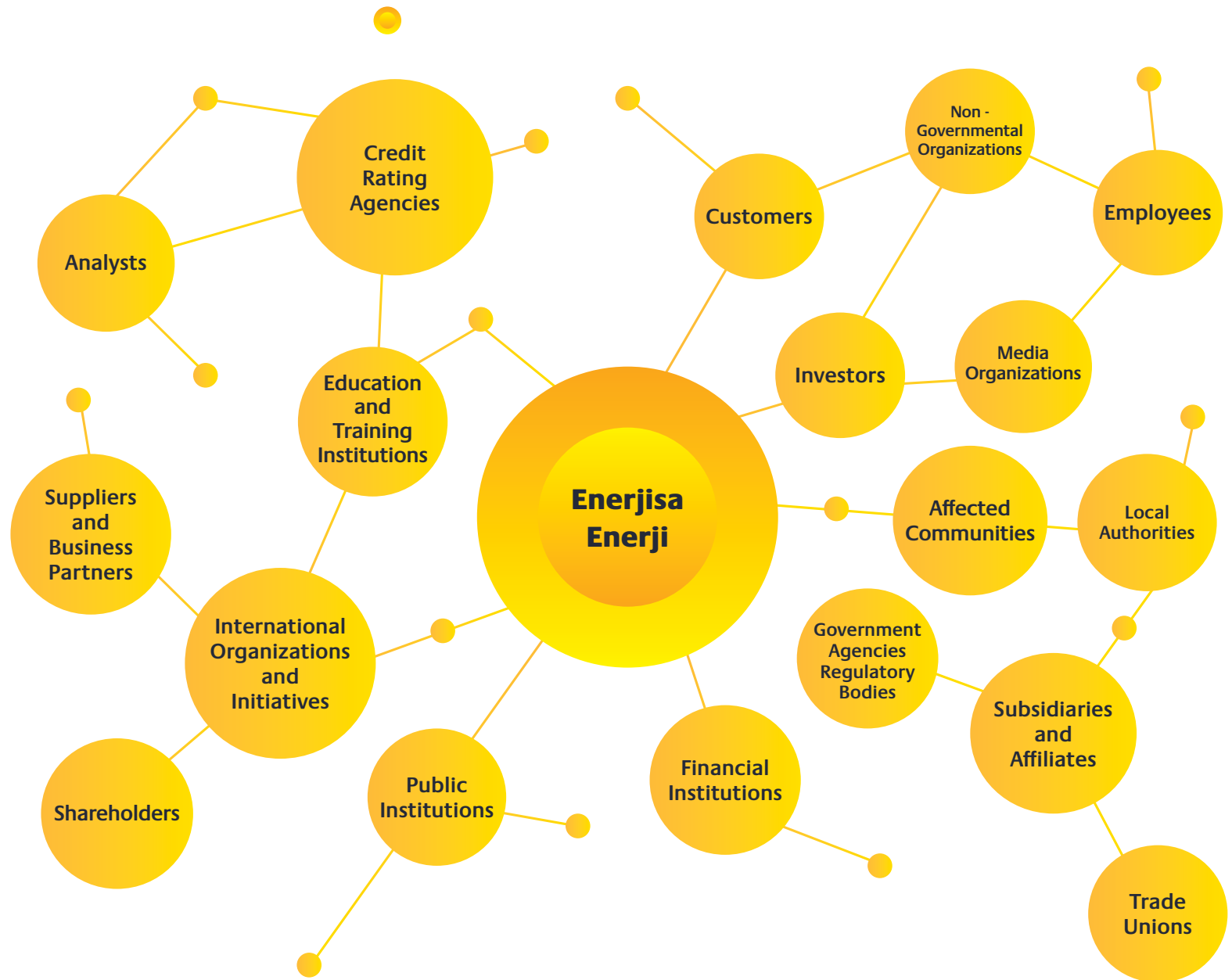
Our Stakeholder Engagement Plans are available on our investor relations **website**.

Credit Rating Agencies

Analysts

Customers

Non - Governmental Organizations

Employees

Education and Training Institutions

Investors

Media Organizations

Suppliers and Business Partners

Enerjisa Enerji

Affected Communities

Local Authorities

International Organizations and Initiatives

Government Agencies Regulatory Bodies

Subsidiaries and Affiliates

Shareholders

Public Institutions

Financial Institutions

Trade Unions

Stakeholder Group	Stakeholder Category	Stakeholder Communication Platform and Methods	Communication Frequency	Objectives and Success Self-Evaluation Criteria
Credit Rating Agencies	External	Meetings, teleconferences and telephone calls, e-mail	Continuous	Increasing transparency Ensuring a fair value for the Company's equity Improving the Company's reputation Financial sustainability
Customers	External	Customer Service Centers, Enerjisa Operation Centers, alternative sales channels, call centers, digital channels (mobile application, website), customer representatives, social media channels, SMS and customer satisfaction surveys	Continuous	Developing customer- oriented solutions Increasing customer satisfaction Providing a continuous electricity from renewable energy resources Providing data security Expanding smart technologies
Directly affected relevant specialists (electrical technicians/ electrical engineers)	External	Face to face meetings, telephone calls, SMS, Mobile App, e-mail, communication through the website and other Enerjisa channels, authorization training for electricians	Continuous	Enhancing stakeholder engagement Supporting capacity building and improvement of knowledge (project design, changing legislation, etc.) Engagement of and cooperation with authorized electrical technicians and electrical engineers
Financial Institutions	External	Meetings, teleconferences and phone calls	Continuous	Increasing transparency Improving the Company's reputation Financial sustainability
International Organizations and Initiatives	External	Joint projects	Continuous	Leadership and increasing awareness on energy efficiency
Investors and Analysts	External	Meetings, conferences, telephone calls, quarterly investor teleconferences, activities to inform analysts, podcasts, webcasts, General Assembly Meetings, Investor Relations website	Continuous	Increasing transparency Informing the market about the Company Company valuation reports Improving the Company's reputation Transparently sharing the sustainability (environmental, social, governance) performance Compliance with Corporate Governance Principals Financial sustainability
Labor Unions	External	Face-to-face meetings, telephone calls, SMS	Continuous	Collaboration for the protection and continuity of labor peace and welfare. Managing HSE risks, strengthening HSE culture and taking action for Zero Accident Journey

Stakeholder Group	Stakeholder Category	Stakeholder Communication Platform and Methods	Communication Frequency	Objectives and Success Self-Evaluation Criteria
Local Administrations / Mukhtars	External	WhatsApp Mukhtar Support Line, regular meetings with mukhtars	Continuous	Building stakeholder dialogue Transparency in customer communication
NGOs	External	Conferences, management meetings, focus group activities, volunteer activities	Continuous	Support and collaboration in line with our strategy, leader representation
People Affected by the Project (land owners / users / local communities)	External	Face to face meetings, e-mail, telephone calls, SMS, Mobile App, communication through the website	Continuous	Managing social risks of the projects and mitigating adverse impacts Accurately informing those affected by the projects Enhancing stakeholder engagement
Press	External	E-mail campaigns, sponsorships and sectoral events, regular and irregular press releases, press conferences, interviews	Continuous	Accurately informing the public Improving the Company's reputation and brand value Building strong relations with members of the press
Public Institutions and Regulatory Bodies	External	Meetings, teleconferences and telephone calls, e-mail	Continuous	Improving stakeholder engagement Increasing transparency in customer communication Financial sustainability
Suppliers and Business Partners	External	Joint projects	Continuous	Establishing alternative supply infrastructures for uninterrupted energy in distribution regions Providing customer satisfaction and uninterrupted energy supply
Universities	External	İKON, mobile applications, intranet, employee engagement focus groups, team leaders' information meetings, CEO briefing meetings, management meetings, people and culture meetings (happy hour), Trend Talks	Min. four times a year	Collaboration with stakeholders Attracting qualified talent Investment in R&D
Employees	Internal	Meetings, Board meetings	Continuous	Attracting qualified talent Broadening the knowledge and skills of employees, primarily blue-collar employees Increasing employee loyalty Investing in smart technologies Increasing HSE investments
Subsidiaries	Internal	Meetings, Board meetings	Continuous	Promoting leadership in the use of new technologies Managing sustainability risks Financial sustainability

Double Materiality Assessment

The Double Materiality Assessment (DMA) aligns with the ESRS and identifies key impacts, risks, and opportunities related to Enerjisa Energy's sustainability topics.

The Double Materiality Assessment (DMA), prepared in accordance with the European Sustainability Reporting Standards (ESRS), is the process of identifying significant information related to the impacts, risks, and opportunities associated with Enerjisa Energy's sustainability topics.

The double materiality assessment consists of two dimensions:

- Impact materiality considers the positive and negative effects of the company's activities on the environment and society.

- Financial materiality considers the impact of sustainability-related risks and opportunities on the company's financial performance.

A sustainability topic is considered important for the company under the double materiality assessment if it is significant either in terms of impact materiality, financial materiality, or both.

Our Double Materiality Assessment has been carried out through the following stages:

Stage 1
Understanding the context of Enerjisa Energy, its industry, key activities and key stakeholders

Stage 2
Identifying impacts, risks, and opportunities

Stage 3
Assessing impacts, risks, and opportunities

Stage 4
Analyzing the results of the double materiality assessment

Context Analysis

As part of our context analysis, Enerjisa Energy defined the stakeholder groups, business model, and value chain in line with the ESRS requirements. Based on the sustainability topics listed in Appendix-A AR 16 of ESRS 1, we mapped our business activities with these topics. In identifying significant impacts, risks, and opportunities, we assessed all relevant factors including location, type of activity, industry, and organizational structure. We considered a total of 10 main topics outlined in the ESRS and 40 sub-topics listed under these topics that are directly or indirectly connected to our operations as the binding basis of our double materiality assessment.

In addition, organization-specific characteristics were analyzed. The prior materiality assessment included in our 2023 sustainability report, prepared in accordance with the previous year's Global Reporting Initiative (GRI) standards, was reviewed in comparision with the Group's **sustainability strategy**.

Comparisons were also made with topics addressed by industry competitors, external ESG frameworks, and ESG rating agencies.

As a result, in our double materiality assessments, all 40 sub-topics listed under the main ESRS topics were included within the scope of evaluation.

Stage 1: Understanding the context of Enerjisa Energy, its industry, and key stakeholders

Value Chain

For ESRS, the value chain is defined as "the entire set of activities, resources, and relationships connected to an organization's business model and the external environment in which it operates."

A value chain encompasses all activities, resources, and relationships that an organization relies on to create its products or services from conceptual design to delivery, use, and end-of-life. To identify relevant impacts, risks, and opportunities, it is first necessary to list key business activities and define a clear boundary for activities to be included within the scope.

Accordingly, we defined the scope of our value chain prior to conducting our value chain mapping study. We structured our value chain mapping study based on our five fundamental business units: electricity distribution, electricity retail, customer solutions, e-charging, and vehicle fleet services. We conducted a detailed analysis of the operations, business partnerships, geographical areas, and relevant industry classifications, including NACE (Nomenclature of Economic Activities) codes, pertaining to each business segment. By aligning these segments with ESRS sector groups, we positioned the environmental, social, and governance impacts of our business model.

We identified upstream value chain activities, our own operations, and downstream value chain activities, which we consider "Critical Activities." To identify our critical activities, we examined internal and external resources related to our value chain. In this context, we utilized our organizational structure, business unit mapping, sustainability reports, CDP responses, and SASB industry standards, 2024 TCFD disclosures and WEF 2025 Risk Atlas. Additionally, to better understand the drivers of our business units and activities, we conducted interviews with key functional team leaders.

As a result of all these efforts, we performed the identification of the key activities specific to our company. Any significant change that we will make and/or that occurs within our company activities will require a review or update of the Double Materiality Assessment and value chain map.

Our value chain map and the critical activities we have identified are:

Own Operations

ENERJİSA
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Upstream Operations

Tier 2	Tier 1
* Electricity Supply	* Equipment Manufacturer
* Financial Services	* Raw Material Supplier
* IT Services	
* Infrastructure Owner	
* Contractors & Service Providers	
* Equipment Manufacturer & Suppliers	
* Fuel Suppliers	
* Global - Public Autorities, Strategy & Policy Makers	
* Vehicle Supplier	

Distribution

* (Dis co) Invesment Planning and Construction
* (Dis co) Network Operations (lighting services, repair, maintenance)
* (Dis co) Customer Operations (billing, meter reading, call centers)

* Retail

* (Retail) Purchase of Electricity and Bilateral Agreements
* (Retail) Sales of Electricity
* (Retail) Customer Operations (cyber security, call centres etc.)
* (Retail) Pricing and Marketing

Enerjisa Customer Solutions

* (ECS) Renewable Energy Solutions
* (ECS) Energy Efficiency Applications
* (ECS) Customer Operations (Technical Support,Sales,Marketing,Installation and Operations)

* Eşarj

* (Eşarj) Enabling and Providing Charging Services (incl. Investment on Charging Station)
* (Eşarj) Sale of Products (wallboxes)
* (Eşarj) Network Operations
* (Eşarj) Customer Operations (Developing IT System & Software Solutions)

* Fleet Services

* (Fleet) Car Rental Service
* (Fleet) Customer Operations (Maintenance, Technical Support)

R&D and Digitalization | Software | Human Resource Management

Digital Transformation | Purchasing or Procurement

Decharge Point Services | Marketing activities

Regulation Determination and Monitoring

Downstream

* Customers
* Investors
* Shareholders
* Auditors and Consultants
* Media
* Energy Markets
Business Partners & Strategic Partnerships
* NGOs
Advertising
* Local Authorities and Regulatory Bodies
Affected Communities

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* Key Business Activities for Enerjisa

Attended to Survey Phase

Did Not Attend to Survey Phase

Stage 2: Identification of Impacts, Risks, and Opportunities

Gathering Impacts, Risks, and Opportunities

The identified 40 topics have been utilized to group positive and negative impacts along with risks and opportunities. In this process, particularly the impacts, risks, and opportunities that we had previously defined were taken as a basis, including those in our assessment conducted in accordance with the TCFD framework, and were supported and enhanced by the involvement and contributions of teams. These clusters were further detailed and revised with the input from external experts. In certain cases, topics specific to our organization were also included in our assessment.

Stage 3: Evaluation of Impacts, Risks, and Opportunities

Impact Materiality Assessment

In accordance with ESRS, we considered both positive and negative impacts in the Double Materiality Assessment. We evaluated these impacts under two separate categories:

1. **Actual impacts**
2. **Potential impacts**

Actual impacts are those that are currently occurring or have occurred in the past.

This definition is valid for all actual impacts mentioned in our sustainability report.

Potential impacts refer to impacts with a sufficiently high likelihood of occurring. **We classified the time horizon for such impacts as follows:**

- **Short-term:** Less than 1 year
- **Medium-term:** 1-5 years
- **Long-term:** More than 5 years

Both positive and negative types of impacts were evaluated separately along with risks and opportunities and analyzed based on their level of materiality.

Stakeholder Engagement and Impact Materiality Assessment

We conducted our stakeholder engagement process in accordance with ESRS guidelines. Based on our identified key activities, we determined the key stakeholders to be involved in the engagement process.

A survey was conducted with selected stakeholders to rate the importance of Enerjisa's impacts according to ESRS main topics. The survey aimed to gather stakeholders' perspectives on the relative importance of sustainability topics and subcategories covered by ESRS and to better understand their perceptions of Enerjisa's impact across its entire value chain.

We executed the survey digitally and collected responses anonymously to ensure that participants could provide honest and uninhibited feedback.

We quantitatively analyzed the survey results to identify importance trends across stakeholder groups. The insights we gained were utilized to finalize the importance ratings for our impacts, risks, and opportunities related to the relevant ESRS topics.

During this process, we matched subjects deemed important by stakeholders with corresponding impacts, risks, and opportunities, and prioritized topics based on the respondent type and their ranking scores.

Our process covered a total of 18 main groups and 47 sub-stakeholder groups, using a digital survey form consisting of 10 sustainability topics, each representing an ESRS issue. Each topic included four evaluation questions, totaling 40 questions.

When calculating the final scores for our ESRS topics, we separately evaluated the results from the surveys, using the weighting scores assigned by our financial, sustainability, and strategy teams to each stakeholder to scale their survey scores according to the stakeholders.

For our ESRS subtopics, we similarly scaled the scores given by stakeholders through the surveys, based on stakeholder groups' weights and the score of the main topic to which each subtopic is related.

The formulation used in our calculations and the final scores of our topics are as follows:

Impact Materiality

$$\text{Stakeholder Weight} = \frac{\text{Sum of Scores by Financial, Strategy and Sustainability Team}}{3}$$

$$\text{Topic Impact Score} = \text{Stakeholder Weight} \times \text{ESRS Topic Score}$$

$$\text{Subtopic Impact Score} = \text{Stakeholder Weight} \times \text{ESRS Topic Score} \times \text{ESRS Subtopic Score}$$

ESRS Topics	Impact Materiality Result (Survey Result)
Climate Change	8.3
Business Conduct	8.6
Consumers and End Users	8.2
Resource Use and Circular Economy	8.1
Own Workforce	8.4
Workers in the Value Chain	7.9
Affected Communities	8.0
Pollution Management	7.7
Water Management	7.5
Biodiversity and Ecosystems	7.5

For each risk and opportunity included in the shortlist, we conducted a detailed evaluation of the magnitude of the financial impact and its probability. This analysis allowed us to identify and prioritize sustainability topics that we considered financially significant.

We initiated our financial assessment process based on our list of risks and opportunities. For each risk and opportunity, we conducted detailed calculations considering financial impact points, actual and potential costs, and gains. As a result of these calculations and assessments, we rated each risk and opportunity on a scale from 1 to 5 in terms of probability and financial impact. In line with our methodology, we set the significance score threshold at 3.5, prioritizing scores above this threshold financially.

In our evaluation, financial scores for each issue were calculated as the product of the potential impact size and the probability of occurrence on a 25-point scale. To align these scores with the impact calculation, we integrated them on to a ten-point scale.

Our methodology and the table containing the results of our calculations are as follows:

Financial Materiality

$$\text{Finacial Score} = \sqrt{\text{Severity} \times \text{Likelihood of Occurance}} \times 2$$

ESRS Topics	Financial Materiality Result (Impact Size * Likelihood of Occurance)
Climate Change	10.0
Business Conduct	8.9
Consumers and End Users	7.7
Resource Use and Circular Economy	6.9
Own Workforce	4.9
Workers in the Value Chain	4.9
Affected Communities	4.0
Pollution Management	4.0
Water Management	4.0
Biodiversity and Ecosystems	3.5

Financial Materiality Assessment

In 2024, for the first time, we conducted assessments for each sustainability risk and opportunity determined in accordance with ESRS requirements. Our financial materiality assessment was conducted through a two-step analysis process. In the first stage, we created a comprehensive inventory containing all risks and opportunities associated with ESRS topics and sub-topics. This long list was prepared using company reports in our industry, SASB sector standards, the World Economic Forum's 2025 Risk Report, and our own risk and opportunity inventory.

In the second stage, we evaluated topics that were similar, redundant, operationally or sectorally insignificant, or forecasted to have a low financial impact based on expert opinions, in accordance with ESRS methodology. This allowed us to create a shortlist containing impacts, risks, and opportunities for prioritized topics. Each main ESRS topic corresponds to at least one risk or opportunity in our shortlist, and a financial materiality score is assigned to each main ESRS topic. In this context, sub-topics related to "climate change, pollution management, water management, biodiversity and ecosystems, resource use and circular economy, our workforce, workers in the supply chain, affected communities, consumers and end-users, and business conduct" were individually linked to 17 risks, 5 opportunities, and 1 category encompassing both risk and opportunity.

Stage 4: Results of the Double Materiality Assessment

Double Materiality Threshold

In line with ESRS requirements, after completing the analysis process for both impact-based and financial-based materiality assessments, we established a materiality threshold. This assessment, conducted using a five-tier scale, ranks topics from "informative" to "critical." For a topic to be considered significant for Enerjisa Energy, it must fall into the "important" category, which is the second highest level on this scale.

To define a sub-topic as important, it is sufficient for a single impact, risk, or opportunity to be considered significant.

Double Materiality Matrix

Probability (y-axis) / Impact (x-axis)
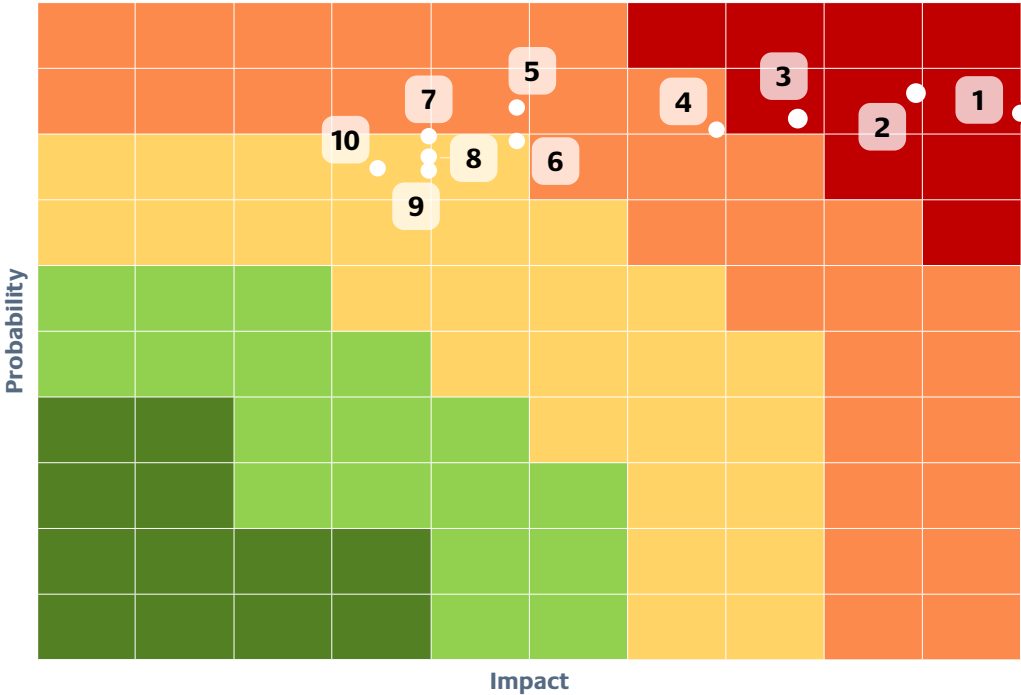
1	Climate Change	
2	Business Conduct	
3	Consumers and End Users	
4	Resource Use and Circular Economy	
5	Own Workforce	

6	Workers in Value Chain
7	Affected Communities
8	Pollution Management
9	Water Management
10	Biodiversity and Ecosystem

As a result of the double materiality assessment, 3 out of 10 topics have been identified as material.
The material impacts, risks, and opportunities we identified have been mapped to the relevant ESRS sub-topics and presented in the table below.

Environmental

E1 Climate Change
- Emissions reduction and climate adaptation strategies ➕
- Climate-related opportunities (e.g., low-carbon products, resource and energy efficiency etc.) ➕
- Physical risks
- Transition risks

E2 Pollution Management
- Waste management and recycling ➕
- Prevention of water and soil contamination
- Air pollutants and air quality impact
- Pollution reduction technology

E3 Water Management
- Water use efficiency (related to consumption and withdrawal) ➕
- Impact on water scarcity and pollution
- Wastewater management and discharge
- Water related sustainability risks and opportunities

E4 Biodiversity and Ecosystems
- Use of sustainable product and services to reduce biodiversity impact ➕
- Impact of own operations on local ecosystems and species ➖
- Impact and dependencies of supply chain on local ecosystems and species
- Strategic planning to minimize indirect biodiversity impacts

E5 Resource Use & Circular Economy
- Raw material efficiency and sustainable sourcing ➕
- Waste reduction, recyclability and material recovery ➕
- Circularity in products and services design
- Circularity opportunities in own operations

Social

S1 • Own Workforce
- Occupational health and safety ➕
- Employee wellbeing ➕
- Talent development and training

S2 Workers in the Value Chain
- Decent working conditions ➕
- Human rights in the supply chain ➕
- Fair wages and labor practices

S3 Affected Communities
- Accessibility to Enerjisa Enerji for local communities ➕
- Negative impacts of Enerjisa Enerji's operations on local communities ➖
- Positive contributions to local communities

S4 Consumers and End User
- Product and service quality, innovation and sustainability performance ➕
- Commitment to ethical business practices ➕
- Stakeholder engagement and satisfaction

Governance

G1 • Own Workforce
- Occupational health and safety ➕ ➕
- Employee wellbeing
- Talent development and training

➕ Materail Positive Impact
➖ Materail Negative Impact

| Topic	Reference
Climate Change	
Emission reduction and climate adaptation strategies	**Enerjisa ESG Strategy**
Climate related opportunities	**Enerjisa ESG Strategy**
Business Conduct	
Data Security and Privacy	**Data Security and Privacy**
Combating Against Bribery and Corruption	**Ethics, Governance and Compliance**
Risk management and compliance	**Ethics, Governance and Compliance**
Consumers and End Users	
Product and service quality, innovation and sustainability performance	**Customer Focus and Satisfaction**
Commitment to ethical business practices	**Ethics, Governance and Compliance**

The priority areas we've identified align closely with the focal points defined within our existing sustainability framework. Following the double materiality analysis, three core topics of strategic importance have been identified, both in terms of impact and financial perspective.

Our double material topic, Climate Change, aligns with the issues we primarily address under our "Impact for the Planet" focus area. Our systematic efforts in emission management and energy efficiency have become integral elements of our sustainability management. The prominence of these robust practices in our recent materiality analysis further validates the strategic accuracy of our current approach.

The topic "Business Conduct" relates to areas that already form the cornerstones of our sustainability framework.

The topic "Consumers and End Users" directly aligns with our "Business for Impact" focus area. Our efforts in customer centricity, data security, and sustainable product and services are of fundamental importance to our sustainability performance in this area.
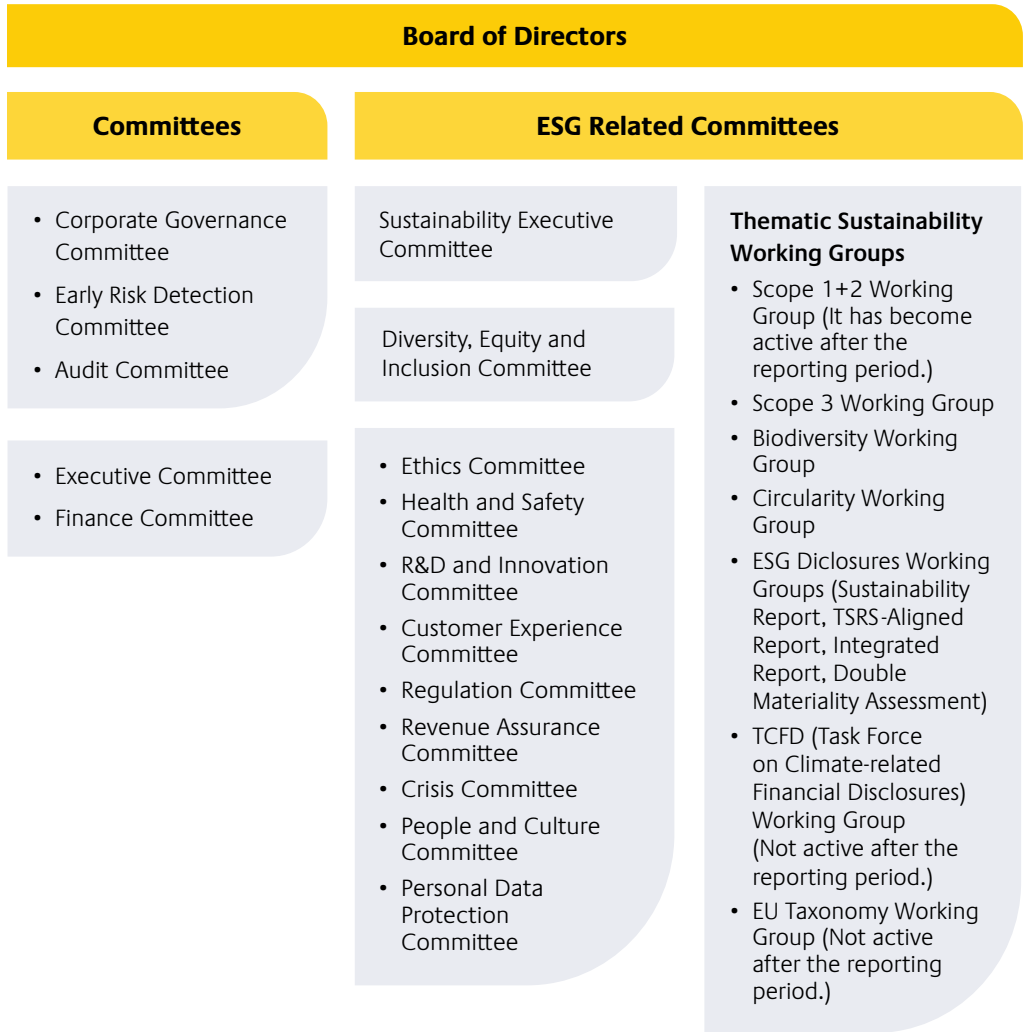
The fact that these three topics correspond to areas that are already strongly defined and managed within our current sustainability framework demonstrates our alignment with the outcomes of our double materiality analysis.
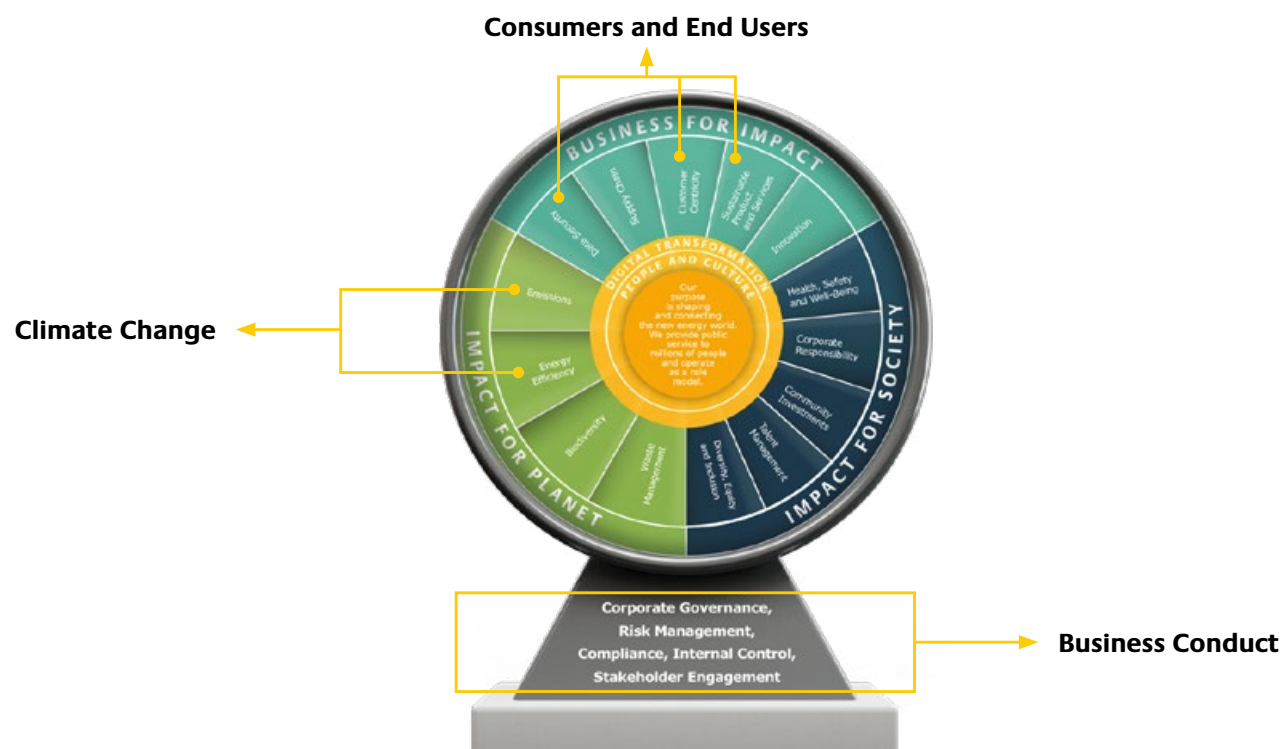
Sustainable Management

Sustainable development is integrated into Executive Committee agendas, making it an integral part of corporate strategy

Board of Directors		

Committees	ESG Related Committees	

Committees
- Corporate Governance Committee
- Early Risk Detection Committee
- Audit Committee

- Executive Committee
- Finance Committee

ESG Related Committees

Sustainability Executive Committee

Diversity, Equity and Inclusion Committee

- Ethics Committee
- Health and Safety Committee
- R&D and Innovation Committee
- Customer Experience Committee
- Regulation Committee
- Revenue Assurance Committee
- Crisis Committee
- People and Culture Committee
- Personal Data Protection Committee

Thematic Sustainability Working Groups
- Scope 1+2 Working Group (It has become active after the reporting period.)
- Scope 3 Working Group
- Biodiversity Working Group
- Circularity Working Group
- ESG Diclosures Working Groups (Sustainability Report, TSRS-Aligned Report, Integrated Report, Double Materiality Assessment)
- TCFD (Task Force on Climate-related Financial Disclosures) Working Group (Not active after the reporting period.)
- EU Taxonomy Working Group (Not active after the reporting period.)

At Enerjisa Enerji, robust governance lies at the heart of our sustainability journey. Our Board of Directors, as the highest governance body, plays a key role in ensuring transparency and accountability. The Board comprises eight members, including two independent directors, enabling objective and balanced decision-making. The Board's size is defined in our Articles of Association, and members are elected by our shareholders at the General Assembly in accordance with local laws and regulations. The Chairperson leads the Board and promotes effective management and strong governance practices, which are essential to achieving our strategic goals.

The Board of Directors plays a critical role in shaping the company's sustainability strategy by identifying material environmental, social, and governance (ESG) issues, assessing related risks and opportunities, and endorsing key ESG policies that guide the long-term value creation.

To ensure a cohesive and strategic approach, the Sustainability and Corporate Capabilities function, established in 2021, drives the integration of sustainability across all business operations. This function acts as a catalyst for maximizing stakeholder value by embedding sustainability into corporate decision-making and performance management.

Within this structure, Enerjisa operates a dedicated central Sustainability Department, which leads company-wide sustainability efforts. The Environment & Occupational Health and Safety (HSE) departments of each Business Unit also report functionally to the Sustainability Function, in addition to their direct reporting lines to Business Unit leadership—enabling alignment and consistency across the organization.

Moreover, the Sustainability Department collaborates continuously with other key ESG-related central functions, including People and Culture, Compliance, Audit, and Risk Management, to ensure a holistic and coordinated approach to sustainability governance.

The Enerjisa Management Team is actively engaged in ESG-related decision-making through the Sustainability Executive Committee (SEC)—a senior-level executive committee composed of the Company's top management. The SEC plays a central role in translating the sustainability strategy into action, ensuring ESG priorities are embedded across all business functions.

In addition to formal committee structures, Enerjisa fosters a collaborative and participatory governance model through voluntary ESG-related working groups.

These Thematic Sustainability Working Groups operate under the coordination of the Sustainability Department and focus on priority areas such as climate, circular economy, human rights, and sustainable finance. Insights and outputs from these working groups are regularly reported to the SEC, enhancing the quality of strategic decision-making and operational execution.

To support the Board of Directors in fulfilling its oversight responsibilities, Enerjisa has also established several key governance bodies, including the Audit Committee, Early Risk Detection Committee, and Corporate Governance Committee—each of which is a formal Board Committee.

All Board Committees are empowered to engage external consultants, auditors, or subject-matter experts when necessary, ensuring informed and independent oversight on complex or evolving matters.

While the Board-level committees focus on strategic oversight, the Sustainability Executive Committee serves as a bridge between governance and execution. It ensures that sustainability is fully integrated into core business processes and drives alignment between the Group's long-term ESG goals and operational practices.

Our sustainability report, which includes the materiality assessment, is reviewed and approved by our CEO and CFO. In line with Capital Markets Board (CMB) regulations, our Sustainability Principles Compliance Form (SUIR) is submitted annually to the Public Disclosure Platform (KAP), with references to the Sustainability Report and final approval by our Board of Directors. All controls are managed through formal approval processes involving relevant governance bodies, including the CEO and CFO.

We also actively engage in national and international sustainability platforms. In 2024, our Chairperson and Sustainability team attended the COP29 Conference and contributed as speakers, reinforcing our commitment to global climate action and responsible business leadership.

Board of Directors' Committees

The Audit Committee

The Audit Committee is chaired by an independent board member and composed of two independent and non-executive members, ensures financial oversight and rigorous accountability within Enerjisa Enerji A.Ş. It assists the Board of Directors by advising on the integrity of financial statements, internal audit processes, and regulatory compliance. The committee examines significant accounting issues, reviews changes to accounting principles, and monitors financial reporting processes. It ensures the effectiveness of internal control systems, including IT security, and reviews internal and external audit scopes. At Enerjisa Enerji, the Internal Audit Department reports directly to the Audit Committee, composed of independent board members per the principle of independence. The committee guarantees the objectivity and performance of the internal audit team, approves the internal audit plan, and oversees the independent audit company's selection. In 2024, the Audit Committee achieved a 100% participation rate.

Early Risk Detection Committee

Early Risk Detection Committee consists of four members, including two independent board members and two board members who are representatives from Hacı Ömer Sabancı Holding A.Ş. and E. ON International Participations N.V. This committee's primary role is to identify and mitigate risks that could threaten the Company's existence, development, and strategies. Key responsibilities include advising on risk detection and mitigation, assisting in risk management decision-making, and reviewing the suitability of risk management principles and methodologies. The committee ensures the effectiveness of risk management systems, oversees Business Continuity Management methodologies, and consults external experts when necessary. The Chairperson, an independent board member, leads the meetings, sets the agenda, and coordinates with the Board and other managers. The Reporter assists with agenda preparation, records decisions and minutes, and organizes meetings. The committee's decisions are advisory, with final decisions made by the Enerjisa Board. In 2024, the Early Risk Detection Committee achieved a 100% participation rate, highlighting our commitment to proactive risk management.

Corporate Governance Committee

Corporate Governance Committee is chaired by an independent board member and includes a licensed investor relations expert among its four members. This committee ensures adherence to corporate governance principles, reinforcing transparency and accountability. Formed and authorized by the Board of Directors, the committee advises on implementing governance principles, monitors compliance, and addresses conflicts of interest. It also performs the duties of the Nomination and Remuneration Committees, establishing a transparent system for identifying, evaluating, and training suitable candidates for the Board and managerial positions and determining relevant policies and strategies. The committee supervises the Investor Relations Department, reviews the "Corporate Governance Compliance Report" for accuracy, and recommends improvements based on international best practices. It evaluates the structure and efficiency of the Board, facilitates discussions on committee findings, and reviews the composition and effectiveness of other Board committees annually. Additionally, the committee oversees human resource strategies and executive succession plans and determines remuneration criteria. Meetings are held at least four times a year, with decisions being advisory to the Board. In 2024, the committee met four times. The agendas of these meetings regularly included topics related to sustainability management.

Sustainability Executive Committee

Sustainability Executive Committee is chaired by the Head of Sustainability and Corporate Capabilities and comprises all unit heads; this committee directly reports to senior management, including the CEO and CFO. Its primary role is to shape and advance the corporate sustainability strategy, ensuring adherence to best practices and monitoring the Company's ESG impacts. The committee meets at least four times a year to review performance, deliberate on strategic initiatives, and provide advisory decisions to guide the Company's sustainability efforts. As part of the sustainability calendar, CEO & CFO briefings and Sustainability Executive Committee meetings ensure that review and approval processes by senior management are consistently conducted. Key responsibilities include advising on sustainability strategies and organizational structure, monitoring ESG impacts, assisting in decision-making processes, designing sustainability roadmaps and targets, defining performance metrics, fostering a sustainability culture, and ensuring company-wide participation in ESG discussions. The committee can invite relevant managers, engage external consultants, and establish sub-committees for specific tasks. Meetings are conducted to clarify and follow up on decisions, with reports submitted to the Board of Directors to bolster sustainability initiatives. The Sustainability Executive Committee reports on ESG matters first to the CEO and CFO, and subsequently to the Corporate Governance Committee. In 2024, the Committee has convened five times to address the sustainability agenda, progress toward sustainability goals, activities carried out in this context, and various written circulations.

Finance Committee

The Finance Committee is composed of 3 members: the CFO, and two non-executive board members who represent the two major shareholders of Enerjisa, namely the CFO of Hacı Ömer Sabancı Holding A.Ş. and the CFO of PreussenElektra within E.ON International Participations N.V. All members of the committee have significant expertise in finance. The primary role of the committee is to monitor the Company's financial health and to ensure alignment with corporate goals. The committee guides long-term financial strategy, including budgeting, financing stratefy, capital allocation, investment decisions, and financial risk management. Another core function of the the committee is to ensure that organization adheres to financial regulations, accounting standards, and reporting requirements. The committee meets at least five times a year and the CFO leads the meetings, sets the agenda, and coordinates with the Board and other managers. In 2024 the committee met 6 times.

The Company's ESG performance targets are set annually based on the CEO's recommendations and are finalized upon approval by the Board of Directors.

Ratio of Women
Board Members

37.5%

Weight of ESG KPIs
in Company Scorecard

30%

Diversity and Inclusion in Governance Structure

At Enerjisa, we believe in the importance of a diverse Board of Directors for fostering effective governance, as reflected in our Diversity and Inclusion Policy. We recognize that diversity of knowledge and experience adds value to corporate governance, and we have set a target of at least 25% female representation on our Board. In our Board nomination processes, we prioritize diversity and inclusion principles to promote a culture of independent decision-making.

Our Corporate Governance Committee regularly reviews the structure and functioning of our Board, develops improvement proposals, conducts self-assessments, and evaluates nominations with the aim of ensuring an inclusive and diverse governance framework. As of today, our Board comprises three female members, representing 37.5% of the total, demonstrating our strong commitment to diversity. Our female members contribute to gender balance in governance by representing 100% of the Audit Committee, 50% of the Early Detection of Risk Committee, and 50% of the Corporate Governance Committee.

Board Structure, Election Process, and Shareholder Engagement

The Board of Directors, chaired by an independent member, is elected at the General Assembly by a majority vote of shareholders, in accordance with the Turkish Commercial Code, capital markets regulations, and the Company's Articles of Association. Each shareholder is entitled to one vote, and agenda items are communicated to all stakeholders in a neutral, detailed, and transparent manner. Board members are elected for a three-year term and may be re-elected upon the expiration of their term. In line with capital markets regulations, independent Board members may serve a maximum of six years within a ten-year period, supporting a balance between fresh perspectives and experienced oversight.

At General Assembly meetings, all shareholders are provided equal opportunities to express their views and ask questions. Questions that do not fall under commercial confidentiality are addressed during the meeting. According to the regulations of the Capital Markets Board, any questions unrelated to the agenda or that cannot be answered during the meeting must be responded to in writing by the Investor Relations Department within 15 days. All questions and answers are published on the Company's website within 30 days following the meeting to ensure full transparency.

Performance evaluations of operational units include climate-related KPIs such as data collection, reporting improvements, and awareness.

Executive Remuneration and Performance Incentives

As Enerjisa Enerji, we have built our executive remuneration policy on the principles of fairness, transparency, and competitiveness, aiming to encourage high performance and to reflect the scale and performance of our company, as well as the competencies and contributions of our executives, in a fair manner. Through this policy, we aim to enhance employee engagement and motivation, maintain pay equity within the company and the sector, sustain our market competitiveness, and retain the talented workforce that plays a critical role in achieving our objectives.

Each year, we set our performance targets across financial, environmental, social, and governance areas based on recommendations from our CEO, and finalize them with the approval of our Board of Directors. At the end of the performance year, we evaluate these targets against defined criteria, present the results to our Board, and determine performance-based bonus payments to ensure fair remuneration aligned with our company's overall performance.

Enerjisa Enerji's strategy, governance, and operations are guided by its sustainability strategy and scenario analysis, with sustainability KPIs included in the Company scorecard. ESG KPIs, including climate and water targets, have a total weight of 30%.

At Enerjisa, our CEO is responsible for driving the implementation of our net zero roadmap and assumes key performance indicators such as securing Board approval for emission reduction targets, monitoring progress, and ensuring the approval of our climate transition plan. The CEO's remuneration framework also includes targets related to the installed capacity of solar power plants for customers, improvements in data reporting and monitoring processes, revenues generated from customer solutions products, and efforts to decarbonize the grid.

In our performance bonus processes, we apply a clawback policy that enables the partial or full cancellation of bonuses in cases of ethical violations, misconduct, or misstatements that affect financial results. Our Board of Directors has the authority to cancel unearned bonuses or recover bonuses that have already been paid.

Governance Policies and Shareholder Rights

At Enerjisa, we allow our Board members to assume external positions during their term of office, provided that no conflict of interest arises. We transparently disclose these external roles to our stakeholders through the Public Disclosure Platform. We recognize the value of external experiences that enhance the effectiveness of our Board and therefore do not consider additional restrictions on such roles to be necessary.

As all of our subsidiaries are wholly owned, we do not have any controlling partnerships or shared ownership structures with suppliers or other stakeholders, ensuring transparency and fairness. We also do not maintain cross-shareholding structures that could give rise to potential conflicts of interest.

We regard shareholders holding 5% of our capital as minority shareholders and diligently protect their rights in line with applicable regulations. There is no evidence of any conflict between the interests of block shareholders and those of our Company.

Enerjisa ESG Strategy

Our comprehensive ESG strategy is designed to address a wide range of issues through an integrated approach, aligning our activities with the most relevant and impactful sustainability goals.

At Enerjisa Enerji, as a key player in Türkiye's energy sector, we support the transition towards a more sustainable and resilient energy future through our comprehensive ESG strategy. As Türkiye's leading electricity distribution company, serving over 22 million people across 14 provinces, we embrace the responsibility of being one of the companies that contribute most significantly to national and global sustainability efforts.

Guided by our holistic approach, we are committed to reducing Scope 1 and 2 emissions by 30% and the emission intensity of sold electricity related to our Scope 3 by 40% by 2030, using 2021 as our base year. To achieve these targets, we prioritize the expansion of renewable energy solutions, the preservation of natural resources and biodiversity, the strengthening of electric vehicle infrastructure, and the integration of innovative technologies into our operations. In addition to environmental initiatives, we remain firmly dedicated to social responsibility and governance excellence by emphasizing diversity, inclusion, human rights, compliance, and ethical business practices.

Through a strong framework that incorporates TSRS principles and rigorous ESG performance metrics, we strive to embed transparency and accountability into all our activities.

Since 2022, our Sustainability Executive Committee has overseen the management of ESG risks and ensures that our strategies remain responsive to the evolving sustainability landscape. Our annual data assurance process verifies the consistency of our environmental, social, and economic indicators, with independent third-party audits further strengthening the transparency and credibility of our ESG efforts year after year.

We continue to assess the financial impacts of climate-related risks and opportunities and integrate these into our strategic planning.

Except for extraordinary circumstances, our operations do not generate pollutant gas emissions from fossil fuel combustion, other than for heating and transport, nor do we engage in fossil fuel-related financial activities.

Our **Energy Management Policy** is designed to systematically manage energy consumption, emphasize the efficient use of resources, and reduce energy costs. We set measurable targets to improve energy efficiency across all our operations, monitor these targets, and report progress regularly to both internal and external stakeholders.

We prioritize energy efficiency in our product, design, and service procurement processes, and ensure that the necessary resources and information are accessible to our employees.

We also regularly review and update our Energy Management Policy in line with technological and sectoral developments, enabling us to maintain our leadership in energy efficiency and sustainability practices.

Our climate strategy is considers the latest regulations, including those of the Energy Market Regulatory Authority (EMRA). By providing a clear roadmap within the regulated market framework, we continuously evaluate risks and dependencies, set our greenhouse gas emission reduction targets, and work towards achieving them. As a leader in energy transformation and societal decarbonization, we are committed to developing solutions and partnerships that advance both national and global climate goals.
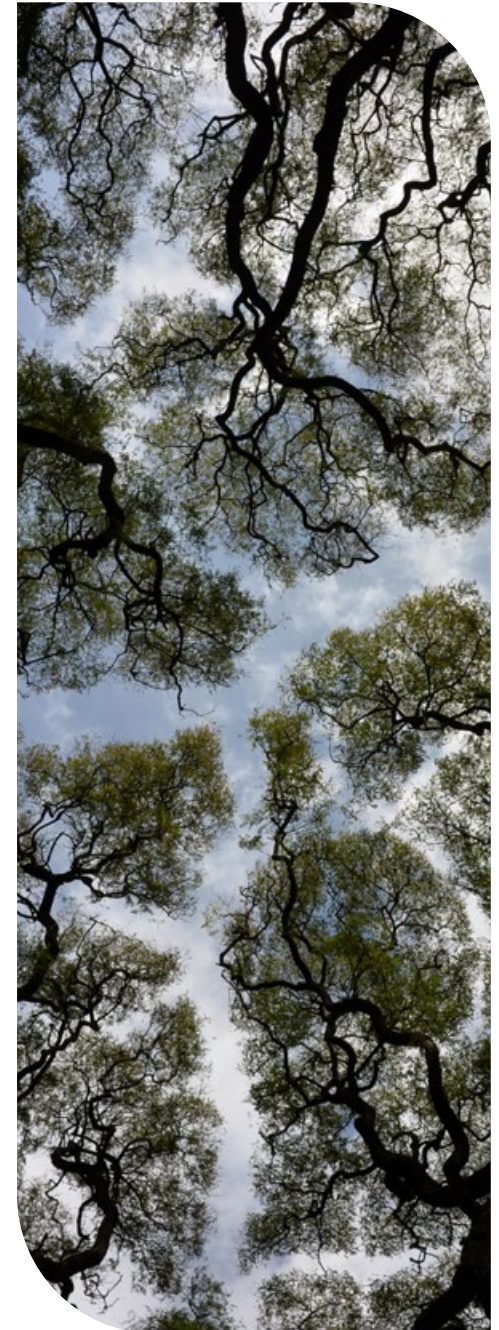
Until 2030 we commit to reduce our Scope 1 and 2 emissions by 30% and our emission intensity of sold electricity related to our Scope 3 emissions by 40% compared to the baseline year of 2021.

Climate Strategy

Enerjisa Enerji's Role and Commitment to Decarbonization

With our electricity grid operations, products, and services, we enable cleaner, smarter, and more sustainable living, positioning ourselves as pioneers of societal decarbonization.

Guided by our strategy and sustainability approach, we focus on enhancing all business processes, setting tangible and realistic goals, and steadfastly advancing on our Decarbonization Journey.

Committed to combating climate change and building a better future for everyone, we embrace the IPCC's call to limit global warming to 1.5°C and pledge to align our business model with the Net Zero target by 2050.

To achieve the climate targets outlined in our transition plan, we have identified a range of tools to facilitate decarbonization. These tools will assist us in reducing our Scope 1, 2, and 3 emissions.

Baseline Year

We have improved and expanded our reporting scope and methodology for 2021 emission data, therefore we have chosen 2021 as the baseline year for the absolute emission reduction and emission intensity reduction targets in order to reflect the impacts of our decarbonization initiatives more accurately.

The emission baseline year provides a benchmark to compare any variations in emissions output throughout a reporting period and the targets.

Our performance in emission reduction will be calculated by the following baseline year data.
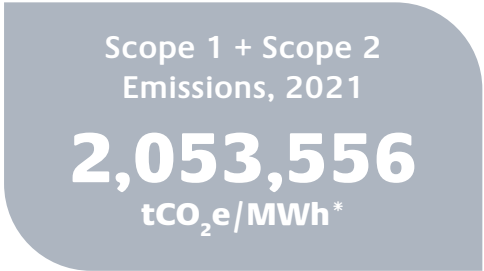
Energy Portfolio Emission Intensity

0.53

tCO_2e/MWh*

Scope 1 + Scope 2 Emissions, 2021

2,053,556

tCO_2e/MWh*

* Calculated by the ratio of emissions from generation of electricity sold to customers within the scope of fuel and energy-related activities to the total energy portfolio.

Enerjisa Enerji Baseline Year (2021) Emissions (Mwp)

Scope 1	59,952 tCO_2e
Scope 2	1,993,604 tCO_2e
Scope 3	19,072,386 tCO_2e

(Scope 3 included categories**; Purchased Goods & Services; Fuel and Energy Related Activities, Employee Commuting, Business Travel, Waste)

Total	**21,065,942 tCO_2e**

** In the 2024 emissions inventory, emissions from Customer Solutions Business Unit's cogeneration/trigeneration facilities (under leased assets) and capital goods related to vehicle purchases by the newly established Fleetco. were included as new emission sources. As their impact remained below the company's materiality threshold of 5%, the base year remained unchanged.

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¹ https://www.ipcc.ch/report/sixth-assessment-report-cycle/

Our company's climate strategy provides a determined roadmap in regulated market conditions to set and achieve rationale targets associated with greenhouse gas emissions and considers relevant risks and dependencies continously and closely while reinforcing our role in energy transition and societal decarbonization.

Our Emissions Reduction Targets

Scope 1 and 2

We will reduce our Scope 1 and 2 emissions 30% by 2030 compared to the baseline year 2021.

It is an absolute reduction target that aims to reduce the total amount of greenhouse gas emissions as a part of our climate change mitigation efforts.

We aim to achieve this goal by enhancing our grid infrastructure, increasing the efficiency of grids across all our operating regions, improving the efficiency of our vehicle fleet, and following industry technologies to reduce the use of refrigerants in our grid operations.

Scope 3

We will reduce emission intensity of sold electricity related to our Scope 3 emissions 40% by 2030 compared to the baseline year 2021.

It is an intensity reduction target that aims to reduce the emission intensity of each unit of electricity sold as a part of our climate change mitigation efforts.

Our Scope 3 constitutes the most significant proportion of Enerjisa Enerji's emissions footprint driven by emissions from the generation of electricity procured in order to sell to our customers.

We aim to reach this target by extension of renewable counterparty portfolio and resource diversification accompanied by renewable energy sales strategy and efforts. Although our Scope 3 emissions are highly dependent on the national electricity generation and installed capacity mix, we commit to achieve this goal by transforming our sourcing strategy and increasing the proportion of renewable energy in our portfolio.

These targets are set considering the latest regulations including Energy Market Regulatory Authority (EMRA) regulation. Realization of these targets are highly dependent on the national regulation as well as Türkiye's energy strategy affecting the grid emission factor.

Our company's climate strategy provides a determined roadmap in regulated market conditions to set and achieve rationale targets associated with greenhouse gas emissions and considers relevant risks and dependencies continuously and closely while reinforcing our role in energy transition and societal decarbonization.

In this context, Enerjisa Enerji will continue showing determination on developing solutions and collaborations for the achievement of national and global climate goals.

2021

Baseline Year → **2025 Target** → **2030 Target**

2025 Target

Absolute
Scope 1+2 Emission

10% Reduction

Emission Intensity Reduction of Scope 3 Related Sold Electricity

25% Reduction

2030 Target

Absolute
Scope 1+2 Emission

30% Reduction

Emission Intensity Reduction of Scope 3 Related Sold Electricity

40% Reduction

In recognition of the Intergovernmental Panel on Climate Change (IPCC)'s call to action on climate change, Enerjisa is committed to aligning its business practices with a Net Zero Pathway by 2050.

Climate Transition Plan

At Enerjisa Enerji, we demonstrate our strong commitment to sustainability and environmental stewardship through our comprehensive climate transition plan, developed in alignment with the goal of limiting global warming to 1.5°C. Through this strategy, we aim to ensure that activities related to polluting heavy industries and fossil fuel use do not undermine our green objectives, while emphasizing our adherence to the principles of the Green Finance Framework. Although we have not fully eliminated investments in fossil fuel-related activities, we clearly prioritize renewable energy alternatives and integrate this commitment into our strategic priorities. We rigorously monitor our progress and report transparently. Guided by the IPCC's call to action and the UN Paris Agreement, we are committed to aligning our operations with the Net Zero target by 2050.

Our climate transition plan focuses on strengthening stakeholder engagement, building capacity for sustainable practices, and leveraging green finance instruments to fund environmentally sustainable projects. This approach facilitates the shift to a low-carbon economy and promotes the adoption of renewable energy sources such as solar and wind.

We also prioritize advancements in energy storage technologies and initiatives that promote the electrification of end uses, to address the intermittent nature of renewable energy.

We continue our commitment to responsible water management through initiatives such as awareness campaigns aimed at reducing water consumption, the use of water-saving devices, and rainwater harvesting systems.

We have further detailed our climate transition plan within the framework of the TSRS requirements. You can access the full scope of our climate transition plan and the details of our efforts in our Sustainability Report Aligned with TSRS report.

Integrating Climate Scenarios for Strategic Planning and Resilience at Enerjisa Enerji

As Enerjisa Enerji, we conduct comprehensive scenario analysis involving multiple climate scenarios to evaluate potential risks and opportunities and align with global sustainability goals. Based on the IEA NZE 2050 scenario, we consider factors such as consumer environmental awareness, the development of carbon markets, and electrification, with the aim of achieving net zero CO_2 emissions by 2050.

By analyzing scenarios like Representative Concentration Pathways (RCP) 8.5 and RCP 2.6, we focus on being prepared for various climate impacts, from significant physical risks to well-managed transition processes.

This holistic approach strengthens our infrastructure resilience, operational stability, and market competitiveness, enabling us to provide uninterrupted energy services and maintain strategic growth in response to climate-related challenges and opportunities.

Our Sustainability Report Aligned with TSRS report, covering the 2024 operating year, includes scenario analyses alongside climate-related risks.

The scenarios we use and our related activities are thoroughly detailed within the scope of the TSRS. You can find detailed explanations in our **Sustainability Report Aligned with TSRS**.

Enerjisa Enerji's scenario analysis serves as a roadmap for the global energy sector to achieve net-zero CO_2 emissions by 2050.

By integrating climate-related scenario analysis, Enerjisa can broaden strategic thinking and improve planning decisions, considering multiple futures that include economic, political, and social realities.

Outcomes of Scenario Analysis

Our scenario analyses serve as a guiding framework in identifying risks and opportunities that impact our business processes, thereby informing strategy development, financial planning, and capacity enhancement.

As a key player in the electricity distribution sector, we focus on national and global policies affecting commodity prices and demand, as well as climate change. The NZE 2050 scenario underscores the need for high-capacity distribution networks, access to capital, and regulatory compliance due to increasing urban populations. Meanwhile, RCP scenarios indicate that rising temperatures could disrupt renewable energy generation and lead to financial challenges. Fluctuations in end-user energy prices directly affect us and necessitate our adaptation to rapidly changing market conditions.

In our investments related to electric vehicles and Eşarj, scenario analyses guide us toward achieving our goals of reducing Scope 1 and 2 emissions by 30% and Scope 3 emission intensity by 40% by 2030.

Insights from the NZE 2050 scenario guide us in making infrastructure and grid efficiency improvements, while renewable energy investments and the transition to a carbon-neutral business model remain strategic priorities.

Climate Risk and Opportunity Assessment

We have elevated our climate risk and opportunity assessments to a more advanced level with the publication of the Türkiye Sustainability Reporting Standards (TSRS). Through the integrated evaluation of our scenario analyses and climate transition plan, we have identified three significant physical climate-related risks, two transition risks, and two opportunities.

The physical risks:

- Floods and water inundation

- Extreme weather events

- Infrastructure and load management challenges due to increased electricity consumption and the proliferation of distributed energy resources

The transition risks:

- The increasing share of renewable energy sources in the energy portfolio

- Changes in the carbon market

The opportunity:

- The growth in electrification and the use of distributed energy in energy consumption

- Changes in the carbon market

The contents of our risk and opportunity assessments, including the financial implications of these risks and opportunities and other relevant information, are shared in full detail in our **TSRS-aligned sustainability report**.

Enerjisa Enerji's Taxonomy Journey

As Enerjisa Enerji, we launched a comprehensive initiative in 2024 to prepare for the upcoming Türkiye Green Taxonomy, expected to come into effect in 2026, and to assess and enhance our institutional capacity accordingly. In this context, we evaluated our alignment with the EU Taxonomy an essential framework guiding sustainable finance and investment practices across Europe and assessed our maturity level accordingly.

In addition, we established a broad-based working group under the scope of the EU Taxonomy, bringing together all relevant internal teams. This group conducted detailed assessments of the Minimum Safeguards, including human rights, anti-corruption, taxation, and fair competition. The efforts to evaluate the alignment of our products and services with the EU Taxonomy also served as a key preparatory step for the forthcoming Türkiye Green Taxonomy. The working group concluded its activities as of July 2024.

As an output of the relevant study, we defined the CAPEX/OPEX/Revenue outputs in line with the review of business activities in accordance with the Taxonomy*.

Enerjisa Enerji's strategic investments in decentralized energy and smart grids position the Company as a leader in the transition to a resilient energy system, driving long-term growth and profitability.

* Please see **Economic Indicators** in **Annex**.

ESG Targets and Implementation

In 2025, we aim to **reduce our Scope 1 and 2 emissions by 10%** and the **emission intensity of sold electricity related to our Scope 3 emissions by 25%**, marking a milestone on our journey toward our 2030 target.

In defining our ESG targets for 2024 and beyond, we have carefully evaluated the insights gained from our risk and opportunity analyses. Our strategy is designed not only to ensure alignment with global sustainability standards, but also to strengthen resilience against climate-related risks and to effectively seize emerging opportunities by incorporating stakeholder feedback.

Our environmental strategy focuses on reducing emissions, enhancing energy efficiency, and promoting sustainable resource management. We aim to achieve an absolute 10% reduction in Scope 1 and 2 emissions by 2025 and continue progressing toward our 30% reduction target by 2030, using 2021 as our baseline year. This ambition reflects our firm commitment to minimizing our carbon footprint. In addition, we aim to demonstrate our responsibility across the value chain by reducing the emission intensity of sold electricity related to our Scope 3 emissions by 25% by 2025. The baseline year for this target as well is 2021.

For 2024, we set a target of achieving zero waste certification for 44% of our operational buildings and exceeded this goal by reaching 52%. We now aim to achieve 57.9% by 2025 and to secure certification across all locations and business units by 2030.

These targets and our transformation plan reaffirm our dedication to waste reduction.

Water management is another key element of our environmental strategy. Guided by our environmental teams, we measure our water withdrawal per square meter and set a 2024 target of reducing water withdrawal per square meter by 3.5%. We successfully surpassed this goal, achieving an 8.53% reduction in water withdrawal per square meter compared to previous year. The primary reason for our performance exceeding the 2024 target is the infrastructure improvements we implemented. These enhancements include repairing faulty water networks, utilizing greywater and sensor-controlled faucets, closing high-water-consumption areas, and relocating to more efficient office spaces. For 2025, we are aiming for an additional 1.53% reduction.

Our renewable energy initiatives include maintaining a 100% share of renewable electricity in our direct consumption and continuing to uphold our ISO 14001 Environmental Management System and ISO 50001 Energy Management System certifications across all facilities. In 2024, we are pleased to report that we did not experience any severe environmental accidents, as targeted.

We are committed to fostering inclusive and equitable workplaces while supporting social development.

Despite our commitment to increasing the representation of women in white-collar and STEM (Science, Technology, Engineering, and Mathematics) - related roles, our female employment ratio in these areas remained below target in 2024. Although we achieved a higher female recruitment rate compared to previous years, the overall impact was limited due to the relatively low number of new hires. In line with our DEI (Diversity, Equity and Inclusion) strategy, we remain committed to strengthening our efforts in both retaining and recruiting women in white-collar roles, particularly in STEM positions, throughout 2025. By the end of 2025, we aim to increase the share of women among white-collar employees to 33.5%, raise the proportion of women in management to 27.9%, and achieve 28.5% female representation in STEM roles.

Our corporate social responsibility (CSR) projects are strategically designed to ensure that each unit of spending generates a social value equivalent to more than one unit of financial return. A Social Return on Investment (SROI) ratio greater than 1 indicates that this objective has been achieved and that the project has created a positive social impact for its stakeholders. By maintaining SROI ratios above 1:1 for our corporate social responsibility and community investment projects, we aim to ensure our initiatives cover their costs and create significant and measurable positive impacts on society.

In 2024, we had the opportunity to exceed our initial projections for social responsibility, community investment, and talent acquisition activities. Through large-scale events and long-term projects, we reached a total of 44,716 individuals. We aim to increase this number to 45,000 by 2025.

Occupational health and safety remain a top priority. We continue to maintain our ISO 45001 Occupational Health and Safety Management certification across all business units and to enhance our safety practices. In 2024, we reinforced this commitment by obtaining the ISO 39001 Road Traffic Safety Management System certification for our Distribution Business Unit. We performed better with 23 critical accidents compared to the 40 we predicted for 2024. Systematic risk analyses, preventive measures, and continuous training and awareness programs contributed to this performance.

Innovation is one of the topics included in our sustainability framework.

Through our Eşarj business unit, we increased our renewable energy sales to 23.8 GWh and expanded our charging network to 2,563 plugs in 2024, driven by increased demand in the market. We aim to achieve 35 GWh of renewable energy sales and over 2,800 charging plugs in 2025, and by 2030, we target 250 GWh of renewable energy sales and more than 5,000 charging plugs.

By strengthening our contribution to clean energy solutions, we aim to exceed a cumulative contracted solar power plant capacity of 175 MWp for our customers by 2025. The previously communicated target of 250 MWp has been revised to 175 MWp, taking into account market conditions, regulatory processes, and shifts in customer demand; which also contributed to us not achieving our 2024 target. This adjustment reflects a more realistic and sustainable growth trajectory.

Our energy efficiency products and services continue to evolve through new technology-driven projects. In 2024, we added a compressor solution to our portfolio, building on our existing energy efficiency offerings, including the LED project and heat pump. By the end of 2025, we will add another major technology to our energy efficiency products and services portfolio.

From a financial perspective, we continue our efforts to expand our portfolio of sustainable products and services and to increase our revenues in this area.

We have updated the naming of our target previously disclosed in our Sustainability Report as the "EU Taxonomy Compliant Products & Services Revenues to Total Revenue" while retaining the calculation method, to "Sustainable Products & Services Revenues to Total Revenue".

We were unable to achieve our target of 10.6% of our total revenue from sustainable products and services in 2024 due to fluctuations in macroeconomic conditions. We aim to maintain the share of revenues from sustainable products and services at 9.8% of our total revenues in 2025. We aim to maintain the share of revenues from sustainable products and services at 9.8% of our total revenues in 2025. Cümlesi Despite the challenging environment

Infrastructure improvements remain a focus. We reached our target underground electricity distribution cable length in 2024, but due to delays in field contractor work, we were unable to meet the target number of Automatic Meter Reading Systems (AMRS) in 2024. The contractor has been granted additional time, and our targets for the upcoming period remain valid. In 2025, we aim to reach 91,334 km of underground electricity distribution cables and 225,330 AMRS. These initiatives are designed to enhance operational efficiency and resilience to climate impacts.

Enerjisa Enerji's governance framework is built on transparency, accountability, and ethical standards.

With a corporate governance rating of 9.68/10 in 2024, we aim to maintain this high level of performance in 2025 and beyond. Our Human Rights Project focuses on the development of HR policies, the establishment of grievance mechanisms, and the implementation of risk mitigation measures. We successfully achieved these goals.

We are committed to maintaining our ISO 37301 Compliance Management System Certification and being integrated ESG performance into executives' and management's remuneration, ensuring alignment with our sustainability objectives.

Additionally, to ensure accuracy and transparency in our reporting, we collaborate with external experts to improve our calculations and methodologies, as well as to audit our data.

Enerjisa 2024 Target Realizations Overview

In 2024, we reinforced our commitment to sustainability and operational excellence through a series of ambitious targets set and monitored across multiple impact areas, including ESG metrics. These targets focus on key priorities such as emissions reduction, waste management, renewable energy use, diversity and inclusion, and corporate governance. The overview below highlights our achievements, areas for further improvement, and the ongoing initiatives that demonstrate our strong commitment to ESG principles.

Enerjisa's ESG Targets for 2025 and Beyond

At Enerjisa, we consider the following among our core targets for 2030: achieving a 30% reduction in our Scope 1 and 2 emissions, reducing the emission intensity of sold electricity related to our Scope 3 by 40%, attaining 100% Zero Waste certification across all business units, and reaching 100% renewable electricity use in our operations. At the same time, we are committed to maintaining our key management system certifications, which demonstrate our strong dedication to environmental management and safety. In parallel, we aim to strengthen gender diversity by increasing the representation of women in leadership positions and STEM-related fields.

2024-25-30 Short, Mid, Long Term ESG Targets

ESG Targets	2024 Target	2024 Actual	2025 Target	2030 Target	Related SDGs
Impact for Planet					
Absolute Scope 1+2 Emission Reduction	[1] -	-19.94%	-10%	-30%	
Emission Intensity Reduction of Sold Electricity Related to Scope 3 Emissions	[2] -	-19.7%	-25%	-40%	
Zero Waste - Certification of All Business Units (Cumulative)	44.4%	52%	57.9%	100%	
Water Withdrawal Reduction (per m^2)[3]	3.50%	8.53%	1.53%		
ISO 14001 Environmental Man-agement System Certification	Maintain	Maintained	Maintain	Maintain	
Share of renewable electricity in direct electricity used	100%	100%	100%	100%	
ISO 50001 Energy Management Certification - Distribution Business Unit	Maintain	Maintained	Maintain	Maintain	
Severe Environmental Accidents	0	0	0	0	
Impact for Society					
White Collar Female Ratio	32.8%	32.2%	33.5%	36.5%	
Ratio of Female Employees in management (manager & above)	26.9%	27.3%	27.9%	32.3%	
Ratio of Female Employees in STEM	27.5%	25.7%	28.5%	33.5%	
SROI for CSR & Community Investment Projects	> 1.0	> 1.0	> 1.0	> 1.0	
Zero Accident Journey: Critical Accidents	40	23	39	-	
ISO 45001 Health and Safety Management Certification - All Business Units	75%	75%	100%	Maintain	
ISO 39001 Road and Traffic Safety Management System Certification - Distribution BU	Certification	Certified	Maintain	Maintain	
Number of people reached through CSR, Community Investment projects and inclusion programs	37,500	44,716	45,000	-	

[1] This target has been set for the years 2025 and 2030.

[2] This target has been set for the years 2025 and 2030.

[3] The title of the "Water Consumption Reduction" target has been updated to "Water Withdrawal Reduction".

ESG Targets	2024 Target	2024 Actual	2025 Target	2030 Target	Related SDGs
Governance and Compliance					
Corporate Governance Rating	>9/10	9.68/10	>9/10	-	
Human Rights Project Implemen-tation inc. Governance	Completion	Completed	-	-	
ISO 37301 Compliance Management System Certification	Maintain	Maintained	Maintain	Maintain	
ESG performance is incorporated into executives'/management's remuneration.	Maintain	Maintained	Maintain	Maintain	
Business for Impact					
Eşarj Renewable Energy Sales (GWh)	20.0	23.8	>35.0	>250.0	
Number of charging plugs (total)[4]	>1,300 charging stations[5]	1,508 charging stations / 2,563 charging plugs	>2,800	>5,000	
Further Diversification of Energy Efficiency Products & Services	3 Products	3 Products	4 Products	-	
Cumulative Contracted Solar Power Plant Capacity for Customers	175 MWp	152 MWp[6]	>175 MWp[6]	-	
Sustainable Products & Services Revenues to Total Revenue[7]	11.8%	10.6%	9.8%	12.05%	
Number of Automatic Meter Reading in Distribution Operations	164,360	157,505	225,330	421,394	
Length of Electricity Distribution Underground Cable (km)	89,834	90,925	91,334	98,834	

[4] The target of "number of charging stations" has been updated to "number of charging plugs."

[5] The 2024 target of reaching more than 1300 charging stations was achieved with a total of 1508 charging stations.

[6] The main reasons for the non-fulfillment of the 2024 target and the revision of the previously announced 2025 target from 250 MWp to 175 MWp include: renewable energy capacity limitations on the grid in 2024 and 2025; low energy costs/electricity prices; and high financing costs, which have led investors to postpone or reassess their investment decisions.

7 The target of "EU Taxonomy Compliant Products & Services Revenues to Total Revenue" has been updated to "Sustainable Products & Services Revenues to Total Revenue". For more detailed information on our sustainable products and services, please click here.

Business
for Impact
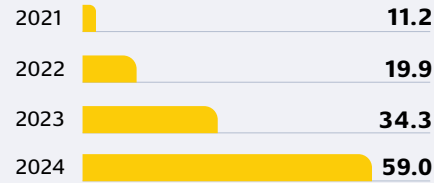
ENERJISA
Energy of Türkiye

Our Approach to Business Management

Through our distribution operations, we provide safe and sustainable electricity to millions of customers across Türkiye, while continuously modernizing our infrastructure to ensure uninterrupted service.

At Enerjisa, we are focused on ensuring uninterrupted energy supply, strengthening the infrastructure required for electrification, and aligning renewable energy installed capacity with national and global climate targets. We are committed to reducing carbon emissions, promoting sustainable energy consumption, and recognizing access to energy as a fundamental right. Our dedication to R&D and to advanced technologies such as artificial intelligence (AI) and the Internet of Things (IoT) supports these goals.

E-TERNAL is Enerjisa's transformation model that integrates digitalization with sustainability. Launched in 2020, the model symbolizes a commitment to improving the world, people, and business life through the term "Ternal," while the "E" stands for the electron, energy, and Enerjisa itself. The E-TERNAL model aims to develop the company's digital capabilities in alignment with its sustainability goals. Through digital models like E-TERNAL, we enhance operational excellence and customer satisfaction. Our investments in smart grid systems, EV infrastructure, and renewable energy position us as a leading player in advancing Türkiye's green transition.

Regulated Asset Base (TL billion)

Year	Value
2021	11.2
2022	19.9
2023	34.3
2024	59.0

Solar Power Installed Capacity (Mwp)

Year	Value
2021	22.6
2022	24.1
2023	29.5
2024	102.4

EV Charging Plugs

Year	Value
2021	494
2022	788
2023	1,780
2024	2,563
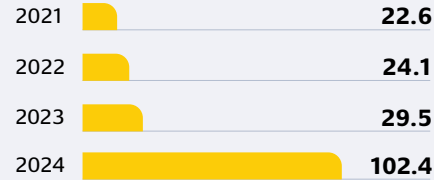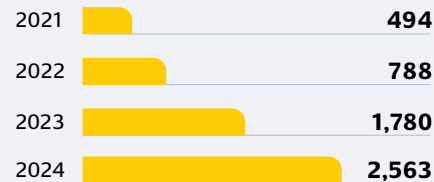
Regional Breakdown of 2024 Investments (%)

- 18% — Ayedaş
- 42% — Başkent
- 40% — Toroslar
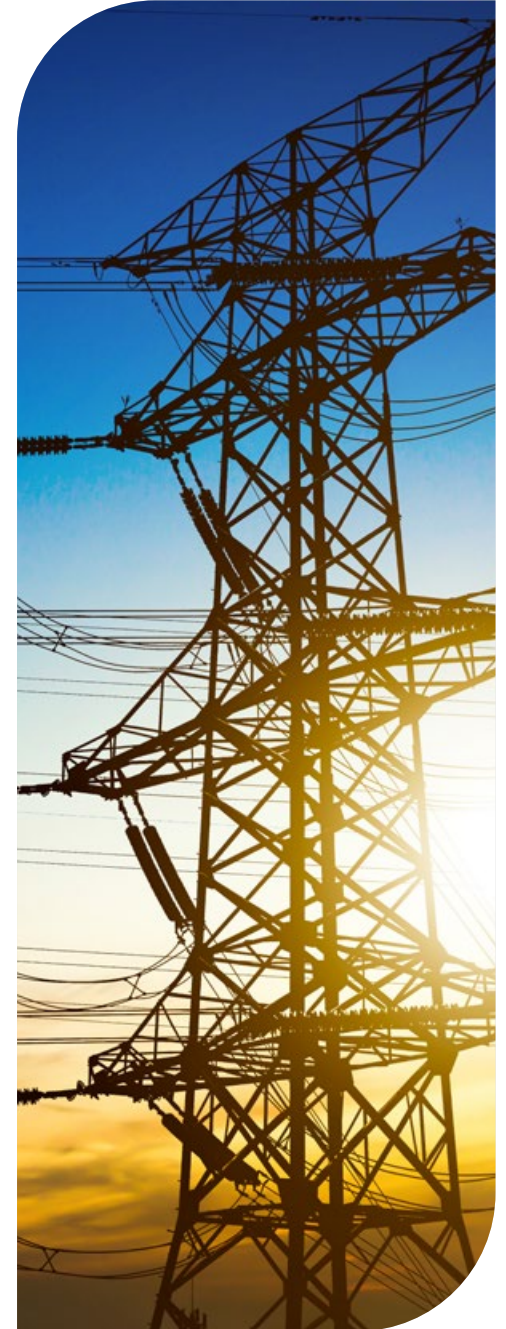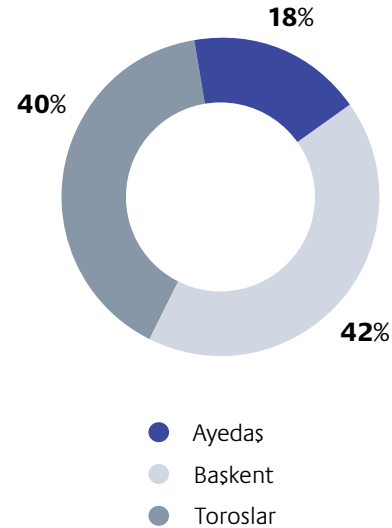
Access to Energy and Energy Reliability

Through its distribution activities, Enerjisa ensures the reliable delivery of electricity to millions of customers across Türkiye, upgrading the infrastructure to ensure uninterrupted service.

Energy efficiency plays a crucial role in Türkiye's sustainable development goals, being central to the country's energy strategies. These strategies are crafted within the framework of three-year Medium-Term Programs and five-year national development plans. They are further detailed in seven-year 2nd National Energy Efficiency Action Plans. Through our initiatives, we have not only aligned with Türkiye's energy efficiency policies but also made significant progress in enhancing energy efficiency and reducing carbon emissions.

The percentage of electricity loss and theft in Turkey's distribution network decreased from 15.6% recorded in 2016 to 11% in 2023. While the nationwide figures for 2024 have not yet been released, the average loss and theft rate in Enerjisa Distribution regions improved from 7.9% in 2023 to 6.5% in 2024. This achievement was influenced by efforts to reduce losses and prevent illegal electricity usage.

The 2030 Energy Efficiency Strategy and the National Energy Efficiency Action Plan II (2024–2030) set ambitious targets and concrete actions across seven thematic areas: industry and technology, construction and services, energy, transportation, agriculture, common challenges, start-ups, and digitalization.

According to the impact analysis conducted by the Ministry in 2024, a total investment of USD 3,352 billion has been made in energy efficiency to date, achieving energy savings of 1,544 million TOE and a reduction of 4,775 million tons of CO_2 equivalent emissions. As a result, the energy savings target set by the action plan has been exceeded, reaching 129% of the initial goal.

As Enerjisa, we continue to play a key role in helping achieve the targets set by this action plan. New energy efficiency obligations for energy distribution and supply companies are expected to be aligned with Türkiye's climate goals. The legal framework for these obligations is planned to be established between 2024 and 2026, with implementation expected by 2027. As distribution and supply companies, we will be responsible for raising consumer awareness on energy efficiency and providing detailed energy consumption data through our websites and mobile applications. In this way, we aim to support consumers in making more informed choices and achieving energy savings by 2026. We will also contribute to better decision-making by adding historical consumption data to the energy bills of high-consumption commercial facilities such as hospitals, shopping malls, and hotels.

As an electricity distribution company, we are committed to meeting energy needs reliably, enhancing quality of life, and supporting social well-being. We deliver efficient and reliable electricity to millions of customers across Türkiye and strengthen our infrastructure through continuous maintenance and upgrades to respond to growing demand and ensure uninterrupted service. By focusing on innovation and efficiency in grid management, we contribute to a more sustainable and resilient energy system. The solutions we offer to address our customers' diverse energy needs are an essential part of this effort.

Through renewable energy installations and energy efficiency projects delivered by our Customer Solutions business line, we help our customers reduce their environmental impact and optimize their energy use, thereby contributing to Türkiye's broader sustainability objectives. These services promote sustainable energy consumption, create employment in the renewable energy sector, reduce environmental footprints, and enhance energy efficiency.

Türkiye Average Theft & Loss Ratio

11% (2023)

Enerjisa Distribution Regions Average Theft & Loss Rate

6.5%

In addition, under our green energy solutions, we provide our customers with International Renewable Energy Certificates (I-REC) and Carbon Reduction Certificates. Our solutions in renewable energy and energy efficiency reflect our commitment to environmental sustainability and are supported by various projects implemented across our operations. In line with this commitment, we continue to actively participate in national and international initiatives and events.

In 2024, we contributed to prevent 145,062 tons of CO_2 emissions within the scope of potential gains with solar energy projects, energy efficiency studies and charging projects.

In 2024, we contributed to prevent 145,062 tons of CO_2 emissions within the scope of potential gains with solar energy projects, energy efficiency studies and charging projects.

Sustainable Products and Services

Our green energy solutions help our customers make their energy use more sustainable.

Customer Solutions Business Unit

At Enerjisa Enerji, we position ourselves as 360-degree solutions partner that brings together all our customers' energy-related needs under one roof. To meet growing demand and ensure uninterrupted service, we continuously strengthen our infrastructure through regular maintenance and upgrades. Through customized renewable energy installations and energy efficiency projects, we help our customers reduce their environmental impact, use energy more efficiently, and contribute to broader sustainability goals.

With our IoT-based Energy Monitoring and Management Platform, we provide real-time monitoring and AI-powered data analytics covering every stage from energy production to consumption. This platform enables businesses with multiple locations to track energy consumption at the device level, benchmark their facilities, and manage energy costs effectively.

We analyze customer needs, provide on-site assessments, deliver necessary equipment and software support, and manage installation and commissioning processes end to end.

Throughout the contract period, we also offer regular maintenance and repair services to ensure the efficiency and safety of energy systems.

In line with our commitment to sustainability, we offer a wide range of renewable energy solutions-including solar and wind power plants-through our Customer Solutions business unit. Our green energy solutions, along with services such as International Renewable Energy Certificates (I-REC) and Carbon Reduction Certificates, support our customers in making their energy consumption more sustainable.

Wide Range of Sustainable Products and Services Offered Nationwide

The use of renewable energy sources provides significant support in addressing the climate crisis both globally and in our country.At Enerjisa Enerji, we advocate for the widespread adoption of renewable energy and actively play a role through our solutions in this field. In this context, our seven Enerjisa Customer Solutions dealers, operating across six provinces, provide customized energy solutions for our corporate customers.

Enerjisa Customer Solutions Product Portfolio

Renewable Energy Solutions	Energy Efficiency Applications	Green Energy	E-Mobility
Solar Power Plants (SPP)	Waste Heat Recovery Projects	Renewable Energy Certificate	Electric Vehicle Charging Stations and Systems
Wind Power Plants (WPP)	Biomass, Biogas, Waste to Energy Generation Projects	Carbon Reduction Certificate	
Energy Storage Solutions	Heatpump, LED, Compress, Pump, Motor, Driver Replacement		

Renewable Energy Solutions

Solar Power Plants (SPP)

At Enerjisa Enerji, we offer innovative business and financing models for solar power plants to meet the energy needs of industrial, commercial, and public institutions. As of the end of 2024, we have commissioned solar power plants with a total capacity of 102.4 MWp through our solar energy projects. These facilities are intended to reduce CO_2 emissions by 95,000 tonnes.

Among the projects carried out by Enerjisa as of 2024, there are important projects such as Anadolu Efes, Medical Park, Brisa, Eyüp Municipality, Kilis Municipality. In total, serious contributions are made to the environment with millions of kWh of electricity production per year in dozens of different projects. Some of the prominent projects and the annual CO_2 amounts prevented are as follows:

In 2024, we signed a contract for the construction and maintenance of a 10.69 MWp ground-mounted solar power plant at Anadolu Efes's factory site in Konya Çumra. This facility is expected to deliver an annual reduction of approximately 10,780 tons of CO_2 emissions. Under our agreement with MLP Care (Medical Park), we commissioned ground-mounted solar power plants with a total installed capacity of around 39 MWp in 2024, with additional projects underway at other locations. These plants are projected to reduce CO_2 emissions by approximately 38,470 tons annually.

At Brisa's Aksaray facility, our 1.17 MWp solar power installation is expected to prevent about 1,250 tons of CO_2 emissions per year. The 5.6 MWp ground-mounted solar project implemented for Eyüp Municipality is projected to deliver an annual CO_2 reduction of around 4,195 tons.

Similarly, through a revenue-sharing model, we commissioned a 6 MWp solar project for Kilis Municipality in 2024, aimed at reducing annual CO_2 emissions by approximately 6,210 tons.

Through these and dozens of similar projects, we remain committed to delivering sustainable contributions to both our investors and the national economy in the field of renewable energy.

Total Installed Power of Solar Power Plants (Mwp)

Year	Value
2022	24.1
2023	29.5
2024	102.4
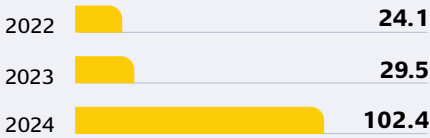
CO_2 Emission Reduction of Solar Power Plants (tons)

Year	Value
2022	21,580
2023	22,950
2024	95,600
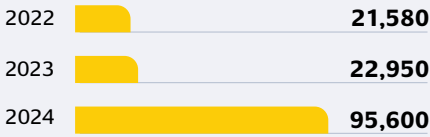
Wind Power Plants (WPP)

As a trusted partner in the field of wind energy, we develop customized business models tailored to the needs of enterprises.

Through our Energy Performance Contracting (EPC) model, we believe our customers of financing burdens and establish long-term, reliable partnerships. This model enables businesses to benefit from all the advantages of wind energy in the most efficient way. Currently, we do not have any facilities under construction or in operation.

Energy Storage Solutions

As Enerjisa Müşteri Çözümleri A.Ş., we have obtained pre-licenses for five solar power plants with integrated storage, with a total installed capacity of 287 MWp / 205 MWe / 256 MWh, in Ankara and Çankırı. These pre-licenses have been approved by the Energy Market Regulatory Authority (EMRA). We have initiated the permitting processes for these five projects, and all activities are progressing in accordance with the legal framework. Through these projects, we aim to enhance sustainability in energy production and ensure an uninterrupted energy supply.

Energy Efficiency Projects

At Enerjisa Enerji, we support industrial, commercial, and public sector organizations in reducing their energy costs, improving operational efficiency, meeting environmental obligations, and achieving their sustainability goals. In this context, we offer innovative business and financing models that aim to reduce initial investment costs while providing comprehensive solutions including financial services, analysis, tailored project design, turnkey installation, maintenance, and integrated services.

Our ECS Energy Efficiency unit, under the Enerjisa umbrella, develops energy-efficient solutions in collaboration with leading global technology brands. We provide purpose-built engineering solutions that consider each customer's unique operational parameters, raw material structure, and energy needs (electricity, natural gas, hydrogen, etc.), standing out in the sector with our deep technical expertise.

We play an active role in high-potential energy efficiency projects in Türkiye, including waste heat recovery, heat pumps-key technologies in the electrification process-biomass and biogas energy production, and LED conversion initiatives.

With the waste heat recovery project implemented at Çimsa Eskişehir Cement Plant, we generate approximately 40,000 MWh of energy annually, meeting 25% of the plant's electricity consumption-equivalent to the annual consumption of about 13,000 households.

Through our Energy Performance Contract (EPC) model, we have converted 48,634 lighting fixtures across 46 projects, achieving an annual saving of 12,763 MWh of energy and 9,700 tons of CO_2 reduction. For instance, the Brisa LED project involved converting 2,424 fixtures, resulting in annual savings of 850 MWh and approximately 605 tons of CO_2 reduction.

Through our process projects, we have achieved annual savings of approximately 815,000 m³ of natural gas and 921 MWh of electricity, resulting in a reduction of around 2,235 tons of CO_2 emissions. With the waste heat recovery project at Çimsa, we aim to reduce CO_2 emissions by 28,210 tons annually. At Brisa, ongoing heat pump and cooling system efficiency projects are expected to be commissioned in 2025, targeting annual savings of approximately 6,750 MWh of electricity and 4.3 million m³ of natural gas, contributing to an estimated 13,000-ton reduction in CO_2 emissions.

Renewable Energy Sales and Green Energy Certificates

In line with our goal of contributing to environmental sustainability, we launched our green energy supply and sales operations in 2019, certified by internationally accredited organizations. Since then, we have significantly expanded the size of our renewable portfolio and signed bilateral agreements for the direct supply of electricity generated from renewable sources. While supplying green energy to our customers, we also use green electricity

in our headquarters buildings, customer service centers, and distribution facilities. Throughout 2024, we provided our free portfolio customers with a total of 2,651 MWh in green energy certificates, thereby verifying that their energy consumption was sourced from renewable resources. In 2024, we supplied 2,090 GWh of green products to our customers, accounting for approximately 12.4% of our total electricity sales. Looking ahead to 2025, we aim to further increase the share of renewable energy in our portfolio. Through these initiatives, we are both reducing our environmental footprint and advancing our sustainability commitments.

E-Mobility: Eşarj

We are leading the transition to a low-carbon ecosystem by promoting the widespread adoption of highly energy-efficient electric vehicles. We focus on innovative business areas such as electric vehicle charging stations, energy storage systems, smart home technologies, and consumer-oriented electricity generation. Through Eşarj, we offer comprehensive services to EV users, including public charging at our stations, testing, training, home charger installation, and after-sales support. We also develop software solutions and platforms for various sectors and explore new business opportunities. As the operator of Türkiye's first and fastest EV charging network, Eşarj plays a key role in building the country's EV infrastructure.

As of the end of 2024, Eşarj operates in all 81 provinces with 1,508 public charging stations and a total of 2,563 charging plugs, 2,097 of which are fast chargers. As part of our sustainability commitment, we provide charging services powered by renewable energy, backed by I-REC and YEK-G certificates. This demonstrates our contribution to reducing carbon emissions as our network expands. Our aim is to provide customer-focused charging solutions through a comprehensive station network and advanced operating system, support infrastructure development, and meet diverse charger unit needs across Türkiye.

Aligned with Türkiye's 2053 carbon neutrality and 2040 zero-emission vehicle targets, Eşarj supports this transformation with innovative, environmentally friendly e-mobility solutions. We strive to exceed customer expectations by maintaining high-quality standards across our products and services and by diversifying our technology- and software-based solutions. We closely monitor the emissions associated with the grid electricity used for EV charging and ensure that all charging energy comes from renewable sources to eliminate this impact. By using YEK-G certified electricity, we make a significant contribution to reducing carbon emissions and enable transparent, accessible renewable energy use for all through blockchain-based tracking systems.

As of the end of 2024, Eşarj operates Türkiye's largest fast electric vehicle charging network, with 2,563 charging plugs through 1,508 stations.

Eşarj
Charging Plugs

2,563

Eşarj
Fast Charging Plugs

2,097

Eşarj Collaborations in 2024

In December 2021, we increased our stake in Eşarj from 80% to 94% by acquiring an additional 14% minority share, and by 2023, we had taken full ownership, making Eşarj our 100% subsidiary. In 2024, we continued to expand our network through key partnerships and investments. We installed 42 new stations at 42 locations through our extended collaboration with Aytemiz and added 30 new stations via our partnership with Kadoil. Collaborations with automotive brands like Citroën, Peugeot, Opel, Mercedes, Fiat, and Jeep provided customers with one year of free charging, driving membership and revenue growth. Our cooperation with BYD includes installation services and commercial collaboration. The Visa One Click Pay integration has enhanced the digital payment experience across all stations. Through our partnership with CarrefourSA, we deployed 55 fast-charging stations in supermarket parking lots, reached 72 stations nationwide with Brisa, and established 16 stations with Hilton. We also launched the "Discharge Point" in Aydın Söke, offering drivers a rest area while charging, and set up Ankara's highest-capacity charging hub at Armada Shopping Mall, capable of charging 20 vehicles simultaneously.

We enhanced our mobile app with new features such as charging management, payment tools, and loyalty discounts to further boost customer satisfaction.

By the end of 2024, there are approximately 105,000 electric vehicles on the roads in Türkiye, with this number expected to rise rapidly. The Ministry of Industry and Technology estimates 1.5 to 2.5 million EVs will be on the roads by 2030. This highlights the critical importance of rapidly and robustly expanding the charging station infrastructure. As of the end of 2024, we operate Türkiye's largest EV fast-charging network, with 1,508 stations and 2,563 plugs, of which 2,097 offer fast charging. We continue to invest in our mobile app and 24/7 call center to provide even better service to our nearly 130,000 customers.

We believe continuous innovation in electric vehicle technology is key to supporting and accelerating this growth. Our R&D efforts are focused on strengthening charging infrastructure, advancing new technologies, and enhancing the overall user experience to contribute to the next phase of growth in Türkiye's electric vehicle ecosystem.

Distribution Business Unit

Our digital transformation efforts, including smart grid development and microgrid solutions, aim to improve energy access, reduce environmental impact, and support long-term resilience in the energy sector.

We support emission reduction through investments in connecting renewable energy sources to the distribution network, connecting electric vehicle charging stations to the distribution network, and converting street lighting to LED lighting.

We view investments in AMR, SCADA, compensation systems, voltage conversion, and low-loss transformers as enabling investments in the sector's sustainability transformation. We aim for these investments to significantly increase the efficiency, reliability, and sustainability of energy distribution and position us as a leader in the transition to a more resilient and low-carbon energy system.

Research & Development, Innovation and Digital Transformation

By advancing smart grid technologies and infrastructure, we are enhancing the efficiency of energy distribution for electric vehicles and strongly supporting the transition to clean transportation.

Research and Development

Our R&D unit continues to work across a broad spectrum of technologies and innovations. By advancing smart grid technologies and infrastructure, we contribute to the clean transportation transition and play an active role in the efficient distribution of energy for electric vehicles. We focus on developing microgrid solutions with the potential to enhance energy reliability and efficiency, offering innovative ways to ensure uninterrupted power supply, particularly in remote or underserved regions.

In addition, our R&D efforts cover critical areas such as the Internet of Things (IoT), information and communication technologies, artificial intelligence (AI), big data, and cybersecurity. Through these initiatives, we aim to deliver smart, secure, and efficient energy systems. We leverage AI and big data technologies to optimize our operations and enhance decision-making processes, while robust cybersecurity measures protect our systems against emerging threats.

We support our projects through funding from both local and international sources, demonstrating broad recognition and backing for our initiatives. In 2024, the total size of our projects funded by the Energy Market Regulatory Authority (EPDK) R&D Fund reached TRY 150 million.

We share the outcomes of our R&D activities with EPDK, contributing to the development of future regulations. We are committed to leading the transformation of the energy sector and continue to collaborate with universities.In 2024, we continued our joint initiatives with Özyeğin University, Sabancı University, Osmangazi University, and Ostim Technical University.

As part of our R&D efforts, we are also involved in the Eurogia2030 program an initiative under the EUREKA network that adopts a bottom-up, industry-driven, and market-oriented approach, focusing on the development and deployment of low-carbon technologies across the entire energy value chain.

As Enerjisa Enerji, we are strongly aligned with the core pillars of the Eurogia2030 5Ds strategy; decarbonization, democratization, digitalization, deregulation, and decentralization.

This alignment is demonstrated in our strategic vision and our active involvement in Eurogia's governance, where our CEO serves as Chairman and our senior leaders contribute to the Board. In 2024, we strengthened our climate strategy by adopting a comprehensive emissions approach, setting, for the first time, both short- and long-term reduction targets not only for our Scope 1 and 2 emissions but also for our Scope 3 emissions across the entire value chain.

We view these targets as a systemic commitment to deep decarbonization, fully aligned with Eurogia's ambitions for a low-carbon future. To further support Eurogia's digitalization and decentralization objectives, we are integrating advanced digital technologies and data-driven systems to improve energy efficiency, enhance grid management, and optimize emissions across our operations. These innovations are being deployed throughout our distributed systems to reinforce energy resilience and enable more decentralized, flexible energy solutions.

We are also embedding inclusivity and accessibility into every aspect of our energy transition strategy, consistent with Eurogia's democratization pillar. By promoting stakeholder engagement, supporting local-level initiatives, and investing in equitable access to clean energy technologies, we ensure that the energy transformation delivers benefits across society.

From a regulatory perspective, we are evolving our business models to stay responsive to changing policy environments, actively supporting deregulation and liberalization efforts that encourage innovation and competition in energy markets.

Through all these efforts, we don't just align with Eurogia2030's direction—actively advance it. Our leadership, strategic actions, and system-level integration contribute directly to shaping a cleaner, smarter, and more inclusive energy future across the Eurogia ecosystem.

Enerjisa continues to lead in developing cutting-edge energy solutions, with a strong emphasis on digitalization through our focused and well-funded R&D efforts.

Research and Development Projects for 2024

In 2024, Enerjisa reinforced its leadership in the sector with innovation-focused R&D projects. In this context, the **projects we carry out;**

Digital Transformation in Türkiye Electricity Distribution Sector

Digital Maturity Assessment Model and Development Roadmap

As part of our commitment to advancing digital transformation in the electricity distribution sector, we implemented the Digital Maturity Assessment Model and Development Roadmap Project, covering 21 electricity distribution companies. The project aimed to enhance the digital capabilities and competencies of these companies, establish a shared transformation standard across the sector, improve operational efficiency, and provide EPDK with recommendations on incentives and regulatory frameworks to support digital transformation.

By integrating our E-Ternal Model with Deloitte's Digital Maturity Assessment Model, we created a framework tailored to Türkiye's needs.

This model encompasses 19 categories and 229 competencies across five key themes: vision and strategy, customer experience, field and grid operations, data and technology, and support operations. Through ten weeks of on-site visits, we observed and analyzed the digital maturity levels of each company, delivering detailed reports and development roadmaps that included budget requirements. We also established a Best Practices Library based on global and local case studies to promote knowledge sharing and presented recommendations to EPDK on incentive mechanisms and regulatory improvements for the sector.

Our findings showed that the average digital maturity level of electricity distribution companies in Türkiye is 2.97, with scores ranging from 2.30 to 3.41. We observed that 62% of companies are at an advanced level in vision and strategy, while 70% have reached an advanced level in data and technology. We estimate that raising digital maturity levels could increase process efficiency by 25-30%. With the development roadmaps we created, we are supporting digital transformation efforts tailored to each company's strategy and regional needs, while fostering collaboration and knowledge exchange across the sector. Our report to EPDK serves as a strategic guide, contributing to the development of incentives and regulatory mechanisms that will further accelerate digital transformation in the electricity distribution industry.

Preventing Network-Related End User Damages

HAS-TAK Project

The HAS-TAK project is a smart protection system that is developed to prevent customers' device damage, is installed at building entrances, and continuously monitors the voltage level, cuts off the circuit in abnormal situations and restores energy when it returns to normal. This remotely monitored, IoT web-based and Ethernet-supported R&D product detects risks such as overvoltage and neutral breakage and can intervene in seconds, increasing network security. The Damage Monitoring and Prevention device monitors voltage imbalances in the distribution network, instantly identifies faults and speeds up the intervention process by communicating them to technical teams via a central platform.

The device and integrated IoT platform developed within the scope of the project aim to reduce operational costs by optimizing maintenance processes while increasing security and efficiency in electrical networks. Pilot applications carried out in the capital EDAŞ region have shown that the device makes successful detections, especially in rural low voltage networks, and provides effective information via the central interface.

In addition, studies are ongoing to include the product in the building interior installation regulations and to use it in industrial interior installations and customer interior distribution panels.

With the HAS-TAK project, distribution companies will be able to allocate these resources to different investment plans by reducing the financial burden caused by damage costs. According to pilot application data, there are 7,000 failures per year in the Başkent EDAŞ region alone, and an annual cost of approximately TRY 10 million is incurred for the intervention of these failures. With the widespread use of the product, it is anticipated that failures will decrease by 12% in the first year and by 40% after the third year. In this way, in addition to covering the cost at the end of three years, it is aimed to save approximately TRY 12 million and increase customer satisfaction.

The project was introduced to 21 distribution companies at the 3rd R&D Dissemination Workshop organized by EPDK and Elder, and technical details and cost analyses were shared with sector stakeholders. Developed with domestic resources, HAS-TAK stands out as a strategic technology that increases customer satisfaction and strengthens network security, while creating a competitive advantage by offering an innovative solution in the sector.

We support our innovation efforts through strong collaborations within the entrepreneurship ecosystem, as well as through our in-house corporate entrepreneurship programs, acceleration processes, R&D projects, and technology-driven transformation initiatives.

Mechanical Voltage Regulator-2 (MGR-2) Project

The Single Phase Mechanical Voltage Regulator (MGR-1), which was developed as an R&D project for the first time in Türkiye, was completed and accredited in 2023 and integrated into the grid. Based on this experience, the Three Phase Mechanical Voltage Regulator (MGR-2) was developed and completed in 12 months. Drawing attention with its completely mechanical design that does not contain any electronic components, the MGR-2 was designed in line with domestic and international regulations and has undergone extensive tests in terms of compliance with sector requirements.

MGR-2, which reduces losses and protects network equipment by balancing voltage fluctuations, aims to increase customer satisfaction by reducing outage risks. This innovative product, which supports investment planning and optimizes costs, is positioned as an important auxiliary equipment in distribution systems.

MGR-2, a patentable product, sets a new standard in the field of voltage regulation and contributes to the development of domestic technologies in the energy sector. This success was registered with the 1st Prize in the 3rd R&D Training and Dissemination Workshop organized by EPDK, ELDER and Energy Experts Association.

Employee Suggestion Platform

Bir Fikrim Var

With a culture of continuous improvement, we collected and evaluated employees' ideas through the "Bir Fikrim Var" portal and the Suggestion System, which focus on enhancing internal processes and practices. In 2024, a total of 888 suggestions were received. Of these, 73% passed the preliminary evaluation and were thoroughly assessed in the relevant categories. 53% of the suggestions, were submitted by white-collar employees, while 47% were submitted by blue-collar employees. Enerjisa Enerji recognizes and, when appropriate, rewards employees who contribute to the Suggestion System in line with our recognition and appreciation practices. By valuing employee input, we not only improve existing systems but also aim to deliver innovative solutions that enhance our competitiveness in the energy sector.

Innovation

As the Innovation Department, we embrace a systematic approach to innovation, fostering a culture of creativity within our company and focusing on the entrepreneurial ecosystem to contribute to our sustainable growth. Through open innovation collaborations with technology startups, technoparks, companies, and universities, we integrate innovative ideas into our business processes and generate value from these ideas.

These partnerships enable us to develop new products and services and incorporate ready-made solutions from startups into our portfolio to deliver to our customers.

Global and Local Partnerships

As part of the international entrepreneurship ecosystem, we collaborate with various accelerator programs- particularly in Europe and North America and develop joint projects with global startups. In 2024, we continued our partnership with Plug and Play for a second consecutive year; as part of this collaboration, we reviewed over 180 startups, held introductory meetings with more than 30 of them, and conducted proof-of-concept studies with two startups. Together with EVE, we developed strategies for converting internal combustion vehicles to electric, while our work with CultureAMP focused on employee engagement and cultural transformation using human sciences and technology.

At the local level, we have established strong collaborations with Bilkent Cyberpark, OSTİM Technopark, Teknopark Izmir, Boğaziçi Ventures, KWORKS, and Üretken Akademi. We continue to engage with entrepreneurs through introductory meetings and mentorship programs, and we share examples of corporate entrepreneurship and best practices via the Corporate Entrepreneurs Platform. Within this platform, we are also advancing sub-community initiatives aimed at supporting startups in their incubation phase.

Joint Startup Initiatives

Several innovative applications have emerged from Enerjisa's startup collaborations. OneNewOne redefines recruitment through its AI-powered "Smart Candidate Pool," offering categorized and matched talent suggestions. Wyseye supports distribution operations with computer vision technologies that detect meter fraud and enhance safety compliance. Garantim Sensin streamlines warranty management via a unified digital platform, while Organik Taşıt introduces a solar-powered electric bicycle designed for short-distance logistics and delivery.

University Collaborations

Since 2017, Enerjisa has been a key stakeholder in the ITU Çekirdek incubation center of ITU Arı Teknokent. As a result, 19 supported startups have collectively attracted nearly USD 105 million in investment, with an estimated combined valuation exceeding USD 650 million. In the 2024 Big Bang startup event, two finalists received a grant of 300,000 TRY, and Enerjisa's in-house startup MIOTE also took the stage and received funding. Collaborations continue with startups such as Sutech, Eyes of Solar, and Energyment, and with institutions like Bilkent Cypark, TOBB ETÜ, İzmir Teknokent, and Boğaziçi Ventures. These efforts aim to foster startup development through mentoring and jury participation, while also strengthening the broader entrepreneurial ecosystem.

Corporate Entrepreneurship and Innovation Program

NAR

At Enerjisa Enerji, we have been fostering innovation through our Nar program for over a decade, continuously collecting and developing innovative ideas from our employees. Each year, our employees contribute ideas aligned with a selected theme and participate in acceleration and incubation processes. In 2024, the theme was defined as "Innovative, End-to-End Improvable, and Commercializable Products, Services, or Business Models." Within this scope, we received 89 idea submissions, and five of these advanced to the acceleration phase. Our teams benefited from online training and coaching support before presenting their projects at the Investment Day. The ideas deemed viable were approved for further development within our organization.

Among the standout concepts of 2024 are EN-TAKİP, an RF-ID-supported inventory tracking system; CarbZer0, an energy management assistant that monitors and manages carbon emissions; and VoVO, a software solution designed to optimize charging in energy storage facilities through machine learning.

Venture Capital Investments

We focus on venture capital investments to enhance our access to new technologies, expand business development opportunities, and strengthen our knowledge of the entrepreneurial ecosystem. In this context, the Revo Capital Fund II, in which we have invested, has reached a size of 90 million.

The fund's investors include prominent international institutions such as IFC, EBRD, EIF, and DEG. In 2024, successful exits from the fund's portfolio included Yazara and DefensX, both standing out as notable examples.

Digital Transformation

At Enerjisa Enerji, we integrate our comprehensive governance plan with our sustainability framework and digital transformation model to enable conscious decisions that drive our growth, protect the environment, and support our communities.

In 2024, we launched numerous innovative digital projects aimed at enhancing customer experience, optimizing operations, advancing our technologies, and responding effectively to market dynamics. Among these, our robotic process automation (RPA) initiatives have played a key role. We implemented RPA technology across various departments including Legal, System Operations, Finance/Accounting, and Customer Relations, achieving over 4 million transactions with nine robots at a 99.58% success rate.

We recognize the critical importance of developing digital capabilities to align skills with business needs, quickly adapt to emerging technologies, achieve operational excellence, foster innovation, and embed continuous improvement across the organization. To support this, we designed the DEEP Digital Competencies Program, which aims to make the knowledge and skills needed to leverage modern technologies more accessible for all our employees. Through this program, we delivered webinars on Artificial Intelligence, Cybersecurity, and Technological Developments to over 1,000 participants across the company. In addition, we designed 15 elective training modules on topics such as Generative AI, Data Visualization, and Data Analytics, with more than 800 employees actively participating.

Digital Transformation Model

E-TERNAL

In 2020, the E-TERNAL digital transformation model was introduced to promote sustainability through a comprehensive digitalization approach. While "Ternal" symbolizes a commitment to improving the world, people, and work life, the "E" represents the electron, energy, and Enerjisa.

We conducted comprehensive benchmarking analyses and various activities with internal and external stakeholders to integrate digital initiatives. To ensure transparent and participatory digital transformation management within the company, we developed digital platforms and dashboards that offer real-time analytics, project tracking, and performance monitoring enabling stakeholders to access up-to-date information, collaborate effectively, and make informed decisions.

After reviewing past and ongoing projects, we identified more than 500 new digital projects for the next five years. These projects are organized under 14 digital programs, each named after a historically significant scientist, and aligned with our value-creation areas.

In 2024, we expanded our existing priorities Digital Transformation and Technology Adaptation by incorporating the Generative AI approach.

More than 360 new digital projects are already in progress, and 73 projects were completed in 2024 across the Distribution and Retail business units.

To enhance analytical capabilities, ensure the continuity of analytical projects, and support employees involved in these efforts, we established the Analitik Çember (Analytics Circle) community. In 2024, this community conducted both online and in-person meetings, aiming to strengthen our analytical expertise through comprehensive training and to drive impactful new projects across the Company.

371
Projects under the Impact-Driven Business Model

15
Projects for Planetary Impact

15
Projects for Community Impact

175
Projects under the Foundations of Our Performance

Since the launch of our E-TERNAL Digital Transformation Model within the scope of our sustainability framework, we have contributed to 371 projects focused on impact-driven business practices, 15 projects for societal benefit, 15 projects addressing environmental impact, and 175 projects under the foundation of performance excellence.

Employee Focus

EnGPT AI Platform

In 2024, we launched our proprietary AI platform, EnGPT, to support our employees with artificial intelligence assistants across various domains of expertise. In addition to assistants specialized in legislation, compliance, and legal matters, we also offer assistants catering to general business needs. The EnGPT Meeting Assistant helps employees generate meeting summaries and action points, enhancing meeting productivity and effectiveness. We are continually enriching the EnGPT platform with new AI assistants to build a comprehensive and intelligent digital workplace for our employees.

Customer Focus

Through the Mobile App & Online Service Center (OHM) project, we aimed to elevate the user experience, increase digital channel adoption, and boost customer satisfaction and loyalty. We ensured that all transactions traditionally conducted via physical channels (e.g., subscriptions, bill payments, outage notifications, appointment scheduling) are available digitally with an equally seamless experience.

The Çukurova CSC (Customer Service Center) Self-Service Digital Project introduced tablets at customer service centers, allowing users to access the Online Service Center, explore services, and perform transactions independently.

Our WhatsApp Bot Project significantly enhanced customer satisfaction by expanding the capabilities of our WhatsApp chatbot to comprehensively meet customer requests and needs.

The Call Center VoiceBot Project is designed to handle calls related to subscriptions, disconnections, outages, and appointments using an interactive, generative AI-powered virtual assistant. This initiative aims to deliver accurate, fast, and efficient service particularly during extraordinary situations while improving customer satisfaction.

Enhanced Sales

The D2D Off-Region Sales Project empowered field personnel to conduct sales transactions outside their designated regions using tablets, thereby increasing efficiency and workforce optimization.

A dedicated CRM Project was implemented for our Customer Solutions unit, integrating processes such as customer management, visits, offers, contracts, billing/collection, feasibility assessments, and data collection with other systems.

Supply Continuity

We continue to improve the Outage Management System to ensure supply reliability in the field and minimize power interruptions.

The North Star Project was launched to provide an interactive spatial and graphical interface that visually tracks energy status in disaster-affected areas using real-time data from remote sites and field personnel. The system supports rapid decision-making and action during emergencies, enabling faster power restoration to impacted regions.

The E-Central Platform was developed to centrally monitor and manage renewable energy systems, track generation and faults, and issue work orders in the field.

Maintenance

We continue to implement digitalization projects aimed at optimizing our maintenance and repair operations, minimizing OHS (Occupational Health and Safety) risks, and ensuring efficient field tracking and reporting.

With the Maintenance Captain Project, operational enhancements were completed through mobile system upgrades and tablet integrations used during the maintenance process. Enhancements to MCBS (Mobile GIS) and ERP systems have made maintenance management more effective and efficient.

Asset Management

We continue to develop GIS (Geographic Information System)-focused projects to ensure the optimal management of field assets and improve data quality.

The Android GENII Project, part of our digitalization roadmap, aims to enhance integration quality, supply continuity, and customer satisfaction for future grid projects by ensuring field operations are carried out using the latest technologies.

Through the Earthquake and Natural Disaster Project, we conducted assessments of Türkiye's electricity distribution grid to analyze post-disaster performance and establish emergency action plans.

The digitized our tender documentation archive, improved access and audit readiness, and increased business efficiency through system integration.

Safety First

Occupational Health and Safety (OHS) is among our core priorities. Through our digitalization projects centered on OHS, we aim to minimize risks that may lead to workplace accidents and enable our employees to carry out field operations with the highest safety standards through the implementation of advanced digital technologies.

With the Kuzgun-Electric Safety Systems Project, we have targeted the centralized monitoring of Electronic Security Systems within Enerjisa Distribution Companies via Central Management Software. The project ensures access control within authorization limits, establishes an integrated structure, and supports the renewal/revision of existing systems along with streamlined fault and maintenance processes.

Data-Driven Operations

We continue to implement various analytical projects to enhance our data-driven operational capacity. Numerous data optimization and infrastructure improvements have been carried out to increase data quality.

With the OGSS Data Synchronization Project, we ensured the accuracy and synchronization of outage-related data, enhancing data reliability. The Digitalization of New Connection Field Processes Project enabled the transition of paper-based, manual processes into digital environments, thus systematizing operations and simplifying both customer transactions and new connection workflows.

Energy Market

To align our energy forecasting and market operations with future industry needs, we continue to invest in digital transformation. Through the Price Forecasting Model and Visualization, Long-Term Demand Forecasting, and Automation of Reconciliation Reports projects, we aim to improve the efficiency of our market operations.

Digital Finance

Our focus on digital finance is intended to enhance efficiency and create value by managing financial processes through advanced digital technologies. These digital processes are structured with financial risk oversight in mind.

As a result of these projects, we achieved automation in transactions, minimized error rates, enabled faster reporting infrastructures, improved risk monitoring, and optimized resource utilization. Our projects focused on e-Ledger, e-Invoice, and e-Archive have digitized document workflows and ensured high-quality documentation. We utilized RPA technology in processes such as Automatic Recording of e-Invoices, Receivables Management, and Collection Management, and achieved time savings and operational efficiency through system integrations.

M2C Journey

To enhance operational efficiency and ensure effective resource utilization, we continue to launch digital transformation projects. In the upcoming period, we aim to meet customer demands more quickly and efficiently by supporting our goal of operational excellence through Hyperautomation Projects and RPA Integrations.

With the Opera-Hyperautomation Project—an AI-supported RPA integration—we launched a standardized process to respond to more than 30% of customer objections in line with the latest demand trends. As a first in our sector, we developed a comprehensive energy data dictionary and automated 1.1 million annual applications.

The End-to-End Industrial Registration Certificate (SSB) Automation Project enabled customers to input required information via the web, and made automation and reporting possible through the system.

Customized Solutions

Processing, monitoring, and utilizing data at the right time for decision-making processes has gained critical importance. In this context, we launched the E-Central Project within Enerjisa's "Energy of My Business" Model to address the need for real-time monitoring and reporting of assets and operations.

E-Central enables central monitoring, reporting, and management of energy efficiency systems. It offers a unified platform for operations, maintenance, and asset management—accessible by business units through modern mobility and AI-supported algorithms.

With the Single-Page Retail Sales Agreement (PSS) Project, we introduced a process in which PSS and its annexes are shared with customers via SMS or email in physical channels, and a single-page printout is signed and archived.

Technological Infrastructure

To align with the latest technologies and provide faster, more efficient services to our customers, we continue to increase our investments in technology infrastructure each year. With the SAP S/4HANA Project at Enerjisa Customer Solutions, we transitioned all processes and integrations from the R/3 system to the HANA system in just 3.5 months. This project not only restructured our business processes but also reduced system load and improved performance.

The **"New Database Transition Project"** improved application performance and completed the migration of all SAP applications to the HANA database, and non-SAP applications to open-source databases for budget optimization.

We continue our investments in cloud technologies. Our largest mobile application, Enerjisa Mobile, has gone live, marking the launch of our first Kubernetes platform. We plan to continue transitioning to cloud technologies within regulatory limits, aiming to enhance efficiency in energy consumption, maintenance, and hardware renewal costs, while also increasing scalability and access to current technologies.

Through optimizations in our SAP systems, we also achieved storage savings by reducing the size of test data.

Enerjisa Enerji ESG Reporting System

With the aim of managing our sustainability-related environmental, social, governance, and financial data more systematically, traceably, and reliably, we initiated a comprehensive digital transformation project. This initiative seeks to ensure that validation processes proceed more systematically, transparently, and accurately; consolidate data used in reports onto a single digital platform; and create a centralized data repository for all sustainability-linked metrics. We plan to integrate data from different business units within all subsidiaries to minimize manual interventions and significantly enhance data security and accuracy.

In December 2023, as the first step in this transformation process, we conducted an extensive analysis of our needs by aggregating ESG-related data shared by Enerjisa Enerji and its subsidiaries across various platforms.

We collaborated closely with relevant business units to refine data templates and metrics. Subsequently, we established the digital infrastructure needed to systematically monitor ESG metrics, including emission calculations. We completed system training for all users, facilitating metric-based tracking in a digital environment.

By February 2024, we had integrated historical data starting from our base year of 2021 into the system, enabling all relevant units to input data through this platform. For the first time this year, we completed the system-based validation of data from 2024, allowing us to regularly monitor approximately 1,000 ESG indicators.

Thanks to our digitalization project, we are enhancing both the efficiency of our internal processes and bolstering transparency and accountability in the field of sustainability.

Enerjisa's Sustainable Supply Chain & Procurement

We conduct comprehensive audit and monitoring processes to ensure compliance with the highest ethical and sustainability standards, aiming to minimize supply chain risks.

Sustainable Supply Chain Practices

We design our supply chain processes to drive meaningful and lasting change in critical areas such as reducing our carbon footprint, strengthening waste management, and promoting fair trade practices. We prioritize products with high energy efficiency, implement innovative waste management solutions, and actively reduce paper consumption through digital practices such as e-commerce, e-signatures, and e-guarantees. We focus on expanding our supplier base to enhance competition and ensure a transparent tendering process by utilizing online tender platforms and fostering fair business conditions.

Supplier evaluations are at the core of our processes. We recognize and appreciate high-performing suppliers, while we develop improvement plans for those that require further enhancement. We actively leverage stakeholder feedback to refine our human rights, health, and safety plans. By assessing technical and financial capabilities, we strengthen our supplier base and uphold fair trade conditions. Our supply chain management operates as a dynamic system that monitors and addresses both positive and negative impacts in a systematic manner.

Onur Yakmacı — Procurement & Logistics Manager

Our Responsible Supply Chain Project aims to establish an ESG-based supply chain management system within Enerjisa, focusing on reducing compliance risks, selecting suppliers aligned with sustainability principles, and strengthening ethical standards and codes of conduct. Key stakeholders of the project include credit institutions, our suppliers, relevant committee members and departments within the company. The responsible supply chain approach ensures the integration of environmental, social, and governance (ESG) criteria into procurement processes, thereby promoting ethical and sustainable business practices. As global supply chains play a crucial role in advancing social cohesion and fair labour practices, this approach holds increasing importance worldwide. It also contributes significantly to the preservation of natural resources and the reduction of environmental footprints. Preventing human rights violations such as child labour and forced labour ensuring fair wages and securing safe working conditions are all achievable through the implementation of responsible supply chain principles. As Türkiye continues to align its supply networks with international social and environmental standards, its competitiveness in both domestic and international markets is further enhanced. Through this responsible supply chain management system, we aim to protect the rights of the local workforce, uphold environmental responsibility, and contribute to broader goals such as social well-being, equity, and environmental sustainability. Being part of such an impactful initiative carries great professional and personal meaning for me, as it allows me to contribute to a more ethical, inclusive, and sustainable future.

Recognizing the critical role of supply chain sustainability in achieving our targets, we provide various forms of support to our suppliers and business partners. We deliver training on a range of topics from regulatory updates to technical aspects of procurement processes.

Additionally, to minimize uncertainties arising from potential changes in the EPDK Tender Regulation or our internal purchasing policies, we organize Q&A sessions with suppliers prior to tender invitations, ensuring transparent and effective communication.

Miray Ayvaz — Procurement Specialist

Our Responsible Supply Chain Project is established an ESG-based supply chain management system within Enerjisa, focusing on to mitigate, identify and prioritize compliance risks compliance risks, selecting suppliers aligned with sustainability principles, and enhancing our ethical standards and code of conduct. Key stakeholders of the project include credit institutions, our suppliers, and relevant committee members within the company.

The initiative is designed to build a responsible supply chain management system by supporting supplier development and effectively managing ESG-related risks. While contributing to a more fair and sustainable local economy, the project also helps minimize environmental impacts on a global scale, safeguards labor rights, and promotes ethical business practices. Being part of such a meaningful initiative holds great value for me both professionally and personally, as it allows me to contribute to a more sustainable and ethical business environment.

Local Sourcing and Economic Impact

In order to provide a sustainable service, we work with over 3 thousand suppliers in the supply of various items such as infrastructure facilities, distribution network construction, repair and maintenance, building construction and renovation, renewable energy plant installation and energy efficiency projects, and other goods and service purchases. Approximately 400 of these suppliers within the scope of all our business units are first level[1] critical suppliers. In the electricity distribution business line, the entire supplier network consists of local suppliers.

Operational Support and Distribution

Our comprehensive logistics operations are carried out in 117 Operation Center Warehouses and 17 Logistics Service Centers on an area of 299,642 m². We manage our logistics operations with a fleet of 145 vehicles consisting of mobile cranes, forklifts, panel vans and pickup trucks. Material management for both investment activities and maintenance/repair work is carried out through Logistics Service Centers. We strive to support sustainable development within our company and the broader community through careful analysis and management of our supply chain impacts.

Contracts, Third-Party Control (TPC) and Compliance

Before entering any business relationship, we conduct comprehensive preliminary assessments, including financial, technical, and reputational checks. We carefully verify that the individuals and entities we work with are not listed on national or international sanctions lists and have no links to terrorist organizations, terrorist activities, tax evasion, or money laundering. We ensure that payments to consultants are made solely for legitimate and duly provided services. To guarantee that our supply chain partners adhere to the same ethical and sustainability standards as we do, we require all individuals and entities we engage with to commit to our Code of Ethics and sign the Enerjisa Third-Party Code of Conduct and Compliance Declaration. This declaration mandates compliance with legal regulations, contractual obligations, and international standards related to anti-bribery, anti-corruption, environmental management and protection, health and safety, human rights, international sanctions, and trade controls.

Our comprehensive third-party framework includes our Human Rights Policy, Sustainability Procedure, Third-Party Relations Policy, and the Third-Party Code of Conduct and Compliance Declaration. We reserve the right to terminate contracts with any party that fails to comply with these policies.

In 2024, 99.71% of our procurement activities were carried out under formal contracts. We conduct extensive audits to ensure our suppliers' compliance with these standards. These audits include the review of documentation at the contract stage and monitoring of human rights practices particularly reports from reputable universities and research institutions on issues such as child labor and forced labor. We rigorously assess supplier adherence to our policies on the prevention of child and forced labor, freedom of association, and employee feedback mechanisms, which involves collecting compliance declarations, conducting on-site inspections, and evaluating alignment with the UN Guiding Principles on Business and Human Rights and ILO Conventions.

In our Customer Solutions business unit, we place particular emphasis on responsible practices throughout our supply chain, especially given the high risks associated with solar panel production. We assess suppliers in terms of working conditions, human rights, and environmental impact. In cases of potential non-compliance, we promptly implement the contractual sanctions specified in our agreements. We also evaluate suppliers based on their performance recognizing those who demonstrate outstanding achievement, while working collaboratively with those needing improvement to implement corrective actions.

Environmental Compliance

We ensure that our business partners comply with all applicable environmental laws and regulations, including the Enerjisa Environmental Policy, and we support them in continuously improving their environmental performance.

In line with our **Third-Party Relations Policy**, we focus on supporting our partners in the following areas: compliance with environmental legislation and the Enerjisa Environmental Policy, addressing climate change, managing water and waste, protecting biodiversity, reducing environmental impacts, and driving continuous improvement in environmental performance. We also encourage the implementation of effective monitoring systems and procedures for industrial accidents and other emergencies, and we support our partners in promoting stronger environmental practices throughout their own supply chains.

Our contracts include provisions regarding compliance with the Environmental Law and all applicable regulations at every stage of operations, as well as the proper disposal of waste in accordance with legal requirements. In addition, we expect our suppliers to provide CDP and sustainability reports, along with their EHS & ESG roadmaps and greenhouse gas (GHG) monitoring databases.

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[1] First-level critical supplier definition: Suppliers belonging to the main product groups included in the Supplier Contractor Performance Evaluation Procedure are defined as critical suppliers and niche suppliers.

We ensure full compliance with all applicable environmental laws and regulations, including the Enerjisa Environmental Policy, while supporting our business partners in continuously improving their environmental performance.

Training and Safety Requirements

We place great importance on ensuring that our suppliers fully meet job-specific training requirements and uphold our high standards of safety and compliance. We rigorously assess our suppliers based on their training completion certificates and annual training plans in critical areas, including basic Environmental, Health and Safety (EHS) training, working at height, electrical safety, confined space procedures, hot and close work, waste management, and zero waste initiatives.

In addition, we emphasize the establishment of an effective incident and near-miss reporting system, thorough documentation practices, comprehensive post-incident investigations, and the timely implementation of corrective actions. Through our comprehensive evaluation processes, we ensure that all aspects of safety and accountability are addressed in our partnerships, aiming for continuous improvement and lasting impact.

Commitment to Fair Competition

We believe that adhering to principles of responsible and fair conduct is critical to winning the trust of our customers and building sustainable relationships with all our stakeholders. Our commitment to fair competition in open market conditions forms the foundation of all our business practices.

This approach reflects our dedication to full compliance with Law No. 4054 on the Protection of Competition and all related regulations, ensuring that we conduct our activities in a manner that promotes healthy competition and protects the interests of consumers and other market participants. Our commitment to fair competition is also clearly outlined in the Enerjisa Code of Conduct.

Risk Management and Auditing

We are acutely aware of the potential risks within the supply chain, such as human rights violations and environmental degradation. To mitigate these risks, we implement audits and monitoring processes to ensure adherence to the highest standards of ethical and sustainable practices. Our procurement activities, especially in distribution, are governed by the Regulation on the Implementation of Purchasing and Sales Transactions of Electricity Distribution Companies, issued by the Energy Market Regulatory Authority (EMRA) in December 2020. This regulation mandates formal contracts for transactions exceeding specified thresholds, reinforcing our commitment to transparency and accountability.

We use a risk-based approach to identify and mitigate compliance risks among our third parties, and to prevent sanctions, corruption, and human rights violations.

Our contracts empower us to audit third parties, ensuring they follow ethical rules and contractual obligations. Our supply chain undergoes audits by expert teams or independent institutions for procurement processes in high-risk areas. If a potential violation is identified, we swiftly enforce the sanctions outlined in our contracts. We also evaluate suppliers based on established procedures, rewarding those with excellent performance through thank-you emails to foster long-term mutual satisfaction and collaboration. We conduct preventive and corrective meetings on occupational safety and environmental issues with suppliers and we use supplier evaluation forms, monitor environmental performance and improvement processes.

In 2024, sustainability and carbon emissions were among the major issues discussed during during on-site monitoring visits to suppliers. We organize meetings with all relevant departments for those with poor performance to identify and implement improvement actions. This approach enhances the quality and continuity of the services we receive and supports supplier development. Suppliers are evaluated according to several critical requirements, ensuring alignment with our values and expectations. They must have valid ISO 45001 and 14001 certificates, demonstrating a commitment to occupational health, safety, and environmental management.

For the 2024 period, we identified risks in both local and global markets using comprehensive risk analysis models and developed effective strategies to mitigate these risks.

The existence of an essential Occupational Health, Safety, and Environment (HSE) methodology is crucial, mainly if subcontractor work is involved, as it should cover relevant subcontractor HSE topics. The availability of a full-time occupational safety specialist is required to oversee safety measures, and support from occupational safety specialists and workplace physicians must be provided in accordance with legal processes. Suppliers are assessed on their ability to communicate risks to employees and to implement identified control measures. Risk assessments must cover all jobs within the work area, identifying acceptable control measures to ensure safety.

Risk and severity are assessed in the distribution business unit using tools such as the **Kraljic Matrix**. This matrix **allows materials and suppliers to be categorized according to market complexity and risk and helps to determine the most appropriate purchasing strategies**. Engaging with stakeholders is essential for enhancing the effectiveness of supply chain processes. We regularly visit high-turnover suppliers in distribution purchasing to discuss market conditions and contractual clauses. The insights gained from these discussions are integrated into our Kraljic Matrix risk analyses, allowing us to assess and improve process efficiency.

While applying the Kraljic Matrix in planned materials, risks in the domestic and global markets for the period of 2024 were identified and strategies were created against these risks. The supply continuity risks identified at the beginning of 2024, disasters, risks in the energy sector, political processes and risks related to the effects of climate change were included in the supply plans with the Kraljic Matrix. Strategies were created to ensure supply security against these risks.

In customer solutions business unit procurement processes, the audit process to ensure suppliers' compliance with environmental policies and health and safety plans continued in 2024.

Enerjisa Kraljic Matrix

High

Risk Effect

Bottleneck Items
- **27** Material Groups
- **60** Suppliers
- **1.64%** of Purchases

Strategic Items
- **5** Material Groups
- **15** Suppliers
- **16.95%** of Purchases

Non-critical Items
- **39** Material Groups
- **220** Suppliers
- **8.62%** of Purchases

Leverage Items
- **9** Material Groups
- **60** Suppliers
- **71.53%** of Purchases

Low   Procurement Turnover   High
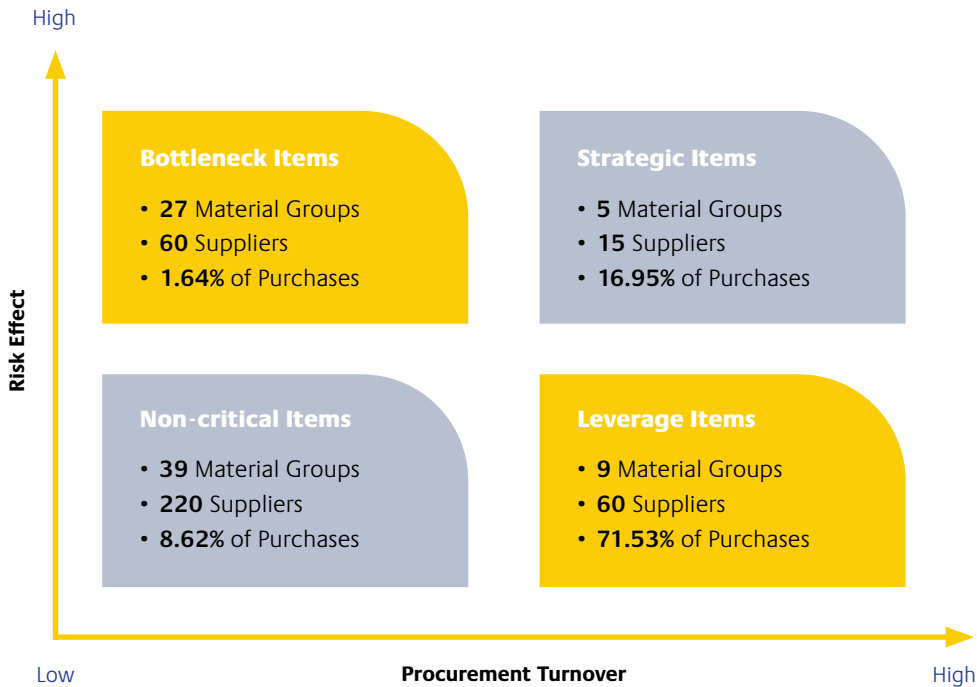
Kraljic Matrix, also known as the **Kraljic model**, is applied in the planned material management of our supply chain. The matrix is utilized to assess the complexity and risk of the supply market, as well as the significance of suppliers in terms of their impact on the Company's profitability. This tool enables the Company to define the most appropriate purchasing, planning, and inventory strategies for each materials purchasing category or supplier.

Responsible Supply Chain Project

As part of the Customer Solutions business unit within Enerjisa, we launched the implementation of our previously developed Supply Chain Management System (SCMS) in 2024 and activated the related processes for field operations. To enhance the system's functionality on the ground and evaluate its effectiveness, we conducted both remote and on-site pilot audits across various suppliers. These audits aimed to prevent compliance risks such as child labor and forced labor, to implement sustainability principles in practice, and to ensure alignment with ethical and legal standards.

To support the effective implementation and continuous improvement of the SCMS, we established a dedicated committee composed of representatives from relevant expert units. This committee includes members from Procurement, Credit Risk, Finance, People and Culture, Labor Relations, Legal, Compliance, Technical (Analysis, Project Implementation, Maintenance), Sustainability, and Environmental and Safety Systems (EHS). Throughout 2024, we focused on strengthening the system's applicability in the field, expanding monitoring processes, and implementing improvements to enhance its long-term sustainability.

As part of our Responsible Supply Chain Project, we have assessed five existing and potential suppliers in 2024. We conducted a comprehensive review of their own operations as well as their supply networks up to Tier-5, examining material list documents that detail which suppliers and locations provide semi-finished products. Through on-site audits, we evaluated social compliance, employee rights, and occupational health and safety practices. Based on the findings, we communicated corrective and preventive actions to the respective companies. These steps are designed to assist firms in making their operations more sustainable and ethical. This process marks a significant step towards achieving our responsible supply chain goals.

Our Enerjisa Customer Solutions introduces its new criteria, which it takes as a reference in the field of sustainability, to its suppliers with the new Supply Chain Management System and organizes awareness activities.

In addition, the "Sustainability Supplier Selection Criteria Form" application has been implemented in our retail purchasing business unit to evaluate our suppliers in terms of issues such as labor and human rights, diversity, equality and inclusiveness; product safety and quality, environment, occupational health and safety and compliance, which are considered important in terms of sustainability for 2024. In addition, the title of sustainability has been added to the supplier evaluation form, which is carried out as a standard procedure at the end of the year, and our suppliers have started to be evaluated in this regard as well.

Enerjisa's Infrastructure Investments

Our strategic investment planning approach prioritizes customer equity and ensures that both customer interests and the public good are considered in all our investments.

Our investment plans are designed to establish a sustainable, eco-friendly, efficient, and cost-effective distribution network that meets regulatory quality standards and delivers the highest level of service to our customers. To achieve this, we prepare short-, medium-, and long-term investment plans and conduct master planning studies to ensure grid supply security. We structure our energy infrastructure investments through detailed analysis of the network's current state, considering factors such as future urban development, industrial growth, natural disaster risks, and construction dynamics.

We maintain continuous collaboration with local authorities and public institutions to ensure they are equipped to meet customer needs. During infrastructure maintenance and upgrades, we strictly comply with all national and local standards to prioritize safety and security. We ensure that temporary outages, traffic disruptions, and environmental noise during operations are minimized through transparent and accountable processes that protect public perception.

Our business model is based on a win-win approach, where we see our partners as integral to our success. Our strategic planning prioritizes equity and considers both customer and public interest.

Our lighting investments enhance safety, while our new energy demand projects ensure uninterrupted supply. We support local employment and contribute to regional economic activity through supply chain effects. Our investments also provide critical support to production and logistics firms, ensuring energy continuity for industries vital to the national economy.

Following natural disasters, we act swiftly to restore energy infrastructure, supporting regional recovery efforts. Our distribution network investments span multiple categories, including meeting energy demand, supply continuity and technical quality, grid redundancy and ring systems, lighting facilities, grid renewal and improvements, voltage conversions, and projects aligned with public sector investments.

We also make technological investments. Grid remote monitoring and control systems such as SCADA, IT/OT investments, and compensation investments to minimize losses are among the environmentally friendly and modern projects prioritizing efficiency and sustainability. In this context, our Company's 2024 distribution investments amounted to TL 13.1 billion.

Customer Focus and Satisfaction

Serving approximately 10.8 million customers and a population of 22 million through physical, digital, and remote channels, we are committed to addressing customer needs promptly and efficiently.

At Enerjisa Enerji, we embrace a comprehensive and strategic approach to enhance customer satisfaction and continuously improve service quality. In 2024, we expanded our customer interaction channels to better understand customer needs, offer tailored services, and deliver swift solutions. Our omnichannel communication infrastructure enables customers to easily share their requests and feedback, thereby strengthening the overall customer experience.

Our Customer Solution Center focuses on integrating digital platforms to simplify application processes and enhance customer satisfaction.

We continuously improve our mobile applications and online services to boost user experience and accessibility, and we are increasing the adoption of digital channels year over year. We actively monitor real-time feedback to refine our processes and drive continuous improvement across the organization.

We recognize the value of our customers' time. By offering an extensive communication network, we ensure they can reach us through the channel that suits them best.

Customers can submit requests and complaints through various channels, including our 24/7 call center, email, registered email (KEP), WhatsApp, SMS, telephone, and IVR robots.

We proudly serve approximately 10.8 million customers and a population of 22 million via physical, digital, and remote channels, committed to responding to their needs promptly and efficiently. In 2024 alone, our call center handled approximately 21.8 million calls.

This flexibility allows customers to choose the communication method that works best for them while enabling us to collect valuable insights.

We ensure that all feedback is reviewed carefully and that responses are delivered promptly through the customer's preferred channel. By continuously improving our communication channels and service processes, we strive not only to meet but to exceed expectations, ensuring every interaction with Enerjisa is positive and effective.

Our Customer Experience teams work closely with both internal stakeholders and customers to enhance every interaction. By gathering insights through surveys, feedback forms, and focus groups, we align with customer expectations and shape our action plans accordingly. We manage the customer journey across five core pathways, each designed to maximize service quality and satisfaction at every touchpoint.

Enerjisa Customer Experience Journeys

Sales Journey	Moving Journey	Application and Request Management Journey	Journey from Meter to Payment
The Sales Journey covers the entire sales process from pre-sales to invoicing, focusing on service quality and satisfaction metrics.	The Migration Journey maps subscription, moving and subscription cancelling experiences to improve processes based on customer needs, Involving cross-functional teams.	The Application and Request Management Journey involves Managing customer requests, solutions, and satisfaction measurement while handling market research.	The Journey from Meter to Payment analyzes the end-to-end processes from meter reading to payment, ensuring customer satisfaction at every touchpoint, including scenarios beyond payment.

In 2024, we demonstrated our commitment to exceptional service and timely resolutions by achieving a Service Level Agreement (SLA) for the application process of 98.28%.

Streamlining the Digital Application Journey

Through our system improvement project, we have significantly enhanced the functionality of our Online Service Center and Mobile Application, transforming the digital application journey. With the redesigned interface, our customers can now submit a broader range of requests through these channels and benefit from transparent tracking of their application status. For completed requests, we provide easy access to responses, enabling customers to view and download them, thus ensuring greater transparency and accessibility.

Our Customer Solution Center diligently monitors and manages all requests, complaints, and information inquiries received through various communication channels, ensuring timely and effective responses via the customer's preferred channel. By recording applications in our SAP-CRM system and forwarding them directly to the relevant department, we ensure that issues are addressed promptly and that resolutions are communicated efficiently.

In 2024, we achieved a Service Level Agreement (SLA) completion rate of 99.28% for the application process, demonstrating our strong commitment to delivering timely and exceptional service. This impressive figure reflects our overall success in completing customer requests on time.

Specifically, we recorded a 99.14% completion rate for non-billing-related applications and a remarkable 99.42% for billing-related dispute applications.

Expanding Service Channels and Innovations

At Enerjisa, we have taken the necessary steps to increase customer satisfaction in our retail and distribution operations. Our main service channels include:

- Physical Channels: 39 Enerjisa Customer Service Centers, 69 Enerjisa Transaction Centers, 131 User Service Centers and 10 Mobile Service Vehicles.

- Digital Channels: Online Service Center (OHM), web, mobile platforms, and e-Government. For Distribution; Web Sites, WhatsApp, Chatbot, Mobile 186, Social Media

- Remote Service Channels: 24/7 call centers and tele-sales methods.

We introduced several innovations to enhance our call center operations and customer interactions. We successfully completed the Call Center first surveillance audit of ISO 18295-2, demonstrating our commitment to high industry standards and the quality of our services. Additionally, new categories and detailed descriptions were added to the Distribution Website.

The Online Transactions menu was simplified, allowing customers to repeat their applications from the last six months, making the process more convenient.

Additionally, Enerjisa Enerji holds several ISO certifications, including:

- **ISO 9001** - Quality Management System

- **ISO 10002** - Customer Satisfaction Management System

- **ISO 27001** - Information Security Management System

- **ISO 18295-2** - Customer Contact Center Management System.

We have increased the number of licenses for the Voice Analysis Program to enhance call center operations. We launched the Solution Center Case project to streamline the management of customer requests and introduced the Knowledge Base Smart Question module to improve our ability to provide fast and accurate information to customers. Enhancements were made in customer representative performance measurements, review of complaint and thank you records, and maintenance and repair.

We also focused on developing instant communication processes with SCADA (Supervisory Control and Data Acquisition) and analyzing CSAT representatives.

Additionally, Experience Ambassadors actively engage in communication activities in the field to promote customer experience awareness.

Retail Operations and Technological Advancements

In our retail operations, we successfully completed external audits conducted by TUV-NORD under the Quality Management System (QMS), reaffirming the high standards of our processes. We enhanced the efficiency and accuracy of change management by digitalizing the process through the Seatech application. Migrating our performance management system to a digital platform has enabled us to monitor and continuously improve our service delivery. To provide faster and more effective solutions to customer requests, we launched the Solution Center V2 project.

We also implemented the Registered Data Storage (KVS) system, ensuring customer applications are handled securely and efficiently. Furthermore, with the launch of our Digital Assistant project in May 2024, we automated IVR (Interactive Voice Response) operations, reducing the need for manual intervention and significantly accelerating service delivery.

In 2024, we further enhanced customer convenience by renewing the Retail Mobile Application, which allows customers to reach us through physical, remote and digital channels.

Enhancing Customer Convenience

Our customers can reach us through:

- **Physical Channels**
  MHM - Customer Services Centre
  EIM - Enerjisa Transaction Centre

- **Remote Channels**
  Call Center

- **Digital Channels**
  Online Services Center and
  Mobile Application

We respond to requests through these channels via telephone, letter, KEP, correspondence KEP, or digital return channels such as e-mail, SMS, and IVR Robot (Manual), ensuring swift and personalized responses that align with customer preferences.

In addition, the project "Legal Case" was integrated to the CRM system in 2024. This development enables us to get opinion from the Legal department during the examination process of the customer application and responding to the customer with the same application number.

And with the other project **"Digital Assistant"** we enabled the process of receiving applications from IVR system, examining them with Robotic Proceses and again responding to them via IVR.

Moreover, in 2023, we integrated the Envision application with SAP CRM, allowing seamless digital handling of application responses and approval stages. This integration enables us to automatically add responses to the customer application in CRM, expediting the closure process. The Solution Centre 2.0 project further enhances this process by ensuring the entire process is completed if information is requested from different departments after the application is registered. The response is sent to the customer without breaking the connection with the initial application number.

CRM Integration and Voice Recognition

In 2023 we conducted CRM integration project for Application Returns Requiring Legal Opinion that went live the following year, enabling smoother and faster processing of these refunds. With improvements in the Voice Recognition and Analysis project, we can effectively monitor customers' and employees' emotional states, call trends, and content using artificial intelligence, which helps us better understand and respond to customer needs. When customers contact our call center, our voice response system can instantly identify issues and resolve calls over IVR without needing an agent speeding up the resolution process and increasing customer satisfaction

by providing fast solutions. In addition, the voice response system can recognize customers needing e-archive approval and provide approval without connecting to a customer representative, thus making the process easier.

Finally, with the User-Friendly CRM project, the SAP-CRM screens used by our customer representatives were transformed. This transformation increased the efficiency and effectiveness of our customer services by enabling our representatives to access the correct information quickly.

(Supervisory Control and Data Acquisition) and analyzing CSAT representatives. Additionally, Experience Ambassadors actively engage in communication activities in the field to promote customer experience awareness.

Distribution Operations and Customer Satisfaction

Thanks to our end-to-end customer satisfaction model, we took the necessary steps toward increasing customer satisfaction in our distribution operations. This model enables us to measure customer satisfaction in 22 processes, including breakdowns, lighting, damage, and switching.

By collecting comprehensive feedback, we gain valuable insights into our performance and identify areas for improvement.

We also create detailed customer journey maps to improve the customer experience.

Our customer satisfaction efforts are based on quantitative measurements, of which the Customer Satisfaction Survey (CSAT) and Net Promoter Score (NPS) play an important role. These metrics guide us in adapting to customer expectations while improving our services.

Our CSAT surveys, provide us with real-time insights into our operations and customer touchpoints. These surveys use a 1-5 scale to gauge satisfaction levels immediately following an interaction, allowing us to monitor and respond to customer needs promptly. Meanwhile, the NPS surveys, conducted by an independent research firm, have been instrumental in collecting in-depth customer feedback through live interviews with open-ended questions. This method provides us with qualitative data highlighting customer sentiments, preferences, and areas needing improvement.

The success of these NPS surveys reassures us of the effectiveness of this method in understanding customer perceptions and emotions, thus enabling us to make informed decisions.

Our satisfaction measurement system, implemented over the years, is a testament to our commitment to continuously improving our processes and customer journey maps from a customer-centric perspective. In 2018, we introduced an end-to-end model that measures customer satisfaction on a journey basis, further solidifying our continuous improvement efforts. This model evaluates each step of the customer's journey, from initial contact to issue resolution, ensuring a comprehensive understanding of customer experiences.

In 2024, our customer satisfaction measurement system tracks customer satisfaction in real time across 47 customer touchpoints, including face-to-face interactions at service centers, phone calls and digital channels such as mobile apps and websites. This comprehensive approach allows us to assess customer interactions from a holistic perspective and quickly identify areas for improvement.

Throughout 2024, we collected more than 660,000 pieces of customer feedback annually through our customer experience measurement system. We analyzed this data to identify priority issues and improve customer communication processes. Each piece of feedback was rigorously reviewed to identify patterns and trends that point to systemic issues or highlight exceptional service areas.

In addition, the NPS, measured by an independent research company, is conducted annually with more than 24,000 customers and our satisfaction levels have consistently increased. This increase is a testament to our ongoing efforts to improve our services and proactively resolve customer issues.

We are working to measure and improve customer satisfaction with similar rigor in our distribution operations. We carefully identify key touchpoints for CSAT measurement and collaborate with stakeholders, including senior management and front-line staff, to ensure accurate and effective feedback. We carefully design the question structure, methodology, quota, rule set, and timing of surveys and set service standards at the time of the experience. For instance, survey timing is optimized to reach customers when their experience is fresh, typically within 24 hours of the interaction. By analyzing the data from previous surveys, we identify the components of the CSAT load list that deliver successful results. This data-driven approach allows us to determine the minimum monthly sample size needed for a statistically valid representation. Our analysis considers response rates, demographic diversity, and transaction types to ensure our samples are representative. When commissioning a new survey, we determine the minimum number of successful surveys per day necessary to ensure representativeness based on transaction data.

This precise approach ensures that our data collection methods are statistically sound and reliable. Thanks to these efforts, we have consistently achieved higher customer satisfaction rates in the retail and distribution sectors.

Seven quantitative and three qualitative market research studies were conducted in 2024. Customer call records were analyzed every month, and identified pain points and suggestions for improvement were shared with the relevant teams. CSAT survey results are reported to business units monthly and mid-month. This timely reporting provides our teams with actionable insights and lets us quickly improve our service delivery. Reports include detailed customer feedback analyses, identifying strengths and areas needing improvement.

Through these comprehensive and strategic efforts, customer satisfaction is central to our operations, enabling us to build lasting customer relationships through superior service. Our continuous feedback loop, involving all stakeholders through the Customer Experience Committee, ensures that senior management is directly involved in customer satisfaction initiatives, fostering a culture of excellence and accountability throughout the organization.
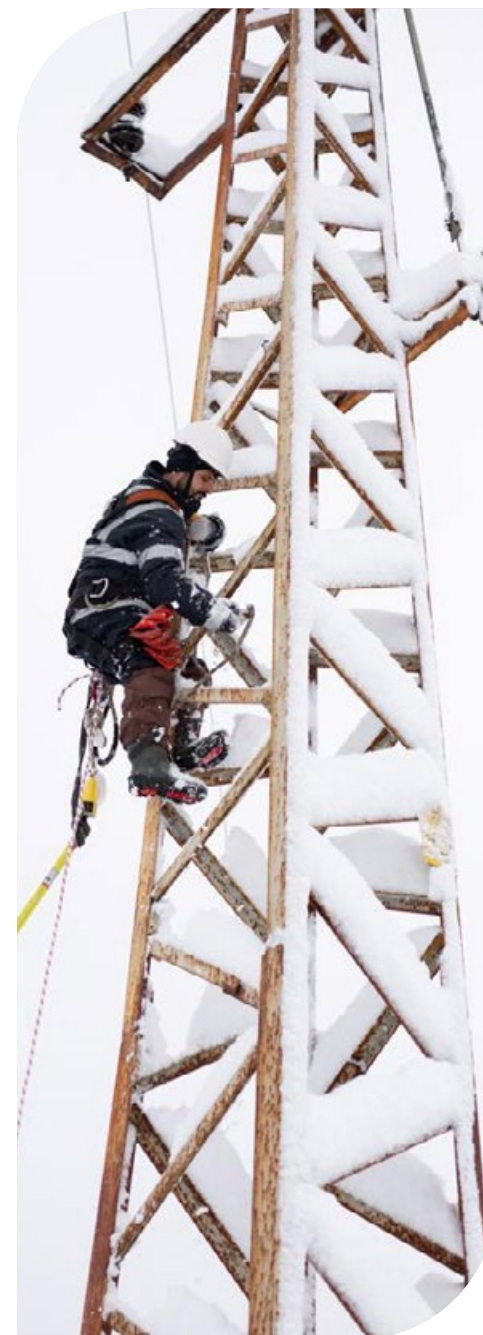
Our Net Promoter Score (NPS) is measured by an independent research company. Over 24,000 customers are reached annually for the NPS measurement. Thanks to initiatives to improve the customer experience, the satisfaction level in the Company Customer Satisfaction Survey and Net Promoter Score is on an upward trend in 2024. In 2024, our NPS score was 47, up 17% year-on-year.

Projects Implemented in Distribution Regions in 2024

1. WhatsApp - Chatbot Integration

The ChatVolt bot, integrated into our WhatsApp lines, was launched to offer customers faster and more practical solutions. Through this bot, many electricity-related transactions can be handled easily.

With ChatVolt, customers can inquire about power outages and scheduled interruptions, report faults or lighting issues (via full address, installation information, or WhatsApp location sharing), and obtain detailed updates on the status of their requests made through all channels. Additionally, it offers informative content and guidance for other inquiries, enhancing the accessibility and efficiency of our services.

This innovation, which automates application processes and improves operational efficiency, enabled approximately 66.4% of nearly 13,000 conversations in 2024 to be handled by the bot without the need for live support.

2. WhatsApp - Chatbot Integration

Through digital announcement management, real-time and scheduled power outage notifications are handled digitally based on address selection rather than manual readings. Professionally recorded voice announcements ensure a fast and error-free notification process.

A district-based selection system was implemented to allow customers to listen only to power outage information relevant to their own districts. As a result of this project, the time required to activate outage announcements through the system was reduced from 8 minutes to 2 minutes, significantly increasing process efficiency.

3. Digital Application Form

To enhance customer satisfaction, a digital application form was introduced in place of physical request forms previously used at service points. This initiative stands as a good practice example in terms of sustainability, aiming to improve customer experience by accelerating transaction processes through digitalization. At the same time, it contributes to environmental sustainability by reducing paper usage and enhances operational efficiency. Through this initiative, the waste of approximately 56,000 physical forms has been prevented.

4. From IVR to Digital Project

The "From IVR to Digital" project was designed to redirect customers to digital channels during peak times in the call center. Customers were guided through announcements and SMS messages that included links to our website. The project aimed to promote the digitalization of service processes and enhance customer satisfaction.

Customer Satisfaction Metrics	2023	2024
Net Promoter Score (NPS), - 100 to +100	40	47
Customer Satisfaction Score (CSAT), out of 5	Retail: 4.47 Distribution: 4.03	Retail: 4.53 Distribution: 4.12
Operator Call Answer Rate in Queue, (%)	Retail: 99.82% Distribution: 95.46%	Retail: 99.82% Distribution: 98.91%
Number of Calls in Operator Queue, (million)	Retail: 2.3 Distribution: 12.8	Retail: 2.3 Distribution: 11.9
Call Answering Speed, (seconds)	Retail: 3.0 Distribution: 7.1	Retail: 3.0 Distribution: 3.2
IVR Responded Calls, (million)	Retail: 4.8 Distribution: 10.6	Retail: 4.8 Distribution: 9.9
Call Center Average Response Time, (seconds)	Retail: 226 Distribution: 184	Retail: 226 Distribution: 165

By reducing call volumes, the project enabled a greater number of customers to be directed to our digital platforms, decreasing waiting times and contributing positively to the overall customer experience.

Launched in 2023 and implemented for the first time across Enerjisa Distribution Companies, this project continued throughout 2024. During high-traffic periods in call centers, customers were redirected to digital channels, which in turn improved Call Center KPIs such as Service Level (SL) and Answer Rate (AR). In 2024, approximately 20,000 customers were successfully redirected to the website.

5. "Manşet" (Headline) Project

The Manşet Project enhanced user experience by consolidating the most frequently used fields of the CRM-Fiori interface onto a single page. This improvement made the Fiori screens more user-friendly, accessible, and practical, with the ultimate goal of increasing customer satisfaction. Furthermore, this development had a positive impact on critical Call Center KPIs, particularly Service Level (SL) and Answer Rate (AR). The project also delivered operational efficiency gains in several key areas such as average handling time, reporting, quality management, reduction of erroneous records, and the dummy recipient rate. Notably, the average call handling time was reduced by 15%.

Data Security and Privacy

In accordance with our information security management policy and the ISO 27001 standard, we guarantee the accessibility, confidentiality, and integrity of the data we manage.

At Enerjisa Energy, data security and protection of personal data are fundamental principles that we adopt without compromise. Accordingly, ensuring and protecting the confidentiality of our customers', employees', and all other stakeholders' data is among our top responsibilities, and we meticulously comply with internationally recognized standards in this area.

By prioritizing customer confidentiality, we enhance trust and loyalty; with robust data protection policies, we provide effective protection not only against economic losses but also against reputational damages that can be caused by data breaches. To ensure the security of all information assets, we implement a comprehensive approach based on responsible business practices.

Enerjisa has an Information Security Management Policy published on the Enerjisa and Enerjisa Investor Relations websites. With our strong privacy and security policies, we aim not only to protect the privacy right of individuals, which is a fundamental human right but also to safeguard and enhance our company's reliability, sustainability, reputation, and economic value by securing the data of our employees, customers, investors, and all other stakeholders.

Our privacy practices help individuals express themselves freely while contributing to the protection of the privacy right. With solid policies concerning data security, we support human rights protection. While maintaining this approach, we do not overlook data security principles in our investments in digital solutions and technological advancements, adopting a balanced approach that encourages innovation. In this regard, we develop innovative solutions through our intrapreneurship program NAR and our collaborations within the entrepreneurship ecosystem.

Potential risks of data breaches can arise within the scope of our company's activities and business relationships. In line with the obligations brought by the Personal Data Protection Law No. 6698, we apply the necessary technical and administrative measures to mitigate this risk; at the same time, we consistently develop these measures, adopting a proactive approach in data security. Among these measures are ensuring employees comply with policies and procedures, providing regular awareness training, creating authorization matrices, and applying strong cybersecurity protections. Additionally, while ensuring that data transfers are conducted with appropriate security controls, we carry out supportive practices such as regular training and awareness initiatives for employees involved in the relevant processes.

At Enerjisa, we view all the information we collect and process as critical assets for our company and stakeholders, managing our data meticulously in compliance with legislation and our relevant Policies. We implement robust measures to protect the confidentiality, integrity, and availability of our information systems, which are the fundamental elements of our information security strategy. We place great importance on the protection of these assets through an effective Corporate Information Security Management System guided by the ISO/IEC 27001 Information Security Management System standard. This commitment has enabled us, along with our distribution and retail companies, to earn the ISO 27001 certification following audits conducted by accredited organizations. Furthermore, our distribution and retail companies have underscored our commitment to maintaining high standards by obtaining the ISO 20000 Information Technology Service Management System and ISO 22301 Business Continuity Management System certifications.

We are aware that the digitization process requires a higher level of sensitivity concerning data security. Therefore, we address data security with a holistic approach by rigorously implementing the procedures specified in our corporate policy and guidelines.

During remote working processes, our employees securely access corporate networks via a special VPN. Third-party employees are granted only read-only access; this access is provided through virtual desktop applications protected by two-factor authentication. These measures contribute to the protection of the environments in which customer data is stored and processed, while also supporting the sustainability of the information security certifications we hold. The primary objective of our Corporate Information Security approach is to ensure the confidentiality, integrity, and accessibility of data in full compliance with our information security management policy and ISO 27001 standard.

We comply with all relevant regulations and standards, including the Cybersecurity Law, Electricity Market License Regulation, Regulation on Information Security in Industrial Control Systems Used in the Energy Sector, Regulation on Cybersecurity Competence Model in the Energy Sector, and the Call Center Service Quality Standards for Electricity Distribution Companies and Responsible Supply Companies.Enerjisa, as stated in the Enerjisa Business Ethics Rules (ENETİK 2.0), commits to processing personal data, including data received from our customers, in accordance with legal requirements.

To support this commitment, we have developed a Policy on the Processing and Protection of Personal Data. The Enerjisa Energy Personal Data Retention and Destruction Procedure and the KVKK Technical Measures Evaluation Procedure are tools we use to ensure our business processes remain compliant with the relevant legislation.

In our retail companies, various procedures and commitments to ensure data security are meticulously implemented. In this context, processes like the Personal Data Protection and Processing Procedure, Sensitive Personal Data Protection and Processing Procedure, Personal Data Retention and Destruction Procedure, and Data Transfer Procedure are activated. These procedures are periodically reviewed and updated according to the current regulations in the relevant legislation.

Similar data security procedures are followed in our distribution companies. In addition to core processes such as Personal Data Protection and Processing, Personal Data Retention and Destruction Procedure, and Sensitive Personal Data Protection and Processing Procedure, the Personal Data Processing Inventory and the Procedure for Updating Disclosure and Explicit Consent Texts are also considered.

Furthermore, additional measures, such as the KVKK Related Person Assignment Procedure, Document and Communication Management Procedure, Related Person Application Form, Data Subject Application Process Procedure, Cookie Usage Procedure, and Data Transfer Procedure are also in place. The Management Procedure for Explicit Consent Preference Change and the Sensitive Personal Data Protection and Processing Procedure are among the processes emphasized in this context. To ensure the highest level of data security in our companies, all relevant procedures are reviewed and updated at specific intervals according to legislative changes, operational needs, and process requirements. Thanks to this systematic approach, the effectiveness of our applications in the field of data security and legal compliance is continuously maintained.

Within Eşarj, as a charge network operator, all processes related to information security are conducted under Article 18 of the Charging Service Regulation.

In this context, the confidentiality, integrity, accessibility, and security of all data made available to and transmitted to the Institution are ensured; data obtained within the scope of the charging service is securely stored for at least five years as required by legislation. Necessary technical and administrative measures are applied to prevent unauthorized access; data transfer processes are managed based on the data communication protocols and methods determined by the EPDK.

At Enerjisa Energy, we ensure that technical and administrative measures related to information security and operational processes are carried out by our Cybersecurity Group Management team within the IT and Digital Business Management Department.

We provide the necessary support to meet information security requirements and fulfill these duties. Recognizing data as a valuable asset, we meticulously implement the steps and activities specified in our company policies, adhering to all applicable rules and regulations, to ensure the highest level of security and confidentiality of our customers', employees', partners', and all other stakeholders' information. We implement necessary technological and administrative controls at every point where data is obtained, processed, transmitted, and stored. We process only the data required for business purposes, limiting access to authorized personnel only, considering the confidentiality level of the data.

Our information security management system is implemented across all operational processes with a clear risk management strategy based on global and sectoral best practices, following information security policies, procedures, instructions, standards, frameworks, and guides. We make the relevant documentation accessible to all employees and share it through our document management system. We use information security documentation to manage information security risks and ensure the proper protection of data.

Our employees are responsible for adhering to the confidentiality obligations outlined in the Information Security Management Policy and related procedures, even after leaving the Company, regarding any confidential information obtained during their tenure.
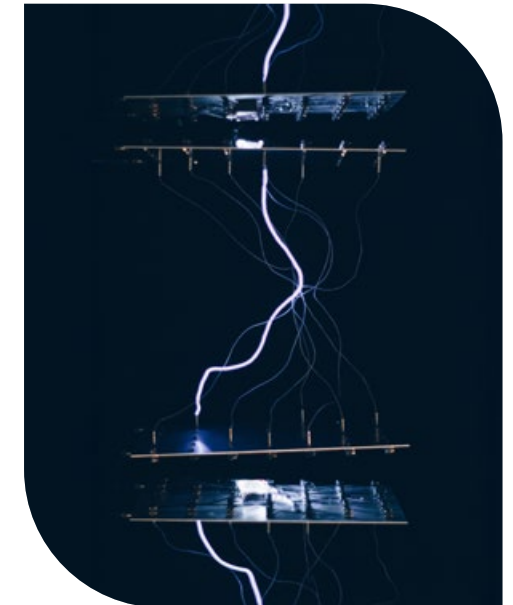
As a data controller under the Personal Data Protection Law (KVKK), we take the necessary steps to ensure the personal data we receive verbally, in writing, or electronically from various sources, including headquarters, regional offices, customers, dealers, websites, and call centers, is processed in compliance with the relevant legislation. In situations where none of the personal data processing conditions listed in Article 5 of the Personal Data Protection Law are present, we inform involved individuals and obtain their explicit consent before starting processing activities. Our business units securely store the personal data they process both in electronic systems and in physical environments used for daily operational activities. All data storage processes are supported by technical and administrative controls to prevent unauthorized access.

To ensure legally compliant data processing, we communicate with involved individuals through various channels and provide disclosure texts containing the processing purposes, security measures taken, rights of the involved individuals, and application channels. In the processing of personal data, explicit consent is obtained from involved individuals when required by the conditions in Articles 5 and 6 of Law No. 6698, and this process is conducted transparently before data processing. In special cases such as overseas data transfers and processing of sensitive personal data, the current regulations set forth in the relevant legislation are followed.

The security of personal data is one of our top priorities as a data controller. We create, update, and implement necessary and appropriate technical and administrative security measures to protect sensitive data from unauthorized access, misuse, loss, and disclosure by developing policies and procedures related to personal data security in accordance with existing legislation. Personal data transmitted over our website or already present in our system within the scope of the delivery of our products and services is processed under the data processing conditions specified in Articles 5 and 6 of Law No. 6698 and shared with third parties only as required by relevant legislation, obtaining explicit consent when necessary. In our data transfer processes, the duty to inform is fulfilled; transparent and informed consent is obtained from involved individuals when explicit consent is required. Whether explicit consent is necessary is determined by our legal teams based on Article 5 of KVKK. We take all possible measures to protect data entered by our customers on our website against unauthorized access. We ensure the highest level of availability for our system and access infrastructure to protect the confidentiality of our customers' personal information.

Under Article 7 of KVKK, personal data is deleted, destroyed, or anonymized once the usage purpose is completed, and the legally permitted storage period expires. When necessary to provide certain services, we cooperate with other companies. We ensure these companies comply with our terms and conditions and security principles.

We give precedence to ensuring that data processors we collaborate with prioritize information security and act responsibly in this regard. In this context, we include regulations in contracts established with relevant parties that secure the implementation of technical and administrative measures for the protection of personal data. Data processors take necessary legal measures only on behalf of Enerjisa Energy and in accordance with Enerjisa Energy's instructions, as well as the obligations defined in the relevant legislation and the provisions of the contracts they sign. We adhere to the rights of individuals whose personal data is processed, as set forth in Article 11 of KVKK, and share these rights with our customers through disclosure texts. We respond to requests from our customers by examining the system logs and customer documents within the necessary time frame.

We remind our customers that they can contact us through the communication channels listed in our disclosure texts to exercise their rights related to the processing of their personal data.

Strengthening the corporate information security culture is just as important as effectively implementing technical and administrative measures for personal data protection. In this context, in 2024, comprehensive and highly participatory information security training programs for employees were implemented. In addition to KVKK, information security trainings in 2024 were also comprehensive and widely participatory.

The Information Security Interactive Training and exam were conducted through EnAcademy, with 5,358 participants completing a total of 7,853 hours of online training.

Additionally, Phishing and Ransomware Attack Awareness Training provided the participation of 83 individuals completing 55 hours of specialized training aimed at improving their understanding and responses to such threats. Periodic phishing exercises are conducted in addition to these trainings.

Our Cybersecurity Group Management team possesses a Cyber Incident Response Team responsible for addressing incidents that negatively affect our information or industrial control systems and interfere with regular business operations, regardless of whether they originate from software, hardware, or human error.

As part of our incident management procedure, we investigate issues such as malware, phishing attacks, unauthorized access, cyberattacks, and data leaks. We continuously monitor our company's applications, systems, and access components using recognized monitoring and detection techniques in the information security industry. During monitoring, we ensure incidents detected are investigated, necessary actions are taken, and issues are effectively resolved.

We work collaboratively with the KVK Board of our company to determine what types of data should be monitored and track them through our data leak prevention system. If a data transfer appears unrelated to business needs, we promptly contact the responsible person with the knowledge of their manager to investigate the reason for the transfer. Managers also receive automatic notifications to inform them about data exits involving their team members.

The Cybersecurity Group Management Team monitors technological developments and vulnerabilities worldwide through cybersecurity intelligence services. We create a secure development lifecycle, conduct annual penetration tests by independent teams, and guarantee the security of our company's applications and services.

Furthermore, we carry out source code analysis, maturity assessments, and vulnerability scans. During these reviews, the Cybersecurity Group Management Team examines, tracks, and makes recommendations regarding identified flaws. We inform all employees, including contractors and outsourced workers, about appropriate methods for reporting any information security incidents or vulnerabilities that may lead to incidents.

We also send frequent notifications about these channels. The process document defining the steps to be taken following the notification is reviewed and enforced periodically.

Additionally, one clause in the Information Security Awareness Declaration signed with third-party suppliers and vendors requires them to alert us in the event of any data security issue. Enerjisa Energy has not identified any verified complaints regarding customer privacy violations or data loss.

We are proud of receiving no adverse feedback regarding the effectiveness of the security measures and processes we implement to protect and ensure the confidentiality of our customers' data.

Impact for Planet

ENERJİSA
Energy of Türkiye

Our Approach to Environmental Management

Our vision is to advance the transition to a low-carbon economy by implementing strategic energy efficiency measures and promoting the adoption of renewable energy technologies.

Enerjisa Enerji is committed to creating a sustainable impact on our planet through innovative energy solutions, efficient resource management, and a steadfast dedication to reducing our environmental footprint. Our vision is to drive progress towards a low-carbon economy by implementing strategic energy efficiency measures and embracing renewable energy technologies. We are actively reducing greenhouse gas emissions, targeting a 30% reduction in Scope 1 and Scope 2 emissions by 2030 compared to the base-line year 2021.

Our initiatives, including the transition to hybrid and electric vehicles in our fleet and optimization of energy consumption in our operations, exemplify our proactive environmental stewardship. Another target we have as Enerjisa is to reduce the emission intensity of sold electricity related to our Scope 3 emissions by 40% by 2030 compared to the baseline year of 2021. We aim to reach this target by extension of renewable counterparty portfolio and resource diversification accompanied by renewable energy sales strategy and efforts.

In addition to mitigating emissions, we prioritize biodiversity conservation by assessing and minimizing the impact of our operations on ecosystems and habitats.

We work in collaboration with NGOs to protect sensitive bird species and implement mitigation measures to reduce bird-related power outages and prevent collisions and electrocutions on our electricity network. We collaborate with NGOs to protect sensitive species and implement measures to prevent bird-induced outages on our power lines.

Our water management strategies focus on reducing consumption and improving efficiency, with a goal to decrease water usage by 1.53% by the end of 2025. Through our circular economy approach, we aim to eliminate waste and enhance recycling efforts, targeting Zero Waste certification across all our locations by 2030.

By integrating these sustainability practices into our core business operations, Enerjisa Enerji is committed to making a meaningful impact on the planet and contributing to a more sustainable future for generations to come. Within our Working Groups on Biodiversity, Circular Economy, Scope 1, 2 and 3 Emissions, we continue to carry out trainings, workshops, and various activities to support our environmental management approach.

Total Number of People Trained*

622

Total Training Hours*

1,155

Training Hours per Person*

1.97

* Sustainability and Environment Trainings

Emissions

While supporting our customers in reducing their energy costs, we also play a key role in helping them lower the carbon footprint associated with their energy consumption.

As the challenges posed by climate change continue to intensify, companies around the world have a critical responsibility in mitigating its impacts. As one of the leading players in the energy sector, we are fully aware of this responsibility and are committed to carefully managing our greenhouse gas emissions and air pollutants. Our commitment goes beyond merely complying with regulations - we proactively take action to protect the environment and promote sustainable growth. Our approach to emissions management is built on a comprehensive understanding of the economic, environmental, and social impacts of our operations. Our strategic policies and actions are shaped by this understanding, as we work towards a more sustainable future.

At the core of our responsible corporate practices lies the assessment of the economic, environmental, and human rights impacts of greenhouse gas emissions. We align our efforts with international standards as we strive to advance our environmental sustainability and social responsibility goals. Through our distribution business unit, we lead initiatives to reduce grid energy losses and operational emissions by implementing operational energy efficiency projects.

These efforts not only generate significant positive environmental impacts but also enhance overall energy efficiency across various sectors.

Our total direct and indirect CO_2e emissions (scope 1, 2 &3) for 2024 added up to 22,790,763 tCO_2e. Approximately 0.2% were direct Scope 1 emissions, 6.8% were energy-related indirect Scope 2 emissions and 93% were indirect Scope 3 emissions.

In 2024, we released 40,314 metric tonnes of carbon emissions under Scope 1. Our Scope 2 emissions, which include distribution losses, were 1,555,398 metric tonnes. Our Scope 3 emissions, which include emissions from electricity provided to customers, were 21,195,052 metric tonnes. Our energy portfolio emission intensity in 2024 was **0.423** kg CO_2/ TL.

Energy Portfolio Emission Intensity is calculated by the ratio of emissions from generation of electricity sold to customers within the scope of fuel and energy-related activities to the total energy portfolio.

As can be understood from the monitored and provided data and information, we see that we are progressing in a suitable trend according to our 2030 targets with our emission values.

Enerjisa Enerji Emissions (2024) *	
Scope 1	40,314 tCO_2e
Scope 2	1,555,398 tCO_2e
Scope 3**	21,195,052 tCO_2e
Total Emissions	**22,790,763 tCO_2e**
Energy Portfolio Emission Intensity	**0.423 tCO_2e/MWh**

*Details of our emissions can be found in **Annex V**.
**(Included categories; Purchased Good & Services; Fuel and Energy Related Activities, Employee Commuting, Business Travel, Waste, Capital Goods, Downstream Leased Assets)

Our emissions management efforts are diverse and meticulously monitored. Our greenhouse gas (GHG) calculation methodology has been developed in line with GHG Protocol standards and serves as a guide for calculating corporate-level GHG emissions. Detailed information on our emissions can be found in **Annex V**.

Our approach to GHG emissions accounting is fully aligned with the GHG Protocol, taking into consideration all relevant gases, including CO_2, CH_4, N_2O, and SF_6 used as a refrigerant. The emission factors and global warming potential values applied are based on the IPCC Sixth Assessment Report (AR6) and national inventory data. The Company applies the control approach for emissions consolidation and reports its emissions in accordance with GHG Protocol requirements. The calculation methodologies draw on national inventory data for electricity and use emission factors from the IPCC and DEFRA for other assessments.

As part of our sustainability commitment, we offer tailored Energy Efficiency Solutions designed to meet our customers' needs. These solutions include advanced technologies such as Cogeneration (CHP) and Trigeneration (CCHP) systems, as well as Lighting Conversion Projects and Process Efficiency Projects that optimize energy use and significantly reduce customers' energy consumption.

At Enerjisa Enerji, we develop customer-focused alternative energy efficiency solutions within the framework of energy performance contracts (ESCO/EPC model). This model enables us to deliver effective solutions in areas such as waste heat recovery, heating, ventilation and air conditioning (HVAC), compressed air systems, electric motors, and lighting. Through these innovative approaches, we not only help our customers reduce their energy costs but also play a significant role in lowering the carbon footprint associated with their energy consumption.

At Enerjisa Enerji, we trade I-REC certificates to contribute to our own carbon reduction targets while supporting our customers in lowering their carbon emissions.

As we do not generate electricity, our direct impact on air quality is limited. Nevertheless, we remain vigilant in monitoring emissions from our generators, machinery, and vehicles, and we work actively to minimize them. Apart from emissions resulting from the use of fossil fuels for heating and transportation, our operations do not produce pollutant gas emissions. Our Eşarj business unit focuses on supporting the transition of our fleet to electric vehicles.

Our environmental policies reflect our commitment to contributing to a low-carbon economy. We are dedicated to reducing both our energy consumption and our direct and indirect greenhouse gas emissions. Compared to our 2021 baseline, we aim to achieve a 30% reduction in Scope 1 and 2 emissions and a 40% reduction in the emissions intensity of electricity sold (Scope 3) by 2030. These commitments apply across all of our business units and further strengthen the foundations of our sustainable development goals. The targets have been set in line with international standards and reflect our dedication to a sustainable future.

Within our distribution business, we are minimizing SF6 gas leakages from equipment in the short and medium term through the transition of our fleet to electric vehicles, while exploring alternative equipment to replace SF6 in grid operations over the long term.

We use energy monitoring systems to optimize electricity use and continuously track consumption across our facilities. Across all business units, we implement energy efficiency projects to reduce CO_2 emissions and achieve energy savings. In 2024, these projects have been supported by green energy solutions, lighting conversions, and process efficiency improvements.

We carefully evaluate and implement options to enhance the efficiency of our vehicle fleet. In this context, we are r eplacing diesel vehicles in our administrative fleet with hybrid and electric alternatives identified as more efficient. In 2024, we added 5 hybrid/electric vehicles to the fleet within our Retail Sales unit, increasing the share of such vehicles in the administrative fleet from 43.6% in 2023 to 44.75%.

Within our Distribution unit, we added 107 hybrid/electric vehicles in 2024, raising the total number from 243 to 351. At the same time, we optimized our overall fleet size, reducing the total number of vehicles from 4,022 in 2023 to 3,864 in 2024. Through our driver monitoring system, we effectively track each vehicle's usage and requirements to reduce both fuel consumption and emissions per vehicle. In doing so, we not only improve fleet management efficiency but also significantly reduce our greenhouse gas emissions.

Bülent Analay   Energy Management Director

At Enerjisa, we aim to increase the share of renewable energy in our supply portfolio and expand the customer base that prefers our certified green energy products by the end of 2030. Together with our stakeholders, including renewable energy producers, certification organizations, and retail customers, we support the use of renewable energy in our country and play an essential role in combating climate change.

We continuously develop this process, which we initiated several years ago, diversify our supply sources to reach our 2030 targets, and organize training sessions to raise awareness among our customers. We actively use technological advancements and the opportunities offered by digitalization to achieve our sustainability goals. We are working on a Carbon Strategy for our customers to help them adapt to climate-focused regulations and create value. To swiftly and effectively deliver renewable energy certificates to our customers in line with their expectations, we implement robotic process automation. This way, we serve more customers and enhance customer satisfaction. Guided by our manifesto "A Better Future for Everyone," it is a source of great pride and joy for us to lead the transformation journey with such a project and fulfill our responsibilities towards nature and future generations.

Across all our business units, we implement green energy solutions, lighting conversions, and process efficiency improvements to reduce CO$_2$ emissions and achieve energy savings.

These efforts underline our commitment to enhancing sustainability across our operations and reducing Scope 1 emissions, further reinforcing the foundations of our sustainable development ambitions.

Our Scope 2 emission inventory covers indirect emissions from purchased electricity, as well as emissions resulting from theft and technical losses within our network. There is no other Scope 2 inventory input since we do not have any purchased heating, cooling, or steam. Therefore, our Scope 2 emissions consist solely of operational electricity consumption and grid-related losses. We have set ambitious targets to reduce Scope 2 emissions from our purchased electricity consumption and to minimize losses and theft in grid operations.

To enhance efficiency, we closely monitor electricity consumption through root cause analyses and rehabilitation projects. In 2024, we achieved a significant milestone by sourcing 100% of the energy used from green energy sources. As part of our ongoing sustainability efforts, we launched a pilot project in 2020 to monitor electricity consumption in real time using the automated meter reading systems (AMRS) system at 98 buildings in our distribution business. By 2024, this project expanded to other regions, increasing the number of buildings monitored via AMRS to 153.

These initiatives demonstrate our proactive approach to reducing Scope 2 emissions and promoting energy efficiency.

Our Scope 3 emissions include indirect emissions from sources not owned or directly controlled by us, such as business travel, purchased goods and services, and fuel- and energy-related activities. We have taken pioneering steps in this area as well, signing our first bilateral Power Purchase Agreements (PPAs) in December 2020 to procure electricity directly from renewable energy plants.

In 2024, we expanded our Scope 3 calculations to include capital goods and downstream leased assets.

In the 2024 emissions inventory, emissions from Customer Solutions' cogeneration/ trigeneration facilities (under leased assets) and capital goods related to vehicle purchases by the newly established Filo A.Ş. were included as new emission sources. As their impact remained below the company's materiality threshold of 5%, the base year remained unchanged.

The processes and performance evaluations we apply in emissions management are fully integrated with our environmental policies, helping to drive a more sustainable future. The lessons learned from these efforts are seamlessly embedded into our operational policies and procedures to ensure the achievement of our emission reduction and energy efficiency targets.

Energy Efficiency

Improving Operational Efficiency and Energy Management

At Enerjisa, we recognize that energy consumption is not only essential for our core operations but also one of the key drivers of economic development. With this responsibility in mind, we are committed across all our business units to enhancing energy efficiency, implementing innovative projects, and continuously optimizing our processes to support operational excellence. Our environmental policy-particularly Articles 2 and 5- emphasizes the importance of energy use and efficiency, providing a solid framework for reducing energy consumption and supporting the transition to a low-carbon economy.

In 2023, as Enerjisa Customer Solutions, we continued to provide services aimed at reducing emissions and improving operational efficiency by installing cogeneration and trigeneration plants with a total installed capacity of 3.8 MWe. In 2024, we continued our energy management efforts while maintaining the installed capacity of these facilities. All these efforts are a reflection of our commitment to ISO 50001 Energy Management System standards and our dedication to energy management programs.

Our approach to energy efficiency goes beyond individual projects. By applying international energy management methodologies, we continuously monitor energy performance across our distribution businesses and assess the effectiveness of our strategies, making necessary improvements to strengthen performance. Our E-Şarj business unit also plays a key role in our sustainability efforts by tracking emissions related to our charging services.

The advanced technologies we deploy stand as clear examples of our commitment to energy efficiency. We leverage sensor systems, automated meter reading systems AMRS, and centrally controlled systems to optimize electricity use. Through smart meters, we monitor consumption data remotely and in real time, reduce loss and leakage rates, and track grid load profiles in detail. In 2024, approximately 46% of our customers' total electricity consumption was monitored via smart meters. In our offices, AMRS systems enable us to monitor electricity consumption in real time and intervene quickly at high-consumption points; as of 2024, 153 of our buildings are monitored in this way.

In fleet management, we use vehicle tracking systems to monitor performance in real time, reduce fuel consumption through route optimization and driving analyses, and improve operational efficiency. These solutions not only help us reduce our own consumption but also enhance the effectiveness of the energy solutions we provide to our customers.

We prioritize raising employee awareness and fostering a culture of efficiency to embed energy conservation into the core of our corporate culture. Since 2020, we have meticulously tracked and analyzed our emissions and consumption data, providing a solid basis for continuous improvement and helping us maintain momentum in our energy reduction initiatives.

Our renewable energy solutions- such as solar power plants offered through our Customer Solutions business-support our sustainable growth objectives by improving energy efficiency and contributing to emission reductions. Aware of the environmental impacts of fossil fuel consumption and its role in climate change, we have implemented various measures across our distribution business to manage energy use more effectively. In line with ISO 50001 standards, we set clear targets, implement strategic programs, and report our emissions regularly.

We collect and analyze energy consumption data to identify saving potentials and enhance resource efficiency through technology-driven solutions. Through measures such as installing sensor-activated lighting in our Customer Service Centers and optimizing temperatures in system rooms, combined with lighting automation systems, we promote energy savings and reinforce our sustainability goals. The continuous monitoring and evaluation of energy performance ensures that our strategies are not only effective but also adaptable to changing conditions.

Sinem Yıldızçelik
People and Culture, Administrative Affairs and Purchasing Director

Every step we take toward a sustainable future shape not only today but also the world of tomorrow. With this awareness, we transform our environmental sensitivity into concrete actions through the projects we implement, and we remain firmly committed to building a more livable world.Through our rainwater harvesting project, we contribute to the preservation of water resources. With the International Renewable Energy Certificate (IREC), we ensure that all our locations consume green energy. Our LEED Gold certification, awarded to our Ankara Söğütözü office for its use of eco-friendly materials and sustainable design approach, along with the international awards we have received, reflect the value and impact of our sustainability vision.

It is a great source of pride for us to contribute to a more environmentally responsible future. We extend our heartfelt thanks to all our colleagues who have dedicated their efforts to this journey.

Our reliable data collection and analysis processes enable us to deliver sustainable improvements in energy consumption over time.

Biodiversity

We identify conservation areas within our regions of operation and carry out pole installation, facility-kit assembly, and overhead line cabling works.

Within the scope of our Biodiversity Ambition Statements, we place great emphasis on protecting ecosystems, habitats, and biodiversity in all areas where we operate. Our aim is to safeguard and enhance biodiversity, and to achieve this, we continuously monitor our biodiversity performance through our biodiversity action and monitoring plans. The biodiversity impacts of our operations are assessed by independent organizations, which include measures to avoid and protect critical habitats in alignment with our commitments to international lenders. If critical habitats are discovered within our areas of operation, we adjust our line routes where possible and take necessary measures to minimize our impact on biodiversity.

We are committed to the protection and enhancement of biodiversity, and we have conducted a Biodiversity Risk Assessment Study covering the operational areas of our three distribution companies. This study complies with international obligations and national legislation, such as the EBRD, BERN Convention, CITES Convention, UN Convention on Biological Diversity, and RAMSAR Convention.

Our assessments include evaluating the relationship between energy distribution lines and protected or wildlife development areas, important bird and plant areas, sensitive areas, National Protected Areas (National Parks, SEPA, etc.), RAMSAR sites, wetlands, etc., as defined by national and international legislation and conventions. Our evaluations consider ecosystem diversity and characteristics, habitat types, sensitivity, rarity, conservation priority status, and the impact of electricity distribution activities on ecosystems and connected habitats. We develop risk assessment and action plans that balance biodiversity conservation and utilization.

Since the 14 provinces where we operate cover approximately 60% of Türkiye's biogeography, we engaged flora and fauna experts to prepare Ecosystem Risk Assessment Reports to evaluate the current situation. We conduct ecosystem risk assessments during expropriation and operation within our three distribution companies and in areas of responsibility across 14 provinces. In the Ayedaş region, 95% of the expropriated areas are located within protected areas, cultural protection areas, and forest areas. This rate is 39.12% in the Toroslar region and 35.78% in the Başkent region. In these regions, we undertake pole erection, facility-kit construction, and overhead line cabling.

The facility-kit construction is small-scale, typically occupying an area of 10 m2, and is completed within 4-5 days. To further minimize the impact on biodiversity, we use trenches with a maximum depth of 1 meter for underground cabling. Our measures align with relevant national and international legislation and adhere to the Biodiversity Protection Action Plan.

As part of our loan initiative with the EBRD, we developed a Biodiversity Conservation Action Plan in 2020 for our three distribution regions. The action plan incorporates an 'Ecosystem Risk Assessment' prepared in accordance with the EBRD's Guidelines on Biodiversity Conservation and Sustainable Management of Living Natural Resources. It also includes a 'Bird Protection Plan' based on the results of ornithological studies.

As Türkiye is situated on two major bird migration routes, it serves as a crucial feeding and breeding ground for birds. Enerjisa has designated protected areas in its operational regions, which cover approximately 60% of Türkiye's biogeography. The electricity grid operated by AYEDAŞ, Toroslar EDAŞ, and Başkent EDAŞ intersects bird flight routes. The action plan's objective is to establish a database of guidelines for measures to be taken during work in natural environments and to address issues caused by wildlife and birds.

Savaş Seloğlu
Occupational Health and Safety and Environment Group Manager

The Bird Protection Project was launched to support biodiversity conservation and strengthen Enerjisa's environmental sustainability strategy. Through this project, we help protect biodiversity at both local and international levels by preventing birds from coming into contact with live power lines in areas where our overhead electricity lines are located.

As part of our commitment to continuously improving our biodiversity efforts, we have integrated these initiatives into our Decarbonization Project. In this context, we are assessing our alignment with the Taskforce on Nature-related Financial Disclosures (TNFD) and aim to enhance our impact assessments in line with the LEAP approach. In doing so, we seek to thoroughly analyze our impact on ecosystems and develop sustainable management strategies. To ensure the long-term success of the project, we shape our project methodology by incorporating expert opinions, field observations from nature organizations, and the sensitivities of local communities.

Enerjisa Enerji is committed to contributing to the United Nations Sustainable Development Goals (SDGs), including those related to the conservation of biodiversity.

Our overhead lines have a direct impact on biodiversity due to strikes caused by winged fauna. We aim to minimize the environmental impacts of our operational activities through measures such as waste management, the use of electric vehicles, and preventive maintenance activities. However, bird-induced failures in our overhead lines are irreversible. Bird-induced outages are evaluated annually, and isolation planning is implemented for risky lines, according to maintenance plans. We are aware of the sensitive species present in our operational areas and are improving our processes related to biodiversity. In this context, our Karkas Notification System installation is ongoing. We identify high-risk lines and poles using bird-induced fault records and data and observations from NGOs active in our areas of operation. Subsequently, we carry out isolation works on the identified lines and poles, aiming to protect birds likely to be affected by our lines, particularly those on bird migration routes and endangered species according to the IUCN Red List.

In cooperation with the Nature Association (Doğa Derneği), the Turkish representative of BirdLife International, we undertake projects to identify high-risk lines and poles and implement isolation measures to minimize the impact of our distribution companies on ornithofauna.

By taking into account GPS data of migratory birds, field observations, and bird-induced outage records, we strive to reduce bird-induced outages.

Bird-induced interruption data on lines where isolation or bird-proofing measures were applied were analyzed, and a decrease was observed. We identify risky areas in collaboration with NGOs and plan to minimize our impact by monitoring our environmental risks. We assess all our facilities for location-based potential impacts and remain committed to protecting and improving biodiversity through these comprehensive approaches.

To identify, monitor, and mitigate the potential impacts of our electricity distribution activities on ecosystems and habitats, we have conducted Biodiversity Impact Assessment studies that consider the unique geographical conditions of our three distribution regions. As part of these efforts, we have developed a Biodiversity Management Procedure to guide practices aimed at protecting biodiversity and ensuring sustainability within our operational areas.

At every stage of our operational processes, we implement preventive and corrective measures to safeguard biodiversity, ensuring full compliance with relevant environmental legislation as well as national and international standards.

We systematically monitor potential environmental risks in our areas of operation and develop action plans to minimize impacts.

Across all our facilities, we conduct multi-criteria analyses to assess potential environmental impacts both before and after projects, as part of our commitment to environmental responsibility.

Total Protected Area

17,228 km²

Total Area of Activity

109,472 km²

At Enerjisa, we are committed to conserving biodiversity, and one of our key initiatives in this area is the High Voltage Line Insulator Project. This project aims to reduce the risk of electrocution for avian fauna, particularly migratory birds, that may perch, nest or enter between conductors on our distribution network. Such interactions can lead to fatal accidents for many birds, which is why we attach great importance to this work. In 2024, Toroslar EDAŞ continued its efforts to prevent bird collisions, especially during migration periods, in regions including Adana, Gaziantep, Hatay, Kilis, Mersin and Osmaniye. In Hatay, Adana and Mersin, which are key intersections on global bird migration routes and home to millions of migratory birds, we continued our collaboration with Doğa Derneği to help protect all birds sharing the skies with our overhead lines.

As part of the Bird Electrocution Prevention Project, we started installing insulators on lines identified as being on migration routes or considered high risk. In Adana, we selected a specific line for insulator installation and began monitoring its performance. With this project, we aim to protect both local bird populations and the biodiversity of domesticated avian species.

To further minimize bird fatalities due to electrocution, we also installed bird diverters on selected sections of overhead lines. In 2024, we completed the installation of insulation materials on over 27,000 meters of conductor and approximately 8,500 insulators.

We continue to demonstrate our commitment to minimizing the environmental impact of our investments that pass through sensitive, protected or developing areas related to biodiversity and natural ecosystems.

All our efforts are carried out in line with national and international regulations, reflecting our dedication to balancing biodiversity conservation with the sustainable use of natural resources.

Our biodiversity conservation strategy and objectives are shaped in line with this commitment.

Strategy and Ambition Statement

At Enerjisa Enerji, we are committed to contributing to the United Nations Sustainable Development Goals (SDGs), including those related to the conservation of biodiversity. We recognize that our activities and value chains both impact and depend on biodiversity, and that these interactions can have financial, commercial, and operational implications for our company.

Because our goal is to minimize these impacts, we consider biodiversity a strategic priority in both our daily operations and business decisions. We are aware of challenges such as data limitations and the lack of simplified biodiversity metrics, and we understand the importance of taking early action. In this regard, we aim to contribute to the Global Goal of halting and reversing biodiversity loss.

To achieve this, we will develop a robust baseline analysis that details the specific impacts and dependencies of each of our business units on biodiversity. We will then review and enhance our Biodiversity Action Plans accordingly. Our aim is to implement these plans in collaboration with our shareholders, industry partners, NGOs, and all other stakeholders.

Water Management

We maintained our CDP Water Security score at A in 2024.

At Enerjisa Enerji, we are committed to minimizing our impact on water resources and enhancing water efficiency through strong policies and practices in water management. We recognize the dual nature of our water consumption's impact on the local economy. Our water policy is designed to maximize the efficient use of natural resources, implement measures to prevent water pollution, and increase recycling rates.

In 2024, we achieved an 8.53% reduction in water withdrawal per square meter compared to 2023. This success reflects our company-wide commitment to improving water efficiency across all business units. The reduction was driven by initiatives such as upgrading faulty networks, using sensor-activated taps, and implementing greywater systems. We continuously assess the current and potential positive and negative impacts of our water use on the economy, the environment, and human rights, and we adapt our water management strategies accordingly.

Our operations do not discharge industrial pollutants, and domestic wastewater is discharged into the urban infrastructure.

In line with this approach, we ensure full compliance with legal regulations and water quality standards, and we regularly monitor all practices related to water quantity and quality. We are fully committed to protecting water as a shared resource and strictly adhere to laws governing water withdrawal and quality.

We have developed comprehensive strategies across all subsidiaries to ensure effective water management. Our efforts focus on reducing water consumption in operational areas and minimizing our impact on local water resources. We have launched initiatives to reduce water consumption and harvest rainwater, contributing to mitigating water scarcity risks. We use water-saving fixtures and devices, set reduction targets, and regularly monitor consumption across our offices. We place strong emphasis on the efficient use of natural resources, boosting recycling efforts, and systematically reviewing water- and climate-related risks and opportunities. Our priorities include setting targets to reduce consumption, monitoring usage levels, implementing measures to protect water resources, and preventing pollution in all operational areas.

All our business units monitor and work to reduce water consumption in line with the targets set under the ISO 14001 Environmental Management System.

We have effectively reduced water consumption by installing aerators on all taps. Our Retail business unit has also replaced all washbasin taps with cost-efficient, sensor-operated models.

We implemented rainwater harvesting projects at our customer service centers in Zonguldak and Sincan, collecting approximately 57 tons of rainwater, which was reused for cleaning and toilet flushing. In our distribution business units, water generated during purification processes at dispensers is reused for cleaning, contributing to the preservation of natural resources. In 2024, rainwater harvesting systems enabled us to reuse 208 tons of water for landscaping and cleaning purposes.

We use various tools and methodologies to identify and manage our water-related impacts. We apply both national and international methodologies and share our findings transparently with the public.

Decrease in Water Withdrawal Per Square Meter (2024)

8.53%

We have decided to measure our water withdrawal reduction targets based on the withdrawal ratio per square meter instead of per employee.

We assess water risks and opportunities using the Water Risk Atlas and monitor and manage our impacts through direct measurements, including Aqueduct Water Risk Atlas data and meter readings.

In 2024, we achieved significant outcomes in its water withdrawal management, successfully reducing total water withdrawal from 97,251 m³ in 2023 to 83,419 m³. This reduction represents a decrease of 14.22% units.

Circularity Approach and Waste Management

At Enerjisa, we aspire to be the sustainable energy provider of the future, and we recognize that the Circular Economy plays a vital role in supporting our zero-waste and decarbonization efforts on the path to 2050.

Circular Economy Ambition Statement

To improve our circularity performance, we are committed to minimizing waste and promoting reuse, refurbishment, and recycling to maximize product life, in line with the pillars of the circular economy. Our aim is not only to deliver electricity efficiently, but also to contribute to a more sustainable and circular future. To achieve this, we focus on the sustainable use of resources across all our operations and work in close collaboration with our value chain partners.

Circularity is a strategic approach that offers numerous economic, environmental, and social benefits. At Enerjisa, we recognize the critical role of waste management in shaping sustainable outcomes. Our commitment to aligning waste management practices with both national and international standards aims to reduce negative impacts while supporting a sustainable future. We focus on preventing waste generation at the source and recycling the waste that is produced, acknowledging the significant effects of waste management on economic development, environmental protection, and human rights. By collaborating with licensed local companies, we help create employment opportunities and contribute to local economic growth.

Our Material Recovery Unit works to recycle materials with significant environmental impacts.

In line with circular economy principles, we adopt an integrated waste management approach that prioritizes resource efficiency and adheres to the waste hierarchy. Rather than relying on traditional methods, we actively engage in the Zero Waste movement and implement initiatives to reduce waste, separate waste at the source, and raise awareness of waste management across all our locations. Our target is to establish Zero Waste systems at all sites and complete the basic level Zero Waste certification process by the end of 2030. In 2024, with the addition of nine operational buildings where we implemented zero waste management systems, the total number of buildings in our Distribution Business Unit with basic level Zero Waste Certificates rose to 37. Similarly, within our Retail Business Unit, we established zero waste management systems at 1 head office, 2 regional offices, and 17 Customer Service Centers in 14 provinces, bringing the total number of certified buildings in this business unit to 20.

Our waste management activities are conducted in accordance with the waste hierarchy, the latest environmental legislation, and circular economy principles.

We regularly monitor, report, and continuously improve our processes for the types and quantities of waste generated, recycled, and disposed of. Our waste management practices extend to customer sites where we manage waste through subcontractors and ensure compliance with established criteria through inspections. We report this data annually to the Ministry's system between January and March, ensuring transparency and efficiency in our waste management processes. We also submit our annual MoTAT declarations for waste generated from our operations through the Ministry's Integrated Environmental Information System.

* In 2024, a total of 2,883.6 tonnes of hazardous waste was generated, of which 2,883.3 tonnes were sent to recycling facilities.

* In 2024, a total of 7,293.12 tonnes of non-hazardous waste was generated at our Company's facilities, of which 7,293.11 tonnes tonnes were sent to recycling facilities.

In line with our commitment to waste management, we have adopted various strategies to reduce waste and increase efficiency.

At our Material Quality Control and Recycling Test Centers, we focus on the recycling of environmentally critical materials such as distribution transformers, switchgears, and circuit breakers. In 2024, we successfully recycled 917 distribution transformers, 322 switchgears, and 155 circuit breakers, reducing the environmental impact of our production processes in line with lifecycle management principles.

As part of the initiative we launched at the end of 2021, water dispensers with purification systems have replaced plastic water jugs at 170 locations across our Distribution Business Units. This has prevented the consumption of approximately 550,000 plastic water jugs annually. In line with our goal of eliminating single-use plastics from our company buildings, we have implemented waste separation practices at all locations under our Zero Waste Management System. This system enables the separate collection of plastic, paper, metal, glass, biodegradable, and non-recyclable waste, thereby enhancing our recycling efforts and reducing environmental impact. In addition, packaging waste is sorted for recycling and delivered to authorized local authorities for further processing.

As part of our circular economy goals, we have developed a circular economy roadmap to support the achievement of our environmental objectives.

At the AYEDAŞ and Toroslar EDAŞ General Directorate buildings, as well as the Marmara Regional Directorate, Black Sea Regional Directorate, and Erenköy Operations Center, biodegradable waste is converted into compost. The resulting compost is used as fertilizer for garden maintenance. As a result of a collaboration initiated in 2024 with Wastespresso, eco-friendly cups have begun to be produced from coffee waste at our Ataşehir General Directorate and Ayedaş Maltepe office. At the Ayedaş Office, single-use cups have been eliminated and replaced with these upcycled, reusable cups. Through Wastespresso's micro waste management initiative, 572.75 kg of coffee waste generated in 2024 by the Ataşehir General Directorate and Ayedaş Maltepe Office was repurposed, preventing the indirect emission of approximately 602.96 kg of CO_2e greenhouse gases into the atmosphere.

To further reduce paper usage, we have implemented a double-sided printing system across all business units, a measure that helps prevent deforestation, reduces natural resource consumption, and lowers carbon emissions. Wastepaper is separated for recycling and delivered to contracted local authorities for further processing. Additionally, all paper used in our printers comes from certified industrial productions with Forest Certification.

E-wastes are sent to recycling companies through licensed companies and is subject to recycling processes. Equipment such as computers and phones used within the Company are also used until their lifespan expires and then sent to licensed recycling companies.

Additionally, our suppliers are required to align their waste management plans with Enerjisa's operations, ensuring that separated wastes are recycled or disposed of in compliance with legislation.

In line with our goal of integrating circular economy principles into our business practices, we carried out active initiatives throughout 2024 with the support of our Circularity Working Group. At Enerjisa, we brought together representatives from various business units to foster a shared understanding of circularity across the organization. Our starting point was to explore how each business unit defines circularity within its operations and how this approach could be integrated into procurement, design, and waste management processes.

As a first step, we focused on building a framework to measure our circularity performance.

With input from our business units, we developed forms that became key tools for tracking the circular content ratios of purchased materials. In parallel, we defined measurable goals and established relevant KPIs.

Starting in 2025, we plan to collaborate with our key suppliers on circularity-related processes. By 2030, our aim is to ensure these processes are more comprehensively calculated and monitored. Our ultimate vision is to make circularity an integral part of our corporate culture by 2050. Our journey in circularity goes beyond reducing waste or increasing recycling rates.

It encompasses the responsible and efficient use of resources, the establishment of stronger and more sustainable collaborations across our value chain, and the fulfillment of our responsibilities toward future generations.

In line with our circular economy ambition, a circular economy roadmap has been developed to guide sustainable practices and achieve environmental goals. Enerjisa's dedication to sustainability is evident in our comprehensive approach to reducing environmental impact and promoting a circular economy. We are leading the way toward a more sustainable future through innovative practices and responsible waste management.

Impact for Society

ENERJİSA
Energy of Türkiye

Our Approach to Society People and Culture

We foster innovation by uniting diverse perspectives and cultivating an inclusive working environment where every voice is valued.

At Enerjisa Enerji, we measure success not only by financial indicators, but also by the value we create for society, our employees, and our corporate culture. Guided by shared values, we are building a strong community rooted in diversity, inclusion, and collaboration.

Our corporate social responsibility projects aim to expand our social impact from promoting equal opportunities in education from promoting equal opportunities in education and advancing energy efficiency, to spreading sustainability awareness and environmental stewardship, we work with a steadfast commitment to protect, share, and extend the energy of the future. Through our program **"I'm Protecting My Energy,"** we continue to educate future generations about the importance of energy conservation and environmental protection.

With the dedication and contributions of our employees, we foster a sense of social belonging while advancing our corporate responsibility initiatives. Our efforts to support youth development, improve accessibility for people with disabilities, and champion gender equality reflect our commitment to driving positive change across society.

Through long-standing collaborations with respected institutions, we deliver projects that respond to pressing needs and create lasting value.

At Enerjisa, we actively involve our employees in this journey through volunteer programs, nurturing a strong culture of corporate citizenship that raises awareness about environmental and social issues.

In doing so, we seek to illuminate a brighter future — not only for the energy sector, but for society.

Through our **"For a Better Future"** platform, we support the recovery of disaster-affected areas, contributing to both economic and social revitalization.

We take pride in promoting sustainable development, creating opportunities for women and young talents, and empowering future leaders to thrive — together building a better tomorrow.

Corporate Social Responsibility and Community Investments

At Enerjisa Enerji, we act with a strong sense of responsibility toward society and take meaningful steps to enhance social well-being.

We believe that social development should be sustainable not only for today but also for future generations. In this context, through our corporate social responsibility projects and social investments, we do more than providing financial support; we establish sustainable systems and develop tailored content to ensure the continuity of our impact. As Enerjisa Enerji, we act with an awareness of our responsibility to society, encouraging our employees to engage in volunteer work and developing projects with strong social impact. By collaborating with expert and reliable organizations, we develop impactful projects that address the fundamental needs of society.

Throughout 2024, we continued our projects focusing on education, local development, energy saving, and the environment. Through our social responsibility efforts, we contributed to improving the lives of both individuals and communities. We carried out educational and awareness activities to promote environmental sustainability and increase awareness of energy saving.

As Enerjisa Enerji, we will continue to work for a better future with our volunteer-based contributions and innovative social responsibility and community investment projects.

'For a Better Future' Platform

We continue to develop products that make our customers' lives easier and carry out our investments. Through our projects, we are not only striving for a greener and smarter world but also working with all our energy to build a better future for more people across Türkiye.

In July 2023, we introduced the "Better Future" platform to the public. The first concrete outcome of our efforts was the publication of the "**Türkiye Productivity Research Report**." With this report, we aimed to present the current state of productivity in Türkiye and to lay the groundwork for future studies. All these efforts are guided by our Advisory Board, composed of leading experts and institutions.

Following the earthquakes of 6 February, our Advisory Board focused on addressing the economic challenges in the affected regions. In this context, we supported the Regional Reconstruction and Development Centers (RRDC) project, carried out in collaboration with UNDP Türkiye, İhtiyaç Haritası, and the Chambers of Commerce of Adana and Gaziantep.

Through RRDC, we provided knowledge, tools, and support to individuals, communities, and institutions affected by the disaster, helping to strengthen the region's resilience and sustainable recovery.

As part of the project, we provided financial support to 20 businesses and cooperatives, enabling small enterprises affected by the earthquake to create economic value and contribute to employment. In addition, we offered workspace, training, collaboration opportunities, and access to finance, supporting the region's economic, social, and cultural recovery, as well as the restructuring of civil society.

In March 2024, we launched the Productivity Scorecard in cooperation with the Union of Chambers and Commodity Exchanges of Türkiye, enabling businesses to see their current productivity levels and benefit from free online training opportunities for improvement.

To define the platform's future roadmap, we organized a Strategic Roadmapping Workshop in Ankara with the participation of our Advisory Board. During the workshop, we identified strategic actions that will guide the platform's work over the next three years.

At the end of 2024, we identified "**data**" as the platform's first priority area. In our year-end meeting, together with our Advisory Board, we developed project and solution proposals to strengthen data-driven decision-making processes in businesses. Thus, we took another important step to enhance economic efficiency and expand the platform's impact.

With our vision of contributing to a smarter and greener world and our impact-driven sustainability approach, the Better Future Platform will continue to develop long-term projects and create value with determination.

I Am Protecting the World's Energy

Energy conservation is a critical priority for Türkiye, and we are fully committed to raising awareness about energy efficiency, particularly among primary school students, to make a positive impact on society. Since 2010, we have been educating children on the importance of energy efficiency through our "I Am Protecting the World's Energy" project, which we run in collaboration with the Ministry of National Education. To date, we have reached more than **400,000 students from 750 schools across 16 provinces**, thanks to the **voluntary efforts of 450 of our employees**.

In 2024, we celebrated the 15th anniversary of our project with children's theatre performances, helping nearly 10,000 children learn about energy conservation. The Social Return on Investment (SROI) of our project was independently assessed, showing that for every TRY 1 we invested, we generated TRY 3.17 in social value.

Our "**I Am Saving My Energy**" initiative is recognized among Türkiye's top 20 Corporate Social Responsibility projects and has been going strong for over a decade.

Between 2023 and 2024, we expanded this initiative by partnering with the social enterprise Bilim Virüsü to launch our Energy Conservation Program. Through this program, we bring together university student volunteers and children aged 7–12 to raise awareness about energy efficiency, sustainability, and global citizenship.

We provide training to these young volunteers in energy and sustainability, storytelling, and interactive learning. They then organize workshops for children in their communities, promoting energy-saving habits and raising awareness of sustainability and global responsibility as part of our Energy Savers Community.

Sustainable Energy-Based Tourism Practice Centre (SENTRUM)

Through our Sustainable Energy-Based Tourism Implementation Center, also known as the SENTRUM project, we aim to transform an underdeveloped destination, promote sustainable tourism, and support local economic development. By fostering sustainable tourism, we strive to generate positive impacts on society, the environment, and the economy, contributing to the well-being of local communities.

We launched the SENTRUM project in 2021 in Ayvalık Küçükköy to contribute to sustainable tourism.

Now, in cooperation with the Ministry of Culture and Tourism of the Republic of Türkiye, the Türkiye Tourism Promotion and Development Agency (TGA), Enerjisa Enerji, and the United Nations Development Programme (UNDP), we are embarking on the sustainable transformation journey of Birgi in İzmir. With the support of Sabancı University, HiltonSA Hotels, Sabancı Foundation, and local stakeholders, we continue working with even greater strength to create sustainable, green destinations.

The overall objective of the project is to align globally recognized destination standards with the unique needs of small-scale destinations in Türkiye to contribute to community-based socio-economic development.

The specific objectives of the project are to:

- Support social, environmental, and economic transformation in the field of sustainable tourism,

- Promote community-based socio-economic development raising awareness of energy efficiency and the use of renewable energy sources,

- Create sustainable green destination model that is scalable and replicable.

1. Ayvalık, Küçükköy

In Ayvalık Küçükköy, we initiated a significant transformation by installing solar power plants in two public buildings and implementing energy efficiency practices. We also supported a private business in improving its energy practices.

As part of our efforts, we provided training on energy efficiency, sustainable tourism, waste management, climate change, gender equality, and basic fire safety to 200 participants, including high school students, local women, and business owners. Throughout all our initiatives, we prioritized gender equality, aiming to increase women's active participation in processes, enhance their knowledge and skills, and support their empowerment. To guide these efforts, we developed a **Gender Equality Action Plan**.

Through these activities, we contributed directly to the United Nations Sustainable Development Goals (SDGs) in line with our 2030 targets, particularly SDG 7 (Affordable and Clean Energy), SDG 8 (Decent Work and Economic Growth), and SDG 12 (Responsible Consumption and Production). Küçükköy Necmi Komili Primary and Secondary School became one of Türkiye's first examples of a "**Net Zero Energy Building.**" As part of our sustainable tourism journey, we invested a total of USD 550,000 over an 18-month implementation period to raise awareness and promote renewable energy investments. As a result, we prevented the annual use of 15,000 kg of coal, achieved significant energy savings, and avoided 90,000 kg of carbon emissions per year.

2. İzmir, Birgi

In Birgi, we aim to support sustainable tourism and align globally recognized standards with the unique needs of small-scale destinations in Türkiye in order to promote community-based socio-economic development.

Planned activities in Birgi include: leading a destination transformation in line with GSTC criteria; conducting needs assessments on gender equality, climate risk assessment, employability of women and youth, and internship opportunities for tourism high school and university students; creating and improving sustainable tourism routes; carrying out energy efficiency transformations in selected public buildings; performing energy audits for local tourism businesses and public buildings; and identifying measures to reduce energy consumption. In addition, capacity-building training programs will be organized for local stakeholders and tourism businesses to address excessive water and energy use and the consumption of single-use products.

Transformation Activities Carried Out in Birgi:

- Conducted a current state analysis to identify tourism asset values and marketable cultural and natural resources,

- Carried out energy audits in local tourism businesses and public buildings,

- Organized focus group discussions with local tourism businesses and women from Birgi,

- Delivered training to local tourism businesses, women, and high school students on topics ranging from Behavioral Finance and Content Creation to Customer-Centric Sales, Basic Fire Safety, Energy Efficiency, Creative Drama, and Artificial Intelligence,

- Held sustainable tourism training sessions for local tourism businesses in cooperation with HiltonSA Hotels and issued certificates,

- Hosted creativity and production-oriented workshops. In the Eco Print workshop, fabrics were dyed with natural inspirations. With the collaboration of Şerife Aksoy, vinegar (mustard, bread), pickling, and sourdough-making workshops were organized for women and tourism businesses, and certificates were awarded. Video recordings were made for those who could not attend,

- Recorded videos of local women and Şerife Aksoy sharing traditional recipes for inclusion in the "Sustainable Flavors of Birgi" booklet, and initated the content development process,

- Staged the children's play 'Don't Let the Stars Sulk' from the 'Saving My Energy' Children's Theater to raise energy efficiency awareness among children aged 7-11,

- Renovated and furnished a building allocated by Ödemiş Municipality in Birgi for the SENTRUM project, especially for women and children. The space was opened as the 'SENTRUM Birgi Practice Center', accessible to locals, businesses, and tourists,

- Created sustainable tourism routes for Birgi, installed five signs, and launched a project to digitize and update worn signage with multilingual content,

- Developed a 'Marketing and Branding Strategy' for Birgi,

- Prepared a 'Gender Equality Action Plan' and aligned all activities accordingly,

- Delivered training to 11 guesthouse operators in Birgi on the 'GSTC Certification Process' and 'Sustainable Tourism',

- Reached a total of 1,000 participants through all the training and workshops conducted in Birgi.

To Promote Green Skills in Türkiye's Energy Sector Initiative

As the first private sector stakeholder of the network together with the "Skills for an Inclusive Future (S4IF)" Network, a joint initiative of UNDP and EBRD, we aim to contribute to Türkiye's transition to a green economy by launching the "Developing Green Skills in the Energy Sector" initiative to identify and develop green and digital skills and promote employment in the Turkish energy sector.

In this context, an analysis of the green labor market will be conducted to identify job opportunities, skill needs and existing gaps. In line with the data obtained, the development of green skills will be supported by designing targeted training programs, especially focusing on underrepresented groups in the sector. The initiative was publicized at COP29 in Azerbaijan with the participation of high-level representatives of the project partners.

Support to Sustainable Fishing Project

With the Karataş Sustainable Fisheries Support Project, which we implemented in cooperation with Karataş Municipality and the Karataş Fisheries Cooperative, we aim to protect the rich marine ecosystem of the Mediterranean, establish a sustainable economic model, and enhance the well-being of the local community. Karataş is home to one of Türkiye's largest fishing fleets, yet it is also among the regions most affected by plastic pollution and environmental threats. Although fishing is the district's primary source of livelihood, challenges such as ghost nets, plastic waste, global warming, and invasive species threatening both the marine ecosystem and the livelihoods of local people.

Through this project, we are working to reduce marine pollution, promote the use of renewable energy, strengthen gender equality, and enhance the sustainability of the fisheries sector. This project directly contributes to nine of the United Nations Sustainable Development Goals, serving our environmental, economic, and social objectives simultaneously.

Main activities within the scope of the Project:

Collection and Recycling of Ghost Nets and Plastic Waste

At the waste collection center established within the cooperative, ghost nets and plastic waste are removed from the sea are collected and recycled. This activity aims to prevent marine pollution and create additional sources of income for the cooperative. While products made from the waste contribute to an economic model, they also support women's employment and economic independence.

Solar Power Plant Installation

A large portion of the energy needs is met by renewable sources with the solar power plant installed on the rooftop of the cooperative's icehouse. A great contribution to the environment has been made by reducing approximately 23 tons of carbon emissions annually, and the savings in energy costs have been returned to the fishing ecosystem.

Trainings Provided to Fishermen and Local People

With the trainings organized for fishermen and local people, awareness was raised on issues such as marine biodiversity, sustainable fishing, energy efficiency and plastic waste management. At the same time, issues such as gender equality, health and quality of life were addressed, and the social and economic empowerment of the local people was supported.

Workshops to Strengthen Women's Employment

In particular, upcycling workshops were established to support women's economic independence. Income models were created for women through products like bags and accessories made from waste nets, increasing their visibility in the local economy. Identifying that women were working in ergonomically unsuitable conditions, we collaborated with İzmir University of Economics to design ergonomic net weaving looms, which were introduced to the region. This project prioritizes enhancing women's economic independence and contributes to gender equality by providing long-term income-generating models for women. The role of women in the regional economy has been strengthened through the cataloging and marketing of products made from waste.

Project Impacts and Sustainability Model

Over 20 tons of ghost nets and plastic waste collected in one year within the scope of the project have made a significant contribution to the prevention of marine pollution. While the use of environmentally friendly energy has increased through the installation of the solar power plant, the activities of the cooperative have been strengthened through annual energy savings.

The awareness level of fishermen and the local people has been increased with training, and a sustainable fishing model has been created. Prioritizing the enhancement of women's economic independence, the project promotes gender equality by offering long-term income-generating models for women. The role of women in the regional economy has been strengthened through the cataloging and marketing of products produced from waste.

Long-Term Goals and Inspiration

The Karataş Sustainable Fishing Support Project is not only limited to regional development and environmental protection goals but also makes a significant contribution to the Mediterranean ecosystem and Türkiye's sustainability goals. The project's self-sustaining structure provides a model that can serve as an example for other regions facing similar environmental and social challenges. Having received numerous prestigious awards within a year, the project has successfully become one of Türkiye's pioneering initiatives in sustainability by combining the goals of marine conservation, economic development and social equality into a single framework. The impact assessment of the project was conducted by INGEV Human Development Foundation, and the Social Return on Investment (SROI) was reported as 8.7.

Teachers are Worth It Project

At Enerjisa Enerji, we believe that the foundation of quality education lies in the well-being of teachers, and that true transformation in education begins with them. Guided by this belief, we aim to strengthen both educators and their learning environments by supporting teachers' individual and professional well-being.

In line with this vision, we launched the "**Teachers are Worth It**" project in collaboration with the Teachers Network, an initiative led by the Education Reform Initiative operating under Sabancı University. With the motto, "From a better me to a better future", the project offers a rich variety of sessions, applications, and workshops on themes ranging from digital education technologies to well-being practices, to gender equality, psychodrama, post-earthquake solidarity and inclusive education.

These activities create safe and inspiring spaces where teachers can share the challenges they face, draw strength from collective solidarity, and develop innovative educational approaches.

Through this initiative, we aim to scale these practices nationwide, fostering a more inclusive, resilient, and transformative educational landscape across Türkiye.

Hatay Container City

Throughout 2024, various educational, social and solidarity activities were organized in Hatay Container City. The study center, opened in the summer period, offered students from 1st to 5th grades the opportunity to reinforce their lessons and prepare for the new academic year. With the end of the school term, "Report Card Festival" activities were held simultaneously in İskenderun and Hatay container cities. For students taking the university entrance exam, preference counselling and career information seminars were conducted accompanied by a guidance counsellor. Before the new academic year, 90 children enjoyed a colorful and fun day with the "Hello to School" event.

Various programs were carried out for the empowerment and integration of women into society. In the activities organized in cooperation with the Foundation for Supporting Women's Work (KEDV), hands-on workshops such as soap making were held. In addition, digital literacy trainings addressed topics such as digital skills, e-government use, social media management, digital parenting raising participants' awareness.

As a part of social solidarity and cooperation efforts, a webinar on "**Relationship Conflict Management and Supportive Parenting**" was organized in collaboration wih Sabancı University. Topics such as microcredit, grant projects, cooperatives and training programs were discussed in meetings with KEDV. Needs and demand analysis studies were planned to better understand the demands of container city residents and to develop appropriate solutions. Preparations are underway for the implementation of regular trainings, workshops and courses in the coming periods. These activities aim to empower container city residents in the areas of education, social support, professional development and community solidarity.

Communicators of the Future

As Enerjisa Enerji, within the framework of our mission to create social benefit, we brought together communication faculty students from universities in Adana, Gaziantep and Zonguldak, where we operate, with Brand Week 2024, one of the most prestigious events in the field of communication.

This initiative offered young communicators the opportunity to closely observe the best practices of the sector, draw inspiration from leading figures in the field, and expand their professional networks. Our students also took an important step in their careers by participating in the Corporate Communication Association's certificate program. The Brand Week event not only contributed to the career development of young talents, but also reaffirmed our commitment to investing in education and yothe next generation. As Enerjisa Enerji, we will continue to reach every segment of society through value-driven projects and support the communication professionals of the future.

Enerjisa Vocational High School Meetings

We came together with Enerjisa Istanbul Vocational and Technical Anatolian High School students and held inspiring sessions focused on the business world. While offering future professionals valuable insights into what awaits them, we also had the opportunity to share our knowledge and experience. We will continue to support and inspire the talents of tomorrow by maintaining our engagement with students, offering a broad perspective that spans technical fields and the business world.

Employee Volunteering Activities

We actively support our employees' voluntary participation in social responsibility initiatives and efforts aimed at promoting social well-being. We believe that volunteering activities not only enhance employee morale and engagement but also strengthen their sense of belonging to the Company.

Within the scope of the **Sabancı Youth Movement**, initiated under the leadership of Sabancı Holding with the aim of transforming brain drain into brain power, we launched the sixth Sabancı Technology and Impact Center at the Söğütözü Customer Service Center with the support of Enerjisa volunteers. Through this initiative, trainings delivered by volunteers at the Customer Service Center provide university students from various cities with the opportunity to explore their potential in innovation and entrepreneurship.

Bringing together 750 students from 88 different universities, the project has become a large-scale learning and development journey. In 2024, seven different sessions were organized, offering participants from diverse universities insightful knowledge on topics such as the fundamentals of entrepreneurship, trends in the energy sector, and digital transformation solutions. The project is set to expand further in 2025, aiming to raise awareness among young people about career opportunities in digital transformation and innovative practices within the energy sector.

Through our proprietary **Enerjik Gönüller (Energetic Volunteers)** program, we open our volunteering projects to all Enerjisa employees and engage them throughout the year in a variety of volunteering activities aligned with their individual skills and interests.

Under the Energetic Volunteers umbrella, we carry out and participate in various initiatives such as the workshop where waste fishing nets are transformed into beds, cushions, and toys for stray animals, and the FIRST LEGO League competition where our volunteers serve as jury members in collaboration with the Science Heroes Association.

Başkent EDAŞ Sports Club

At Enerjisa Enerji, we place corporate social responsibility and the pursuit of positive impact at the core of our operations. In collaboration with clubs, families, and schools, we support young athletes in balancing both their academic and athletic journeys.

Since its establishment in 1983, Başkent EDAŞ Sports Club has provided young talents with opportunities to grow, unlock their potential, and thrive in their sporting careers. In 2024, under the guidance of two dedicated coaches, a total of 135 athletes competed across all age group leagues (12–18 years). The club proudly secured championship titles in the U14, U15, and U16 categories, and achieved third place in both the U17 and U18 leagues.

While supporting the physical and mental development of our youth, we also prepare them for the future by fostering teamwork, discipline, and well-being—empowering them to become healthy individuals and realize their full potential.

Employee Engagement and Work Environment

At Enerjisa Enerji, we are leading the journey toward turning the dream of a sustainable world into reality. In line with our 2030 goals, we aim not only to grow but also to transform the way we work, **accelerate digitalization, and respond to the needs of the future starting today.** With our flexible structure, we provide tailored solutions to different business units, encourage innovation, and collectively build a shared culture that puts the needs and development of Enerjisa employees at its core.

On our journey to shape the future, we believe that people are the most fundamental driving force behind sustainable transformation. With the Culture Transformation Journey we launched in 2023, we set out to ensure that all Enerjisa employees experience the same cultural climate. Through this process, we aimed to create a more engaged, harmonious, and fulfilling work environment.

Culture at Enerjisa

Common Purpose and Vision

At Enerjisa, we believe in acting in line with a common goal and vision at every step. This is not only a goal, but also a strong bond that brings all our employees together.

Valuing People

Touching the lives of our employees is our top priority. We design all our projects and processes to ensure that people feel the value we place.

Open Communication

Our communication culture is built on trust and sincerity. Creating an environment where everyone feels comfortable listening to one another and exchanging ideas freely is one of the key elements that makes the working experience at Enerjisa unique.

Autonomy

We trust our employees to perform their jobs. We provide an environment where they can take initiative based on their knowledge and experience and plan their resources to get things done. This encourages individual responsibility and increases productivity.

Creative Work

Creating work environments that support creativity is a cornerstone of Enerjisa's culture. By flexibly adapting our ways of working to meet evolving needs, we encourage innovative solutions and quickly adapt to change.

Environment & Agility

Creating work environments that support creativity is a cornerstone of Enerjisa's culture. By flexibly adapting our ways of working to meet evolving needs, we encourage innovative solutions and quickly adapt to change.

Participatory & Collaborative Approach

We foster an environment where every idea is valued. By encouraging sharing and collaboration, we build a culture where all our employees can contribute. We believe in the power of acting together and embrace different perspectives.

At Enerjisa Enerji, empowered by our culture, we are committed to continuously offering new opportunities and development pathways to support the personal and professional growth of our employees.

People and Culture (P&C) practices are designed to promote a positive corporate climate and create a meaningful work environment based on open communication and a strong organizational culture. At Enerjisa Enerji, new leaders are developed and effective management practices are encouraged, while equal opportunities are offered to all potential and current employees without discrimination.

As an equal opportunity employer, we regard diversity and inclusion as core values in all our People and Culture practices. We prioritize supporting the personal and professional development of our employees and investing in initiatives that strengthen our culture of collaboration. Our commitment to creating a comprehensive and inclusive working environment lies at the heart of achieving these goals. Recognizing the potential that a diverse workforce brings, we focus on increasing gender and age diversity, particularly in management positions. We firmly believe that a diverse and inclusive environment fosters innovation and drives our success.

We are committed to strengthening a culture of transparency and open communication, while proactively supporting employee well-being through benefits designed to promote diversity and inclusion. At the same time, we continuously enhance our occupational

Competitive Compensation, Benefits, and Retirement Plans

At Enerjisa Enerji, our rewards and benefits system is built on the principles of fairness, transparency, competitiveness, and recognition of high performance. In shaping our compensation policies, we consider market data, sector trends, Sabancı Holding practices, and macroeconomic factors. Through regular market analyses, we aim to offer a fair and competitive pay structure, helping us attract new talent and strengthen the engagement of our existing employees. With this approach, we foster a positive and competitive working environment.

We obtain compensation data from independent third-party consultants and use globally recognized methodologies for job evaluations. In addition, by participating in annual salary surveys, we monitor market and industry benchmarks to determine our base pay levels. The salaries of our blue-collar employees are determined in accordance with the provisions of the Collective Bargaining Agreement.

At Enerjisa, we are committed to establishing competitive and fair compensation policies. We ensure fairness and equity in our practices by considering market data, industry trends, and macroeconomic indicators.

This approach enables us to attract and retain top talent while fostering high employee engagement. Our compensation policies are aligned with the provisions of Labor Law No. 4857, ensuring full compliance with legal requirements regarding severance payments in the event of contract termination.

We shape our base pay practices through participation in annual salary surveys and by determining blue-collar wages via collective bargaining agreements. Currently, 61 percent of our permanent workforce consists of blue-collar employees, all of whom are covered by these agreements. The agreements clearly define terms related to recruitment, training, development programs, and benefits. They are designed to meet employee expectations while remaining balanced within our budget targets.

Our compensation policies are informed by annual salary surveys, performance evaluations, and independent third-party audits, including those linked to our ESG goals. We use salary reports and surveys from third-party consulting firms and apply globally recognized job evaluation methodologies to determine position levels.

For white-collar employees, our compensation structure includes fixed salaries, bonuses, benefits, and performance-based variable pay.

Fixed salaries are set according to experience and position and reviewed regularly to align with sector benchmarks. Variable pay is based on both company and individual performance, with additional payments provided when targets are met. Blue-collar compensation and benefits are determined through collective bargaining agreements. This comprehensive approach ensures competitive and fair pay that reflects industry standards and company performance.

We believe that individual success is the foundation of organizational success. We use a variety of of talent management systems to assess and monitor employee performance and competencies. Succession plans for critical positions are developed for the short and medium term and aligned with annual potential assessments. By actively supporting career development, we aim to ensure our workforce is ready for future challenges.

In 2024, 88 percent of managerial appointments were filled by internal candidates, demonstrating our commitment to developing talent from within. Through leadership, personal, and professional development programs, we provided an average of 34.48 training hours per employee in 2024.

We apply competitive pay practices that meet market standards and offer attractive and fair benefits. Through our flexible benefits program Sen Seç, employees in eligible roles can benefit from flexible working hours, relaxed dress codes, remote working options, and customizable benefits. We also provide ergonomic equipment, office supplies, and communication packages to support remote working. Since 2021, our flexible benefits system has allowed employees to tailor their benefits to meet their personal needs. In 2024, 68 percent of our white-collar employees participated in this program.

We provide annual leave that exceeds legal requirements along with additional benefits including welcome leave for new hires, birthday leave, and extended paternity and adoption leave beyond statutory entitlements.

All employees are entitled to private health insurance, and this benefit will be extended to blue-collar employees as of 2025. We also provide life insurance to support employees and their families in unexpected situations.

Our employer-contributed private pension scheme offers additional advantages for white-collar employees on a voluntary basis. We contribute 3 percent of gross monthly salaries to employees' private pension accounts to help them build long-term savings.

These contributions are made without requiring additional employee payments and are transferred regularly to ensure steady retirement savings.

Currently, 63 percent of our white-collar employees benefit from this program. All full-time employees have access to retirement arrangements. Parental leave is available for all employees, and disability coverage is provided without discrimination.

Since our workforce primarily consists of full-time employees, all standard benefits apply across this group.

We also have a limited number of part-time employees, who are entitled to the same benefits in line with our equal treatment policy.

We carry out rigorous wage audits to ensure that contractor employees earn at least the local minimum wage as part of our commitment to fair compensation and to support living standards.

Subcontractors represent the most common type of non-permanent workers at Enerjisa.

Contractors by Service Type

- 18% Administrative affairs
- 43% Construction works
- 17% Call Center
- 22% Fault repair and maintenance
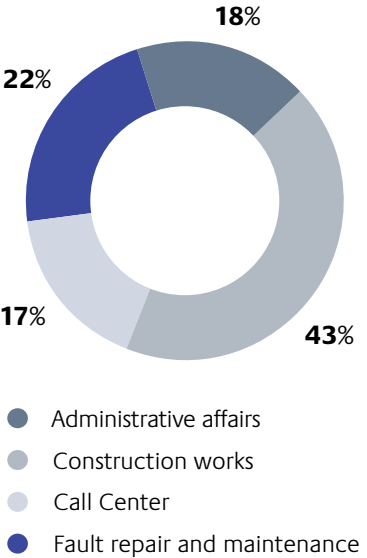
We recognize that our occupational health and safety practices not only protect the well-being of our employees but also enhance our operational efficiency and strengthen our corporate reputation. In line with this awareness, we remain committed to continuously improving and sustaining these practices.

Internal Communication Channels and Platforms

As a publicly listed company, we ensure that any organizational developments, changes, appointments, new hires, newly implemented processes and procedures, as well as sector and external stakeholder updates, regulations, and policies that concern our stakeholders are communicated to our employees in line with relevant legislation and internal regulations. We share this information through appropriate communication channels, including email.

Our **IKON** mobile application, which is accessible to all employees, serves as an effective platform for sharing announcements and updates related to changes before, during, or after they take place. To ensure that all employee-related matters are communicated efficiently and promptly, we make use of various internal communication channels. IKON also plays a key role in managing processes such as performance evaluations, recognition and appreciation programs, suggestion systems, compliance processes, and occupational health and safety procedures. We actively use IKON to enhance the employee experience and facilitate workforce management.

Through our periodic Enerjisa Bulletin Announcements published via email, we provide employees with up-to-date information about Enerjisa Enerji and our business units.

Our corporate communications team shares developments related to our company and business units through official social media channels, as part of our transparent communication policy, reaching both our employees and external stakeholders, including customers. For occupational health and safety updates and administrative matters, we use workplace bulletin boards, while union-related developments and collective bargaining information are communicated through boards designated by the union.

Our CEO holds live broadcasts titled "CEO Talks" via IKON, directly engaging with our employees. In these sessions, we share our strategic priorities, goals, and achievements while offering employees the opportunity to ask questions directly. As part of site visits, our senior management meets face-to-face with both office and field employees and holds briefing sessions to maintain open communication.

Employee Engagement and Union Relations

We regularly measure employee engagement and satisfaction each year, and we carefully evaluate the feedback we receive from our employees. According to the results of the 2024 survey, our employee satisfaction score was recorded at 73 percent, while the engagement rate stood at 64 percent.

Based on these results, we aim to continuously improve our working conditions to enhance both employee satisfaction and engagement. We conduct in-depth analyses of the Employee Engagement Survey results and all feedback received, and we implement various measures to reduce employee turnover. In addition to external assessments conducted annually, we also regularly measure satisfaction through surveys carried out on our IKON application.

Our People and Culture teams organize periodic meetings and site visits to engage directly with our employees and address their questions. These visits ensure that both our white-collar and blue-collar employees are well-informed about company developments. Our People, Culture, and Administrative Affairs Directorate holds communication meetings with union headquarters and branch offices. We regularly discuss matters related to the implementation of the collective bargaining agreement for our unionized blue-collar employees with union headquarters and branch management. In addition, our People and Culture teams at various workplaces collaborate with workplace union representatives to address and resolve current questions and complaints raised by our blue-collar employees.

Our blue-collar employees within the scope of the collective bargaining agreement have the freedom to decide whether or not to join the union.

Currently, some of our blue-collar employees benefit fully from the collective bargaining agreement even without union membership. Our commitment to freedom of association is clearly stated in our Human Rights Policy, which is accessible to all employees through our IKON mobile application and our company website. If our blue-collar employees have any concerns about their freedom of association, they are encouraged to report these to their managers, the People and Culture team, or through other grievance reporting channels. They also have the legal right to approach relevant authorities or the judiciary regarding such matters.

We place great importance on respecting our employees' freedom of expression and do not tolerate any actions that might restrict this right. We also support the right to unionize in compliance with applicable legal regulations and recognize its significance. On March 1, 2024, we signed a collective bargaining agreement with the Türkiye Enerji, Su ve Gaz İşçileri Sendikası (TES-İŞ) which will remain in effect until February 28, 2026, covering our distribution companies. Under this agreement, the wages and working conditions of 6,292 of our blue-collar employees are determined according to its provisions. As of July 2024, 69,357 out of 268,640 energy sector employees in Türkiye (26 percent) are members of TES-İŞ, making it the largest union in the energy sector by membership.

We are dedicated to further improving our occupational health and safety performance by actively involving our employees and stakeholders in critical processes.

Feedback Management

At Enerjisa Enerji, we recognize that employee satisfaction and engagement are crucial to the success of our company, and we strive to maintain effective communication with our employees. To achieve this, we continuously improve our internal communication channels by taking into account the feedback from our employees.

At Enerjisa Enerji, we place great importance on employee feedback and strive to provide a working environment where our employees feel valued. In line with our corporate culture, which is built on a "**Participatory and Collaborative Approach**," we actively encourage the involvement of our employees in decision-making processes. We facilitate this participation through periodic meetings, annual target-setting and performance evaluation meetings, live broadcasts, and project committees. We ensure that employees feel confident in expressing their views through various methods such as one-on-one meetings, focus group studies, our IKON mobile application, and surveys.

Additionally, employees can share feedback via the IKON app, our suggestion system "Bir Fikrim Var," and surveys. We analyze all feedback received and develop action plans aimed at continuous improvement.

We recognize and, where appropriate, reward employees who contribute to our suggestion system. We particularly support the involvement of high-potential employees in management decisions. We regularly share updates about company developments with our employees through various communication channels. In 2024, through the "Bir Fikrim Var" portal, which we launched in 2023, we received 888 suggestions. Of these, 73 percent passed the initial evaluation and were reviewed in detail. The suggestions were submitted by 53 percent white-collar and 47 percent blue-collar employees. We expanded the scope of suggestions by adding new categories to the system and began rewarding employees whose suggestions were accepted.

Requests related to administrative matters are tracked through our help desk system, which is accessible to all employees. When a request is submitted, it is directed to the relevant team, and the resolution process is initiated. Once the request is completed, the responsible team updates the system and informs the employee who submitted the request. We address all requests proactively and plan and implement actions accordingly.

Occupational Health and Safety at Enerjisa

At Enerjisa, we regard occupational health and safety (OHS) as an integral part of our work culture, viewing it not merely as a legal obligation but as a strategic element that enhances the quality of life for our employees and strengthens our corporate values. We continuously update our OHS practices based on evolving risk dynamics and field feedback, integrating safety into all our processes.

Our corporate policy adopts a proactive approach. Beyond legal compliance, we operate systems that anticipate and manage risks at an early stage. In this context, we act with an understanding that focuses on the safety of not only our employees but also all our business partners.

Enerjisa's OHS structure is designed within each of our business units—Electricity Distribution, Retail, and E-Mobility—to report directly to senior management. This structure ensures that OHS decision-making mechanisms are permanently embedded in the strategic agenda of the organization. Our governance model in OHS encompasses a holistic framework that assigns responsibilities at every managerial level, aiming to achieve sustainable outcomes.

Our field operations are supported by systematic risk analyses, preventive measures, visual confirmation and recording processes, and continuous training. Every employee is equipped with the knowledge to identify potential hazards in the field and take necessary actions. Our training programs encompass not only theoretical knowledge but also behavior-oriented safety culture. We empower our employees through annually developed training modules and practical OHS programs, directing our investments towards preventing workplace accidents. We ensure the participation of the entire organization in OHS audits and contractor management through the Safety Improvement Plan (SIP) targets monitored by senior management.

Enerjisa's OHS risk management and emergency preparedness activities are conducted meticulously within structured procedures. These risk assessment procedures involve identifying potential hazards and impacts, implementing protective measures to mitigate these risks, and raising awareness among employees about potential hazards they may encounter. The company proactively informs its workforce through regular training and awareness programs.

We strengthen OHS processes not only through centralized management structures but also through mechanisms based on employee participation. At Enerjisa, the feedback of our employees plays a decisive role in improving OHS performance. OHS committees, suggestion systems, observation and evaluation workshops integrate field experiences into our work methods. Employee input is part of the process in critical areas such as personal protective equipment selection, pre-job risk analyses, and risk assessment studies. Monthly knowledge competitions update employees' safety knowledge and encourage participation in the OHS culture.

With full awareness of our responsibility to safeguard the health of our employees, we meticulously prepare health data in accordance with our Health Surveillance Procedure and in compliance with applicable health regulations.

Enerjisa effectively implements the ISO 45001 Occupational Health and Safety Management System across all its operations. Additionally, as of 2024, the certification process for the ISO 39001 Road Traffic Safety Management System has been successfully completed in our electricity distribution companies. This development documents the systematic management of risks related to field traffic and road safety, representing a pioneering step in our industry. Independent audits conducted in 2024 have demonstrated the functionality of the system and the consistency of continuous improvement efforts.

Enerjisa mandates high safety standards not only for its own employees but also for all its suppliers and contractors. Criteria such as OHS training, provision of personal protective equipment, and health monitoring are clearly defined and implemented.

Our performance is monitored using international indicators like the Total Recordable Incident Frequency (TRIF) and Critical Incident Frequency (CIF) and is evaluated holistically through health monitoring and incident **analyses**.

Enerjisa has established systems that continuously monitor the physical and mental health of its employees. Periodic health check-ups are planned according to workplace hazard classifications; infirmary services are accessible to all employees. Investigations conducted after incidents are transparently shared, and findings are reflected in training content and process improvements. This approach fosters a learning and evolving safety culture.

Stakeholder participation is another cornerstone of Enerjisa's OHS culture. The company integrates employee feedback into process improvements and evaluates these inputs in periodic meetings to make decisions on actions. These meetings also serve as a platform to analyze past work and environmental incidents, identify field risks, and share mitigating measures.

At Enerjisa, our goal is to adopt safety not just as a protective measure for employees but as a value that guides our way of working. Our safety culture reflects our responsibility towards the shared future of our employees, business partners, and society.

In 2024, we aimed to prevent potential accidents and elevate the safety culture within the organization through the improvement efforts outlined below:

Unsafe Acts Project

In the 2019 Model-Based Critical Behaviour Analysis study, we endeavoured to determine the causes of critical unsafe behaviours and examined the resulting outputs. A seminar series, building on the insights gained from this study and aimed at understanding the underlying causes of unsafe behaviours, was conducted throughout Distribution Companies in 2022.

As a furtherance of the project, the identification of unsafe behaviours was initiated in 2023. Within the scope of this project, the project team carried out studies to create an inventory to identify unsafe behavior items, conflicts and tensions that may occur in the processes, and the attitudes of employees in 2024. This project aims to make improvements that will have a positive impact on the safety culture in distribution companies.

ISO 39001 Road Traffic Safety Management System Establish

Implementation of ISO 39001 Road Traffic Safety Management System: To introduce a systematic approach to traffic safety, the implementation of the ISO 39001 Road Traffic Safety Management System in Distribution Companies began in 2022. In 2023, a gap analysis was conducted to identify areas needing reinforcement and to develop good practices within our companies' existing operations regarding road traffic safety. Based on the findings, a road map was developed. In 2024, the certification process was completed through internal and external audits during the management system establishment. Additionally, Traffic Accidents Root Cause Analysis Training was provided to employees who are involved in the traffic accident investigation process to ensure a systematic approach.

Working Near Low Voltage Project

Our distribution companies have initiated research on how to safely work near high voltage, taking into account national and international practices and standards. In this context, consultancy services were sought, and preliminary studies were conducted to establish appropriate methods. Field visits were carried out, and workshops were conducted with our Central System Operation and OHS departments to determine how to work safely near voltage, specifically for the network types we use.

Employee OHS-E Meeting Guide

An OHS-E meeting guide has been prepared to communicate information about workplace accidents, near-miss incidents, and their investigation results to field employees during meetings. The guide also informs employees about changes in procedures and aims to enhance the efficiency of OHS communications. It details the methods and procedures for meetings, aiming to improve the effectiveness and efficiency of OHS-E meetings.

OHS Communication Gap Analysis

Efforts are underway to enhance the physical conditions of meeting rooms and areas to improve the efficiency of employee meetings and ensure that the information shared is more easily understood by employees.

Instruction-Procedure Simplification

The objective of this project is to simplify instructions and procedures related to critical risk activities in Distribution Companies, thereby facilitating their easier communication and understanding.

Occupational Health Webinars

In 2023, health webinars were initiated for our employees by expert doctors, and these continued into 2024. The webinars covered topics such as "World Mental Health Day," "Digital Balance and Psychological Resilience," "We Threw Away Vaccines, So How Can We Prevent Diseases?" and "Parents Managing Exam Anxiety," with the aim of educating employees on health-related issues.

Community Health and Safety Campaigns

Information guides were published on our social media accounts to raise public awareness about the dangers and risks associated with our electricity networks in our areas of operation and to enhance the overall level of community awareness.

Effective OHS Communication Workshops

Two-day practical workshops were organized to enhance the skills of engineers and team managers responsible for leading employee meetings, specifically in establishing effective OHS communication. During these workshops, participants gained practical experience by giving presentations and receiving constructive feedback. The sessions, which included the participation of professional actors, allowed participants to practice and refine their methods for effectively conveying OHS information. These sessions continued into 2024.

Talent Management and Employee Development

For a better future, we consider all our employees as talents and design comprehensive training and development programs to support their growth.

We regard continuous development as one of our core values. By learning from past experiences, developing with our future vision, and continuously pioneering change, we strive for ongoing improvement. Through talent management practices that support our high-performance culture and our vision of adapting to the future of work, we aim to attract skilled young professionals and seasoned experts, while nurturing and developing existing talent within our organization.

We believe individual success is the cornerstone of organizational success. Utilizing a variety of talent management systems, we identify and evaluate employee performance and competencies. To ensure our organization's sustainability, we prepare short- and medium-term succession plans for all critical positions in alignment with our annual potential assessment processes, closely monitoring our employees' career development. In 2024, 88 percent of our managerial and senior-level appointments were made from among our internal candidates.

We support our employees through leadership, personal, and professional development programs and tools, contributing to their growth journey.

Our average training hours per employee reached 34.48 in 2024, with detailed information available in the **Annexes** section of our report.

Through programs designed to develop effective leaders, Enerjisa Enerji helps employees assume leadership roles within the company in the fastest and most impactful way possible.

Enerjisa Development Programs

Leadership Development Programs

1. I WE ALL
1 year, 7 participants

The program, implemented for the Enerjisa Management Team and completed in 2024, consists of three modules that include individual development, team development, and the latest trends and developments in the energy sector.

2. LEAP
1 year, 28 participants

This program is designed to enhance the director-level management team's ability to lead business practices in the modern world, by focusing on Enerjisa's cultural components, leadership model, and contemporary leadership trends.

3. STEP
1 year, 173 participants

STEP is a development program aimed at strengthening the leadership competencies of managers and group managers. The program offers a flexible, social, and individual leadership development experience by incorporating various learning techniques such as remote learning, classroom training, workshops, and simulations.

4. JUMP
1 year, 425 participants

This program is designed using a blended learning method to enhance the effectiveness of employees in their roles as team and process leaaders, and to develop their managerial skills.

It offers a flexible, social, and personalized development experience through the combination of various learning techniques, such as online learning and simulations.

5. YOUNG ENERGY
1.5 years, 20 participants

Young Energy is designed to support and accelerate the development of high-potential young Enerjisa employees at the early stages of their careers. The program, lasting approximately one and a half years, aims to prepare participants for future roles by helping them overcome obstacles to fully realizing their potential and performance. Launched in mid-2023 and completed in 2024, the program is structured around four modules and includes training sessions focusing on developing participants' leadership, technical, and professional competencies. Additionally, participants receive mentoring from senior leaders and gain hands-on experience in managing projects using agile methodologies.

Our development programs, which cater to a range of participants from young talents to managers, are implemented in collaboration with top suppliers and are supported by multifaceted learning methods.

Individual Development Programs

1. YODA Mentorship-Adverse Mentorship
1 year, 290 participants

YODA Mentoring is a development tool designed to support Enerjisa employees who are open to feedback and willing to dedicate time to their professional and personal development, by connecting them with mentors who can guide them on this journey. The Yoda Reverse Mentoring program aims to facilitate intergenerational learning by offering next-generation employees the opportunity to mentor senior leaders at Enerjisa Enerji. Employees participating as reverse mentors benefit from the experience of senior leaders while gaining a platform to share the dynamics and expectations of their own generation. Those participating as mentees gain a better understanding of younger generations and can apply this insight as an advantage in both their personal and professional lives.

2. Gate: Self Awareness Journey
1 year, 352 participants

GATE is a development program designed in line with the personal development plans of specialist and assistant specialist-level employees based on Enerjisa competencies. The program includes online trainings, webinars, and classroom sessions. The program offers participants the opportunity to improve their skills in Enerjisa's core competencies as well as in emerging business trends.

3. Insider
1 year, 690 participants

Enerjisa aims to foster a culture of peer learning within the company by encouraging employees to share their knowledge and experience with one another. Through this program, participants gather in need-based training sessions led by internal trainers who are experts in their fields. While these sessions focus on developing technical and personal competencies, they also help sustain a culture of learning from one another. Since 2024, the program has not only created corporate value but has also expanded externally, with internal trainers contributing to various social responsibility initiatives, thereby generating social value as well.
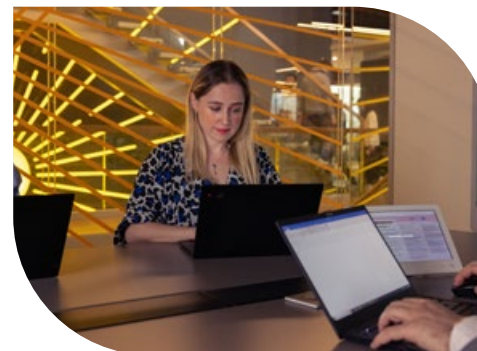
4. Language Training
1 year, 956 participants

Enerjisa supports employees who wish to improve their foreign language skills by using various methods, including digital platforms, conversation classes, and group lessons. In 2024, foreign language support was provided to 956 participants.

5. Master's and Doctoral Support

Enerjisa contributes to the postgraduate education expenses of its employees to support their professional and personal development.

6. EnAkademi

This e-learning platform aims to provide employees with online development tools that support both mandatory training and the learning necessary to achieve their career goals. In EnAkademi, employees can plan and manage their own career development by choosing tools from a wide catalogue consisting of e-training, simulations, videos, articles, and development action recommendations to enhance both their competencies and technical knowledge.

Professional Development Programs

1. Enerjisa Retail Academy
1 year, 635 participants

All training programs previously conducted under Sales School, Corporate Sales Academy, Energy Management Academy, and Operations Academy have been consolidated into the Enerjisa Retail Academy. This initiative aims to develop the professional, technical, and leadership competencies of all employees at Enerjisa Retail Sales and Customer Solutions companies, support strategic goals, and prepare them for the future business world. Designed using next-generation learning methods, the academy enables participants to lead their learning and development journeys through a credit system, selecting courses aligned with their needs and interests to direct their growth.

2. KOZA Development Program
1,5 years 59 participants

The KOZA Development Program, first implemented in 2019, was redesigned to support the development of sales teams and enhance their experiences. This 1.5-year program, which consists of training sessions that promote both technical and personal competency development as well as inspiring meetings, includes three training modules along with a project module.

In the project module, participants share their improvement and development proposals related to business processes with senior management.

3. Technology Development Academy

The Technology Development Academy is designed to enable technology teams to follow emerging trends and develop in areas where improvement is needed. The program is updated each term to reflect current needs and priorities and is delivered to IT employees.

Its goal is to maximize the potential of IT teams and create a positive impact on performance outcomes, aligning with Enerjisa Enerji's vision and strategy.

4. Patika Development Program
1 year, 699 participants

This program is designed as a developmental pathway to address the skills frequently needed by employees at the responsible, supervisor, technician, and authorized levels in their professional lives.

5. Admission Training with VR

As a first in the distribution sector, the VR Glasses Project was introduced with the aim of instructing employees on facility acceptance processes through virtual reality. As part of this project, 100 engineers involved in facility acceptance received VR Acceptance Training, thereby enabling the opportunity for remote acceptance through the use of technology.

6. Transportable Training Facility

Through the Mobile Training Center, visits were organized to 17 universities and 10 vocational high schools in the provinces where we conduct distribution activities. More than 2,600 students were reached, and they were introduced to technical practices in the distribution sector. This initiative not only acquainted students with the energy sector but also provided them with valuable technical knowledge.

7. Polaris Program
1 year, 43 participants

To disseminate a culture of continuous improvement and make employees integral to the system, Kaizen and Six Sigma Projects have been consolidated under the Polaris Program. Launched in 2023, this program gathered 111 project ideas through IKON. Based on company priorities, 13 Kaizen projects and 10 Six Sigma Green Belt projects were selected by process owners. Six Sigma project team leaders received Green Belt training, while team members received Yellow Belt training. Kaizen project team members continue to receive training on Kaizen and Problem-Solving Techniques.

Both Six Sigma and Kaizen project teams maintain their projects through weekly meetings. Since 2019, Kaizen projects have been implemented across 15 different processes within the company as part of continuous improvement. In 2024, our ZEN Kaizen project team won the Kaizen Award at the Quality Circles Sharing Conference organized by the Turkish Quality Association for their project "Increasing Digital Application Rates.

8. DEEP
1 year, 2,218 participants

This program is designed and implemented to increase the digital awareness of all our employees in the rapidly changing world of technology and to inform them about what can be done with technologies that are currently shaping or may shape our lives in the future. Additionally, a key goal of the program is to explain how these technologies can be utilized and leveraged effectively. The program emphasizes three main topics: the speed of technological change, the commercialization of products, and the management of risks associated with them.

9. Trainings for Blue Collar Workers
1 year, 8,824 participants

In 2024, 4,765 employees completed the mandatory certification processes required by law and obligations (such as EKAT, Safe Working at Heights, UAV-1 Professional Competence Certificate, etc.) as part of Enerjisa Energy's electrical distribution activities. A one-day Safe Work on Site Level 1 training was provided to 313 fault repair operators to teach safe working methods and proper workmanship techniques while working in the distribution network field. Additionally, a two-day Safe Work on Site Level 2 training was given to 1,609 fault repair operators.

In Customer Operations, one-day training on Leak Awareness, MTH Basics, and Meter Processes was provided to 1,406 operators, while 274 operators received two-day training on Meter Connections and Leak Awareness.

In accordance with the Planned Maintenance Procedures announced by the Energy Market Regulatory Authority (EMRA) in 2021 under the 4th Implementation Period, two-day Level 1 Maintenance Training was provided to 82 employees, and two-day Level 2 Maintenance Training to 190 employees.
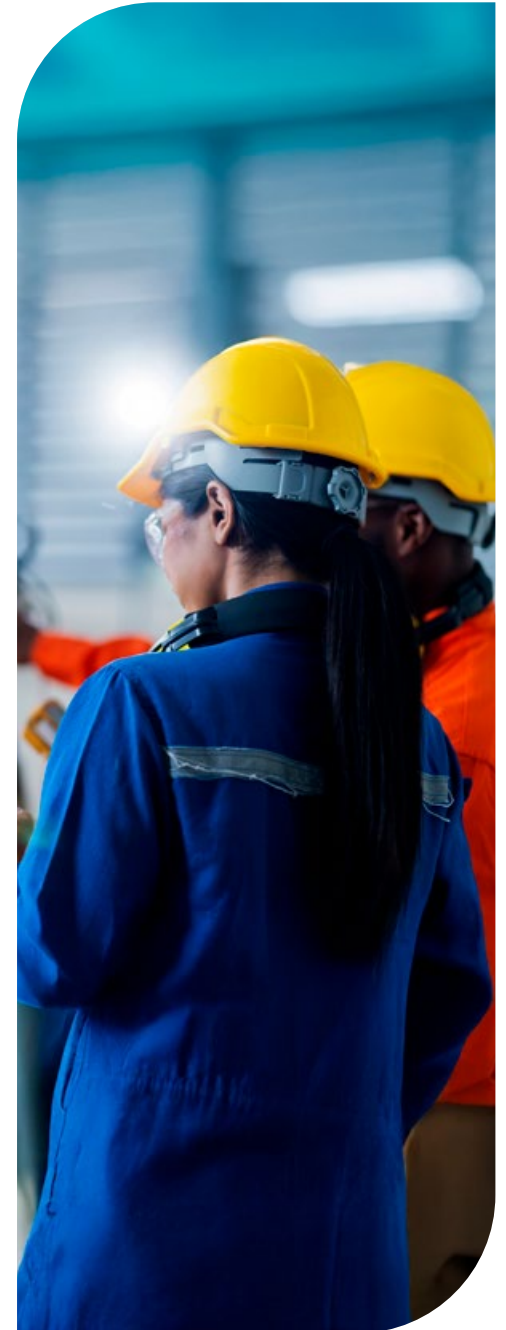
Young Talent Programs

1. ENTER
9 months, 18 participants

ENTER is a talent program structured as a rotational process designed for final-year undergraduate and graduate students studying Electrical Engineering, Electrical and Electronics Engineering, Political Science and International Relations, Political Science and Public Administration, Mathematics, Statistics, Business Administration, Economics, and Industrial Engineering at universities located in the Enerjisa distribution region. The program allows participants to familiarize themselves with Enerjisa's distribution processes while exploring their own interests.

The eighth edition of the ENTER Program, organized in 2024, aims to contribute to the employment of young talents and to create a trained workforce. Over the course of nine months, young talents rotate through departments called the Electricity Distribution Path, Functional Units Path, and Data Management Path, gaining knowledge about all functions in the energy distribution business. Participants also receive mentorship support through talent coaches, enabling them to discover their interests.

2. ITALENT
9 months, 12 participants

ITALENT is a long-term young talent program targeting final-year undergraduate and graduate students who aspire to work in the energy sector. By bringing together digital talents, it facilitates their adaptation to the technology world. The program aims to train young professionals aspiring to build careers in Information Technology (IT) as professionals while still studying, and to support equal opportunities for women in the technology sector. Within this program, young talents gain career experience in various IT and Digitalization functions while participating in enriched training modules designed to support their personal and professional development.

3. FINANCE & LEGAL X
1.5 years, 4 participants

This Management Trainee program is designed for future professionals interested in finance and legal fields. Participants actively engage in Enerjisa's strategic projects and explore the multifaceted business environment through departmental rotations.

The program aims to provide participants with a strong career foundation while contributing to Enerjisa's sustainability and digitalization objectives. As Türkiye's leading energy company, Enerjisa Enerji offers program participants the unique opportunity to experience the dynamics of the energy sector through its innovative and agile structure.

4. RETAIL-X
1 year, 36 participants

RETAIL-X is a Young Talent Program designed to recruit new graduates with a maximum of two years of professional experience who are eager to work at Enerjisa Retail Sales and Customer Solutions companies. With this program, Enerjisa Enerji aims to strengthen its strategic position in the retail sales and customer solutions sector by hiring and developing new talents. The third edition of the program, held in 2024, includes opportunities for hands-on professional experience, long-term learning environments featuring skill development training, mentoring and coaching processes, and cross-functional rotations.

5. SPARK
1 month, 170 participants

The SPARK summer internship program aims to ignite the career journeys of 3rd and 4th-year students from the faculties of Engineering, Economics and Administrative Sciences, or Social Sciences, while introducing them to the electricity distribution sector. The 20-day program includes personal development and technical training, coaching support, project work, technical visits, and project presentations.

6. SHE-NERGY
1 year, 80 participants

She-nergy is a program designed to introduce opportunities in the electricity distribution sector to Electrical and Electronics Engineering students across Türkiye, particularly targeting female engineering candidates. However, it appeals to a broad audience through its open events.

The second She-nergy program, held in 2024, has reached over 1.4 million people. The opening webinar featured leading industry figures and inspired 573 university students. The Tea Talk event and the 3-month project phase within the program provided participants an in-depth experience with Enerjisa Distribution Companies and the electricity distribution sector.

During the project phase, 80 participants developed innovative projects while working closely with project coaches from Enerjisa Distribution employees, enhancing their technical skills and gaining sector experience.

7. RETAIL-XPERIENCE

Retail-Xperience meetings enable young talents to deeply immerse themselves in the dynamic world of the energy sector, as well as the fields of retail sales and customer solutions. These meetings provide opportunities to experience innovative approaches and anticipate future opportunities in the sector. By offering university students insights into the business world and discussing projects and company vision with a focus on "**On the Path to the Future**," the program aims to help young people discover their potential. Participants gain in-depth knowledge about the future of the energy industry through training sessions on energy efficiency and renewable energy, career talks with industry leaders, and visits to the Energy Tunnel and Customer Service Center. These meetings, combining both theoretical and practical experiences, help broaden young people's visions about working life and guide their career paths.

Diversity, Equity and Inclusion

At Enerjisa, we place great importance on ensuring equal opportunity and preventing discrimination in all our processes.

In line with our sustainability strategies, we see the positive impact we create on society as one of our top priorities, and we position diversity, equity, and inclusion as a critical focus area within this framework. We aim to positively influence society by placing diversity, equity, and inclusion at the heart of all our business processes. Through our **Diversity and Inclusion Policy**, we are committed to embracing differences, providing equal opportunities for all individuals, and creating an inclusive work environment. We carry out a wide range of projects that span from promoting human rights and equal opportunity to supporting youth development and the social inclusion of people with disabilities, and we regularly monitor the effectiveness of these initiatives. Our goal is to ensure an environment where all Enerjisa employees can benefit equally from every opportunity.

Within the scope of our Diversity and Inclusion Policy, we strictly prohibit any form of discrimination based on age, gender, language, religion, nationality, race, ethnicity, marital status, health condition, disability, political opinion, or union membership. We believe these values represent fundamental human rights, and we recognize that diversity enriches our decision-making processes, enhances efficiency, and strengthens engagement among our stakeholders.

We conduct all our operations in full compliance with current legal regulations and our Code of Business Ethics (Enetik 2.0), and we communicate our principles through our Code of Ethics, Human Rights Policy, Human Resources Policy, and Diversity and Inclusion Policy to our employees and business partners. We work to embed these values in every aspect of our operations, from office design to employee orientation programs.

Established in 2022, our Diversity, Equity, and Inclusion Committee continues to guide and implement our strategies. The committee encourages employees to confidentially report any cases of discrimination or misconduct and ensures the necessary actions are taken. Chaired by our Head of Sustainability and Corporate Capabilities, the committee regularly reports approved decisions and actions to our Sustainability Executive Committee. The committee meets at least twice a year and convenes additional meetings at the discretion of the chair or upon request from members.

Its purpose is to steer the company's corporate diversity, equity, and inclusion strategy, roadmap, and action plans, provide advice to the CEO and the Sustainability Executive Committee, and transparently monitor, measure, and report progress through our Head of Sustainability and Corporate Capabilities. In 2024, the committee convened five times.

Through our **"Sensiz Olmaz (Not Without You)"** platform, we work to promote equal opportunities and inclusion in the business world, with activities organized under the themes of **"Equality is Essential,"** **"Youth is Essential,"** and **"Accessibility is Essential."** We develop projects on key topics such as gender equality, youth, and accessibility, and we regularly monitor their effectiveness. We actively engage our employees in forming voluntary groups to contribute different perspectives and competencies, with these groups reporting their outcomes to our Diversity, Equity, and Inclusion Committee.

We place great importance on ensuring equal opportunity in all our processes and on preventing discrimination. We do not allow any of our employees to face discrimination based on language, religion, nationality, race, ethnicity, age, gender, marital status, health condition, disability, political views, union membership, or similar factors. In 2024, no cases of discrimination were reported, demonstrating the effectiveness of our efforts in this area. As of 2024, we have 10,384 employees, of whom 13% are women and 87% are men. We aim to ensure that the proportion of women on our Board of Directors does not fall below 25% and to achieve 50% female representation in our young talent recruitment programs. We regularly analyze gender-sensitive data and monitor indicators such as the proportion of women hired and promoted, overall female representation, women in management, succession plans, pay and benefits parity, and participation in training. We set clear targets for senior management and organize trainings for all managers and employees on eliminating gender-based bias.

We strive to prevent gender-based prejudices by adopting the "blind CV" application in recruitment.

Our Women Employment Statistics for 2024

- **12.9%** of the total workforce consists of women.
- **32.2%** of white-collar employees are women.
- **37.5%** of the Board of Directors are women.
- **28.9%** of managerial positions are held by women.
- **19.4%** of senior management positions (director level and above) are held by women.
- **25.7%** of positions in STEM fields (IT, Engineering, etc.) are held by women.
- **31.9%** of revenue-generating managerial positions are held by women.

We are committed to developing a leading female workforce in the energy sector. To support the long-term participation of women in professional life, we offer flexible and remote working models, provide maternity leave that extends beyond the legal requirements, and offer optional mentoring support to women returning from maternity leave. We also collaborate with nurseries to provide discounted services for our employees and ensure that breastfeeding rooms are available at our locations.

We maintain a gender pay gap of less than 5%, ensuring there is no significant difference in pay between our managers, other white-collar employees, and blue-collar employees.

In 2024, we took significant steps to increase women's participation in the workforce and focused on strengthening female representation across different business areas. Through our young talent recruitment and internship programs aimed at talent acquisition, we achieved a female participation rate of 44% in the Retail-X program within our Retail company, 50% in the ITalent program in our technology function, 75% in the Finance and Legal X program in our finance function, and 55% in the Enter program within our Distribution company.

Average Gender Pay Gap at Enerjisa %, 2024

Salary Level	Average Gender Pay Gap	Average (Female / Male Salary)
Management Level (Manager+) *	4.4%	96%
Non-Management Level	0.5%	100%
Blue-Collar	-1.4%	101%

* Includes all local employees except the CEO.

Through level- and need-based Diversity, Equity, and Inclusion trainings, Zero Tolerance for Gender-Based Harassment and Violence trainings, and awareness activities for all employees, we aim to break down gender-based biases.

These trainings and initiatives are designed to help our employees develop an equality-focused perspective in both their personal and professional lives and to bring our commitment to creating a more inclusive work environment to life. We consider creating a culture where everyone feels valued and has equal opportunities as one of our top priorities.

To strengthen diversity, equity, and inclusion within our company, we are implementing tangible projects aimed at creating a sustainable and inclusive work environment, in collaboration with our "Sensiz Olmaz (Not Without You)" volunteer working groups.

Employee Distribution by Gender and Category

- **0,3%**
- **26,7%**
- **12,7%**
- **60,3%**

● 2,776 White-collar men
● 6,265 Blue-collar men
● 1,316 White-collar women
● 27 Blue-collar women
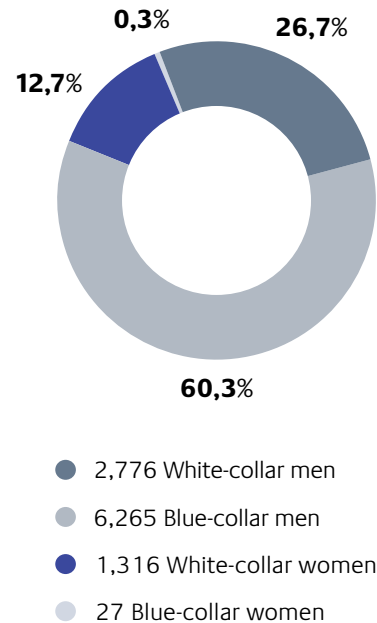
To strengthen female representation, we set a concrete target to increase the proportion of women in our workforce. We integrated this target into the performance indicators of relevant units, reflected it in function-based target cards, and monitored progress consistently throughout 2024. In line with our goal of enhancing female employment, we implemented the necessary actions and put strategic initiatives into practice to address identified improvement areas.

Since 2019, we have been a signatory of the Women's Empowerment Principles (WEPs), a globally significant private sector initiative aimed at increasing women's participation in economic life across all sectors and levels.

In line with the action plan we developed within the scope of the project, we took concrete steps to enhance the transparency of gender-related data in our sustainability reports. In addition to reporting the number of female executives, we included the gender breakdown at the board and management levels, as well as the gender distribution of participation in training and development programs.

To raise awareness of gender equality across the organization, we organized trainings and information sessions open to all employees.

Through company-wide information meetings and educational sessions, we succeeded in increasing the overall level of awareness.

We also adopted a volunteering-based approach in our internal communication efforts. Our internal volunteer group "Sensiz Olmaz (Not Without You)", which focuses on gender equality, began publishing a regular internal newsletter titled Equality Bulletin to foster continued engagement and awareness.

We actively participated in the UN Women's 16 Days of Activism campaign. As part of this effort, we shared campaign-related content on our social media channels, and our Enerjisa Energy Basketball Team supported the campaign by displaying banners at two separate matches. Additionally, we shared awareness messages with the public through these activities.

In the context of our supply chain, we initiated awareness-raising efforts focused on human rights and gender equality. These themes were highlighted during supplier information sessions, and we encouraged the integration of these topics into tender evaluation processes.

In this context, our Head of Sustainability and Corporate Capabilities and our Head of People and Culture participated in the "Inclusive Leadership for Corporate Sustainability" program, delivered in collaboration with Sabancı University Corporate Governance Forum, the 30% Club, IFC, and ILLAC. Through this program, they strengthened their expertise in inclusive leadership and sustainable corporate transformation. By assuming leadership roles as committee chair and vice-chair during the program, they strongly demonstrated our commitment to building an inclusive and equitable workplace culture.

We take a clear stand against violence and harassment against women and implement comprehensive projects aimed at raising societal awareness.

Zero Tolerance Towards Violence and Harrasment Against Women

We maintain a strong stance against gender-based violence and harassment, and we are committed to raising awareness through various projects. Our **GBVH (Gender-Based Violence and Harassment)** Project was initiated as part of our commitment under the **EBRD Capex Project**. This initiative is supported by our Compliance, People and Culture, and Sustainability and Corporate Capabilities teams.

The project covers all of our companies, and we have engaged external consultancy support to identify existing risks and design preventive strategies through a comprehensive risk assessment. We have organized awareness sessions for our senior management on gender-based violence, and webinars for all employees.

As part of our Human Rights training, we have provided employees with information about their rights regarding gender-based discrimination and workplace harassment.

Through our "**Zero Tolerance Policy Towards All Forms of Violence Harassment and Discrimination**" policy, we share this commitment with all our stakeholders and continue to promote awareness.

Since 2019, we have participated in the "**Business Against Domestic Violence (BADV)**" Project, run by the Sabancı University Corporate Governance Forum and supported by UNFPA and the Sabancı Foundation.

In 2022, we became a strategic member of the "**Companies Against Domestic Violence Network,**" which was established to strengthen communication, share inspiration, and enhance knowledge and experience among member companies. Through this network, we aim to promote best practices and expand the initiative by engaging new companies.

Gender-Based Violence and Harassment Prevention Project

The GBVH Project is supported by Compliance, People & Culture, and Sustainability & Corporate Competencies functions. This comprehensive initiative covers all Enerjisa companies and benefits from the expertise of external consulting firms.

Additionally, the project's importance is emphasized within our corporate structure by integrating it into managers' KPIs.

Main Objectives of the Project

1. Risk Analysis and Action Plans

Enerjisa has conducted comprehensive risk analyses and developed action plans to effectively prevent workplace violence and harassment.

2. Awareness and Development

The project aims to increase awareness among employees about preventing gender-based violence and harassment and to identify opportunities for development in this area.

3. Training and Engagement

A series of webinars, training programs, and workshops led by sector experts have been organized to raise awareness and identify areas for improvement.

One of Enerjisa's top priorities is to ensure that all employees operate in a safe, respectful environment that upholds human rights.

To strengthen its zero-tolerance stance against violence and harassment, Enerjisa implemented the "Gender-Based Violence and Harassment Prevention Project" across all companies and locations.

At Enerjisa Enerji, we believe that combating gender-based violence requires not only raising awareness but also taking concrete steps to contribute to societal transformation. In this context, in 2024, we developed a detailed roadmap aimed at preventing gender-based violence and harassment across both our office and field operations. As a first step, we prepared a Gender-Based Violence and Harassment Risk Assessment Report to analyze our current situation, identify risk areas, and develop solution-oriented strategies. Through various training sessions and workshops, we strengthened our employees' knowledge and reinforced leadership support with dedicated sessions for our senior management. We appointed Volunteer Safety Ambassadors, ensuring they received the necessary training before assuming their responsibilities, and established specially trained Investigation Teams to ensure effective intervention in cases of violence, further reinforcing our support mechanisms. Through these efforts, we aim not only to create safe workplaces but also to contribute to building a more inclusive and equitable society.

We have strengthened awareness at the leadership level through Diversity, Equity, and Inclusion workshops designed for our managers, while delivering company-wide trainings, virtual meetings, and information sessions to promote a culture of equality. Our webinars aim to challenge unconscious bias and foster a culture of inclusion throughout the organization.

Furthermore, as part of our Human Rights training, we inform our employees about their rights regarding gender-based discrimination and workplace harassment. We also delivered a dedicated session on "Fundamental Concepts of Violence" to our Diversity, Equity, and Inclusion Committee members.

Enerjisa Enerji continues to take a firm stance against the rising challenge of gender-based violence and harassment each year, striving to raise awareness and provide support. Through our "**Zero Tolerance for All Forms of Violence, Harassment, and Discrimination**" policy, we communicate this commitment to all our stakeholders. As part of this effort, we actively participate in the annual UN Women awareness campaign held between November 25 (International Day for the Elimination of Violence Against Women) and December 10 (Human Rights Day), aiming to create meaningful impact. During this period, we organize various events to promote awareness among our employees and stakeholders.

In 2024, as part of the campaign, we shared information on Ministry helplines for individuals affected by or witnessing violence through messages on our electricity bills, helping to raise awareness among our customers about available support resources. We engaged with 250 university students during a webinar showcasing good practices from the business community in combating gender-based violence, helping to build awareness among young people.

Additionally, our basketball teams in Ankara and Istanbul supported the campaign by participating in awareness activities highlighting the insecurity women often face in daily life.

We also reinforced face-to-face awareness efforts by displaying campaign-specific visuals at our Customer Service Centers.

Enerjisa's Social Impact

Ensuring Equal Opportunity, Empowering Youth, and Promoting Social Inclusion

She-nergy Program

We took an important step in 2023 by launching our She-nergy Program to increase female representation and inclusion in the energy sector. Through this program, we aim to introduce career opportunities in the electricity distribution sector to Electrical and Electronics Engineering students across Türkiye, with a special focus on attracting female engineering candidates to the sector.

We support organizations working in the field of women's empowerment and collaborate with them on their projects. Since 2019, our volunteers have been sharing their knowledge and experience through mentoring, both within our company and via various non-governmental organizations, contributing to the personal and professional development of diverse target groups.

Since 2018, we have supported TurkishWIN, a global sisterhood network that connects young women aged 15 to 25 who are studying or working in STEM (Science, Technology, Engineering, and Mathematics) fields with sector leaders via a digital platform. Together with our volunteer mentors, we actively contribute to the Million Women Mentors Program run by TurkishWIN.

Through our corporate membership in the Women in Technology Association, we support projects aimed at increasing diversity in technology. These projects help women who may not have considered a career in technology or who are underrepresented in the field to develop and specialize in this area. In addition, we are a corporate member of the Green Collar Women Association, which works to increase female employment in Türkiye's transition to clean energy and to guide young STEM graduates toward green and emerging technologies. We proudly host the association's year-end gathering in Ankara, where we share both our corporate activities and gender equality projects with participants.

Our volunteer internal trainers, through their collaboration with YenidenBiz Association, further strengthen our culture of knowledge sharing. We wholeheartedly support the meaningful mission of YenidenBiz, a civil society organization that helps qualified women who have taken a career break return to the workforce. Through the voluntary contributions of our trainers, we organize training programs for the association's members and volunteers. These trainings not only deliver technical knowledge but also help participants regain the confidence, motivation, and guidance they need as they re-enter professional life. By voluntarily sharing their knowledge and experience, our trainers inspire women and help guide them on their career journeys.

Throughout 2024, we have offered trainings on topics such as creative drama, Excel usage, digital transformation trends, and generative artificial intelligence, helping participants stay up to date and be better prepared for professional life.

Since 2023, we have also contributed to the Future-Making Young Women Project led by the Sabancı Foundation. Through this project, which supports young women who are neither in education nor in employment, our volunteer employees provide mentoring while our expert colleagues deliver trainings on various topics to support their participation in the workforce.

Creating a Culture of Inclusion

Enerjisa's Internal Initiatives for Diversity, Equity, and Empowerment

Diversity, Equity, and Inclusion Platform: Sensiz Olmaz (Not Without You)

In line with our commitment to ensuring equal opportunities in working life, we established the **Sensiz Olmaz (Not Without You)** platform and structured our activities under three key pillars: **Equality Is Essential, Youth Is Essential, and Those Who Overcome Barriers Are Essential**. Under these pillars, we focus on promoting equal opportunities and implementing accessible practices for young people and individuals with disabilities, while carrying out a wide range of community-focused initiatives. We regularly monitor the effectiveness of these programs and identify areas for further improvement.

To bring diverse perspectives and skill sets to our diversity, equity, and inclusion (DEI) initiatives, we formed volunteer working groups composed of our employees. These groups focus on developing projects and improvement proposals related to equality, youth, and individuals with disabilities, and report their progress to our Diversity and Inclusion Committee. From recruitment to all human resources practices, we prioritize gender equality and support age diversity and generational differences as opportunities for employees to learn from one another.

In our distribution companies, we established a project team made up of 18 volunteers from various departments to focus on inclusion. The team participated in training sessions and workshops designed to enhance their understanding of inclusive practices. Following four meetings of the core project team, sub-groups were formed to address topics such as physical appearance, age, gender, race, religion, and equal opportunity. These sub-groups continue to meet regularly to advance their individual initiatives. As a result of these efforts, six projects have been prioritized for implementation.

In 2024, our volunteer working groups under the Sensiz Olmaz (Not Without You) platform continued their efforts to promote equal opportunities in working life.

The Equality Is Essential working group participated in two-day trainings held in Ankara and Istanbul, where they had the opportunity to enhance their awareness of gender equality through the EşiTCE board game, which is specifically designed to raise awareness on this topic. The group also received facilitator training to support the wider dissemination of the game. Our volunteers continue to bring employees together in both office and field settings to promote gender equality awareness through EşiTCE. This interactive and engaging method aims to enhance sensitivity and literacy on gender equality and foster a more inclusive corporate culture.

Our Inclusion Team remains focused on attracting more female engineering candidates to the sector and on further cultivating an equitable workplace culture in line with our 2024 objectives.

Equality is Essential

We place gender equality and equal opportunity at the forefront of every business process. We pay close attention to gender balance in our recruitment and promotion processes, and we provide our managers with training to address gender-based biases. Through these efforts, we aim to create a fairer and more equitable working environment. We also organize various campus events and ensure gender balance in our young talent development programs to increase the representation of women in the sector. As we train the leaders of the future, we are committed to ensuring equal opportunities for all and take pride in our genuine efforts to contribute to gender equality.

From Words to Action

Since 2019, we have been a signatory of the Women's Empowerment Principles (WEPs), a global initiative that guides the private sector in enhancing women's participation in economic life across all sectors and levels. In 2023, we joined the "From Words to Action" WEPs Project led by UN Women, translating our commitment to gender equality into a concrete action plan. By embedding the Women's Empowerment Principles deeply into our corporate culture, we demonstrated our dedication to advancing gender equality. As a result, in 2023, we were proudly recognized as one of 10 companies participating in the UN Women's WEPs initiative, and we ranked 9th among the 29 companies from Türkiye included in the Bloomberg Gender-Equality Index 2023, highlighting our commitment to gender equality on an international level. Our efforts to increase the ratio of women employees and managers helped us improve our GEI score from 3.5 in 2022 to 4.9 in 2023.

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Youth is Essential

We believe that engaging with young people and preparing them for the future plays a critical role in societal transformation. We actively participate in events organized in collaboration with high schools, universities, and various NGOs, meeting young people through both physical and digital platforms. By sharing knowledge about the energy sector, career opportunities, and personal development, we support them in realizing their potential. In 2024, 59% of our new hires were under 30 years old, and 41% were between 30 and 49. We participated in more than 40 university campus events across Türkiye, reaching thousands of students and offering them the chance to get to know Enerjisa up close. That same year, nearly 200 of our volunteers ran in the 46th Istanbul Marathon to raise donations for NGOs they selected, supporting education for young people. Through the Vocational High School Coaches Program run by the Private Sector Volunteers Association, our volunteers provided group coaching to 10th and 11th grade students, meeting with a dedicated group of 106 students at least 12 times over two years to discuss various personal development topics. We also continue to ensure that 50% of participants in our young talent recruitment programs are women, and we run campus events to further increase female representation in the sector. With our Yoda Reverse Mentoring Program, we encourage cross-generational learning, as 33 of our young employees mentor our directors and management team, offering new perspectives.

Our Retail-Xperience events invite young people to experience the transformation of the energy sector firsthand and explore future opportunities, contributing to their career planning and offering new perspectives on the working world.

Accessibility is Essential

We take meaningful steps to support the equal participation of individuals with disabilities in social and economic life. In 2024, our team included 312 colleagues with disabilities, allowing us to exceed legal requirements. We implement various activities to improve physical and digital accessibility. Since 2016, through our EnBiz project focused on diversity and inclusion, we have supported both social responsibility and recruitment processes within our distribution companies. In 2022, feedback from employee focus groups led us to review and enhance our processes for physical, social, and digital accessibility. In 2023, we restructured the EnBiz project into three main categories and continued to implement its activities effectively in 2024. We participated in the "Careers Beyond Barriers", where we shared our efforts aimed at increasing the workforce participation of individuals with disabilities.

Through EnBiz, we are not only creating new career opportunities for individuals with disabilities, but also clearly demonstrating our determination to build a more inclusive business world. We continue to offer large-scale training and development opportunities, and position diversity and inclusion as an integral part of our corporate culture.

Distribution of Employees by Disability Type

- 6%
- 12%
- 44%
- 38%

- ● Hearing Impairment
- ● Visual Impairment:
- ● Physical Disability
- ● Other
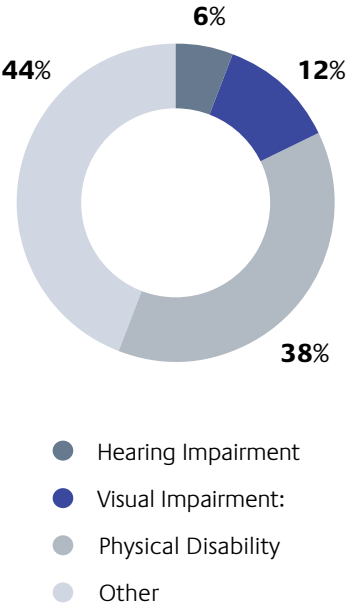
At our Söğütözü Customer Service Center, our Energy Experience Tunnel offers visitors an interactive experience and is the first of its kind in the sector. This initiative reflects our commitment to continuing the journey towards a better future, focusing on sustainability and technology, while raising customer awareness. Our volunteer group **"Nothing Is Impossible Without Us"** collaborated with the award-winning DANIS application for the visually impaired to make this experience accessible. As a result, visually impaired visitors can freely explore the energy sector and independently enjoy the tunnel experience.

We are determined to continue improving both physical and digital accessibility for our employees and customers. Through our Equal Access Project, we provide behavioral training and sign language courses to all Customer Service Center employees to remove communication barriers for individuals with hearing or speech impairments. We are also enhancing the physical accessibility of all service locations to the greatest extent possible. Our voice billing system delivers invoices via our call center, and we prepare invoices and contracts in Braille. Furthermore, our digital platforms are equipped with 100 percent voice simulation technology to enable visually impaired customers to independently complete all electricity-related transactions.

Management of Vulnerable Customers

At Enerjisa, we recognize the critical importance of ensuring equal access to basic services for all segments of society, especially vulnerable groups. As a leading public service provider, our social responsibility commitment guides us to make electricity not only accessible to all, but also sustainable.

We have implemented various practices to respond to the needs of special groups in our society, such as individuals over the age of 65, citizens with a disability rate of over 40%, and Martyrs Families and Disabled Veterans. These efforts are part of our broader strategy to ensure that vulnerable groups can access the services they need without discrimination or barriers.

Our approach to vulnerable customer management is informed by our commitment to social justice. By promoting inclusive and barrier-free access to energy services, we are committed to ensuring that everyone, regardless of age, disability or physical limitations, enjoys the basic services they deserve.

Device-Dependent Patients (Patient Present Program)

In case of power outages or when a patient's medical condition requires necessary medical equipment, emergency supplies are continuously provided to these locations. 2,627 customers used the Device Dependent Patient (Hasta Var) program for uninterrupted electricity for device-dependent patients.

We provide behavior training and sign language education to all employees at our Customer Service Center to break down communication barriers and enhance physical accessibility.

Our Commitment to Barrier - Free Service

At Enerjisa, we are committed to ensuring that all our customers, including those with disabilities, have uninterrupted and equal access to our services.

To this end, we have established barrier-free service points at 9 Enerjisa Customer Services Centers, where customers with disabilities are offered priority support and can perform their transactions quickly and efficiently.

We are aware of the importance of accessibility and work to eliminate any physical or communication barriers that may negatively affect our customers' experience. **Our barrier-free services are designed with equal access for all:**

• **For Customers with Hearing Impairments**
We provide sign language training to our call center representatives to enable them to communicate effectively.

• **For Customers with Visual Impairments**
We use floor embossing and high-contrast wall visuals to facilitate wayfinding.

• **For Customers with Physical Disabilities**
We offer disability-friendly jet kiosks, ramps, call buttons, wheelchairs and accessible restrooms.

In addition to all these, we have introduced a well-equipped "Mothers' Room" to make visits to the center more comfortable for customers with children.

Our goal is to extend these services to all our customer contact points, making accessibility a standard across the organization and thus making a positive contribution to the lives of more of our customers.

Ensuring Barrier-Free Communication

In order to provide better service to our customers with disabilities, we provide special training to our customer representatives. As part of this effort, we offer;

• **Sign language training**
We ensure independent and effective communication with our customers who are deaf or hard of hearing.

• **Accessible documentation**
We provide important documents such as contracts and invoices in Braille, and we also provide audio invoice explanations through our call center.

Expanding Digital Accessibility with Blindlook

As part of our Equal Access Project, we have partnered with Blindlook to improve digital accessibility for customers with visual impairments. This collaboration allows our visually impaired customers to manage their electricity-related transactions easily through Blindlook.com, utilizing advanced voice simulation technology for a fully accessible digital experience.

At Enerjisa, our mission is to create an inclusive environment where every customer, regardless of their abilities, can access the services they need with ease and dignity. We are dedicated to continuously expanding and improving these services to meet the diverse needs of our customer base.

Governance and Compliance

Ethics, Governance and Compliance

By upholding ethical principles and ensuring full compliance with legal regulations, we enhance the reliability and sustainability of our services while strengthening customer satisfaction and loyalty.

We are firmly committed to preserving the reputation, reliability, and sense of responsibility that underpin our operations. The ethical principles that guide us at every step are consolidated under our Code of Business Ethics (Enerjisa Code of Conduct – ENETİK 2.0). Approved by our Board of Directors, these principles reflect the deep-rooted values inherited from Sabancı Group and E. ON, while also serving as a compass that guides us through evolving legal requirements, business dynamics, and stakeholder expectations. ENETİK 2.0 enables us to act with integrity and accountability in every action we take, helping us build and maintain a strong reputation and trust among our employees, customers, business partners, and society at large. As Enerjisa employees, we remain dedicated to upholding this culture and strengthening Enerjisa's reputation across all stakeholders.

To institutionalize and sustain our culture of ethical business practices, we established our Compliance Management Unit in 2020. This unit represents our proactive approach to managing compliance risks. It is responsible for systematically identifying and preventing risks, raising employee awareness, monitoring potential violations, and ensuring the overall effectiveness of our compliance management system. Regular assessment and reporting of our compliance performance are integral to these efforts.

As part of our commitment to international standards, we initiated and successfully completed the ISO 37301:2021 Compliance Management System certification process in 2023, further demonstrating our dedication. In this context, we prepared the Enerjisa Compliance Policy and submitted it for approval by the Board of Directors. After fulfilling all requirements, we obtained our certificate on March 10, 2023. In 2024, we successfully passed a follow-up audit conducted by KPMG Germany, and our certification was renewed. This certification confirms that we have adopted internationally recognized best practices in compliance management.

Our comprehensive compliance approach goes beyond fulfilling legal obligations; it provides a critical framework for protecting corporate reputation, strengthening stakeholder trust, and supporting operational sustainability. By embedding ethical values into our decision-making processes, we enhance the reliability of our services and reinforce customer satisfaction and loyalty. Our risk-based approach enables us to identify threats at an early stage and take necessary preventive measures, ensuring that all our activities are conducted with transparency, accountability, and in line with the highest ethical standards.

Our Compliance Management Unit contributes actively to the development of our corporate ethics culture through advisory services provided to employees. We respond to questions related to the Code of Business Ethics, carry out internal awareness-raising activities, and organize regular training programs. The risk matrix we have developed allows us to systematically monitor potential areas of non-compliance across all departments. In doing so, we aim to strengthen compliance awareness, promote the internalization of ethical principles, and effectively manage potential risks.

The performance of our Compliance Management System is regularly monitored through our Annual Compliance Management Review Report, which includes compliance risk areas and evaluation outcomes. We share updates on reported violations and developments related to the Compliance Report with senior management, proactively identifying and managing potential non-compliance. Ethical complaints submitted by stakeholders are reviewed by our Internal Audit Department, which prepares investigation reports. Based on these reports, necessary actions are taken in line with applicable regulations and internal procedures. At the end of each year, we compile a report summarizing all violations and investigation outcomes and present it to the Audit Committee. Additionally, our Internal Audit Department shares summary information on reports and complaints with our Corporate Compliance Officer to ensure comprehensive process management.

Our Board of Directors is responsible for strengthening all lines of defense related to ethical risk management and for ensuring the establishment and ongoing oversight of the organizational structure necessary for the effective implementation of the Code of Conduct. The Human & Culture and Corporate Capabilities Departments, the Compliance Management Unit, and the Internal Audit Department are responsible for protecting employees against potential harassment and ensuring job security following the reporting of violations. In the 2024 reporting period, 115 ethics and compliance reports were submitted, of which 41 were confirmed as violations. These cases were evaluated with consideration for potential impacts on the environment and business reputation, and necessary measures were taken. The absence of significant fines or major compliance breaches that could harm Enerjisa's reputation demonstrates the success of our effective compliance management.

Our Compliance Policy provides a framework for ensuring continuous oversight and improvement of compliance management performance and is regularly reviewed by our Board of Directors. Our Compliance Management Unit analyzes performance indicators related to the functioning of the system and reports annually to the Corporate Governance Committee. This process is part of a continuous improvement mechanism aimed at monitoring and enhancing the system's effectiveness.

Management levels are directly responsible for adopting compliant behavior and effectively managing compliance risks within their areas of authority. Our Annual Compliance Management Review Report covers all aspects and requirements of the ISO 37301 standard and serves as a strategic tool that provides our Board of Directors, via the Corporate Governance Committee, with a comprehensive understanding of the system's operation. Through this structure, the Board regularly monitors the effectiveness of the Compliance Management System and evaluates its functionality across the organization. In doing so, we not only meet legal obligations but also demonstrate a robust and well-supervised governance model that ensures the sustainability of our ethical culture.

Violations of the Code of Business Ethics are monitored and investigated by the Internal Audit Department, with the support of the Compliance Management Unit, and the Corporate Compliance Officer serves as a member of the Ethics Committee. Confidential communication channels are available for reporting violations, and we guarantee that no sanctions will be applied against employees who submit reports in good faith. Our internal audit activities are conducted in accordance with international audit standards and the requirements of the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and have been certified through independent quality assurance audits.

Human Rights

At Enerjisa Enerji, we regard human rights as a universal, inalienable set of fundamental rights that should be lived with dignity by every individual, and we consider respect for these rights as an integral part of our corporate responsibility. We conduct all our operations in line with the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, the conventions of the International Labour Organization (ILO), and relevant national legislation. We view our human rights obligations as extending beyond our own operations to encompass the entire supply chain, where we monitor compliance with these principles.

Our Human Rights Policy is founded on the belief that every individual has the right to live equally and with dignity. We encourage practices that uphold human dignity in the workplace. We adopt a zero-tolerance approach to discrimination and maintain a clear and binding stance against fundamental human rights violations such as child labor, forced labor, harassment, and abuse. Our approach is built on the assessment of potential risks, the establishment of preventive mechanisms, the effective handling of complaints, and continuous improvement processes.

As of 2024, we comprehensively reviewed and strengthened our Human Rights Policy in line with the expectations set by international financial institutions.

We have clearly defined our responsibilities regarding the supply chain and explicitly outlined our expectation that suppliers share this policy with their stakeholders and apply the same standards. Our policy explicitly addresses issues such as child labor, forced labor, human trafficking, debt bondage, gender-based discrimination, child abuse, legal working hours, harassment, and discrimination, and clarifies our position on these matters.

We restructured our policy by presenting each fundamental human rights topic in separate sections, considering international best practices. We clarified provisions on minimum working age and young workers in line with ILO Convention No. 138. Regarding working hours, we made references to ILO's 1919 Convention No. 1 on Hours of Work (Industry). We also included a specific provision on employees' rights to safe and healthy accommodation. These updates have brought our human rights-based corporate governance approach into closer alignment with international best practices.

We see it as both a fundamental human right and a corporate responsibility to ensure that all our employees and stakeholders work in an environment free from violence, harassment, and discrimination, where safety and respect prevail. Our Zero Tolerance for Violence Policy reflects our clear and uncompromising position against all forms of violence. This policy covers physical, psychological, verbal, economic, or sexual violence, as well as mobbing, bullying, discrimination, and harassment, and offers a systematic approach to prevention.

We rigorously monitor all ethics violations through our Ethics Committee, which includes our Corporate Compliance Manager, and our Internal Audit Department.

Our commitment extends beyond our employees. The policy's scope has been broadened to include contractors, suppliers, business partners, and other third parties, with the goal of ensuring a safe, respectful, and inclusive environment in all our business relationships. Its applicability is clearly stated in the context of customer relations and the supply chain. We define the workplace not only as physical premises but also as remote work environments, digital platforms, and any work-related communication channels such as email, messaging apps, or video conferencing platforms. In this way, we ensure that safety and respect are upheld in both physical and virtual work environments.

In 2024, we carried out a comprehensive update of the policy and renamed it to more accurately reflect its expanded scope as the Zero Tolerance Policy Against All Forms of Violence, Harassment, and Discrimination. We made it clear that company management holds direct responsibility for implementing the policy and strengthened ownership at the management level. We defined specific mechanisms for reporting to senior management and detailed the processes for complaints, investigations, and support. We broadened the areas where compliance with the policy is required and clarified regulations regarding workplace environments.

We updated associated documents to align with current international legislation, making explicit references to ILO Convention No. 190 on Violence and Harassment in the World of Work and the UN Women's Empowerment Principles (WEPs). We restructured our corporate commitments in the policy at a principal level, aiming for all employees and business partners to operate in inclusive, safe, and equitable environments. The policy mandates the establishment of an effective complaints and support mechanism that protects confidentiality and guarantees protection against retaliation for victims.

We do not view our zero-tolerance approach to violence and discrimination as merely a policy statement but as an indispensable element of our corporate culture, ensuring its application across all our business processes. In 2024, a total of 413 employees received 88 hours of human rights training, contributing to the widespread adoption of this culture.

Speak-Up Culture and Our Employees

At Enerjisa, we are firmly committed to upholding the highest standards of ethical conduct and integrity. To support this commitment, we encourage all our employees to report potential violations of ethical standards, legal requirements, or company policies through the ENETIK Line. This initiative, managed in line with our Code of Business Ethics, ensures that every report is treated with seriousness and responded to appropriately.

All our employees and stakeholders can report suspected or observed violations of our Code of Business Ethics or any other misconduct through secure reporting channels. These include the Enerjisa ENETIK Hotline at +90 (216) 579 09 14, the email address enetik@enerjisa.com, or written submissions to the Internal Audit Department at Enerjisa Enerji Nidakule Batı 1/1, Atasehir 34746, Istanbul. Reports are handled with strict confidentiality. Our employees can also report ethical breaches via the IKON mobile application using their devices. Additionally, all stakeholders have the option to submit reports through the Sabancı Holding Ethics Hotline.

All notifications are carefully reviewed by our Internal Audit Department, and investigation processes are initiated when necessary. As part of our strong speak-up culture, we allow for anonymous reporting, and such reports are handled with the same care and confidentiality as others. When appropriate, these cases are reported to the relevant disciplinary and ethics committees and our senior management. Our Audit Committee is regularly updated about reported cases and the processes followed. Confidentiality, data security, and protection of whistleblowers are fundamental principles in all these processes.

We are dedicated to protecting employees who report violations in good faith and with integrity, as formalized in our Anti-Retaliation Policy, approved by our Board of Directors. This policy aims to prevent any form of retaliation against employees who report a violation or suspected violation of our Code of Conduct or any company policy. The policy reinforces trust in our reporting systems, especially the ENETIK Line, and ensures employees can report without fear of retaliation, coercion, or sanctions. Any change to an employee's job status within six months of a report requires approval from our Ethics Committee. The Internal Audit Department is obligated to protect the content of reports and the identity of the reporting employee unless legally required to disclose. This policy, as an integral part of our Code of Conduct, is approved by our Board of Directors and published on the Company and Investor Relations websites.

Providing a healthy and safe work environment for our employees and stakeholders is one of our top priorities.

We actively seek feedback through surveys, interviews, and focus groups. In 2024, we resolved 115 reports received via the Ethics Hotline, covering various matters including shareholder requests, business unit concerns, and HR issues. We enforce a zero-tolerance policy against harassment and discrimination, ensuring equal treatment of all employees without exception. This commitment enhances employee well-being and helps us attract talented individuals who are key to driving innovation and growth.

All our policies are made available to employees through the Document Management System (QDMS) and the IKON mobile app following Board approval. This ensures that all employees are informed about our ethical standards and comply with them. Our adherence to ENETIK principles, a core element of our employment contracts, reflects our unwavering dedication to ethical conduct. We also regularly run awareness campaigns emphasizing the importance of ethical behavior.

In 2024, a total of 4,737 employees received 3,237 hours of training on ethics, anti-bribery and corruption, human rights, and third-party relationships. Mandatory Anti-Bribery and Corruption Training was launched in 2021, Human Rights Policy Training in 2022, and Third-Party Relationships Training in 2023-demonstrating our ongoing commitment to ethical education.

In 2024, Employees who attend ethics, anti-bribery and anti-corruption, human rights and third-party relations trainings by title:

Participant Category	Training Hours	Number of Participants
Senior Level Manager (Director+)	11	9
First Level Manager (Supervisor/Team Leader)	227	214
Mid-Level Manager (Manager)	150	109
White-Collar (non-managerial)	1,907	1,700
Blue-Collar	943	2,705
Total	**3,237**	**4,737**

Ethical Business Principles and Supply Chain Management

At Enerjisa, we believe that sustainable and responsible supply chain management is a cornerstone of our operations. We are committed to protecting our reputation and ensuring the smooth continuity of our business processes by actively combating bribery and corruption. Aware that legal regulations may sometimes fall short, we prioritize responsible supply processes and closely monitor their implementation. We recognize that corruption poses significant economic risks, reduces environmental awareness, and promotes decisions driven by personal interests.

These challenges hinder transparency and reliability, both of which are essential for protecting human rights. Therefore, corruption undermines Enerjisa's core values and highlights the importance of our unwavering commitment to fighting corruption and implementing the necessary measures.

Enerjisa Müşteri Çözümleri A.Ş. has implemented a new Responsible Supply Chain Management System aligned with OECD, ILO, and United Nations Guiding Principles on Business and Human Rights. This system reinforces our dedication to sustainability and ethical values by introducing environmental, social, and governance (ESG) criteria for solar panel suppliers, ensuring full compliance with international standards.

The system aims to promote transparency, ethical accountability, and effective risk management in supply processes, while fostering long-term and sustainable business partnerships.

Within this system, we continuously monitor the performance and compliance levels of our suppliers and proactively assess social, environmental, governance, and ethical risks. Our risk assessments are supported by systematic audits, monitoring activities, and performance analyses. We apply specific audit protocols for high-risk material groups. For example, solar panel suppliers are regularly subject to both remote and on-site audits, with progress tracked through action plans. These audits are carried out by an audit team comprising experts from our Occupational Health and Safety, Labor Relations, and Procurement departments.

All suppliers are required to sign the Enerjisa Third-Party Code of Conduct and Compliance Declaration. This declaration obliges them to comply with applicable laws, international regulations, and the contractual terms agreed with our company. We also expect suppliers to reflect these ethical and compliance standards throughout their own supply chains. As part of the supplier approval process, we conduct digital screenings focused on critical topics such as child labor, forced labor, bribery, and corruption, using predefined question sets to analyze potential risks.

In line with our zero-tolerance policy against harassment and discrimination, we treat all employees fairly and equally without distinction.

In areas where we apply zero tolerance, including child labor and forced labor, we base our standards on ILO Conventions, the UN Convention on the Rights of the Child, and Türkiye's Labor Law No. 4857. We rigorously monitor supplier compliance with these standards. If a serious violation is identified, suppliers are obliged to notify us immediately.The key elements of our system that ensure transparency and accountability are documented through risk assessment forms, audit checklists, performance evaluation tools, and reporting and complaint tracking forms. The overall process is coordinated by the Procurement and Logistics Directorate and overseen by the Responsible Supply Chain Management Committee.

We also strongly encourage our suppliers to establish their own internal reporting mechanisms that cover both their employees and members of their supply chains. We are ready to provide guidance and support in this process.

This comprehensive system has been designed in full alignment with the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, the ILO Declaration on Fundamental Principles and Rights at Work, and the UN Sustainable Development Goals. All up-to-date policy and procedural documents are publicly accessible on **Enerjisa's official website**.

Employee Training and Policy Transparency

At Enerjisa, we ensure that our Code of Business Ethics and Compliance Policies are regularly communicated to all employees via email and made continuously and easily accessible through our corporate website, Document Management System, and the **IKON** mobile application. Through these channels, we aim to help all employees understand, internalize, and adopt our ethical principles as a guide in their daily business practices.

To strengthen the culture of ethics and compliance among our employees, we continue to offer mandatory online compliance trainings. In 2024, we provided trainings covering topics such as Human Rights, Third-Party Relations, Competition Law, Anti-Bribery and Anti-Corruption, Personal Data Protection, Speak-Up Culture, Anti-Retaliation, and Conflict of Interest. We also enhanced our Speak-Up Culture and Anti-Retaliation trainings with artificial intelligence support and shared them with all employees.

In addition to mandatory trainings, we continued our awareness-raising efforts with risk-based and business unit-specific face-to-face trainings. We organized special sessions for our procurement teams at our Head Office locations, focusing on third-party compliance risks.

We also provided in-person awareness trainings for employees working at our Customer Service Centers in Ankara, Karadeniz Ereğli, and Zonguldak. In our distribution regions, we implemented tailored training programs in Osmaniye, Hatay, and Adana, taking into account operational needs.

Throughout 2024, we actively conducted communication efforts to raise compliance awareness. We shared ethics and compliance messages with our employees during special days and weeks. On 9 December, International Anti-Corruption Day, we emphasized our commitment to integrity and accountability. During International Fraud Awareness Week in November, we called for action against fraud by sharing common examples. On 16 October, World Ethics Day, we highlighted the roles and responsibilities of our managers. On 12 June, World Day Against Child Labour, we reaffirmed our zero-tolerance policy against child labour, both within our operations and across our supply chain. On 10 December, Human Rights Day, we once again publicly shared our commitment to the universality and equality of human rights and informed our employees about our initiatives during the 16 Days of Activism campaign against gender-based violence.

Through our efforts and effective compliance management system in the scope of anti-bribery and anti-corruption, we create a positive impact by promoting a culture of integrity and strengthening the trust of stakeholders throughout the value chain.

At Enerjisa Enerji, we are firmly committed to combating corruption, as clearly set out in our Code of Business Ethics and Anti-Bribery and Anti-Corruption Policy, both of which are binding for all employees and business partners. We categorically reject any form of bribery, regardless of its purpose, whether offering or accepting it. All violations in this area are treated as breaches of our Code of Business Ethics and are subject to the same disciplinary processes and sanctions.

Policies

The preparation, updating, and implementation of the Anti-Bribery and Anti-Corruption Policy fall under the authority and responsibility of our Board of Directors. The policy applies not only to our employees but also to suppliers, service providers, their employees, consultants, lawyers, external auditors, and any individual or organization acting on behalf of Enerjisa. This policy is made available to all employees via the Document Management System and is also publicly accessible on our **company website**.

We uphold these principles with equal rigor in our relations with third parties. We require suppliers and business partners to sign our Third-Party Code of Conduct and Compliance Declaration, which includes a commitment to comply with Enerjisa's Anti-Bribery and Anti-Corruption Policy. We work only with parties who adopt best practices in the fight against bribery and corruption, and we regularly review potential risks. When non-compliance is identified, we promptly implement necessary sanctions in accordance with contractual provisions.

We require all our business partners to commit to complying with our Anti-Bribery and Anti-Corruption Policy and to sign the Enerjisa Supplier Compliance Declaration.

To ensure effective implementation of the policy, our Compliance Management Unit is responsible for developing the content, planning training programs, and responding to employee inquiries. Our Ethics and Investigation Department works closely with the Compliance Management Unit to raise awareness about all ethical policies, including this one. The department also shares data and analyses related to identified ethical breaches with the Board of Directors, the Audit Committee, and the Chief Legal Counsel on a regular basis, offering recommendations on actions taken and to be taken.

We also prioritize stakeholder engagement and cooperation with civil society in our anti-corruption efforts. Since 2020, we have been a corporate member of the Ethics and Reputation Society (TEID), and in 2021, we declared our commitment to the principles of Transparency International, reinforcing our dedication to upholding the highest ethical standards.

In 2024, 99.71% of our procurement transactions were conducted through formal contracts. All our suppliers have signed the Third-Party Code of Conduct and Compliance Declaration, which obliges them to comply with all applicable laws, the contractual terms and conditions governing their business with Enerjisa, and international regulations.

We ensure that all transactions are recorded in legal books and records accurately, transparently, and with sufficient detail.

During the reporting period, we identified and addressed eight confirmed cases of corruption. We took firm steps to uphold our integrity and ethical standards, terminating the employment of 19 employees and imposing various disciplinary measures on five others. In 2024, no lawsuits, administrative or judicial investigations, or sanctions were initiated against the company due to bribery or corruption.

Third Party Relations

At Enerjisa Enerji, we are committed to building sustainable and responsible business relationships with all third parties we cooperate with, in line with the fundamental principles outlined in the Enerjisa Code of Business Ethics. In this context, the Enerjisa Third Party Relations Policy, prepared in 2021 and approved by our Board of Directors, defines the key principles and values that govern our relations with third parties across all business processes of Enerjisa Enerji A.Ş. and its subsidiaries. The term third party under this policy covers suppliers, dealers, authorized resellers, service providers, consultants, and any other individuals, institutions, or communities engaged in a commercial relationship with Enerjisa.

We expanded the scope of this policy through a revision in 2022, adding a detailed definitions section, identifying sanctioned countries and regions, and defining risk-based pre-assessment processes for third parties. Special controls were introduced for purchases from high-risk countries and companies, particularly in areas such as solar panel procurement and the supply of products containing critical minerals and metals.

Our commitment to human rights directly extends to our third-party relations. We expect our business partners to act in alignment with our ethical values and sense of responsibility. Since 7 October 2019, we have been a signatory of the United Nations Global Compact (UNGC), publicly committing to its ten principles covering human rights, labour standards, environmental protection, and anti-corruption. We clearly communicate our expectation that third parties also adhere to these principles.

We see it as a fundamental expectation that not only our employees but also all third parties we work with demonstrate the same sensitivity in complying with ethical values and legal regulations. Accordingly, we expect our business partners not only to comply with laws but also to embrace a way of doing business that aligns with our ethical approach.

In this regard, we require all parties engaged in business relations with Enerjisa to sign the Enerjisa Third Party Code of Conduct and Compliance Statement, thereby committing to these principles.

This declaration requires business partners to fully comply with all applicable legal regulations, the terms and conditions outlined in contracts, specifications, and similar documents governing their relationship with Enerjisa Enerji A.Ş. and its subsidiaries, as well as internationally applicable regulations. Moreover, this document explicitly communicates our expectation that they adhere to the highest ethical standards in their operations and serves as guidance in this regard.

In 2024, we implemented a comprehensive revision of our Human Rights Policy. As part of this revision, we clearly articulated our expectation that suppliers extend this policy within their own supply chains and apply the same standards. We strengthened the policy with internationally aligned language on critical human rights topics such as child labour, forced labour, human trafficking, debt bondage, gender-based discrimination, child abuse, harassment, and discrimination. The policy has been updated to incorporate provisions consistent with the ILO Convention No. 138 on Minimum Age and the 1919 ILO Convention No. 1 on Hours of Work (Industry).

As part of our Third-Party Relations Policy, in 2023 our Compliance Function launched an interactive video training accessible to our employees. The current version of the policy is publicly available on our Investor Relations website. We evaluate all suppliers and business partners not only in terms of legal compliance but also within the framework of ethical responsibility and sustainability principles, adopting a holistic value chain approach in our business processes.

Risk Management and Business Continuity

Our Risk Management Framework is structured to proactively identify and manage potential risks and opportunities that could impact our financial, operational, and strategic objectives.

Our Risk Management Approach

In the face of uncertainties in the energy markets, we remain steadfast in our commitment to ensuring sustainable and predictable profitability by preserving the value generated from our sales and distribution activities. This commitment is deeply integrated into our Risk Management Framework, which is an integral part of our corporate governance strategy.

We have developed our Risk Management Framework to systematically identify and manage potential risks and opportunities that could impact our financial, operational, and strategic objectives. This structure facilitates the assessment, prioritization, and mitigation of risks using different methodologies, thereby enhancing transparency in our management functions and supporting more informed decision-making processes through regular reporting.

A cornerstone of our risk management approach is assigning primary responsibility for the identification and management of risks to the relevant business units.

This approach is fully aligned with the best practices recommended by international standards such as COSO and ISO 31000. Risk coordinators within our business units act as an effective bridge between departments and central risk management, transforming risk management into a holistic and proactive system spread across the company.

Our Risk Governance Structure

In our risk management approach, we adopt a decentralized strategy by delegating responsibility to individual business units. Risk coordinators within these units serve as liaisons between the respective departments and the central risk management function.

To enhance the effectiveness of this structure, we regularly organize annual risk management workshops with risk coordinators and process owners. These workshops are designed to review the previous year's significant risks, evaluate the annual risk management calendar, and develop methodologies for risk analysis, consolidation, and reporting.

Our risk governance structure is supported by a mandatory committee framework that ensures effective oversight.

The Central Group Risk Management unit, which operates under the CFO, is responsible for scoring risks, monitoring processes, and reporting impacts.

The prepared reports are submitted to the Risk Management Committee, chaired by the CFO and comprised of senior executives from all business units. Subsequently, the findings are reviewed by the Early Detection of Risk Committee, chaired by an Independent Board Member.

This committee advises the Board of Directors on the identification of risks and opportunities, proposes risk mitigation actions, manages early detection and intervention processes, and monitors the effectiveness of the company's risk management practices.

Internal Controls and Digital Risk Management

To ensure transparent, reliable, and up-to-date information flow regarding our business processes, their interactions, ownership structures, risks, and controls, we model and systematically track Internal Control Process Management, Risk Management, Control Activities, and Business Continuity structures via the Periskop software. We ensure the currency of our data by conducting periodic reviews with all stakeholders involved.

As of 2024, our Periskop system includes over 1,200 workflows, around 800 operational risks, and more than 1,300 control activities. Efforts to integrate the processes, risks, and controls of Enerjisa Vehicle Fleet Services Inc., established in 2024, into the Periskop system have commenced and continued into 2025.

To support all our units in strengthening their control practices, we continue to effectively implement continuous monitoring and control activities. In this scope, we have integrated the risks related to Customer Solutions and E-Charge processes into the Periskop system, demonstrating our commitment to comprehensive risk and opportunity management.

Additionally, our Internal Control team successfully completed the COSO Internal Control Certificate Program provided by the Turkish Institute of Internal Auditing in 2024, enhancing our corporate competency. This development is part of our continuous improvement and compliance commitment to maintaining a robust internal control and risk management culture.

As part of the Scenario-Based Desktop Exercises, a desktop crisis simulation was conducted in 2024 for the Crisis Management Team, focusing on a potential social protest scenario in the Toroslar region.

Business Continuity and Crisis Management

As Enerjisa Enerji, we are committed to providing safe and uninterrupted services across all our business activities, supported by the ISO 22301 Business Continuity Management System (BCMS) certification. Our operations span 26 provinces and 44 different locations, focusing on areas such as electricity distribution, retail sales, and customer solutions.

Established in 2015, the BCMS is designed to ensure the continuous and sustainable delivery of energy services, enhancing our organizational preparedness against potential disruptions and crises.

Our Group Risk Department, responsible for the coordination and oversight of BCMS, operates under the CFO organization. It ensures the system's applicability across the organization and is responsible for the preparation, implementation, and continuous improvement of all relevant documentation. Additionally, it oversees crisis management processes and provides guidance to the Crisis Management Team during significant disruptions.

Our BCMS documentation is in full compliance with ISO 22301:2019 standards, and it is reviewed and updated annually.

In 2024, following successful audits involving business units in Ankara, Istanbul, and Adana, the ISO 22301 BCMS certifications for our retail sales companies were renewed.

Although the certification process encompasses our retail sales companies, the BCMS infrastructure we have established, along with its robust documentation quality, is maintained and upheld holistically across all our business units, including our distribution companies and Enerjisa Enerji A.Ş.

Enhancements in Business Continuity Practices

As of 2024, significant progress has been made in Enerjisa Enerji's business continuity practices. Within our business continuity processes, updates have been made to information regarding critical departments that must resume at least one process within a month of a disruption. Critical personnel and department managers for these processes have been identified, and the roles and responsibilities of the Business Recovery Team, responsible for restarting operations during disruptions, have been revised and redefined.

A Business Continuity Awareness Workshop was organized to enhance awareness and update documents, encouraging collaboration with emergency and crisis management units.

Under ISO 22301:2019 standards, two primary methods are applied to assess the effectiveness of our scenarios and forecasts:

- Scenario-Based Desktop Exercises are conducted annually as part of the certification audit.

- 24-hour Disaster Recovery Tests are performed to cover critical IT applications.

These exercises provide measurements of key metrics such as Recovery Time Objective (RTO), Recovery Point Objective (RPO), and Maximum Tolerable Period of Disruption (MTPD), thereby strengthening compliance with the Business Continuity Management System.

In 2024, a desktop exercise included a crisis simulation based on a social protest scenario in the Toroslar region, successfully completed with the participation of the Crisis Management Team.

Business Impact Analysis (BIA) data for critical processes are now tracked via the Periskop software, with various enhancements and updates implemented throughout the year to ensure more effective use of the system.
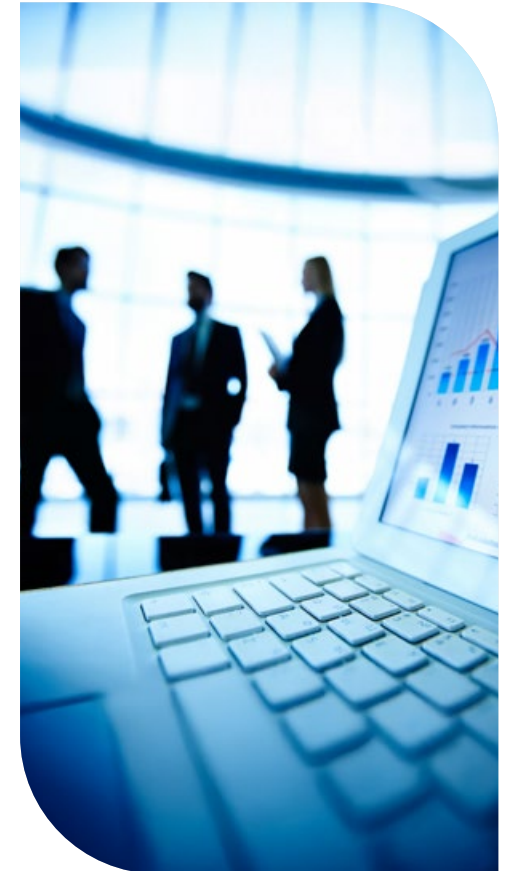
Additionally, to enhance the maturity of IT applications, a service maturity framework has been developed, and the service catalog and lifecycle framework, including backup procedures and restoration tests, are being reviewed.

These efforts demonstrate our commitment to continuous improvement in our business continuity and crisis management practices.

To proactively identify potential risks and opportunities within the legal framework, we are in continuous information exchange with regulatory authorities and industry stakeholders.

Risk Management Procedure

At Enerjisa Enerji, we implement a comprehensive Risk Management Procedure based on qualitative and quantitative methodologies to effectively assess and report risks and opportunities.

1. Qualitative Risk Reporting Methodology

We focus on risks that might be challenging to measure numerically but can impact our strategic and operational activities. This includes areas like occupational health and safety (OHS), cyber threats, economic risks, and reputational risks. These risks are prioritized based on their likelihood and impact levels, documented in the Risks and Opportunities Report, and visualized with heat maps. Our Risk Management department monitors these risks and applies mitigating measures or methodology updates as necessary.

an effective bridge between departments and central risk management, transforming risk management into a holistic and proactive system spread across the company.

2. Quantitative Risk and Opportunity Methodology

Using inputs from business units, we develop best-case, base-case, and worst-case scenarios for each risk and opportunity, analyzing their probabilities and associating them with expected values. During consolidation, their potential impacts on net profit and their correlations are evaluated to report financial impact levels.

Basic Categories of Risk and Opportunities

We categorize our risks and opportunities into two main categories based on their impact: financial and non-financial. The risk mapping process, which includes identification, assessment, and classification steps, enhances reporting accuracy and supports decision-making processes.

Developments in 2024

As risk management teams, we continuously monitor both realized and unrealized risks to conduct effective and efficient analyses. Based on these analyses, we identify necessary mitigating actions and methodological updates, continuously improving our risk identification process.

The Group Risk Management team has made significant strides by developing the Risk Reporting Performance Measurement (Backtesting) process as part of our digitalization projects. Through a dedicated interface on the Periskop platform, users can track the real impact of each risk, necessary actions, costs, and deadlines. This enhancement allows for a more detailed measurement of risk performance and strengthens our detection capabilities.

In 2024, new functionalities were implemented to simplify system entry processes for risk owners and standardize reporting. These improvements have helped prevent erroneous entries and streamline processes. Additionally, in collaboration with the Distribution Business Unit Quality Management, the Group Risk Management team launched the Qualitative Opportunity Module on the Periskop system. Periskop facilitates end-to-end integrated management of Risk Management, Control Activities, and Business Continuity structures at Enerjisa Enerji.

The opportunity module aims to create awareness of opportunities and ensure controlled tracking of these opportunities across the company, alongside matured risks.

In 2024, the addition of an approval flow in the module ensures audit trails during opportunity revisions and prevents unauthorized changes. Furthermore, an Action Plan/Action field is defined for opportunities, allowing systematic tracking of steps taken for these opportunities.

During this period, both existing and newly recorded risks were reviewed, classified, and tagged with the compliance risk label under Environmental, Social, and Governance (ESG) categories to align with compliance and sustainability.

Moreover, Enerjisa Enerji implemented the Long-Term Risk Radar (LTRR), focusing on risks and opportunities expected to be effective until 2050, under four main themes. While current efforts predominantly focus on the short term, the LTRR aims to proactively anticipate and evaluate long-term risks, supporting strategic decision-making processes. It enhances risk awareness, facilitates internal communication, and prepares us for future uncertainties.

Risk Management

Types of Climate-Related Risks in Enerjisa's Risk Assessments

We continuously review climate-related risks and opportunities affecting our business across multiple areas, including regulations, technology, legal issues, market dynamics, reputation, and the physical impacts of climate change.

Risk type	Description & Compliance
Current regulation	While most regulations impacting our distribution activities are not directly related to climate, any regulation affecting the electricity generation and distribution sector can have direct and strategic impacts on our business model, as well as potential fines and sanctions. Within Enerjisa Enerji's climate-related risk assessment, key regulations considered include: • Green Tariff Regulation, • F-Gas Regulation (related to fluorinated greenhouse gases), • YEK-G (a blockchain based renewable energy exchange system), • YEKDEM (a set of renewable generation incentives), and • Unlicensed Electricity Generation Regulation. The F-Gas Regulation, which relates to the use of SF6 in switchgear equipment, has the potential to directly impact Enerjisa's operations. Besides this, the majority of the effects are either downstream or upstream. With renewable incentives, green tariffs, I-REC sales, and unlicensed production, the demand and supply for renewable energy generation are rapidly increasing We are obligated to connect new renewable generation facilities to the distribution network.
Emerging regulation	Türkiye is in a transition phase regarding climate policies and is rapidly updating its climate-related regulations. The draft Climate Change Law, aligned with the Paris Agreement, aims to establish the fundamental legal framework to support the country's emission reduction targets. As part of this effort, plans are underway to establish a national emissions trading system (ETS) and implement market-based mechanisms for the trading of energy and carbon certificates. Our current operations do not fall under the scope of the CO_2 Monitoring Regulation, and we do not expect to encounter any regulatory obligations under ETS in the short term. Türkiye remains committed to the Paris Agreement and has adopted the Net Zero target for 2053. In line with this target, changes are expected to be implemented in the upcoming period regarding reporting obligations, transparency practices, ETS, Carbon Border Adjustment Mechanism (CBAM), e-mobility, and renewable energy incentives. We closely monitor these developments and integrate potential impacts into our risk management and strategy processes.
Technology	At Enerjisa Enerji, we conduct climate risk assessments based on new regulations, technological advancements, and scientific studies. Additionally, when forming our internal forecasts, we leverage insights from both our experts and external stakeholders and shareholders. Technology is evaluated under the "Operational Risks and Opportunities" category within our risk management system. Our operations heavily rely on complex information technologies, which brings both risks and significant opportunities. Energy markets are progressively evolving into more decentralized, renewable-based, and decarbonized structures. Digitalization plays a critical role in the success of this transformation. Digital solutions are of strategic importance to enhance system flexibility and integrate energy infrastructures. In this context, digitalization and information and communication technologies (ICT) hold the potential to reduce greenhouse gas emissions by decreasing loss and theft rates in our distribution activities. To manage potential risks more effectively, we continuously assess the application areas of technologies such as IoT Network Solutions, Smart Grids, Smart Homes and Cities, Advanced Sensors, Artificial Intelligence, and Blockchain-based energy trading.
Legal	As a company operating in a highly regulated industry, we closely monitor legal requirements and climate-related regulatory risks. We implement a comprehensive compliance management system that includes identifying, reporting, and preventing compliance risks, conducting awareness-raising training activities, and monitoring violations. In this scope, based on audits conducted by KPMG Germany on Enerjisa group companies, we have been awarded the ISO 37301 Compliance Management System Certification (the accreditation process with DAkkS is ongoing). Aside from legal risks, we also consider the potential impacts of climate change-related physical events, such as floods, storms, and wildfires, on our network and employees. Accordingly, we continuously monitor climate-related physical risks at the operational level and maintain safe operations through our ISO 45001 Occupational Health and Safety Management System. To prevent potential legal issues, fines, and sanctions, we annually update business interruption scenarios, crisis management, and emergency recovery plans that include climate risks, and we present these plans for review by our Early Detection of Risk Committee and crisis management team.

Risk type	Description & Compliance
Market	In line with our Risk Management Framework, we regularly assess climate risks, monitor customer trends and market dynamics, and develop strategic responses to new developments. While contributing to the shaping of regulations, we focus on sustainable energy solutions and proactively prepare for market transformation by exploring new business opportunities. We consider the risks and opportunities presented by increasing interest in products and services as integral components of our business planning and risk monitoring processes. To meet the demand created by climate change, we established our Customer Solutions division in 2017. As a strategic move in the field of e-mobility, we incorporated Eşarj into our operations. Türkiye's goal of transitioning to exclusively electric vehicle sales by 2040 further enhances the strategic value of our investments in this area. Notably, by the end of 2023, the number of electric vehicles in Türkiye exceeded 80,000, marking a 550% increase from the previous year. Our Customer Solutions division offers environmentally friendly products such as energy efficiency applications, solar energy systems, e-mobility solutions, and green energy certificates. We evaluate the adoption levels of these services within the context of market dynamics, including pricing, incentives, accessibility, and public expectations, and manage the emerging risks and opportunities holistically.
Reputation	With the evolution of energy markets towards a more decentralized and low-carbon structure, we closely monitor consumers' value-driven expectations. Perceptions of the new green era are among our strategic priorities. Our purpose-driven approach enables us to forge stronger connections with our customers and develop sustainable products and services. We believe in a green, digital, decentralized, and low-carbon energy future, and we shape our business plans accordingly. We manage reputational risks and opportunities in an integrated manner and actively contribute to combating climate change through national and international collaborations.
Acute physical	By regulation, distribution companies are required to insure their assets against risks such as natural disasters, fires, floods, earthquakes, and similar events with "All Risk Insurance." However, the increasing frequency of weather events due to climate change, the currency of assets, and the adequacy of preventive measures may lead to higher insurance premiums and challenges in obtaining insurance coverage. As a distribution company responsible for preventing power outages and minimizing their duration when they occur, we are prepared for severe weather conditions. We meet our operational needs with our 85 generators and high-voltage mobile generator capacity. In 2024, there was no need to purchase new generators, and maintenance of existing generators was completed on time. To enhance resilience, we continue to invest in infrastructure. Projects such as undergrounding power lines, pruning activities, and transitioning from open to closed conductor systems aim to mitigate the impact of extreme weather conditions. A significant portion of our capital expenditures for the 2021–2025 period has been allocated to these modernization efforts.
Chronic physical	Under the Electricity Licensing Regulation, we face penalties based on outage durations. Although we can request exemptions under force majeure, the final decision rests with the Energy Market Regulatory Authority (EMRA). Therefore, insufficient investment in grid improvements poses a significant regulatory risk. Due to Türkiye's climate-sensitive geography, extreme weather events like strong storms and heavy snowfalls can cause outages and delays in our teams' response times. To mitigate this risk, we exceed legal requirements with our 85 mobile generators. In 2024, there was no need for new generator purchases, and timely maintenance was performed on existing ones. We also use drones and related software for fault detection. To reduce outage risks, we invest in modernization efforts such as undergrounding power lines, controlled pruning of trees at risk of toppling, and transitioning to closed conductor systems in heavy snow areas. A substantial portion of our capital expenditures for the 2021–2025 period has been allocated to these projects. Meanwhile, we are bolstering our e-mobility solutions through Eşarj investments. We offer services across Türkiye by establishing a widespread charging infrastructure for both individual and public use. Since 2022, all Eşarj stations have been powered exclusively by renewable energy, verified by our I-REC certificates. With the rapid increase in the number of electric vehicles, we anticipate a significant rise in Eşarj's revenue potential. Türkiye's commitment to transitioning to electric-only vehicle sales by 2040 positions this market as a strategic growth area. We aim for the Customer Solutions Business Unit and Eşarj to achieve an annual revenue potential of 4–6 billion TL by 2025. Eşarj collaborates with electric vehicle manufacturers and various retail chains to continue expanding its charging network. These activities contribute to reducing carbon emissions and support Enerjisa Enerji's sustainable growth objectives.

Annexes

ENERJİSA
Energy of Türkiye

Annex I
Reporting Principals

This reporting principles (the "Principles") provides information on the data preparation and reporting methodologies of indicators within the scope of the limited assurance in the Enerjisa Enerji A.Ş.'s 2024 Sustainability Report (the "Sustainability Report"). The indicators include social indicators, environmental indicators and economic indicators. It is the responsibility of the Company's management to ensure that appropriate procedures are in place to prepare the indicators mentioned above in line with, in all material respects, the Principles.

The data included in this guideline is for the FY 24 (1 January – 31 December 2024), fiscal year ended December 31, 2024, and as detailed in the "Key Definitions and Reporting Scope" section comprises only the relevant operations of the Company in Türkiye that are the responsibility of the Company by excluding information about subcontractors.

General Reporting Principles

In preparing this guidance document, consideration has been given to following principles:

- Information Preparation – to highlight to users of the information the primary principles of relevance and reliability of information; and

- Information Reporting – to highlight the primary principles of comparability / consistency with other data including prior year and understandability / transparency providing clarity to users.

Key Definitions and Reporting Scope
For the purpose of this report, the Company defines:

Type	Indicator	Scope
Occupational Health & Safety		
Social Indicators	Number of Critical Accidents (#)	This indicator includes the accidents resulting from; • falling from a height of more than 1.8 meters with loss of working days, • electric shock accidents with loss of working days, • electric arc accidents with loss of working days, • traffic accidents with the loss of more than 10 working days, • lifting and conveying accidents with the loss of working days, • accidents requiring treatment in the intensive care unit and injuries resulting from accidents resulting in limb loss occurred during the reporting period. This indicator includes the Company, its affiliates and subcontractors.
	Number of Fatal Accidents (#)	This indicator reflects the number of fatal accidents resulted in one or more deaths, occurred during the reporting period. This indicator includes the Company, its subsidiaries and subcontractors.
	Occupational Diseases (#)	This indicator reflects the total number of occupational diseases that refer to temporary or permanent illness, physical or mental disability, which occur due to the nature of the work, or the operating conditions of the business. This is followed up through notifications made to the Social Security Institution during the reporting period.
	Injury-related Absenteeism (#)	This indicator refers to absenteeism as a result of accidents that are machine/equipment collision, uncontrolled material movement, cutting with blades, getting stuck between machine equipment, falling/sliding/ tripping, car crashes, landings, rubbing, getting stuck between car and equipment, resulting loss of working days and followed up through notifications made to the Social Security Institution during the reporting period.
	Lost Day Rate (%)	This indicator means the rate of lost workdays due to work accidents that are machine/equipment collision, uncontrolled material movement, cutting with blades, getting stuck between machine equipment, falling/sliding/ tripping, car crashes, landings, rubbing, getting stuck between car and equipment, and monitored through notifications made to the Social Security Institution during the reporting period.
	Total Recordable Incident Frequency (excluding slip, trip and fall (STF) incidents) (TRIF w/o STF) (%)	This indicator reflects total recordable incident frequency (TRIF) excluding slip, trip and fall (STF) accidents, occurred during the reporting period. This indicator includes the Company, its subsidiaries and subcontractors.
	Total Recordable Incident Frequency (TRIF) (%)	This indicator reflects total recordable incident frequency (TRIF). This is the ratio of injuries of a certain severity (termed recordable injuries) to hours worked. This indicator includes the Company, its subsidiaries and subcontractors.

Type	Indicator	Scope
Social Indicators	Lost Workday Accident Severity Rate (LTISR) (%)	It means the frequency rate of accidents that occurred during the reporting period, resulting in loss of working days or permanent incapacity (accidents resulting in medical intervention). This indicator includes the Company, its subsidiaries and subcontractors.
	HSE Training Hours (h)	This indicator represents the total hours of the HSE trainings, delivered to the employees and sub-contractors, that is tracked monitored through the training tracking platform of Human Resources of the Companies during the reporting period.
	Total Number of Employees	
	Total Number of Employees (#)	This indicator represents the total number of women and men employees who were monitored through Human Resources and were reported to the Social Security Institution during the reporting period.
	Number of Employees by Nationality (#)	This indicator represents the total number of employees from different nationalities (Türkiye, Germany, Indonesia, the Netherlands, Spain, Thailand, the U.S.A. and others) working in the Company during the reporting period. Employees by nationality are monitored through the human resources platform and Social Security Institution declarations.
	Appointments	
	The ratio of women in mid, senior level and executive managerial appointments (%)	It represents the percentage of female executive appointments within the management level appointments (total female and male executive appointments) made by the Company during the reporting period.
	Distribution of Female Employees	
	Women Employees' Rate (%)	This indicator means the ratio of the total number of women employees of the Company to the total number of employees during the reporting period.
	Number of Employees in Management Positions-Female (%)	This indicator represents the ratio of the women managers (N-1; senior level who directly reports to the CEO, N-2; mid-level which is two degrees away from CEO and N-3; entry level managerial level is three degrees away from CEO) during the reporting period.
	Managers in Revenue-Generating Functions (#)	This indicator means the number of managers worked in the roles that have an impact on the Company's revenue directly during the reporting period. Revenue-generating roles defined as the roles that when vacant, no revenue is generated. It is reported as male and female breakdowns.
	The Ratio of Female Managers in Revenue Generating Functions	This indicator means the ratio of female managers worked in the roles that have an impact on the Company's revenue directly during the reporting period. Revenue-generating roles defined as the roles that when vacant, no revenue is generated.
	Number Employees in STEM Roles (#)	This indicator represents the number of employees worked in STEM (Science, Technology, Engineering, Mathematics) roles and tracked by Human Resources of the Company during the reporting period. It is reported as male and female breakdowns.
	Ratio of Female Employees in STEM Roles (%)	This indicator represents the ratio of female employees worked in STEM (Science, Technology, Engineering, Mathematics) roles and tracked by Human Resources of the Company during the reporting period.

Type	Indicator	Scope
Social Indicators	Employees entitled to parental leave (#)	This indicator represents the number of male and female employees on parental leave within the periods specified in the regulation and tracked by Human Resources of the Company during the reporting period.
	Employees who returned to work following parental leave (#)	This indicator means the number of male and female employees returned to work after parental leave and tracked by Human Resources of the Company during the reporting period.
	Trainings	
	Total number of employees who received training (#)	Represents the total number of people who participated in the trainings provided by the Company during the reporting period.
	Total Hours of Trainings (h)	This indicator reflects the total hours of training provided to employees that are monitored through the training tracking platform of Human Resources during the reporting period and is reported as gender (male and female), age (below 30, 30-50, above 50) and managerial level (N-3, N-2 and N-1) breakdowns.
	Average Training Hours per Employee (h)	This indicator reflects the average training hours per employee during the reporting period.
	Total Hours of Trainings	This indicator reflects the total hours of training provided to the employees that are monitored through the training tracking platform of Human Resources during the reporting period. It is tracked by types (ethics trainings, diversity, equity and inclusion trainings, sustainability and environment trainings and anti-bribery and corruption trainings).
	Total Training Cost (TL)	This indicator reflects the total costs of the trainings provided to the employees that is monitored through the training tracking platform of Human Resources during the reporting period.
	Average Training Costs per Employee (TL)	This indicator reflects the average training costs per employee during the reporting period.
	Total Number of Employees Hired	
	New Employee Hires (#)	This indicator reflects the total number of employees hired and declared to the Social Security Institution with the Employment Declaration during the reporting period. It is tracked by age groups (as under 30, between 30 and 50, and over 50) and genders (male and female).
	Total Number of Employees Left	
	Employees Who Left Work (#)	This indicator reflects the total number of women and men employees left and declared to the Social Security Institution of the Companies with the Declaration of Leaving Employment during the reporting period. It is tracked by age groups (as under 30, between 30 and 50, and over 50) and genders (male and female).
	Turnover Rates	
	Vulnerable Groups Reached Through Inclusion Programs (#)	It refers to the number of people of the vulnerable groups (elderly, disadvantaged people and disabled people) reached by the Company through inclusion programs during the reporting period.

Type	Indicator	Scope
Environmetal Indicators	**Energy Consumption by Fuel Type**	
	Total Net Energy Consumption (MWh)	This indicator represents the total amount of energy in MWh (from natural gas, electricity from renewable and non-renewable sources, diesel and gasoline resources) consumed by the Company during the reporting period to carry out its operations.
	Energy Consumption (Excluding Electricity) (MWh)	This indicator represents the total amount of energy excluding electricity consumption, during the operations of the Company in the reporting year; including natural gas, diesel and gasoline consumption.
	Electricity Consumption	This indicator represents the total purchased electricity consumption in the reporting year, followed by invoices given by the service providers. It is reported as renewable (the purchased electricity certificated with I-REC) and non-renewable electricity (non-certificated purchases) breakdowns.
	Energy Intensity Ratio (MWh/TL million)	This indicator represents the ratio of total net energy consumption by Company to the total revenue as million TL in the reporting period.
	Greenhouse Gas Emissions (ton CO_2e)	
	Scope 1 (tCO$_2$e)	This indicator reflects the emissions of greenhouse gases due to the use of natural gas, diesel and gasoline resources consumption, SF6 and refrigerant gases and fire extinguishing devices at the relevant locations of the Company during the reporting period. It is reported in tonCO$_2$e on a consolidated basis.
	Scope 2 (Location Based) (tCO$_2$e)	This indicator reflects the emissions of greenhouse gases due to the use of purchased electricity and Transmission & Distribution losses from Enerjisa Enerji at the relevant locations of the Company during the reporting period. It is reported in tonCO$_2$e on a consolidated basis.
	Scope 2 (Market Based) (tCO$_2$e)	This indicator reflects the greenhouse gas emissions arising from the Transmission & Distribution losses in Enerjisa Enerji and use of electricity purchased from non-renewable sources (generated from non-renewable sources and without I-REC or YEK-G certification) at the relevant locations of the Company during the reporting period. It is reported in tonCO$_2$e on a consolidated basis.
	Scope 3 Emissions (tCO$_2$e)	It represents the equivalent in tons of carbon dioxide of the greenhouse gas emissions caused by the value chain and supply chain activities within the reporting period for the operations carried out by the Company. Scope 3 emissions from indirect operations include the following subcategories; • Purchased goods and services, from the production and supply of purchased paper, cardboard, water and plastics, • Generation of electricity sold to customers, • Extraction and supply of energy resources consumed, • Generation and supply of purchased electricity, • Generation of electricity that is T&L during transmission and distribution, • Commuting of company employees to and from work, • Business travels, • Disposal of wastes generated. • Capital Goods • Downstream leased asset

Type	Indicator	Scope
Environmetal Indicators	Total Emissions (Scope 1 + Scope 2 + Scope 3) (tonCO$_2$e)	It represents tons of carbon dioxide equivalent of total scope 1, 2 and 3 greenhouse gas emissions resulting from the activities carried out by the Company during the reporting period.
	Emission Intensity (kgCO$_2$e/TL)	Represents the ratio of total scope 1 and scope 2 greenhouse gas emissions in kg carbon dioxide equivalent from activities carried out, to total revenue generated by the Company in TL during the reporting period.
	Energy Intensity Ratio (MWh/TL million)	Represents the total energy consumption from activities carried out, to total revenue generated by the Company in TL during the reporting period.
	Energy Portfolio Emission Intensity (tCO$_2$e/MWh)	It represents the ton carbon dioxide equivalent of the amount of emissions generated per MWh of electricity distributed by the Company during the reporting period.
	Avoided Emission (tonCO$_2$e)	It represents the Company's total potential yearly avoided emissions by products and services provided which are customer solutions based on renewable energy and energy efficiency, and renewable energy charge stations, during the reporting period.
	Savings and Reductions Due to Environmental Investments - Environmental Benefit (tons of CO$_2$)	It represents the greenhouse gas emissions in tons of carbon dioxide equivalent potentially reduced during the year with the impact of hybrid vehicle conversion, energy efficiency, material recovery projects carried out by the company within the reporting period.
	Savings and Reductions Due to Environmental Investments - Financial Savings (TL)	It represents the Turkish Lira equivalent in the market of the natural resources saved by the company through material recovery projects and LED recycling projects realized in the reporting period.
	Water Consumption	
	Total Water Withdrawal (m³)	This indicator represents the total m³ of water supplied by the Company from different sources of nature (Municipal water and Rainwater) during the reporting period.
	Total Water Consumption (m³)	This indicator represents the amount of water (consumed within the facility and not discharged directly to nature) as a result of subtracting the total amount of water discharged from the total amount of water withdrawn by the Company during the reporting period.
	Total Discharged Water (m³)	This indicator represents the total (volume - m³) amount of water discharged from the Company's locations during the reporting period and is reported in m³ on a consolidated basis.
	Municipal water discharged (m³)	It represents the total wastewater discharge in m³ discharged, with considering 100% of the water supplied by the company from the municipality during the reporting period is converted into wastewater.

Type	Indicator	Scope
	Waste	
Environmetal Indicators	Hazardous Waste (ton)	Represents the amount of hazardous waste generated as a result of the activities carried out by the Company during the reporting period. Total hazardous waste consists of the sum of waste recycled/reused at the facility (including plastics and electronic waste), recycled/reused by a third party (including plastics and electronic waste), landfilled, incinerated with energy recovery and incinerated without energy recovery, and is reported in tons on a consolidated basis.
	Non-Hazardous Waste (ton)	Represents the amount of non-hazardous waste generated as a result of the activities carried out by the Company during the reporting period. Total hazardous waste consists of the sum of waste recycled/reused at the facility (including plastics and electronic waste), recycled/reused by a third party (including plastics and electronic waste), landfilled, incinerated with energy recovery and incinerated without energy recovery, and is reported in tons on a consolidated basis.
	Recycled Hazardous Waste (ton)	Represents the amount of hazardous waste generated as a result of the activities carried out by the Company and defined as "R" code by the Ministry of Environment, Urbanization and Climate Change during the reporting period.
	Recycled Non-Hazardous Waste (ton)	Represents the amount of non-hazardous waste generated as a result of the activities carried out by the Company and defined as "R" code by the Ministry of Environment, Urbanization and Climate Change during the reporting period.
	Total recycled waste (ton)	It means total amount of Recycled Non-Hazardous Waste and Recycled Hazardous Waste where the Company's operations take place during the reporting period.
	Total waste (ton)	It means the total amount of hazardous and non-hazardous waste where the Company's operations take place during the reporting period.
	Electronic waste (E-waste)	It means the total amount of electronic waste generated by Company which described (as Electrical and electronic equipment products waste) in Annex-V waste list of the Regulation on General Principles of Waste Management during the reporting period.
	Plastic consumption (ton)	Total plastic consumption is followed up with invoices and waste declaration forms declared to the Ministry of Environment, Urbanization and Climate Change of Republic of Türkiye; represents the consumption amount of plastic products, pet bottles, bags and plastic packaging.
	Paper consumption (ton)	Represents the total amount of paper material consumed and generated as waste by the Company during the reporting period. Paper consumption is monitored through the Waste Declaration forms of the Republic of Türkiye Ministry of Environment, Urbanization and Climate Change.

Type	Indicator	Scope
	Sustainable Business Model	
Environmetal Indicators	The number of sustainable products and services (#)	It refers to the number of mitigation (Products that directly reduce resource use or carbon emissions. Includes activities that are considered unquestionably sustainable.) and enabler (Products that are not considered as direct source/carbon emission reduction activities but facilitate the dissemination of related technologies.) and enhancing positive social impact products and services offered by the Company during the reporting period that provide environmental and social benefits.
	Amount of income from sustainable products and services (TL million)	It refers to the income obtained from the products and services offered by the Company during the reporting period, which provide environmental and social benefits, and have a climate change mitigation (from products and services as renewable energy and renewable energy certification sales, customer based solutions based on solar power plant, process efficiency, lighting and cogeneration installation, low lost transformer and network connection of renewable resources and electric vehicle charging stations) and enabler (from products and services as voltage transformation, AMRS, SCADA, Compensation and Eşarj) nature. It is reported as million TL million on a consolidated basis.
	Total R&D and innovation investment (TL million)	Represents the total expenditures made by the Company for Research and Development activities in million Turkish Lira during the reporting period.
	Environmental Investments and Expenditures	
	Total environmental investments (TL million)	It represents to the mitigation (Products that directly reduce resource use or carbon emissions, includes activities that are considered unquestionably sustainable.) and enabler (Products that are not considered as direct source/carbon emission reduction activities, but facilitate the dissemination of related technologies.)environmental investments carried out by the Company during the reporting period that provide environmental and social benefits. It is reported as TL million on a consolidated basis.
	Total environmental expenditures (TL million)	It represents to expenditures that are legally required and not legally required in the reporting period. It is reported as TL on a consolidated basis.
	EU Taxonomy Total Operational Expenditure (TL)	It represents operational expenditures mapped to the consolidated financial report in Turkish Lira, which include non-capitalized direct costs related to the continuity of the day-to-day functioning of the operations, outsourced third-party services and building renovation measures, short-term leasing, maintenance and repair carried out by the Company during the reporting period.

Type	Indicator	Scope
	Sustainable Business Model	
Economic Indicators	EU Taxonomy Eligible Operational Expenditure (TL)	It represents operational expenditures eligible for reporting based on Eu Taxonomy, mapped to the consolidated financial report in Turkish Lira. Eligible OpEx based on EU taxonomy reporting includes non-capitalized direct costs related to the continuity of the day-today functioning of the operations, outsourced third-party services and building renovation measures, short-term leasing, maintenance and repair carried out by the Electricity Transmission and Distribution business unit of Company during the reporting period.
	Reportable Operational Expenditure Ratio (%)	It represents percentage of EU Taxonomy Eligible Operational Expenditure in EU Taxonomy Total Operational Expenditure in the reporting period.
	EU Taxonomy Total Revenue (TL)	It represents the net revenue mapped to the consolidated financial report in Turkish Lira, generated from the operations carried out by the Company during the reporting period. Total revenue includes revenue recognized in accordance with International Accounting Standard (IAS) 1, paragraph 82(a).
	EU Taxonomy Eligible Revenue (TL)	It represents the Company's total EU Taxonomy eligible revenue in Turkish Lira which is mapped in the consolidated financial report, generated from activity of electricity transmission and distribution, indicated in EU Taxonomy in the reporting period. Eligible turnover includes revenue generated by the Transmission and Distribution business unit within revenue recognized in accordance with International Accounting Standard (IAS) 1, paragraph 82(a).
	Reportable Revenue Ratio (%)	It represents percentage of EU Taxonomy Eligible Revenue in EU Taxonomy Total Revenue in the reporting period.
	EU Taxonomy Total Investment Expenditure (TL)	It represents total capital expenditures in Turkish Lira made by the Company in the reporting period according to the EU Taxonomy. For Enerjisa Enerji applying international financial reporting standards (IFRS), CapEx shall cover costs that are accounted based on: (a) IAS 16 Property, Plant and Equipment, paragraphs 73, (e), point (i) and point (iii); (b) IAS 38 Intangible Assets, paragraph 118, (e), point (i); (c) IAS 40 Investment Property, paragraphs 76, points (a) and (b) (for the fair value model); (d) IAS 40 Investment Property, paragraph 79(d), points (i) and (ii) (for the cost model); (e) IAS 41 Agriculture, paragraph 50, points (b) and (e); (f) IFRS 16 Leases, paragraph 53, point (h).

Type	Indicator	Scope
Economic Indicators	EU Taxonomy Eligible Investment Expenditure (TL)	It represents the amount of capital expenditures eligible for reporting according to EU Taxonomy by the business unit responsible for electricity transmission and distribution operations of the company in the reporting period. Eligible Capital Expenditures are mapped in the consolidated financial report and include expenditures on the activity for Electricity Transmission and Distribution, which is included in the climate change mitigation andclimate change adaptation objective according to the Taxonomy. For Enerjisa Enerji, applying International Financial Reporting Standards (IFRS), eligible capital expenditures for electricity transmission and distribution operations include costs recognized in accordance with the following: (a) IAS 16 Property, Plant and Equipment, paragraph 73, (e), clause (i) and clause (iii); (b) IAS 38 Intangible Assets, paragraph 118, (e), item (i); (c) IAS 40 Investment Property, paragraph 76, items (a) and (b) (for the fair value model); (d) IAS 40 Investment Property, paragraph 79(d), items (i) and (ii) (for the cost model); (e) IAS 41 Agriculture, paragraph 50, items (b) and (e); (f) IFRS 16 Leases, paragraph 53, subparagraph (h).
	Reportable Investment Expenditure Ratio (%)	It represents percentage of EU Taxonomy Eligible Investment Expenditure in EU Taxonomy Total Investment Expenditure in the reporting period.

Data Preparation

Social Indicators

Occupational Health and Safety (HSE) Indicators
The number of accidents and the number of fatal cases is followed by the tables that list the Social Security Institution declarations. The following definitions and formulas are used in the calculation of occupational health and safety indicators.
Formulas
Lost Day Rate = Accidental Absence / Total Working Hours * 200,000

Distribution of Women Employees Data
The total number of employees represents the total number of employees that the companies have as of the end of the reporting year and that are based on the information included in the annual reports or human resources systems published as of 31 December 2024. The following definitions and formulas are used in the calculation of women employee distribution indicators.
Formulas
Women Employees' Rate = Number of Women Employees / Total Number of Employees

Distribution of Female Managers
Managerial levels in the scope are defined as N-1, N-2 and N-3. N-1 level is an executive level who directly reports to the CEO. N-2 level is defined as the middle level which is two degrees away from CEO. Similarly, N-3 is a managerial level is three degrees away from CEO.
Formulas
Ratio of women managers (%) = (total number of N-1, N-2 and N-3 level women managers / total number of N-1, N-2 and N-3 level managers) * 100

Distribution of Women Managers in Revenue-Generating Roles

Revenue-generating roles defined as the roles that when vacant, no revenue is generated.

Formulas

Share of Women Managers in Revenue-Generating Roles (%) = (number of women managers in revenuegenerating roles / total number of managers in revenue-generating roles) * 100

Distribution of Women Employees in STEM Roles

STEM roles are directly related to Science, Technology, Engineering and Mathematics.

Formulas

Share of Women Employees in STEM Roles (%) = (Number of women employees in STEM roles / total number of employees in STEM roles) * 100

Parental Leaves

Parental leaves include maternity and paternity leaves during the reporting period.

Formulas

Ratio of the Employees who Returned to Work After Maternal Leave = Number of employees returned from maternity leaves / Number of employees left due to maternity leave

Trainings

It represents the trainings provided to the employees during the reporting period. Total training hours is divided into four sub-categories. Total training hours by gender (women and men), by age (under 30, between 30 and 50, over 50), by training types ("ethics," "diversity and inclusion," "sustainability and environment" and "anti-bribery and corruption").

Total cost of the trainings represents the total cost of all the trainings provided by the Companies to their employees.

Formulas

Average Training Costs per Employee = Total cost of all the trainings / the number of employees

Total Number of Employees Hired

The number of employees hired during the reporting period is divided into three categories as gender (women and men), age (under 30, between 30 and 50, over 50).

Total Number of Employees Left

The number of employees left during the reporting period is divided into three categories as gender (women and men), age (under 30, between 30 and 50, over 50).

Turnover Rate Formulas

Turnover rates by gender

• Number of women employees left / total number of women employees
• Number of men employees left / total number of men employees

People Reached Through Inclusion Programs in Reporting Period

It refers to the number of people of the sensitive groups (old, youth, women, and disabled people, etc.) reached by the Company through inclusion programs and sensitive groups called "Device Dependent Patients" (Hasta Var Program), who maintain their life dependent on a device. If the medical condition of a patient requires vital medical equipment, in case of an outage in their residential area, emergency supply is provided.

Furthermore, in accordance with the amendments on the Regulation on Electricity Market Customer Services Regulation in 2023, the conditions for cutting off energy to vulnerable customers in case of unpaid bills have been altered. Accordingly, for the families of martyrs, veterans, and disabled veterans, customers over the age of 65 and customers who submitted a health report stating that they had disabilities over 40%; the electricity will be cut only in the case of three consecutive months of failure in payment.

Environmental Indicators

Energy Consumption by Fuel Type

Within the scope of energy consumption data Enerjisa Enerji natural gas, diesel, gasoline and electricity have been consumed. The data is obtained with the meter, invoice, receipt, and maintenance-repair forms of the service providers.

Enerjisa Enerji uses the following conversion factors in their energy consumption calculations:

• Since the electricity supply unit is billed in kWh, a conversion factor of 1 kWh = 0.0036 GJ is used for conversion to GJ;

• Since the natural gas supply unit is billed in m³, a conversion factor [1m³ * (Calorific Value) MJ/m³]/ 1,000 is used;

• Since the diesel supply unit is billed in liters, the conversion factor [1 ltl * (Calorific Value) MJ/l] / 1,000 is used for conversion to GJ;

• Since the gasoline supply unit is billed in liters, the conversion factor [1l * (Calorific Value) MJ/l] /1,000 is used for conversion to GJ;

• Since the unit of all fuel consumption is reported as MWh, a conversion factor of 1GJ = 0.277777 MWh is used for conversion to GJ.

Purchased Heat/Steam/Cooling

The amount of refrigerant consumed for cooling purposes is reported within the scope of purchased heat/ steam/ cooling indicator. For this indicator, the total consumption amount of R22 gases and other gases such as SF_6, R407C, R134A, R410A and CO_2 gases has been calculated based on maintenance/repair forms and related invoices.

Formulas

Greenhouse Gas Intensity = Scope 1 + Scope 2 GHG Emissions (tCO_2e) / Total revenues in TL

Energy Intensity = Total energy consumption / Total revenues in TL

Share of Renewable Energy Consumption in Total Energy Consumption

Renewable energy consumption refers to the renewable energy sourced electricity consumption by the Company. In Enerjisa Enerji it is followed by I-REC (Renewable Energy Certificate).

Formulas

Share of Renewable Energy Consumption in Total Energy Consumption (%) = (Renewable Energy Consumption / Total Energy Consumption) * 100

Scope 1, 2 and 3 Emissions

Scope 1 and Scope 2 emissions have been calculated in accordance with ISO 14064-1, with the principle of operational control within the framework of the "Greenhouse Gas Protocol: Corporate Accounting and Reporting Standard."

In the calculations, CO_2 equivalent factors consisting of CO_2, CH_4, N_2O, HFCs (SF6 and refrigerant gas) CO_2 equivalent emission factors were used. The emission sources are detailed in the table below. Global Warming Potential (GWP) coefficients are from 6th Assessment Report of the Intergovernmental Panel on Climate Change (IPCC) and global warming values Department for Environment, Food and Rural Affairs of United Kingdom and the resultant ton CO_2-e value is calculated by multiplying with the appropriate coefficients.

Scope - Category	Emission Factor Source
Scope 1 - Stationary Combustion	2006 IPCC Guidelines for National Greenhouse Gas Inventories -Volume 2-Chapter 1 Introduction (TABLE 1.2) Density: 0.796 kg/sm³ | Source: UK DEFRA LHV: 38.208 MJ/Sm³ or 48 TJ/Gg
	2006 IPCC Guidelines for National Greenhouse Gas Inventories -Volume 2-Chapter 1 Introduction (TABLE 1.2) Density: 0.830565 kg/l | Source: UK DEFRA, Lower Heating Value: 43 TJ/Gg | Source: IPCC 2006 IPCC Guidelines for National Greenhouse Gas Inventories -Volume 2-Chapter 1 Introduction (TABLE 1.2) Density: 0.746269 kg/l | Source: UK DEFRA, Lower Heating Value: 44.3 TJ/Gg
Scope 1 - Mobile Combustion	2006 IPCC Guidelines for National Greenhouse Gas Inventories -Volume 2-Chapter 1 Introduction (TABLE 1.2) Density: 0.830565 kg/l | Source: UK DEFRA, Lower Heating Value: 43 TJ/Gg | Source: IPCC
	2006 IPCC Guidelines for National Greenhouse Gas Inventories -Volume 2-Chapter 1 Introduction (TABLE 1.2) Density: 0.746269 kg/l | Source: UK DEFRA, Lower Heating Value: 44.3 TJ/Gg | Source: IPCC
Scope 1 - Fugitives	Tables of Greenhouse Gas Lifetimes, Radiative Efficiencies and Metrics | IPCC_AR6_WGI_Chapter07_SM.pdf | **https://www.ipcc.ch/report/ar6/wg1/downloads/report/IPCC_AR6_WGI_Chapter_07_Supplementary_Material.pdf**
	Source: UK Government GHG Conversion Factors for Company Reporting, Published January 2022: full set | Refrigerant & other | **https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1049333/conversion-factors-2021-full-set-advanced-users.xlsm**
Scope 2 - Purchased Energy	TÜRKİYE ELEKTRİK ÜRETİMİ VE ELEKTRİK TÜKETİM NOKTASI EMİSYON FAKTÖRLERİ BİLGİ FORMU | Doküman No ETKB-EVÇED-FRM-042 Rev.01 | Revizyon / Yayın Tarihi 12.03.2024
Scope 3.1 - Purchased Goods	UK DEFRA 2024 | Material Use | **https://assets.publishing.service.gov.uk/media/6722567487df31a87d8c497e/ghg-conversion-factors-2024-full_set__for_advanced_users__v1_1.xlsx**
	UK DEFRA 2024 | Water Supply | **https://assets.publishing.service.gov.uk/media/6722567487df31a87d8c497e/ghg-conversion-factors-2024-full_set__for_advanced_users__v1_1.xlsx**
Scope 3.2 - Capital Goods	UK DEFRA 2024 | Material Use | **https://assets.publishing.service.gov.uk/media/6722567487df31a87d8c497e/ghg-conversion-factors-2024-full_set__for_advanced_users__v1_1.xlsx**

Scope - Category	Emission Factor Source
Scope 3.3 - Fuel and Energy Related Activities	Enerjisa Internal Calculations
	TÜRKİYE ELEKTRİK ÜRETİMİ VE ELEKTRİK TÜKETİM NOKTASI EMİSYON FAKTÖRLERİ BİLGİ FORMU | Doküman No ETKB-EVÇED-FRM-042 Rev.01 | Revizyon / Yayın Tarihi 12.03.2024
	UK DEFRA 2024 | WTT-Fuels | **https://assets.publishing.service.gov.uk/media/6722567487df31a87d8c497e/ghg-conversion-factors-2024-full_set__for_advanced_users__v1_1.xlsx**
Scope 3.5 - Waste Generated in Operations	UK DEFRA 2024 | Waste Disposal | **https://assets.publishing.service.gov.uk/media/6722567487df31a87d8c497e/ghg-conversion-factors-2024-full_set__for_advanced_users__v1_1.xlsx**
	UK DEFRA 2024 | Water Treatment | **https://assets.publishing.service.gov.uk/media/6722567487df31a87d8c497e/ghg-conversion-factors-2024-full_set__for_advanced_users__v1_1.xlsx**
Scope 3.9 - Downstream Transportation and Distribution (Waste Shipping)	UK DEFRA 2024 | Freighting goods | **https://assets.publishing.service.gov.uk/media/6722567487df31a87d8c497e/ghg-conversion-factors-2024-full_set__for_advanced_users__v1_1.xlsx**
Scope 3.6 - Business Travel	UK DEFRA 2024 | Business travel- air | **https://assets.publishing.service.gov.uk/media/6722567487df31a87d8c497e/ghg-conversion-factors-2024-full_set__for_advanced_users__v1_1.xlsx**
	UK DEFRA 2024 | Business travel- sea | **https://assets.publishing.service.gov.uk/media/6722567487df31a87d8c497e/ghg-conversion-factors-2024-full_set__for_advanced_users__v1_1.xlsx**
	UK DEFRA 2024 | Business travel- land | **https://assets.publishing.service.gov.uk/media/6722567487df31a87d8c497e/ghg-conversion-factors-2024-full_set__for_advanced_users__v1_1.xlsx**
Scope 3.7 - Employee Commuting	**https://theicct.org/sites/default/files/publications/EU-LCV-CO2-2030_ICCTupdate_20190123.pdf (IVECO))**
Scope 3.13 - Downstream Leased Assets	2006 IPCC Guidelines for National Greenhouse Gas Inventories -Volume 2-Chapter 1 Introduction (TABLE 1.2)

Water Consumption

The water withdrawals and discharges are monitored through the inlet and outlet meters located within the facilities, monthly activity reports of the Ministry of Environment, Urbanization, and Climate Change of the Republic of Türkiye and payment invoices. Water consumption consists of the amount of water withdrawn from nature by the facilities and not discharged (into the product, evaporation, or leakage) to directly.

Formulas

Water consumption (m³) = Water Withdrawal by Source – Total Amount of Water Discharge

Waste

Hazardous wastes are defined as wastes containing substances that are dangerous for human health and the environment and that have the potential to be harmful, while non-hazardous wastes are defined as wastes that do not cause any harm to human health and the environment. Hazardous wastes are defined as wastes containing substances that are dangerous for human health and the environment and that have the potential to be harmful, while non-hazardous wastes are defined as wastes that do not cause any harm to human health and the environment (Republic of Türkiye Ministry of Environment, Urbanization and Climate Change, Waste Management Regulation - Article 4). According to the disposal methods, the total amount of hazardous and non-hazardous waste, which is landfilled, recycled in the facility/outside the facility, incinerated for energy recovery and incinerated without energy recovery are reported.

The total amount of hazardous and non-hazardous waste is monitored through official documentation including Waste Declaration Forms, Mass Balance System (MOTAT, KDS etc.) of the Republic of Türkiye Ministry of Environment, Urbanization and Climate Change and disposal delivery notes/records, etc. The amount of recycled waste refers to the amount of waste that goes to the Company's landfill/solid waste site or is recycled by itself or another organization, recovered for energy purposes and reused. Recycled wastes contain on wastes which are disposed as emphasized in "R" code in Republic of Türkiye Ministry of Environment, Urbanization and Climate Change, Waste Management Regulation Annex-1: Waste Code Determination Hierarchy and Waste Code Explanations.

Formulas

Amount of Recycled Waste = Waste Recycled/Reused at the Facility + Recycled/Reused by a Third-Party + Landfilled + Incinerated with Energy Recovery

Reused / recycled waste ratio = Amount of Recycled Waste / (Total Hazardous Waste + Total Non-Hazardous Waste)

Economic Indicators

The following definitions and formulas are used in the calculation of economic indicators.

Sustainable Business Model

Products and services identified as sustainable are;
- Products and services that provide benefits related to the direct reduction of environmental resources / carbon emissions (mitigation),
- Products and services related to the reduction of environmental resource use / carbon emissions in technologies and activities that are not considered sustainable in nature (transition),
- Products and services that are not considered as direct source / carbon emission reduction activities, but facilitate the dissemination of related technologies (enabler),
- Grouped as products and services that create positive social impact.

Revenues from products and services were obtained through product-based sales lists, and total revenue from related product types was reported within the scope of this indicator.

Within the scope of the ratio of SDG-linked product and service revenues to total revenues in TL, total revenues in TL represent the total revenues of the companies as of the end of the reporting year, which are stated in the annual reports published as of 31 December 2024 or in the financial reports subject to independent audit.

The total amount reported within the scope of R&D and innovation investment consists of the investments made within the approved budget of the Company. Amounts reported under R&D and innovation investments represent the total revenue figures of the Companies stated in the annual reports published as of 31 December 2024 or in the financial reports subject to independent audit. The total amount reported within the scope of sustainability-oriented R&D and innovation investment represents the sustainability-oriented investments included in the Company's approved R&D and innovation investment budget.

The amount of SDG-linked product and service revenues has been determined through the sales lists followed under I-REC (Green Energy Certificate), YEK-G (Renewable Energy Resource Guarantee System), Cogeneration, process energy efficiency products, Solar Power Plant and Rooftop Projects, Regulated Green Energy Tariff Sales, Green Energy Originated Whole Sales, Low Loss Transformer, LED (Street Lighting), Lighting (Customer Solutions) and Network Connection revenues for mitigation projects and under SCADA, AMRS, Compensation and Voltage Line Transition, Eşarj AC, Eşarj DC, E-charge Network and maintenance and E-charge Maintenance revenues for enabler projects and were reported on this basis.

Formulas

Ratio of SDG-linked Product and Service Revenues to Total Revenue = SDG-linked Product and Service Revenues / Total Revenue

Ratio of SDG-linked R&D and Innovation Investment to Total Revenue (%) = (SDG-linked R&D and Innovation Investment / Total Revenue) * 100

Environmental Investments and Expenditures

Environmental investments are reported as mitigation investments and enabler investments. The total amounts reported in these indicators are constituted by the expenditures made within the approved budget of the Company. Mitigation investments include LED investments, Connection to Network for Charging Stations renewable electricity sources network connection. Enabler investments include those related to SCADA, AMRS, Compensation, low loss transformer and voltage conversion projects.

Restatement

The measuring and reporting of sustainability-related data inevitably involves a degree of estimation.

Restatements are considered where there is a change in the data of greater than 5% at the Company level.

Annex II
Limited Assurance Report

Deloitte.

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INDEPENDENT ASSURANCE REPORT

DRT Bağımsız Denetim ve SMMM A.Ş. ("Deloitte") independent auditor's limited assurance report to the Board of Directors of Enerjisa Enerji A.Ş. and its subsidiaries (together referred to as "Group") on the 2024 Sustainability Report for the year ended 31 December 2024.

Scope of Limited Assurance Engagement

We have been engaged to perform a limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) and (ISAE) 3410 ("Standards") on whether the Selected Sustainability Information listed below (the "Selected Information") in the Group's Sustainability Report for the year ended 31 December 2024 (the "2024 Sustainability Report") has been prepared in accordance with the principles set out in the Reporting Guidance section on pages 145-152.

Our assurance engagement does not cover information related to previous periods, other information included in the 2024 Sustainability Report, or Sustainability Information or any other information related to the 2024 Sustainability Report (including any images, audio files, or embedded videos).

Selected non-financial performance data for limited assurance

We have been engaged by the Group to perform limited assurance procedures on the accuracy of the following key performance indicators included in the 2024 Sustainability Report for the year ended 31 December 2024. The scope of the indicators subject to limited assurance procedures and found on pages 160-167 marked with "✓" of the 2024 Sustainability Report for the year ended 31 December 2024 is as follows:

Social Indicators
Total Number of Accidents
Number of Fatal Accidents
Occupational Diseases
Injury-related absenteeism
Lost Day Rate
Total OHS Training Hours
Total number of full-time employees
Nationality of Employees
Women employees ratio
Percentage of Female Executives

Deloitte.

Selected non-financial performance data for limited assurance (Cont'd)

Ratio of women managers in revenue-generating roles
Women ratio in STEM roles
Number of employees granted paid parental leave for primary caregiver
Number of employees granted paid parental leave for secondary caregiver
Number of employees who returned to work after paid parental leave for primary caregiver
Ratio of employees who returned to work after paid parental leave for primary caregiver
S209: Total number of employees hired during the fiscal year (Based on Age)
Number of employees left (Based on Gender)
Number of employees left (Based on Age)
Employee Turnover Ratio (Based on Gender)
Number of people reached via inclusion programs
Total Training Hours
Total Training Hours (Based on Learning Types)
Total training costs
Average training costs for per employee
Percentage of women promotions
Number of Reports Received to Ethics Lines

Environmental Indicators
Total Energy Consumption
Renewable Energy Consumption
Purchased Hot/Steam/Cooling (kg)
Energy Volume
Green House Gas Emission Volume
Green House Gas Emissions
Scope 1
Scope 2 (Location-Based)
Scope 2 (Market-Based)
Scope 3
Avoiding Emission
Water Consumption
Water withdrawal by source
Recovered and reused water
Total amount of discharged water
Total Hazardous Waste
Total Non-Hazardous Waste
Hazardous waste: Reused/Recycled in a third party facility
Plastic Consumption
Theft and Loss
Sales of Renewable Energy
Zero Waste Certificate Number
Annual energy saving (MWh)

Deloitte.

Selected non-financial performance data for limited assurance (Cont'd)

Economic Indicators

Total number of SDG-linked products and services
Total revenue of SDG-linked products and services in the period
SDG-linked R&D and innovation investments/expenditures
The ratio of revenue of SDG-linked products and services to total revenue
SDG Aligned Investments for legal compliance
SDG Aligned Expenditures for legal compliance
Double materiality
Reportable EU Taxonomy Eligible CAPEX Ratio
Reportable EU Taxonomy Eligible Revenue Ratio
Reportable EU Taxonomy Eligible Investment Expentidures Ratio

Structural constraints

All assurance engagements have inherent limitations due to the selective testing of the information under review. Fraud, error or non-compliance may therefore occur and not be detected. In addition, non-financial information, such as non-financial information contained in reporting documents, is subject to more structural limitations than financial information, given the nature and methods used to identify, calculate and sample or estimate such information.

Our assurance engagement provides limited assurance as defined in ISAE 3000 (Revised) and (ISAE) 3410 ("Standards"). The procedures performed as part of a limited assurance engagement differ in nature and timing - and to a lesser extent - from a reasonable assurance engagement. The level of assurance obtained in a limited assurance engagement is therefore significantly narrower than the scope of a reasonable assurance engagement.

Special Purpose

Our work has been undertaken to inform the Group's Board of Directors of the matters we are required to report in this report and for no other purpose. To the extent permitted by law, we accept no responsibility to any person or entity other than the Group's Board of Directors for the assurance audit we have conducted or the conclusion we have reached.

This report has not been prepared within the framework of the obligation for certain businesses to comply with the Turkish Sustainability Reporting Standards (TSRS) published by the Public Oversight Authority ("POA") in the Official Gazette dated 29/12/2023, which mandates mandatory sustainability reporting as of 01/01/2024. According to the POA Decision published in the Official Gazette on 5 September 2024, these businesses are required to undergo limited assurance audits for their mandatory sustainability reporting. In the upcoming period, a separate sustainability report and limited assurance report will be prepared within this framework.

Our Independence and Competence

We comply with the independence and other ethical provisions of the *Code of Ethics for Accounting Professionals* published by the International Ethics Standards Board for Accounting Professionals, which sets out the basic principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

We apply the International Standard on Quality Management 1 (ISQM 1) and accordingly maintain a robust system of quality control, including policies and procedures that document compliance with relevant ethical and professional standards and requirements in laws or regulations.

Deloitte.

Responsibilities of Management

The Group Management is responsible for the preparation, accuracy and completeness of the sustainability information and statements in the report. The Group Management is responsible for setting the Group's sustainability goals, establishing and maintaining appropriate performance management and internal control systems from which the reported information is derived.

Responsibilities of the Practitioner

Our responsibility is to reach a conclusion on the Selected Information based on our procedures. We conducted our limited assurance engagement in accordance with International Standards on Assurance Engagements and, in particular, International Standard on Assurance Engagements (ISAE 3000) (Revised) and Assurance Engagements on Greenhouse Gas Statements (ISAE 3410) on Assurance Engagements Other than Independent Audits.

The assurance engagement performed represents a limited assurance engagement. The nature, timing and extent of the procedures performed in a limited assurance engagement are limited compared to those required in a reasonable assurance engagement. As a result, the level of assurance obtained in a limited assurance engagement is lower.

Our Key Assurance Procedures

We carried out limited assurance on the accuracy of the selected key performance indicators specified below in the section "Selected non-financial performance data for limited assurance" related to 2024 year and included into the Report.

To achieve limited assurance, the ISAE 3000 (Revised) and (ISAE) 3410 ("Standards") requires that we review the processes, systems and competencies used to compile the areas on which we provide our assurance. Considering the risk of material error, we planned and performed our work to obtain all of the information and explanations we considered necessary to provide sufficient evidence to support our assurance conclusion.

To form our conclusions, we undertook the following procedures:

- Analyzed on a sample basis the key systems, processes, policies and controls relating to the collation, aggregation, validation and reporting processes of the selected sustainability performance indicators;
- Made inquiries with employees of the Group responsible for sustainability performance, policies and corresponding reporting;
- Performed selective substantive testing to confirm the accuracy of received data to the selected key performance indicators;
- Made inquiries of management and senior executives to obtain an understanding of the overall governance and internal control environment, risk management, materiality assessment and stakeholder engagement processes relevant to the identification, management and reporting of sustainability issues; and

We believe that our evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Deloitte.

Limited Assurance Conclusion

Based on our work and the assurance procedures performed, nothing has come to our attention that causes us to believe, in our opinion, that the Selected Information referred to above in the Group's 2024 Sustainability Report for the year ended 31 December 2024, for which we were engaged to provide limited assurance, has not been prepared, in all material respects, in accordance with the Reporting Manual, as described in the "Auditor's Responsibilities" section above.

Restrictions on Use

This Report, including the conclusion, has been prepared for the Board of Directors of Enerjisa Enerji A.Ş. and its subsidiaries to assist in reporting the Group's performance and activities related to the Selected Information. We hereby authorize the inclusion of this report in the Sustainability Report prepared for the year ending 31 December 2024, to enable Enerjisa Enerji A.Ş. and its subsidiaries Board of Directors to demonstrate that it has fulfilled its responsibilities by preparing an independent limited assurance report on Selected Information. Except to the extent permitted by law and in cases where prior written approval has been obtained and expressly agreed upon, we do not accept or assume any responsibility to anyone other than the Board of Directors of Enerjisa Enerji A.Ş. and its subsidiaries and Enerjisa Enerji A.Ş. and its subsidiaries in connection with the work we have performed or the report we have prepared.

DRT BAĞIMSIZ DENETİM VE SERBEST MUHASEBECİ MALİ MÜŞAVİRLİK A.Ş.
Member of **DELOITTE TOUCHE TOHMATSU LIMITED**

Okan Öz
Partner

İstanbul, August, 11 2025

Annex III

Enerjisa Enerji Subsidiaries

1. Başkent Elektrik Dağıtım A.Ş. (BAŞKENT EDAŞ)

2. Enerjisa Başkent Elektrik Perakende Satış A.Ş. (BAŞKENT EPSAŞ)

3. İstanbul Anadolu Yakası Elektrik Dağıtım A.Ş. (AYEDAŞ)

4. Enerjisa İstanbul Anadolu Yakası Elektrik Perakende Satış A.Ş. (AYESAŞ)

5. Toroslar Elektrik Dağıtım A.Ş. (Toroslar EDAŞ)

6. Enerjisa Toroslar Elektrik Perakende Satış A.Ş. (Toroslar EPSAŞ)

7. Enerjisa Müşteri Çözümleri A.Ş.

8. Eşarj Elektrikli Araçlar Şarj Sistemleri A.Ş. (Eşarj)

9. Enerjisa Araç Filo Hizmetleri A.Ş.

Annex IV
Member Organizations

1. German - Turkish Chamber of Commerce and Industry (AHK Türkiye)

2. United Nations Women's Empowerment Principles (WEPs)

3. The United Nations Global Compact

4. Borsa Istanbul A.Ş.

5. Chapter Zero Türkiye

6. World Economic Forum (WEF)

7. World Energy Council Türkiye

8. Association of Electricity Distribution System Operators (ELDER)

9. Emobility Operators Association (E-MOD)

10. Energy Storage Industries Association (EDEDER)

11. Digitalization in Energy and Cyber Security Association (EDİDER)

12. Energy Traders Association (ETD)

13. Energy Efficiency and Management Association (EYODER)

14. Integrated Reporting Network Türkiye (ERTA)

15. Ethics and Reputation Society (TEİD)

16. Impact Investing Advisory Board (EYDK)

17. EUROGAIA2030

18. Business Against Domestic Violence Network (BADV)

19. Association Of Young Executives And Business People (GYİAD)

20. Energy Investors Association (GÜYAD)

21. İstanbul Chamber of Commerce (İTO)

22. Business Council for Sustainable Development Türkiye (BCSD Türkiye)

23. Corporate Communication Professionals Association (KİD)

24. Association of Global Compact Signatories

25. LEAD Network Türkiye

26. Central Securities Depository & Trade Repository of Türkiye (MKK)

27. Customer Experience Management and Technologies Association

28. Corporate Volunteers Association (ÖSGD)

29. Woman in Technology Association (WTECH)

30. The Institute of Internal Auditing-Türkiye (TİDE)

31. People Management Association of Türkiye (PERYÖN)

32. Turkish Quality Association (KALDER)

33. Turkish Cogeneration and Clean Energy Technologies Association

34. Corporate Governance Association of Türkiye (TKYD)

35. Turkish Industry and Business Association (TÜSİAD)

36. Türkiye Artificial Intelligence Initiative

37. International Investors Association (YASED)

38. Unstereotyped Alliance Türkiye

39. Artificial Intelligence and Technology Association (YZTD)

40. Turkish Investor Relations Society (TÜYİD)

41. YenidenBiz Association

42. Board Directors Association (YUD)

43. 30 Percent Club

Annex V

Environmental Performance Indicators

Energy			
Energy Consumption (MWh)	**2022**	**2023**	**2024**
Energy Consumption (excluding electricity)	132,127	136,114	113,951 ✓
Natural gas	7,828	9,319	9,143 ✓
Diesel*	118,596*	114,751*	93,387 ✓
Vehicle fleet (gasoline)	5,702	12,044	11,422 ✓
Electricity Consumption	18,050	17,710	16,348 ✓
Non-renewable electricity consumption	502	232	0 ✓
Purchased renewable electricity	17,548	17,477	16,348 ✓
Total Net Energy Consumption	150,177	153,824	130,300 ✓
Energy Intensity Ratio (MWh/ TL million)	1.78	0.91	0.84 ✓

* The data name, which was given as "Emergency power units" in previous years, was updated as "Diesel" in 2022 to include the fuel used in generators and company vehicles in a way that covers the full scope.

Porfolio	2024
From Wholesale Market (PPAs)(GWh)	1,607 ✓
Unlicensed RE Generation Volume Transferred to Retail Company (GWh)	3,580 ✓
Green Tariff Sales (Certificates) to E-Şarj and Retail Customers (GWh)	2,114 ✓

Theft & Loss Ratio	Ayedaş	Başkent	Toroslar	2024 Total
Theft & Loss Amount (MWh)	610,619	903,356.42	2,005,024	3,518,999 ✓
Theft & Loss Ratio	4.359	5.052	9.088	6.522 ✓

Avoided Emission (ton CO$_2$e) **	2024
E-şarj	38,525 ✓
Enerjisa Customer Solutions	106,537 ✓
Total (Enerjisa)	145,062 ✓

** For ECS projects, reduction calculations are carried out according to the maximum production performance of the relevant project output equipment/machine. E-şarj activity data consists of primary data collected annually. Therefore, the sum of the relevant gains is the potential gain in terminology.

Savings and Reductions Due to Environmental Investments	2024
Environmental Benefit (tons of CO$_2$)	9,234 ✓
Financial Savings (TL)	38,993,502 ✓

Emission				
Greenhouse Gas Emissions (ton CO$_2$e)	**2022**	**2022 Restated***	**2023**	**2024**
Scope 1	45,280	45,280	48,554	**40,314** ✓
Vehicles	32,447	32,447	33,430	27,776 ✓
F-gases & SF6	10,923	10,923	12,840	10,240 ✓
Fuels used inside the buildings	1,590	1,590	1,889	1,848 ✓
Generators (Diesel)	320	320	394	450 ✓
Scope 2	1,590,692	1,590,692	1,700,774	**1,555,398** ✓
Electricity consumption - market based	1,590,692	1,590,692	1,700,774	1,555,398 ✓
Transmission & Distribution Losses	1,590,471	1,590,471	1,700,672	1,555,398 ✓
Purchased Electricity	221	221	102	0 ✓
Electricity consumption - location based	1,598,413	1,598,413	1,708,447	1,562,624 ✓
Transmission & Distribution Losses	1,590,471	1,590,471	1,700,672	1,555,398 ✓
Purchased Electricity	7,942	7,942	7,775	7,226 ✓
	2022	**2022**	**2023**	**2024**
Scope 3	19,877,523	18,661,036*	19,298,007	21,195,052 ✓
Purchased goods and svcs.	175	175	208	224 ✓
Fuel and energy related activities	19,874,956	18,658,469*	19,295,313	21,182,577 ✓
Emissions from electricity sold to customers	*19,649,576*	*18,433,089**	*19,084,116**	*18,716,128* ✓
Well-to-tank emissions of consumed fuels	*7,745*	*7,745*	*8,059*	*2,277,722* ✓
Upstream emissions of purchased electricity	*30*	*30*	*12*	*0* ✓
Upstream emissions of T&L losses	*217,605*	*217,605*	*203,126*	*188,727* ✓
Employee commuting	224	224	229	236 ✓
Business travel	1,096	1,096	1,995	1,657 ✓
Waste	1,072	1,072	262	757 ✓
Capital Goods	-	-	-	2,456.71 ✓
Downstream leased asset	-	-	-	7,146 ✓
Total Emission (Scope 1+ Scope 2 + Scope 3)	21,513,496	20,297,008*	21,047,335	22,790,763 ✓
Emission Intensity (kg CO$_2$/TL)	0.25	0.24*	0.12	0.01 ✓
Energy Portfolio Emission Intensity (tCO$_2$e/MWh)	-	-	0.44	0.423 ✓

Since Enerjisa Enerji's renewable electricity sales don't cause any emissions, they were not included in the relevant calculation in 2024. In this context, as a result of the checks made for previous years, the 2022 data was updated by taking the same approach into account and the result is presented in the table. As a result of the revision of this data, all other data were also reviewed and the relevant ones were updated.

Water

Water Consumption (m³)	2022	2023	2024
Total Water Withdrawal	102,589	97,251	83,419 ✅
Municipal water	102,504	96,985	83,137 ✅
Groundwater	0	0	0 ✅
Surface water	0	0	0 ✅
Rainwater	85	266	265 ✅
Bottled water consumption	-	-	16,81
Total Discharged & Consumption Water	102,589	97,251	83,419 ✅
Municipal water discharged	102,504	97,055	83,194 ✅
Groundwater used for gardening (consumption)	0	0	0 ✅
Rainwater used for gardening (consumption)	85	196	208
Bottled water consumption	-	-	16,81

Waste

Waste Amount (ton)	2022	2023	2024
Total Waste	11,401	15,235	10,187 ✅
Non-hazardous waste	6,279	10,424	7,293 ✅
Hazardous waste	5,122	4,811	2,883 ✅
Total recycled waste	11,401	15,234	10,176 ✅
Recycled hazardous waste	5,122	4,810	2,883 ✅
Recycled non-hazardous waste	6,279	10,424	7,293 ✅
Electronic waste (E-waste)	-	359,7	296 ✅

Other Consumption

Other Consumption Amount (ton)	2022	2023	2024
Paper	39.66	15.14	8 ✅
Plastic	1.93	16.09	31 ✅

Annex VI

Social Performance Indicators

Occupational Health And Safety	2022			2023			2024		
	Enerjisa	Contractors	Consolidated	Enerjisa	Contractors	Consolidated	Enerjisa	Contractors	Consolidated
Number of fatal accidents	1	0	1	0	0	0	1 ✅	1	2
Number of critical accidents	19	7	26	21	12	33	15 ✅	8	23
TRIF (w/o STF)	4.6	4.2	4.5	5.5	5.8	5.6	6.26 ✅	4.9	4.6
TRIF	4.6	4.2	4.5	5.5	5.8	5.6	6.26 ✅	4.9	4.6
LTISR	9.1	6	8.1	9.8	6.8	8.7	10.4 ✅	13.67	11.19
Total working hours (million)	27.9	15.4	43.2	29.37	17.16	46.53	27.8 ✅	12.9	40.8
Occupational diseases	0	0	0	0	0	0	0 ✅	0	0
Lost working days	1,816	560	2,376	2,246	841	3,087	1,820 ✅	786	2,606

People and Culture

Employment						
Employees per Category	2022		2023		2024	
Total employees	**11,673**		**11,583**		**10,384** ✅	
Female	1,253	10.73%	1,351	11.66%	1,343 ✅	12.93% ✅
Male	10,420	89.27%	10,232	88.34%	9,041 ✅	87.07% ✅
White-collar	3,863		4,144		4,092 ✅	
Female	1,202	31.12%	1,321	31.88%	1,316 ✅	32.16% ✅
Male	2,661	68.88%	2,823	68.12%	2,776 ✅	67.84% ✅
Blue-collar	7,810		7,439		6,292 ✅	
Female	51	0.65%	30	0.40%	27 ✅	0.43% ✅
Male	7,759	99.35%	7,409	99.60%	6,265 ✅	99.57% ✅
Female employees covered by collective bargaining agreements	51		30		27	
Male employees covered by collective bargaining agreements	7,759		7,409		6,265	
White-collar employees (Employment Type)	3,863 (Full Time)	0 (Part Time)	4,144 (Full Time)	0 (Part Time)	4,092 (full time)	2 (Part time)
Blue-collar employees (Employment Type)	7,810 (Full Time)	0 (Part Time)	7,439 (Full Time)	0 (Part Time)	6,292 (full time)	0 (Part time)
Employees with disabilities	337	2.89%	341	2.94%	320	3.08%
Ethnic Minorities Employee Percentage		-		0.03%		0.03% ✅
Ethnic Minorities Managers Percentage		-		0.41%		2.90%

Employees in Management Positions	2022		2023		2024	
	Female	**Male**	**Female**	**Male**	**Female**	**Male**
Total number of employees in management positions	688		728		752 ✅	
	185	503	200	528	217 ✅	535 ✅
Total number of employees in entry-level management - Female	127	313	134	337	142 ✅	335 ✅
Total number of employees in mid management-	53	162	60	162	68 ✅	171 ✅
Total number of employees in senior management - Female	5	28	6	29	7 ✅	29 ✅
<30	5	7	5	9	5	6
30-50	176	455	191	476	208	473
>50	4	41	4	43	4	56
Board Members	2	6	3	5	3	5

Revenue Generating Roles	2022	2023	2024
Managers in revenue generating functions - Female	20	38	44 ✅
Managers in revenue generating functions - Male	63	98	94 ✅
The ratio of all female managers in revenue generating functions	24.10%	27.94%	31.90% ✅
Employees in STEM (IT, engineering, etc.) roles - Female	152	183	177 ✅
Employees in STEM (IT, engineering, etc.) roles - Male	461	507	512 ✅
The ratio of female employees in STEM roles	24.80%	26.52%	25.68% ✅

Appointments	2022	2023	2024
Number of positions filled with internal candidates-Female	79	87	122
Number of positions filled with internal candidates-Male	7,895	720	176
Number of all open positions	2,129	2,394	547
The ratio of mid, senior-level and executive management positions filled with internal candidates	71%	-	78.60%
The ratio of women in mid, senior level and executive managerial appointments	37%	40%	42.90% ✅

New Employee Hires by Gender and Age	2022		2023		2024	
	Female	**Male**	**Female**	**Male**	**Female**	**Male**
Number of New Hires - Total	1,021		673		249 ✅	
	228	793	179	494	94 ✅	155 ✅
<30	141	522	109	344	59 ✅	94 ✅
30-50	87	267	70	149	35 ✅	60 ✅
>50	0	4	0	1	0 ✅	1 ✅

Employees Who Left Work by Gender and Age	2022		2023		2024	
	Female	Male	Female	Male	Female	Male
Employees Who Left Work by Gender and Age (voluntary + involuntary turnover) Total	634		742		1,685 ✅	
	107	527	81	661	145 ✅	1,540 ✅
<30	25	164	29	186	36 ✅	317 ✅
30-50	80	326	51	399	104 ✅	1,133 ✅
>50	2	37	1	76	5 ✅	90 ✅
Employee turnover		5.50%		6.38%		16.20% ✅
Voluntary employee turnover		2.90%		3.40%		11.60%
Involuntary employee turnover		2.60%		2.98%		4.60%

Parental Leave	2022		2023		2024	
	Female	Male	Female	Male	Female	Male
Employees entitled to parental leave	805		716		718 ✅	
	92	713	46	670	36 ✅	682 ✅
Employees who returned to work following parental leave		803		700		644 ✅
	90	713	32	668	32 ✅	612 ✅

Performance Evaluation	2022	2023	2024
Total number of employees subject to regular performance evaluation	3,863	4,144	1,316
Female	1,202	1,321	2,776
Male	2,661	2,823	4,092
Employees in senior management and above	-	7	152
Employees in middle management	-	28	153
Employees in junior management	-	222	157
Employees in specialist and below	-	471	149

Employee Satisfaction	2022	2023	2024
Average employee length of service of employees	7.37	7.02	7.86
Employee satisfaction score	82%	81%	64%
Employee engagement score	66%	72%	64%

Employee Engagement Score by Age (White Collar)	2022	2023	2024
20-24 years old	70%	77%	78%
25-34 years old	63%	71%	53%
35-44 years old	68%	75%	58%
45-54 years old	76%	78%	66%
>55 years old	86%	74%	84%

Trainings	2022	2023	2024
Total number of employees who received training	11,497	12,458	11,759 ✅
Total training hours	483,375	405,710	405,833 ✅
Total training hours-Female	42,716	52,071	45,710 ✅
Total training hours -Male	440,659	353,639	360,123 ✅
Total training hours - Employees in senior management and above	743	976	963 ✅
Total training hours - Employees in mid management	9,080	9,248	9,096 ✅
Total training hours - Employees in entry level management	23,237	28,481	25,559 ✅
Total training hours - Employees in specialist and below	116,353	129,636	107,611
Total training hours - Blue collar	333,961	237,368	262,542

Summary Training Indicators	2022	2023	2024
Total training per person (hour)	41.3	35	33.5 ✅
HSE Trainings (hour per employee)	14.1	14.4	14.9
Total training cost (TL million)	45.3	99	167,231,248 ✅
Total training cost per person (TL)	3,881	8,576	14,222 ✅

Training hour (according to training type)	2022	2023	2024
Professional development	68,143	45,038	25,831
Technical development	211,186	128,902	3,832
Individual development	27,723*	44,981	47,971
Leadership development	13,058	20,242	23,911
Occupational Health and Safety - Enerjisa	164,730	166,547	138,468.50 ✅
Occupational Health and Safety - Contractors	122,800	140,400	3,832

* The value of 25,052 given in the 2022 report has been updated.

Training Hours in Selected Areas	2022		2023		2024	
	Female	Male	Female	Male	Female	Male
Ethics	1,131	3,174	975	2,118	578 ✅	1,629 ✅
Anti-Bribery & Anti-Corruption	324	815	110	285	64 ✅	829 ✅
Equality, equal opportunity, inclusiveness	395	669	646	766	666 ✅	1,500 ✅
Sustainability and the environment	1,566	7,307	1,288	6,547	357 ✅	798 ✅

Vulnerable Groups Reached Through Inclusion Programs	2022	2023	2024
Over the age of 65	1,315,088	1,284,844	1,259,030 ✅
Families of martyrs, veterans and disabled veterans	21,516	22,164	22,376 ✅
Device Dependent Patients (Hasta Var)	2,181	3,291	2,627 ✅
Subscribers who submitted a health committee report	-	-	-
Total	1,338,785	1,310,299	1,286,033

Customer Privacy and Ethical Violations	2022	2023	2024
Total number of substantiated complaints of breaches of customer privacy	12	4	0
Total number of complaints received from external parties and verified by the organization	11	3	0
Number of substantiated complaints from regulatory bodies	1	2	0
Number of Ethical Violation and Non-compliance Reports	-	87	115
Number of Verified and Addressed Reports Top of Form	-	37	41
Total number of Leaks, Thefts or Losses of Customer Data	0	0	0
Number of employees trained on Personal Data Protection Law	-	1,080	1,465
Total Personal Data Protection Law training duration (hours)	-	1,104	2,457

Annex VII

Economic Indicators

Economic Performance (TL million)	2022	2023	2024
Direct Economic Value Generated	163,312.31	168,664.64	190,584.78
Distributed Economic Value	16,712.51	22,956.92	31,056.54

*These are values not adjusted for inflation accounting.

Environmental Investments and Expenditures (TL million)	2022	2023	2024
Total environmental investments	1,694.60	6,092.09	3,324 ✅
Mitigation investments	450.3	3,286.11	825 ✅
Enabler investments	1,244.20	2,805.99	2,499 ✅
Transition investments	-	-	-
Total environmental expenditures	**17.8**	**47.61**	**34.37** ✅

Sustainable Business Model (TL million)	2022	2023	2024
The number of sustainable products and services (number)	19	19	19 ✅
Amount of income from sustainable products and services	1,595	4,846.54	16,372 ✅
Mitigation Revenues	1,196.88	4,092.83	13,555 ✅
Enabler Revenues	398.15	753.71	2,816 ✅

OHS Investment (TL million)	2022	2023	2024
Total OHS Investments	**115.46**	**153.2**	**143.7**

R&D Innovation Investments (TL million)	2022	2023	2024
Number of ideas collected with NAR	191	121	89
Sustainability focused R&D, innovation investment budget	4.75	13.55	4.64 ✅
Total R&D and innovation investment	**13.32**	**27.76**	**29.68** ✅

EU Taxonomy Eligible CAPEX-OPEX-Revenue	2024
EU Taxonomy Eligible Investment Expenditure (TL)	708,128,184 ✅
EU Taxonomy Total Investment Expenditure (TL)	2,067,264,914 ✅
Reportable Investment Expenditure Ratio (%)	34.25 ✅
EU Taxonomy Eligible Operational Expenditure (TL)	882,608,327 ✅
EU Taxonomy Total Operational Expenditure (TL)	1,454,298,228 ✅
Reportable Operational Expenditure Ratio (%)	60.69 ✅
EU Taxonomy Eligible Revenue (TL)	79,823,030,000 ✅
EU Taxonomy Total Revenue (TL)	154,746,286,000 ✅
Reportable Revenue Ratio (%)	51.58 ✅

Annex VIII

Corporate Governance Indicators

Corporate Governance Indicators	2022	2023	2024
Political contributions	0	0	0
Litigation expenses (TL million)	457.75	626.21	852.32
The number of definitive convictions the Company was subject to in relation to breach of employee rights	19	53	34
The number of definitive convictions the Company is subject to in relation to health and safety measures	7	1	6
Total compensation of non-executive board members (TL million)	0.65	1.62	1,772,384.56
Board Members with different origin and citizenship other than Company domicile	37.50%	37.50%	37.50%
Number of Board Members	8	8	8
Female	2	3	3
Male	6	5	5
Number of Executives	7	7	7
Female	1	1	1
Male	6	6	6
Ethnic Minorities in the Board	37.50%	37.50%	37.50%
White Ethnic Minorities in the Board	37.50%	37.50%	37.50%
Executives with different origin and citizenship other than Company domicile	14.29%	14.29%	14.29%
Ethnic Minorities in Executives	14.29%	14.29%	14.29%
White Ethnic Minorities in Executives	14.29%	14.29%	14.29%
Number of Board Meetings	5	5	5
Board meeting attendance average	90%	95%	95%
Total donations (TL million) *	234.04	167.98	76.48

*Amounts for 2022 and 2023 are expressed in thousands of Turkish Lira ("TL") based on the purchasing power of TL as of December 31, 2023. 2022 has been revised accordingly.

Annex IX

Operational Indicators

Quality Metrics

		2022	2023	2024
	System Average Interruption Duration Index (SAIDI) (hours)			
	AYEDAŞ	11.5	9.2	6.7
	Başkent	34.6	32.1	18.8
Enabling high-quality electricity supply through guaranteeing voltage qualify and continuity of supply	Toroslar	74.3	60.7	47.3
	System Average Interruption Frequency Index (SAIFI) (number)			
	AYEDAŞ	7.9	7.4	6.1
	Başkent	18.9	18.6	13.8
	Toroslar	30	24.3	20.7

		2022	2023	2024
Digitalization of the grid	Number of meters covered by AMRS	92,947	102,498	139,992
	Number of sensors on SCADA system	1,165,762	1,299,239	1,373,368

Annex X

Management System Standards

	Coverage Rate	Calculation Methodology
ISO 9001 Quality Management System	99%	Employee
ISO 45001 Occupational Health and Safety Management System	100%	Location
ISO 14001 Environmental Management System	100%	Location
ISO 10002 Customer Satisfaction Management System	100%	Location
ISO 20000 IT Service Management System	100%	Location
ISO 22301 Business Continuity Management Systems	100%	Business Unit- Retail
ISO 27001 Information Security Management System	100%	IT infrastructure
ISO 50001 Energy Management System	100%	Business Unit - Distribution
ISO 37301 Compliance Management System Certification	100%	Location

Annex XI
UNGC & UN WEPs Disclosures

UN WEPS PRINCIPLES INDEX Principle	Relevant Report Section - Subsection	Page Number
Principle 1: Establish high-level corporate leadership for gender equality.	Impact for Society	102-131
Principle 2: Treat all women and men fairly at work - respect and support human rights and nondiscrimination.		
Principle 3: Ensure the health, safety and well-being of all women and men workers.		
Principle 4: Promote education, training and professional development for women.		
Principle 5: Implement enterprise development, supply chain and marketing practices that empower women.		
Principle 6: Promote equality through community initiatives and advocacy		
Principle 7: Measure and publicly report on progress to achieve gender equality,		

UNGC INDEX Area	Principles	Relevant Report Section - Subsection	Page Number
Human Rights	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.	Business for Impact-Enerjisa's Sustainable Supply Chain & Procurement Impact for Society-Ethics, Governance andCompliance Employee Engagement and Work Environment	74-75, 110-112, 133-138
	Principle 2: Businesses should make sure that they are not complicit in human rights abuses.		
Labour	Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Business for Impact-Enerjisa's Sustainable Supply Chain and Procurement Impact for Society-Employee Engagement and Work Environment Governance and Compliance- Ethics, Governance and Compliance	74-78, 110-112,134
	Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour.		
	Principle 5: Businesses should uphold the effective abolition of child labour.		
	Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.		
Environment	Principle 7: Businesses should support a precautionary approach to environmental challenges.	Business for Impact-Enerjisa'S Sustainable Supply Chain and Procurement Impact for Planet-Water Management -Circularity Approach and Waste Management	74-78, 99-100
	Principle 8: Business should undertake initiatives to promote greater environmental 64-68, 87-88, 89 responsibility.		
	Principle 9: Business should encourage the development and diffusion of environmentally friendly technologies.		
Anti-Corruption	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	Governance and Compliance-Ethics, Governance and Compliance	75

Annex XII

SDG Mapping

Topics	Scope of the Topics	Contribution to SDGs	Relevant Report Section	Page Number
Climate Change and Carbon Management	Enerjisa Enerji's climate strategy is centered on ambitious goals to reduce emissions and support the global transition to a low-carbon future. By 2025, we aim for a 10% reduction in absolute Scope 1 and 2 emissions, progressing towards a 30% reduction by 2030, using 2021 as our baseline. We are actively improving grid efficiency, transitioning our vehicle fleet, and optimizing energy usage in operational buildings to achieve these goals. Beyond direct emissions, we are tackling Scope 3 by aiming for a 25% reduction in emission intensity of sold electricity by 2025, focusing on renewable energy integration and enhancing resource diversification. Our renewable energy initiatives include maintaining a 100% share of renewable electricity in our direct operations and expanding solar power capacity to over 175 MWp by 2025, significantly contributing to emissions reduction. Through these initiatives, Enerjisa Enerji is not only reducing its carbon footprint but also driving innovation in energy efficiency, renewable energy adoption, and operational resilience, ensuring our leadership in climate action aligns with national and global climate goals.	SDG 13 Climate Action	Enerjisa ESG Strategy	51-55
Occupational Health and Safety	Occupational Health and Safety (HSE) is a critical priority for Enerjisa, especially given the significant risks associated with electricity distribution, such as electric shocks and falls from heights. Our HSE management is embedded in all business processes, with preventive strategies aimed at reducing risks and promoting employee well-being. In 2024, we increased our HSE investments by 77.6% compared to 2021 and implemented the ISO 45001 HSE Management System across all locations. This approach not only ensures the protection of our workforce but also supports broader efforts to promote safe working environments and enhance public health. We conduct regular training, risk assessments, and audits, ensuring that employees, contractors, and business partners comply with safety regulations and use appropriate personal protective equipment. By actively reducing workplace hazards, we help to improve both individual and community well-being while contributing to sustainable economic growth. We continuously monitor safety performance through metrics like Total Recordable Incident Frequency (TRIF) and Critical Incident Frequency (CIF), striving to create a safe, accident-free working environment, which supports long-term social and economic development.	SDG 3 Good Health and Well-being SDG 8 Decent Work and Economic Growth	Employee Engagement and Work Environment	114
Sustainable Products and Services	Enerjisa Enerji offers comprehensive and technology-driven energy solutions that support customers in their transition to a low-carbon future. Through large-scale solar power projects, advanced energy efficiency applications, and green electricity sales, we reduce emissions and optimize energy use across sectors. In 2024, our Customer Solutions business reached a total installed solar capacity of 102.45 MWp and delivered emission reductions of over 95,000 tons of CO_2. We also achieved annual energy savings exceeding 12,700 MWh through LED conversion and industrial efficiency projects. Eşarj, our e-mobility brand, strengthened its leadership with 1,508 charging stations and 2,563 charging plugs nationwide, all powered by renewable energy. These integrated efforts reflect our commitment to smart, sustainable, and inclusive energy transformation.	SDG 7 Affordable and Clean Energy SDG 11 Sustainable Cities and Communities SDG 12 Responsible Consumption and Production SDG 13 Climate Action	Sustainable Products and Services	63-66

Topics	Scope of the Topics	Contribution to SDGs	Relevant Report Section	Page Number
Ethics and Anti-Corruption	At Enerjisa, we are dedicated to conducting business ethically, transparently, and in alignment with the highest standards of integrity. Our core policies, including the Code of Conduct, Anti-Bribery and Anti-Corruption Policy, and Third-Party Relations Policy, ensure that all operations are grounded in responsible and fair practices. In 2024, we handled 115 notifications through our Ethics Hotline, and 4,737 employees completed over 3,000 hours of training on ethics, anti-corruption, and human rights. These efforts contribute to fostering transparent, inclusive business environments and promoting fair treatment and accountability throughout our operations. All employees and business partners are required to commit to our ethical standards through the Enerjisa Supplier Compliance Declaration, promoting responsible behavior across the supply chain. By conducting regular audits and ensuring adherence to these standards, we support the creation of a just and equitable business ecosystem while promoting responsible use of resources and ethical labor practices.	SDG 16 Peace, Justice and Strong Institutions	Ethics, Governance and Compliance	133-138
Employee and Human Rights	At Enerjisa, we are deeply committed to upholding human rights across our operations and supply chain, guided by international principles such as the UN Global Compact and the ILO conventions. Our policies strictly prohibit child labor, forced labor, and any form of discrimination, ensuring that all employees and partners operate in a safe and respectful environment. With robust internal systems like the ENETİK Hotline and zero-tolerance policies, we empower employees to report violations confidently, protected by anti-retaliation safeguards. By actively promoting ethical business practices, we ensure compliance and integrity, contributing to a more equitable and inclusive global workforce.	SDG 8 Decent Work an Economic Growth	Employee Engagement and Work Environment	110-116
Customer Satisfaction and Guidance	With a commitment to delivering exceptional customer service, Enerjisa Enerji has expanded its multi-channel communication network to reach over 10.8 million customers. By integrating digital platforms and real-time feedback systems, the Company ensures that customer needs are met efficiently and proactively. In 2024, Enerjisa Enerji handled over 21.8 million calls and achieved a 99.28% success rate in resolving applications on time, reflecting its dedication to operational excellence. Through innovations like the digital application journey and mobile app enhancements, the Company not only improves customer satisfaction but also contributes to larger goals of enhancing infrastructure and fostering inclusive access to reliable energy solutions.	SDG 10 Reduced Inequality SDG 12 Responsible Consumption and Production	Customer Focus and Satisfaction	80-84
Supply Chain	At Enerjisa, we recognize the importance of maintaining a resilient and sustainable supply chain. In 2024, we worked with over 3,000 suppliers, 400 of which were identified as critical Tier-1 suppliers, with nearly 100% of our electricity distribution suppliers sourced locally. Our suppliers are required to meet strict Environmental, Social, and Governance (ESG) standards, which include adherence to human rights, safety, and anticorruption policies. All suppliers must sign the Enerjisa Supplier Compliance Declaration, ensuring alignment with our values and legal obligations. We conduct regular audits, and in 2024 alone, we provided over 500 hours of training to our suppliers on key compliance areas such as environmental performance, waste management, and occupational health and safety. This approach ensures a transparent and responsible supply chain that supports both local economies and global sustainability goals.	SDG 8 Decent Work and Economic Growth SDG 12 Responsible Consumptio and Production	Enerjisa's Sustainable Supply Chain and Procurement	74-78

Annex XII

SDG Mapping

Topics	Scope of the Topics	Contribution to SDGs	Relevant Report Section	Page Number
Risk Management	At Enerjisa, we focus on ensuring long-term stability and value creation by effectively managing both financial and non-financial risks. Our comprehensive risk management framework allows us to identify potential risks and opportunities that could impact our operational and strategic goals.	SDG 16 Peace, Justice and Strong Institutions	Risk Management and Business Continuity	139-143
Energy Efficiency	Enerjisa Enerji's strategic approach to energy management is rooted in operational excellence, continuous improvement, and technology-driven innovation. Across all business units, we actively reduce energy consumption and emissions through ISO 50001-aligned practices, smart metering systems, and advanced fleet management solutions. By monitoring over 46% of customer electricity consumption via smart meters and implementing real-time energy tracking in 153 buildings, we strengthen resource efficiency and grid performance. Our Customer Solutions business and E-Şarj unit further contribute to sustainable energy use by offering renewable energy installations and tracking emissions from charging services. These integrated efforts reflect our commitment to building a low-carbon future through responsible and efficient energy practices.	SDG 7 Affordable and Clean Energy SDG 13 Climate Action	Access to Energy and Energy Reliability	62
Diversity, Equity and Inclusion	Diversity and inclusion are core principles that guide our vision and values, making us stronger and more resilient. We drive our Diversity, Equity, and Inclusion efforts through the "Not Without You" platform, which focuses on promoting equal opportunities for everyone, with special attention to gender equality, youth, and people with disabilities. To empower women in the energy sector, we run various programs aimed at increasing female participation in both technical and leadership roles. In collaboration with the EBRD, we also implemented the Equal Opportunities in Electricity Distribution project to further enhance female representation in this traditionally male-dominated field. Our commitment to fairness extends across all people and culture processes, from recruitment to compensation, and training. Blind CV practices are used to minimize bias, and women now hold 37.5% of board positions and 25.7% of STEM roles. For employees with disabilities, our En-Biz project improves both physical and digital accessibility, creating a more inclusive workplace. These efforts contribute to broader societal goals by promoting equality, fostering inclusivity, and enhancing economic opportunities for underrepresented groups in the workforce.	SDG 5 Gender Equality SDG 10 Reduced Inequality	Diversity, Equality, and Inclusion	133-138
Corporate Responsibility	We are dedicated to creating a meaningful impact on society by focusing our corporate social responsibility efforts on education, environmental protection, and energy conservation. Through a range of initiatives, including voluntary contributions from our employees and direct financial support to community projects, we aim to foster positive change. In 2024, we expanded our programs to reach more communities, supporting energy efficiency education in schools and promoting sustainable practices in local development. Our efforts also extend to empowering communities by supporting local economic activities and creating awareness on crucial topics like renewable energy, energy conservation, and environmental stewardship. These initiatives help address broader goals of fostering a more sustainable and equitable society.	SDG 14 Life Below Water SDG 16 Peace, Justice and Strong Institutions SDG 17 Partnerships for the Goals	Corporate Social Responsibility and Community Investments	104-109

Topics	Scope of the Topics	Contribution to SDGs	Relevant Report Section	Page Number
Innovation and Digitalization	Our R&D initiatives focus on driving technological innovation in energy systems, ensuring operational efficiency, and addressing environmental challenges. In 2024, we dedicated 150 million TL to projects that optimize energy distribution, support electric vehicle infrastructure, and advance AI-driven solutions for managing power grids and enhancing cybersecurity. Collaborating with leading universities and global partners, we aim to strengthen grid reliability and promote cleaner energy solutions. Our digital transformation efforts, including smart grid development and microgrid solutions, are designed to improve energy access, reduce environmental impact, and support long-term resilience in the energy sector.	SDG 9 Industry, Innovation and Infrastructure	Research & Development, Innovation and Digital Transformation	67-73
Talent Management	At Enerjisa, we are committed to preparing our workforce for the future of the energy sector. We prioritize the development of our employees through tailored training programs that enhance their skills and competencies at every career stage. Our leadership and development initiatives, such as the STEP and LEAP programs, are designed to equip managers with the skills needed for the evolving business landscape. Additionally, we emphasize continuous learning through mentorship and skill-building programs like GATE and INSIDER. To adapt to technological changes and shifting work environments, we have implemented our "Adaptation to the Future of Work" strategy, ensuring our employees are ready to thrive in the modern workplace.	SDG 4 Quality Education SDG 8 Decent Work and Economic Growth SDG 10 Reduced Inequality	Talent Management and Employee Development	117-122
Stakeholder Engagement	We recognize that understanding and addressing the expectations of our diverse stakeholders is vital for long-term success. With a network that includes over 10.8 million customers, over 10,000 employees, local authorities, and various public institutions, we prioritize effective engagement through multiple platforms such as surveys, focus groups, and direct consultations. Our Corporate Stakeholder Engagement Plan outlines clear processes for communication, consultation, and grievance resolution, ensuring all voices are heard.	SDG 17 Partnerships for the Goals	Stakeholder Engagement	34-37
Biodiversity	We recognize that protecting ecosystems and biodiversity is essential to mitigate both environmental and operational risks. In line with our Biodiversity Conservation Action Plan and relevant national and international regulations, we implement measures to minimize the impact of our investments on sensitive ecosystems. In our operational areas, we conduct biodiversity risk assessments and adjust infrastructure projects, such as pole erection and overhead line cabling, to reduce harm to critical habitats. In 2024, we completed the installation of insulation materials on over 27,000 meters of conductor and approximately 8,500 insulators.	SDG 14 Life Below Water SDG 15 Life on Land	Biodiversity	96-98
Data Security	With the growing importance of digitalization, ensuring data security and privacy has become critical for Enerjisa. We safeguard the confidentiality and integrity of customer data through robust policies that comply with the ISO 27001 Information Security Management System. To mitigate risks of data breaches, our Cyber Security Group implements strong administrative and technical measures, including employee training, secure data transfers, and VPN-protected remote access. In 2024, over 1,465 participants completed data security training to bolster our defenses. Through these efforts, we protect critical information assets and comply with legal standards, ensuring the secure handling and protection of all personal data.	SDG 9 Industry, Innovation and Infrastructure	Data Security and Privacy	86-89

Annex XII

SDG Mapping

Topics	Scope of the Topics	Contribution to SDGs	Relevant Report Section	Page Number
Waste Management	Enerjisa is focused on minimizing waste and integrating circular economy principles into its operations. We have implemented a life-cycle approach to reduce waste generation, emphasizing reuse, recycling, and the responsible disposal of materials. In 2024, Enerjisa reduced its reliance on single-use plastics by replacing cardboard cups with glass cups, contributing to the elimination of 550,000 plastic carboys annually. Additionally, the Company's Material Recovery unit recycled 917 distribution transformers, 322 cells, and 155 circuit breakers, significantly reducing environmental impacts. These efforts promote resource efficiency and align with broader environmental goals, supporting waste reduction and enhancing the circularity of materials used in our operations.	SDG 12 Responsible Consumption and Production	Circularity Approach and Waste Management	100-101
Water Management	Enerjisa is committed to reducing its impact on water resources and improving efficiency. Water is mainly used for domestic purposes, and wastewater is responsibly discharged into municipal systems without releasing pollutants. In 2024, Enerjisa reduced water consumption by The Company shifted to measuring water use per square meter, achieving a 14.22% reduction. Initiatives like rainwater harvesting, which collected 265 tonnes for reuse, and water-saving devices have further optimized efficiency. These efforts contribute to the responsible management of water resources, mitigating risks related to water scarcity, which could impact customer operations and energy prices. By continuously monitoring and improving practices, Enerjisa aims to ensure both environmental protection and efficient resource use for the long term.	SDG 6 Clean Water and Sanitation SDG 12 Responsible Consumption and Production	Water Management	99

Annex XIII

GRI Content Index

For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the English version of the report.

Statement of Use	Enerjisa Enerji has reported in accordance with the GRI Standards for the period of January 1 - December 31, 2024.
GRI 1 used	GRI 1: Foundation 2021

Gri Standard	Disclosure	Subject Heading	Page Number, Sources and/or Direct Answers	Additional Information/ Reasons of Omission
GRI 2: General Disclosures 2021	2-1 Organizational details	Our Business at a Glance	25-27	
	2-2 Entities included in the organization's sustainability reporting	Our Business at a Glance	25-27	
	2-3 Reporting period, frequency and contact point	About the Report, Annex III: Enerjisa Enerji Subsidiaries	12-181	
	2-4 Restatements of information	ESG Milestones	16-17, 92, 160	
	2-5 External assurance	Annex II: Limited Assurance Report	153	
	2-6 Activities, value chain and other business relationships	Our Business at a Glance	25-27	
	2-7 Employees	Annex VI: Social Performance Indicators	162-165	
	2-8 Workers who are not employees	Employee Engagement and Work Environment	112	
	2-9 Governance structure and composition	Sustainable Management	46-48	
	2-10 Nomination and selection of the highest governance body	Sustainable Management	46-48	
	2-11 Chair of the highest governance body	Sustainable Management	46-48	
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainable Management	46-50	
	2-13 Delegation of responsibility for managing impacts	Sustainable Management	46-50	
	2-14 Role of the highest governance body in sustainability reporting	Sustainable Management	46-50	
	2-15 Conflicts of interest	Sustainable Management	50	
	2-16 Communication of critical concerns	Risk Management and Business Continuity	139-143	
	2-17 Collective knowledge of the highest governance body	Sustainable Management	46-48	
	2-18 Evaluation of the performance of the highest governance body	Sustainable Management	48-50	
	2-19 Remuneration policies	Sustainable Management, Employee Engagement and Work Environment	48-50, 110-112	

Gri Standard	Disclosure	Subject Heading	Page Number, Sources and/or Direct Answers	Additional Information/ Reasons of Omission
	2-20 Process to determine remuneration	Sustainable Management	48-50	
	2-21 Annual total compensation ratio	Annex VIII: Corporate Governance Indicators	167	
	2-22 Statement on sustainable development strategy	Enerjisa ESG Strategy	51-55	
	2-23 Policy commitments	Enerjisa's Sustainable Supply Chain & Procurement, Ethics, Governance and Compliance	74-76,134-136	
	2-24 Embedding policy commitments	Enerjisa's Sustainable Supply Chain & Procurement, Ethics, Governance and Compliance	74-76,134-137	
	2-25 Processes to remediate negative impacts	Ethics, Governance and Compliance	134-136	
	2-26 Mechanisms for seeking advice and raising concerns	Ethics, Governance and Compliance	135-136	
	2-27 Compliance with laws and regulations	Ethics, Governance and Compliance	133	
	2-28 Membership associations	Memberships	28, 158-159	
	2-29 Approach to stakeholder engagement	Stakeholder Engagement	34-37	
	2-30 Collective bargaining agreements	Employee Engagement and Work Environment, Annex VI: Social Performance Indicators	111-113, 162,163	

Material Topics

GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Analysis	38-44	
	3-2 List of material topics	Materiality Analysis	38-44	

Climate Change and Carbon Management

GRI 3: Material Topics 2021	3-3 Management of Material Topics	**Enerjisa ESG Strategy, E**SG Targets and Implementation	51–55, 56–59	
GRI 305: Emissions 2016	305–1 Direct (Scope 1) GHG emissions	Annex V:EnvironmentalPerformanceIndicators	160	
	305–2 Energy indirect (Scope 2) GHG emissions	Annex V:EnvironmentalPerformanceIndicators	160	
	305-3 Other indirect (Scope 3) GHG emissions	Annex V: Environmental Performance Indicators	160	
	305-4 GHG emissions intensity	Annex V: Environmental Performance Indicators	160	
	305-5 Reduction of GHG emissions	Annex V: Environmental Performance Indicators	160	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Enerjisa's Sustainable Supply Chain and Procurement	74-78	
	308-2 Negative environmental impacts in the supply chain and actions taken	Enerjisa's Sustainable Supply Chain and Procurement	74-76	

Gri Standard	Disclosure	Subject Heading	Page Number, Sources and/or Direct Answers	Additional Information/ Reasons of Omission
Occupational Health and Safety				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Employee Engagement and Work Environment	114	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Employee Engagement and Work Environment, Annex VI: Social Performance Indicators	114-116, 162	
	403-2 Hazard identification, risk assessment, and incident investigation	Employee Engagement and Work Environment	114-115	
	403-3 Occupational health services	Employee Engagement and Work Environment	114-115	
	403-4 Worker participation, consultation, and communication on occupational health and safety	Employee Engagement and Work Environment	114-115	
	403-5 Worker training on occupational health and safety	Annex VI: Social Performance Indicators	165	
	403-6 Promotion of worker health	Employee Engagement and Work Environment	115	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Annex VI: Social Performance Indicators	162	
	403-8 Workers covered by an occupational health and safety management system	Annex X: Management System Standards	169	
	403-9 Work-related injuries	Annex VI: Social Performance Indicators	162	
	403-10 Work-related ill health	Annex VI: Social Performance Indicators	162	
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Sustainable Products and Services	63-66	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Enerjisa's Sustainable Supply Chain and Procurement	74-78	
	414-2 Negative social impacts in the supply chain and actions taken	Enerjisa's Sustainable Supply Chain and Procurement	74-78	
	205-2 Communication and training about anti-corruption policies and procedures	Ethics, Governance and Compliance	137	
	205-3 Confirmed incidents of corruption and actions taken	Ethics, Governance and Compliance	137	
GRI 308: Supplier Environmental Assessment 201	308-1 New suppliers that were screened using environmental criteria	Enerjisa's Sustainable Supply Chain and Procurement	74-78	
	308-2 Negative environmental impacts in the supply chain and actions taken	Enerjisa's Sustainable Supply Chain and Procurement	74-76	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Enerjisa's Infrastructure Investments	79	
	203-2 Significant indirect economic impacts	Corporate Social Responsibility and Community Investments	104	

Gri Standard	Disclosure	Subject Heading	Page Number, Sources and/or Direct Answers	Additional Information/ Reasons of Omission
Ethics and Anti-Corruption				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Ethics, Governance and Compliance	133-138	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Employee Engagement and Work Environment, Annex VI: Social Performance Indicators	110-116,162	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Ethics, Governance and Compliance	134	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Ethics, Governance and Compliance	134	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Ethics, Governance and Compliance	135,137	
	205-2 Communication and training about anti-corruption policies and procedures	Ethics, Governance and Compliance	136	
	205-3 Confirmed incidents of corruption and actions taken	Ethics, Governance and Compliance	136	
Employee and Human Rights				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Employee Engagement and Work Environment	110-116	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Annex VI: Social Performance Indicators	162	
	401-3 Parental leave	Employee Engagement and Work Environment, Diversity, Equality, and Inclusion, Annex VI: Social Performance Indicators	112,125, 163	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Employee Engagement and Work Environment, Annex VI: Social Performance Indicators	112,163-164	
	404-2 Programs for upgrading employee skills and transition assistance programs	Talent Management and Employee Development	117-122	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Corporate Social Responsibility and Community Investments	104-109	
	404-3 Percentage of employees receiving regular performance and career development reviews	Employee Engagement and Work Environment	111-113	

Gri Standard	Disclosure	Subject Heading	Page Number, Sources and/or Direct Answers	Additional Information/ Reasons of Omission
Customer Satisfaction and Guidance				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Customer Focus and Satisfaction	80-84	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Diversity, Equality and Inclusion	131	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Security and Privacy, Annex VI: Social Performance Indicators	86-87,165	
Supply Chain				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Enerjisa's Sustainable Supply Chain and Procurement	74-78	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Corporate Social Responsibility and Community Investments	104-109	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Enerjisa's Sustainable Supply Chain & Procurement	74-78	
	414-2 Negative social impacts in the supply chain and actions taken	Enerjisa's Sustainable Supply Chain and Procurement	74-78	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Enerjisa's Sustainable Supply Chain and Procurement	74-78	
	308-2 Negative environmental impacts in the supply chain and actions taken	Enerjisa's Sustainable Supply Chain and Procurement	74-76	
Risk Management				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Risk Management and Business Continuity	139-143	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annex VII: Economic Indicators	166	
	201-2 Financial implications and other risks and opportunities due to climate change	Enerjisa ESG Strategy, Risk Management and Business Continuity	52,142-143	
	201-3 Defined benefit plan obligations and other retirement plans	Employee Engagement and Work Environment	112	

Gri Standard	Disclosure	Subject Heading	Page Number, Sources and/or Direct Answers	Additional Information/ Reasons of Omission
Energy Efficiency				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Access to Energy and Energy Reliability	62	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Annex V: Environmental Performance Indicators	160	
	302-3 Energy intensity	Emissions, Annex V: Environmental Performance Indicators	92, 160	
	302-4 Reduction of energy consumption	Emissions, Annex V: Environmental Performance Indicators	92, 160	
Diversity, Equity and Inclusion				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity, Equality, and Inclusion	123-131	
	405-2 Ratio of basic salary and remuneration of women to men	Diversity, Equality, and Inclusion	125	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	There were no legal actions taken or recorded concerning these matters during the reporting period.		
Corporate Responsibility				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Corporate Social Responsibility and Community Investments	104-109	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Enerjisa's Infrastructure Investments	79	
	203-2 Significant indirect economic impacts	Corporate Social Responsibility and Community Investments	105-107	
Innovation and Digitalization				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Research & Development, Innovation and Digital Transformation	67-73	

Gri Standard	Disclosure	Subject Heading	Page Number, Sources and/or Direct Answers	Additional Information/ Reasons of Omission
Talent Management				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Talent Management and Employee Development	117-122	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Employee Engagement And Work Environment, Annex VI: Social Performance Indicators	111, 164-166	
	404-2 Programs for upgrading employee skills and transition assistance programs	Talent Management and Employee Development	117-122	
	404-3 Percentage of employees receiving regular performance and career development reviews	Talent Management and Employee Development	117-122	
Stakeholder Engagement				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Stakeholder Engagement	34-37	
Biodiversity				
GRI 304: Biodiversity 2016	3-3 Management of Material Topics	Biodiversity	96-98	
	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Biodiversity	96-98	
	304-2 Significant impacts of activities, products and services on biodiversity	Biodiversity	96-98	
	304-3 Habitats protected or restored	Biodiversity	96-98	
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Biodiversity	96-98	

Gri Standard	Disclosure	Subject Heading	Page Number, Sources and/or Direct Answers	Additional Information/ Reasons of Omission
Data Security				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Data Security and Privacy	86-89	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Security and Privacy, Annex VI: Social Performance Indicators	86-89,165	
Waste Management				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Circularity Approach and Waste Management	100-101	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Circularity Approach and Waste Management	100	
	306-2 Management of significant waste-related impacts	Circularity Approach and Waste Management	100	
	306-3 Waste generated	Annex V: Environmental Performance Indicators	160	
Water Management				
GRI 3: Material Topics 2021	3-3 Management of Material Topics	Water Management	99	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water Management	99	
	303-2 Management of water discharge-related impacts	Annex V: Environmental Performance Indicators	161	
	303-3 Water withdrawal	Annex V: Environmental Performance Indicators	161	
	303-4 Water discharge	Annex V: Environmental Performance Indicators	161	
	303-5 Water consumption	Annex V: Environmental Performance Indicators	161	

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