

Strong and Natural Growth

aksa
DOĞALGAZ

Annual Report
2024

Ali Metin Kazancı
Kazancı Holding Founding
and Honorary Chairman

With its strengthened organizational structure and expansive service network, Aksa Doğalgaz is committed to providing safe, sustainable, and accessible energy across all the regions it operates.



Ali Metin Kazancı
Kazancı Holding Founding
and Honorary Chairman

At Kazancı Holding, we recognize our profound responsibility to accurately identify the global changes and transformations shaping the world today and to build the future on a solid foundation. Aligned with this vision, we have published our 2030 Global Strategy, outlining our targets for the year 2030. Our objective is to position Kazancı Holding and Aksa Group Companies as global players, driven by the principles of globalization, institutionalization, and sustainable high growth.

Across all our operational areas, our business model is grounded in sustainability, technology, and efficiency, as we strive to create a lasting impact with every step we take. By leveraging our production capabilities, agile organizational structure, and intellectual capital, we are committed to generating value not only in economic terms, but also in social and environmental dimensions.

As a company operating in the natural gas sector—a vital resource for both daily life and the economy—Aksa Doğalgaz achieved a combination of scale growth and strategic depth in 2024. Our strengthened organizational structure and expansive service network allow us to consistently deliver safe, sustainable, and accessible energy across all the regions we serve.

While expanding our service area in Türkiye, Aksa Doğalgaz is also intensively working to extend its operations internationally by leveraging its extensive experience and core competencies. In this context, we are taking significant steps toward becoming a global player, aligned with the new tasks and missions we aim to undertake in various geographies in the fields of natural gas network investments and distribution services.

These achievements are no coincidence. The progress we have made is the result of dedicated collaboration, fueled by our shared beliefs and core values. I extend my sincere gratitude to all our colleagues who have contributed to this journey, and to our stakeholders for their unwavering support.

Sincerely,

Ali Metin Kazancı
Kazancı Holding Founding and Honorary Chairman

Şaban Cemil Kazancı
Kazancı Holding
Chairman and CEO

The agreement, finalized on the last day of 2024, further strengthened our position as the largest natural gas distribution company in Türkiye and the fourth largest in Europe.



Şaban Cemil Kazancı
Kazancı Holding
Chairman and CEO

Natural gas is a vital resource for both daily life and the economy, owing to its clean profile and strategic importance for ensuring energy supply security. For our country, it represents growing prosperity and plays a pivotal role in sustainable development. It is essential that natural gas—whether produced domestically or imported—is delivered to end users through an uninterrupted and cost-effective service model that places customer satisfaction at its core. Aksa Doğalgaz upholds this commitment in every facet of its operations.

In 2024, we continued to invest in and expand our service network, while also initiating a pivotal process for a strategic acquisition. Specifically, we launched efforts to incorporate Bursagaz and Kayserigaz into our operations. The agreement, finalized on the last day of 2024, further strengthened our position as the largest natural gas distribution company in Türkiye and the fourth largest in Europe. Today, we serve 7.3 million subscribers through a network that spans over 62,000 kilometers, covering 29 provinces and 337 districts and towns.

Aksa Doğalgaz was honored as the “Most Reputable Brand in the Energy Sector” according to the Türkiye Reputation Index Survey. We take great pride in delivering uninterrupted service across our regions—enhancing daily life and contributing to the productive capacity of the economy. We are steadily expanding our service coverage in the provinces we operate in, while also increasing accessibility rates through new investments in already-covered

areas. Our goal is to deliver high-quality, seamless experiences and to maximize customer satisfaction for every subscriber we serve.

Thanks to our ongoing investments, we ensure that our subscribers have access to natural gas, a clean energy source. These investments drive comprehensive network expansion while enabling a more efficient, secure, and digitally enhanced service delivery infrastructure.

For us, 2024 will be remembered not only for our economic accomplishments, but also for the long-term strategic steps we have taken. As we pursue sustainable high growth both in Türkiye and on the global stage, we have made significant progress in strengthening our presence and influence in international markets. We firmly believe that this advancement not only enhances our country’s competitiveness but also contributes to its ongoing energy transition.

I extend my heartfelt thanks to all my colleagues, business partners, and our valued stakeholders who have contributed to this journey, believed in our vision, and added value along the way. As we step into this new era of shaping the future, we will continue to achieve even greater successes—together.

Sincerely,

Şaban Cemil Kazancı
Kazancı Holding Chairman and CEO

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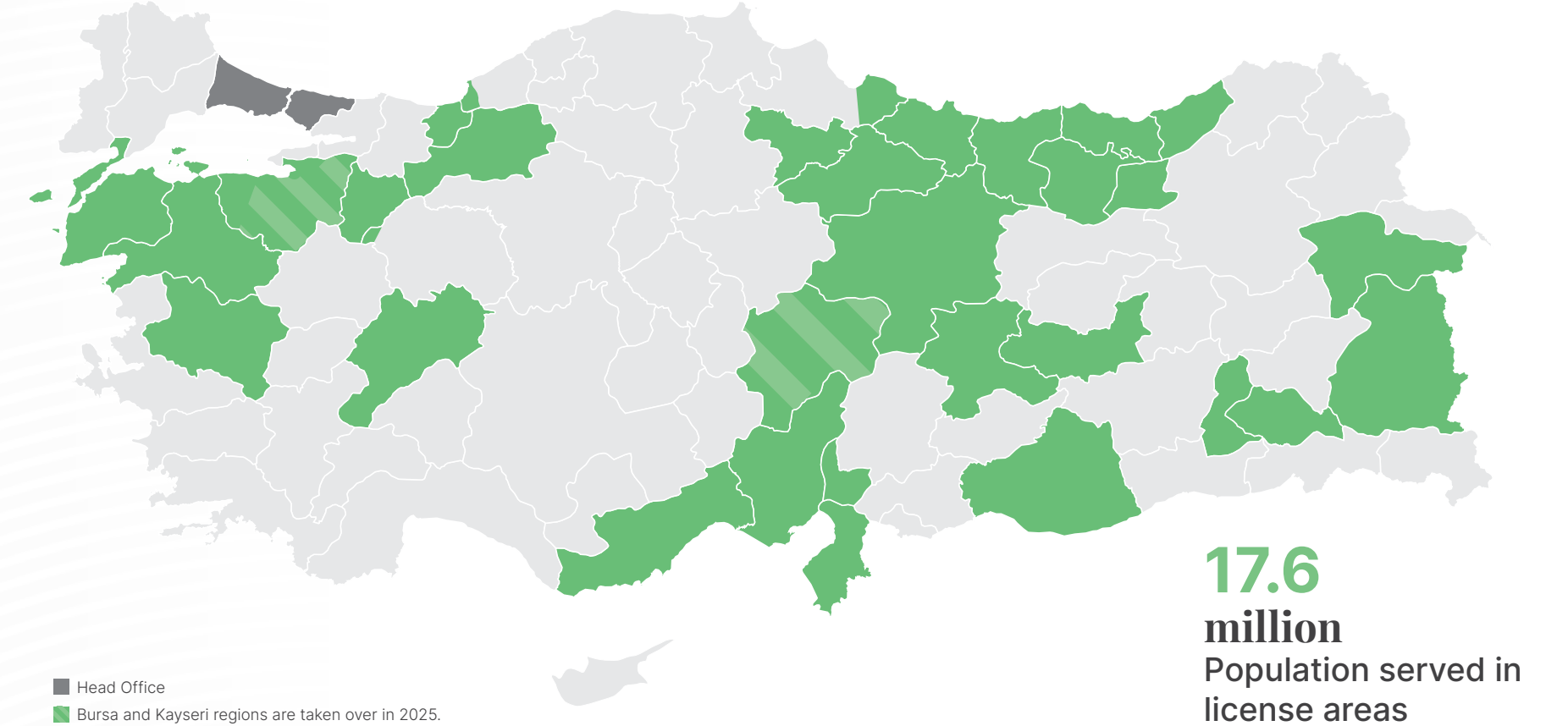
90 Corporate Communication Activities

Like trees growing fast in this land

Akxa Doğalgaz is Türkiye's largest natural gas distribution company, serving a population of approximately 17.6 million with 7.2 million potential subscribers across 27 provincial centers and 310 districts and towns.

With a strong focus on rapidly expanding natural gas usage in the regions it operates, Akxa Doğalgaz has grown resiliently—much like the trees rooted in this land. Just as a tree establishes roots and flourishes wherever it grows, the Company has continued to develop and thrive, bringing lasting value to the communities it serves. As a key contributor to economic growth and overall welfare, Akxa Doğalgaz now stands on the brink of a new phase of accelerated development.

“Cities Breathe and Grow with Natural Gas”



Grow on strong roots

Since the beginning of our operations in 2002, we have firmly established our presence across Türkiye. At the time of our founding, natural gas was available in only five cities. With unwavering dedication, we rapidly expanded our service area, extending access to dozens of new cities, districts, and towns. Our commitment to sustained growth remains as strong as ever. In line with this vision, we have taken strategic steps to reinforce our leadership position by initiating the acquisition processes of Bursagaz and Kayserigaz.

30%
Additional growth
rate with Bursagaz
and Kayserigaz

Oak

A remarkably resilient tree species, the oak is known for its longevity and strength. It can live for up to 500 years, with roots that extend both deep into the ground and widely outward.

Our branches reach everywhere

As we have continued to grow and evolve, extending our reach to provinces, districts, and towns, we take great pride in the milestones we have achieved. Our natural gas distribution network now stretches over 47,000 kilometers—a length equivalent to circling the globe—enabling us to expand our subscriber base to 5.4 million and achieve a 22% share of the distribution market. We operate through 179 city gate stations and 207 offices, supported by a committed team of over 4,500 professionals. Our operations span 27 provincial centers and 310 districts and towns across 31 provinces, allowing us to cover all regions of our country.

47,181 km
Distribution network
total length

Willow

Among our strong and fast-growing trees, the willow stands out for both its utility and aesthetic appeal. It grows outward in all directions, producing numerous branches and extending across a wide area, creating a graceful yet expansive presence.

A 22-year-old giant

As we continue to thrive on the solid foundation of Kazancı Holding, we have expanded our natural gas distribution network, reaching more citizens and making a positive impact on many aspects of their daily lives. Our commitment to environmentally friendly energy supports the improvement of air quality in the regions we serve, ensuring that our children can breathe more easily in cleaner, healthier environments.

11.13

million tCo₂

Annual contribution to
carbon emission reduction

Plane Tree

The plane tree, often featured in stories and songs, represents more than just a tree. It symbolizes heritage, strength, and endurance. Known for its rapid and robust growth, the plane tree stands as a powerful emblem of deep roots, stability, and lasting presence. With its impressive stature and remarkable growth, it rises to greatness.

Remarkable performance

We are achieving strong growth across our service area, delivering remarkable performance in the sector through a sustainable business strategy. Our focus remains on investments in next-generation technologies, which support our commitment to providing an outstanding customer experience and driving continuous development. By implementing artificial intelligence-based solutions, we are able to monitor the customer journey across all touchpoints in real time, delivering a more effective and enriching experience to our subscribers.

976,930

Number of surveys sent



Mimosa

The mimosa is a fast-growing tree that can reach up to 15 meters in height. Known for its bright yellow blossoms, it is one of the most striking and captivating flowering trees in nature—fascinating onlookers with its beauty.

Reaching higher across diverse geographies

In line with our strategic objectives, we are proud to be among the leading investors in our sector—not only within Türkiye, but also across Europe. Our investments contribute not only to the expansion of our customer base, but also to a continuous rise in customer satisfaction. With this momentum, we have positioned ourselves as one of the most investment-intensive natural gas companies on a global scale. We remain firmly committed to sustaining our strong growth trajectory and advancing confidently into neighboring markets.

10
million
Subscriber target

Acacia

The acacia tree is one of the most unique and resilient species, capable of growing and thriving under all conditions. In addition to its strong growth, it produces delicate blossoms that inspire a sense of joy and contentment. Acacia trees are found across diverse geographies.



Increasing yields even further

At Kazancı Holding, we are setting ambitious goals aligned with the Aksa 2030 Global Strategy, demonstrating our firm commitment to capturing growth opportunities across Türkiye. To support this vision, we have built a robust infrastructure designed to enable and accelerate expansion. As part of our 2030 Strategy, we aim to increase our natural gas distribution network to 70,000 kilometers, and to raise our distribution volume from 10.9 billion cubic meters to 17 billion cubic meters through targeted investments both domestically and internationally.

17
billion m³

Targeted natural gas
distribution volume



Walnut Tree

The walnut tree thrives easily across our land. It is a fast-growing, highly productive tree, renowned for its consistently valuable fruit. It is among the tallest tree species.

MESSAGE FROM THE CHAIRMAN

Türkiye's natural gas consumption increased in the last quarter of the year due to harsh weather conditions, reaching a record high in December.

51.7 billion m³
Türkiye's natural gas imports in 2024

2.3 billion m³
Türkiye's domestic natural gas production in 2024

Esteemed Stakeholders,

We left behind a year in which signs of a global recovery began to appear, but regional geopolitical tensions and fiscal pressures still prevailed. Throughout 2024, as the global economy continued its search for a way out of the shocks caused by previous periods, the restructuring of global trade, energy security, policy shifts by central banks, and escalating regional conflicts played a decisive role in shaping the economic outlook.

With the political orientation that became clearer after the US elections, the strategic competition with China has become more prominent on the global stage. The escalating violence on the Israeli-Palestinian border has once again called into question the ability of the international system to find solutions to humanitarian crises. In this highly tense geopolitical atmosphere, the relative calm of the Russia-Ukraine war offered the European Union an opportunity to reconsider its energy policies from a long-term and diversified perspective. The new energy vision, shaped on the axis of supply security, strategic autonomy and sustainability, has brought about a comprehensive structural change process ranging from renewable investments to infrastructure transformation.

In the midst of these crises, Türkiye has expanded its diplomatic room for maneuver. President Recep Tayyip Erdoğan's visits to Egypt and the Gulf countries reinforced Türkiye's central position in terms of both energy and infrastructure investments. Within the scope of the vision of resource diversification in natural gas, cooperation in alternative supply areas such as Africa and the Eastern Mediterranean came to the agenda. This diplomatic framework is a strategic step not only in terms of energy supply security but also in terms of deepening Türkiye's regional investment, production and trade power.

On the economic front, Türkiye entered a rebalancing process in 2024 in which post-election uncertainties were left behind and rational policies came to the fore. Thanks to its alignment with fiscal discipline, the Central Bank's tight monetary policy has been effective not only in the fight against inflation but also in reframing pricing behavior. With a growth rate of 3.2%, Türkiye once again stood

out among the G20 and OECD countries, while the recovery in production, exports and the services sector constituted the main dynamics of this performance. In the same period, the contraction in the current account deficit, the increase in reserves and the real appreciation of the Turkish lira revealed that macroeconomic balances have regained a stable footing.

The year 2024 saw important headlines in the natural gas market. According to the 2024 sector report published by GAZBİR (Türkiye Natural Gas Distributors Association), Türkiye's natural gas imports increased by 2.4% to 51.7 billion m³. Approximately 77% of this amount was supplied via pipeline and 23% via LNG. Türkiye's natural gas consumption increased in the last quarter of the year due to harsh weather conditions, reaching a record high in December. Throughout the year, consumption displayed a steady upward trend in line with the expansion in industrial and residential subscriptions.

On the production side, a historic threshold was crossed. In 2024, Türkiye's domestic natural gas production increased by 187.5% year-on-year to 2.3 billion m³. Most of this increase came from the Black Sea Sakarya Gas Field. Progressing in line with the target announced in 2023, production will increase to 10 million m³ per day in 2025 with phase-2. The contribution of domestic gas to supply security and its potential to stabilize costs create a new balance in the natural gas market.

In 2024, a year of increasing uncertainty in the global energy equation, Türkiye also made remarkable moves to expand its resource diversity through international agreements for LNG supply. Strategic collaborations further reinforced the flexibility that foreign procurement policies based on long-term planning bring to the energy supply structure.

All these developments underlined once again that natural gas is both a strategic energy source and a service infrastructure that supports social welfare. As Türkiye accelerated its success in supply diversity, infrastructure investments and domestic production, Akso Doğalgaz continued to be a part of this transformation, providing the safe, comfortable and environmentally friendly energy that cities need without interruption.



With the acquisition of Bursagaz and Kayserigaz, we took a strong step towards carrying our strategic growth vision to new regions and further expanding our service network.

MESSAGE FROM THE CHAIRMAN

Our financial strength—endorsed by JCR Eurasia Rating with an investment-grade long-term rating of “A+ (tr)”—continued to provide robust support for our growth targets.

1.8 USD billion
2024 year-end consolidated turnover

4.9 TRY billion
Total investment amount realized in 2024

Strong performance on the path to sustainable growth

In 2024, we realized important breakthroughs: With the acquisition of Bursagaz and Kayserigaz, we took a strong step towards carrying our strategic growth vision to new regions and further expanding our service network. In 2024, we provided services in 310 districts and towns with our 21 distribution companies operating within the borders of 31 provinces. In this context, we increased our total natural gas network length to 47,181 kilometers and provided natural gas distribution services to 5.4 million subscribers. This picture also demonstrates the positive impact of natural gas across all regions it reaches, by enhancing quality of life, stimulating local economic activity, and promoting environmental sustainability.

We maintained our financial resilience and delivered a strong performance in 2024, despite ongoing macroeconomic fluctuations. By year-end, our consolidated turnover reached USD 1.8 billion, with EBITDA totaling USD 188 million. These figures reflect our effective resource management and operational strength, underscoring that we closed the year with a solid financial foundation that supports long-term stability.

Furthermore, driven by our sustainable growth strategy and customer-centric approach, we ranked 44th on the 2024 Fortune 500 Türkiye list. Our financial strength—endorsed by JCR Eurasia Rating with an investment-grade long-term rating of “A+ (tr)” —continued to provide robust support for our growth targets. During the same period, we were also recognized as one of the most reputable brands in the energy sector in the 13th Türkiye Reputation Index Survey.

Our Company’s vision of sustainable growth is shaped by long-term investments that consider not only the present but also the future. In 2024, the total amount of investments we realized reached TRY 4.9 billion. The main axis of these investments is to increase access to new subscribers, strengthen infrastructure, develop our digital competencies and deliver natural gas to new regions. In line with our 2030 Strategy Plan, we aim to increase our investments in Türkiye and abroad to a total of USD 2.3 billion in the coming years. By the end of 2025, we plan to complete our IPO preparations.

We are entering a new phase in digitalization, accessibility and customer experience

In 2024, we took significant steps in digitalization, customer satisfaction, and social inclusion. As part of our distribution projects, we transitioned to Synergi Gas—a modern, solution-oriented, and user-friendly platform—replacing the previously used software. We successfully transferred the design of a 69,701-kilometer network, including 649 simulation projects, to the Synergi Gas hydraulic design software. This transformation not only accelerated our design processes but also significantly enhanced system safety and operational efficiency.

We also integrated our Geographical Information Systems infrastructure with the Spatial Address Registration System (MAKS) run by the General Directorate of Population and Citizenship Affairs. We aim to increase our matching rate, which reached 84% at the end of the year, to 90% by the end of 2025.

We deepen our Excellent Customer Experience goal with applications that utilize artificial intelligence. More than 60,000 feedback received over nearly 1 million surveys sent throughout 2024 refined our customer journey and reshaped our business processes in a data-driven way. Within the scope of our project, we improve customer experience, which we check end-to-end, with artificial intelligence-supported feedback analysis.

Through our “Aksa Without Barriers” project, we eliminated barriers to accessing information and services by configuring our corporate website in line with accessibility standards. Leveraging AI-supported sign language plug-ins that simultaneously translate visual and written content into sign language, we provide our visually and hearing-impaired subscribers with fast, barrier-free, and equitable service under all conditions. We regard this initiative not only as a milestone in digital advancement but also as an expression of our commitment to social equality and responsibility.

Gazbir-Gazmer signed a Goodwill Agreement with OSAKA Gas Network, one of the largest natural gas distribution companies in both Japan and the world, to facilitate the exchange of knowledge and technologies related to disaster prevention and earthquakes. According to this agreement, natural gas distribution companies and their employees in Türkiye will be able to benefit from technologies that can be implemented in distribution systems in the event of possible disasters. Within this framework, Aksa Doğalgaz held meetings with OSAKA Gas Network at our Istanbul headquarters and in our Malatya region, where we shared our expertise in disaster prevention and earthquake preparedness, and explored technologies and innovations that can be developed collaboratively. We continue to strengthen our international partnerships in the field of disaster management.

We integrate our sustainability approach into all our processes

At Aksa Doğalgaz, we see sustainability not only as an environmental responsibility but also as an integral part of our long-term corporate strategy. In 2024, we prepared and published our first sustainability report by the Global Reporting Initiative (GRI) Standards and carried our commitment in this area to a corporate framework. We have successfully implemented our Carbon Emission Calculation and Reduction Project in all our distribution regions as of 2024. So, we calculated our Scope 1, 2 and 3 emissions for 2024 in six different categories by ISO 14064 Standard for Calculation and Reporting of Corporate Greenhouse Gas Emissions. In light of these assessments, we aim to calculate and implement reduction strategies for our direct (Scope 1) emissions arising from owned and controlled sources, our indirect (Scope 2) emissions from purchased electricity, and our indirect (Scope 3) greenhouse gas emissions stemming from transportation, purchased goods/services, and the use of our products/services. Additionally, we will continue to offset emissions from electricity consumption across all our regions as part of our energy efficiency efforts. We also commit to sharing all upcoming calculations with the public in a transparent manner.

We design our steps towards the future of energy systems by taking into account the transforming energy ecosystem. We continue our R&D efforts to contribute to the energy solutions of the future with alternative fuels such as green hydrogen and biomethane in the R&D projects we carry out in cooperation with Gazbir-Gazmer.

In 2024, our consistent efforts in sustainability were recognized at the 9th Istanbul Carbon Summit, where we received the SÜT-D 2024 Low Carbon Hero Award. This award, presented to organizations that serve as examples in the fight against climate change by reducing greenhouse gas emissions, was granted for our R&D project “Natural Gas Goes Green.” In addition, through our seed ball initiative launched in collaboration with Ecoriding, we contributed to the reforestation of hard-to-reach areas in Türkiye, further strengthening the link between digital technologies and our sustainability goals.

Reducing environmental impacts, controlling carbon emissions and increasing efficiency in resource use will continue to be among the priority parameters in all our processes.

We will continue to take decisive steps towards our 2030 targets

At our 2024 Strategy Meeting, held under the theme “We’re Just Getting Started,” we assessed our past performance and clarified our targets for 2030. We announced our goals to exceed 70,000 kilometers in network length, surpass 8 million subscribers, and reach an annual distribution volume of 17.2 billion m³ by 2030. This growth reflects not only physical expansion but also our commitment to building a stronger, more agile, and more inclusive corporate structure.

Today, Aksa Doğalgaz has established a structure that directly enhances quality of life in the regions where we operate, minimizes environmental impact, and strengthens operational agility through digitalization. This success is driven by the dedication, perseverance, and commitment of thousands of colleagues—from our field teams to the managers overseeing our processes—each working with unwavering devotion. We take pride in reaching more households every day, touching more lives with every step we take, and contributing to Türkiye’s energy needs in a safe and uninterrupted manner.

In the coming period, we will continue to move forward, inspired by the power of collective effort, and remain committed to creating long-term value. On this occasion, I would like to extend my sincere thanks to all our stakeholders for their valuable support, trust, and collaboration along this journey.

Sincerely,

Yaşar Arslan
Chairman of the Board of Directors



We are committed to sharing all upcoming calculations with the public in a transparent manner within the scope of our sustainability efforts.

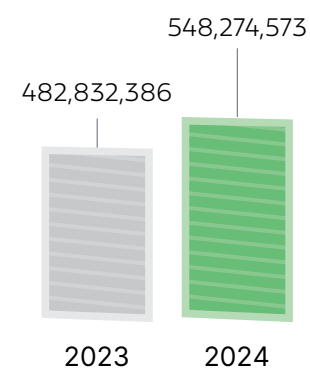


Seyhan

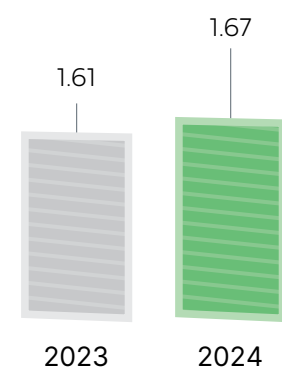
Adana

Adana is a province located in the Mediterranean Region and serves as the center of the Çukurova plain. Known for its fertile agricultural lands and advanced industrial infrastructure, Adana stands out in agriculture—particularly in the production of cotton, corn, and citrus fruits—and in the food industry. The city also has significant production potential in sectors such as petrochemicals, textiles, and automotive sub-industries.

Amount of Gas Distributed (m³)



Share in Türkiye's Exports (%)

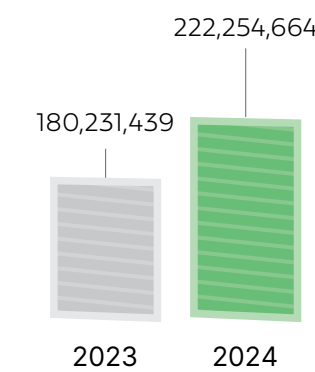


Merkez

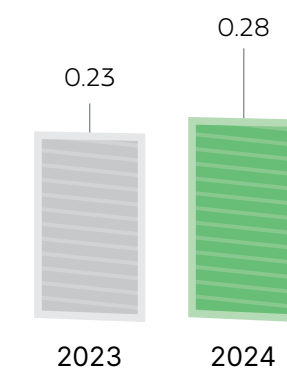
Ordu

Ordu is a province located in the eastern part of the Black Sea Region, distinguished by its coastal strip and mountainous terrain. The local economy is predominantly based on agriculture, with Ordu standing out as one of the world's leading centers for hazelnut production. In addition to hazelnuts and other agricultural products, fishing and small-scale food processing also play a significant role in the province's economic structure.

Amount of Gas Distributed (m³)



Share in Türkiye's Exports (%)



ABOUT KAZANCI HOLDİNG

Aksa Doğalgaz is Türkiye's largest private natural gas distribution company with 10.9 billion m³ of gas and a 22% distribution share.

17,000+ employees

Operations in 24 countries

Sales to 178 countries

Our foundations were laid in the 1950s and since then, Kazancı Holding has been continue its journey at full speed as one of the leading companies in the energy industry. As one of the exemplary and leading companies in our industry, we have always focused on customer satisfaction and trust in our 50-year journey. Embracing these principles with a visionary and innovative mindset, we continue to invest in our country and all over the world.

We started our journey, which laid the foundation for our Group Companies, with Watt Electric Motor Factory in 1968. We commenced generator manufacturing in the 1980s, power plant construction and electricity generation in the 1990s, natural gas distribution in the early 2000s, and electricity distribution and sales in 2010. Building a vertical and horizontal structure, we are proud to have reached a unique position in the energy industry.

Positioned ahead of our competitors, thanks to our expertise and integrated service competence in the energy industry, we aim to grow within the sector through a long-term strategic focus and retain our leading position. We continuously increase the lasting added value we create for the Türkiye economy with our investments in agriculture and tourism sectors in addition to energy, as well as foreign currency cash flow and employment opportunities we create.

At Kazancı Holding, we continue our journey as a global force with production facilities on 4 continents, more than 17 thousand employees and operations in 24 countries and exports to 178 countries around the world.

The subsidiaries of our Holding are among the leading companies in their respective fields due to their achievements.

Of the companies operating under the brand Aksa;

Aksa Doğalgaz provides natural gas distribution services to a population of about 17.6 million and 5.4 million subscribers. The Company safely operates a 47,181 km network infrastructure in 27 provincial centers, 310 districts and towns with 207 offices and under 21 distribution licenses. Serving Türkiye's widest geographical distribution area, Aksa Doğalgaz is the country's largest natural gas distribution company, distributing 10.9 billion m³ of natural gas and boasting a 22% distribution share.

Another successful company as Türkiye's largest publicly traded independent electricity producer with power plants established and operated in Türkiye and abroad, Aksa Energy has taken important steps in line with its 2030 Global Strategy since 2015. Aksa Energy operates in seven countries with an installed capacity of more than 2,694 MW with power facilities in Türkiye, TRNC, Ghana, Madagascar, Mali, Republic of Congo, and Uzbekistan. In 2010, Aksa Energy was listed on Borsa İstanbul under the ticker AKSEN. Aksa Energy's shares are traded on BIST 100, BIST Electricity, BIST Sustainability, BIST Corporate Governance, BIST Participation, MSCI Small Cap, and FTSE Emerging Europe Mid-Cap Indices.

Aksa Power Generation is the leader of the Türkiye generator market and one of Türkiye's largest exporters. Aksa Power Generation is among the world's top five generator manufacturers with 19 sales offices in Türkiye and 22 overseas locations in 18 countries in Asia, Europe, Africa and the Americas.

Offering electricity sales services across 81 provinces, Aksa Electricity is one of the leading players in the Türkiye electricity market with its innovative stance, people-focused business model, and sustainable and alternative energy solutions. Providing electricity supply services in nine provinces within the scope of their operations as authorized supply companies, Aksa Çoruh and Aksa Fırat Retail Sales Companies are at the leading position in the sectoral competition thanks to their strong financial structures, efficiency-oriented strategies, expert staff, Group Companies, and integrations. The service network of the companies includes Artvin, Giresun, Gümüşhane, Rize, and Trabzon in the Çoruh region, and Elazığ, Bingöl, Malatya and Tunceli in the Fırat region, with a population of approximately 4 million and 2.7 million subscribers. Aksa Electricity is an integrated retail company that is committed to delivering its customers innovative, environmentally-friendly and alternative energy solutions.

Çoruh and Fırat Electricity Distribution Companies, which continuously increase customer satisfaction with an uninterrupted distribution approach without compromising quality standards, distribute 6.8 billion kWh of energy annually, meeting the electricity needs of approximately 4 million people in their service regions.

Aksa Electricity Sales, which prefers to use sustainable and environmentally friendly green energy with International Renewable Energy Certificates, shares this eco-friendly vision with its commercial and industrial customers. Aksa Electricity Sales became Türkiye's largest international renewable energy certificate sales company with more than 1,692,459 MWh of green energy certificates in 2024.

Aksa Customer Solutions continues to develop environmentally friendly business models and solutions for customers who want to reduce energy costs and use clean energy. Providing end-to-end energy solutions, it realized solar energy system installations with innovative and sustainable business models and installed solar energy systems with a total installed capacity of 14 MWp. Bringing its sectoral expertise and integrated service competence to every area where energy is involved, Aksa Customer Solutions continues its investments across Türkiye in charging solutions for electric vehicles, which are becoming increasingly widespread and are among the transportation models of the future. It serves as a one-stop reliable solution partner for end-to-end installation, device supply, operation, maintenance and management activities. In this context, with the installation of electric vehicle charging stations, the Company has reached a total of 375 sockets, ranking among the top 10 largest licensed operators out of 171 firms in Türkiye. By obtaining YEK-G Certificates for all its charging stations, the Company has documented that the energy it uses is sourced 100% from renewable resources. It provides the energy needed by electric vehicles to its customers and business partners with fast and convenient solutions, backed by the assurance of Aksa.

In order to convey our longstanding corporate experience to the agriculture industry, we rented İnanlı and Gelemen agricultural enterprises for 30 years, after they were opened for lease by the General Directorate of Agricultural Enterprises in 2005. Two farms run by Aksa Agriculture on a total area of 25 thousand decares in line with the EU standards contribute to the development of agriculture and livestock industry in Türkiye through a sustainable perspective. Aksa Agriculture is among the top 10 farmers in meat and dairy production in Türkiye with a capacity of 18 thousand cattle in total. Alongside dairy and livestock farming, Aksa Agriculture's value-driven operations include fruit gardening, grain farming, silage corn production, sunflower, sugar beet, paddy (rice) cultivation.



Aksa Tourism established the Mirada Hotels & Resorts brand in 2005 with the vision of being at the leading position in the sector. The Company has a total of 4 hotels in its portfolio; Mirada Del Mar in Antalya, Mirada Del Lago and Mirada Del Monte in Erciyes, and Mirada Exclusive Bodrum in Bodrum. Mirada Hotels & Resorts has an important position in summer and congress tourism with the 5-star Mirada Del Mar Hotel in Göynük, Antalya, while the Mirada Del Lago Hotel on Mount Erciyes is making successful strides in winter tourism. Upgraded from a 4-star to a 5-star rating in 2021, Mirada Del Lago Hotel stands as a testament to our commitment to first-class accommodation. In addition, the 3-star Mirada Del Monte Hotel in Erciyes strengthens our presence in this market. Mirada Exclusive Bodrum, which brought a new dimension to the Mirada Hotels & Resorts chain, brought a new perspective to the sector with its innovative concept in 2022. With this new facility, Aksa Tourism aims to expand its operations and offer its customers a wider and more diverse accommodation experience.

Aksa Customer Solutions realizes end-to-end energy solutions services through many sustainable and environmentally friendly projects.

Energy Companies



Aksa Doğalgaz

5.4 million
Subscribers (BBS)

21.8 million
Number of Subscribers in
Türkiye

Region of Operation

- Natural gas distribution in 27 provincial centers and 310 districts and towns across Türkiye

Competitive Advantages

- Türkiye's largest private natural gas distribution company
- Türkiye's largest natural gas distribution region
- Distribution operations in 21 license regions out of a total of 73 in Türkiye
- 22% distribution share



Aksa Energy

10
Power Plants

2,694 MW
Installed Capacity

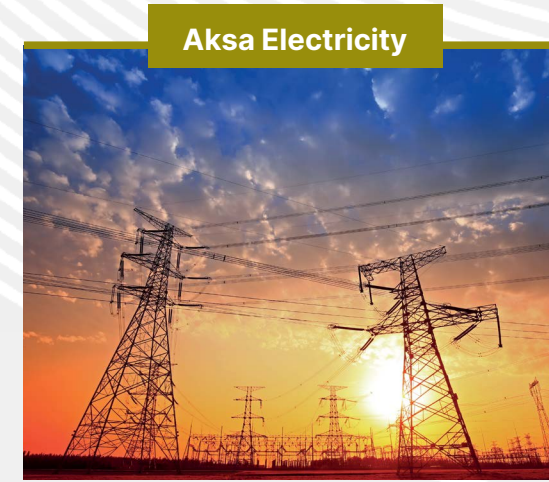
Region of Operation

- Power plant investments in Türkiye, TRNC, Uzbekistan*, Ghana*, Madagascar, Mali, Republic of Congo, Kazakhstan* and Senegal*

Competitive Advantages

- Extensive experience in the energy sector
- Geographically diversified portfolio
- Robust business model
- Strong balance sheet and low level of indebtedness
- Fast, flexible and sustainable power generation solutions
- Over 25 years of experience in power plant installation, operation and relocation

* Uzbekistan Tallimarjon Natural Gas Combined Cycle Power Plant, Ghana Kumasi Combined Cycle Gas Power Plant, Kazakhstan Kyzylorda Combined Heat and Power Plant and Senegal Natural Gas Combined Cycle Power Plant are under investment as of 31.12.2024.



Aksa Electricity

10.45 TWh
Total Electricity Sales Volume

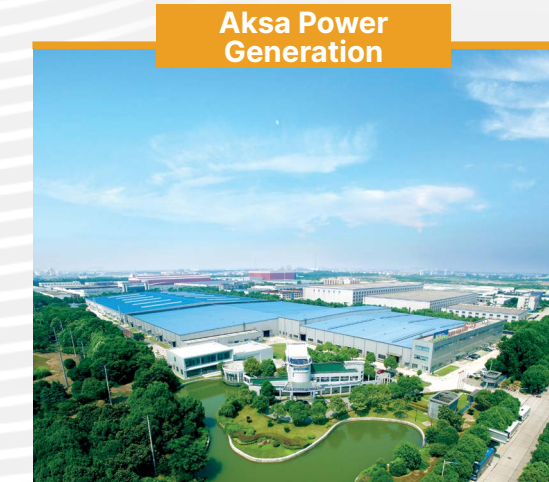
6.8 Billion KWh
Electricity Distribution

Region of Operation

- Electricity sales across Türkiye, electricity distribution and supply in 9 provinces in Çoruh and Fırat regions

Competitive Advantages

- Electricity sales and consultancy service in 81 provinces
- Electricity distribution and supply in 9 provinces
- License regions with lower loss/theft ratios than the targets set by EMRA
- 94 Customer Service Centers
- A broad service network across Türkiye
- Innovative, environmentally-friendly and alternative energy solutions



Aksa Power
Generation

Production in
3 Countries

Region of Operation

- 3 Production Facilities (Türkiye, China, Spain)
- 3 Trade Centers (USA, UAE, Netherlands)

Competitive Advantages

- Power generator manufacturing facility with the world's largest production capacity
- Leader of the Türkiye generator market and among the world's top 5 power generation companies
- The first Turkish generator company to manufacture in the USA
- The only generator company with the accolade of the Turquality brand
- Türkiye's first generator manufacturer with sales on its own e-commerce website
- Generator sets suitable for data center use approved by the Uptime Institute
- Increasing market share and field of activity in Europe with Dagartech majority share acquisition
- Aksa Power Generation Çerkezköy Plant received "Zero Waste Certificate" from the Ministry of Environment, Urbanization and Climate Change of the Republic of Türkiye

Other Group Companies



Aksa Tourism

1,982 Beds
Total Bed Capacity

Region of Operation

- Antalya, Kayseri and Bodrum

Competitive Advantages

- A wide seasonal presence with summer, winter and congress tourism
- Serving a broad customer base with five and three-star hotels
- High number of overnight stays with a capacity of 1,982 beds



Aksa Agriculture

14,500
Cattle Capacity

Region of Operation

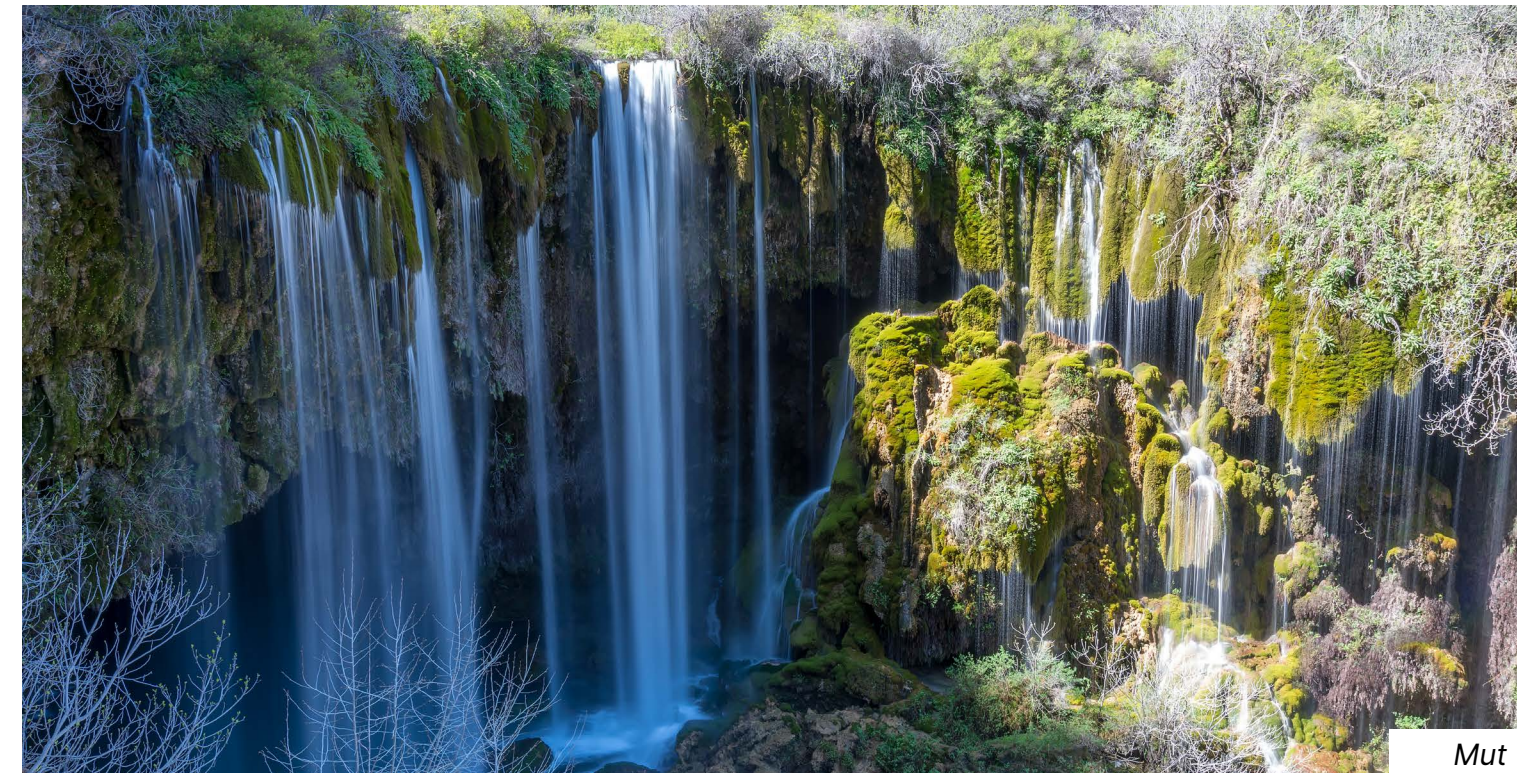
- Tekirdağ and Samsun

Competitive Advantages

- One of the top 10 farms in meat and milk production in Türkiye
- EU-compliant production



Maçka

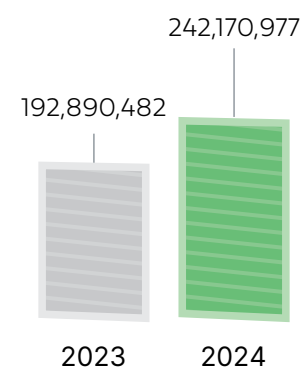


Mut

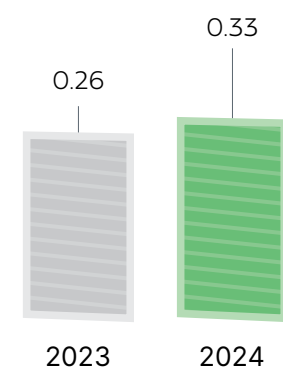
Trabzon

Trabzon is a historic port city in the Eastern Black Sea region and plays a key role as a trade and logistics hub thanks to its strategic geographic location. Although the mountainous terrain limits agricultural land, coastal strip farming—particularly the cultivation of tea, hazelnuts, and kiwifruit—contributes significantly to the local economy.

Amount of Gas Distributed (m³)



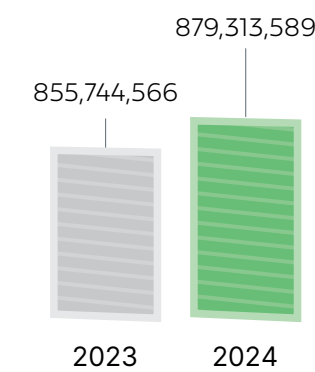
Share in Türkiye’s Exports (%)



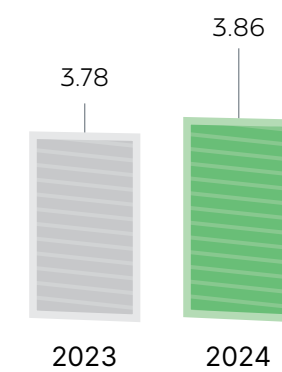
Mersin

Mersin is a major port city and commercial center located on the Mediterranean coast. Its geographical proximity to Middle Eastern and Mediterranean markets makes it a strategic hub for logistics and foreign trade. Agriculture—particularly greenhouse cultivation, citrus fruits, and fruit farming—is widespread in the province, and the agricultural products of the Çukurova hinterland are exported to global markets through the Port of Mersin.

Amount of Gas Distributed (m³)



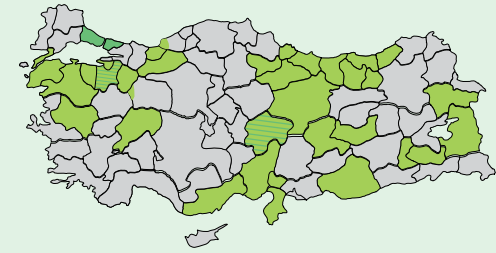
Share in Türkiye’s Exports (%)



ABOUT KAZANCI HOLDİNG

Aksa Doğalgaz

5.4 million
subscribers
11 billion m³
gas distribution



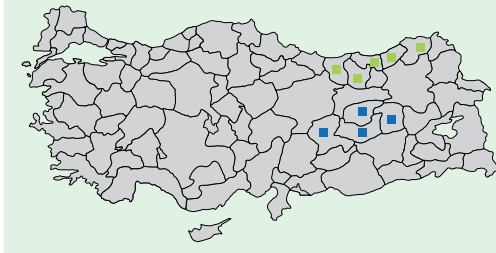
■ Aksa Doğalgaz Head Office
■ Aksa Doğalgaz Distribution Regions
■ Bursa and Kayseri regions are taken over in 2025.

www.aksadogalgaz.com.tr

Aksa Electricity

Electricity sales of approximately 10.45 TWh across Türkiye and electricity supply in 9 cities in the Çoruh and Fırat regions

Distribution of 6.8 billion KWh of electricity to a population of 4 million through Çoruh and Fırat electricity distribution companies

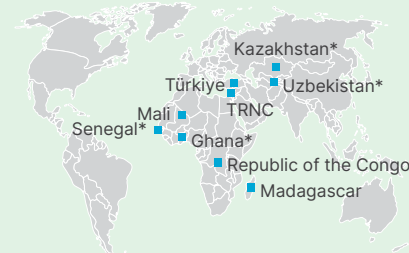


■ Aksa Çoruh Elektrik Perakende Satış A.Ş. Distribution Regions/
Aksa Çoruh Elektrik Perakende Satış A.Ş. Sales Regions
■ Aksa Fırat Elektrik Perakende Satış A.Ş. Distribution
Regions/Aksa Fırat Elektrik Perakende Satış A.Ş. Retail
Sales Regions
□ Aksa Electricity Sales Regions

www.aksaelektrik.com.tr
www.aksacoruh.com
www.aksafirat.com

Aksa Energy

7 countries
2,694 installed capacity



* Uzbekistan Tallimarjon Natural Gas Combined Cycle Power Plant, Ghana Kumasi Combined Cycle Gas Power Plant, Kazakhstan Kyzylorda Combined Heat and Power Plant and Senegal Natural Gas Combined Cycle Power Plant are under investment as of 31.12.2024.

■ Aksa Energy Production Facilities

www.aksaeenerji.com.tr

Aksa Power Generation

One of the world's top 5 generator manufacturers

22 overseas
sales points



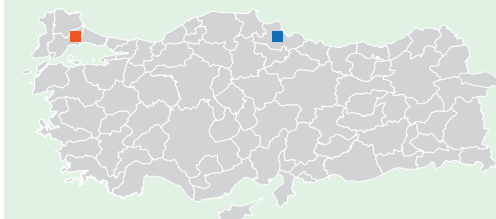
■ Aksa Power Generation Sales Offices
■ Aksa Power Generation Production Facilities and Trade Centers

www.aksa.com.tr

Aksa Agriculture

In the fields of operation located in Tekirdağ and Samsun, which have the most fertile agricultural lands of Türkiye

23,300 tons milk production
50 tons rice production



■ Tekirdağ - İnanlı Agricultural Enterprise
■ Samsun - Gelemen Agricultural Enterprise

www.aksatarim.com

Aksa Tourism

In 3 major cities of Türkiye

902 room capacity
4 hotels



■ Antalya - Mirada Del Mar Hotel
■ Kayseri - Mirada Del Lago Hotel and Mirada Del Monte Hotel
■ Bodrum - Mirada Exclusive

www.miradahotels.com

AKSA DOĞALGAZ'IN YIL DENEYİMİ 20 YILIN ÜZERİNDE

We continue to update and develop our SAP S4/H transformation as a result of our superior service approach at all locations in our regions.

Since the day we were founded in 2002, Aksa Doğalgaz has been providing uninterrupted and high-quality service to 5.4 million subscribers, 27 provincial centers, 310 districts and towns with a network length of more than 47 thousand kilometers.

As a pioneering brand in the natural gas distribution sector, we continue working hard to increase our contribution to the national economy each year, with the goal of doing our best to improve and make our services more sustainable every day.

We are a natural gas distribution company serving the widest geography in Türkiye. 22 years ago, we started operating in this sector. Ever since we have been breaking new ground in the sector and act with the responsibility of operating 21.5% of the total natural gas network in our country.

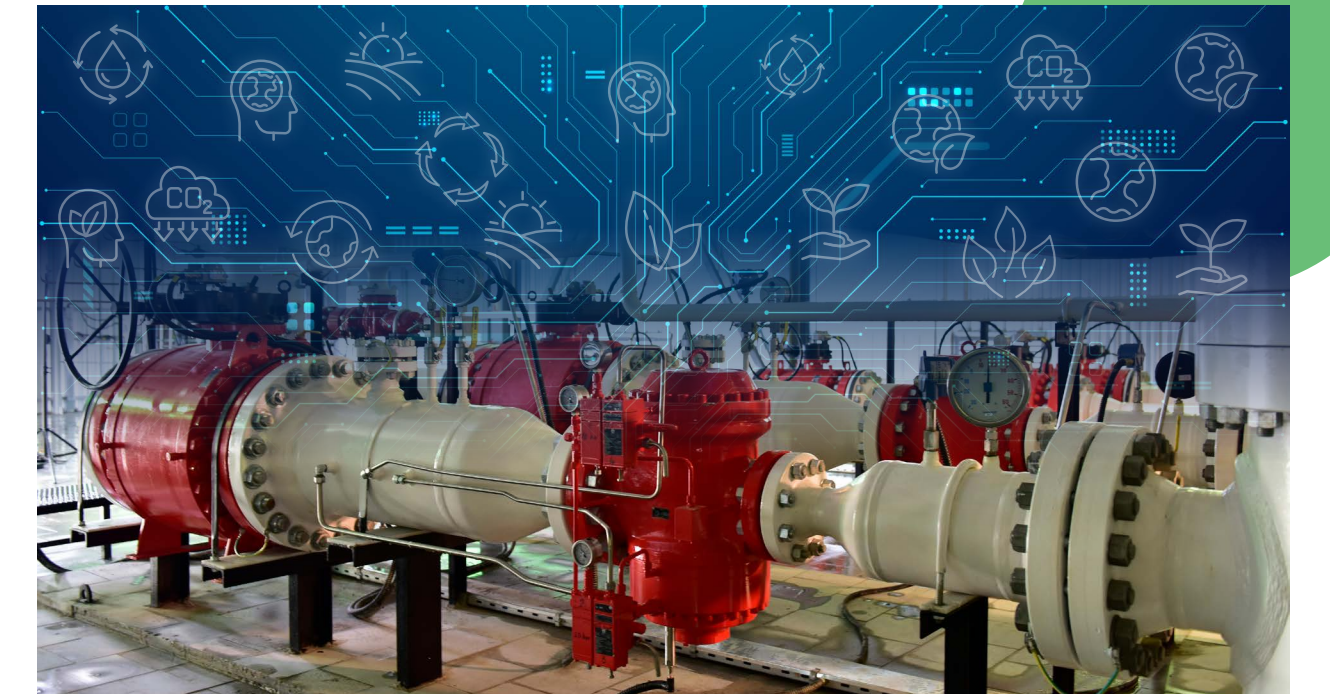
Since the day we were founded, we have grown with the investments we have realized almost everywhere in Türkiye. In line with our sustainability vision, we are taking firm steps forward on our path by focusing on growth without compromising our aim to leave a livable world, a clean and breathable airspace for future generations.

Every year, the demand for natural gas, which is an environmentally-friendly energy, is increasing. This contributes to decreasing carbon emissions significantly.

As Aksa Doğalgaz, we continue on our path with the same enthusiasm we had on our first day, and we are taking our digital infrastructure to a very high level. We continue our update and development efforts regarding our SAP S4/H transformation as a result of our superior service understanding in all locations connected to our regions, and we continue our update and development efforts as we always aim for the better. We are moving forward by gathering all of our operational applications under a single roof. Aksa Doğalgaz prioritizes customer satisfaction by managing customer processes with 360-degree flexibility and setting new standards in its sector.

As we continue to provide high-quality and uninterrupted services to our customers for more than 20 years, we grow consistently with investments by taking firm steps into the future.

27
Number of provincial centers in operation



MILESTONES OF AKSA DOĞALGAZ

Aksa Doğalgaz was ranked among Türkiye's most reputable brands in the energy sector in the "Türkiye Reputation Index Survey."

2002

- Aksa entered the Natural Gas Distribution sector.

2003

December

- Aksa Balıkesir Doğal Gaz Dağıtım A.Ş. was founded
- Aksa Bandırma Doğal Gaz Dağıtım A.Ş. was founded
- Aksa Trakya Doğal Gaz Dağıtım A.Ş. was founded

2004

January

- Aksa Sivas Doğal Gaz Dağıtım A.Ş. was founded

March

- First natural gas distribution license was obtained.

April

- Aksa Düzce Ereğli Doğal Gaz Dağıtım A.Ş. was founded

July

- Aksa Gemlik Doğal Gaz Dağıtım A.Ş. was founded

2005

March

- First Aksa Doğalgaz subscriber

August

- Aksa Malatya Doğal Gaz Dağıtım A.Ş. was founded

September

- Aksa Bilecik Bolu Doğal Gaz Dağıtım A.Ş. was founded

2006

- First privately-owned natural gas wholesales company in Türkiye

January

- Aksa Şanlıurfa Doğal Gaz Dağıtım A.Ş. was founded

March

- Aksa Çanakkale Doğal Gaz Dağıtım A.Ş. was founded

April

- Aksa Manisa Doğal Gaz Dağıtım A.Ş. was founded
- Aksa Afyon Doğal Gaz Dağıtım A.Ş. was founded
- Aksa Tokat Amasya Doğal Gaz Dağıtım A.Ş. was founded

May

- Aksa Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş. was founded

October

- Aksa Doğalgaz Toptan Satış A.Ş. was founded
- Aksa Elazığ Doğal Gaz Dağıtım A.Ş. was founded

November

- Aksa Karadeniz Doğal Gaz Dağıtım A.Ş. was founded

December

- Aksa Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş. was founded

2007

- Natural gas distribution activities were merged under the umbrella of Aksa Doğal Gaz Dağıtım A.Ş.

March

- 100 thousand Aksa Doğalgaz subscribers
- Aksa Ordu Giresun Doğal Gaz Dağıtım A.Ş. was founded

May

- Aksa Van Doğal Gaz Dağıtım A.Ş. was founded

September

- Aksa Çukurova Doğal Gaz Dağıtım A.Ş. was founded

2009

October

- First LNG import license was obtained

2010

October

- 500 thousand Aksa Doğalgaz subscribers

2012

April

- Network length of Aksa Doğalgaz reached 10 thousand kilometers.

2013

May

- 1 million Aksa Doğalgaz subscribers

2015

- Aksa Doğalgaz ranked 47th in Fortune 500's "Türkiye's Top Companies" list.

2016

- Golden Valve award at the Türkiye Energy Summit for the Life Companion Project, which is a first in the sector
- Aksa Doğalgaz ranks 49th in Fortune 500's "Türkiye's Top Companies" list in EBITDA ranking.

July

- Transfer of the natural gas distribution network owned by Aksa Trakya Doğal Gaz Dağıtım A.Ş. to İGDAŞ

September

- 2 million Aksa Doğalgaz subscribers
- Network length of Aksa Doğalgaz reached 20 thousand kilometers.

December

- Aksa Doğalgaz won the EMRA's first TRY-denominated energy tender, which covers natural gas distribution in Ağrı city center and Doğubayazıt district.

2017

- Aksa Doğalgaz ranks 3rd in Fortune 500's "Türkiye's Top Companies" list in terms of return on equity.

March

- Aksa Ağrı Doğal Gaz Dağıtım A.Ş. was founded

July

- Siirt Batman Doğalgaz Dağıtım A.Ş. joined Aksa Doğalgaz.

2018

- Natural gas services for 36 new districts and towns. Thus, Aksa Doğalgaz expanded its network to 180 districts and towns.
- One out of every four families using natural gas in Türkiye is an Aksa Doğalgaz subscriber.

2019

July

- 3 million Aksa Doğalgaz subscribers

2020

January

- Network length of Aksa Doğalgaz reached 30 thousand kilometers.
- Aksa Doğalgaz ranked 56th in terms of Net Sales in Türkiye's Fortune 500 Top Companies list.

2021

July

- 33 more districts and towns were supplied with natural gas.
- Aksa Doğalgaz ranked 51st in terms of Net Sales in Türkiye's Fortune 500 Top Companies list.

2022

January

- 4 million Aksa Doğalgaz Subscribers

July

- Aksa Doğalgaz ranked 64th in terms of Net Sales in Türkiye's Fortune 500 Top Companies list.

2023

May

- Aksa Doğalgaz received the "Low Carbon Hero" Award for four consecutive years.
- Reaching 40 thousand kilometers in length, the Aksa Doğalgaz grid can make one full circle around the world.

July

- Aksa Doğalgaz ranked 39th in Fortune 500's "Türkiye's Top Companies" list.

August

- Aksa Doğalgaz ranked 46th in Capital 500's "Türkiye's Top Companies" list.

October

- Aksa Doğalgaz received the "Consumer Satisfaction Principle Company Award" from the Ministry of Trade.

December

- A first in Türkiye and the world in the 100th anniversary of the Republic; 38 new districts and towns reached natural gas with more than 6 thousand kilometers of natural gas line in just one year.

2024

May

- Aksa Doğalgaz received the "Low Carbon Hero" Award for the fifth consecutive year.

June

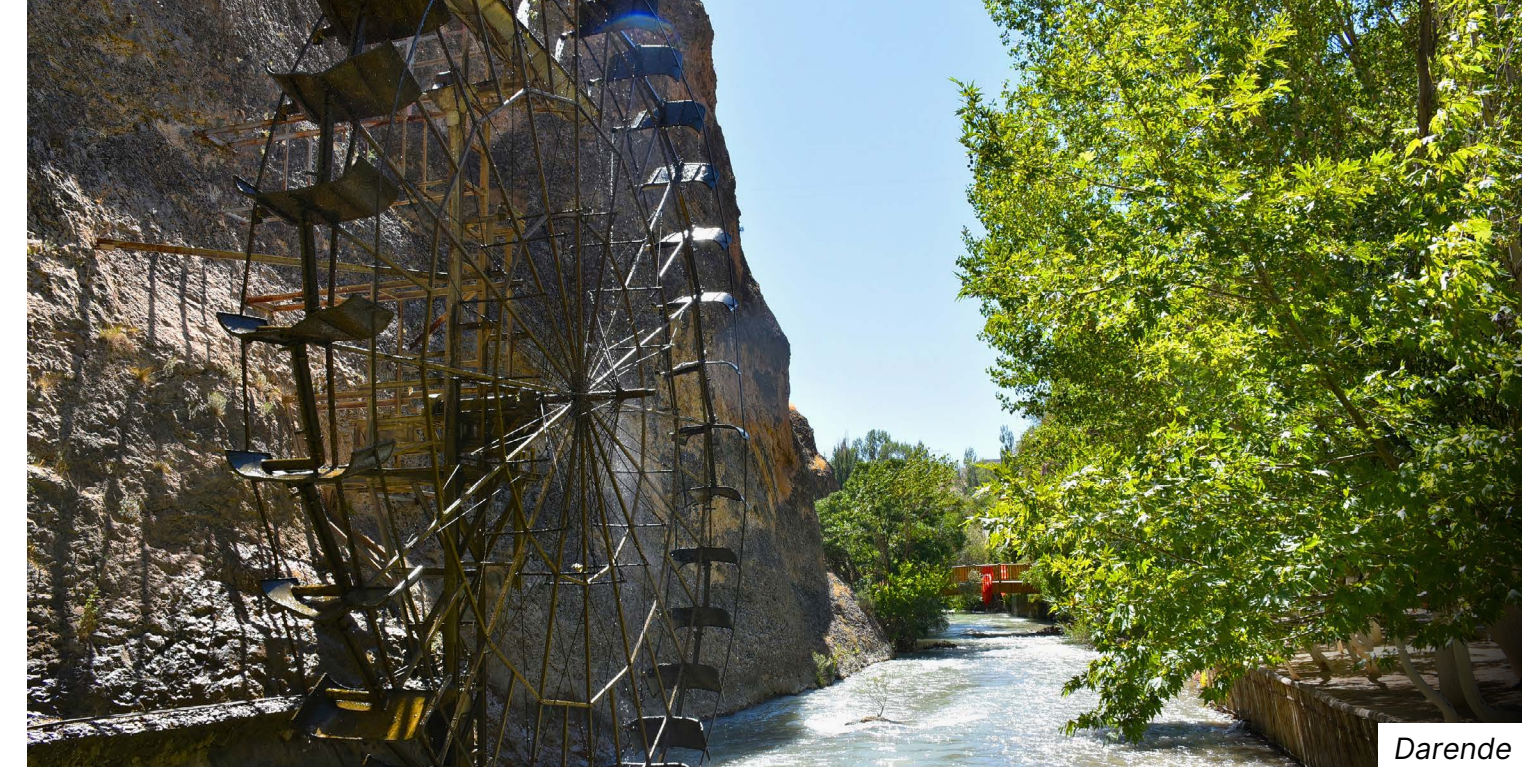
- Aksa Doğalgaz was ranked among Türkiye's most reputable brands in the energy sector in the "Türkiye Reputation Index Survey."

July

- Aksa Doğalgaz ranked 44th in Fortune 500's "Türkiye's Top Companies" list.

October

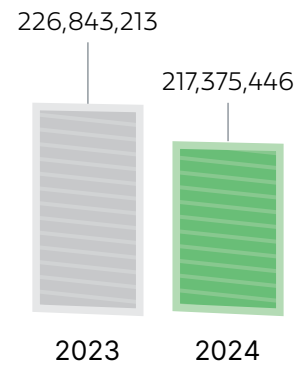
- Aksa Doğalgaz' Annual Report 2023 was selected as the "World's Best Report" and "Türkiye's Best Report" in the online category of the ARC Awards.



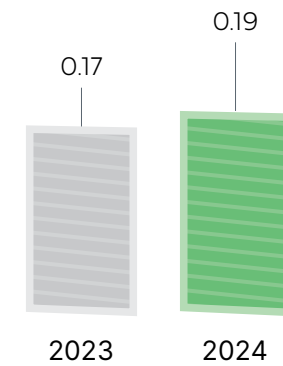
Şanlıurfa

Şanlıurfa is a province located in the Southeastern Anatolia Region, widely known as the "City of Prophets" due to its rich historical and cultural heritage. With vast agricultural lands, Urfa has become one of Türkiye's major agricultural production centers, especially with the expansion of irrigation opportunities under the Southeastern Anatolia Project (GAP).

Amount of Gas Distributed (m³)



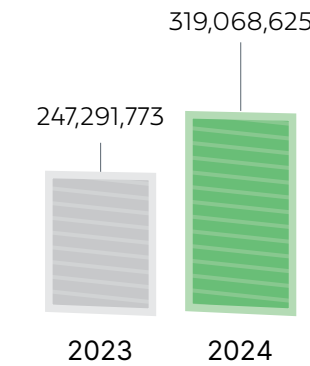
Share in Türkiye's Exports (%)



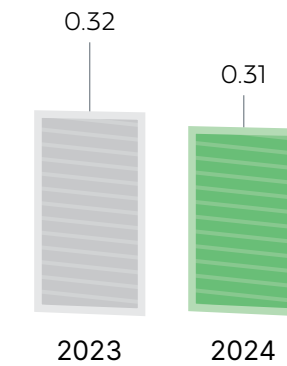
Malatya

Malatya is a province located in the Eastern Anatolia Region and is renowned as the land of apricots. The local economy is largely based on agriculture, particularly Malatya's leading role in global dried apricot production and exports. The high-quality apricots grown in the Malatya plain are the province's most iconic agricultural product, playing a key role in both the local economy and employment.

Amount of Gas Distributed (m³)



Share in Türkiye's Exports (%)



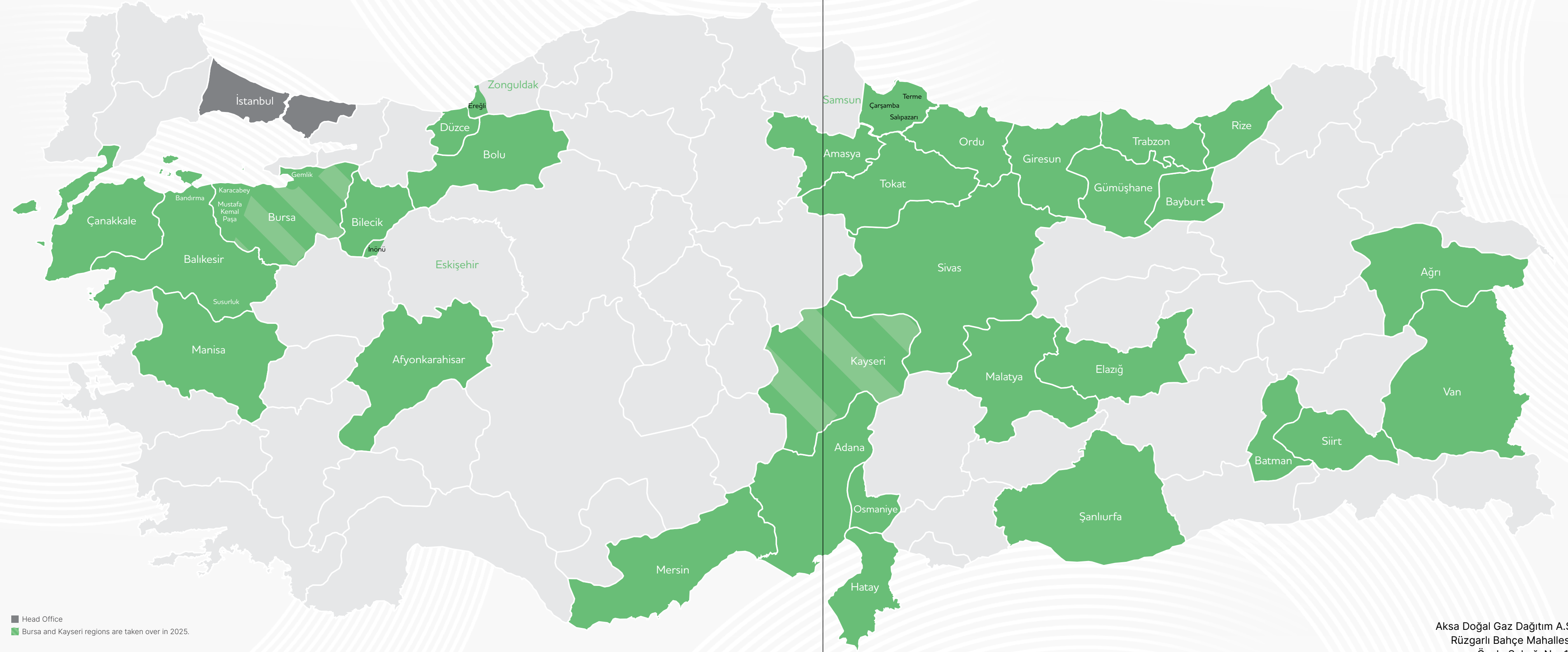
AKSA DOĞALGAZ OPERATIONS MAP

As Aksa Doğalgaz, we took our first step in Balıkesir. Today, we reach 5.4 million subscribers in 27 provincial centers and 310 districts and towns across Türkiye, bringing natural gas comfort to millions of households. In 2024, with the gas supply we provided to new settlements, we continued to bring our citizens together with natural gas, an environmentally friendly, safe and clean energy source.



310
Number of districts
and towns in operation

5.4 million
Number of subscribers



Aksa Doğal Gaz Dağıtım A.Ş.
Rüzgarlı Bahçe Mahallesi,
Özalp Sokağı No: 10
Kavacık, Beykoz-İSTANBUL
T: +90 216 681 00 00

Provinces and Districts Served as of December 31, 2024

Aksa Afyon Dođalgaz Dađıtım A.Ş.

- Afyonkarahisar
- Başmakçı
- Bayat
- Bolvadin
- Çay
- Çobanlar
- Dazkırı
- Dinar
- Döğer
- Emirdağ
- Erkmen
- Evciler
- Hocalar
- Işıklar
- Ihsaniye
- Iscehisar
- Kayhan
- Kızılören
- Salar
- Sandıklı
- Sinanpaşa
- Sultanadağı
- Susuz
- Sülürmenli
- Şuhut
- Yaylabağı

Aksa Ağrı Dođalgaz Dađıtım A.Ş.

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

Aksa Balıkesir Dođalgaz Dađıtım A.Ş.

- Balıkesir
- Altıeylül
- Ayvalık
- Bigadiç
- Burhaniye
- Dursunbey
- Edremit
- Gömeç
- Havran
- Ivrindi
- Karesi
- Kepsut
- Savaştepe
- Sındırge

Aksa Bandırma Dođalgaz

- Bandırma
- Erdek

Aksa Bilecik Bolu Dođalgaz

- Bilecik
- Bolu
- Bayrıköy
- Bozüyük
- Dodurga
- Dörtdivan
- Gölpazarı
- Göynük
- Inhisar
- Inönü
- Karacasu
- Mengen
- Mudurnu
- Osmanieli
- Pazaryeri
- Seben
- Söğüt
- Vezirhan
- Yeniçağca
- Yenişehir

Aksa Çanakkale Dođalgaz

- Çanakkale
- Ayvacık
- Bayramiç
- Biga
- Çan
- Çardak
- Ezine
- Gelibolu
- Geyikli
- Gönen
- Gümüşçay
- Hankendi
- Karaböğaz
- Kepez
- Lapseki
- Terzialan
- Yenice

Aksa Çukurova Dođalgaz

- Adana
- Mersin
- Hatay
- Osmaniye
- Akdeniz
- Aladağ
- Altınözü
- Anamur
- Antakya
- Arsuz
- Aydincik
- Bahçe
- Belen
- Patnos
- Taşlıcağay
- Çukurova
- Defne
- Dörtöyl
- Düzici
- Erdemli
- Erzin
- Fekfe
- Gülnar
- Hassa
- İmamođlu
- İskenderun
- Kadirli
- Karaisalı
- Karataş
- Kırkhan
- Kozan
- Kumlu
- Mezitli
- Mut
- Payas
- Bozantı
- Reyhaneli
- Saimbeyli
- Sarıçam
- Seyhan
- Silifke
- Tarsus
- Toprakkale
- Toroslar
- Tufanbeyli
- Yayladağı
- Yenişehir
- Yumurtalık
- Yüreğir

Aksa Çukurova Dođalgaz

- Adana
- Mersin
- Hatay
- Osmaniye
- Akdeniz
- Aladağ
- Altınözü
- Anamur
- Antakya
- Arsuz
- Aydincik
- Bahçe
- Belen
- Patnos
- Taşlıcağay
- Çukurova
- Defne
- Dörtöyl
- Düzici
- Erdemli
- Erzin
- Fekfe
- Gülnar
- Hassa
- İmamođlu
- İskenderun
- Kadirli
- Karaisalı
- Karataş
- Kırkhan
- Kozan
- Kumlu
- Mezitli
- Mut
- Payas
- Bozantı
- Reyhaneli
- Saimbeyli
- Sarıçam
- Seyhan
- Silifke
- Tarsus
- Toprakkale
- Toroslar
- Tufanbeyli
- Yayladağı
- Yenişehir
- Yumurtalık
- Yüreğir

Aksa Düzce Eređli Dođalgaz

- Düzce
- Akçakoca
- Alaplı
- Beyköy
- Boğaziçi
- Cumayeri
- Yeniçağca
- Eređli

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
- Baskil
- Hankendi
- Karaböğaz
- Kepez
- Lapseki
- Terzialan
- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
- Baskil
- Hankendi
- Karaböğaz
- Kepez
- Lapseki
- Terzialan
- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
- Baskil
- Hankendi
- Karaböğaz
- Kepez
- Lapseki
- Terzialan
- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
- Baskil
- Hankendi
- Karaböğaz
- Kepez
- Lapseki
- Terzialan
- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
- Baskil
- Hankendi
- Karaböğaz
- Kepez
- Lapseki
- Terzialan
- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
- Baskil
- Hankendi
- Karaböğaz
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- Lapseki
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- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
- Baskil
- Hankendi
- Karaböğaz
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- Terzialan
- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
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- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
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- Lapseki
- Terzialan
- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
- Baskil
- Hankendi
- Karaböğaz
- Kepez
- Lapseki
- Terzialan
- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
- Baskil
- Hankendi
- Karaböğaz
- Kepez
- Lapseki
- Terzialan
- Yenice

Aksa Elazığ Dođalgaz Dađıtım A.Ş.

- Elazığ
- Akçakiraz
- Baskil
- Hankendi
- Karaböğaz
- Kepez
- Lapseki
- Terzialan
- Yenice

AKSA DOĐALGAZ DISTRIBUTION

With the strength we derive from our sector leadership, we continue to contribute to our country's economy and offer new opportunities to our subscribers.

17.6 million Population in our distribution regions

4,585 Number of employees

In our country, it has been determined as a national policy that natural gas, which is a safe and clean fuel, should be made widespread by the private sector as an economic alternative to air pollution that increases with urbanization. With this goal in mind, we started our natural gas distribution activities in the Balkesir region, and by the end of 2024, we are continuing our natural gas distribution activities in a total of 21 regions where we have acquired and acquired licenses from the Energy Market Regulatory Authority (EMRA). With our operational applications united under a single system, we carry the leadership in our sector forward.

We continue to operate as the sector leader since the day we were founded. With the strength we derive from our sector leadership, we continue to contribute to our country's economy and offer new opportunities to our subscribers.

Largest natural gas distribution company

With 5.4 million subscribers in 27 provincial centers, 310 districts and towns, a gas distribution volume of 10.9 billion m³, a network length of 47,181 km and a 22% distribution share, we are the largest natural gas distribution company serving the largest geographical distribution area in Türkiye. We can reach a population of 17.6 million and 7.2 million potential subscribers in our distribution regions. Our subscribers increased from 1.7 million in 2014 to 5.4 million by the end of 2024. Our company's total natural gas distribution reached 10.9 billion m³ in the same period, up from 5.9 billion m³ in 2014.

We increased our total investments to TRY 55.3 billion

With an investment amount of TRY 4.9 billion, our total investments rose to TRY 55.3 billion. Our total network length, which was 15,059 km in 2014, reached 47,181 km by the end of 2024. This size shows us that our line has reached a length that can make a full circle around the world.

One step ahead with its expert staff

Our total number of employees, which was 1,278 in 2014, reached 4,585 by the end of 2024. We are proud of breaking new ground in our industry with our expert staff.

High-quality service approach

We carry out our activities with a quality-oriented service approach. We realize our investments quickly and effectively in every region where we undertake natural gas distribution. We supply materials that pass the control stages with 100% success; we integrate them into our network in accordance with high quality standards by passing tests in all investment processes. Thanks to this approach, we have been delivering natural gas to our subscribers in a safe and uninterrupted manner since the first day we started operating.

24/7 Solution Center

We consider keeping customer satisfaction at the highest level and continuously improving our service quality as our main priority. With this understanding, we offer uninterrupted solutions to our subscribers' requests 24/7 through our 187 Natural Gas Emergency Line, 444 4 187 Solution Center and online channels.

In 2024, 99.10% of the 810,678 calls received by our Solution Center at 444 4 187 were answered. In the same period, 98.82% of the 728,287 calls to our 187 Natural Gas Emergency Line were answered. 57% of the calls received through both channels were resolved during the call.

The Aksa Solution Center, which operates within our organization, is a pioneer in service quality with its experienced staff in the energy sector and distribution services, technical and software infrastructure in compliance with international standards, and modern and comfortable physical environment. It stands out as an exemplary and model unit in the sector.

By using the appointment system on the Online Transactions channel on aksadogalgaz.com.tr, our subscribers can perform their transactions without waiting in line at our offices and complete most of their subscription processes online 24/7 from the comfort of their homes.



Breathing in a cleaner future with natural gas

We carry out our activities with the mission of delivering environmentally friendly natural gas to millions of people and leaving a more livable world for future generations. At Aksa Dođalgaz, our priority is to ensure safe and uninterrupted natural gas supply with a responsible and sustainable approach. While improving the quality of life in all regions where we deliver natural gas, we contribute to millions of people starting each new day under a bluer sky.

In line with our goal of leaving future generations an airspace where they can breathe safely, we have successfully implemented the Carbon Emission Calculation and Reduction Project, which we implemented to identify our greenhouse gas sources, control and reduce our carbon emissions, in all our regions as of 2024. Accordingly, we calculated our Scope 1, 2 and 3 emissions for 2024 in six different categories in accordance with ISO 14064 Standard for Calculation and Reporting of

Corporate Greenhouse Gas Emissions. We aim to follow mitigation strategies in these areas by calculating our direct (Scope 1) emissions from the resources we own and control, indirect (Scope 2) emissions from the electricity generation we purchase, and indirect (Scope 3) greenhouse gas emissions from transportation, purchased products/ services and product/service use.

In order to minimize the environmental impact of our operations and contribute to the protection of the environment, we aim to transparently share all our reports with the public in the future. Accordingly, we published our first Sustainability Report, which demonstrates our performance in environmental, social and governance (ESG) areas. Our Annual Report 2023, which we prepared in line with our vision and in accordance with Global Reporting Initiative (GRI) Standards, reflects our commitment to sustainability and our principle of transparency.

At Aksa Dođalgaz, our priority is to ensure safe and uninterrupted natural gas supply with a responsible and sustainable approach.

Key Indicators of Distribution Companies

Distribution Company	Number of Subscribers (BBS)	Number of Subscribers	Net Sales (TRY Million)	Consumption (Sm ³)	Number of Personnel	Network Length (m)
Aksa Afyon Doğalgaz Dağıtım A.Ş.	195,462	168,059	2,044	196,611,998	170	2,446,079
Aksa Ağrı Doğalgaz Dağıtım A.Ş.	70,775	60,839	1,039	102,516,510	92	1,108,005
Aksa Çukurova Doğalgaz Dağıtım A.Ş.	996,414	882,679	11,374	2,684,021,113	518	8,617,333
Aksa Bandırma Doğalgaz Dağıtım A.Ş.	91,309	83,300	1,355	1,227,540,724	61	609,180
Aksa Balıkesir Doğalgaz Dağıtım A.Ş.	292,043	255,371	3,022	283,041,192	192	2,438,347
Aksa Bilecik Bolu Doğalgaz Dağıtım A.Ş.	222,960	186,395	8,348	814,450,543	195	2,253,477
Aksa Çanakkale Doğalgaz Dağıtım A.Ş.	236,040	210,496	1,709	260,604,107	176	1,924,729
Aksa Gümüşhane Bayburt Doğalgaz Dağıtım A.Ş.	68,515	53,235	735	70,841,433	106	768,106
Aksa Düzce Ereğli Doğalgaz Dağıtım A.Ş.	221,895	200,392	3,968	813,440,558	113	2,921,603
Aksa Elazığ Doğalgaz Dağıtım A.Ş.	253,293	220,958	2,218	258,255,243	114	1,822,289
Aksa Ordu Giresun Doğalgaz Dağıtım A.Ş.	368,375	327,693	3,575	1,032,928,212	264	2,405,531
Aksa Gemlik Doğalgaz Dağıtım A.Ş.	62,844	55,415	1,043	529,153,275	39	453,876
Aksa Karadeniz Doğalgaz Dağıtım A.Ş.	342,398	293,226	3,385	344,791,391	249	2,247,930
Aksa Malatya Doğalgaz Dağıtım A.Ş.	311,843	260,361	3,106	319,068,625	143	2,583,513
Aksa Manisa Doğalgaz Dağıtım A.Ş.	340,799	300,798	2,790	581,262,039	222	2,547,856
Aksa Mustafakemalpaşa Susurluk Karacabey Doğalgaz Dağıtım A.Ş.	73,927	68,064	1,313	134,152,022	54	785,901
Aksa Siirt Batman Doğalgaz Dağıtım A.Ş.	187,847	168,367	1,535	185,666,185	122	1,505,283
Aksa Sivas Doğalgaz Dağıtım A.Ş.	238,340	192,093	2,207	264,832,021	172	2,259,447
Aksa Tokat Amasya Doğalgaz Dağıtım A.Ş.	312,570	263,281	2,609	326,804,996	202	3,052,410
Aksa Şanlıurfa Doğalgaz Dağıtım A.Ş.	288,980	237,730	2,044	217,375,446	166	2,001,100
Aksa Van Doğalgaz Dağıtım A.Ş.	221,652	187,508	2,406	276,818,309	129	2,429,351
TOTAL	5,398,281	4,676,260	61,823	10,924,175,943	3,499	47,181,347

* As Bursa and Kayseri regions are taken over in 2025, 2024 is not included in the Key Indicators of Distribution Companies table.



Yaşar Arslan
Chairman of the Board of Directors

Yaşar Arslan graduated from Istanbul Technical University Faculty of Chemical Metallurgical Engineering and worked as Operations Manager at EMAŞ A.Ş. for three years between 1985-1987. Mr. Arslan then served in management positions at Al-Fahd in Saudi Arabia for five years and assumed responsibility at different management levels at İGDAŞ Istanbul Natural Gas Project for five years. Mr. Arslan continued his career as Project Manager at Vinsan in 1996 and took part in İzmit Natural Gas Project, İzmit Environment Integrated Project, Marmaris Environment Integrated Project. In 2004, he joined Aksa Doğalgaz as General Coordinator and Vice Chairman of the Board of Directors, and in 2010 he was appointed President of Aksa Doğalgaz Distribution and Trade Group. Yaşar Arslan, who currently serves as the Chairman of the Board of Directors of 23 natural gas distribution and natural gas wholesale companies operating under Kazancı Holding, as well as Vice Chairman of the Board of Directors of two electricity distribution companies, was appointed as a member of Kazancı Holding's Board of Directors in November 2024. Mr. Arslan, who was one of the founders of the Natural Gas Distributors' Association of Türkiye (GAZBİR), served as Secretary General for 3 terms and has been the President of GAZBİR for 5 terms, also continues to serve as the Vice President of the Natural Gas Assembly of the Union of Chambers and Commodity Exchanges of Türkiye (TOBB). He has also served as the Deputy Chairman of the Board of Directors of the Electricity Distribution Services Association (Elder) for two consecutive terms and as the Deputy Chairman of the Energy Efficiency Association.



Naci Ağbal
Vice Chairman

Naci Ağbal was born on January 1, 1968 in Bayburt. He graduated from Istanbul University, Faculty of Political Science, Department of Public Administration. Mr. Ağbal completed his master's degree in Business Administration General Business Management (MBA) Programme at the University of Exeter, UK. Naci Ağbal worked at the Ministry of Finance as an inspector, as the Vice-Chairman of the Inspection Board, as the Head of the Department of the General Directorate of Revenues and Advisor to the Minister. Mr. Ağbal served as the General Director of Budget and Fiscal Control between 2006-2009 and the Undersecretary of the Ministry of Finance between 2009-2015. Mr. Ağbal served as a Member of the Board of Directors at TÜPRAŞ between 2004-2006 and as a Member of the Board of Directors at PETKİM A.Ş. in 2006. Between 2006-2015, Naci Ağbal worked as a Member of the Board of Directors at Turkish Airlines (THY). Naci Ağbal was the Board Member at Vakıf Participation Bank between 2018-2021. Naci Ağbal also worked as a Member of the Council of Higher Education between 2008-2015 and 2018-2020. Mr. Ağbal was a Member of the Board of Trustees at International Ahmed Yesevi University between 2008-2015 and was member of the Turkish-Japanese Science and Technology University Council between 2019-2020. Mr. Ağbal served as a Member of Parliament during the 25th and 26th terms at The Grand National Assembly of Türkiye as well as undertook the Minister of Finance role at the 64th and 65th Governments. Naci Ağbal was the Head of the Strategy and Budget Department of the Presidency between 2018-2020 and Mr. Ağbal was appointed as the Governor of the Central Bank of the Republic of Türkiye between November 2020 and March 2021. Naci Ağbal has been serving as Vice Chairman of the Board of Directors at Kazancı Holding and its subsidiary Aksa Energy since July 2022, and since May 2023 he is serving as the Vice Chairman of the Board of Directors at Aksa Doğalgaz.



Ömer Muzaffer Baktır
Board Member

Ömer Muzaffer Baktır graduated from Istanbul Technical University, Department of Mining Engineering in 1986. He started his professional career at Pamukbank. He went on to serve in various management roles in the banking sector, including Assistant General Manager in charge of Credits and Marketing at Halkbank; CFO and Executive Board Member of Electricity Distribution Companies at Cengiz Holding; and Assistant General Manager in charge of Marketing and Transformation at Ziraat Bank, also he served on the board of supervisors and board of directors of various foreign companies of the same institution. Subsequently, he served as the Chairman of the Board of Directors at Erdemir Group between 2017 and 2018. Mr. Baktır, who has been serving as the Vice-Chairman of the Board of Directors of Kazancı Holding since February 5, 2018, also serves as the Executive Board Chairman at Aksa Power Generation, Board Member at Aksa Energy, Board Member at Aksa Doğalgaz, and Executive Board Member at Aksa Energy and Kazancı Holding.

OUR VISION, MISSION AND VALUES

OUR VISION

To become one of the world's leading energy solution partners.

OUR MISSION

We produce reliable, sustainable and value-adding energy solutions.

OUR VALUES

Our Priority Is Respect and Trust

We value all earthly beings and respect nature, society, and individuals, sincerely and unconditionally. Mutual trust is our priority in all our relationships.

Entrepreneurship Is Part of Our Spirit

We evaluate new ideas and new opportunities together, take measurable risks, and cross boundaries. We continue our struggle with patience and determination until we achieve our goals.

We Begin Each Day to Be Successful

No matter where we are in the world, we begin each day with to write a new success story.

We Exist Together

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

We Act with Courage

We confront challenges with courage and creativity, striving to build a long-term vision and bring our dreams to life.

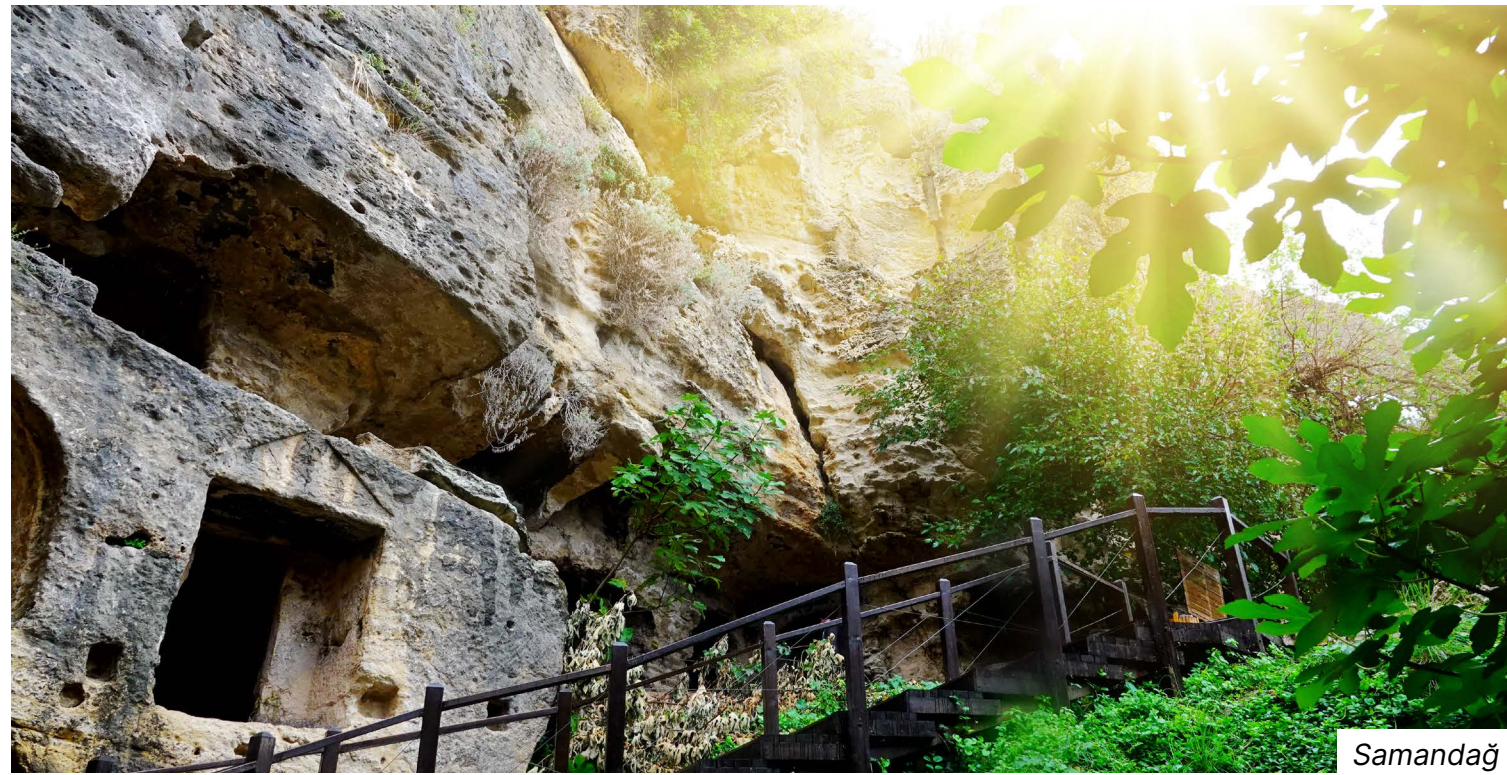
Being Agile Pays Off

In the face of different opportunities or developments, we finish our work in an agile and meticulous way, with an eye for detail.

We Believe in the Enhancing Effect of Competition

We thrive on fair and competitive environments and draw on the enhancing power of competition as we move forward.

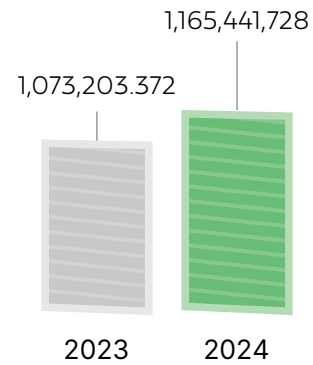




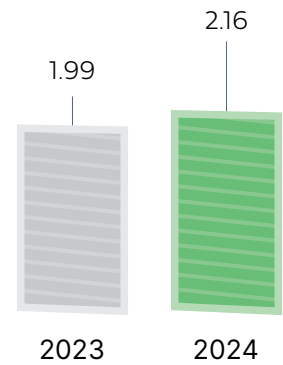
Hatay

Hatay is a border province located at the eastern edge of the Mediterranean Region, distinguished by its strategic location and rich historical and cultural heritage. The province’s geography includes fertile agricultural areas such as the Amik Plain, and the coastal port city of İskenderun on the Mediterranean Sea. Hatay’s economy is shaped by a combination of agriculture, industry, and trade; key agricultural products include citrus fruits, cotton, wheat, and olives.

Amount of Gas Distributed (m³)



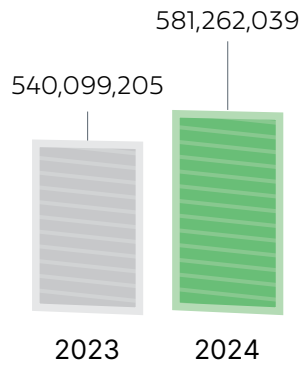
Share in Türkiye’s Exports (%)



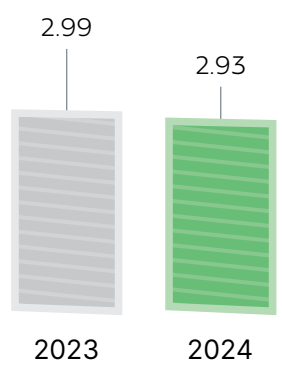
Manisa

Manisa is a province located in the Aegean Region, northeast of İzmir, and stands out with its strong industrial infrastructure. Historically, the fertile Gediz Plain has made agriculture—particularly grapes, olives, tobacco, and cotton—a significant part of the local economy. However, in recent years, Manisa has emerged as one of Türkiye’s prominent industrial centers.

Amount of Gas Distributed (m³)



Share in Türkiye’s Exports (%)



SENIOR MANAGEMENT



Galip Ayköse
Vice President

Finance and Financial Operations (CFO)
Galip Ayköse, who graduated from METU Business Administration Department with a bachelor's degree, started his career as an Auditor at Arthur Andersen in 1998 and worked as a Senior Auditor until 2002. Mr. Ayköse worked as Audit Manager and Audit Director at Ernst & Young between 2002 and 2012, respectively, and later served in the CFO offices and subsidiary boards of Petline, Karadeniz Holding, Çalık Enerji and Aydem Enerji. Galip Ayköse has been serving as CFO at Aksa Doğalgaz since April 2025.



Alper Konyalı
Vice President/1st Group

Technical Operations
Alper Konyalı graduated from Istanbul Technical University, Faculty of Electrical and Electronic Engineering, Department of Energy. He started his professional career in 1986 at VM Engineering as a Worksite Manager. In 1989, he joined İGDAŞ Istanbul Gas Distribution Company as Construction Control Manager, later serving as Head of Construction Control, and Advisor to the General Manager at the same company. At İGDAŞ, Mr. Konyalı's work focused mainly on improving and reorganizing investment processes, preparing corporate strategic plans, and establishing the materials management system. In 2007, Mr. Konyalı joined Aksa Doğalgaz as General Manager. He chaired the GAZBİR Occupational Standard Designation Commissions under the Occupational Proficiency Agency. Mr. Konyalı currently serves as Vice President at Aksa Doğalgaz, Group General Manager of the 17 natural gas distribution companies that report to him, as well as Member of the Board of Directors and Executive Board.



Yücel Yazıcı
Vice President

Technical Operations
Graduating from Istanbul Technical University, Faculty of Mechanical Engineering, Yücel Yazıcı received his Master's degree in Energy from the same university. He started his professional career in 1990 at İGDAŞ as a Worksite Manager. Later, he worked as Worksite Director at the İzmit Natural Gas Distribution project from 1996 to 2000, as Budget and Planning Officer at Alsim Alarko from 2000 to 2002, and as Investments Manager at İZGAZ from 2002 to 2004. In 2004, Mr. Yazıcı joined Aksa Doğalgaz as General Manager. He currently serves as Vice President of the Technical Operations, Member of the Board of Directors and Executive Board of Aksa Doğalgaz.



Şinasi Gölbaşı
Vice President

Retail Trade and Customer Operations
Obtaining his Master's degree at Istanbul Technical University, Department of Chemical Engineering, Şinasi Gölbaşı started his professional career in 2004 as a Measurement Engineer at Aksa Doğalgaz. Later serving as Gas Control Manager and Operations Director, Gölbaşı carried out the Natural Gas Wholesale business line from 2007, when wholesale was liberalized in Türkiye, until 2020. In 2016 he started to serve as Gas Dispatch and Trade Director, with responsibilities including supply and retail sales; customer operations; measurements, automation and dispatch control operations. In 2023, Gölbaşı was appointed as a member of the Executive Committee of Aksa Doğalgaz, and in 2024, he became the Vice President of Retail Trade and Customer Operations at Aksa Doğalgaz.



Seçkin Odabaşı
Vice President

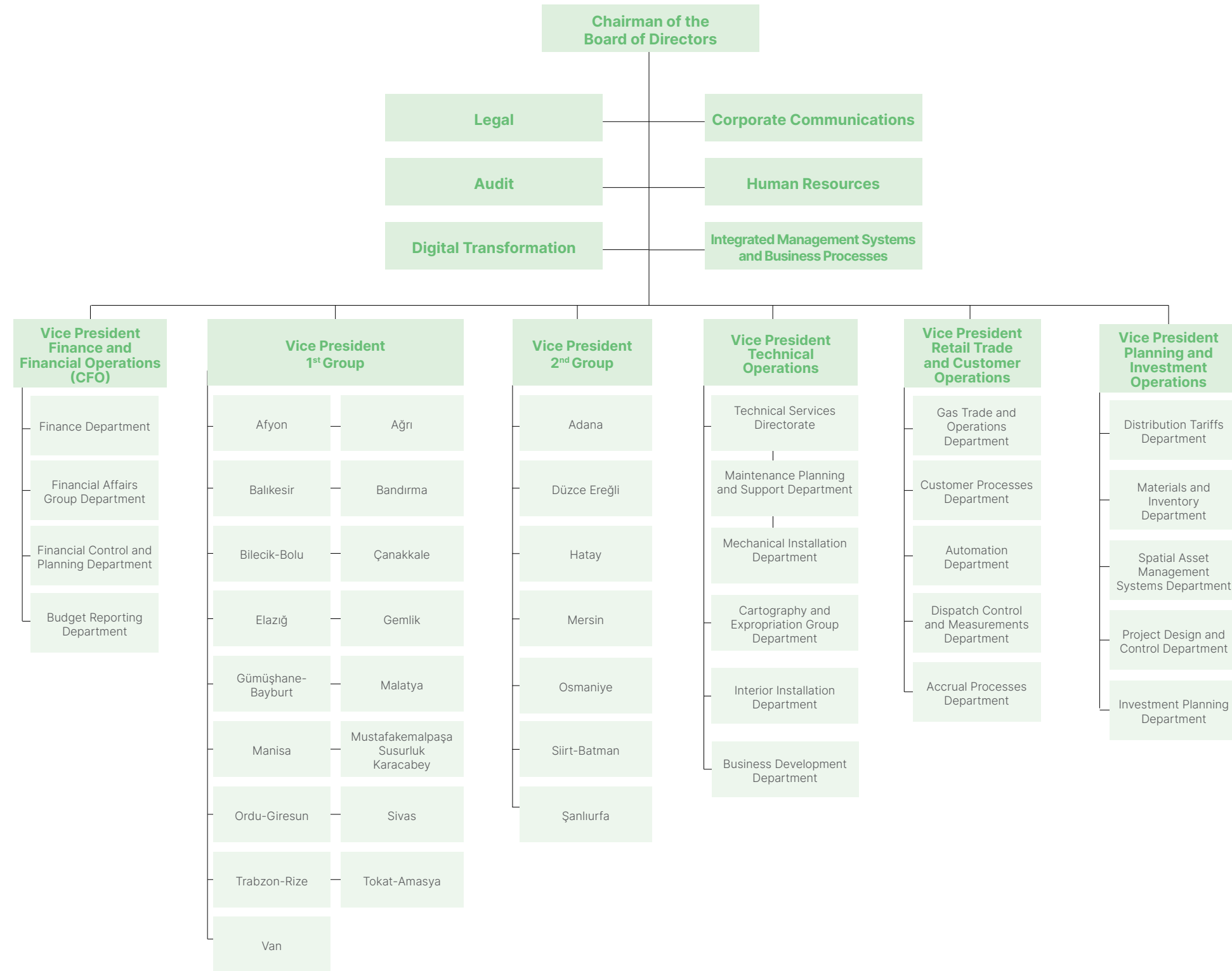
Planning and Investment Operations
Seçkin Odabaşı graduated from Selçuk University, Department of Geodesy and Photogrammetry Engineering and completed his master's degree in Business Management at FMV Işık University. In 2004, Odabaşı started working in the natural gas distribution sector at Eneya Gaz Dağıtım A.Ş. and then, he became Strategic Planning and Tariffs Manager at Aksa Doğalgaz Distribution Group in 2010. As Distribution Tariffs and Planning Director between 2016 and 2024, he managed project design, planning, inventory, investment, geographical information systems, tariff, financial control, budget, and reporting operations. Mr. Odabaşı was appointed as Vice President of Planning and Investment Operations in 2024. He continues to serve as a member of the Executive Committee of Aksa Doğalgaz Distribution Group and as a member of the Board of Directors of group companies. In addition to his responsibilities in the Company, he has been the Chairman of the Tariffs Commission of the Association of Natural Gas Distributors of Türkiye (GAZBİR) since 2014 and a member of the Audit Board of the Association since 2022.



Sertaç Uraz
Vice President/2nd Group

Planning and Investment Operations
Graduating from Mustafa Kemal University, Department of Mechanical Engineering, Sertaç Uraz started his career in the natural gas distribution sector in 2004 as Project Design Chief at Kent Doğalgaz Engineering company. In 2006, Uraz established his own company and joined Aksa Doğalgaz Distribution Group in 2010. Mr. Uraz served as Aksa Malatya Doğalgaz Company Manager between 2012 and 2019 and was appointed as Aksa Doğalgaz Çukurova Group Director in 2019. He was appointed as a member of the Executive Committee of Aksa Doğalgaz Distribution Group in 2023 and as the Vice President of the 2nd Group in 2024. In addition to Adana, Mersin, Hatay and Osmaniye regions, Uraz assumes the management of Siirt, Batman, Şanlıurfa, Düzce, and Karadeniz Ereğli natural gas distribution regions.

ORGANIZATIONAL CHART



Beech Tree

DISTRICT MANAGERS



Adnan Doğan
Aksa Siirt Batman Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2012
adnan.dogan@aksadogalgaz.com.tr



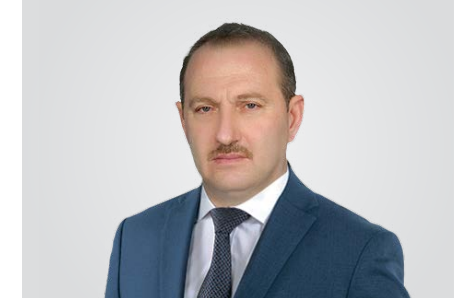
Çağdaş Adıbelli
Bursagaz Bursa Şehirliği Doğalgaz Dağıtım Ticaret ve Taahhüt A.Ş.
Company Manager
Commencement Date: 2008
cagdas.adibelli@aksadogalgaz.com.tr



Doğan Gürler
Aksa Ordu Giresun Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2007
dogan.gurler@aksadogalgaz.com.tr



Ender Onur
Aksa Düzce Ereğli Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2005
ender.onur@aksadogalgaz.com.tr



Mehmet Salih Ayaydın
Aksa Karadeniz Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2006
salih.ayaydin@aksadogalgaz.com.tr



Metin Ceyhan
Aksa Bilecik Bolu Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2005
metin.cejhan@aksadogalgaz.com.tr



Muhammed Nezir Ural
Aksa Şanlıurfa Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2007
muhammed.ural@aksadogalgaz.com.tr



Mustafa Karabacak
Aksa Tokat Amasya Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2004
mustafa.karabacak@aksadogalgaz.com.tr



Erol Yavuz
Kayserigaz Kayseri Doğalgaz Dağıtım Pazarlama ve Ticaret A.Ş.
Company Manager
Commencement Date: 2007
erol.yavuz@aksadogalgaz.com.tr



Evren Karyagdi
Aksa Ağrı Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2011
evren.karyagdi@aksadogalgaz.com.tr



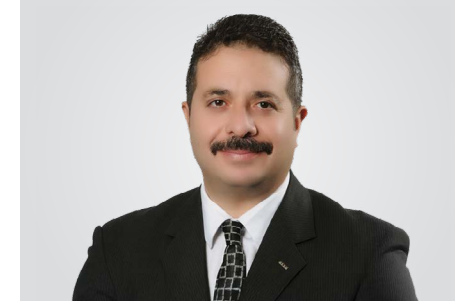
Ferhat Öztürk
Aksa Balıkesir Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2004
ferhat.ozturk@aksadogalgaz.com.tr



Halit Demir
Aksa Çukurova Doğalgaz Dağıtım A.Ş.
Adana District Manager
Commencement Date: 2009
halit.demir@aksadogalgaz.com.tr



Önder Akyol
Aksa Çukurova Doğalgaz Dağıtım A.Ş.
Osmaniye District Manager
Commencement Date: 2010
onder.akyol@aksadogalgaz.com.tr



Onur Dündar
Aksa Elazığ Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2012
onur.dundar@aksadogalgaz.com.tr



Resul Korkmaz
Aksa Sivas Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2007
resul.korkmaz@aksadogalgaz.com.tr



Rifat Tolga Kiran
Aksa Çanakkale Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2018
rifattolga.kiran@aksadogalgaz.com.tr



Hüseyin Duran
Aksa Gümüşhane Bayburt Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2015
huseyin.duran@aksadogalgaz.com.tr



Güngör Ateş
Aksa Malatya Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2004
gungor.ates@aksadogalgaz.com.tr



Müsayip Akyüz
Aksa Van Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2015
musayip.akyuz@aksadogalgaz.com.tr



İbrahim Başaran
Aksa Manisa Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2006
ibrahim.basaran@aksadogalgaz.com.tr



Serdar Delibalta
Aksa Mustafakemalpaşa Susurluk Karacabey Doğalgaz Dağıtım A.Ş.
Aksa Bandırma Doğalgaz Dağıtım A.Ş.
Aksa Gemlik Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2004
serdar.delibalta@aksadogalgaz.com.tr



Serhat Kasapoğlu
Aksa Çukurova Doğalgaz Dağıtım A.Ş.
Hatay District Manager
Commencement Date: 2009
serhat.kasapoglu@aksadogalgaz.com.tr



Tufan Duman
Aksa Çukurova Doğalgaz Dağıtım A.Ş.
Mersin District Manager
Commencement Date: 2008
tufan.duman@aksadogalgaz.com.tr



Tuncay Gezer
Aksa Afyon Doğalgaz Dağıtım A.Ş.
Company Manager
Commencement Date: 2009
tuncay.gezer@aksadogalgaz.com.tr

HEAD OFFICE DEPARTMENT MANAGERS



Banu Gürel
Financial Director
Commencement Date: 2004
banugurel@aksadogalgaz.com.tr



Çağrı Ata
Digital Transformation Director
Commencement Date: 2005
cagri.ata@aksadogalgaz.com.tr



Rıza Aktepe
Technical Services Director
Commencement Date: 2005
riza.aktepe@aksadogalgaz.com.tr



Ayhan Çakmak
Dispatch Control and Measurements Manager
Commencement Date: 2006
ayhan.cakmak@aksadogalgaz.com.tr



Barış Dülger
Accrual Processes Manager
Commencement Date: 2011
baris.dulgar@aksadogalgaz.com.tr



Berfu Türkay
Distribution Tariffs Planning Manager
Commencement Date: 2024
berfu.turkay@aksadogalgaz.com.tr



Ece Bilir Sarıoğlu
Gas Trade and Operations Manager
Commencement Date: 2011
ece.bilir@aksadogalgaz.com.tr



Çelik Karlibahar
Financial Affairs Group Manager
Commencement Date: 2009
celik.karlibahar@aksadogalgaz.com.tr



Selahattin Alioğlu
Cartography and Expropriation Group Manager
Commencement Date: 2004
selahattina@aksadogalgaz.com.tr



Efdal Doğan Timur
Interior Installation Manager
Commencement Date: 2015
efdal.dogantimur@aksadogalgaz.com.tr



Ela Demirtaş
Human Resources Manager
Commencement Date: 2021
ela.demirtas@aksadogalgaz.com.tr



Ertunç Eriçok
Financial Control and Planning Manager
Commencement Date: 2013
ertunc.ericok@aksadogalgaz.com.tr



Hanife Hülya Olgun
Integrated Management Systems and Business Process Manager
Commencement Date: 2023
hanifehulya.olgun@aksadogalgaz.com.tr



Hasan Levent Serpil
Business Development Manager
Commencement Date: 2021
hasanlevent.serpil@aksadogalgaz.com.tr



İbrahim Pazarbaşı
Spatial Asset Management Systems Manager
Commencement Date: 2022
ibrahim.pazarbasi@aksadogalgaz.com.tr



İmdat Gür
Financial Affairs Manager
Commencement Date: 2022
imdat.gur@aksadogalgaz.com.tr



Kutay Haliloğlu
Finance Manager
Commencement Date: 2024
kutay.haliloglu@aksadogalgaz.com.tr

HEAD OFFICE DEPARTMENT MANAGERS



Ömer Gümüş
Supply Chain Manager
Commencement Date: 2016
omer.gumus@aksadogalgaz.com.tr



Özlem Coşkun
Budget Reporting Manager
Commencement Date: 2022
ozlem.coskun@aksadogalgaz.com.tr



Seçkin Soysal
Customer Processes Manager
Commencement Date: 2022
seckin.soysal@aksadogalgaz.com.tr



Selin Samuk
Marketing and Corporate Communications Manager
Commencement Date: 2016
selin.samuk@aksadogalgaz.com.tr



Tevfik Alibey
Maintenance Planning and Support Manager
Commencement Date: 2005
tevfik.alibey@aksadogalgaz.com.tr



Ufuk Sağlam
Mechanical Installation Manager
Commencement Date: 2013
ufuk.saglam@aksadogalgaz.com.tr



Yeşim Aykut
Project Design and Network Management Manager
Commencement Date: 2012
yesim.aykut@aksadogalgaz.com.tr



Volkan Dalakçı
Automation Manager
Commencement Date: 2016
volkan.dalakci@aksadogalgaz.com.tr



Olive Tree

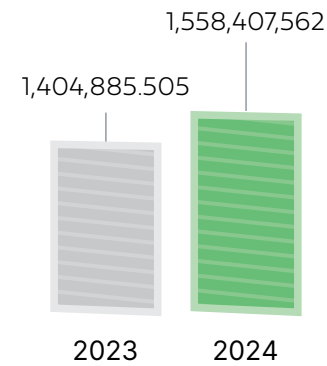


Şeytan Sofrası (Devil's Table)

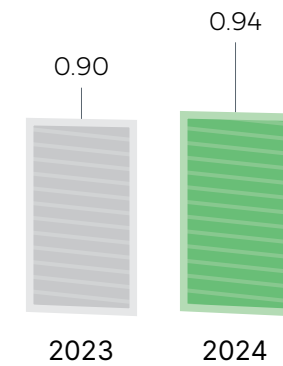
Balıkesir

Balıkesir is a key industrial and agricultural city located at the intersection of the Marmara and Aegean regions. Its geographic location offers strategic advantages for both land and sea transportation. Known for agricultural products such as olives, sunflowers, tomatoes, and viticulture, the city has become an important hub for foreign trade thanks to its growing agricultural output and industrial development.

Amount of Gas Distributed (m³)



Share in Türkiye's Exports (%)

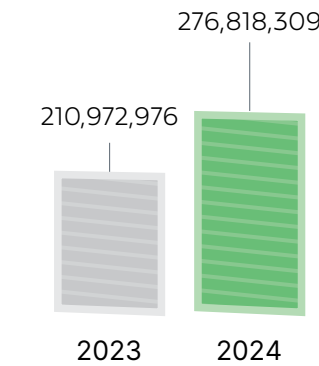


Akdamar Island

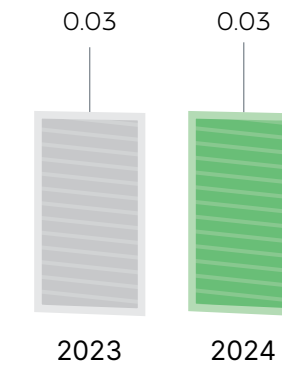
Van

Van is a significant city in the Eastern Anatolia Region, known for its rich historical and cultural heritage. Its geographical location gives it strategic importance in foreign trade. In agriculture, wheat, barley, beans, and fruit production are prominent, while livestock farming and fishing also contribute to the local economy. Additionally, with Lake Van and its historical landmarks, the city serves as an important tourism destination.

Amount of Gas Distributed (m³)



Share in Türkiye's Exports (%)



DEVELOPMENTS IN 2024

We are accelerating our efforts in digital transformation in order to increase customer satisfaction and improve our operational efficiency.

1.3
TRY billion
Savings delivered to the national economy and subscribers as of 2024

Since the day we were founded, we have been providing natural gas supply to our subscribers in the safest and most uninterrupted manner by adopting customer satisfaction as our fundamental principle. We prioritize digitalization in order to continuously improve our service quality; we aim to build a flawless service journey at all our touch points by measuring the customer experience from end to end with the artificial intelligence-supported systems we have commissioned. At Aksa Doğalgaz, we will continue to generate value and grow safely with our commitment to our business, our responsibility to our country, our people-oriented approach and our respect for nature.

- Our natural gas distribution network, which was 44,690 km at the end of 2023, grew to 47,181 km as of 31 December 2024.
- In 2024, the Company distributed 10.9 billion m³ of gas.
- Our number of subscribers has increased nearly 5.4 million.
- We delivered natural gas to 12 more locations. Thus, we increased the number of districts and towns we serve to 310.
- With our investments to date, we created a natural gas conversion market of TRY 264.6 billion, TRY 206.5 billion of which has been physically completed.
- Since the day we were founded, the savings we have provided to our country's economy and our subscribers in the field of energy reached TRY 1.3 billion by the end of 2024.
- Within the scope of our "Life Companion" project, developed in 2015 to ease processes for subscribers with disabilities, the number of registered subscribers rose to 6,376 as of the end of 2024. In 2024, 2,990 calls were answered, with an average response time of 4 seconds; solutions were provided for issues experienced by 876 disabled subscribers in collaboration with emergency teams.

Excellent customer experience with artificial intelligence-supported strategies

While providing natural gas supply to our subscribers in the safest way possible, we are accelerating our efforts in the field of digital transformation in order to maximize customer satisfaction and increase our operational efficiency. To this end, we continuously measure and improve the customer experience at all touch points as part of our collaboration with Alterna CX, which contributes to the improvement of customer experience processes with its artificial intelligence-based solutions. The feedback we receive not only improves our service quality, but also directly contributes to the efficiency of our operational processes.

More than 60 thousand responses were analyzed on 15 different topics

As Aksa Doğalgaz, we continue to continuously measure and improve the customer experience at all our contact points. As part of our Excellent Customer Experience goal, we sent a total of 976,930 surveys to our subscribers as of April 2024. We analyzed more than 60,000 responses through these surveys, which were submitted under 15 different topics including the feedback of our subscribers, and took concrete improvement steps in our processes. With the aim of continuous development and transformation by systematically measuring NPS (Net Promoter Score) and CSAT (General Satisfaction) scores, which are among the international customer satisfaction measurement standards, we updated our survey contents and evaluation methods for more than 20 business processes as of year-end. Considering the average of all responded surveys, we achieved an overall satisfaction score of 4.3 out of 5, with 9 out of 10 subscribers providing positive feedback.

We are on the Fortune and Capital lists

We ranked 44th in the Fortune 500 "Türkiye's Largest Companies" list and 58th in the Capital 500 list.

We are among the Most Reputable Brands in Türkiye

Serving 5.4 million subscribers in 27 provincial centers and 310 districts and towns in 31 provinces, Aksa Doğalgaz was ranked among Türkiye's most reputable brands in the energy sector in the 13th Türkiye Reputation Index Survey.

We continue working on the 2030 Global AKSA Strategy

Our journey, which began with the goal of delivering safe natural gas supply across Türkiye, is now progressing with the vision of transforming into a global energy brand that creates value worldwide—aligned with Kazancı Holding's 2030 Global AKSA Strategy. Our integrated strategy is shaped by the ambition to be a distribution company that grows strongly within the country, expands into international markets, and develops technology-driven, sustainable solutions in every area of operation. This strategy forms the foundation of the steps we take toward the future.

We ranked 44th in the Fortune 500 "Türkiye's Largest Companies" list.

We ranked 44th in the Fortune 500 "Türkiye's Largest Companies" list!

Türkiye's largest 44th company

DEVELOPMENTS IN 2024

Our story, which started with the aim of delivering natural gas safely to all corners of our country, continues steadily on the path to becoming a global brand with our cross-border goals.

47,181
kilometers
2024 existing network
length

10.9
billion m³
2024 natural gas
distribution volume

Our natural gas distribution activities, which started in the Balıkesir region in 2004, continued unabated with investments in 27 provincial centers, 310 districts and towns as of 2024. With 5.4 million eco-friendly subscribers to whom we will provide 10.9 billion cubic meters of natural gas in 2024, we are a big family. Today, we are proud to be the natural gas company with the largest geographical distribution network in Türkiye. Our story, which started with the aim of delivering natural gas safely to all corners of our country, continues steadily on the path to becoming a global brand with our cross-border goals. Our integrated strategy, including our overseas investments, the scale of our group, the dividends it generates and the intense demand of investors guide our IPO efforts.

With a strategy rooted in high customer satisfaction, added value to the national economy, and a deep respect for people, nature, and social life—embedded in all aspects of our operations—we have shaped our 2030 Strategic Plan accordingly. Under this plan, we aim to bring our total domestic and international investments to USD 2.3 billion. We also target expanding our existing network length from 47,181 kilometers as of 2024 to over 70,000 kilometers. In line with the same vision, we plan to increase our subscriber base from 5.4 million at the end of 2024 to over 8 million, and grow our annual natural gas distribution volume from 10.9 billion m³ to 17.2 billion m³. By 2030, we also intend to raise the number of districts and towns we serve from the current 310 to 370.



Highest score from JCR Eurasia Rating

We continue to be in a very strong position in terms of equity and creditworthiness. Within the scope of the credit rating process carried out by JCR Eurasia Rating, our company's Long Term National Rating was determined as "A+ (tr)/(Stable Outlook)" and Short Term National Rating was determined as "J1 (tr)/(Stable Outlook)" at the investment grade level, which is the highest rating.

Standardization in all our steps

At Aksa Doğalgaz, we are committed to achieving our goal of operational excellence, breaking new ground with the most comprehensive digital transformation ever undertaken in our sector. Thanks to SAP CRM/IS-U and all SAP ERP solutions within our integrated structure, we process and analyze data in real time to ensure standardization in all our business processes, especially in subscriber systems applications, and provide the most up-to-date information flow to the relevant units in a complete manner. We monitor all our operations end-to-end, from inventory management to procurement processes, from accounting and finance operations to basic maintenance requirements; we instantly compare the data we obtain from the field and continuously increase our process efficiency by providing simultaneous data transfer to our mobile devices.

From inventory management to procurement processes, from accounting and finance operations to basic maintenance requirements, we monitor our entire operation from end to end.

DEVELOPMENTS IN 2024

We launched a comprehensive update process on our Online Transactions channel. In 2025, we aim to launch our new Online Transactions channel and mobile application.

As of 2024, we switched to Synergi Gas software, which offers more advanced and comprehensive features in our Project Design and Management processes.

Our Online Transactions channel is integrated with e-Government

Our subscribers can perform transactions such as natural gas subscription application, invoice inquiry and objection, subscription contract arrangement or termination application both through our Online Transactions channel and e-Government platform, in the comfort of their homes and without wasting time. At Aksa Doğalgaz, we launched a comprehensive update process on our Online Transactions channel, which we launched in 2018 to provide faster and more accessible service to our subscribers. In 2025, we aim to launch our new Online Transactions channel and mobile application.

Advance Cockpit taken live

Taking another innovative step to manage our business processes more transparently and effectively, we digitalized our personnel advance process with our "Advance Cockpit" application, which we launched in July. With the Advance Cockpit we developed on the Fiori screen used in SAP standards, we reduced the use of paper in personnel advance requests to zero, eliminated manual processes, and ensured that business processes are faster, error-free and traceable.

Within the scope of our application, which provides digital archiving and instant reporting, automatic notifications are sent to the relevant persons at every stage of the process, processes are accelerated with instant access to feedback, and the process proceeds uninterruptedly with the proxy and authorization systems in the approval flow.



Network integrity analysis

We successfully completed our network integrity analysis (Network Trace). By establishing a more reliable and traceable infrastructure in our network operations, we maintain our instant monitoring processes with high precision.

We transferred 79 thousand km of our projects

As of 2024, we switched to Synergi Gas software, which offers more advanced and comprehensive features in our Project Design and Management processes. Synergi Gas not only accelerates our design processes, but also responds to the needs of the era with a solution-oriented approach by prioritizing system network security. In addition to pressure and flow calculations, Synergi Gas enables the control and detailed analysis of the distribution network, supporting planning, making better business decisions and increasing network efficiency.



**A SUSTAINABLE
FUTURE IS
INHERENT IN OUR
BUSINESS**

We implemented our Carbon Emission Calculation and Reduction project across all regions

We successfully completed the implementation of our Carbon Emission Calculation and Reduction Project in all our regions as of 2024. Launched with the goal of identifying greenhouse gas sources, controlling carbon emissions, and reducing them, the project was executed in line with our sustainability priorities. In this context, we calculated our Scope 1, Scope 2, and Scope 3 emissions for 2024 in accordance with the ISO 14064 Standard for the Calculation and Reporting of Organizational Greenhouse Gas Emissions, using six different categories. Our aim is to develop and follow reduction strategies for direct emissions from sources we own and control (Scope 1), indirect emissions from purchased electricity (Scope 2), and other indirect emissions (Scope 3), including those from transportation, purchased goods/services, and product/service use.

In order to minimize the environmental impact of our operations and contribute to environmental protection, we commit to transparently sharing all future calculations with the public.

Sustainability report in accordance with GRI standards

We published our first Sustainability Report, revealing our performance in environmental, social and governance areas (ESG). Our Annual Report 2023, which we prepared in accordance with Global Reporting Initiative (GRI) Standards within the framework of our vision, emphasizes our commitment to sustainability and our principle of transparency. In this report, Aksa Doğalgaz explains its strategies and targets, and details its efforts in a wide range of areas, from environmentally friendly energy solutions to carbon footprint reduction targets, from financial development and stakeholder relations to social responsibility efforts, from digital transformation processes to occupational health and safety practices.

We have successfully implemented our Carbon Emission Calculation and Reduction Project in all our regions as of 2024.

DEVELOPMENTS IN 2024

As part of our collaboration with Ecoding, we drop seed balls in hard-to-reach areas via ecoDrones.

100 thousand
Number of seed balls dispersed in 2024

Biomethane is blended with natural gas

In our R&D project (Domestic and Green Power of Waste in Our Natural Gas), which we conducted in cooperation with Gazbir-Gazmer, we evaluated the economic sustainability and energy efficiency impacts of the blended gas resulting from the blending of biomethane obtained from organic waste with natural gas. We believe in the strategic importance of alternative fuels and energy sources in the fight against climate change, and we resolutely continue our innovative and value-creating research and development activities in this direction.

The seeds meet nature

With our goal of leaving a healthy and livable environment for future generations, we continue our efforts in the field of sustainability by saying "It is in our nature." As part of our collaboration with Ecoding, a social enterprise that develops technology-oriented solutions against the climate crisis, we are dropping seed balls in hard-to-reach areas in our country via ecoDrones. Thanks to these seed balls, we continue to directly support reforestation and biodiversity conservation on behalf of our subscribers.



We are Low Carbon Heroes for the fifth time

At the 9th Istanbul Carbon Summit, we received the SÜT-D 2024 Low Carbon Hero Award for the fifth time in a row. This award, presented to organizations that serve as examples in the fight against climate change by reducing greenhouse gas emissions, was granted for our R&D project "Natural Gas Goes Green." Within the scope of this project, for which we have completed research, development and feasibility studies in a laboratory environment, we have mixed 20% green hydrogen into natural gas. Hydrogen reduces carbon intensity and plays an active role in storing and delivering renewable energy in times of oversupply. We aim to increase the use of green hydrogen and diversify Türkiye's energy supply security with the project, which we have implemented under the coordination of GAZBİR-GAZMER and in cooperation with Yıldız Technical University.

The World's and Türkiye's Best Report

Accompanied by "Seed Observer" Lalehan Uysal's photographs themed around Anatolian Seeds, our Annual Report 2023 — previously the recipient of seven awards and prepared under the theme "To the Country, the Nature, Food... and the Future..." — has been recognized as the best report both in Türkiye and globally in the Online Report category of the ARC Awards.



WE REMOVED BARRIERS on aksadogalgaz.com.tr.

With our "Aksa Without Barriers" project, we structured our corporate website in accordance with accessibility standards and removed all barriers in accessing information and services.



We realized the "Aksa Without Barriers" project, a first in Türkiye in the natural gas distribution sector

As part of our "Aksa Without Barriers" project, which we realized in cooperation with Sign for Deaf, we restructured our corporate website in accordance with accessibility standards and eliminated all barriers to access to information. Thanks to the artificial intelligence-supported sign language plugin and accessibility tools we have commissioned, texts, images and video content on aksadogalgaz.com.tr can be instantly translated into sign language and vocalized. With our "Aksa Without Barriers" application, we offer a barrier-free and inclusive service to all our subscribers by providing hearing and visually impaired individuals with equal access to information and services in digital environments.

We added new certificates to our portfolio

In 2024, we transitioned to the 2022 version of the ISO 27001 Information Security Management System Standard for Aksa Doğal Gaz Dağıtım A.Ş. and 21 subsidiaries. We also included the ISO/IEC 27019:2017 Information Technology - Security Techniques certification, which includes information security measures specific to the energy service industry.

Collaboration with international companies on earthquake

Within the framework of the Goodwill Agreement signed by Gazbir-Gazmer with OSAKA GAS Network, one of the world's and Japan's largest natural gas distribution companies, to share information and technologies on disaster prevention

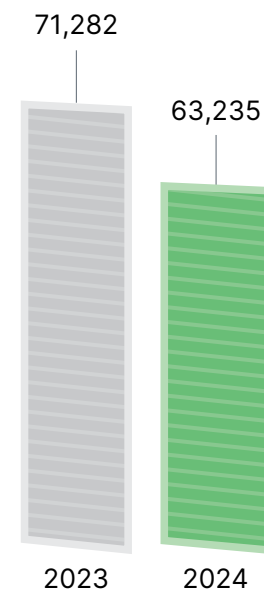
and earthquakes, natural gas distribution companies and their employees in Türkiye will be able to benefit from the technologies that can be realized in natural gas distribution systems in case of possible disasters that may occur. In this context, Aksa Doğalgaz came together with OSAKA GAS Network in Istanbul and Malatya to share our know-how on disaster prevention and earthquakes. We evaluated technologies and innovations that we can develop together.

FINANCIAL AND OPERATIONAL INDICATORS

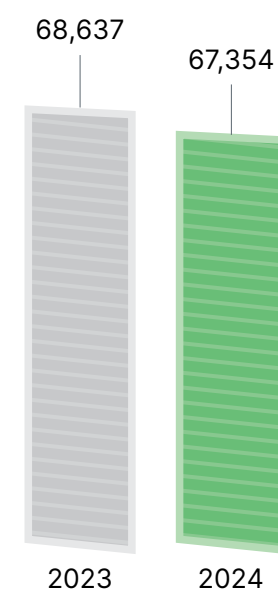
Financial Indicators

Financial Indicators (TRY Million)	2023	2024	Change (%)
Net Sales	71,282	63,235	-11.3%
Total Assets	68,637	67,354	-1.9%
Total Equity	11,079	10,626	-4.1%
Total Investment Amount	8,649	4,940	-42.9%
Gross Profit for the Period	3,131	4,083	30.4%
Operating Costs	6,009	7,976	32.7%
EBITDA	4,872	6,626	36.0%
Net Profit for the Period	7,627	1,722	-77.4%

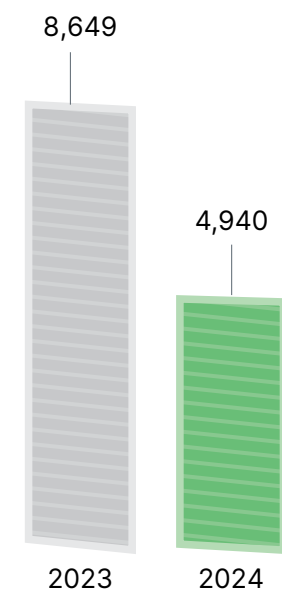
Net Sales (TRY Million)



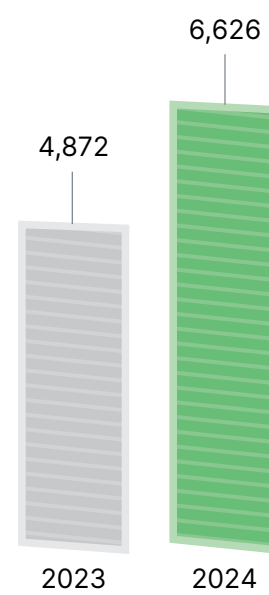
Total Assets (TRY Million)



Total Investment Amount (TRY Million)



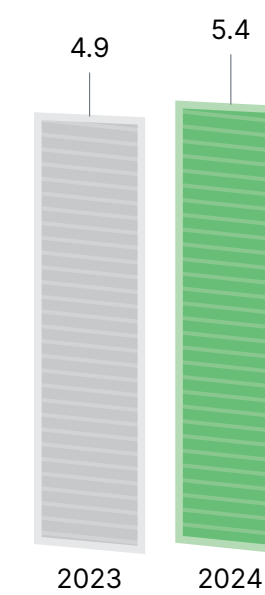
EBITDA (TRY Million)



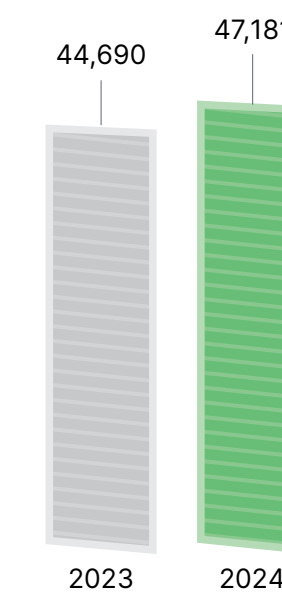
Operational Indicators

Operational Indicators	2023	2024	Change (%)
Number of Natural Gas Distribution Licenses	21	21	0.0%
Total Number of Subscribers (BBS)	4,914,353	5,398,281	9.8%
Total Number of Subscribers	4,228,375	4,676,260	10.6%
Number of Potential Residential Subscribers	6,817,536	7,246,150	6.3%
Network Length (Km)	44,690	47,181	5.6%
Total Consumption Volume (Sm ³)	9,695,478,514	10,924,175,943	12.7%

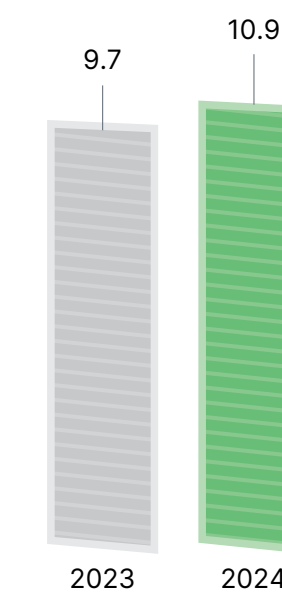
Total Number of Subscribers (BBS) (Million)



Network Length (Km)



Total Consumption Volume (Sm³) (Billion)



Distribution Company Staff Development



CAPITAL AND SHAREHOLDING STRUCTURE

Natural Gas Group Company Information (Capital Structure)

TRADE NAME	CAPITAL	KAZANCI HOLDİNG A.Ş.	AKSA DOĞALGAZ DAĞITIM A.Ş.	MUNICIPALITIES	KAZANCI FAMILY AND OTHERS
1 AKSA DOĞALGAZ DAĞITIM A.Ş.	3,000,000,000	99.96%			0.04%
2 AKSA ÇUKUROVA DOĞALGAZ DAĞITIM A.Ş.	160,000,000		89.44%	9.91%	0.65%
3 AKSA AFYON DOĞAL GAZ DAĞITIM A.Ş.	45,000,000		86.97%	10.00%	3.03%
4 AKSA DÜZCE EREĞLİ DOĞALGAZ DAĞITIM A.Ş.	26,000,000		89.20%	10.00%	0.80%
5 AKSA BALIKESİR DOĞAL GAZ DAĞITIM A.Ş.	21,000,000		89.20%	10.00%	0.80%
6 AKSA ÇANAKKALE DOĞALGAZ DAĞITIM A.Ş.	21,000,000		89.20%	10.00%	0.80%
7 AKSA BİLECİK BOLU DOĞALGAZ DAĞITIM A.Ş.	18,000,000		89.20%	10.00%	0.80%
8 AKSA MANİSA DOĞALGAZ DAĞITIM A.Ş.	15,000,000		89.20%	10.00%	0.80%
9 AKSA ELAZIĞ DOĞALGAZ DAĞITIM A.Ş.	5,500,000		87.00%	10.00%	3.00%
10 AKSA ŞANLIURFA DOĞAL GAZ DAĞITIM A.Ş.	5,000,000		75.00%	10.00%	15.00%
11 AKSA M.KEMALPAŞA SUS. KAR. DOĞAL GAZ DAĞITIM A.Ş.	2,000,000		86.97%	10.00%	3.03%
12 AKSA BANDIRMA DOĞALGAZ DAĞ. A.Ş.	1,000,000		86.97%	10.00%	3.03%
13 AKSA SİVAS DOĞALGAZ DAĞITIM A.Ş.	1,000,000		86.97%	10.00%	3.03%
14 AKSA GEMLİK DOĞALGAZ DAĞITIM A.Ş.	1,000,000		86.97%	10.00%	3.03%
15 AKSA MALATYA DOĞALGAZ DAĞITIM A.Ş.	1,000,000		89.78%	10.00%	0.22%
16 AKSA GÜMÜŞHANE BAYBURT DOĞALGAZ DAĞITIM A.Ş.	1,000,000		86.97%	10.00%	3.03%
17 AKSA ORDU GİRESUN DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		89.20%	10.00%	0.80%
18 AKSA KARADENİZ DOĞALGAZ DAĞITIM A.Ş.	1,000,000		89.20%	10.00%	0.80%
19 AKSA TOKAT AMASYA DOĞALGAZ DAĞITIM A.Ş.	1,000,000		86.97%	10.00%	3.03%
20 AKSA VAN DOĞALGAZ DAĞITIM A.Ş.	1,000,000		89.20%	10.00%	0.80%
21 AKSA AĞRI DOĞALGAZ DAĞITIM A.Ş.	1,000,000		90.00%	10.00%	0.00%
22 AKSA SİİRT BATMAN DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		97.00%		3.00%
23 KONİ TEKNİK MÜHENDİSLİK A.Ş.	14,900,000		100.00%		0.00%

* As Bursa and Kayseri regions are taken over in 2025, they are not included in the 2024 capital and shareholding structure.



Red Pine Tree

CHANGES OCCURRING FROM THE PERIOD-END TO THE ISSUANCE OF THE REPORT

We completed the acquisition and transfer of the distribution companies in Bursa and Kayseri regions. With more than 20 years of experience, we have strengthened our leadership position in the sector and ranked fourth among Europe's largest natural gas distribution companies.

In order to ensure uninterrupted and safe gas supply throughout 2024, we carried out our leak detection activities with 14 fully equipped vehicles.

We completed the transfer of Bursagaz and Kayserigaz

As Aksa Doğalgaz, we have completed the acquisition and transfer of the distribution companies in the Bursa and Kayseri regions of SOCAR Türkiye. With more than 20 years of experience, we have strengthened our leadership position in the sector and ranked fourth among Europe's largest natural gas distribution companies. With the acquisitions, we started to provide natural gas distribution services in 29 provincial centers located within the borders of 32 provinces, and we increased our number of licenses from 21 to 23. As of today, we supply gas to 337 districts and towns. Our network length increased by 31% to more than 62 thousand kilometers. The number of our subscribers increased by 36% to 7.3 million, while the annual amount of natural gas we distribute grew by 27% to 13.9 billion cubic meters. We will continue to provide natural gas to both cities that have joined our operational network in a safe and uninterrupted manner with our principle of high customer satisfaction.

We Are the Most Reputable Brand in the Energy Sector

According to the 14th Türkiye Reputation Index Survey, we were recognized as the most reputable brand in the energy sector. This meaningful award stands out by reflecting the strong bond we have established with our subscribers and the sensitivity and value we attach to customer satisfaction. In the survey, 49.0% of the respondents cited Aksa Doğalgaz as the most reputable company in the energy sector. The most reliable sources of information for respondents who found Aksa Doğalgaz reputable were family and social circles, company employees, academics and scientists.

We analyze surveys with artificial intelligence-based data analytics

Within the scope of the Excellent Customer Experience Project, which we launched in cooperation with Alterna CX in order to provide our subscribers with a richer and more effective customer experience, we continue to send surveys about the service processes taking place at our physical contact points. We analyze the feedback we receive at all our contact points, from connection agreement to gas start-up, with artificial intelligence-supported data analytics methods. As of April 2024, a total of 976,930 customer satisfaction surveys were delivered to our subscribers. We are continuing the process with the same determination in 2025.

We are Low Carbon Heroes for the sixth time

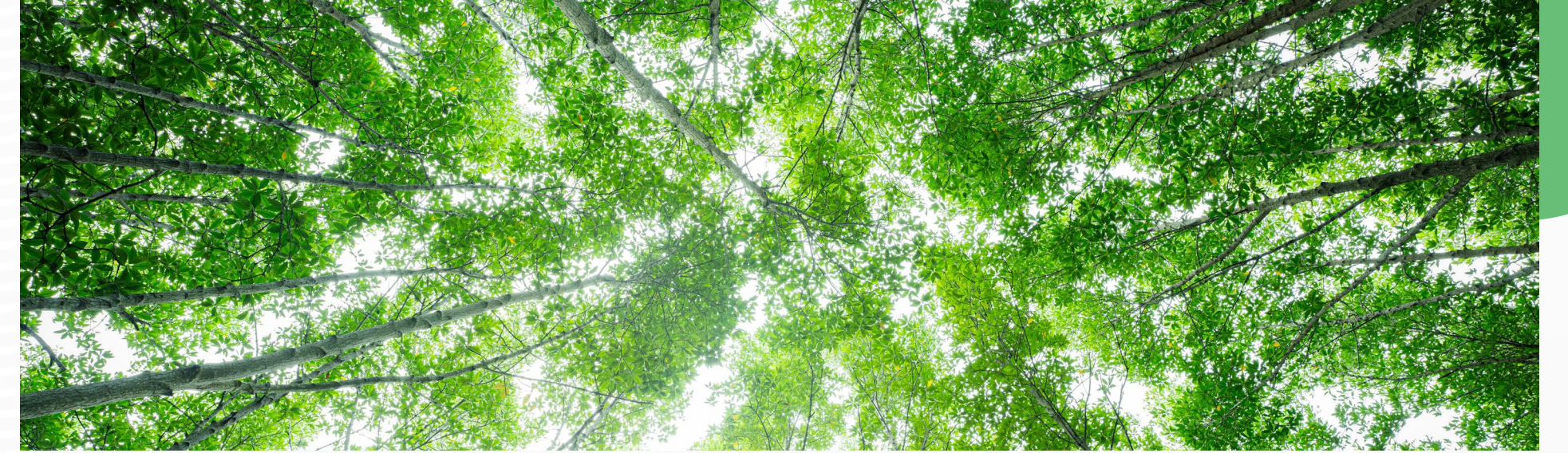
With more than 20 years of delivering environmentally friendly natural gas to millions of users, Aksa Doğalgaz pioneers sustainable energy projects that contribute to the fight against climate change. Within the scope of our R&D project carried out in cooperation with Gazbir-Gazmer, we evaluated the contribution of the mixed gas we created by blending biomethane obtained from organic wastes with natural gas to the reduction of carbon emissions, energy efficiency and economic sustainability. This project was introduced at the 10th Istanbul Carbon Summit organized by the Sustainable Production and Consumption Association (SÜT-D) with the main support of the Ministry of Environment, Urbanization and Climate Change and Istanbul Technical University under the title "Local and Green Power of Waste in Natural Gas." For the sixth time, our project was deemed worthy of the SÜT-D 2025 Low Carbon Hero Award, given to organizations that make a difference in the fight against climate change by reducing greenhouse gas emissions.

Our natural gas network is always safe with 14 fully equipped vehicles

We digitally record our expanding natural gas network with SAP S/4HANA infrastructure; we create the five-year maintenance plans of our network through this system. In order to ensure uninterrupted and safe gas supply throughout 2024, we carried out our leak detection activities with 14 fully equipped vehicles. We also continued to actively use devices equipped with the latest laser technologies that can detect gas leaks remotely. In 2025, we are further strengthening our device inventory by increasing our investments in this area.

More effective operational management

In our existing network management infrastructure, we initiated the transition from ESRI's Geometric Network technology to Utility Network technology. Through this technological transformation, we aim to achieve higher performance, enhanced analysis capabilities and more effective operational decision support mechanisms in network management.



Online Transactions, mobile app and English website

In order to provide faster service to our citizens, we started to improve our Online Transactions channel. In 2025, we continue the development process of our mobile application, which we plan to launch. We launched our English website to better serve our subscribers.

We neutralized our carbon footprint

We certified 207 offices in 310 districts and towns with the Renewable Energy Resource Certificate (YEK-G) and neutralized our Scope 2 carbon emissions from our electricity consumption in 2024.

We went live with the second phase of the new Advance Expense Cockpit, the Expense Cockpit

We are taking firm steps forward on our end-to-end digitalization journey. In this context, we successfully launched the second phase of our "Advance Expense Cockpit" application, which is integrated with SAP S/4 Hana, at Aksa Doğalgaz and Deriş Construction Engineering Consultancy, and will soon make it available to all 24 companies. With our Expense Cockpit application, which we have implemented to meet all the needs of our sector, we will accelerate our business processes and use our resource management more efficiently and effectively, just like the Advance Cockpit.

Sustainability Report

With the responsibility of leaving a livable world to future generations, we manage our processes in line with sustainability principles. With this understanding, we build our investments, projects and all our activities with a sustainable focus. We plan to publish our 2024 Sustainability Report, in which we will share the details of all these efforts, in 2025, and our work is ongoing. In our report, which will be prepared in accordance with Global Reporting Initiative (GRI) Standards, we will explain in detail our Environmental, Social and Governance (ESG) performance, strategic priorities and targets, and include all our concrete steps from our environmentally friendly energy solutions to our carbon footprint reduction targets.

In our Sustainability Report 2024, which we will prepare in accordance with Global Reporting Initiative (GRI) Standards, we will evaluate our performance in Environmental, Social and Governance (ESG) areas, strategic priorities and targets in detail.

TECHNOLOGY MANAGEMENT AND INVESTMENTS

With our system that provides accurate and uninterrupted data flow, we instantly monitor critical network elements and manage processes smoothly thanks to our early warning systems.

In line with the Akxa 2030 Global Strategy, we focus on advanced technologies, continuously improve our service quality in line with our customer-oriented principle, aim for an excellent customer experience and achieve steady growth. In addition to making a difference in our sector with innovative products, our goal is to set standards in our field of activity and carry the Akxa Doğalgaz brand forward in line with our Holding's global vision.

We achieve our goal of operational excellence by conducting process improvements, enhancements and performance evaluations in an integrated manner. Thanks to our integrated system supported by all SAP ERP solutions, especially SAP CRM/IS-U, we process and analyze real-time data, especially in subscriber systems applications, and ensure uninterrupted flow of up-to-date information to our units. We measure and evaluate all our business processes end-to-end, from inventory management to purchasing, accounting to finance and basic maintenance requirements. We instantly compare data from the field and transfer it to mobile devices simultaneously. Thanks to the parametric structure, we quickly adapt to legislative changes and carry out the harmonized continuation process. We renew all these practices based on perfect customer satisfaction.

With our system integrated with e-Government, we offer our subscribers the convenience of natural gas subscription, invoice inquiry and objection transactions, subscription contract and contract termination applications from the comfort of their homes. With the completion of our work, we aim to provide a faster and more effective customer experience. The development process of our mobile application, which we plan to launch in 2025, continues.

Dispatch Control Center is always up to date

We are always positioned on the side of uninterrupted and secure technology; we keep our understanding of quality at the highest level by implementing up-to-date applications in the fields of continuity and analysis. In our Dispatch Control Center, we develop our SCADA system, which we have adapted on Iconics Genesis64 infrastructure, completely with our own internal resources in all processes from installation to maintenance, from keeping it up-to-date to continuous improvements. Thanks to this system, we ensure uninterrupted natural gas supply. With our system that provides

accurate and uninterrupted data flow, we instantly monitor critical network elements and manage processes smoothly thanks to our early warning systems. More than 180 thousand data instantly transmitted from the field can be easily analyzed through user-friendly interfaces; problems that may occur in measurement systems and unusual increases or decreases in consumption or pressures can be detected instantly. While the data received from the measurement points are continuously monitored with the alarm system, automatic alarms and work orders are generated in case critical limits are exceeded. Instant consumption values can also be monitored via mobile systems; all critical data and indicators that form the basis of grid security are monitored through the same systems. All these structures work integrated with SAP.

In 2024, we reorganized the load distribution of the server architecture in the communication and alarm infrastructure of our SCADA system and increased performance in uninterrupted processes. We commissioned company-based daily consumption and station capacity utilization reports to run fully automatically. In the mobile application of our SCADA system, we realized new interface designs that facilitate instant monitoring of critical data for all stations, including customer stations and regional regulators. In addition, we continue our infrastructure work on the measures to be taken within the scope of the Cyber Security Competency Model published by EMRA.

With our Measurement Control and Billing System, which was specially designed for our processes and fully commissioned three years ago, we perform invoice-based consumption controls for our subscribers, while sending data to BOTAŞ EBT, GIS and SAP-ISU systems.

We focus on the correct identification of technology needs and the production of suitable solutions. We employ SAP in our basic enterprise resource planning (ERP) systems, which include accounting, finance, maintenance, stock management and procurement. With the ever-increasing number of mobile devices, data on our field operations is recorded in data systems in real time. All systems we implemented regarding product selection, design and data security are integrated.

In 2018, we launched the Fiori Project, which made maintenance management and reporting processes more efficient and effective. In 2021, with the SAP S/4 HANA project we commissioned,



our mobile applications became integrated with the Fiori platform. Today, we carry out all of our maintenance processes via mobile devices with error-free and up-to-date data.

In our IMS and Business Processes unit, we use process and approval matrix-based modules developed entirely internally on the PaperWork platform to accelerate workflows. This software makes all operations performed in both main and sub-processes traceable in a holistic manner with all parameters. At the same time, thanks to our OHS software, a digital platform unique to Akxa Doğalgaz and developed internally, we monitor the occupational health and safety data of our employees and measure the OHS performances of our 21 distribution companies.

While monitoring the certification processes with our QDMS program, we manage the entire documentation structure consisting of procedures, instructions and active/passive forms within the scope of IMS. With ENSEMBLE, we systematically

control the setup of our existing workflow maps and process changes. We have also fully configured corrective action, management review (M&R), action management and suggestion modules through QDMS.

In the field of inventory management, we switched from SAP R3 module to SAP S/4HANA system and reached a process-based and end-to-end integrated infrastructure. With this transition, we are taking our current efficiency in planning and inventory management to higher levels, and we continue our systematic improvement efforts.

We manage our network infrastructure and all our assets through desktop and web-based applications developed with industry-leading ESRI's geographic information systems. In addition to spatial data analysis, these applications make a significant contribution to our operational processes by working in full integration with other corporate systems.

In 2024, we switched to Synergi Gas instead of the software we use in Project Design and Management processes. Synergi Gas both accelerates our design processes and offers solutions focused on the requirements of the era by prioritizing system network security. The software is not only limited to pressure and flow calculations, but also provides control and analysis of the distribution line network.

We use the IBM Cognos TM1 system to move our budget models to a parametric and systematic structure and to establish a dynamic reporting infrastructure. With this budgeting module, which we have created by combining the experience of our internal resources, we can perform sensitivity analysis for a large number of parameters in a short time. We minimize the time and effort spent and support our long-term planning efforts with healthy data sets. As our work gained momentum, our consolidation processes gained significant momentum with the integrations made. Thus, our evaluation, decision-making and budgeting steps are becoming more effective every day.

EFFECT OF NATURAL GAS ON REDUCING CARBON EMISSION

At Aksa Doğalgaz, we continue our efforts to popularize environmentally friendly natural gas and raise social awareness in this area.

Leaving a livable world for future generations is one of the most critical responsibilities of our time. Uncontrolled population growth, use of carbon-intensive fossil fuels, industrialization, increase in global energy demand, accelerated urbanization, reduction of green areas and uncontrolled release of greenhouse gases into nature lead to a rapid increase in carbon emissions and consequently deepening climate change.

In recent years, as the effects of climate change have been increasingly felt, there has been a strong awareness around the world of the need to reduce damage to nature. At Aksa Doğalgaz, we continue our efforts to popularize environmentally friendly natural gas and raise social awareness in this area. In this context, we prioritize practices and projects that will reduce carbon emissions to the lowest levels.

Natural gas, which is much cleaner than other fossil fuels, contains virtually no sulfur and organic sulfur compounds. Thanks to this feature, it does not harm the atmosphere. Due to its low carbon content, it protects the environment and reduces risks to human health with half the carbon emissions compared to coal. In this respect, natural gas offers an effective and sustainable solution to reduce carbon emissions.

0
Fatal accident rate

13%
Rate of women employees

2.1 tons CO₂
Emission reduction per household of natural gas consumption compared to coal consumption

11.13 million tons of tCO₂
2024 carbon emission reduction based on coal consumption (All regions)

147.7 tons
Hazardous and non-hazardous waste disposal

36.5 hours
Average employee training per person (Annual)



Management system certificates

- ISO 9001:2015 Quality Management System
- ISO 14001:2015 Environmental Management System
- ISO 45001:2018 Occupational Health and Safety Management System
- ISO 10002:2018 Customer Satisfaction Management System
- ISO 27001:2022 Information Security Management System
- ISO/IEC 27019:2017 Information Technology - Security Techniques - Energy Service Industry Information Security Measures

EFFORTS ON CORPORATE CARBON FOOTPRINT

Company Name	Number of Subscribers (BBS)	Carbon Emission Reduction Compared to Coal Consumption
Aksa Afyon Doğal Gaz Dağıtım A.Ş.	195,462	410,470
Aksa Ağrı Doğal Gaz Dağıtım A.Ş.	70,775	148,628
Aksa Balıkesir Doğal Gaz Dağıtım A.Ş.	292,043	613,290
Aksa Bandırma Doğal Gaz Dağıtım A.Ş.	91,309	191,749
Aksa Bilecik Bolu Doğal Gaz Dağıtım A.Ş.	222,960	468,216
Aksa Çanakkale Doğal Gaz Dağıtım A.Ş.	236,040	495,684
Aksa Çukurova Doğal Gaz Dağıtım A.Ş.	996,414	2,092,469
Aksa Düzce Ereğli Doğal Gaz Dağıtım A.Ş.	221,895	465,980
Aksa Elazığ Doğal Gaz Dağıtım A.Ş.	253,293	531,915
Aksa Gemlik Doğal Gaz Dağıtım A.Ş.	62,844	131,972
Aksa Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş.	68,515	143,882
Aksa Karadeniz Doğal Gaz Dağıtım A.Ş.	342,398	719,036
Aksa Malatya Doğal Gaz Dağıtım A.Ş.	311,843	654,870
Aksa Manisa Doğal Gaz Dağıtım A.Ş.	340,799	715,678
Aksa Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş.	73,927	155,247
Aksa Ordu Giresun Doğal Gaz Dağıtım A.Ş.	368,375	773,588
Aksa Siirt Batman Doğal Gaz Dağıtım A.Ş.	187,847	394,479
Aksa Sivas Doğal Gaz Dağıtım A.Ş.	238,340	500,514
Aksa Şanlıurfa Doğal Gaz Dağıtım A.Ş.	288,980	606,858
Aksa Tokat Amasya Doğal Gaz Dağıtım A.Ş.	312,570	656,397
Aksa Van Doğal Gaz Dağıtım A.Ş.	221,652	465,469
TOTAL	5,398,281	11,336,390

* In 2024, the carbon emission reduction of our environmentally-friendly subscribers, who preferred to use natural gas instead of coal for heating was calculated approximately.

* Natural gas distribution services are provided in Susurluk district of Balıkesir, Ereğli district of Zonguldak, İnönü district of Eskişehir, and Çarşamba and Terme districts of Samsun.

* In 2023, Kandilli town and Aşağıdoğancılar neighborhood in Zonguldak, Tepecik, Yeşilova and Taşlık neighborhoods in Bursa, Oklubalı neighborhood in Eskişehir and Salıpazan district in Samsun were added to our license.

* As Bursa and Kayseri regions are taken over in 2025, 2024 is not included in the carbon emission reduction.

Aksa Doğalgaz Carbon Emission Calculation and Reduction Project

In 2024, we successfully completed the Carbon Emission Calculation and Reduction project, which we implemented to identify the sources of greenhouse gas formation in 27 provincial centers and 310 districts and towns where we operate, and to control and reduce carbon emissions in all our regions.

Accordingly, we calculated our Scope 1, 2 and 3 emissions for 2024 in six different categories in accordance with ISO 14064 Standard for Calculation and Reporting of Corporate Greenhouse Gas Emissions. We aim to follow mitigation strategies in these areas by calculating our direct (Scope 1) emissions from the resources we own and control, indirect (Scope 2) emissions from the electricity generation we purchase, and indirect (Scope 3) greenhouse gas emissions from transportation, purchased products/services and product/service use.

We believe in the critical role of alternative fuels and energy sources in combating the effects of climate change, and we focus our efforts in this area. In this context, in the R&D project we conducted and successfully completed together with Gazbir-Gazmer, we evaluated the use of the gas obtained by blending biomethane obtained from organic wastes with natural gas in terms of economic sustainability and energy efficiency. At Aksa Doğalgaz, we are committed to research and development activities that will make a difference in the fight against climate change.

We are a Low Carbon Hero for the fifth consecutive year

Drawing attention to the vital importance of a clean and healthy airspace, we continue to implement our environmentally sensitive practices with determination. To this end, we participated in the 9th Istanbul Carbon Summit, organized with the main support of the Ministry of Environment, Urbanization and Climate Change and Istanbul Technical University. At the summit, we were awarded the SÜT-D 2024 Low Carbon Hero Award, given to organizations that set an example in the fight against climate change by reducing greenhouse gas emissions with our "Natural Gas Goes Green" project.

We Neutralized Our Carbon Footprint Caused by Electricity Consumption

We certified 207 offices in 27 provincial centers and 310 districts and towns with the **Renewable Energy Resource Certificate (YEK-G)** and neutralized our **Scope 2 Carbon Emissions** from our electricity consumption in 2024.



Within the scope of our project, for which we have completed research, development and feasibility studies in a laboratory environment, we have mixed 20% green hydrogen into natural gas. In addition to reducing carbon intensity, hydrogen also serves as an effective means of storing and transmitting renewable energy in times of energy oversupply. With this project, which we carry out under the coordination of Gazbir-Gazmer and in cooperation with Yıldız Technical University, we aim to both increase the use of green hydrogen and diversify the energy supply security of our country.

We will continue to continuously improve our environmentally friendly approach and strengthen our practices in this area.

We neutralized our carbon footprint at Aksa Doğalgaz Head Office

By obtaining the YEK-G (Renewable Energy Source Guarantee System) Certificate for our Aksa Doğalgaz head office building, we neutralized our carbon footprint arising from our electricity consumption in 2024.

In 2024, we successfully completed the Carbon Emission Calculation and Reduction Project in all our regions.

HUMAN RESOURCES

We flexibly shape and implement our policies for the development of human resources competencies according to the goals and needs of each of our companies.

6,678
hours
Training provided in 2024

Aware that our greatest strength is our highly qualified human resources, Aksa Doğalgaz continues its efforts to create value on a global scale in line with our innovative corporate culture.

This understanding is secured at the corporate level with our Human Resources Policy, which is shaped by the principle "Our most valuable capital is our human resources," and clearly demonstrates the importance of strong and sustainable human resources. Our human resources approach was structured in line with our core objectives:

- To be "one of the best examples" among HR practices in our sector.
- To effectively manage all our processes related to human resources in a way that will provide a competitive advantage,
- To shape the organizational structure in all our companies within our Group with employees who have team spirit, are open to change, efficient, dynamic and compatible with corporate values,
- To increase our corporate efficiency by implementing practices that will improve the development and performance of our human resources.

We place great importance on maintaining a sustainable human resources structure to achieve our long-term goals. We flexibly shape and implement our policies for the development of human resources competencies according to the goals and needs of each of our companies.

Our Human Resources perspective values:

- Respect for people,
- Strengthening the sense of belonging,
- The right person for the right job approach,
- Effective management of diversity,
- The principle of equal opportunity,
- Supporting personal and professional development.

Performance management and career development

Our performance management system was designed in line with the feedback of all our employees and managers, in a way that would serve the needs the most and taking into account the best practices in our sector. Thanks to this system, a strong link is established between individual goals and the strategic priorities of the organization, thus creating strategic target groups.

In the performance management process, a new platform with a user-friendly interface was introduced and "Target Pools" were developed to ensure the sustainability of the targets approved by the Board of Directors. In addition, a more agile and dynamic structure was achieved with the introduction of instant target identification and feedback mechanisms. The innovative approaches based on this success were further expanded in 2024 to support the career development of our employees.

In our performance management system, we consider not only the realization of targets but also competency development as a fundamental component of our processes. In this context, we have structured our competency model under two main headings: "Core Competencies" and "Managerial Competencies." In line with the competency dictionary determined throughout our organization, we observe the behaviors that serve each competency and include them in our performance process.

Core Competencies:

- Self Development
- Relationship Management
- Collaboration
- Process Orientation
- Results Orientation

Managerial Competencies:

- Leadership
- Management by Objectives
- Openness to Change and Innovation
- Strategic Planning



With the training programs we develop, we aim to increase the professional skills of our employees and support their career development.

23
Number of training programs provided in the professional development category

We attach strategic importance to employee satisfaction. For this reason, we have launched internal and external collaborations to offer our employees special privileges in various areas. We offer special discounts for all our employees at Cookshop restaurants, a Group company, and hotels under Aksa Tourism, and we offer various advantages to our employees through agreements with Türkiye's leading institutions in different sectors, particularly in health and education.

In addition, as an important step towards supporting women's employment in Türkiye, we launched the "Nursery Support Scheme" for mothers whose children between the ages of 0-6 attend daycare.

Talent management and employee development
We adopt a comprehensive approach to recognize, develop and make the most efficient use of our employees' talents. To this end, we regularly implement feedback mechanisms and performance evaluation systems to uncover individual talents.

We consider talent management and employee development as one of the key elements of our Company's sustainable success strategies. In this context, we carry out a systematic process to help our employees identify their career goals and offer them appropriate development opportunities.

In order to manage our recruitment processes effectively and accurately, we apply competency-based recruitment systems and carry out processes more comprehensively, especially in executive level recruitment. In this process, we use various measurement tools such as personality inventories, numerical-verbal-abstract aptitude tests, English proficiency assessments and case studies.

With the training programs we develop, we aim to increase the professional skills of our employees and support their career development. These programs include technical knowledge and skills as well as core competencies such as leadership, communication and teamwork.

Aksa Academy
We carry out our activities for the development of our employees within the framework of the corporate academy approach. Our processes start with the identification of training needs and are completed with the evaluation of the effectiveness of our training programs, thus creating a systematic development structure.

As of 2024, we conducted a total of 556 training programs under the roof of Aksa Academy. We conducted 514 of these training sessions online and 46 face-to-face. We provided a total of 6,678 hours of training to our employees who participated in our training programs. Our blue and white collar employees participated in all our training programs.

As a result of analyzing our training requests by category, we offered 23 training programs in the professional development category, 7 in the personal development category, 19 in the internal training category and 11 in the compulsory training category.

To support the development of our employees, two-hour seminars on different topics were organized every month by expert trainers under the title of "Aksa Talks." As of 2024, we have organized a total of 13 seminars.

Young Talent
We implement Young Talent Programs to support the employment of new graduates. In this context, through the "enerjiMAXa" program launched in 2020, we are recruiting many new graduates to our organization to be trained in positions that best suit their competencies and skills. As a result of the detailed evaluation processes carried out as of 2024, we accepted 2 people into our talent program.

The enerjiMAXa program offers young professionals the opportunity to shape their careers, while at the same time coming together with expert executives to gain international experience and receive mentoring support. During the six-month program, we support the professional development of the participants with intensive training content based on five core competency sets.

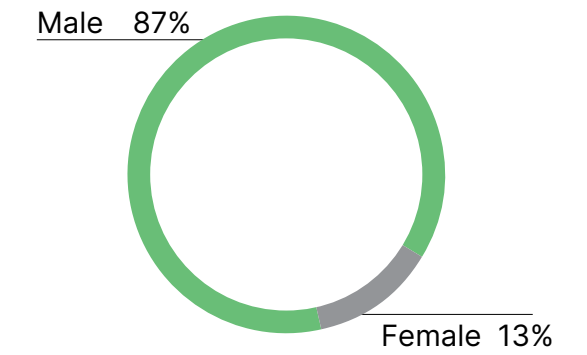
Through the "Buddy Program" we launched for the first time, we ensure that young talents are supported by our experienced employees throughout the adaptation process. We also conduct "First Impression Interviews" to manage the adaptation process more efficiently and analyze the early experiences of the participants through these interviews.

Career management
As of 2024, we updated our promotion processes and transformed them into a data-based and result-oriented structure. In addition, we have implemented assessment center practices at executive levels, which enable us to evaluate the technical knowledge and competencies of our employees with objective measurement methods.

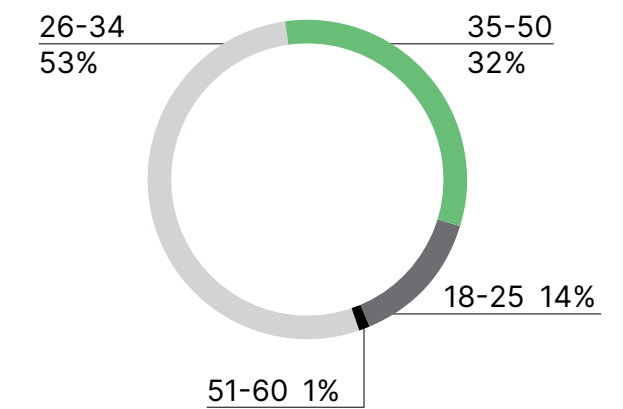
At Aksa Doğalgaz, we position our principles of diversity, inclusion and equal opportunity among the cornerstones of a strong organizational culture. We believe that individuals with different backgrounds, experiences and perspectives working together increases creativity and enables the development of innovative solutions. Accordingly, our Company is committed to creating a working environment that encourages diversity.

As part of our inclusion policy, we implement various practices to ensure that all our employees have equal opportunities. By supporting diversity and inclusion, our company remains committed to creating a corporate culture where all our employees feel valued. We know that this approach will lead to a strong team spirit and sustainable success.

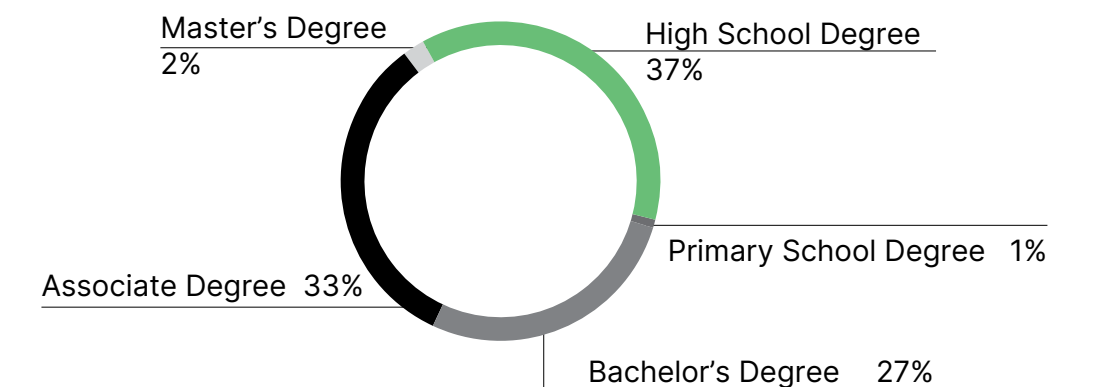
Gender Breakdown of Employees



Age Breakdown of Employees



Education Breakdown of Employees



COMPLIANCE MANAGEMENT

Our Global Corporate Compliance Program was created with the ideas, approval and participation of our Holding and Company Board Members, managers and employees.

We act with an understanding that puts people and human values at the center of all our activities.

In this direction, the policies and responsibilities of the Global Corporate Compliance Program established by our Compliance Department and the rules we adhere to are secured.

Our Global Corporate Compliance Program was created with the ideas, approval and participation of our Holding and Company Board Members, managers and employees.

We summarize the responsibilities of our Corporate Compliance Program as follows:

- Our Responsibilities Toward Society
- Our Responsibilities Toward Our Customers
- Our Responsibilities Toward Our Competitors
- Our Responsibilities Toward Our Shareholders
- Our Responsibilities Toward Our Suppliers/ Business Partners
- Our Responsibilities Toward Our Employees
- Our Responsibilities Toward Public Institutions and Organizations

With our Global Corporate Compliance Program, we accept the core values and principles of integrity and honesty, transparency, accountability, respect and trust, unity, courage, agility, competitiveness, entrepreneurship and sustainable success in our management approach.

We evaluate our global policies developed within the scope of our Global Corporate Compliance Program as follows:

Ethical principles and codes of conduct

We determine the basic principles that we adopt and apply in our activities and in our relations with national and international public institutions and the private sector.

Trade sanctions and controls

We determine the risk management we apply to compliance with national and international sanctions and define preventive measures.

Anti-bribery and corruption

We prohibit any form of bribery and/or corruption, including payments intended to facilitate and/or accelerate our activities.

Donations and sponsorships

We evaluate and support our donation activities for health, education, environment, humanitarian and cultural purposes in the regions where we operate, and our promotional and empowering sponsorship activities in line with our marketing strategies in line with certain rules.

Gifts and hospitality

Gifts and hospitality are not considered as personal interest by any employee. We evaluate each gift and hospitality offer or acceptance in detail.

Conflict of interest

We define the rules on conflicts of interest and explain how to avoid situations that could be misunderstood or interpreted as self-interest.



OCCUPATIONAL HEALTH AND SAFETY

We prioritize achieving the goal of “zero occupational accidents” by creating safe working environments and establishing a structure that protects the physical and mental health of our employees.

At Aksa Doğalgaz, we consider occupational health and safety as one of the fundamental building blocks of a sustainable business culture and manage all our processes with the “Safety First” approach. We prioritize achieving the goal of “zero occupational accidents” by creating safe working environments and establishing a structure that protects the physical and mental health of our employees.

To ensure that each of our employees returns home safe and sound every night, we focus on making occupational health and safety activities become a part of the job.

While providing uninterrupted natural gas distribution service in all provinces and districts where we hold a license, we fully fulfill all the conditions required for our employees and stakeholders within the scope of the Occupational Health and Safety Law No. 6331.

Our activities are based on the “ISO 45001:2018 Occupational Health and Safety Management System,” for which 21 distribution companies are certified. The Central OHS Project, which we carry out to ensure the continuity of this system, continues to evolve with expert OHS professionals and workplace physicians all over Türkiye.

“AKSA OHS Software,” developed specifically for corporate needs, forms the basis of our OHS processes. Thanks to this software developed in accordance with Law No. 6331 and the ISO 45001 standard, we centrally monitor the occupational health and safety processes of our 4,585 employees working in our 21 distribution companies, recording and reporting each activity. While all OHS activities carried out since the entry of employees are monitored through this system, the performance of companies is also measured instantly.

Thanks to the cross-check audit module we have commissioned to continuously improve the software infrastructure, the findings identified by our OHS experts in the field can be instantly uploaded to the system supported by audio, video and visual content and integrated into the performance tracking system.

In addition, the Environmental Management Module was integrated into the software to monitor the activities within the scope of the Environmental Management System. Thus, the tracking of hazardous and non-hazardous waste is carried out digitally on a monthly basis. In 2023, we also launched the Quality Document Management System (QDMS). In 2024, we completed the installation of QDMS corrective action, FGD, action management and suggestion modules.



We conduct annual risk assessments at all our distribution companies to identify and eliminate risks that may arise from our operations. We ensure that the detected findings are acted upon quickly, and we directly involve our employees in this process. We give special priority to disabled, pregnant and breastfeeding employees in risk assessments. In line with our “People First” approach, we continue to support occupational health and safety culture with continuous training and awareness. Throughout 2024, we conducted the following training programs in this framework:

- 106,684 person*hours Occupational Health and Safety and On-the-Job training,
- 19,707 person*hours VQA (Vocational Qualification Certificate) training.

We also carried out the following activities in a planned and systematic manner throughout the year:

- Preparation of annual work and evaluation reports,
- Employee representative meetings,
- Planned OHS training and induction training,
- Planned-periodic health screenings and health examinations for employment,
- OHS field observations,
- Periodic inspection and maintenance of equipment,
- Grounding measurements and electrical installation checks,
- Ambient measurements for environmental factors such as noise, dust, hygiene,
- Lightning rod measurements and checks,
- Training of emergency teams and evacuation drills,
- First aid training.

In order to prevent losses that may arise from occupational accidents and diseases, we allocate special funds for OHS in the budgets of all our distribution companies. Since 2016, we have achieved tangible and lasting results thanks to our preventive approach in occupational accidents, which we have been monitoring with root cause analyses.

106,684
person x hours
Occupational Health and Safety
and On-the-Job training provided
throughout the year 2024

ENVIRONMENT

To ensure the sustainability of our operations, we meticulously identify the environmental impact and other related factors and regularly update the inputs and outputs of all business processes.

The importance of turning to clean energy sources to build a clean future is now indisputable. We directly contribute to the protection of the environment by bringing more and more subscribers together with the comfort and confidence offered by natural gas. We believe that sustainable growth is only possible through environmental responsibility, and we consider leaving a livable environment for future generations to breathe among our main priorities.

Environmental policy

We regard the protection of nature as critical to achieving sustainable growth and shape our business operations around minimizing the environmental footprint. Working toward the goal of leaving a healthy environment for future generations while abiding by all legal and regulatory requirements is among our priority targets since day one.

In line with this vision, our Environmental Policy is as follows:

- Safely minimizing the environmental footprint of the Company's operations in harmony with all its stakeholders and leaving a healthy environment for future generations,
- Adding value to the environment and quality of life by ensuring continuous improvement in compliance with applicable environmental legislation, under the scope of ISO 14001:2015 Environmental Management System,
- Using natural resources in an efficient manner to minimize waste and prevent pollution at the source,
- Keeping under control the possible environmental impact of subcontracted companies,
- Supporting all stakeholders deemed relevant in terms of environmental training and practices to actively promote environmental sustainability and development.

Environmental risk management

All our operations are designed to fulfill all requirements of environmental regulations. To ensure the sustainability of our operations, we meticulously identify the environmental impact and other related factors and regularly update the inputs and outputs of all business processes. At each company in licensed regions, we review the environmental risks identified by the Environmental Committee on a yearly basis and keep them under control through a proactive approach. We sort such identified risks according to their severity:

- Eliminating risks at the source,
- Replacing high hazards with lesser hazards,
- Implementing engineering measures,
- Making use of ergonomic approaches.

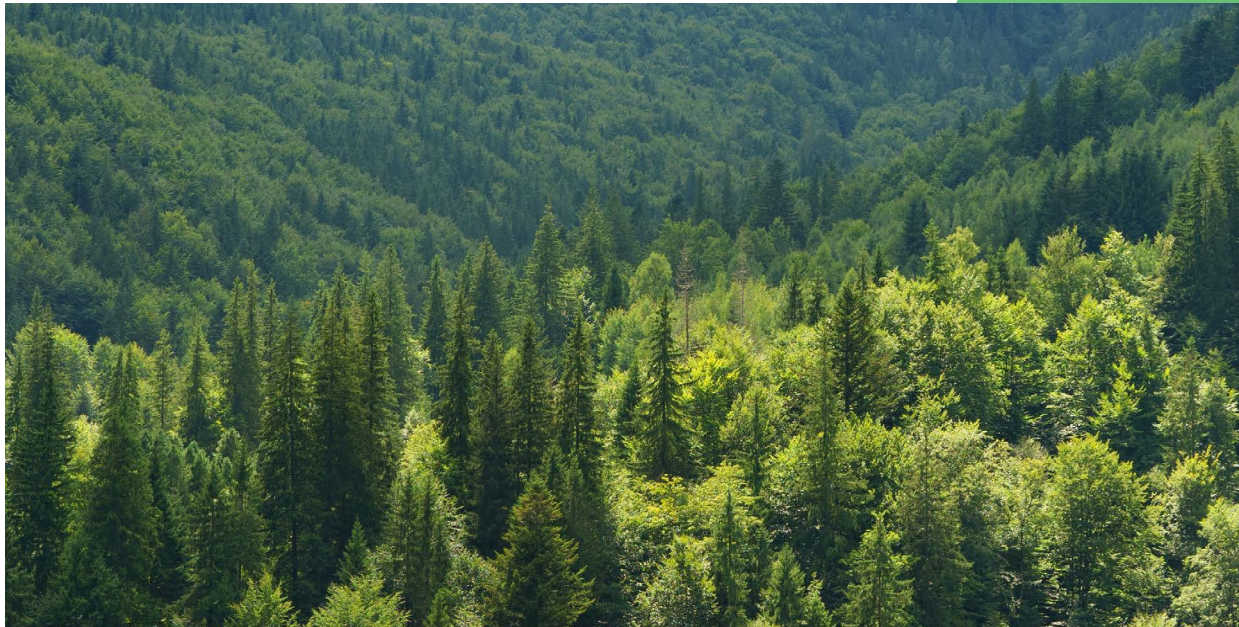


With the ISO 14001:2015 Environmental Management System, we aligned our strategic orientations with the environmental management approach. In this way, we are one step closer to our goals of improving our environmental performance. We integrate the requirements of the system into all our business processes and ensure the continuity of the system by being audited by accredited organizations every year. Our level of compliance is confirmed in every audit.

Waste management

Waste management and environmental permit processes form the basis of our environmental management approach. We carry out all processes such as the reduction, reuse, recycling and disposal of waste generated as a result of the activities of our distribution companies in accordance with legal obligations and appropriate methods. We store the wastes that we have correctly classified in storage areas prepared in such a way that they do not come into contact with soil and water, and then deliver them to licensed disposal companies authorized by the Republic of Türkiye Ministry of Environment, Urbanization and Climate Change within the period specified in the Waste Management Regulation. During 2024, we disposed of 147.7 tons of hazardous and non-hazardous waste.

147.7
tons
Waste disposal realized in
2024



ENVIRONMENT

At Akxa Doğalgaz, we see the sustainability of energy resources as a primary responsibility in the fight against climate change.

11.13
million tCO₂
2024 carbon emission
reductions relative to coal
consumption

2.1
tons CO₂
Emission reduction per
household of natural gas
consumption compared to
coal consumption



In addition to our teams responsible for waste management, we regularly conduct waste management training and environmental drills for all our company personnel every year. In order to ensure the active participation of each employee in the process, we clarify their duties and responsibilities and raise awareness throughout the organization on the separation of waste by type.

Natural resource management

With the awareness that the most important factor threatening natural resources is uncontrolled consumption, we carry out devoted efforts for the efficient use of natural resources in all our distribution companies. Under the "Zero Waste" project launched by the Presidency of the Republic of Türkiye in 2019 and coordinated by the Ministry of Environment, Urbanization and Climate Change, we continued our efforts at 21 directorates in 2024. Thanks to the Zero Waste Management System, we continue to assume corporate responsibility for sustainable resource management and protection of natural resources.

The use of natural resources in our company is monitored on a monthly basis and the amount of use is systematically minimized. As part of the paperless office project, we moved our applications to digital platforms, making processes faster and more measurable, thus saving on paper, energy and cartridge usage.

A cleaner future with natural gas

Natural gas is becoming increasingly important as a high quality, safe and clean energy source that stands out with the advantages it offers. Having reached all 81 provinces in Türkiye as of 2018, natural gas continues to be made widely available within the borders of existing provinces through expansion projects.

At Akxa Doğalgaz, we see the sustainability of energy resources as a primary responsibility in the fight against climate change. We continue our R&D efforts to make natural gas a more environmentally friendly and sustainable fuel. Implementing development practices that will make a difference in this field with a green transformation perspective is among our main priorities in the coming period. We continue to contribute to the reduction of carbon emissions through our operations.

At Akxa Doğalgaz, we play an active role in noticeably improving air quality in the cities where we operate. In 2024, we contributed to 11.13 million tCO₂ less carbon emissions as 5.4 million subscribers in 27 provincial centers, 310 districts and towns preferred natural gas instead of carbon-intensive fuels. This is equivalent to the amount that a forest of 469 million trees can clean, while the average carbon emission reduction of a household using natural gas is 2.1 tCO₂.



In the more than 20 years we have been operating in the natural gas distribution sector, we have expanded our license regions and steadily increased the number of our subscribers, bringing the comfort of natural gas to more and more people every year. With the aim of leaving a more livable world for future generations, we also closely monitor the environmental impact of our operations. We continue our efforts to expand the use of natural gas across Türkiye and to raise awareness among our citizens about the environmental damages of carbon-intensive fuels such as coal. We also play an active role in significantly reducing air pollution in the cities where we operate.

As of today, we provide services in 27 provincial centers and 310 districts and towns. In Türkiye alone, 68 thousand people die prematurely every year due to air pollution. Deaths due to air pollution are 10 times higher than deaths in traffic accidents. All this data makes it clear that reducing air pollution creates not only environmental but also strong social benefits.

With 5.4 million subscribers opting for natural gas instead of carbon-intensive fuels, we contributed to 11.13 million tCO₂ less carbon emissions.

CORPORATE COMMUNICATION ACTIVITIES

While providing natural gas supply to our subscribers in the safest way, we are focusing on our digital transformation efforts to further improve customer satisfaction and increase operational efficiency.

976,930
Number of surveys sent

60,000+
Number of surveys answered

9 out of 10 subscribers provided positive feedback.

100
thousand
Amount of seed balls dispersed within the scope of the project

At our 2024 Strategic Evaluation Meeting, we said "We are just getting started" with our strong goals

We evaluated our 2024 developments and 2025 targets at the 2024 Strategic Evaluation Meeting, where we came together with our esteemed managers, who are the biggest stakeholders of our success, by saying "We are just getting started." At our meeting, where we determined our strategic roadmap for the new period with a focus on sustainable high growth and globalization, we discussed the practices, projects, systematic operational steps and achievements that shape our sector and shared our long-term 2030 targets.

The seeds balls meet nature

We say "It is in our nature" to leave future generations an atmosphere where they can breathe safely. In 2024, we continued our cooperation with Ecoding, a social enterprise operating in the field of reforestation and biodiversity to combat global climate change. Within the scope of our cooperation, we brought together 100 thousand seed balls on behalf of our subscribers through ecoDrones in hard-to-reach areas in our country. We continue to provide direct support to our reforestation activities and biodiversity conservation.



We realized the "Aksa Without Barriers" project, a first in Türkiye in the natural gas distribution sector

With our "Aksa Without Barriers" project, we structured our corporate website in accordance with accessibility standards and removed all barriers in accessing information and services. Thanks to our system that simultaneously translates visual and written content into sign language with artificial intelligence-supported sign language plug-ins, we offer our visually and hearing impaired subscribers a fast, barrier-free and equal service under all circumstances. We see this project not only as a digital development step but also as a sense of responsibility based on social equality.

English version of our corporate website is online

We launched our English website to better serve our subscribers.



Excellent customer experience with artificial intelligence-supported strategies

While providing natural gas supply to our subscribers in the safest way, we are focusing on our digital transformation efforts to further improve customer satisfaction and increase operational efficiency. As part of our collaboration with Alterna CX, which offers artificial intelligence-based solutions, we continuously measure and improve the customer experience journey at all our touch points. The feedback we receive also contributes significantly to the efficiency of our operational processes.

As part of our Excellent Customer Experience goal, we sent a total of 976,930 surveys to our subscribers as of April 2024. We analyzed more than 60,000 responses through these surveys, which were submitted under 15 different topics including the feedback of our subscribers, and took

concrete improvement steps in our processes. As Aksa Doğalgaz, which systematically measures NPS (Net Promoter Score) and CSAT (General Satisfaction) scores, which are among the international customer satisfaction measurement standards, we updated our survey contents and evaluation methods for more than 20 business processes as of year-end with our goal of continuous development and transformation. Considering the average of all responded surveys, we achieved an overall satisfaction score of 4.3 out of 5, with 9 out of 10 subscribers providing positive feedback.

We continue our corporate communication activities, one of the most important building blocks of our sustainable success, without interruption. In this area, as in our service processes, we prioritize continuous and effective communication with all our stakeholders, especially our subscribers.

In order to provide faster service to our citizens, we started to improve our Online Transactions channel. With our system integrated with e-Government, we offer our subscribers the convenience of natural gas subscription, invoice inquiry and objection transactions, subscription contract and contract termination applications from the comfort of their homes. With the completion of our work, we aim to provide a faster and more effective customer experience. In addition, the development process of our mobile application, which we plan to launch in 2025, continues.

CORPORATE COMMUNICATION ACTIVITIES

As of the end of
2024, 6,376 disabled
subscribers were
registered in the “Life
Companion” system.

2,990
Number of incoming calls

4
seconds
Average call
response time

Corporate social responsibility

We shape our business operations in awareness of our immense responsibility towards the society, which is the actual source of our power. We strive to ensure that our social responsibility activities deliver concrete, ongoing contributions to society at large.

Since our founding, the Company has monitored the social and environmental impacts of its activities in the regions where it operates, while guided by the social and environmental values of the Kazancı Group. In addition, Aksa Doğalgaz creates projects to resolve local problems and raise the living standards of local residents. To become an integral member of each community where it operates, the Company engages in open dialogue with the resident population. Similarly, the Company invites all its stakeholders to share the core values of its corporate culture.

At Aksa Doğalgaz, instead of investing in short-lived projects, we take care to carry out long-term projects that have the capacity to be self-sustaining.

Life Companion

We provide uninterrupted and safe gas service to 5.4 million subscribers in 27 provincial centers and 310 districts and towns in Türkiye where we provide natural gas distribution services. We believe that all segments of society should have equal opportunities for the economic and social development of our country. With this approach, we closely monitor the problems faced by our citizens with disabilities, who number approximately 9 million in Türkiye, in their daily lives.

In line with this vision, we launched the “Life Companion” project in 2015 in order to provide faster service to our disabled subscribers in our field of activity in emergencies and to make their lives easier. Since then, we have continued to closely monitor the implementation of the project.

When our subscribers enrolled in our Life Companion project call the 187 Natural Gas Emergency Line or our Solution Center at 444 4 187, they receive automatic priority through the system and are connected directly to a customer representative. Natural gas emergency teams are quickly dispatched to the scene without waiting for the request to be transferred. Aksa Doğalgaz aims to make the lives of subscribers with disabilities easier by delivering emergency services to subscribers who are alone in a hazardous situation. The Company also gives priority to subscribers with disabilities when they connect to an agent and respond to their queries immediately.

While the number of disabled subscribers registered to Life Companion reached 6,376, our customer representatives answered 2,990 calls received within the scope of our project within 4 seconds on average. We ensured the on-site resolution of requests of 876 subscribers with the help of emergency teams.

Our disabled citizens can register for the “Life Companion” project by adding their information and documents to the Disability Notification Form available at our branches or in the Online Transactions menu of aksadogalgaz.com.tr.

We realized the “Aksa Without Barriers” project, a first in Türkiye in the natural gas distribution sector. As part of our “Aksa Without Barriers” project, we restructured our corporate website in accordance with accessibility standards and eliminated all barriers to access to information. Thanks to the artificial intelligence-supported sign language plugin and accessibility tools we have commissioned, texts, images and video content on



aksadogalgaz.com.tr can be instantly translated into sign language and vocalized. With our “Aksa without Barriers” application, we offer a barrier-free and inclusive service to all our subscribers by providing hearing and visually impaired individuals with equal access to information and services in digital environments.

In-house communication activities

With an average age of 33, we are among the companies with the youngest employee profile. We believe in the value of building strong relationships with the younger generation, which plays an important role in professional business life, and we strive to provide our employees with a peaceful and motivating work environment. With this understanding, we prioritize internal communication, organize joint events throughout the year and celebrate special days together. The internal communication activities we carry out make our company a “desired company to work for” not only for our existing teams, but also for potential employees.

Energy for Tomorrow Project

In 2019, Aksa Doğalgaz teamed up with Aksa Electricity, Aksa Energy and Aksa Power Generation operating under Kazancı Holding for an important social responsibility project. Within the scope of our project, which we set out with the motto “Our Energy for Tomorrow,” volunteer employees from our group companies traveled all over Türkiye and provided energy training at primary schools in villages. Within the scope of the training, we provided information on all aspects of energy, including energy resources, energy efficiency, energy saving, the concept of clean energy and energy production. We took a break from the “Energy for Tomorrow” project, in which our volunteer employees participated, due to the pandemic, and in 2024, we completed our preparations with our project team and hit the road again. Our project, which started in Antalya in April, continued in Malatya and Elazığ provinces. We have reached more than 2,000 students so far with the project, which was completed with events in Rize on May 22nd and Trabzon on May 23rd. In 2024, we provided comprehensive training on energy to approximately 1,000 students.

In 2024, we provided
comprehensive
training on energy
to nearly a thousand
students.



CORPORATE COMMUNICATION ACTIVITIES

On June 5, we celebrated World Environment Day with our employees and their children in Hatay and Malatya by saying, "It is in our nature."



Conservation and awareness of the Anatolian Leopard

In line with its sustainability goals, Kazancı Holding—of which Aksa Doğalgaz is a subsidiary—is cooperating with Isparta University of Applied Sciences (ISUBU) on environmental, natural, and wildlife education and research projects. Thanks to the protocol, which will be valid for five years and signed with the aim of establishing an exemplary university-institution cooperation in Türkiye, it is aimed to protect the Anatolian leopard, which is thought to be extinct in our country, and to increase the importance and awareness of the issue among the public. Our Company, which has been working for the protection of some endangered animal species in Türkiye for many years, continues to realize different projects under the heading of biodiversity.

World Environment Day

On June 5, we celebrated World Environment Day with our employees and their children in Hatay and Malatya by saying, "It is in our nature." In our event, we organized activities aimed at raising children's environmental awareness and strengthening their interaction with nature. Aksa Çukurova Doğalgaz and Aksa Malatya Doğalgaz employees and their children participated in a sapling planting activity to enable children between the ages of 4-10 to interact with nature together with their parents. After the event where 23 saplings in Hatay and 30 saplings in Malatya were planted in the soil, the children met at the painting activity and painted the beauties of nature with their imagination using watercolor, finger paint or charcoal under the theme of nature.

Plastic Bag Free Day

We have added a new one to our environmental impact activities. At Aksa Doğalgaz, we organized a meaningful event in Sivas province, where we provide distribution services, to mark World Plastic Bag Free Day on July 3. Aksa Sivas Doğalgaz employees collected plastic bags that remain in nature for years without dissolving and cause significant damage to the environment. The bags brought together were then recycled in the following process.

Other social responsibility activities we carry out with our employees

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

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

Blood Donation to Kızılay: We donate blood to Kızılay with our employees in periodic organizations.

AWARDS

The World's and Türkiye's Best Report

Accompanied by "Seed Observer" Lalehan Uysal's photographs around Anatolian Seeds, our Annual Report 2023 — prepared under the theme "To the Country, the Nature, the Food... and the Future..." and previously honored with seven awards — was recognized as both the Best Report in the World and the Best Report in Türkiye in the Online Report category of the ARC Awards.

We are Low Carbon Heroes for the fifth time

At the 9th Istanbul Carbon Summit organized by the Sustainable Production and Consumption Association with the main support of the Ministry of Environment, Urbanization and Climate Change and Istanbul Technical University, we received the Low Carbon Hero Award for our "Natural Gas Goes Green" project.

We are among the Most Reputable Brands in Türkiye

We served 5.4 million subscribers in 27 provincial centers and 310 districts and towns within the borders of 31 provinces. Aksa Doğalgaz ranked among Türkiye's most reputable brands in the energy sector in the 13th Türkiye Reputation Index Survey.

We ranked among Türkiye's most reputable brands in the energy sector in the 13th Türkiye Reputation Index Survey.

THE WORLD'S and TÜRKİYE'S "BEST" REPORT



Featuring Lalehan Uysal's photographs of Anatolian Seeds, our 2023 Annual Report — prepared under the theme "To the Country, the Nature, the Food... and the Future..." and previously honored with seven awards — was recognized as both the Best Report in the World and the Best Report in Türkiye in the Online Report category of the ARC Awards.



You can scan the QR code to read our report.
aksadogalgaz.com.tr • 444 4 187

Aksa Doğal Gaz Dağıtım A.Ş.
Rüzgarlıbahçe Mahallesi,
Özalp Sokağı No: 10
Kavacık, Beykoz-İSTANBUL
T: +90 216 681 00 00

aksadogalgaz.com.tr • 444 4 187

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