
GÜRSEL
GÜRSEL TURİZM
SUSTAINABILITY REPORT
2022
26 S 1894
26 S 1767

CONTENTS

1 INTRODUCTION

01 About the Report
02 Message from the Board of Directors
03 General Manager's Message

2 CORPORATE PROFILE

04 About GÜRSEL TURİZM
10 Corporate Governance at GÜRSEL TURİZM
11 Business Ethics and Moral Values
11 Combating Bribery and Corruption
13 Protection of Personal Data
15 Economic Performance
16 Our Services
17 Universities
18 Shool Transportation
19 Personnel Transportation
20 Additional Services
20 Customer Health and Safety
23 Supplier Management
24 Company Policy Documents and Certificates
25 Corporate Memberships and Supported Initiatives

3 STRATEGY AND GOVERNANCE

26 Our Approach to Sustainability
28 The Committee's Duties and Responsibilities
29 Our Sustainability Policy
30 Prioritization Analysis
32 Stakeholder Relations

4 OUR ENVIRONMENTAL PERFORMANCE

35 Energy Usage
36 Corporate Carbon Footprint Tracking and Management
37 Waste Management and Circular Economy
38 Water Management

5 OUR SOCIAL PERFORMANCE

39 Human Resources
40 Our Human Resources Policy
42 Gender Equality and Diversity
43 Employee Engagement
44 Corporate Trainings
45 Occupational Health and Safety Practices
45 Employee Health and Safety Policy

When the last river dries up, when the last tree disappears, when the last fish dies; the white man will realize that money is not something that can be eaten.



About the Report

We proudly share with our stakeholders our first sustainability report, which encompasses all our social, environmental, and economic activities and goals since our establishment. This report is a milestone in our journey to leave a livable world for future generations and to build a sustainable future.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards, one of the world's leading initiatives. Furthermore, our report is compatible with the World Economic Forum Stakeholder Capitalism Metrics. Additionally, with this report, we share our contributions to the United Nations Development Goals with our valued stakeholders.

The report covers the entirety of Gürsel Turizm's activities from January 1, 2022, to December 31, 2022, and its content has been shaped according to the prioritization studies conducted with our stakeholders during the reporting period.

You can access our report through our website. The valuable ideas and opinions of our stakeholders are very important to us in our processes, as we aim to publish a sustainability report every year.

For any contributions, suggestions, and feedback, you can reach us at surdurulebilirlik@gurseltur.com.tr.





Message From The Chairman Of The Board

Challenging conditions such as the global pandemic and global climate change in recent years have deeply affected the business world. With the rapid advancement of technology, changes in production and consumption habits, environmental issues, and climate change have become more prominent in the business world. The concept of sustainability now has a broader perspective, encompassing not only economic growth but also the long-term success of companies. Therefore, sustainability efforts and reporting have become indispensable topics for company executives.

The health crisis, global warming and economic fluctuations in 2020 and 2021 more clearly revealed the inequalities within society. These circumstance we experienced reminded us once again that sustainability is not only an option, but also an obligation.

Pandemic conditions and global events may have had some negative effects on the transportation industry. However, we determinedly continued our targeted vehicle investments. During this difficult period, in addition to our vehicle investments, we also continued our investments in our technological infrastructure and SAP main module. Our technological infrastructure investment of approximately 1 million Euros and a total of nearly 400 new vehicles have shown that the decision to make these investments was appropriate, considering the increases in exchange rates and interest rates.

In the capital city of Amman, Jordan, our public transportation operations have continued steadily despite the pandemic. In 2021, with the completion of the second phase of metrobus lines in Amman, our metro buses became active. Currently, we continue to provide uninterrupted service to our customers in urban transportation and metrobus services with a total of 271 vehicles.

At Gürsel Turizm, we reinforce our commitment to providing quality and uninterrupted service to our customers with integrated, flexible, and efficient solutions. Our green solutions in the transportation sector have a positive impact on reducing our global carbon footprint. We integrate the solutions we have developed, from route optimization to the use of alternative-fuel vehicles, from eco-friendly driver training to online training, into our business model. By keeping our fleet young and adopting eco-friendly motor technologies, we focus on minimizing emissions resulting from transportation activities. In the future, as electric service vehicles become more prevalent in the industry, we aim to sustain our services by adding these eco-friendly vehicles to our fleet.

Since our establishment in 1993, Gürsel Turizm has taken significant steps in our corporate development journey. As a company, we proudly mark another milestone in our corporate development journey. We are proud to have published our sustainability report, the first of its kind in our industry, in accordance with GRI standards. We continue to transform our business to contribute to the ecosystem and will continue to provide transparent communication to our valued stakeholders through our sustainability reports in the coming years. With the participation of all our stakeholders, we are committed to developing new projects that will benefit society.

These efforts we undertake will provide us with great motivation in terms of productivity, reliability, and sustainability. We thank our valuable colleagues, customers, suppliers, business partners, and all stakeholders for their valuable contributions that motivate us in our sustainability journey.

Chairman Of The Board
Levent BİRANT





Message From The CEO

This report is an expression of our commitment to share our efforts, successes, and challenges in the field of sustainability at Gürsel. The need for change and transformation is evident not only in our industry but in all sectors, emphasizing that sustainability should be at the center of our lives. This transformation comes with the goal of placing more emphasis on our environmental and social responsibilities, using resources more effectively, and building a sustainable world for future generations.

We are aware of our responsibility and continue to work to use natural resources more effectively, add value to our communities, and build a sustainable future. The support and contributions of our employees and stakeholders in this process further strengthen our belief in achieving these goals.

In addition, Gürsel Turizm has strengthened its journey with the support of 256,544 shareholders following our initial public offering on March 3-4, 2022. This IPO has allowed our company to reach a wider investor base and has strengthened our growth goals for the future.

In our first year of reporting, we aim to crown our sustainability journey by focusing on the right sustainability issues and developing strategies and policies for these focal areas. In this context, customer satisfaction, employee health and safety, vehicle supply, data security, training, and anti-corruption efforts have been among our priority areas in the surveys we conducted.

In line with our commitment to gender equality, diversity, and inclusion principles, we attach great importance to the active participation of our female employees in all areas of our business processes. We aim to strengthen the initiatives we started in previous years with new projects in the coming years. In this regard, by including female service drivers in our workforce, we aim to contribute to gender equality and empower women in the transportation sector. We aim to increase our female employment rate to at least 20% by 2027.

We recognize that our most valuable asset is our competent human resources. We create safe working environments by continuously reducing potential risk levels for the safety of our employees. By adopting the “Zero Accidents” principle, we continue our efforts to strengthen a behavior-focused culture in terms of occupational health and safety. In this context, in addition to standard health screenings for our employees and drivers, we conduct health screenings related to risks such as drug and alcohol addiction, heart attacks, sugar, and diabetes, making social investments in the health sector.

At Gürsel Turizm, we have been providing services through our strategic training platform “Gürsel Academy” for many years to enhance the skills of our employees and stakeholders in the rapidly changing and constantly evolving world. We are committed to making employee training more efficient and adapting our processes to the digitized world in line with our sustainability goals.

Since 2021, we have been calculating our corporate carbon footprint in accordance with international standards. As a result of these calculations, we measured the impacts of many greenhouse gas emission sources such as energy consumption, waste management, consumable material consumption, vehicle waste, and service vehicle exhaust emissions. Our departments continue to develop various projects to minimize these impacts. Additionally, we aim to apply for the Greencheck Green Office Certificate in 2023 to reduce our carbon footprint. This certificate will help us document and improve our sustainability efforts by defining our environmentally friendly practices. In this regard, we are determined to increase our environmental responsibility and maintain our commitment to creating a greener business structure by reducing our carbon footprint.

Our belief strengthens our capacity to identify and manage the risks our company may face in the medium and long term. In this context, within the framework of the work conducted by the Sustainability Committee operating within our company, we aim to continue our activities by defining our goals and performance indicators for an effective fight against the climate crisis and by identifying our potential contributions to the United Nations Sustainable Development Goals (SDGs).

This inaugural report in our industry has been created to transparently showcase our processes and share the steps we have taken for a more sustainable world. I appreciate the role played by each of our employees and stakeholders in achieving these goals and wish for our company and our world to move together towards a more sustainable future.

CEO
Kerem BİRANT

About Gürsel Turizm

Since the beginning of our journey in 1993, we have continued to serve domestically and internationally with our experienced and elite team of drivers, adhering to the mission of 'everything is on track, everything is on time.' The main activity of the company is to participate in public and private sector personnel transportation tenders throughout the country. Upon winning a tender, the company provides minibuses, midibuses, and buses in accordance with the technical specifications of the tender, either by supplying these vehicles from its own fleet or by engaging commercial vehicle owners suitable for these vehicle groups as subcontractors under the contract, and organizing personnel transportation services. The company uses its own vehicles to maintain service quality and reduce the risk of supplier dominance, employing them as spare and guarantor vehicles within this role. The balance between owned and supplier vehicles is meticulously monitored within the framework of financial rules

From the Beginning to Today

1993
Founded for the purpose of providing personnel transportation services.
Started offering university shuttle bus service.

1995-2000
1995: Focus on Quality Management and institutionalization.
2000: Sponsorship agreement with Fenerbahçe SK.

2006
Began offering student transportation services.

2008-2013
2008: Acquisition of İzmit Seyahat.
2009: Initiation of special transportation services.
2010: Inclusion in the "Fortune 500" list.
2012: SAP System Integration.

2014
2014: Acquisition of UTS Turizm.
Invited to public transportation privatization tenders in the Middle East and Europe.

2019
Start of the project in Jordan / Amman.

2022
Initial Public Offering(IPO) completed.

Our student transportation service, as an achievement of our company's high customer satisfaction, superior driving safety, and customer-oriented corporate culture, has been integrated into our operations since **1993 in universities** and since **2006 in colleges.** Unlike personnel transportation, each student and parent who is transported is individually our customer. They make payments and evaluate our service on an individual basis. In this regard, student transportation is managed with a retail service philosophy. Vehicles and drivers can provide both personnel and student transportation services, provided they meet legal competencies. The work conducted in this context plays a significant role in efficiency. For the implementation of this service, our regional offices located in suitable field locations and the customer representatives working in these offices are involved.

Other Activities

In Turkey, personnel and student shuttle bus service transportation are managed by local governments (municipalities). Municipalities determine the number of vehicles to be operated in each city based on the city's dynamics, needs, and assessments made with chambers of tradesmen and industry associations, issuing a fixed and limited number of vehicle plates, similar to taxi plates. The variable values of these plates are determined based on the supply/demand balance in each province and the flexibility policies regarding the limitation of these plates.

• Urban Public Transport refers to national transportation tasks that exist all over the world under the authority of municipalities. These services have gone to operator searches following privatization decisions by nations. However, despite numerous countries and demands, the conversion rate of proposals is not high due to political fluctuations and security issues between countries. Our company, after lengthy proposal processes and years of effort, was successful in the tender for the city of Amman in Jordan. The project, initiated in 2019 under the brand "Amman Gürsel-Autobus," is still ongoing. In July 2021, the BRT - Bus Rapid Transit (Metrobus) - line in the same city was also assigned to our company without a tender.

• Izmit Seyahat, based in Kocaeli and primarily serving the Istanbul-Ankara-Izmir and Aegean region, is currently not operational due to the pandemic's impact. This transportation service is conducted under the D-1 Authority Certificate. The sector is characterized by intense competition and seasonal fluctuations. Although the pricing is controlled by the Ministry of Transportation, there is no intervention in lowering prices.



Experienced Team on the Road!

We regularly perform operational monitoring and technical infrastructure checks of all our vehicles in the fleet before, during, and after the journey. İzmit Seyahat, with its distinguished corporate identity and prominent services, holds a special position in the industry. We ensure 100% usage of seat belts in vehicles; our superior, experienced, and skilled driving team offers our passengers a safe journey.

Our primary goal with our professional driving team is to provide our customers with a safer, more comfortable, and enjoyable travel experience.



Gürsel Turizm At A Glance

Basic Parameters

01
35 years
Experience

02
7.000
Vehicles

03
200.000
Personnel Transportation

04
40.000
Students Transportaion

05
+500
Customers

06
+1.000
Employees

07
%119,2
2018-2022 EBITDA (CAGR) Growth

08
0,5x
NET Debt/EBITDA

09
399 Vehicle Plates
Istanbul

10
45 Vehicle Plates
Kocaeli

11
25 Vehicle Plates
Samsun

12
11 Vehicle Plates
Other

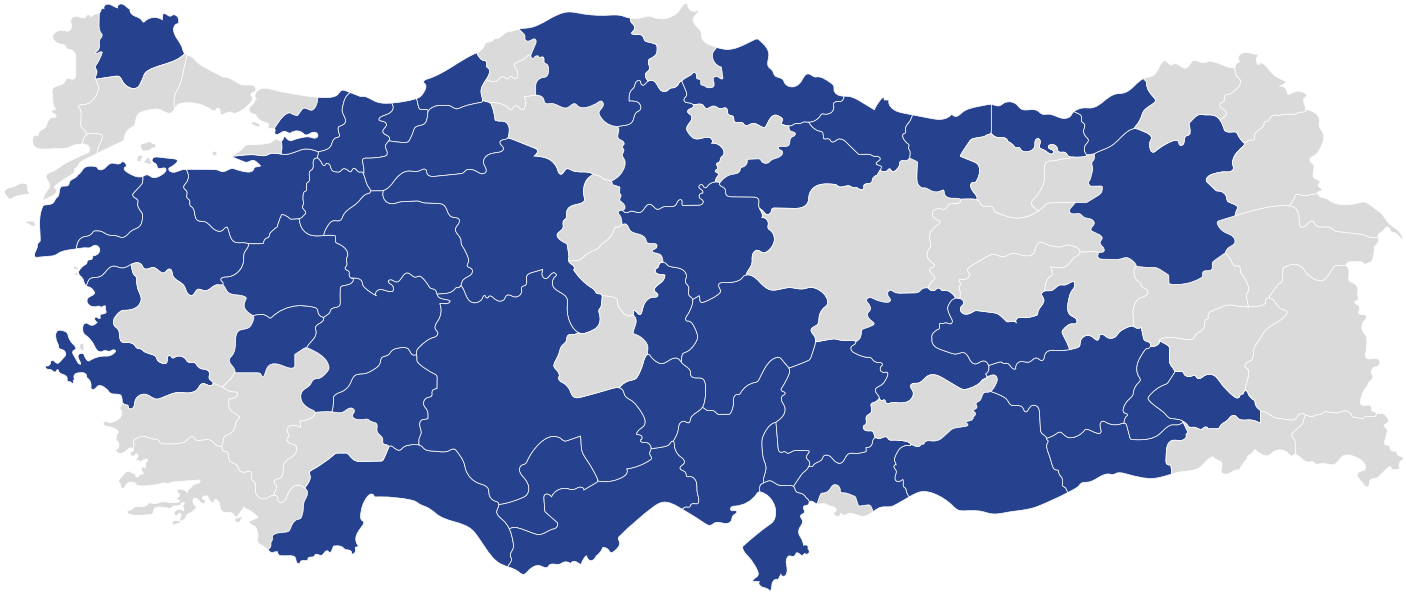
13
Type A
Türsab Certificate

14
2019
Entry into Jordan

15
D1
Authority Certificate

16
6 mn $
2022/06 Revenue in Jordan

We are with you in 48 cities across our country with transportation solutions.



Daily personnel transportation capacity	200.000
daily passengers transported	35.000
Over vehicle capacity	7.500
Daily student transportation capacity	40.000
Over contracted institutions	500

Every day, moving forward!

Not only in Turkey, but with 'Gürsel-Autobus' in Amman, the capital of Jordan, we would like to share with our valued stakeholders that in addition to the public transportation project we have been running since 2019, this year we have also started operating the completed second phase of the Bus Rapid Transit (BRT) line.

A Furthermore, as Gürsel Turizm, our initial public offering (IPO) took place on the 3rd and 4th of March, 2022. With the IPO resulting in 256,544 partners, we continue to be the choice of those who value the journey, adding11 strength to our power.



Since 1993, we have taken the necessary steps to realize our goal of becoming an urban public transport operator, both in Turkey and abroad, in the personnel, student, and intercity transportation sectors.



We closely monitor the PPP (Public Private Partnership) projects of the United Arab Emirates and Middle Eastern countries, establishing local partnerships and participating in public transportation tenders.

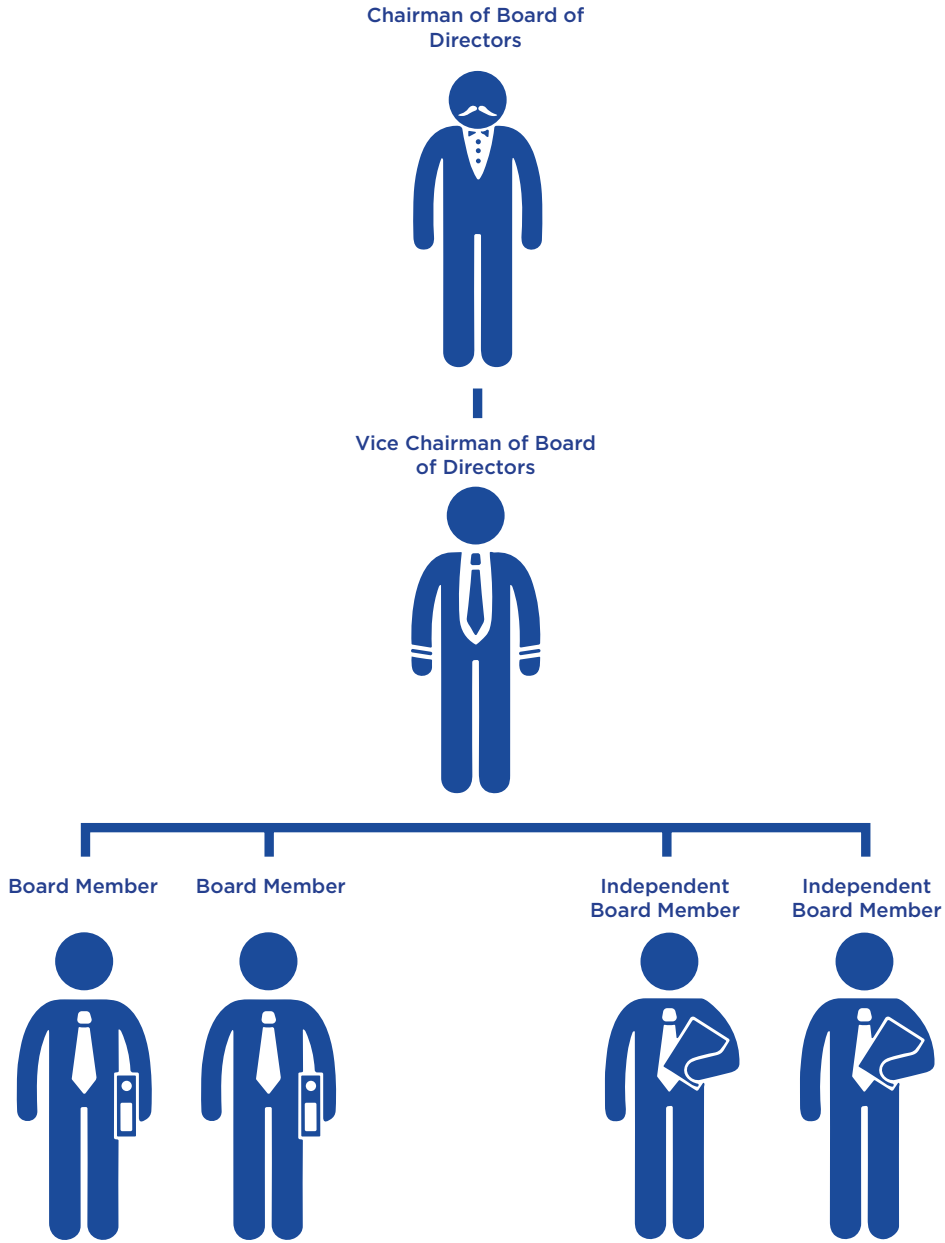
Corporate Governance In Gursel Turizm

Defining its mission as "offering solutions that make life easier by meeting the expectations of its customers at the highest level together with its employees," Gürsel Turizm, with its 29-year rooted history, is creating added value in the transportation sector on both national and international platforms, striving to be a model company in the industry.

In all activities we conduct as Gürsel Turizm, transparency, accountability, equality, and responsibility principles are at the core of our services. The expectations of our internal and external stakeholders are our primary priority, especially when determining our priorities and in all our processes.

The Gürsel Turizm Board of Directors is responsible for setting goals and strategies for shareholders and stakeholders. The board, which includes a total of 6 members, including the Chairman of the Board, has 2 independent members. Additionally, there are a total of 3 committees supporting the implementation of the Board's decisions and goals: the "Audit Committee," the "Early Detection of Risk Committee," and the "Corporate Governance Committee."

Gürsel Turizm has decided to empower the Corporate Governance Committee to also perform the functions of the "Nomination Committee" and the "Remuneration Committee", considering there is no need to establish separate Nomination Committee" and Remuneration Committee.
There are no female members on the board of directors.



Business Ethics and Moral Values

The fundamental values of GÜRSEL TURİZM are "creativity, consistency, flexibility, quality, customer focus, team spirit, cost awareness, equality, transparency, accountability, responsibility and ethical understanding."
Managers and employees must uphold these core values in all their relationships and work, striving to maintain the highest level of reputation for GÜRSEL TURİZM and its shareholders. Company activities are conducted based on existing legal regulations, the articles of association, internal regulations, and established policies. Undocumented activities are prohibited. The accuracy and consistency of business records are paramount. All employees support internal audit activities aimed at ensuring the company's operations comply with legal regulations and internal rules.

In this direction, a **"Code of Business Ethics and Moral Values Policy"** has been developed and shared with all internal and external stakeholders via our website. Ethical and moral values are defined under various headings including Behaviors in the Workplace, Human Resources Recruitment and Working Process, Company Interests, Interests of all Stakeholders, Responsibilities towards Shareholders, and Social Responsibilities.
When behaviors contrary to ethics and moral values are detected, regardless of position and duty, they are referred to the Discipline Committee. Proceedings are conducted against the relevant individuals in accordance with the provisions of the Discipline Instructions.

https://sapportal.gurseltur.com.tr/Kalite/Bilgilendirmeler/doc/Surdurulebilirlik/Disiplin_Talimati.pdf

Combatting Bribery and Corruption

The fundamental priority of Gürsel Turizm is to prevent conflicts of interest both internally and externally and to prevent any misuse of authority for direct and/or indirect personal gain.

In 2018, Gürsel Turizm initiated the ISO 37001:2016 Anti-Bribery Management Standard Practices, ensuring that all our processes comply with this standard.

Through our "Bribery and Anti-Corruption Policy" accessible on our website, we cover all our internal and external stakeholders, including our employees, firms and employees from whom we purchase goods and services, all our suppliers, consultants, lawyers, and external auditors. All stakeholders are required to comply with the policy principles and other relevant legal regulations, and we terminate relationships with individuals and organizations that do not comply.

Gifts, facilitation payments, donations, and accurate record-keeping are issues monitored through our policy. A fundamental principle of ours is not to provide any financial or in-kind support to any institution or individual based on political ideology or identity in Turkey and in all countries where we operate.

Additionally, we avoid all behaviors that are contrary to competition, taking a stance against actions that could lead to monopolization and trust formation. No lawsuits have been filed against our institution during the reporting period for anti-competitive behavior or similar reasons.

To ensure that all these policies and procedures are correctly understood and effectively

implemented, we regularly provide training on "Combatting Bribery and Corruption" and "Fraud" to our employees, especially drivers, and other service recipient subcontractors. The topic of "Combatting Bribery and Corruption" is also included in our "Orientation and Onboarding Trainings." New employees are informed about our Bribery and Anti-Corruption Policy and Internal Audit Criteria by our Internal Audit department and recorded.

Additionally, we monitor the field implementation of our policies with on-site audits and inspections.

Considering that our operations are project-based and conducted in the field, we have a vast operation network with our subcontractors, in addition to our own employees.

At every stage of the operation, issues related to "Bribery and Corruption" are meticulously followed by our internal audit department. Our audits are generally conducted under two categories: "planned audits" and "sudden audits." Especially in cases of reports, complaints, and feedback, sudden field audits are conducted related to the reported incidents.

In field audits, we first observe onsite at the project location. Simultaneously, system checks related to the reported issue are conducted. These include GPRS checks for the relevant vehicle/license plate through the TRIO system, examining SAP Portal pre-order reports, and gathering and reviewing data on whether the relevant vehicle/license plate "entered the area." If a faulty practice is detected or a suspicious situation is observed, the matter is reported to the Board of Directors. With the Board's approval, concrete evidence is collected, a file is created, and a Disciplinary Detection Record is prepared, transferring the process to the Human Resources Department. The involved individuals are requested to submit written defenses through the Defense Request Form, which is then signed by the relevant personnel. Personnel who refuse to sign the Defense Request Form have a Refusal of Defense Request Document prepared, and the request is read aloud in the presence of witnesses and recorded with the participation of at least two (2) witnesses.

Disciplinary punishments and situations that could lead to disciplinary punishment are defined in our Discipline Instruction, job descriptions, procedures, instructions, regulations, and announcements published within the company.

The Human Resources Department, in consultation with the relevant managers and, if necessary, the Board of Directors, conducts investigations and analyses related to the incident subject to disciplinary punishment. Taking into account the defense writings of the parties and statements of the witnesses, the appropriate disciplinary punishment is decided by the Human Resources Manager. A "Disciplinary Punishment Notification Form" is prepared, delivered to the relevant department manager, communicated to the personnel, and signed by the personnel, indicating receipt and date of receipt. Notifications not signed by the personnel are read aloud in the presence of witnesses, and a "Refusal to Sign Document" is prepared and signed by the witnesses.

The situation is immediately reported to the Human Resources Department; if deemed necessary by the Human Resources Manager, the "Disciplinary Punishment Notification" is carried out through a Notary.

The disciplinary punishment results in either a warning or termination of the employment contract. Which situations will result in a warning and which in dismissal are defined in the Discipline Instruction. Receiving two (2) warnings within a year for the same or similar reasons results in termination of the employment contract.

In 2022, under the scope of combatting bribery and corruption, a total of 220 audits were conducted, including "Stock Count Audits, Debtor Supplier Audits, GPS Audits, Special Record Audits and Backup Vehicle Audits, Sponsor Business Audits, Monthly Operation Audits, Vehicle Adblue Usage and Billing Audits, Company Vehicle Efficiency Audits, Additional Job Audits, Weekly Expense Form Audits, Marketing Department Escalation Process Audits, Customer Invoice Audits, and Sudden Field Audits." As a result of these audits, **85 personnel were referred to the disciplinary board**. Of these referred personnel, **about 23% received warnings**, while **28 personnel were dismissed**.

220 Inspections	**%23** Warning
85 Referred to the disciplinary board	**28 adet** Dismissal

Protection of Personal Data

According to the Global Risks Report published by the World Economic Forum in 2022, cyber threats related to personal data falling into the hands of third parties have become one of the biggest global risks.

At Gürsel Turizm, we initiated the Compliance Project with the Personal Data Protection Law No. 6698 in 2020, ensuring that all our processes are compliant with the legislation.

As a result of these efforts, it was identified that Gürsel Turizm holds an average of 279 personal data across 15 different data types.
Click here for the "Personal Data Protection Law."

Click here for the "Personal Data Storage And Data Destruction Policy."
Click here to access the "Application Clarification Information" text.

• A personal data inventory was prepared separately for all departments.
• Registration was made to VERBIS - Data Controllers Registry Information System.
• Human Resources Letter Of Clarification Related To Employment Agreement, Explicit Consent Agreement and Confidentiality Agreement were prepared.
• Corporate Confidentiality Agreement was prepared.
• Personal data storage and data destruction policy were prepared.
• A Data Destruction form was created.
• Awareness training on Protecting Personal Data was given to the staff.
• Transfer agreements from data controller to data controller / from data controller to data processor were signed.
• Human Resources Job Application Form was revised, and Explicit Data Consent Approval Text was added.
• Relevant “Clarificaiton Texts” and “Explicit Consent Texts” were prepared.
• Personal Data Security Text for use in procurement contracts was prepared.
• A penetration test was conducted to analyze the infrastructure against cyber-attacks.



Economic Performance

As of the year-end, we continue our operations with a capital of 102,000,000 Turkish Lira. 21.58% of our capital consists of our publicly offered shares.

	2020	2021	2022
Current Assets	150.067.930	242.321.067	771.301.406
Non-current Assets	100.820.871	560.476.381	1.844.281.528
Total Assets	250.888.802	802.797.448	2.615.582.934

Short-Term Liabilities	106.606.681	283.064.141	656.675.898
Long-Term Liabilities	60.237.433	145.163.754	407.890.596
Equity	85.044.686	374.569.553	1.551.016.440
Total Resources	250.888.802	802.797.448	2.615.582.934

Total Revenue	441.363.403	633.490.056	1.704.888.168
Gross Profit	60.488.171	100.478.554	288.179.269
Operating Profit	49.944.209	73.622.746	245.179.611
Net Profit	46.989.356	76.604.370	250.141.371



Our Services

The main activity of the company is to participate in public and private sector personnel transportation tenders throughout the country. Upon winning a tender, the company provides minibuses, midibuses, and buses in accordance with the technical specifications of the tender, either by supplying these vehicles from its own fleet or by engaging commercial vehicle owners suitable for these vehicle groups as subcontractors under the contract, and organizing personnel transportation services. The company uses its own vehicles to maintain service quality and to reduce the risk of supplier dominance, employing them as spare and guarantor vehicles within this role. The balance between owned and supplier vehicles is meticulously monitored within the framework of financial rules.
Student transportation has become part of our operations as an achievement of our high customer satisfaction, superior driving safety, and customer-oriented corporate culture since 1993 in universities and since 2006 in colleges.

As Gürsel Turizm, since we embarked on this journey in 1993, we currently continue our services in 4 different areas: **"Personnel Transportation," "School Transportation," "University,"** and **"Additional Businesses."**

The company, after lengthy proposal processes and years of effort, was successful in the tender for the city of Amman in Jordan. The project, initiated in 2019 under the brand "Amman Gürsel-Autobus," is still ongoing. In July 2021, the BRT - Bus Rapid Transit – (Metrobus) - line in the same city was also assigned to our company without a tender.



Universities

In 2022, we are providing personnel and student transportation services to 6 universities, including Sabancı University, Koç University, Işık University, Okan University, and İstanbul Sağlık University.

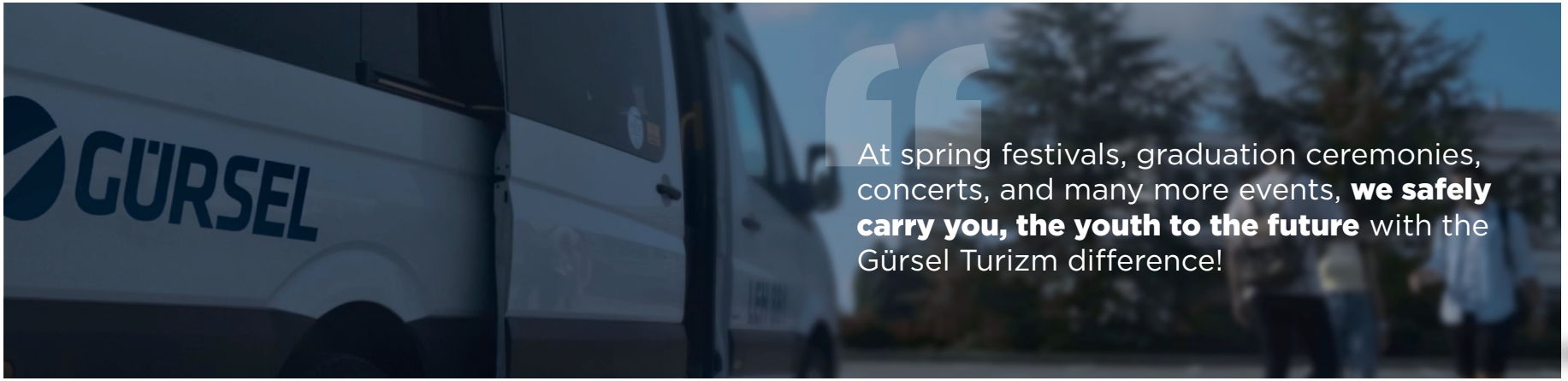
With our **250 vehicles**, we safely transport university students to their schools

As Gürsel Turizm, we offer personnel and student transportation shuttle bus services with our 250 vehicles at universities. Students can benefit from our shuttle bus service using cards obtained from universities integrated into the Gürsel transportation system. With these individualized cards, students can access the Gürsel Turizm transportation system to top up credits, and also instantly access:

- Real-time shuttle schedules
- Announcements about added or removed line shuttle bus services

Announcements regarding added or removed additional trip times.

Through the CARD Transportation software system developed by Gürsel Turizm, vehicle occupancy for each route and schedule is regularly monitored to determine additional line requirements, thereby preventing any inconvenience to students. Additionally, this allows student requests for additional lines to be concretely addressed and evaluated by university management, with decisions being made accordingly based on student demands.



At spring festivals, graduation ceremonies, concerts, and many more events, **we safely carry you, the youth to the future** with the Gürsel Turizm difference!



School Transportation

Our children are in safe hands with Gürsel Turizm...
In a total of 23 schools in Istanbul, Izmir, and Ankara, we safely transport our students to their schools with our 786 vehicles. School transportation is one of our sensitive shuttle bus service groups, and every stage of our transportation service is meticulously carried out.

Parents' primary request is for their children to be picked up late in the morning and dropped off as early as possible in the evening. Our project team works diligently to ensure this, optimizing route planning to prioritize the needs of our children.

Project managers for each school are responsible for ensuring that the operation is carried out correctly. Additionally, accurately identifying customer needs and responding to them is facilitated through our project managers.

We inform our parents **instantly with notifications** like 'student boarded the shuttle bus service, student got off.

Parents can instantly access the shuttle bus service vehicle's license plate and driver information, bus hostess information, and phone numbers through the application, and can directly call the phone numbers displayed in the application.

Also, through the "Where is My Shuttle" service module, parents can see the student's location in real-time, and check the route and traffic conditions. Additionally, by the end of 2023, we will integrate an EMERGENCY ACTION PLAN module into the application we use in both schools and universities. Through this module, emergency assembly points/areas will be visible on the mobile application.



Personnel Transportation



As Gürsel Turizm, the largest percentage of our operations belongs to our personnel transportation shuttle bus service. We serve over 500 contracted institutions with a daily capacity of transporting 200,000 personnel, primarily serving factories and office buildings.

In these institutions that we serve, we are working to provide the best shuttle bus service to the organizations and their personnel we transport, using the "Gürsel Passenger" application developed by Gürsel Turizm.

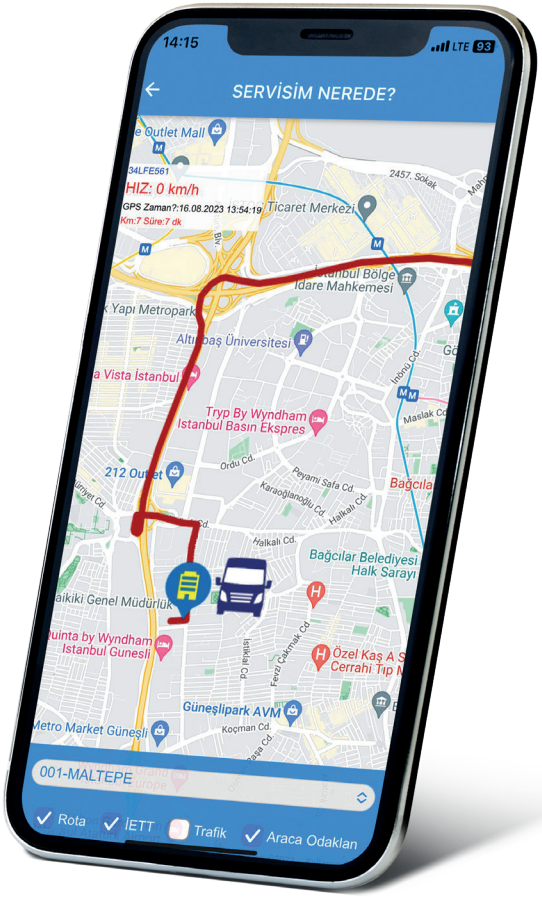
Through this application, personnel can access information such as the type of vehicle, license plate, and driver details that will pick them up. Additionally, with the "Where is My Shuttle" service module, they can track the vehicle in real-time, see the vehicle's route, their own specific location, and the pick-up stop. In live tracking, based on their needs, personnel can view information such as route creation, public transportation options with the IETT option if they need to go somewhere else after getting off the service, and traffic conditions.

Especially during the pandemic period, the transition of most institutions to a flexible hybrid work method has made it a significant workload to ensure personnel are picked up by the service according to the daily changing personnel routes. At Gürsel Turizm, through the reservation tab developed in our existing application, personnel can create reservations by selecting the days they will go to work from the calendar. Based on the created reservation, the service for that route determines the route according to the personnel's location.

In addition to the quality of the service we offer, customer health and safety are our top priorities. Therefore, we take a "Boarding and Daily Responsibility Declaration" from the personnel who use the service every day. With this declaration, the personnel inform us that they use the service according to the seating arrangement while going to and leaving work, and that they wear their seat belts.

The following items have been targeted to be added to this declaration in the coming years:

- Addition of seat arrangements
- Inclusion of emergency in-vehicle action plans, and
- Summary of the audit report to be shared with the personnel, including whether the driver has received training through the application, whether the in-vehicle emergency equipment has been checked, and its status.



Additional Services

With **150 owned vehicles** and **50 subcontractor vehicles,** we are here for our customers!

At Gürsel Turizm, apart from our routine activities of personnel and student transportation, we deliver special transfer and additional services that we call "personalized transfer allocations, trips and organization services, company-specific chauffeured fleet management" to our customers 24/7.
Our company-specific chauffeured fleet management service offers not only personnel transportation support but also continues to assist our customers by providing administrative task support to companies.
With our driver-only support, including executive drivers, we connect our high-quality drivers and personnel with our customers.



Customer Health and Safety

Gürsel Turizm offers service transportation in four different service groups. Each service group has its own specific expectations and demands from its customers. Firstly, regardless of the service group, Customer Health and Safety is our primary concern, and our efforts in this area continue to develop.

Regular training is provided to our drivers on:

- Safe and Defensive Driving Techniques
- Fatigue and Stress Management Techniques
- Customer Communication Techniques
- Occupational Health and Safety Training*
- First Aid Training
- Emergency Training
- 5W1H Training during the Journey
- Shuttle Service Rules and Customer Communication
Effective Communication
- Anger Management
- Stress Management

Our vehicles are equipped with GPS devices and labeled with Gürsel branding before they start operating. Signals from GPS through the "Mobilist App" are **continuously monitored and tracked.**

Through this system, we monitor our vehicles for violations such as exceeding speed limits and take necessary measures. We also track risky actions like sudden braking and rapid acceleration and monitor and warn our drivers accordingly.
All our drivers conduct routine vehicle checks daily before using the vehicle. These checks include

Everything Is On Track With Journey Risk Analysis

brake checks, signal light checks, tire inspections, etc., to identify and address any conditions that might increase the risk of accidents on the road.

Additionally, at the beginning of projects, "Route Risk Analysis" studies are conducted. In the Journey Risk Analysis, basic information about the route is collected. This information includes data such as population along the route, traffic density, weather and seasonal climatic conditions, domestic/wild animal risks, general security, and meteorological ground information and weather forecasts. Level crossings, bridges, tunnels, viaducts, uncontrolled intersections, curves, and similar asset and quantity numbers, maximum speed limits are also determined and analyzed.

Regular general inspections are conducted on our vehicles as part of our control measures.

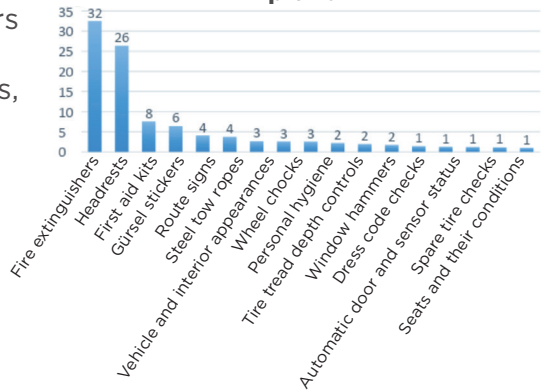
The inspection includes:
- Checking if in-vehicle Emergency Plans are hanging inside the vehicle,
- Fire extinguisher checks,
Headrest checks,
- First aid kit presence and content checks,
- Reflector presence and quantity checks,
- Presence of a steel tow rope checks,
- Internal and external appearance of the vehicle checks,
- Seats and headrests checks,
- Presence of route signs checks,
- Condition of Gürsel stickers checks,
- Presence of wheel chocks checks,
- Tire tread depth checks,
- Spare tire checks,
- Status of automatic doors and sensors.

Additionally, checks on the drivers' attire – dress code (white shirt, tie, and shaved beard) and personal hygiene are also conducted.

In 2022, a **total of 4041** vehicles were inspected both with and without prior notice.

Since 2020, a total of 9436 vehicle inspections have been conducted, and frequent deficiencies identified from these checks are being analyzed to prevent their recurrence.

Presence of in-vehicle emergency plans







The lack of in-vehicle emergency plans is one of the most significant non-compliances we encounter in our checks. By adding QR codes to the safety belt stickers mandatorily applied inside the vehicles, service users can now access the **“In-Vehicle Emergency Action Plan”** via these QR codes.

GÜRSEL

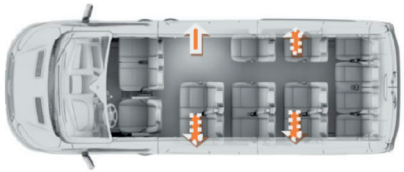
EMERGENCY ACTION PLAN

112 EMERGENCY CALL

Emergency Contact for Project Leader .....

ONE NUMBER FOR EMERGENCY CALLS

- Primary Exit Route
- Alternative Exit Route
- Fire Extinguisher
- First Aid Kit
- Glass Breaker
- Spare Tire



EMERGENCY PROCEDURES

In emergencies, drivers and passengers must adhere to the emergency action plan they have reported. If there is no plan declared by the customer, Gürsel Turizm's Emergency Action Plan comes into effect.

The Service Vehicle Handbook distributed to drivers includes detailed information on what to do in emergencies such as accidents, earthquakes, floods, fires, terrorism, sabotage, etc., and first aid information. This handbook should be kept in the driver's glove compartment.

IN CASE OF FIRE IN THE VEHICLE

• In case of a fire: when encountering an abnormal situation such as smoke, burning smell, or flames, without causing panic, turn on the hazard lights, pull the vehicle to the emergency lane, and take passengers to a safe area. Check if there are any injuries and call 112 if there are.
• If possible, disconnect the battery terminal. If the fire is too large to be extinguished, call the Fire Department (112) and inform the Area Manager.
• Until the fire department arrives, try to extinguish the fire with a fire extinguisher without putting yourself in danger.
• Transfer passengers with backup service vehicles.
• If the fire is near the route, call and inform the fire department. Choose an alternative route. If there is no alternative, pull the vehicle to a safe place and transfer passengers with a backup vehicle.

WHAT TO DO IN CASE OF AN ACCIDENT

• In the event of a serious accident, turn on the hazard lights, turn off the ignition, and gather passengers in a safe area. Check the passengers' health; if there are injuries, call 112 and 155.
• Place reflectors in front and behind the vehicle to avoid causing another accident. If there is fuel or oil leakage, surround the area.
• If there is a fire in the vehicle, use a fire extinguisher to intervene. Call the Fire Department (112).
• The driver informs the Area Manager, and the Area Manager informs the company official. If the Area Manager cannot be reached, call Gürsel Turizm headquarters (0216 575 33 55).
• If passengers need to be taken to the hospital, the project leader accompanies passengers, the driver stays with the vehicle and passengers. Transfer personnel with a backup vehicle.

WHAT TO DO IN CASE OF AN EARTHQUAKE

• If you are on the road during an earthquake, pull over to the side of the road and stay away from buildings, power poles, and trees. If you are in a tunnel, lie down on the side of the car (fetal position) and wait for the earthquake to pass.
• If possible, immediately report the situation to the Project Leader and the customer.
• After the earthquake, adhere to the travel plan. If there are designated gathering places by the customer, go to the gathering places. Otherwise, follow the news sources and take action accordingly.

LIFE-SAVING RULES

Remember that everyone in the vehicle must wear a seatbelt, and make sure all passengers adhere to this rule.	Check the tools inside the vehicle and always keep them complete.
Avoid excessive speed and obey traffic rules.	Stick to the designated route and departure times.
Do not use your mobile phone while driving.	Always maintain a safe following distance.
No smoking inside the vehicle.	Avoid making faulty overtakes.
Ensure that your vehicle is inspected and undergoes maintenance checks on time.	Be kind and respectful to pedestrians and passengers in traffic.
Check the outer depths and air pressure of your tires.	Read the Gürsel Service Vehicle Handbook. In emergencies, report to the project leader.
In case of an accident, breakdown, non-arrival, or delay, follow the emergency action plan and immediately contact the project leader.	Keep your headlights on at all times, both day and night.

Supplier Management

In our contracts with customers, parameters such as vehicle age, model, brand, driver age, and characteristics are usually specified.
When planning for our own vehicles or for vehicle and driver supply for a specific project, we base our decisions on the customer requests stated in the contract.

Before seeking new suppliers, we first examine whether our existing suppliers have suitable vehicles and drivers that can additionally take on the project, considering its location and timings. If a suitable vehicle and driver are found, the job is directly transferred to that supplier.

Our aim is to keep our suppliers' earnings at a satisfactory level by giving them connected jobs. If we can't create a connected job situation, we start the project by agreeing with our suppliers on prices that will protect them against varying inflation conditions.

As of 2022, **we are at the forefront of our business with approximately 4000 vehicles and drivers.**

Our suppliers are our most significant business partners, and we work collaboratively, especially in qualifying drivers. We plan trainings that will contribute to the professional development of our own drivers and those of our suppliers, without any differentiation.



Company Policy, Documents, And Certificates

At Gürsel Turizm, we manage our value in the best way by adhering to the documents, certificates we possess, and the policies we have established since our foundation, ensuring all legal and other requirements are met.

Developments in our industry and our customers' expectations are meticulously followed, allowing us to respond quickly to these expectations thanks to our strong corporate culture since 1993.

Click here to access the policies
https://www.gurseltur.com.tr/surdurebilirlik
Click here to access the certificates and documents
https://www.gurseltur.com.tr/sustainability

	Policies	Certificates/Documents
Environmental	- Environmental and Health Policy - Energy Policy	**ISO 14001:2015** Environmental Management System
Social	- Compensation Policy - Equal Opportunity and Gender Equality Policy - Safety, Security, and Accident Prevention Policy - Work Stoppage Policy - Drug and Alcohol Policy - Data Storage and Destruction Policy - Information Security Policy	**ISO 45001:2018** Occupational Health and Safety Management System
Governance	- Donation and Assistance Policy - Disclosure Policy - Profit Distribution Policy - Quality Policy - Business Ethics and Moral Values Policy - Anti-Bribery and Corruption Policy	**ISO 9001:2015** Quality Management System **ISO 22301:2019** Business Continuity Management System **ISO 37001:2016** Anti-Bribery Management System **ISO 39001:2012** Road Safety Management System

Corporate Memberships And Supported Initiatives

Memberships

Istanbul Transporters Association (ISTAB)

Association of Turkish Travel Agencies (TÜRSAB)

Istanbul Private Public Buses Transportation Cooperative

Chambers of Commerce

Our Approach To Sustainability

A Sustainability Committee has been established at Gürsel Turizm Service and Trade Inc. to determine the sustainability strategy by increasing the value produced in the fields of environmental, social, and corporate governance, and to report to the Board of Directors for the execution, monitoring, and supervision of sustainability policies, goals, and practices.

The General Manager chairs the Sustainability Committee, which consists of **12 high-level members.** The committee meets at least four times a year.

To support the implementation of the committee's decisions, a working group consisting of managers knowledgeable in sustainability has been formed. The working group is composed of managers from each department, and the committee has the authority to change the structure and number of the working group as necessary.



Board Of Directors

- Vice Chairman of the Board of Directors
- Vice Chairman of the Board of Directors
- Board Member
- Board Member
- Independent Board Member
- Independent Board Member

Sustainability Committee

- General Manager
- Deputy General Manager
- IT Coordinator
- Operations and Customer Coordinator
- Human Resources Manager
- Quality Health Safety Environment and Training Manager
- School Services Coordinator
- University Services Coordinator
- Extra Services Coordinator
- Internal Audit Manager
- Financial Affairs Coordinator
- Marketing and Customer Services Manager

Sustainability Working Group

The group consists of the Investor Relations Specialist | HR Specialist | Occupational Health and Safety Specialist Purchasing/Administrative Services/Business Development Manager | Corporate Vehicles Manager | School Services Communication Team Leader | University Services Manager | Operations and Customer Relations Anatolian Team Leader IT Hardware and Network Manager | Cost Control Manager | Marketing and Customer Services Manager Extra Services Manager and Training Manager.

Committee's Duties And Responsibilities

The duties and responsibilities of the Committee are as follows:

• The Committee identifies and tracks the seventeen (17) articles of the United Nations Sustainable Development Goals to ensure compliance. It conducts work and develops projects aimed at integrating sustainability into Gürsel Turizm's way of doing business.
• It identifies priority issues to focus on in sustainability, formulates the sustainability strategy, short, medium, and long-term goals, roadmaps, and policies, and announces them to the public with the decision of the Board of Directors.
• Proactively manages risks in environmental, social, and corporate governance areas, and directs the sustainability strategy.
• Monitors the progress of the sustainability roadmap and practices it has developed to achieve sustainability goals, establishes performance indicators within the scope of these goals, and oversees performance.
• Supports the transition to a low-carbon economy in the fight against climate change and ensures the implementation of projects aimed at reducing carbon emissions in business processes.
• Decides on national and international memberships and partnerships that will support the success of the sustainability strategy and goals.
• Ensures that the outputs of the Committee align with the sustainability and business strategies.
• Establishes, empowers, and coordinates Working Groups under the Committee to support activities for the effective management of sustainability issues.

Conducts activities to ensure compliance with the principles set out in the Sustainability Principles Compliance Framework announced by the CMB (Capital Markets Board). Prepares and submits reports required by Capital Market Legislation related to sustainability for approval and announcement by the Board of Directors.



Sustainability Policies

At Gürsel Turizm, our sustainability policy, based on environmental, social, and corporate governance principles, includes:

- Creating a suitable working environment for employees and providing equal opportunities,
- Establishing a strong and open communication environment with active employee participation,
- Supporting the use of natural resources, efficiently using energy, preserving environmental balance and natural resources,
- Creating healthy and safe spaces considering employees' nutrition and clean water usage,
- Adopting approaches that minimize the ecological footprint and control greenhouse gas emissions in our services and consumption,
- Embracing a system that establishes a recycling and reuse cycle,
- Raising stakeholders' (customers and suppliers) awareness and social consciousness about climate change,
- Following a sustainable environmental management policy based on relevant environmental legislation and standards and best available technologies,
- Ensuring continuity in information security and business continuity activities,
- Complying with all national and international legal and regulatory requirements,
- Managing customer and supplier relationships transparently and collaboratively, ensuring customer and supplier satisfaction,
- Developing suppliers towards sustainability practices,
- Transparently sharing sustainable environment policy practices with the public,
- Developing social responsibility projects to protect biodiversity,
- Offering corporate social responsibility activities in line with company strategies, goals, and priorities,
- Adopting the basic principles of corporate governance, such as ethical values, accountability, and fighting bribery and corruption, as part of the company culture,
- Effectively managing impacts and risks, and continuously improving all processes,
- Working towards zero workplace accidents in compliance with occupational health and safety regulations, laws, and legislations,
- Enhancing company performance, service efficiency, and profitability.



Materiality Analyses

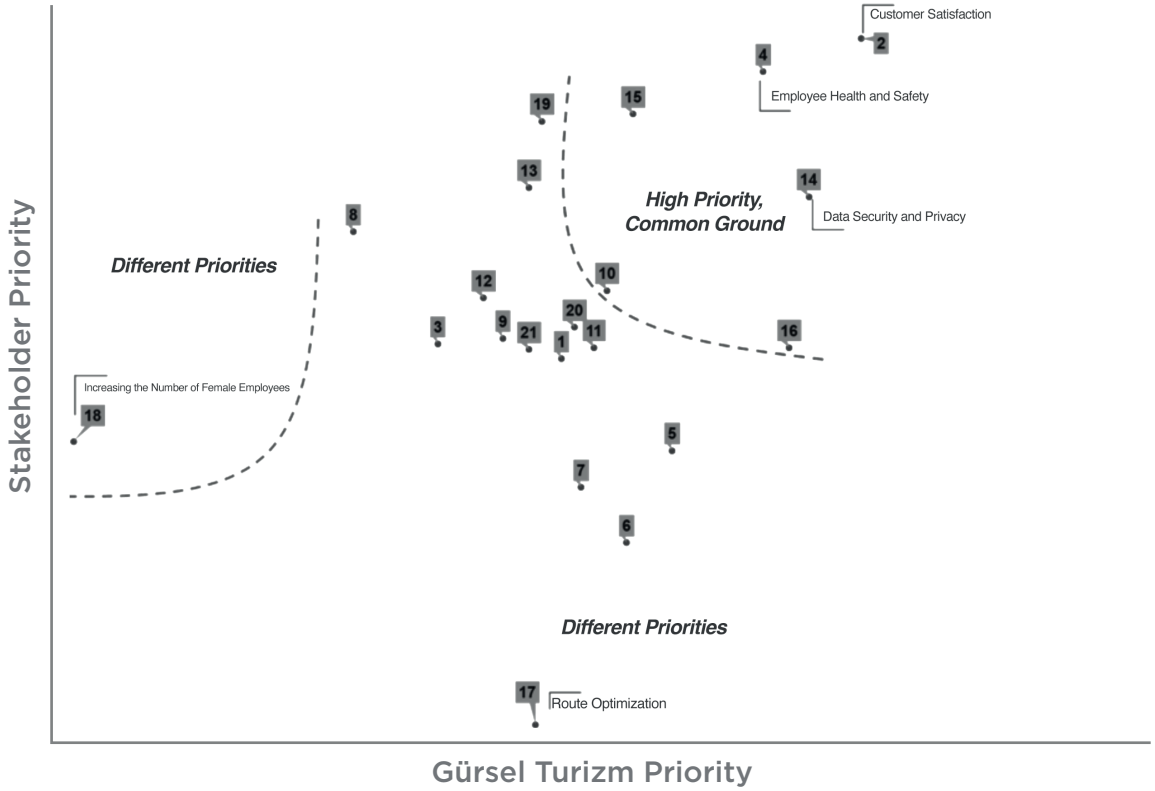
At Gürsel Turizm, focusing on the right sustainability issues and developing strategies and policies for these focus areas in this first year of our sustainability journey and reporting is one of the most important indicators of our corporate sustainability journey. We set out with the goal of identifying issues that create impact across our entire value chain, including society and the environment, and that have strategic value. In determining these issues, we tried to compile a long list of topics using various sources. The Global Reporting Initiative (GRI) standards, United Nations Development Goals, and the World Economic Forum Global Risks Report were the main guides in this process.

Following the training and meetings conducted with the Sustainability Working Group, various topics were identified and presented to the Sustainability Committee. These topics were re-discussed and evaluated in the committee, and with the committee's request, new titles were added to form a list of 21 primary topics.

This list was shared with our internal and external stakeholders via an online survey for prioritization. A total of **1053 people** responded to the materiality survey, including **220 employees, 521 general vehicle suppliers, 130 school vehicle suppliers, 102 European Side drivers, 51 Anatolian Side drivers, and 29 customers.**

Main Categories	Topic Titles
Operational Issues	Waste Management
	Fuel Consumption
	Route Optimization
	Water Usage
	Green and Efficient Transportation
Service-Oriented Issues	Customer Satisfaction
	Customer Health and Safety
	Employee and Supplier Training
	Driver Vehicle Equipment Management
	Vehicle Procurement
Management	Internal Communication
	Regional Pricing – Customer Management
	Data Analysis
	Digitalization
	Data Security and Privacy
	Compliance with National and International Standards
Human and Social Issues	Contribution to Local Economy and Employment
	Employee Health and Safety
	Disaster and Epidemic Response
	Combatting Corruption
	Increasing the Number of Female Employees

We utilized all inputs gathered through stakeholder analysis and desktop studies in accordance with the updated GRI 2021 standards and created our materiality matrix. In total, out of 21 topics, 6 were categorized as "high priority" effective priority issues, 13 as "medium," and the rest fell into the "different priority issues" category.



Priority Topics	Relevant SDGs
Customer Satisfaction	8 DECENT WORK AND ECONOMIC GROWTH
Employee Health and Safety	3 GOOD HEALTH AND WELL-BEING; 8 DECENT WORK AND ECONOMIC GROWTH
Vehicle Procurement – Supplier Search Data	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE; 12 RESPONSIBLE CONSUMPTION AND PRODUCTION; 13 CLIMATE ACTION
Security and Privacy	8 DECENT WORK AND ECONOMIC GROWTH; 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Employee and Supplier Training	4 QUALITY EDUCATION; 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Combating Corruption	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Stakeholder Relations

We define stakeholders as individuals, organizations, and communities that are affected by our activities and that influence our activities, contributing to the realization of our services and achievement of our goals, both positively and negatively.

When we started our sustainability efforts, we were aware that strong and effective stakeholder relationships are fundamental to these efforts.

We identified key stakeholders specific to our company and began our work. With the stakeholder maps we created, we found the opportunity to more accurately assess the needs and expectations of each stakeholder.

We continue our efforts to reach high communication levels that help us understand the expectations of our stakeholders and meet these expectations. Our communication approach towards our key stakeholders is presented in our "Stakeholder Communication Platforms" table.

Additionally, our communication with stakeholders on sustainability issues is facilitated through our corporate website and our sustainability reporting.



Stakeholder Group	Stakeholders	Communication Platform	Communication Method	Communication Frequency
Employees		Trainings, Employee meetings, Employee satisfaction surveys, Company events	Training, Mail, Meeting, Instruction, Procedure	Continuous
Suppliers	Vehicle suppliers, Driver suppliers, Material and equipment suppliers	Trainings, Supplier and Partnership Meetings, Website	Training, Mail, Meeting, Visit	Continuous
Customers	Schools, Universities, Factories, Plaza	Website, Mobile Applications, Customer satisfaction surveys, Social Media Applications	Mail, Phone, Meeting, Visit, Survey	Continuous
Community	NGOs, Press, Local Administrations	Website, Social Media Applications, Corporate Events, Meetings	Mail, Visit, Meeting	As needed
Lawmakers	Government, Ministries, Provincial Directorates, Local Governments	Website, Corporate Events, Meetings	Mail, Phone, Meeting, Visit	As needed
Investors		Website, Social Media Applications	Activity Reports, Sustainability Reports	As needed

Environment

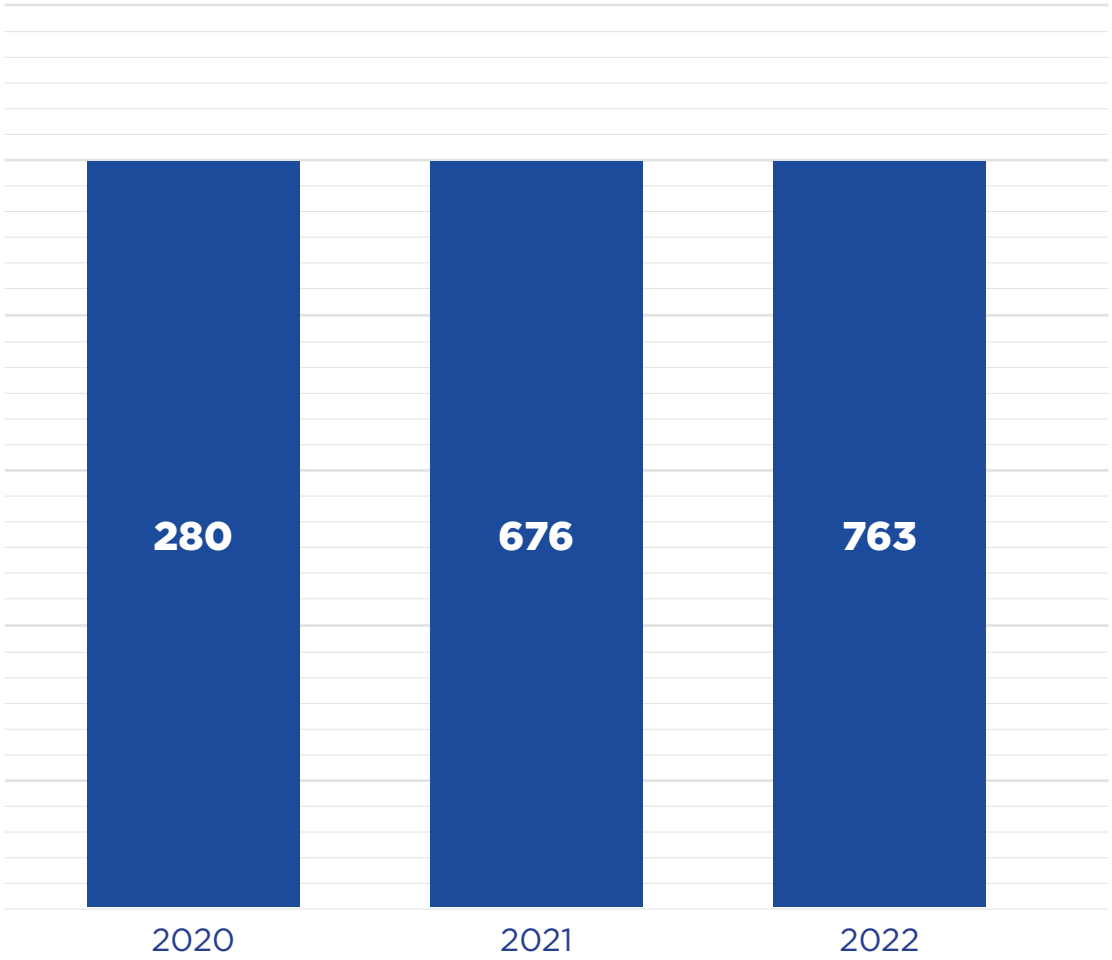
Gürsel Turizm, completing 29 years in the industry, continues to strengthen its position with its human and environment-focused approach that has been central since its establishment.

OUR ENVIRONMENT AND HEALTH POLICY

• Complying with the conditions and obligations arising from legislation and administrative regulations, adhering to legal and administrative regulations related to environmental pollution.
• Identifying the environmental damages caused by the vehicles and accessories we use in our operations, reducing or eliminating our emission burden and pollution to a tolerable level to contribute to a livable and sustainable environment,
• Setting goals to reduce our "carbon footprint" by conservatively using our energy and water resources,
• Controlling the impacts on the environment, such as air, water, and soil pollution resulting from our operations, and the potential effects and hazards on the health of our customers using service vehicles, our suppliers, employees, and visitors, ensuring the appropriate collection and recycling of waste at its source in compliance with environmental regulations,
• Continuously renewing our fleet of owned vehicles to provide services with environmentally friendly vehicles with low carbon emissions and fuel-efficient,
• Incorporating awareness of natural resource consumption into all our training programs, and providing periodic training every year to our suppliers, drivers, and employees on topics like Economic and Environmentally Friendly Driving Techniques, Waste Management, Emergency Situations (environmental accidents, etc.), Global Warming and Climate Change, Hygiene and Health,
• Collaborating with non-governmental organizations and associations.
• Continuously improving our management systems with feedback from our customers and employees in accordance with the Environmental Management System conditions, managing through our Environmental Dimension Impact and Evaluation Plan.
Preparing and sharing an annual sustainability report with the public on environmental issues in line with the Sustainable Development Goals and prioritized topics.
At this point, our Sustainability working group has been assigned to include environmental activities. In order to internalize environmental awareness by all employees, employees are given periodic "sustainability and environment" training.
Our environmental trainings are generally carried out under the following headings;
• Basic Sustainability
•Climate Change
•Saving on water
•Energy-saving
• Waste Management
• Soil, Water, Air pollution
• Electromagnetic Pollution
•Environmental Protection
• Emergencies



Environment and Sustainability Training / Total Employee Hours





Energy Usage

At Gürsel Turizm, the efficient use of energy, both in our offices and in our owned and outsourced vehicles, is one of our top priorities.

We organize annual trainings on energy saving to raise awareness among our office staff. A significant portion of our energy intensity is due to fuel consumption from our transportation services. Knowing that reducing fuel consumption will significantly decrease our greenhouse gas emissions, we periodically provide our drivers with

"Fuel-Efficient Driving Techniques" training.

To reduce electricity consumption, We Prefer:

• LED lighting in our offices,

• Use motion sensor lighting devices in common areas and corridors,

• Turn off unused devices and un plug them.

To reduce fuel consumption in our service vehicles, We:

• Provide our drivers with "Fuel-Efficient Driving Techniques" training,

• Determine our routes with the help of route optimization.

Our goals to closely monitor our energy usage and reduce the amount of energy we use include:

• Establishing and certifying the ISO 50001:2018 Energy Efficiency Management System,
• Procuring a portion of our electricity consumption from renewable energy sources,
• Expanding energy efficiency projects in buildings,
Acquiring green office certifications for our offices starting with our head office



Gürsel Turizm	Unit	2020	2021	2022
Electricity Consumption (Buildings)	GJ	-	897,183	4.522,359
Natural Gas Consumption (Buildings)	GJ	-	240,000	320,000
Diesel Consumption	GJ	-	153,72*10^6	3.219,23*10^6
Gasoline Consumption	GJ	-	0,74*10^6	-

Corporate Carbon Footprint Monitoring And Management

Climate change is one of our greatest global challenges.

The destructive effects of the climate crisis are being experienced worldwide, directly impacting economic, environmental, and social activities. According to the IPCC's 6th Assessment Report, if strong and sustained reductions in greenhouse gas emissions are made immediately within the next decade, global warming can be limited to 1.5 °C.

The coming decade is a "do or die" period for our planet.

Combating climate change has become a common goal for all humanity. At Gürsel Turizm, we are taking our place in this fight.

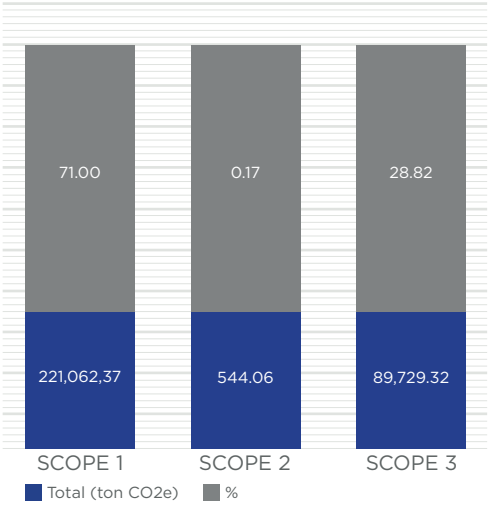
We have been calculating and reporting our Corporate Carbon Footprint since 2021. In 2021, we had only included Scope 1: Our Direct Emissions and Scope 2: Emissions from Electricity Use in our inventory.

Recognizing the importance of emissions from our subcontractors in our inventory, we are pleased to announce that we have included Scope 3: Our Indirect Emissions in our inventory for the year 2022.

"Thanks to the Fuel-Efficient Driving Techniques Training, we reduce our fuel consumption and thereby lower our carbon emissions. To encourage our drivers in this regard, the driver of the vehicle that consumes the least amount of fuel over the same distance is awarded a quarter gold coin."

Our goals include:

- Verification and certification of our Corporate Carbon Footprint calculation,
- Reduction of our carbon footprint by decreasing electricity consumption through energy-saving methods and sourcing the consumed electricity from renewable resources.



GÜRSEL TURİZM	Birim	2021	2022
Scope 1: Direct Greenhouse Gas Emissions	tCO2-eq	11.703,56	221.062,37
Scope 2: Energy Indirect Greenhouse Gas Emissions	tCO2-eq	103,50	544,06
Scope 3: Other Indirect Greenhouse Gas Emissions	tCO2-eq	-	89.729,32
TOTAL	tCO2-eq	-	311.336

Waste Management And Circular Economy

We Don't Neglect Our Routine Maintenance **We Hit The Road Safely.**

For populations that are growing rapidly and have increasing living standards, correctly optimizing the resources we use and keeping them in the usage cycle for a long duration is a crucial aspect of the new economic model, the Circular Economy Model. Within this economic model, waste management is one of the most important components.

At Gürsel Turizm, all periodic maintenance is carried out on time according to seasonal characteristics. The waste generated during maintenance is sent for recycling/ disposal in compliance with regulations, contributing to the economy.

o reduce the amount of waste generated from our operations and to decrease our carbon emissions by polluting less during use, we are replacing the vehicles in our fleet with Euro-6 standard vehicles. Out of a total of 716 vehicles in our fleet, 696 have been replaced with Euro 6 vehicles. Our goal is to replace the entire vehicle fleet.

Thanks to the use of Euro 6 standard vehicles, we have also been able to extend the maintenance intervals of our vehicles. This leads to less oil and filter usage, thus contributing to circularity by minimizing waste.

The majority of our vehicle maintenance is carried out at authorized service centers. In these centers, our waste oils, filters, brake pads, and other types of waste are sent to licensed disposal facilities, and the reports are shared with us.

All of our vehicles receive an AdBlue addition at certain kilometers. We observed that spills often occurred during the addition of AdBlue, spreading to the environment and posing a risk of contamination.

Based on our observations, we made an agreement with Jetblue, and all our drivers were provided with keychains to ensure that the refilling is done at gas stations with pumps. This measure has prevented spillage and the risk of contamination.

Our goals include:

• Implementing the most effective waste management practices in our office buildings to obtain the "Zero Waste Certificate



2022
9554 kg

Waste engine oil was contributed to the economy by being sent for recycling.

Water Management

Water is an indispensable necessity for human life and for the existence of other living beings. Therefore, its demand is constant and increasing in diversity. This is why it has a high utility value. Essential for life, water is not only a compulsory complement in agriculture and animal husbandry but is also used as an input in various stages of production in manufacturing, construction, mining, health, transportation, and energy production.

VWhen water resources are examined globally and in our country, facing problems of water scarcity is an expected outcome. According to the United Nations Food and Agriculture Organization (FAO), by 2025, 1.8 billion people will be living in countries and regions suffering from absolute water scarcity. The annual per capita available water amount in our country is around 1,350 cubic meters. With the population expected to reach 100 million by 2030, it is anticipated that the per capita water amount in Turkey will be around 1,000 cubic meters, indicating that Turkey will reach the level of a country suffering from water scarcity.

At Gürsel Turizm, we use water for vehicle washing activities, domestic consumption, and garden irrigation. All used water is supplied from the network, and surface water is used. We do not use groundwater, such as well water.

A significant portion of the used water originates from vehicle washing activities. It has been observed that a considerable amount of water is used in the vehicle washing process, especially when done by drivers before going to the washing station. To prevent this, agreements with vehicle washing stations will be made at the locations we operate, especially to ensure that subcontractor drivers use these stations.

Our goals:

- Agreements will be made with vehicle washing stations, and vehicle washing activities at service points will be carried out at these stations.
- Our water footprint inventory will be prepared in accordance with ISO 14046:2014 Standard and will be certified.

Training on efficient water use and water conservation will be provided to our employees, especially drivers, and suppliers





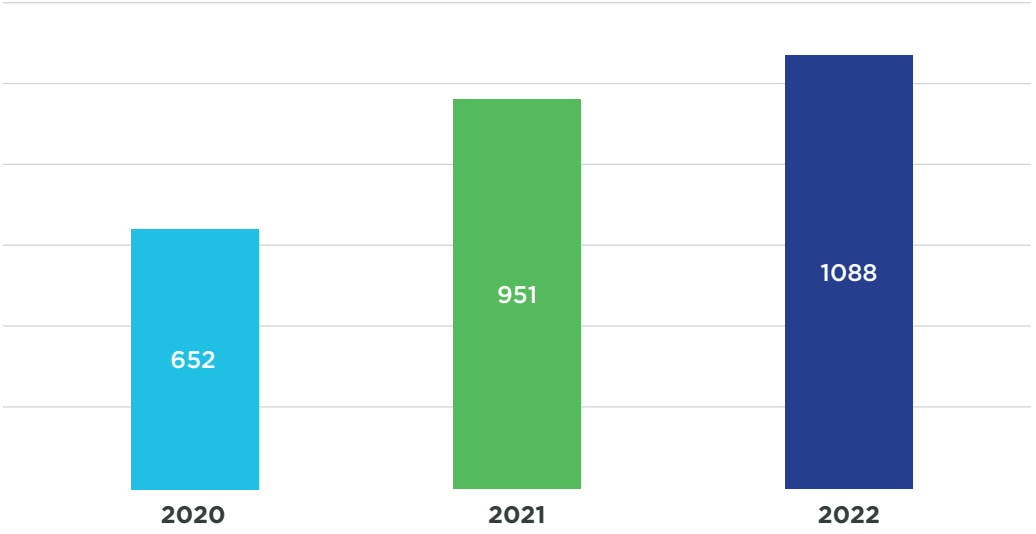
Human Resources

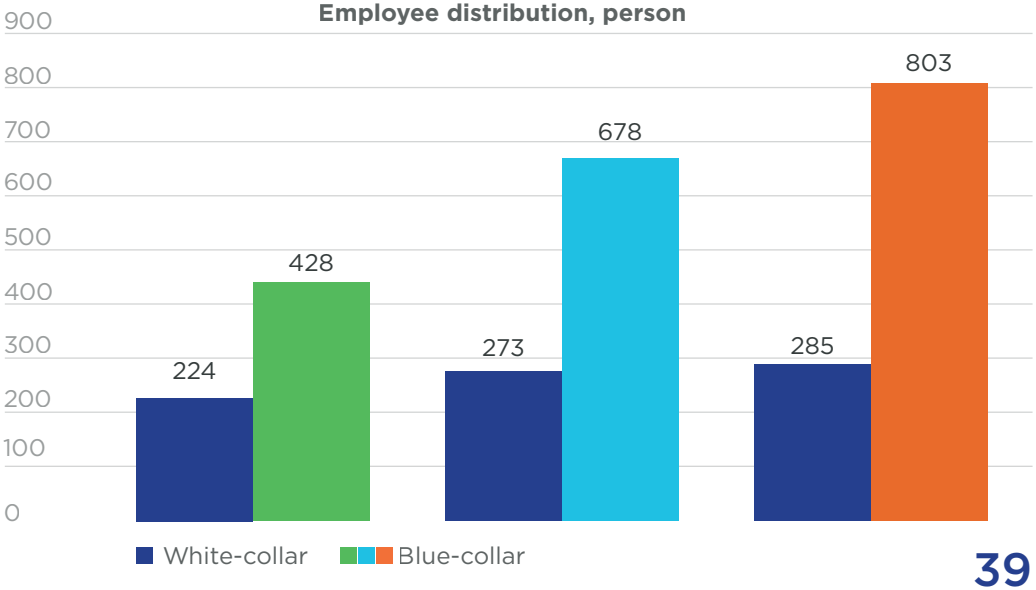
In the service sector, sustainable success is possible with a qualified and content human resource. With our people-centered approach, we respect the rights of employees in all areas where we operate. We are working to develop, expand, and internalize fair, innovative, transparent, and effective Human Resources processes and practices.

With our philosophy of 'growing with our employees,' we have increased our number of employees

by 90% since 2020, and as of 2022, we have welcomed 833 new colleagues to our team.

	2020	2021	2022
Number of employees hired during the year, Person	325	808	833
Under 30 years old	68	135	166
Between 30 and 50 years old (including 30 and 50)	162	422	429
Over 50 years old	95	251	238





Our Human Resources Policy

At Gürsel Turizm, we believe that in order to maintain our leading position in the service sector and become a brand that transcends from local to national and global, we must create value for employees, customers, suppliers, and all stakeholders, as well as for society and the environment. In this context, we consider human rights as part of our ethical principles and

• Do not tolerate discrimination among our employees under any circumstances, including race, ethnic origin, nationality, religion, gender, language, color, age, family status, health status, physical disability, sexual orientation, possible or possible pregnancy status, union activities, political views, disabilities, social and cultural differences, or other factors defined by law.
• Provide equal rights to all our employees in terms of remuneration and promotion based on performance evaluation, and announce all developments related to equal rights and equal opportunities plans through our internal and external communication channels.
• Secure gender equality by supporting the participation of women in the workforce and increasing female employment.
• Ensure that all employees of Gürsel Turizm and all affiliated companies comply with Gürsel Turizm's Human Rights Policy and adhere to national and international laws and regulations.
• Respect the rights of the people living in the regions where we operate and take precautions against human rights violations.
• Base our commitments on Human Rights on the Universal Declaration of Human Rights of the United Nations, on which Turkey is a signatory.
• Make decisions in accordance with the Universal Declaration of Human Rights in all our investment activities and operations covered by these activities, and regulate our activities accordingly.
• Value the differences of our employees, embrace diversity to achieve our goals.
• Improve gender balance in decision-making mechanisms of our companies and increase the proportion of women in our company's board of directors and top management.
• Absolutely not allow the employment of personnel classified as child labor at any stage of our operations, ensure that contracts with our suppliers include a provision that child labor will not be employed, and consider this issue in audits.
• Comply with the working hours specified in the laws and regulations in case of young workers or interns, pay employees their labor and other rights in full and on time, according to the principles determined in the personnel regulation.
Promote employees' participation in individual and professional matters, create fair and equal training and support processes, and encourage our employees to participate in these trainings.
• Do not allow forced or compulsory labor in any stage of our activities, and do not buy materials or services from companies that apply forced or compulsory labor, in addition to considering this issue in audits.
• Accept the rights of our employees to freedom of expression in the workplace and prevent any situation that would hinder the exercise of this right, and allow collaboration with civil society organizations.
• Respect the right to collective bargaining and freedom of organization of our employees.
• Provide our employees with healthy, ergonomic, hygienic, safe, and satisfying working conditions and continuously improve them.
• Do not allow the violation of employees' health, safety, and/or life to an extent that would

endanger them in any stage of our activities and take the necessary precautions.
• Be a socially reliable employer with our company's reputation for our employees.
• Ensure the participation of employees in the decision-making process at the organizational structure.
• In the process of organizational communication, forward the problems of employees primarily to their immediate supervisors, and when they think that a solution has not been reached, follow an open-door policy by human resources.
• Take into account work-family life balance and consider the needs of working parents while creating work environments and conditions.
• Do not tolerate any form of ill-treatment, harassment, inhumane or degrading treatment, psychological violence, harassment through verbal or written communication, or abuse in the workplace or in the private lives of our employees.
• Stand against all forms of violent behavior, including domestic violence, as well as violence towards nature and animals in our workplace.
• For the sake of a livable and green world, be environmentally conscious in all our activities and prioritize the protection of nature in all stages of our activities.
• Ensure the representation of these issues at the highest level within our organization, communicate our commitments and practices to all our employees,
• Pay attention to the sharing of our policy by our employees, evaluate the possible policy violations sent to ***etik@gurseltur.com.tr,*** and make it accessible to the public and third parties by allowing access.

Effectively communicate our policy with our stakeholders, monitor it, and consider it as a Human Rights and Employee Rights Policy.



Gender Equality and Diversity

The active participation of women in the workforce is crucial for achieving gender equality. It is essential for women to be involved in all levels of professional life. At Gürsel Turizm, as of 2022, our goal is to increase our female employee ratio, which currently stands at 6%, for all levels and positions.

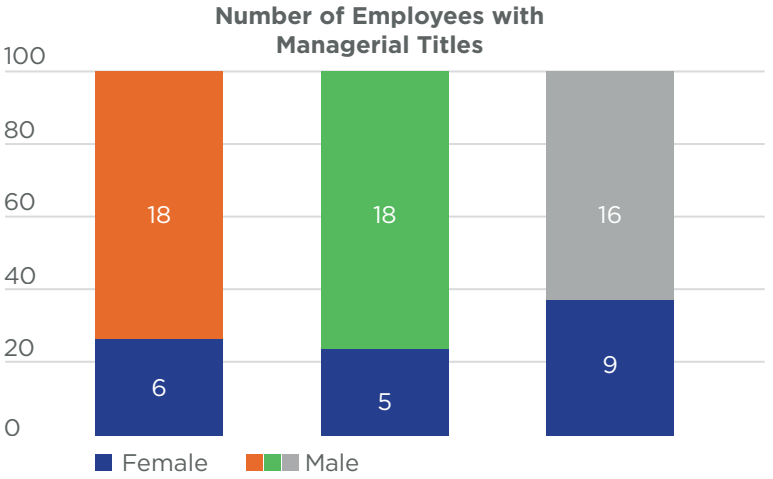
There are no female members in the Board of Directors.

Then again, as of 2022, we have 9 women in managerial positions, accounting for a **36% share of the total management team.**

We continue to support disabled employment, in compliance with all relevant laws and regulations, while providing equal opportunities to all employees. We would like to share that as of 2022, we have increased our number of disabled employees by 50% compared to 2021.

	2020	2021	2022
Number of Female Employees, persons	67	78	75
Female Employee Ratio, %	10,3	8,2	6,9
White-Collar Female Employee Ratio, %	28,6	26,0	23,5
White-Collar Female Employee Ratio, %	0,7	1,0	1,0

	2020	2021	2022
Female Disabled Employee Count, persons	1	3	3
Male Disabled Employee Count, persons	5	4	11
TOTAL	6	7	14





Employee Commitment



Employee commitment refers to the emotional investment that employees make in their work in terms of passion and motivation to do their job well. Our employees' commitment plays an influential role in various aspects, including customer satisfaction.

It is observed that our employee turnover rates increase every year. However, when analyzed, it is seen that resignations among our white-collar employees are quite low. Considering the industry we serve, we observe that our drivers have their social security (SGK) registrations made at the beginning of a project and exit when the project is completed. Therefore, the number of employees leaving the company appears to be quite high. On the other hand, the same drivers are rehired when a new project starts.

Additionally, to increase our employee turnover rate:

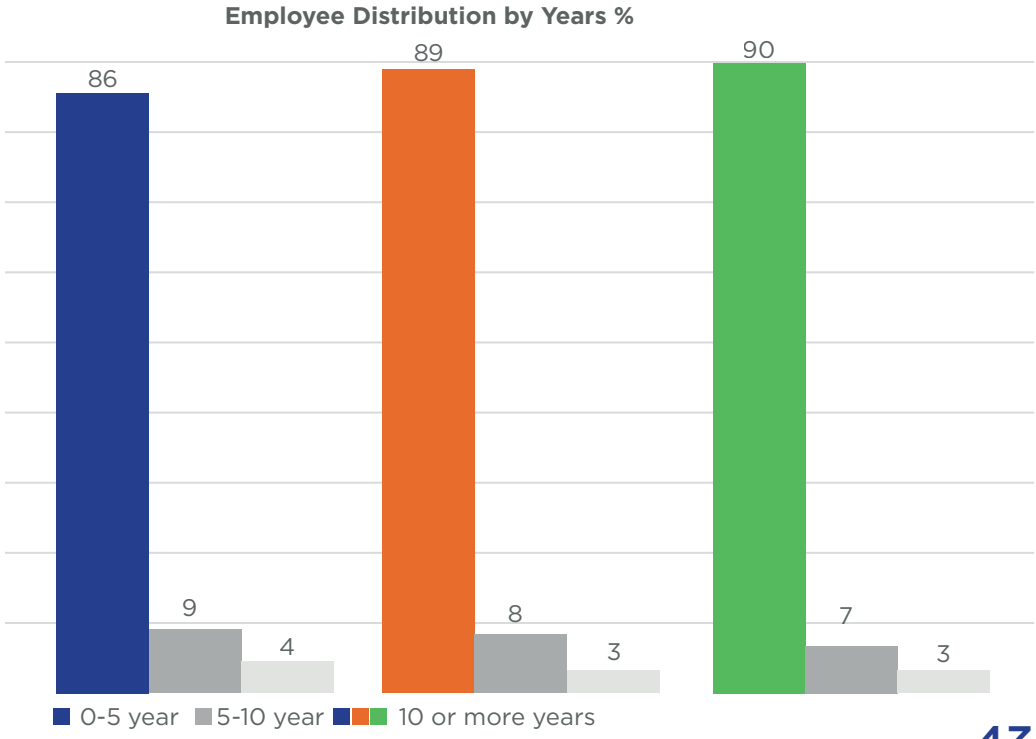
• A positive work culture will be created, and employees will be regularly informed about the company's goals, values, and progress. Employee support will be emphasized in these communications.

• Opportunities will be provided for employees to learn and develop according to their abilities, with diversified training programs.

• Reward programs, incentive systems, and the clear definition of these with specific goals and monitoring.

• Conducting periodic employee engagement surveys and conducting one-on-one meetings with employees on a monthly or quarterly basis

GÜRSEL TURİZM	2020	2021	2022
Employee Turnover Rate, %	%16	%31	%32



Trainings

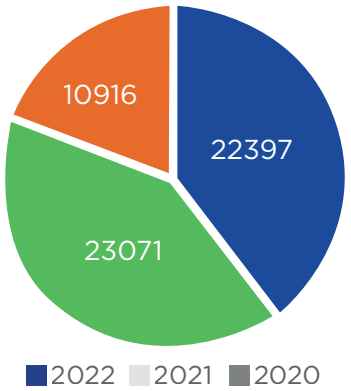
As the level of education increases, the rate of adoption of innovations and technology in society also increases in parallel. We are aware of this at Gürsel Turizm, and with the establishment of Gürsel Academy, we continuously raise the bar for the quality of education.

At Gürsel Turizm, our fundamental philosophy in personnel and student transportation is to work in a customer-oriented manner, anticipate customer needs and expectations in advance, and respond to incoming requests in a timely manner.

When we look at the elements of customer satisfaction in shuttle transportation, adherence to safe driving rules by the driver, compliance with traffic rules and routes, daily cleanliness of the vehicle inside and out, and effective communication with the customer form the foundation of quality service.

Gürsel Academy was founded in 2005 and provides trainings to both internal and external customers with expert and competent instructors in their fields.

Total Training (Man Hours)



Our general training topics are as follows:

- General Rules and Responsibilities Training / Onboarding
- Safe and Defensive Driving Training
- Fatigue and Stress Management Techniques
- Customer Communication Techniques
- Occupational Health and Safety Training*
- First Aid Training
- Incident Analysis and Problem-Solving Techniques
- Emergency Response Training
- 5W1H Training for Travel
- Service Rules and Customer Communication
- Information Security and GDPR Awareness
- Healthy Living and Food Safety
- Effective Communication
- Anger Management
- Stress Management
- SAP Portal Training

While determining our training topics, we analyze our customers' expectations. In addition, our employees are closely observed to identify their needs, and the necessary training topics are determined by considering the requests received from our employees.

We can summarize the general objectives of our training as follows:

- Enhancing Quality and Continuous Improvement by increasing the level of service, competence, and efficiency.
- Ensuring Driving Safety through the improvement of drivers' general driving skills.
- Providing Superior Value Services to both internal and external customers, especially by teaching the optimal use of technology.
- Promoting Success by demonstrating that the results of our actions will add value to our company and ourselves.
- Fostering Team Spirit through training that emphasizes that as part of a larger team, we are stronger and more effective in managing and connecting with customers at all levels.
- Instilling a sense of Truthfulness and Honesty by raising awareness that not only during duty hours but also in our lives outside of duty, we can impact the success of our organization.

Occupational Health And Safety Practices

Our top priority in every activity we carry out is the health and safety of our employees. In line with this, we provide periodic occupational safety training to our employees. We conduct detailed health screenings for each employee upon recruitment and repeat these health screenings periodically.

Through our distance learning portal, we ensure that our drivers can access and follow these trainings from anywhere. Drivers receive Safe Driving training once a year.

In addition to the standard health screenings we conduct for our employees, they are also subjected to health screenings related to risks such as drug and alcohol addiction, heart attacks, diabetes, and other health risks.

Employee Health and Safety Policy

• Complying with the conditions and obligations arising from laws, regulations, legislation, and administrative regulations to take necessary measures to reduce the risks of occupational accidents, occupational diseases, and occupational health and safety that may arise from our activities.

• Conducting risk analysis studies in traffic for road safety, informing our employees, drivers, vehicle suppliers, and customers about critical points, and liaising with authorized institutions for necessary precautions.

• Continuously providing our drivers, vehicle suppliers, and employees with training on service rules, emergency situations, traffic regulations, safe driving, and fatigue management for safe driving.

ACCIDENTS	2020	2021	2022
Gürsel Turizm traffic accident count, person	2	17	17
Subcontractor traffic accident count, person	4	10	14
TOTAL	6	7	14

ANNEXES

Annex - 1 : FINANCIAL, SOCIAL, AND ENVIRONMENTAL PERFORMANCE INDICATORS

Annex - 2 : GRI CONTENT INDEX

Annex-1 Financial Performance Indicators

	2020	2021	2022
Current Assets	150.067.930-	242.321.067	771.301.406
Non-Current Assets	100.820.871-	560.476.381	1.844.281.528
Total Assets	250.888.802	802.797.448	2.615.582.934
Short-Term Liabilities	106.606.681	283.064.141	656.675.898
Long-Term Liabilities	60.237.433	145.163.754	407.890.596
Equity	85.044.686	374.569.553	1.551.016.440
Total Liabilities	250.888.802	802.797.448	2.615.582.934
Total Revenue	441.363.403	633.490.056	1.704.888.168
Gross Profit	60.488.171	100.478.554	288.179.269
Operating Profit	49.944.209	73.622.746	245.179.611
Net Profit	46.989.356	76.604.370	250.141.371

Social Performance Indicators

Employee Demographics	2020	2021	2022
Total Workforce Count	652	951	1088
Female	67	78	75
Male	585	873	1013
Total Workforce Count by Category	652	951	1088
Blue Collar	428	678	803
Female	3	7	8
Male	425	671	795
White Collar	224	273	285
Female	64	71	67
Male	160	202	218
Workforce Count by Age Group	652	951	1088
Below 30 years old	102	147	163
30-50 years old	299	465	676
Above 50 years old	251	252	187
Employee Tenure	652	951	1088
Female employees 0-5 years	52	57	52
Female employees 5-10 years	6	13	15
Female employees with over 10 years	9	8	7
Male employees 0-5 years	511	767	927
Male employees 5-10 years	55	66	61
Male employees over 10 years	19	17	25

Employee Demographics	2020	2021	2022
Turnover Rate			
Newly Hired Employees	325	808	833
By Gender	325	808	833
Female	1	25	31
Male	324	783	802
By Age	325	808	833
Below 30 years old	68	135	166
30-50 years old	162	422	429
Above 50 years old	95	251	238
Employees Resigned from The Company			
By Gender	181	514	697
Female	8	15	34
Male	173	499	663
By Age	181	514	697
Below 30 years old	45	82	137
30-50 years old	84	266	366
Above 50 years old	52	166	194
Voluntary Resignations By Gender	148	454	578
Female	6	14	21
Male	142	440	557
Involuntary Seperations By Gender	33	60	119
Female	2	1	13
Male	31	59	106

Equality of Opportunity	2020	2021	2022
Management Team			
By Gender	24	23	25
Female	6	5	9
Male	18	18	16
By Age	24	23	25
Below 30 years old	-	-	-
30-50 years old	22	20	18
Above 50 years old	2	3	5
Number of Disabled Employees	6	7	14
Female	1	3	3
Male	5	4	11

Accidents	2020	2021	2022
Gürsel Turizm traffic accident count, person	2	17	17
Subcontractor traffic accident count, person	4	10	14

Eğitim	2020	2021	2022
Environmental training provided to employees Total Hours (person/hour)	280	676	763
Occupational Health and Safety (OHS) training provided to employees Total Hours (person/hour	3.468	11.809	9.581
Total training provided to subcontractors (hours)	4.305	4.836	5.675

Environmental Performance Indicators

Carbon Footprint	2020	2021	2022
Scope 1 emissions (CO2e/tons)	-	11.703,56	211.062,37
Scope 2 emissions (CO2e/tons)	-	103,50	544,06
Scope 3 emissions (CO2e/tons)	-	-	89.729,32

Annex-2
GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION AND PAGE NUMBERS
GRI 2_ General Disclosures 2021	2-1 Organizational details	About Gürsel Turizm Page: 4-9
	2-2 Entities included in the organization's sustainability reporting	About Gürsel Turizm Page: 4-9
	2-3 Reporting period, frequency and contact point	About Report Page: 1
	2-4 Restatements of information	This report is Gürsel Turizm's first sustainability report.
	2-5 External assurance	No external audit has been carried out
	2-6 Activities, value chain and other business relationships	Our Services Page:16
	2-7 Employees	Human Resources Page: 39
	2-8 Workers who are not employees	Human Resources Page: 39
	2-9 Governance structure and composition	Corporate Governance in Gursel Turizm Page:10
	2-10 Nomination and selection of the highest governance body	Committee's Duties And Responsibilities Page:28
	2-11 Chair of the highest governance body	Corporate Governance in Gursel Turizm Page:10
	2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance in Gursel Turizm Page:10
	2-13 Delegation of responsibility for managing impacts	Corporate Governance in Gursel Turizm Page:10
	2-14 Role of the highest governance body in sustainability reporting	Committee's Duties And Responsibilities Page:28
	2-15 Conflicts of interest	Business Ethics and Moral Values Page:11
	2-16 Communication of critical concerns	Combatting Bribery and Corruption Page:11-12
	2-17 Collective knowledge of the highest governance body	Corporate Governance in Gursel Turizm Page:10
	2-18 Evaluation of the performance of the highest governance body	Corporate Governance in Gursel Turizm Page:10
	2-22 Statement on sustainable development strategy	Sustainability Policies Page:26
	2-23 Policy commitments	Company Policy, Documents, And Certificates Page:24
	2-24 Embedding policy commitments	Sustainability Policies Page:26 Environment Page:33 Human Resources Policy Page:40
	2-25 Processes to remediate negative impacts	Business Ethics and Moral Values Page:11
	2-28 Membership associations	Corporate Memberships And Supported Initiatives Page:25
	2-29 Approach to stakeholder engagement	Stakeholder Engagement Page:32

MATERIAL TOPICS		
GRI 3_ Material Topics 2021	3-1 Process to determine material topics	Materiality Analyses Page:30
	3-2 List of material topics	
	3-3 Management of material topics	
ECONOMIC PERFORMANCE		
GRI 201: Economic Performance 2016	3-3 Management of material topics	Materiality Analyses Page:30
	201-1 Direct economic value generated and distributed	Financial Indicators Page:47
MARKET PRESENCE		
GRI 202:Market Presence	3-3 Management of material topics	Materiality Analyses Page:30
	202-2 Proportion of senior management hired from the local community	Supplier Management Page:23
ANTI CORRUPTION		
GRI 205: Anti Corruption	3-3 Management of material topics	Materiality Analyses Page:30
	205-1 Operations assessed for risks related to corruption	Combatting Bribery and Corruption Page:11-12
	205-2 Communication and training about anti-corruption policies and procedures	Combatting Bribery and Corruption Page:11-12
	205-3 Confirmed incidents of corruption and actions taken	Combatting Bribery and Corruption Page:11-12
ANTI COMPETITIVE BEHAVIOR		
GRI 206:Anti-Competitive Behavior	3-3 Management of material topics	Materiality Analyses Page:30
	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Business Ethics and Moral Values Page:11
ENERGY		
GRI 302: Energy	3-3 Management of material topics	Materiality Analyses Page:30
	302-1 Energy consumption within the organization	Energy Usage Page:35
	302-3 Energy intensity	
	302-4 Reduction of energy consumption	
	302-5 Reductions in energy requirements of products and services	

WATER AND EFFLUENTS		
GRI 303: Water and Effluents	3-3 Management of material topics	Materiality Analyses Page:30
	303-1 Interactions with water as a shared resource	Water Management Page:38
	303-2 Management of water dischargerelated impacts	
	303-3 Water withdrawal	
	303-4 Water discharge	
	303-5 Water consumption	

EMISSIONS		
GRI 305: Emissions	3-3 Management of material topics	Materiality Analyses Page:30
	305-1 Direct (Scope 1) GHG emissions	Corporate Carbon Footprint Monitoring And Management Page:36
	305-2 Energy indirect (Scope 2) GHG emissions	
	305-3 Other indirect (Scope 3) GHG emissions	
	305-4 GHG emissions intensity	
	305-5 Reduction of GHG emissions	

WASTE		
GRI 306: Waste	3-3 Management of material topics	Materiality Analyses Page:30
	306-1 Waste generation and significant waste-related impacts	Waste Management And Circular Economy Page:37
	306-2 Management of significant wasterelated impacts	
	306-3 Waste generated	
	306-4 Waste diverted from disposal	
	306-5 Waste directed to disposal	

EMPLOYMENT		
GRI 401: Employment	3-3 Management of material topics	Materiality Analyses Page:30
	401-1 New employee hires and employee turnover	Social Performance Indıcators Page:48
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	
	401-3 Parental leave	

OCCUPATIONAL HEALTH AND SAFETY		
GRI 403: Occupational Health and Safety	3-3 Management of material topics	Materiality Analyses Page:30
	403-1 Occupational health and safety management system	Occupational Health And Safety Practices Page:45
	403-3 Occupational health services	
	403-4 Worker participation, consultation, and communication on occupational health and safety	
	403-5 Worker training on occupational health and safety	
	403-6 Promotion of worker health	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	
	403-8 Workers covered by an occupational health and safety management system	
	403-9 Work-related injuries	
TRAINING AND EDUCATION		
GRI 404:Training and Education	3-3 Management of material topics	Materiality Analyses Page:30
	404-1 Average hours of training per year per employee	Trainings Page:44
	404-2 Programs for upgrading employee skills and transition assistance programs	
	404-3 Percentage of employees receiving regular performance and career development reviews	
DIVERSITY AND EQUAL OPPURTUNITY		
GRI 405: Diversity and Diversity of Opportunities	3-3 Management of material topics	Materiality Analyses Page:30
	405-1 Diversity of governance bodies and employees	Corporate Governance In Gursel Turizm Page:10 Gender Equality and Diversity Page:42
CUSTOMER HEALTH AND SAFETY		
GRI 416:Müşteri Sağlığı ve Güvenliği	3-3 Management of material topics	Materiality Analyses Page:30
	416-1 Assessment of the health and safety impacts of product and service categories	Customer Health and Safety Page:20
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	
CUSTOMER PRIVACY		
GRI 416:Customer Health and Safety	3-3 Management of material topics	Materiality Analyses Page:30
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protection of Personal Data Page:13

Content And Reporting

Hayat Çevre Sürdürülebilirlik
Danışmanlığı

+90 535 057 88 81

info@hayatcevre.com
www.hayatcevre.com

Concept And Design Application

Medya Baba


GÜRSEL