

With the Power of Nature, in Almost Every Corner of Türkiye



Sustainability Report 2024



We are like the most common trees in Türkiye. As Türkiye's largest natural gas distribution company, we, like the trees growing all around us, are nourished by the values of this land. We continue to rise in almost every corner of our country.

We are present across every region, delivering safe, uninterrupted, and environmentally friendly energy solutions. With our sustainable service approach, we carry the energy of cities into the future, work tirelessly like trees, and make significant investments in decarbonization. Last year, millions of tons of carbon emissions were reduced through the use of natural gas in the regions where we operate. This reduction is equivalent to the amount of carbon that a forest of 469 million trees could absorb.

Just as trees nourish the soil, Aksa Doğalgaz fuels Türkiye's lifeblood with energy, because we operate with an energy rooted in the power of nature.

By using natural gas instead of coal,

11.13

million tCO₂e of carbon emissions were prevented.



Resilience and sustainability

Just as the red pine resists fire and regenerates, we are strengthening our resilience against the climate crisis through our decarbonization efforts. In 2023 and 2024, we calculated carbon emissions across all our operational regions, transforming our responsibility into measurable data.

As a company honored with the “Low Carbon Hero” award for the fifth consecutive year, we successfully neutralized our Scope 2 emissions from electricity consumption in 2024 by obtaining a YEK-G (Renewable Energy Guarantee of Origin) certificate.



Red Pine

The red pine, which makes up a significant portion of Türkiye's forest cover, is known for its rapid growth and resistance to hot, arid climates. It is a resinous and durable tree.

4,078
tons CO₂

Neutralized through the YEK-G
(Renewable Energy Resource
Guarantee System)



Deep roots, lasting effects

The oak tree clings to the soil for centuries, growing patiently and shaping the forest with its enduring strength. In 2024, we took a significant step by initiating the incorporation of Bursagaz and Kayserigaz, further reinforcing our position as the operator of Türkiye's largest natural gas distribution network. Our solid connection with 5.4 million subscribers continues to grow, empowered by Kazancı Holding's half-century legacy. With each new city and every new goal, we expand our reach. Like the oak, our growth is rooted, and enduring.



Oak

The oak tree thrives across Türkiye in diverse species and ecosystems. Known for its hardwood structure and longevity, it includes both deciduous and evergreen varieties.

47,181
kilometers

Total
network length



With balance and harmony

The beech tree is nature's elegant emblem of balance, with each leaf a symbol of harmony. Inspired by this natural equilibrium, we are developing satisfaction-oriented projects to shape a future grounded in balance and harmony with our millions of subscribers. By listening to the voices of our users, we refine and evolve our services. In 2024 alone, we conducted 976,930 surveys and collected over 60,000 individual feedback responses. These insights enable us to offer not just natural gas, but value-added services to regions we serve.



Beech

The beech tree is widely found in the North Anatolian Mountains, thriving in humid climates with its straight stems and smooth bark. A deciduous tree, its leaves turn a warm yellowish brown in autumn.



976,930

Number of
surveys sent



Resistance and stability

Like the yellow pine that stands tall at high altitudes, we are ascending the challenging peaks of the energy sector through our “Natural Gas Goes Green” R&D project. In this pioneering initiative, developed in collaboration with GAZBİR-GAZMER and Yıldız Technical University, we have completed the laboratory phase of blending 20% green hydrogen with natural gas. This hydrogen-enhanced fuel not only reduces carbon intensity, but also enables the storage of renewable energy. Like the yellow pine, we are reaching higher and rooting deeper.



Yellow pine

Naturally found at high elevations, particularly across the North Anatolian Mountains, the yellow pine thrives in humid climates. Deciduous, leaves turn yellowish brown in the fall.

11.13

million tCO₂

Annual carbon
emission reduction
contribution



Strong and resilient tomorrows

The fir tree stands as a symbol of strength and assurance, a steadfast bond with the natural world. In 2023, we initiated a collaboration with ecording, a social enterprise dedicated to reforestation and biodiversity, to forge lasting ties with the future of nature. As part of this initiative, we aim to deliver 100,000 seed balls to the soil using ecoDrones, a technology designed to green hard-to-reach areas across Türkiye.



Fir

Found in the high-altitude mountainous regions of the Black Sea, fir trees are known for their broad trunks, tall stature, and needle-like leaves. It's resilient to cold and thrives in humid environments.

**100
thousand**

units

Seed balls
in the soil



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About the Report

We are pleased to present our Sustainability Report to our stakeholders.

We believe that our stakeholders' comments and suggestions on our sustainability report are of great importance along our journey in this field.

With more than 20 years of experience in the sector and our expert staff, we continue our natural gas distribution activities in 27 provincial centers, 310 districts and towns, serving 5.4 million subscribers. Through our meticulous investments, our total network size reached 47,181 thousand kilometers and we distributed 10.9 billion cubic meters of natural gas by the end of 2024.

With our second Sustainability Report based on Global Reporting Initiative (GRI) Standards, Akso Doğalgaz is pleased to present to our stakeholders the proper management of the values and impacts resulting from our operations, our sustainability priorities, and the contributions and targets we have realized in line with the United Nations Sustainability Development Goals (SDGs) and Environmental Social Governance (ESG) principles. In line with these contributions and goals, we work for a better world by taking effective steps in environmental, social and governance areas.

In our second sustainability report, we deepen our vision of "Strong and Natural Growth" with a sustainability perspective and share with the public our decisive steps towards the future. This report covering the 12-month activity period between January 1, 2024 and December 31, 2024, comprehensively conveys our activities under the headings of Corporate Governance, Sustainability Approach, Clean Energy for the Future, Clean Energy for Society and Clean Energy for Life, which are the key elements of sustainable growth.

Carbon management and combating climate change are on our priority sustainability agenda and we aim to create long-term environmental and economic value with the steps we take in this direction. Together with our stakeholders, we continue to move forward in line with the principles of transparency, accountability and impact orientation for a more livable future.

Our second Sustainability Report was realized under the leadership of the Sustainability Committee. The Committee includes the Integrated Management Systems and Business Processes Department, Financial Control and Planning Department, Marketing and Corporate Communications Department, Natural Gas Human Resources, Customer Processes Department and the Representatives of Affiliated Companies.

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

Akso Doğal Gaz Dağıtım A.Ş. is owned by Kazancı Holding at a rate of 99.96%. We have 21 natural gas distribution companies and 22 subsidiaries with Koni Teknik Mühendislik A.Ş. We have 89% effective shareholding in Akso Doğalgaz' subsidiaries within the scope of consolidation. Pursuant to the relevant legislation, municipalities in the areas where we operate also hold a 10% share in our distribution companies.





Message from the President of the Board

In 2024, we demonstrated outstanding achievements.

At Aksa Doğalgaz, we continued to deepen our contribution to the energy future of our country and the world with our multifaceted efforts in 2024.

Esteemed Stakeholders,

As global dynamics reshaped energy markets, natural gas prices stabilized and signs of economic recovery became more evident. For Aksa Doğalgaz, 2024 was not only a year of successful operations, but also one marked by restructuring and strengthening.

Our world is undergoing rapid and constant transformation, driven by geopolitical developments and the rise of artificial intelligence. Yet, amidst these changes lie significant opportunities. In this dynamic environment, organizations that invest in the future, embrace sustainability, and prioritize progress in harmony with the societies they belong to are the ones that truly stand out.

Backed by Kazancı Holding's legacy of over half a century of knowledge and experience, Aksa Doğalgaz continued to expand its contribution to both Türkiye's and the world's energy future in 2024 through a diverse range of initiatives.

By effectively seizing the opportunities presented by this new era, we have taken meaningful steps to support economic vitality in the regions we serve, to address

environmental impacts, and to create social benefits. In a time when global transformation brings renewed dynamism, we have reinforced our pioneering role, not only in natural gas distribution, but also in advancing sustainable growth and social development, guided by a strong sense of responsibility.

With our expanding service network throughout the year, we extended natural gas distribution to 5.4 million subscribers across 27 provincial centers and 310 districts and towns throughout Türkiye. We increased our total network length to 47,181 kilometers, and the volume of natural gas distributed reached 10.9 billion cubic meters. This scale once again reinforced our leadership position in the sector, representing 21.5% of Türkiye's total natural gas distribution network. Serving a population of 17.6 million, we take pride in our contribution to enhancing quality of life, supporting economic vitality and local development in the regions we operate. These figures also reflect the widespread positive impact of natural gas; improving everyday living conditions, stimulating regional economies, and generating environmental benefits wherever our service reaches.



In 2024, guided by our belief in "Strong and Natural Growth," we achieved remarkable progress. We initiated the incorporation of Bursagaz and Kayserigaz, marking a major milestone in our strategic expansion efforts. Significant strides were made to advance our vision of sustainable growth, reaching new regions and further extending our service network. Today, we stand among the most heavily invested companies in our sector globally. With a strong and sustainable growth model, we are determined to advance confidently into neighboring geographies. Each strategic step we take not only strengthens our organizational structure but also extends our customer-focused service philosophy, centered on excellence and satisfaction, across broader regions.

We remain committed to delivering a safe, uninterrupted, and high-standard natural gas supply in the new cities we serve. The synergy that will emerge after the acquisition will also create significant positive momentum in our financial performance.

With the strength drawn from our resilient and dynamic corporate structure and a quarter-century of experience, we shape our activities not only to meet today's needs but also to anticipate the expectations of the future.

In every new investment, we prioritize the development of sustainable and agile infrastructures shaped by local insight and awareness. We design solutions tailored to the unique geographical conditions, expectations, and dynamics of each province we serve; crafting our service model with an almost handcrafted precision. This approach enables us to continue our growth journey on a solid foundation.



Message from the President of the Board

“It is inherent to our nature!”

With our infrastructure spanning almost every corner of Türkiye, we offer not only natural gas, but also trust, value and a sustainable future.

In 2024, sustainability remained a central focus across all our operations. We view it as an integral part of our long-term corporate strategy. Reducing environmental impact, managing carbon emissions, and enhancing resource efficiency continue to be core priorities embedded in all our business processes. With the belief that “It is inherent to our nature!”, we are committed to building a future where generations can breathe more safely. We aim to improve quality of life in the regions we serve by supplying natural gas that supports cleaner air and a healthier environment—enabling millions to begin each day under a clearer, bluer sky. As part of this commitment, we published our first sustainability report, prepared in accordance with the Global Reporting Initiative (GRI) Standards, and shared our Environmental, Social, and Governance (ESG) performance transparently with the public. In 2024, we also successfully completed the Carbon Emission Calculation and Reduction Project across all our operational regions. We calculated our Scope 1, Scope 2, and Scope 3 emissions in six different categories, in line with the ISO 14064 Standard for the Calculation and Reporting of Corporate Greenhouse Gas Emissions. Furthermore, we certified 207 offices in 27 provincial centers and 310 districts and towns under the Renewable Energy Resource Certificate (YEK-G) and neutralized our Scope 2 emissions arising

from electricity consumption. Looking ahead, we remain firmly committed to transparently sharing all future emission calculations with the public.

Using the data obtained from our Carbon Emission Accounting and Reduction Project, we identified both our strengths and areas for improvement; bringing us one step closer to achieving our 2030 sustainability goals. At the same time, we broadened our zero waste and circular economy practices, continuing to contribute to nature through our biodiversity initiatives. In line with our commitment to the Zero Waste principle, we successfully disposed of 147.7 tons of waste in 2024. Through our circular economy approach, we continue to instill environmental awareness in our employees and ensure the efficient use of natural resources.

We contribute to the greening of hard-to-reach areas in Türkiye through our seed ball initiative, launched in collaboration with eCording. To date, we have planted 100,000 seed balls on behalf of our subscribers. As we look toward the future of energy systems, we design our actions in alignment with the evolving energy ecosystem. In collaboration with Gazbir-Gazmer, we are actively advancing R&D projects focused on alternative fuels such as green hydrogen and biomethane.

In 2024, our sustainability efforts were characterized by achievements not only in the environmental but also in the economic and corporate dimensions. We ranked 44th in the Fortune 500 Türkiye Survey based on indicators such as net sales, equity and EBITDA. Our investment amount reached TL 4.9 billion throughout the year, bringing the total investment we have realized to date to TL 55.3 billion.

Our corporate risk management policy became one of the cornerstones of our strategic decision-making processes during this period. We address social, environmental, economic and ethical risks holistically to build a safe, transparent and resilient structure for all our stakeholders. We not only manage risks, but also ensure the active participation of our employees in the process through mechanisms to raise awareness in these areas.

Over the past year, we made a meaningful impact through our efforts to maintain uninterrupted communication with our customers and stakeholders, while continually working to enhance the quality of service we deliver each day.

One of our proudest achievements this year was being ranked among Türkiye’s most reputable brands in the energy sector in the 13th Türkiye Reputation Index Survey. We are honored that this recognition reflects both the quality of service we consistently provide to our subscribers and our sustainability approach, which is firmly rooted in a commitment to social development.

Our 2023 Annual Report, which focuses on “Anatolian Seeds,” was selected as the best in both Türkiye and the world in the Online Report category of the International Reporting Awards ARC Awards.

At the 9th Istanbul Carbon Summit, we recognized our consistent efforts in the field of sustainability with the SÜT-D 2024 Low Carbon Hero Award, given to organizations that set an example in combating climate change by reducing greenhouse gas emissions with our “Natural Gas Goes Green” R&D project.

At the point we have reached today, with the experience we have gained, the millions we serve, and our infrastructure spread across nearly every corner of Türkiye, we offer not only natural gas but also trust, value, and a sustainable future.

As Aksa Doğalgaz, we will continue to contribute to our country’s development, the advancement of our cities, and the well-being of our society with the same dedication and unwavering commitment.

We extend our sincere thanks to all our stakeholders who supported us throughout this process.

Sincerely,

Yaşar Arslan
President of the Board

55.3

TL billion

Total amount of
investment realized



Our Sustainability Performance in 2024

We are improving our service quality and coverage by increasing our investments.

Economic

Clean Energy for Life

63.2

TL billion

Net sales in 2024

5.4

million

Total number of subscribers

10.9

billion m³

Gas distribution volume

47,181

km

Network length

55

TL billion

Total investment amount

4.3/5

Overall satisfaction score

99.10%

The response rate of calls
received by the Solution
Center in 2024

98%

Ratio of local suppliers



Our Sustainability Performance in 2024

We support our employees and the community with our projects.

Social

Clean Energy for Society

4,504

Total number of
employees

447

Number of new hires
in 2024

116

Number of employees
with disabilities

10%

Employee turnover rate

4,500

hours

Total training hours
in 2024

1,100

Number of people
participating in trainings
in 2024

19,707

person/hour

Vocational qualification
certificate trainings
in 2024

2,990

Number of calls received so
far under the Life Companion
Project



Our Sustainability Performance in 2024

We use our resources more efficiently for environmental sustainability.

Environment

*Clean Energy for the Future***1.3**

TL million

Total expenditure
on environment and
sustainability studies in 2024

13.4million tons CO₂e

Total Greenhouse Gas
Emissions (Scope 1+2+3)

11.3million tons CO₂e

Amount of emission
reduction by using natural
gas instead of coal

4,078tons CO₂e

Scope 2 emission
neutrality with YEK-G
certificates

418,368.33

GJ

Total amount of energy
in 2024

37,668.92m³

Total water consumption
for 21 regions in 2024

147.70

tons

Total amount of waste
in 2024

100

thousand

The number of seed balls
planted by ecoDrones on behalf
of our subscribers in hard-to-
reach areas of our country



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About Aksa Doğalgaz

We are Türkiye's largest private natural gas distribution company.

With 5.4 million subscribers in 27 provincial centers, 310 districts and towns, 10.9 billion m³ of gas distribution volume, 22% distribution share and 47,181 km network length, we are the natural gas distribution company serving the largest geographical distribution area in Türkiye.

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

As of the end of 2024, we continue to engage in natural gas distribution activities, which started in Balıkesir region, in 21 regions where we have acquired and taken over licenses from the Energy Market Regulatory Authority (EMRA), and we carry the flag of our sector forward through our standardized operational practices in each region.

With 5.4 million subscribers living in 27 provincial centers, 310 districts and towns, 10.9 billion m³ of gas distribution volume, 22% distribution share and 47,181 km network length, we operate as the largest natural gas distribution company serving the largest

geographical distribution area in Türkiye. We serve a population of 17.6 million and 7.2 million potential subscribers in our distribution regions.

While providing natural gas supply to our subscribers in the safest way possible, we are focusing on our digital transformation efforts to improve customer satisfaction and enhance operational efficiency. Within the framework of our agreement with Alterna CX, which enables the improvement of the customer experience journey with its artificial intelligence-based solutions, we continuously measure and improve the customer experience journey at all our touch points. The feedback we receive also contributes greatly to the efficiency of our operational work.

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.

As the natural gas distribution company serving Türkiye's largest geographical area, we break new ground in our sector and act with the responsibility of constituting 21.5% of the total natural gas network length reached by our country.

For more than 20 years, we have been growing with investments in almost every corner of Türkiye. In line with our sustainability vision, we are taking firm steps forward by focusing on growth without compromising our goal of leaving a livable world and a clean and breathable airspace for future generations.

10.9
billion m³

Amount of natural gas distributed



About Kazancı Holding

The companies within our Holding are among the leading companies in their sectors.

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.

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.

One of our companies operating under the Akso brand, Akso Doğalgaz provides natural gas distribution services to a population of approximately 17.6 million and 5.4 million subscribers with its 47,181 km network infrastructure and 207 offices in 27 provincial centers, 310 districts and towns within the scope of 21 distribution licenses. Serving Türkiye's widest geographical distribution area, Akso Doğalgaz is the country's largest natural gas distribution company, distributing 10.9 billion m³ of natural gas and boasting a 22% distribution share.

Akso Energy is another one of our successful companies as Türkiye's largest publicly traded independent power producer, with power plants built and operated in Türkiye and abroad. Taking important steps in line with its 2030 Global Strategy since 2015, Akso Energy operates with an installed capacity of 2,694 MW in seven countries with power plants in Türkiye, TRNC, Ghana, Madagascar, Mali, Republic of Congo and Uzbekistan. In 2010, Akso Energy was listed on Borsa İstanbul under the ticker AKSEN. Akso 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. Akso Power Generation is the leader of the Türkiye generator market and one of Türkiye's largest exporters. Akso 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, Akso 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, Akso Çoruh and Akso 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. Akso 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.

Akso 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. Akso 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.

Akso 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, Akso 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 its electric vehicle charging installations, has reached a total of 375 sockets and is among the top 10 companies among 171 licensed companies in Türkiye. Having obtained the YEK-G Certificate for all charging stations, the Company certifies that it obtains the energy it uses from 100% renewable resources, and provides the energy needed by electric vehicles to its customers and business partners with fast and easy solutions under the assurance of Akso.

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 Akso Agriculture on a total area of 25 thousand decars in line with the EU standards contribute to the development of agriculture and livestock industry in Türkiye through a sustainable perspective. Akso 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, Akso Agriculture's value-driven operations include fruit gardening, grain farming, silage corn production, sunflower, sugar beet, paddy (rice) cultivation.

Akso 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, Akso Tourism aims to expand its operations and offer its customers a wider and more diverse accommodation experience.

17 thousand+
Number of Kazancı
Holding employees



Our Mission, Vision and Values



Our Vision

Becoming one of the world's leading energy solution partners.



Our Mission

We produce reliable, sustainable and value-added 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 relations.

Entrepreneurship Is in Our Soul

We evaluate new ideas and opportunities together, take measurable risks and exceed limits. We resolutely and patiently continue to struggle until we achieve our objectives.

We Start Each Day For Success

We start every day for a success story no matter where we are across the world.

Together We Exist

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

We Act Courageously

We face challenges in a courageous and creative manner to create a long-term vision and make our dreams come true.

Agility Enables Us to Win

We complete our operations in an agile and diligent way by taking care of details in line with various opportunities and developments.

We Believe in the Improving Power of Competition

We benefit from fair and competitive environments and have the improving power of competition at our back while going forward.



Capital and Shareholding Structure

We are confidently moving forward with our strong capital and shareholding structure.

With our widespread subsidiary network, we offer natural gas services almost everywhere in Türkiye.

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



	Trade Name	Capital	Kazancı Holding A.Ş.	Akso Doğal Gaz Dağıtım A.Ş.	Municipalities	Kazancı Family and Others
1	AKSA DOĞAL GAZ DAĞITIM A.Ş.	3,000,000,000	99.96%			0.04%
2	AKSA ÇUKUROVA DOĞAL GAZ DAĞITIM A.Ş.	160,000,000		89.44%	9.91%	0.65%
3	AKSA AFYON DOĞAL GAZ DAĞITIM A.Ş.	45,000,000		86.97%	10.00%	3.03%
4	AKSA DÜZCE EREĞLİ DOĞAL GAZ DAĞITIM A.Ş.	26,000,000		89.20%	10.00%	0.80%
5	AKSA BALIKESİR DOĞAL GAZ DAĞITIM A.Ş.	21,000,000		89.20%	10.00%	0.80%
6	AKSA ÇANAKKALE DOĞAL GAZ DAĞITIM A.Ş.	21,000,000		89.20%	10.00%	0.80%
7	AKSA BİLECİK BOLU DOĞAL GAZ DAĞITIM A.Ş.	18,000,000		89.20%	10.00%	0.80%
8	AKSA MANİSA DOĞAL GAZ DAĞITIM A.Ş.	15,000,000		89.20%	10.00%	0.80%
9	AKSA ELAZIĞ DOĞAL GAZ DAĞITIM A.Ş.	5,500,000		87.00%	10.00%	3.00%
10	AKSA ŞANLIURFA DOĞAL GAZ DAĞITIM A.Ş.	5,000,000		75.00%	10.00%	15.00%
11	AKSA M.KEMALPAŞA SUS. KAR. DOĞAL GAZ DAĞITIM A.Ş.	2,000,000		86.97%	10.00%	3.03%
12	AKSA BANDIRMA DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		86.97%	10.00%	3.03%
13	AKSA SİVAS DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		86.97%	10.00%	3.03%
14	AKSA GEMLİK DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		86.97%	10.00%	3.03%
15	AKSA MALATYA DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		89.78%	10.00%	0.22%
16	AKSA GÜMÜŞHANE BAYBURT DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		86.97%	10.00%	3.03%
17	AKSA ORDU GİRESUN DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		89.20%	10.00%	0.80%
18	AKSA KARADENİZ DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		89.20%	10.00%	0.80%
19	AKSA TOKAT AMASYA DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		86.97%	10.00%	3.03%
20	AKSA VAN DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		89.20%	10.00%	0.80%
21	AKSA AĞRI DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		90.00%	10.00%	0.00%
22	AKSA SİİRT BATMAN DOĞAL GAZ DAĞITIM A.Ş.	1,000,000		97.00%		3.00%
23	KONI TEKNİK MÜHENDİSLİK A.Ş.	14,900,000		100.00%		0.00%



Our Strategy and Objectives

Our goal is to increase the use of zero-emission hydrogen.

We adopt sustainable policies in every step we take at home and abroad, and we are honored to lead our industry by developing the most up-to-date technologies in all our business processes.

Our natural gas distribution activities, which started in the Balıkesir region in 2004, continued unabated in 2024 with investments in 27 provincial centers, 310 districts and towns. 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.

In 2024, with a population of 17.6 million and 7.2 million potential customers in our distribution regions and a 22% distribution share, we continued our steps with the awareness of the responsibility of being the leader in our sector. Our position is constantly strengthening with our targets and achievements, which are growing exponentially every day; in the last 5 years, the amount of gas distributed has grown by 13.9%, while the number of our subscribers and the length of our network have grown by 48.9%.

In 2024, 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)" at investment grade, which is the highest rating.

Our story, which started with the aim of delivering natural gas safely to the four corners of our country, continues steadily on its way to becoming a global brand with our cross-border goals. Our integrated strategy, including overseas investments, the scale of our group, the dividends it generates and the intense demand of investors guide our IPO efforts.

Within the scope of our 2030 Strategy Plan, which we have prepared based on our principles of high customer satisfaction, creating added value for the national economy, and respect for people, nature and social life, we aim to bring our total domestic and international investments to USD 2.3 billion. With the investments we will make, we aim to increase our network size to 70,000 km, the number of our subscribers to over 8 million and our natural gas distribution volume from 10.9 billion cubic meters to 17.2 billion cubic meters. The resulting physical size will also create a significant acceleration in our financial indicators.

Since our establishment, we have saved approximately TL 1,339 billion for the national economy in the field of energy, while offering better job opportunities to more than 4,000 citizens. In addition, we also contribute to the acceleration of industrial investments in natural gas production in our distribution regions.



As the Akso Doğalgaz Family, we adopt sustainable policies in every step we take in Türkiye and abroad, and we are honored to lead our industry by developing the latest technologies in all our business processes. Carbon emission reduction and efforts in this direction constitute the cornerstones of our strategy.

Last year, the use of natural gas instead of coal in the regions where we operate resulted in 11.13 million tCO₂e less carbon emissions in just one year. This is equivalent to the amount of carbon that a forest of 469 million trees could clean up. We are conducting R&D studies for even more environmentally friendly alternatives to meet the increasing energy demand. In parallel with Europe, we have successfully completed the process of mixing 20% hydrogen into natural gas with our Renewable Gas Production R&D Project, which we have implemented within Gazbir-Gazmer in cooperation with Yıldız Technical University.

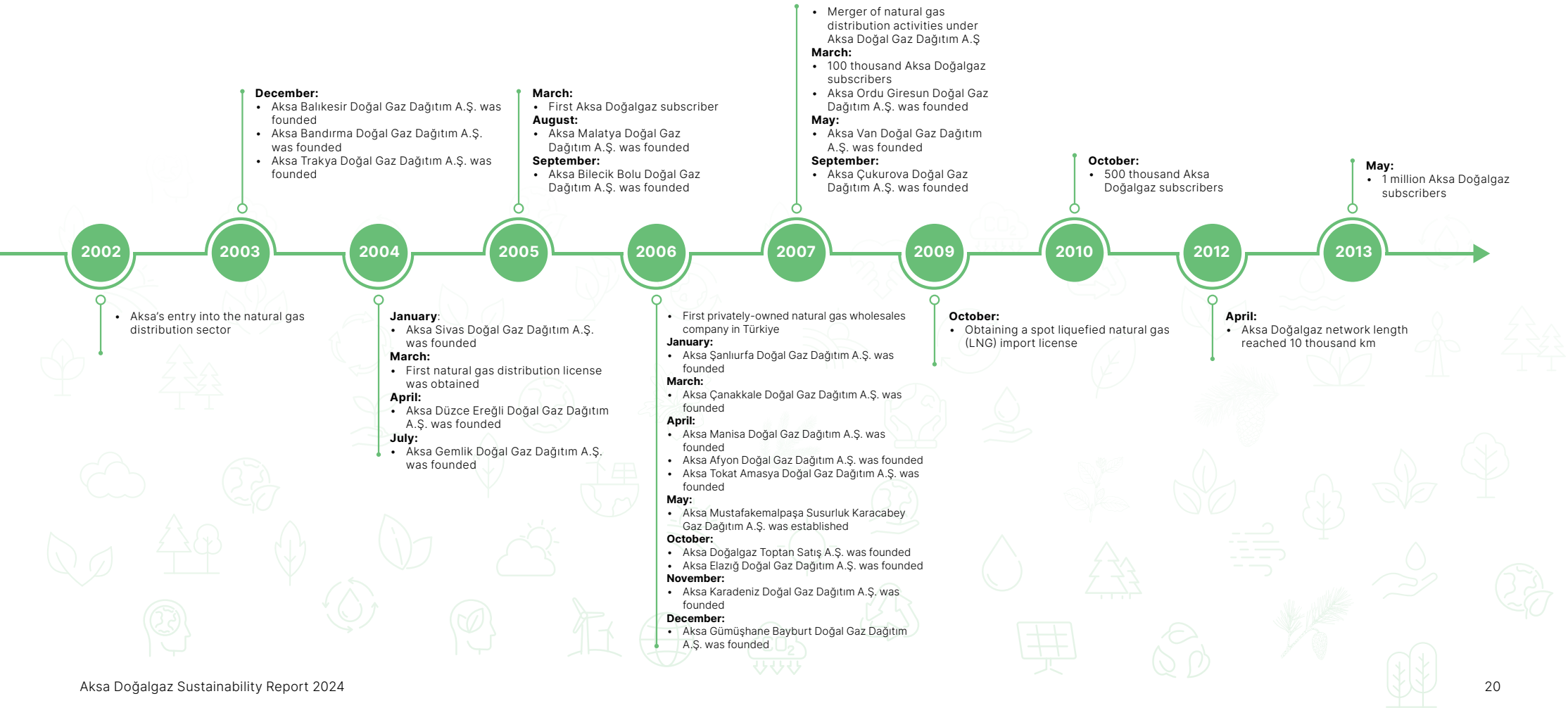
Within the scope of our project, hydrogen not only serves as a decarbonizing agent, but can also be used as a means of storing and transferring renewable energy when there is excess supply. Our goal now is to increase the use of zero-emission hydrogen and diversify Türkiye's energy supply security.

And most importantly for us... The smiling face of millions of our subscribers in a more sustainable world... We continue to work without slowing down to deliver our environmentally friendly, comfortable and economical energy across the four corners of our country with an inexhaustible energy to leave a cleaner environment for future generations.



Our Journey to Sustainable Success

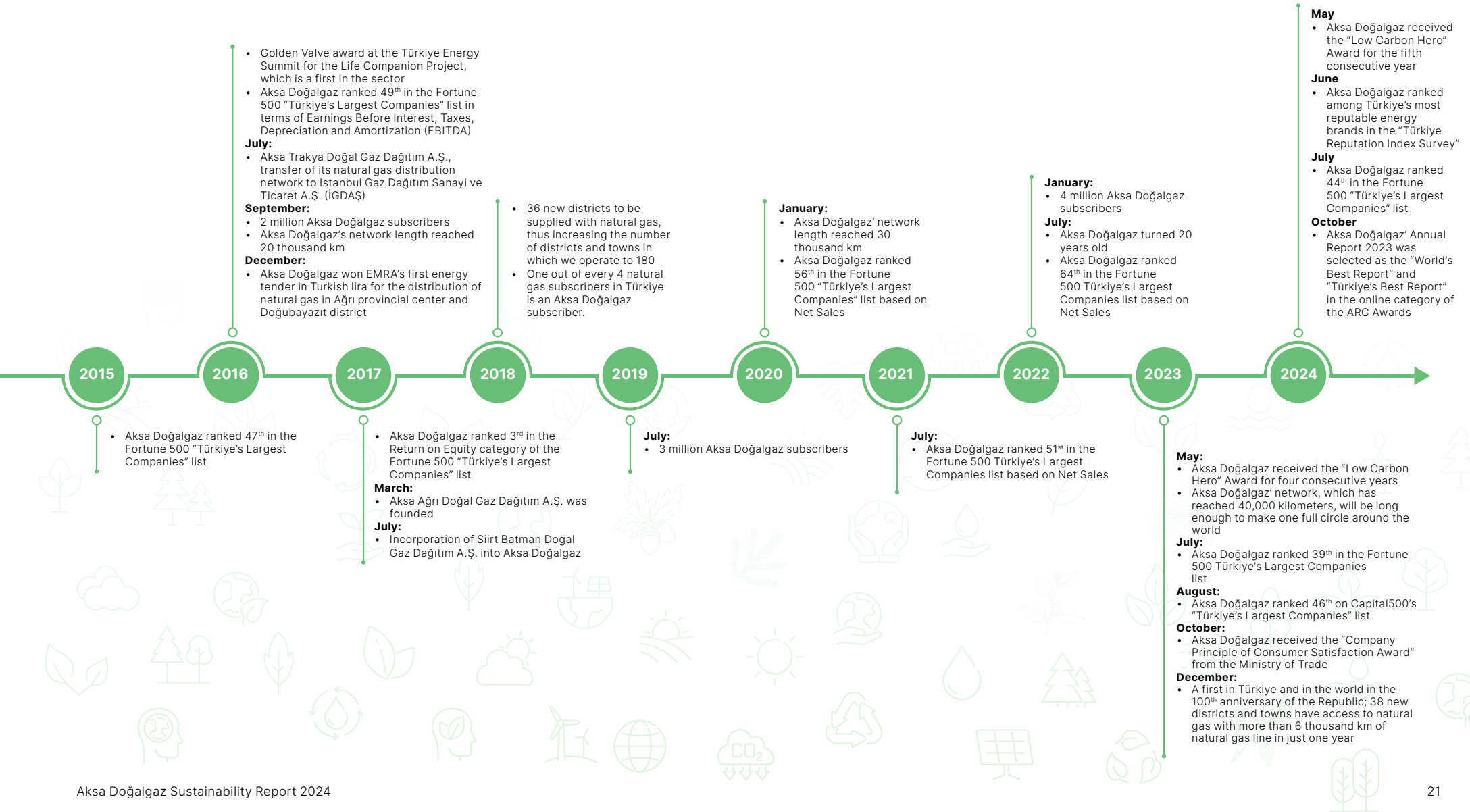
We have been bringing natural gas to Türkiye for a quarter of a century.





Our Journey to Sustainable Success

We shape the future with our achievements.





Our Region of Operation

Provinces and Districts Served as of December 31, 2024

Aksa Afyon Doğalgaz Dağıtım A.Ş.

- Afyonkarahisar
- Başmakçı
- Bayat
- Bolvadin
- Çay
- Çobanlar
- Dazkırı
- Dinar
- Döğler
- Emirdağ
- Erkmen
- Evciler
- Hocalar
- Işıklar
- İhsaniye
- İscehisar
- Kayıhan
- Kızılören
- Salar
- Sandıklı
- Sinanpaşa
- Sultandağı
- Susuz
- Sülümenli
- Şuhut
- Yaylabağı

Aksa Ağrı Doğalgaz Dağıtım A.Ş.

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

Aksa Balıkesir Doğalgaz Dağıtım A.Ş.

- Balıkesir
- Altıeylül
- Ayvalık
- Bigadiç
- Burhaniye
- Dursunbey
- Edremit
- Gömeç
- Havran
- İvrindi
- Karesi

- Kepsut
- Savaştepe
- Sındırgı

Aksa Bandırma Doğalgaz Dağıtım A.Ş.

- Bandırma
- Erdek

Aksa Bilecik Bolu Doğalgaz Dağıtım A.Ş.

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

Aksa Çanakkale Doğalgaz Dağıtım A.Ş.

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

Aksa Çukurova Doğalgaz Dağıtım A.Ş.

- Adana
- Mersin
- Hatay
- Osmaniye
- Akdeniz
- Aladağ
- Altınözü
- Anamur
- Antakya
- Arsuz
- Aydıncık
- Bahçe
- Belen
- Bozyazı
- Ceyhan
- Çukurova
- Defne
- Dörtöyl
- Düziçi
- Erdemli
- Erzin
- Feke
- Gülnar
- Hassa
- İmamoğlu
- İskenderun
- Kadiri
- Karaisalı
- Karataş
- Kırıkhan
- Kozan
- Kumlu
- Mezitli
- Mut
- Payas
- Pozantı
- Reyhanlı
- Saimbeyli
- Sarıçam
- Seyhan
- Silifke
- Tarsus
- Toprakkale
- Toroslar
- Tufanbeyli
- Yayladağı
- Yenışehir
- Yumurtalık
- Yüreğir

Aksa Düzce Ereğli Doğalgaz Dağıtım A.Ş.

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

Aksa Elazığ Doğalgaz Dağıtım A.Ş.

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

Aksa Gemlik Doğalgaz Dağıtım A.Ş.

- Gemlik

Aksa Gümüşhane Bayburt Doğalgaz Dağıtım A.Ş.

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

Aksa Karadeniz Doğalgaz Dağıtım A.Ş.

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

Aksa Malatya Doğalgaz Dağıtım A.Ş.

- Malatya
- Akçadağ
- Arapgir
- Battalgazi
- Darende
- Doğanşehir
- Hekimhan
- Kuluncak
- Yazıhan
- Yeşilyurt

Aksa Manisa Doğalgaz Dağıtım A.Ş.

- Manisa
- Ahmetli
- Akhisar
- Alaşehir
- Demirci
- Gölmarmara
- Gördes
- Kırkağaç
- Kula

- Salihli
- Sarıgöl
- Saruhanlı
- Selendi
- Soma
- Şehzadeler
- Turgutlu
- Yunussemre

Aksa Mustafakemalpaşa Susurluk Karacabey Doğalgaz Dağıtım A.Ş.

- Karacabey
- Karayay
- Mustafakemalpaşa
- Susurluk

Aksa Ordu Giresun Doğalgaz Dağıtım A.Ş.

- Ordu
- Giresun
- Akkuş
- Altınordu
- Alucra
- Aybastı
- Bulancak
- Çamoluk
- Çarşamba
- Dereli
- Doğankent
- Esiye
- Eynesil
- Fatsa
- Gökçöy
- Görele
- Güce
- Gülyalı
- Gürgençtepe
- Kabadüz
- Keşap
- Korgan
- Kumru
- Perşembe
- Piraziz
- Salıpazarı
- Şebinkarahisar
- Terme
- Tirebolu
- Ünye
- Yağlıdere

Aksa Siirt Batman Doğalgaz Dağıtım A.Ş.

- Siirt
- Batman
- Baykan
- Beşiri
- Gökçebağ
- Kayabağlar
- Kozluk
- Kurtalan
- Sason
- Tillo
- Veytselkarani

Aksa Sivas Doğalgaz Dağıtım A.Ş.

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

Aksa Şanlıurfa Doğalgaz Dağıtım A.Ş.

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

Aksa Tokat Amasya Doğalgaz Dağıtım A.Ş.

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

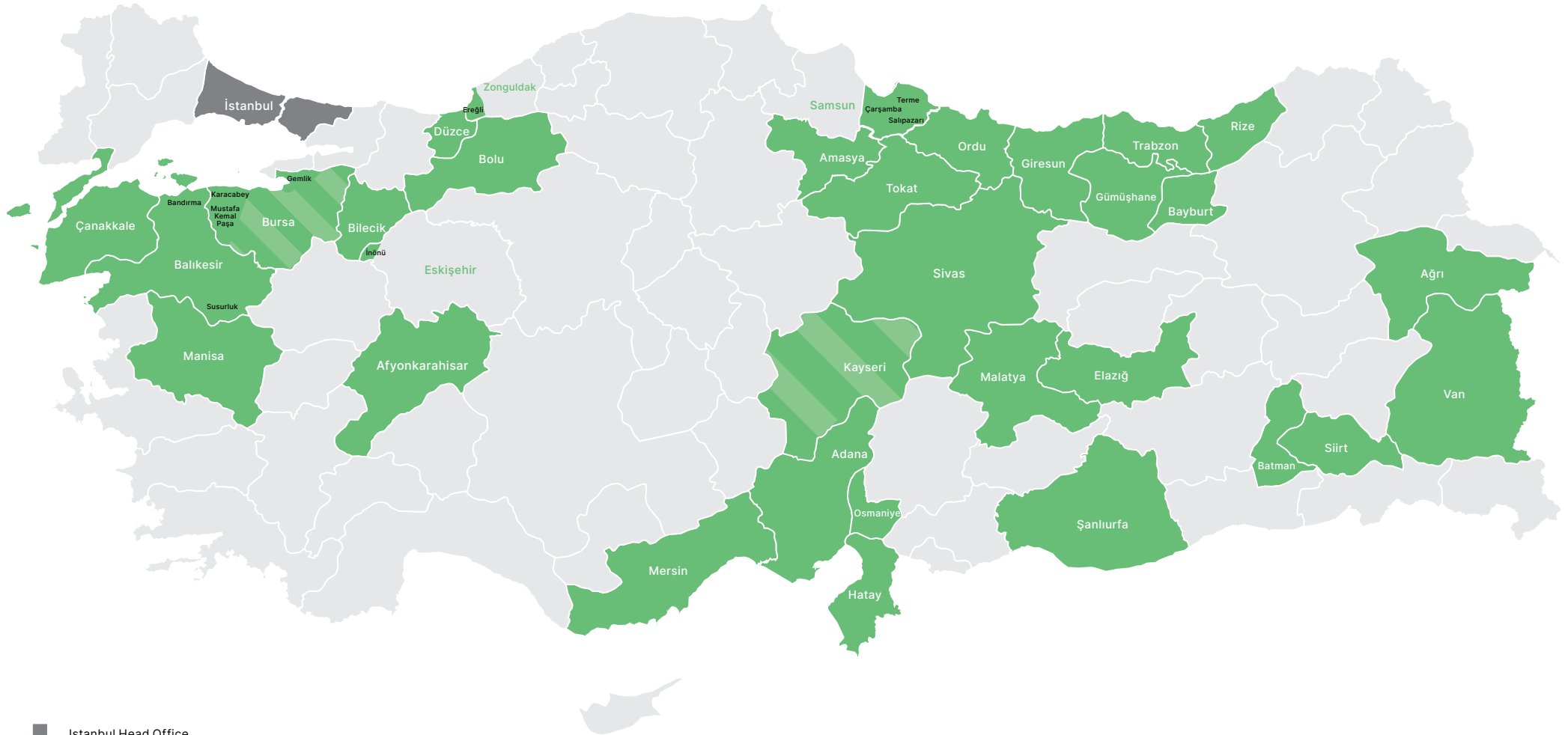
Aksa Van Doğalgaz Dağıtım A.Ş.

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



Our Region of Operation

We are almost all over Türkiye.



■ İstanbul Head Office

■ Bursa and Kayseri regions are taken over in 2025.



Our Awards

Awards in 2024

The World's and Türkiye's Best Report

Akso Doğalgaz' Annual Report 2023, which we prepared with the theme "To the Country, the Nature, Food... and the Future..." accompanied by the photographs of Anatolian Seeds by Seed Observer Lalehan Uysal, was selected as the World's and Türkiye's Best Report 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 Republic of Türkiye Ministry of Environment, Urbanization and Climate Change and Istanbul Technical University, Akso Doğalgaz received the Low Carbon Hero Award for the fifth time with our "Natural Gas Goes Green" project.

We are among the Most Reputable Brands in Türkiye

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

Awards in 2023

Company Adopting Consumer Satisfaction as a Principle Award

We were deemed worthy of the "Company Adopting Consumer Satisfaction as a Principle" Award at the 26th Consumer Awards organized by the Ministry of Trade of the Republic of Türkiye. Our president Recep Tayyip Erdoğan presented our award to Yaşar Arslan, President of the Board of Akso

Doğalgaz, at the Consumer Awards attended by our President Recep Tayyip Erdoğan and Minister of Trade Prof. Dr. Ömer Bolat, where we took part together with members of the Board of Directors of Akso Doğalgaz.

Low Carbon Hero Award for the Fourth Time

We were deemed worthy of the Low Carbon Hero Award for the fourth time with our "Low Carbon Solution in Meter Reading" project at the 8th Istanbul Carbon Summit organized by the Sustainable Production and Consumption Association with the main support of the Republic of Türkiye Ministry of Environment, Urbanization and Climate Change and Istanbul Technical University.

Highest rating from JCR Eurasia Rating

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 investment grade, which is the highest rating. Akso Doğalgaz maintains a very strong position in terms of equity and creditworthiness.

Awards in 2022

Digital Transformation of the Year Award in the Energy Distribution Sector

By bringing together our operational applications under a single roof, we continue to act with global quality principles thanks to SAP CRM/IS-U and all SAP ERP solutions. We are happy to be recognized by SAP, the world leader in enterprise applications and software,

for our activities in this field. Akso Doğalgaz won the Digital Transformation of the Year Award in the Energy Distribution Sector at the SAP Türkiye Quality Awards, where the most successful software and digital transformation projects of the year are selected.

We won 6 awards with our Annual Report

With our Annual Report 2021, in which we emphasized our efforts towards low carbon emissions with the goal of sustainability, we won 5 awards at the 2021 Vision Awards organized by the League of American Communication Professionals (LACP), one of the world's most prestigious platforms that sets the standards of excellence in the field of communication. We received the Gold Award for our report and the Bronze Award for the Most Advanced Report. We also received 5 important awards for our efforts in Technical Achievement, Best 20 Turkish Reports and Best 80 Reports. Again, with our 2021 Annual Report, we received the Honorary Award in the interior design category of the International ARC Awards 2022, which is considered the Oscars of annual reports all over the world.



Sustainability Approach

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- 35 Our Sustainability Objectives



Our Sustainability Organization

We are working for a better world.

By aiming for operational excellence, we embrace a sustainable, equitable and inclusive culture of doing business for all our stakeholders.

Sustainability Approach

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

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



Focus



Direct Contribution



Akso Doğalgaz commits to act in harmony with other SDGs in its activities. The company pursues all its objectives in relation to ESG.





Our Sustainability Organization

We make sustainability an integral part of our culture.

At Akso Doğalgaz, we attach great importance to conducting our sustainability activities with a participatory approach.

Sustainability Management

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

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

We established the Sustainability Committee reporting to the President of the Board of Akso Doğalgaz, and the Chairman of the Sustainability Committee reports directly to the President of the Board. Our Committee strives to ensure that our goals are achieved and that our sustainability approach becomes widespread throughout our Company by

incorporating relevant performance indicators into monitoring systems and employee goals. It also aims to improve the sustainability strategy and implementation tools by assessing risks and opportunities, and to ensure that employees actively participate in sustainability efforts through the training they receive. The Holding's Sustainability Working Group also monitors sustainability risks and opportunities through periodic meetings.

At Akso Doğalgaz, we attach great importance to conducting our sustainability activities with a participatory approach. To this end, we established thematic working groups within the Holding, which include employees from different areas of expertise. These groups are Carbon Footprint Working Group, Water Footprint Working Group, Corporate Social Responsibility Working Group, Sustainability Risk-Opportunity Working Group and Sustainable Finance Working Group.

In 2024, we held a total of 107 hours of meetings in our sustainability working groups. Through this comprehensive governance structure, we aim to make sustainability an integral part of our corporate culture and



develop it together with all our stakeholders. This approach guides us in achieving our sustainability goals.

We contribute to the greening of hard-to-reach areas in our country with our seed ball application, which we realized in cooperation with ecording. To date, we are proud to have planted 100 thousand seed balls on behalf of our subscribers.

We have signed a university-institution cooperation that will set an example for Türkiye! With this protocol, which will be in effect for five years, we aim to protect the Anatolian leopard, which is thought to be extinct in our country, and to further publicize the importance of this issue among the public.

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

**President
of the Board**

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

**Departments Represented by the
Members of the Sustainability
Committee**

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



Our Sustainability Strategy

We are contributing to the 2053 “carbon neutrality” target.

As Akso Doğalgaz, we implement the United Nations SDGs, the Paris Climate Agreement, the United Nations Global Compact, and our principles and commitments regarding corporate governance.

Sustainability Strategy

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

Sustainability Policy

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

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

**We are committed
to a sustainable
energy future.**





Our Stakeholder Map and Stakeholder Relations

We build “trust” through transparent communication.

Continuous and multi-channel communication with our stakeholders plays an important role in our sustainability efforts.

Stakeholder Groups

Internal Stakeholders

- Kazancı Holding
- Employees
- Branches and Centers
- Associates and Subsidiaries

External Stakeholders

- Customers
- NGOs, Memberships and Associations
- Public Institutions and Local Authorities
- Regulatory and Supervisory Organizations
- Energy Sector and Standard Authorities
- Media
- Suppliers
- Society

SDGs We Contribute to



We shape our sustainability efforts in line with the opinions and expectations of our stakeholders.

Our Stakeholders	Communication Channels	Communication Frequency
Kazancı Holding	Face-to-Face Interviews and Meetings, E-mail, E-Bulletin, Telephone, Panel/Conference, Social Media, Corporate Website, Annual and Sustainability Reports	Continuously
Employees	Face-to-Face Interviews and Meetings, E-mail, E-Bulletin, Telephone/SMS, Panel/Conference, Stakeholder Survey, Social Media, Ethics Line, Corporate Website, Annual and Sustainability Reports	Continuously
Branches and Centers	Face-to-Face Interviews and Meetings, E-Mail, E-Bulletin, Official Correspondence/Letters, Notice/Poster, Corporate Website	Continuously
Associates and Subsidiaries	Face-to-Face Interviews and Meetings, E-mail, Telephone, Stakeholder Survey, Press Release, Social Media, Corporate Website, Annual and Sustainability Reports	Continuously
Customers	Face-to-Face Communication, E-mail, Telephone/SMS, Customer Experience Survey, Press Release, Announcement, Notice/Poster, 187 Natural Gas Emergency Line, 444 4 187 Solution Center, Wish and Complaint Boxes, "Write to Us" Form, Social Media, Corporate Website, Annual and Sustainability Reports	Continuously
NGOs, Memberships and Associations	Face-to-Face Interviews and Meetings, E-mail, Telephone, Press Release, Stakeholder Survey, Panel/Conference, Social Media, Corporate Website, Annual and Sustainability Reports	Continuously
Public Institutions and Local Authorities	Face-to-Face Interviews and Meetings, E-mail, Telephone, Official Correspondence, Panel/Conference, Corporate Website, Annual and Sustainability Reports	Continuously
Regulatory and Supervisory Organizations	Face-to-Face, E-Mail, Telephone, Official Correspondence/Mail, Panel/Conference, Corporate Website, Annual and Sustainability Reports	Continuously
Energy Sector and Standard Authorities	Face-to-Face Interviews and Meetings, E-mail, Telephone, Press Release, Panel/Conference, Corporate Website, Annual and Sustainability Reports	Continuously
Media	Face-to-Face Interviews and Meetings, Telephone, Press Releases/Interviews, Announcement, Notice/Poster, Social Media, Corporate Website, Annual and Sustainability Reports	Continuously
Suppliers	Face-to-Face Interviews and Meetings, E-mail, Telephone, Corporate Website, Annual and Sustainability Reports	Continuously
Society	Telephone/SMS, Press Release, 187 Natural Gas Emergency Line, 444 4 187 Solution Center, Wish and Complaint Boxes, Write to Us Form, Announcement, Notice/Poster, Panel/Conference, Social Media, Corporate Website, Annual and Sustainability Reports	Continuously



Our Stakeholder Map and Stakeholder Relations

We make great efforts to meet the expectations of our stakeholders.

We attach great importance to maintaining open and transparent communication with all our stakeholders in order to successfully advance in the business world and increase our positive impacts on society.

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

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

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

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

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

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



OUR STAKEHOLDERS

- 1 Holding
- 2 Lawmakers/Authorities
- 3 Customers
- 4 Employees
- 5 Branches, Headquarters and Subsidiaries
- 6 NGOs and Society
- 7 Public Institutions and Local Authorities
- 8 Energy Sector and Standard Authorities
- 9 Regulatory and Supervisory Organizations
- 10 Media
- 11 Suppliers
- 12 Society

Corporate Memberships and Initiatives We Support

We expand our sustainability impact area with memberships.

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

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

Gazbir-Gazmer signed a Goodwill Agreement with OSAKA GAS Network, one of the largest natural gas distribution companies in the world and Japan, to share information and technologies on disaster prevention and earthquakes. According to this agreement, 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. In this context, Akso Doğalgaz came together with OSAKA GAS Network in İstanbul and Malatya to share our know-how on disaster prevention and earthquakes. We evaluated technologies and innovations that we can develop together.

In 2024, we continued our cooperation with ecording, a social enterprise operating in the field of reforestation and biodiversity to combat global climate change. As part of the 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.

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



**Natural Gas Distributors
Association of Türkiye-
GAZBİR**

Member



GAZMER

Member



Material Topics and Materiality Matrix

Very High Material Topics

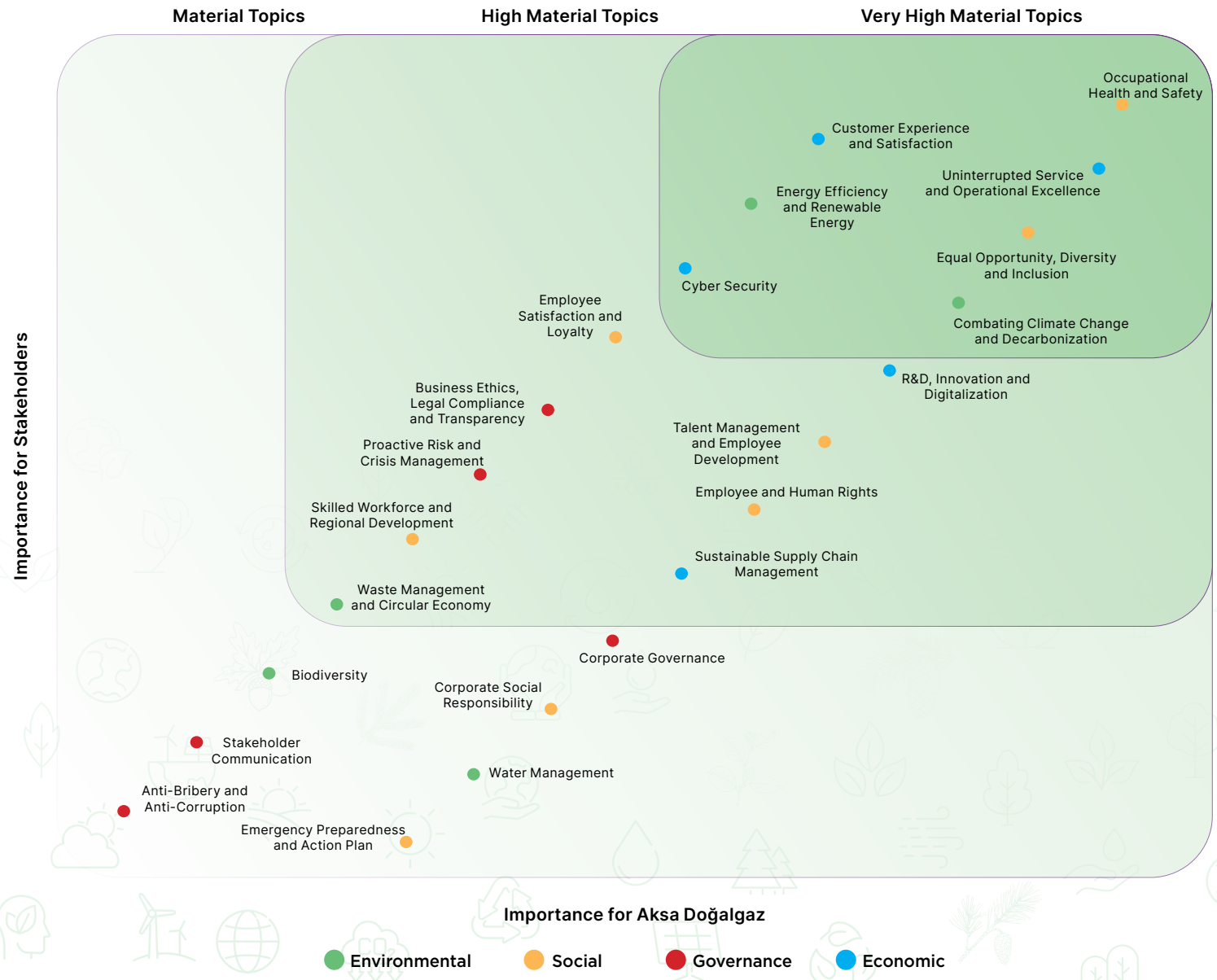
- 1 Occupational Health and Safety
- 2 Customer Experience and Satisfaction
- 3 Uninterrupted Service and Operational Excellence
- 4 Energy Efficiency and Renewable Energy
- 5 Equal Opportunity, Diversity and Inclusion
- 6 Cyber Security
- 7 Combating Climate Change and Decarbonization

High Material Topics

- 8 Employee Satisfaction and Loyalty
- 9 R&D, Innovation and Digitalization
- 10 Business Ethics, Legal Compliance and Transparency
- 11 Talent Management and Employee Development
- 12 Proactive Risk and Crisis Management
- 13 Employee and Human Rights
- 14 Skilled Workforce and Regional Development
- 15 Sustainable Supply Chain Management
- 16 Waste Management and Circular Economy

Material Topics

- 17 Corporate Governance
- 18 Biodiversity
- 19 Corporate Social Responsibility
- 20 Stakeholder Communication
- 21 Water Management
- 22 Anti-Bribery and Anti-Corruption
- 23 Emergency Preparedness and Action Plan





Material Topics and Materiality Matrix

We choose our priorities carefully.

We update our priorities in line with our changing business strategy and the expectations of our stakeholders.

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

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

In the materiality analysis study we conducted with the participation of our internal and external stakeholders, which we strengthened in 2024, we analyze the responses and create our Materiality Matrix. Through this Matrix, we identify our top material, highly material and material sustainability topics.

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

Top material topics are identified as:

- Occupational Health and Safety
- Customer Experience and Satisfaction
- Uninterrupted Service and Operational Excellence
- Energy Efficiency and Renewable Energy
- Equal Opportunity, Diversity and Inclusion
- Cyber Security
- Combating Climate Change and Decarbonization

Highly material topics are identified as:

- Employee Satisfaction and Loyalty
- R&D, Innovation and Digitalization
- Business Ethics, Legal Compliance and Transparency
- Talent Management and Employee Development
- Proactive Risk and Crisis Management
- Employee and Human Rights
- Skilled Workforce and Regional Development
- Sustainable Supply Chain Management
- Waste Management and Circular Economy

Other material topics are as follows:

- Corporate Governance
- Biodiversity
- Corporate Social Responsibility
- Stakeholder Communication
- Water Management
- Anti-Bribery and Anti-Corruption
- Emergency Preparedness and Action Plan





Sustainable Development Goals We Contribute to

● Environmental ● Social ● Governance ● Economic

IMPORTANCE LEVEL	MATERIAL TOPICS	SDGs WE CONTRIBUTED TO
Very High Material Topics	Occupational Health and Safety	 
	Customer Experience and Satisfaction	  
	Uninterrupted Service and Operational Excellence	  
	Energy Efficiency and Renewable Energy	  
	Equal Opportunity, Diversity and Inclusion	 
	Cyber Security	 
	Combating Climate Change and Decarbonization	
High Material Topics	Employee Satisfaction and Loyalty	 
	R&D, Innovation and Digitalization	 
	Business Ethics, Legal Compliance and Transparency	 
	Talent Management and Employee Development	 
	Proactive Risk and Crisis Management	

IMPORTANCE LEVEL	MATERIAL TOPICS	SDGs WE CONTRIBUTED TO
	Employee and Human Rights	   
	Skilled Workforce and Regional Development	   
	Sustainable Supply Chain Management	
	Waste Management and Circular Economy	 
	Corporate Governance	 
Material Topics	Biodiversity	
	Corporate Social Responsibility	         
	Stakeholder Communication	 
	Water Management	
	Anti-Bribery and Anti-Corruption	 
	Emergency Preparedness and Action Plan	 



Our Sustainability Objectives

We aim to leave a livable world for future generations.

We successfully continued the Carbon Emission Calculation and Reduction Project in all our regions in 2024



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

We successfully continued the Carbon Emission Calculation and Reduction Project in all our regions in 2024. Accordingly, we calculated our Scope 1, 2 and 3 emissions for 2024 in accordance with ISO 14064 Standard for Calculation and Reporting of Corporate Greenhouse Gas Emissions.

In light of these assessments, 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 also certified all our regions with the Renewable Energy Resource Certificate (YEK-G) and neutralized our Scope 2 carbon emissions from our electricity consumption in 2024. We are committed to transparently sharing with the public all the calculations we will make in the coming period.

We believe in the importance of alternative fuels and energy sources in combating climate change, and we engage in research and development activities that will make a difference in this field. Since the first day of our establishment, our R&D efforts for sustainability, which is one of the areas we attach the utmost importance to, along with consumer satisfaction, also focus on natural gas coming to the forefront as a more environmentally friendly and sustainable fuel.

In this context, we developed the Natural Gas Goes Green R&D Project. We have successfully completed the process of mixing 20% green hydrogen into natural gas with our Natural Gas Goes Green R&D project, which we realized within Gazbir-Gazmer in cooperation with Yıldız Technical University. With our project, we aim to increase the use of green hydrogen and diversify Türkiye's energy supply security by blending natural gas with green hydrogen.

Akso Doğalgaz received the Low Carbon Hero Award for its "Natural Gas Goes Green" project 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.

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

Zero Work Accident Approach

We adopt the 'Zero Work Accident' approach through continuous training and awareness-raising and the slogan "People First," which is one of the indispensable goals of our Company, as a guide in our work. As we do every year, we conducted an in-depth analysis of the types of occupational accidents and near misses that occurred in 2024 and compared them to the figures for the natural gas and electricity distribution sector as a whole. We also conducted a Pareto analysis of sectoral types of occupational accidents and near misses. In the light of the available data, we organized internal and external trainings and monitored their effectiveness in order to reduce the rate of occupational accidents and near misses to zero. In 2022, as one of the software development activities carried out within the scope of continuous development, we made a cross-checking audit module ready for use. In this way, we ensured that documents such as audio, video and photographs obtained by OHS experts during field inspections can be transferred to the relevant performance tracking system. In addition, we commissioned the Quality Document Management System (QDMS) in 2023 and completed the installation of the QDMS corrective action, FGD, action management and suggestion modules in 2024.

In line with the Akso 2030 Global Strategy, we aim to increase our total network length to 70,000 km and the number of subscribers to over 8 million.



Corporate Governance

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Corporate Governance Approach

We are strengthening our management skills.

Established in 2024, our Sustainability Committee focuses on evaluating the environmental, social and economic impacts of our processes.



SDGs We Contribute to



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

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

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

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

Established in 2024, our Sustainability Committee focuses on evaluating the environmental, social and economic impacts of our processes. Our committee includes managers from Integrated Management Systems and Business Processes, Marketing and Corporate Communications, Human Resources, Customer Services and Financial Control departments, as well as regional representatives. Our Integrated Management Systems and Business Processes Department, reporting to the President of the Board, is responsible for determining and implementing sustainability strategies.

Our Board of Directors, which is our highest-level body working with commitment to our Corporate Governance Principles, consists of a total of three members.



Board of Directors and Senior Management

Board of Directors



YAŞAR ARSLAN
President of the Board

Mr. Arslan graduated from Istanbul Technical University, Faculty of Metallurgy and worked as Operations Supervisor at EMAŞ A.Ş. for three years between 1985 and 1987. Mr. Arslan then served in managerial positions at Al-Fahd company in Saudi Arabia for five years and assumed responsibility at various management levels at IGDAŞ Istanbul Natural Gas Project for five years.

Mr. Arslan continued his career as Project Manager at Vinsan in 1996 and took part in İzmit Natural Gas Project, İzmit Environment Integrated Project and Marmaris Environment Integrated Project. In 2004, he joined Akse Doğalgaz as General Coordinator and Vice Chairman, and in 2010 he was appointed as the President of Akse Doğalgaz Distribution and Trade Group.

Yaşar Arslan, who currently serves as the President of the Board 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, one of the founders of the Association of Natural Gas Distributors of Türkiye (GAZBİR), served as Secretary General for three terms and has been the President of GAZBİR for five terms and continues to serve as the Vice President of the Natural Gas Assembly of the Union of Chambers and Commodity Exchanges of Türkiye (TOBB). He has also served as the Vice Chairman of the Association of Electricity Distribution Services (Elder) for two consecutive terms and as the Vice Chairman of the Energy Efficiency Association.



NACİ AĞBAL
Vice Chairman

Naci Ağbal was born on January 1, 1968 in Bayburt. He graduated from Istanbul University, Faculty of Political Sciences, Department of Public Administration. Mr. Ağbal completed his master's degree in Business Administration General Business Management (MBA) Programme at the University of Exeter, UK. He served as Inspector, Vice Chairman of the Inspection Board and Head of Department at the Directorate General of Revenues at the Ministry of Finance. He served as the Director General of Budget and Financial Control between 2006 and 2009 and as the Undersecretary of the Ministry of Finance between 2009 and 2015. Mr. Ağbal served as a Board member at TÜPRAŞ between 2004 and 2006, at PETKİM A.Ş. in 2006, at Türk Hava Yolları (THY) A.Ş. between 2006 and 2015 and at Vakıf Katılım Bankası A.Ş. between 2018 and 2021. He was a member of the Council of Higher Education between 2008-2015 and 2018-2020. He served as a member of the Board of Trustees of International Ahmed Yesevi University between 2008-2015 and as a member of the Council of the Turkish-Japanese Science and Technology University between 2019-2020. Mr. Ağbal served as 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. Mr. Ağbal also served as the Presidential Strategy and Budget Director between 2018-2020 and as the Governor of the Central Bank between November 2020 and March 2021. Naci Ağbal has been serving as Vice Chairman of the Board of Directors at Kazancı Holding and its subsidiary Akse Energy since July 2022, and since May 2023 he is serving as the Vice Chairman of the Board of Directors at Akse Doğalgaz.



ÖMER MUZAFFER BAKTIR
Board Member

Ömer Muzafer Baktır graduated from Istanbul Technical University, Department of Mining Engineering in 1986. He started his career at Pamukbank and continued as a manager in the banking sector. He 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. Between 2017-2018, he served as Chairman at Erdemir Group. Since February 5, 2018, Mr. Baktır has served as the Vice Chairman at Kazancı Holding and is also the Chairman of the Executive Committee at Akse Power Generation, Board member at Akse Energy and a member of the Executive Committee at Akse Energy and Kazancı Holding.



Board of Directors and Senior Management

Senior Management



GALİP 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 KONYALI
Vice President/1st Group

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 Istanbul Gaz Dağıtım A.Ş. (İGDAŞ) 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.



AHMET YÜCEL YAZICI
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.



Board of Directors and Senior Management

Senior Management



ŞİNASI GÖLBAŞI

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 Akso 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 Akso Doğalgaz, and in 2024, he became the Vice President of Retail Trade and Customer Operations at Akso Doğalgaz.



SEÇKİN ODABAŞI

Vice President/Planning and Investment Operations

Seçkin Odabaşı received his bachelor's degree in Geodesy and Photogrammetry Engineering from Selçuk University and his master's degree in Business Management from FMV Işık University. In 2004, Odabaşı started working in the natural gas distribution sector at Enerya 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.



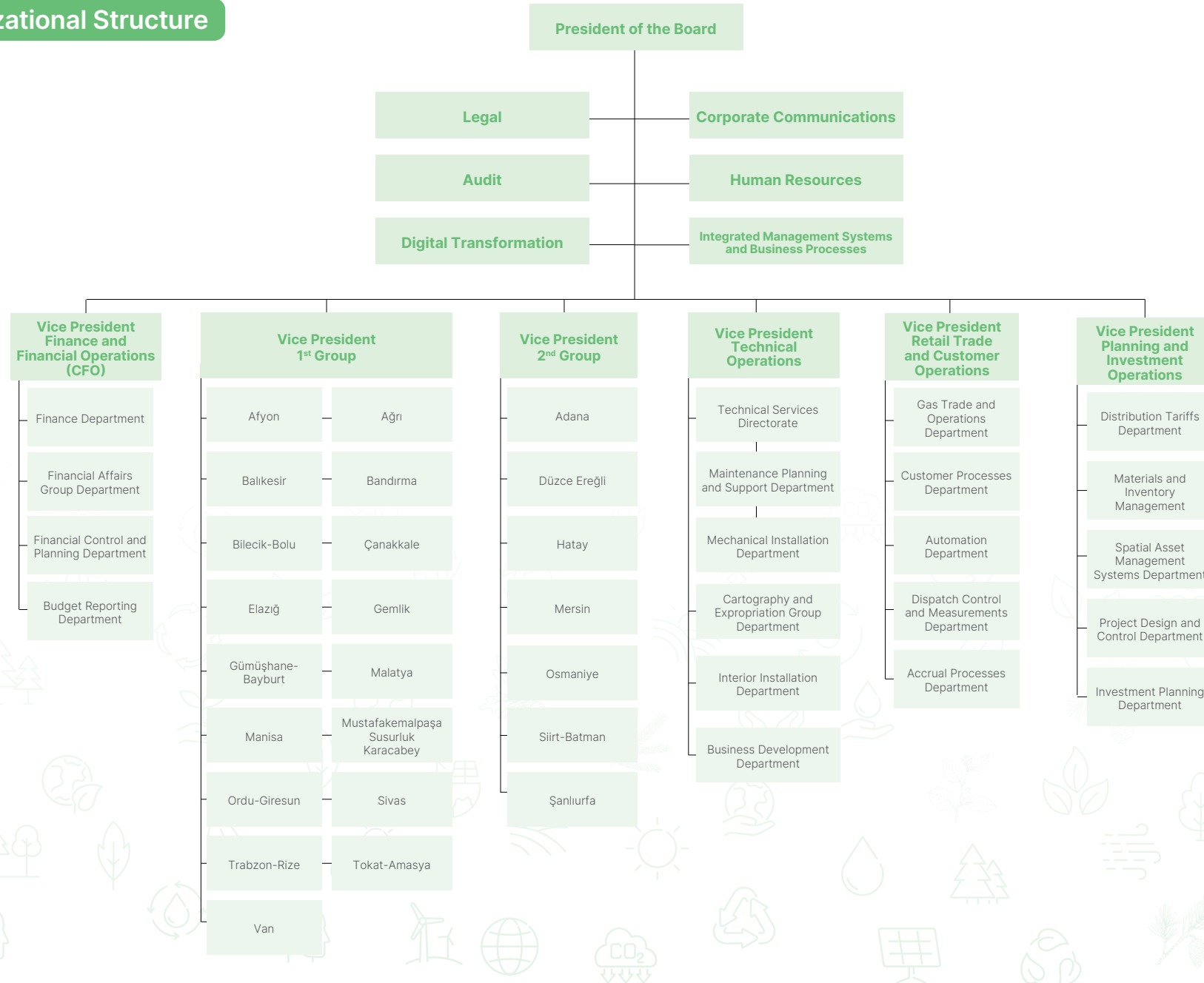
SERTAÇ URAZ

Vice President/2nd Group

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 Akso Doğalgaz Distribution Group in 2010. Mr. Uraz served as Akso Malatya Doğalgaz Company Manager between 2012 and 2019 and was appointed as Akso Doğalgaz Çukurova Group Director in 2019. He was appointed as a member of the Executive Committee of Akso 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.



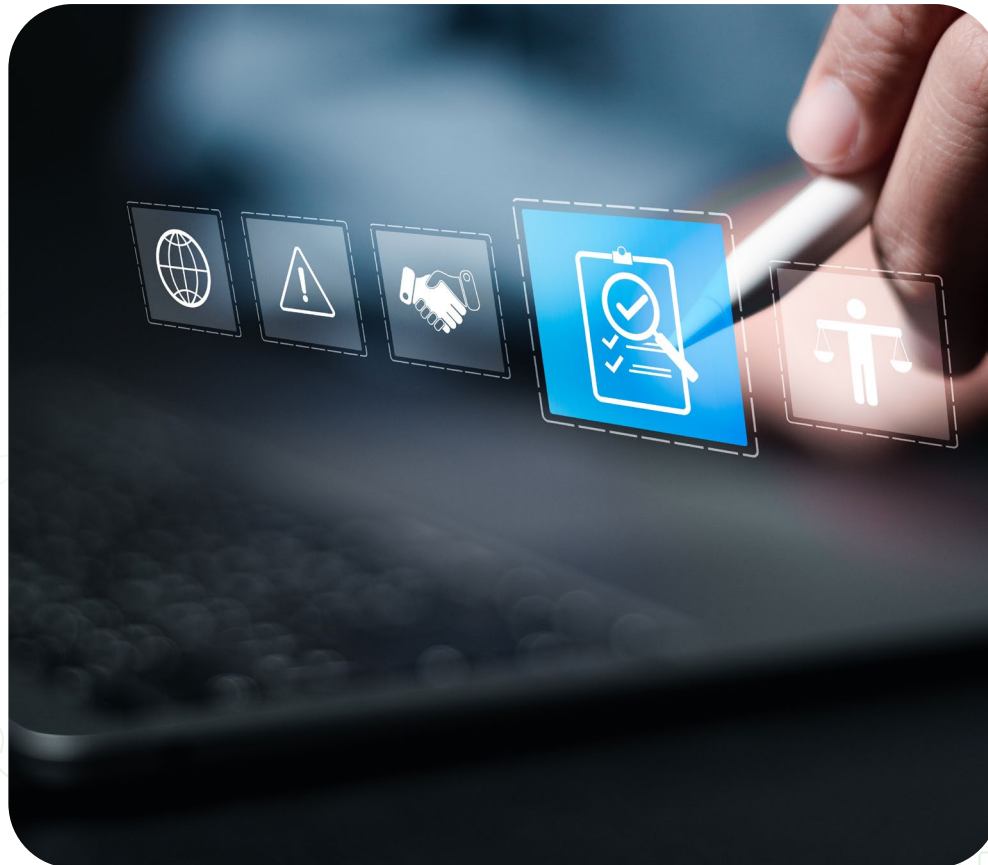
Organizational Structure



Business Ethics, Legal Compliance and Transparency

We act with a human-centered approach.

In line with our corporate governance approach, we embrace core values such as transparency, integrity, honesty, accountability, respect, trust, unity, courage, agility, competitiveness, entrepreneurship and sustainable success.



At Aksa Doğalgaz, we act with a people-centered approach in all our operations and ensure full compliance with ethical principles and legal regulations. In line with our corporate governance approach, we embrace core values such as transparency, integrity, honesty, accountability, respect, trust, unity, courage, agility, competitiveness, entrepreneurship and sustainable success.

In this context, the Global Corporate Compliance Program, created by our Compliance Department, was prepared with the participation of the members of the board of directors, managers and employees of the Holding and our subsidiaries, and includes the basic policies that regulate our relations with all our stakeholders. The policies developed under the program safeguard the Company's legal obligations and ethical responsibilities.

The Ethical Principles and Code of Conduct Policy has been developed to ensure that our employees and business partners act in accordance with ethical values. It aims to establish an ethical, transparent and honest business environment in our company's relations with national and international public institutions, private sector, suppliers, customers, employees and all other stakeholders. Accordingly, the main headings of our policies are as follows:

- Responsibilities to Society
- Responsibilities to Customers
- Responsibilities towards Competitors
- Responsibilities towards Shareholders
- Responsibilities to Suppliers and Business Partners
- Responsibilities to Employees
- Responsibilities towards Public Institutions and Organizations

SDGs We Contribute to



Our Company;

- Complies with national and international regulations on **trade sanctions and controls**,
- Prohibits all forms of improper payments as part of **anti-bribery and anti-corruption**,
- Carries out **donations and sponsorships** within the framework of certain rules to contribute to society,
- Evaluates **gifts and hospitality** in a way that does not create personal interest,
- Defines and implements necessary preventive measures against **conflicts of interest**.

All employees of Aksa Doğalgaz and its subsidiaries are obliged to comply with applicable regulations and the Code of Ethics and Conduct. Senior management is responsible for leading employees on these issues.

Situations contrary to the policies are evaluated by the Ethics Committee. Our employees can report unethical incidents through the Aksa Ethics Communication Line, which was launched in 2017. All notifications are responded to by the Audit Department.

Detailed information and our policies can be accessed from the link below:
https://www.kazanciholding.com.tr/assets/politicspdf/global_etik_politikasi.pdf

Communication Channels:

E-mail: etik@aksa.com.tr

Ethics Hotline: +90 850 511 11 12

Proactive Risk Management and Internal Control

We manage risks proactively.

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

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

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

We identify and monitor risks under the main headings indicated on the side:

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

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

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

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



At Akso Doğalgaz, we commit to:

- Integrate risk/opportunity vision into company management,
- Detect risks early through risk analysis, continuous improvement and monitoring of activities,
- Organize trainings to raise awareness throughout the Company and to encourage all employees to fulfill their duties and responsibilities,
- Use hedging instruments appropriately and keep records as required by applicable regulations,
- Transparently inform regulators and other stakeholders about the risks the Company faces and the functioning of the systems developed to monitor these risks.

We adopt an approach encompassing social, environmental, economic and ethical risks and integrate these elements into our decision-making processes.

SDGs We Contribute to





Proactive Risk Management and Internal Control

We carry out risk and opportunity assessment studies.

We are obliged to take action on all risks assessed as “Medium, Critical and High Critical” as a result of our risk management and assessment processes.

While managing the risks we identify, we proceed within the framework of our efforts to identify and evaluate risks and opportunities that may affect our Company's strategy. With our goal of further strengthening our corporate risk structure, we plan necessary actions in our business processes and meticulously monitor their outputs.

At Akso Doğalgaz, we identify all strategic, operational and support processes and their interactions and ensure implementation control in order to comply with management system standards within the scope of the management by processes approach. We also identify opportunities for improvement and prevention activities. We identify the risks and opportunities of the activities we define for each interest group. We also identify the expectations, sub-groups, priorities, risks, opportunities and actions to be taken by interest groups. We evaluate all this data in the Risks and Opportunities Assessment Table. In conducting our assessments, we are aligned with our goals towards sustainability. Under these goals, we take into account risk categories such as social, environmental, ethical and human rights. Our approach also encourages reducing environmental impacts, sensitivity to human rights and the consideration of ethical issues.

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

Through our Strengths, Weaknesses, Opportunities and Threats (SWOT) Analysis, our senior management analyzes the internal and external contexts at Akso Doğalgaz to identify our strengths, weaknesses, opportunities and threats. We record the results of the analysis with the SWOT Analysis Form. We evaluate our findings for each of the four categories in the Risks and Opportunities Assessment Table and make strategic decisions based on these findings. We review our SWOT analysis annually and ensure that our organization focuses on its strengths, mitigates its weaknesses, eliminates threats and makes maximum use of opportunities. We also evaluate these results in our MR meetings.

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

We bring together the processes evaluated annually by the Integrated Management System (IMS) unit and our senior management with the SWOT analysis and relevant party expectations. We evaluate the results of corrective actions that may pose a risk to the IMS through our risk and opportunity approach.

At Akso Doğalgaz, we are obliged to take action on all risks assessed as “Medium, Critical and Highly Critical” as a result of our risk management and assessment processes. If we identify a risk that affects more than one process, we coordinate these risks. If the units that own the process or processes decide not to take action or postpone action on the

risks identified, we initiate the risk acceptance process. Risk Acceptance is performed upon the approval of the Company's Manager and CEO, and we periodically report and evaluate all risk acceptances at our MR meetings.

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

Audit

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



Clean Energy for Life

46 Economic Value We Generate

47 Uninterrupted Service and Operational Excellence

48 R&D, Innovation and Digitalization

52 Cyber Security

53 Customer Experience and Satisfaction

54 Sustainable Supply Chain Management



Economic Value We Generate

Kazancı Holding and Akso Group Companies are preparing a “Sustainable Financing Framework.”

We maintained our financial resilience and delivered a strong performance in 2024 as macroeconomic fluctuations continued to have an impact.

The natural gas supply price is determined by BOTAŞ, our main supplier. We determine our sales price through the summation of the supply price and system usage fee. In 2023, our total net sales amounted to TL 71.3 billion and in 2024 we realized TL 63.2 billion.

The year 2024 witnessed 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.

We maintained our financial resilience and delivered a strong performance in 2024 as macroeconomic fluctuations continued to have an impact. As of year-end, our consolidated turnover and EBITDA amounted to USD 1.8 billion and USD 188 million, respectively. This table reveals that we have left behind a year in which we managed our resources effectively while maintaining our operational strength and carrying financial stability into the future.

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

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

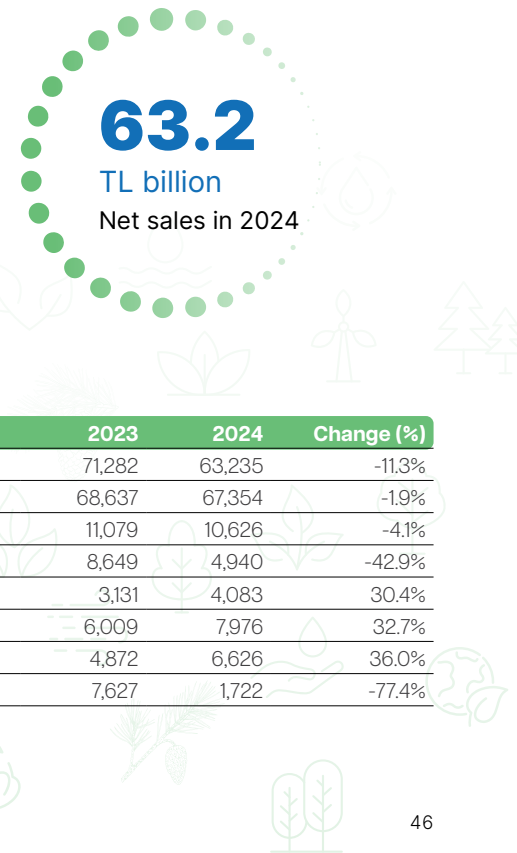
- International Capital Market Association (“ICMA”) Green Bond Principles (“GBP”)
- International Capital Market Association (“ICMA”) Sustainability Bond Guidelines (“SBG”)
- Loan Market Association (“LMA”) Sustainability Linked Loan Principles

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

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

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

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



Financial Indicators (TL 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 Expenses	6,009	7,976	32.7%
EBITDA	4,872	6,626	36.0%
Net Profit for the Period	7,627	1,722	-77.4%



Uninterrupted Service and Operational Excellence

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

Our main priority is to maximize customer satisfaction and to ensure continuous improvement in the quality of service.

Operational Indicators	2023	2024	Change (%)
Number of Natural Gas Distribution Licenses (Number)	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%



Largest natural gas distribution company

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

Our total investment amount reached TL 55 billion

With an investment amount of TL 4.9 billion, our total investments rose to TL 55.3 billion. Our total network size, which was 15,059 km in 2014, reached 47,181 km by the end of 2024. This size tells us that our line is long enough to go one full revolution around the world.

Quality-oriented service concept

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

SDGs We Contribute to



24/7 Solution Center

Our main priority is to maximize customer satisfaction and to ensure continuous improvement in the quality of service. In line with this vision, we offer 24/7 uninterrupted solutions in response to the demands of our subscribers through our 187 Natural Gas Emergency Hotline and 444 4 187 Solution Center. In 2024, 99.10% of the 810,678 calls received by our 444 4 187 Solution Center were answered, while 98.82% of the 728,287 calls received by our 187 Natural Gas Emergency Line were answered. We resolved 57% of the calls received through both channels during the call. Through its experienced staff in the energy sector and distribution services, internationally recognized technical and software infrastructure, modern and comfortable physical space, and the quality of service, Akso Solution Center stands out as a pioneer in the sector and a model unit.

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

99.10%

In 2024, the response rate of calls received by our Solution Center



R&D, Innovation and Digitalization

We continue to continuously improve the customer experience.

Through digital transformation, we not only render our business processes more efficient, transparent and effective, but also offer faster and higher quality service to our customers.

At Akso Doğalgaz, we continuously improve our digitalization strategies in order to adapt to the dynamic changes in the energy sector and sustain our competitive advantage.

Through digital transformation, we not only render our business processes more efficient, transparent and effective, but also offer faster and higher quality service to our customers. In this context, 2024 was a year in which we accelerated our technology investments and digitalization efforts to further enhance customer satisfaction.

We continue to continuously measure and improve the customer experience at all our touch 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.

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

Data Driven, Technology Supported Transformation

In line with the Akso 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 Akso Doğalgaz brand forward in line with our Holding's global vision.

SDGs We Contribute to



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.

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 Akso 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.



R&D, Innovation and Digitalization

We develop solutions in line with technology needs.

In our IMS and Business Processes unit, we are using process and approval matrix-based modules we have developed on the PaperWork platform with the aim to accelerate the workflow.



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. While we use SAP in basic resource planning (ERP) systems from accounting to finance and maintenance, from inventory management to purchasing, we record the data of our field activities instantly in the system with mobile devices, the number of which we increase every passing period. All systems we implemented regarding product selection, design and data security are integrated.

With the Fiori Project, which we launched in 2018, we manage the maintenance management and reporting process more efficiently and effectively, and mobile applications and Fiori applications work in an integrated manner with the SAP S/4HANA project. All maintenance processes can also be managed via mobile devices and monitored accurately and with the most up-to-date data.

The Fiori project was built in 2017 and went live in 2018. In 2021, mobile applications and Fiori applications are integrated with the live HANA project. All maintenance processes can be managed and monitored via mobile devices.

In our IMS and Business Processes unit, we are using process and approval matrix-based modules we have developed on the PaperWork platform with the aim to accelerate the workflow. This software presents the operations performed in a main or sub-process together, covering all parameters. Via our OHS software, a digital platform developed exclusively for Akso Doğalgaz with our internal resources, we monitor all data regarding the occupational health and safety of our employees and measure the occupational health and safety performance of our 21 distribution companies.

R&D, Innovation and Digitalization

We are realizing the biggest digital transformation of our industry.

We effectively manage our network infrastructure and all our assets through comprehensive desktop and web applications developed using ESRI technologies, the industry's leading geographic information system.

With our QDMS program, in parallel with the monitoring of documentation processes, we follow up the entire documentation structure under IMS, especially our procedures, instructions and active/passive forms. Furthermore, we keep the installation of our current workflow maps and process change management under control with ENSEMBLE. We completed the installation of QDMS corrective action, FGD, action management and suggestion modules.

With our transition to S/4Hana from the SAP R/3 module we have been using for inventory management until today, we have achieved a process-based and fully integrated end-to-end structure. We are improving our current efficiency in planning and inventory management.

We effectively manage our network infrastructure and all our assets through comprehensive desktop and web applications developed using ESRI technologies, the industry's leading geographic information system. These applications directly contribute to our operational processes through spatial data analysis and integration with other corporate systems.

In 2024, we started using Synergi Gas, an up-to-date software, instead of the software we used in Project Design and Management. Synergi Gas accelerates our design processes, prioritizes our system network security and meets the requirements of the era with its solution-oriented approach. In addition to pressure and flow calculations, Synergi Gas also checks and analyzes the distribution network.

In addition to establishing a dynamic reporting structure, we use IBM Cognos TM1 to transfer budget models to a parametric and systematic structure. Thanks to the budgeting module created by combining the experience of our internal resources, we can perform sensitivity analysis for many parameters in a very short time. We accelerated our efforts with the web platform and our consolidation speed also increased with the integrations carried out. Through this system, our evaluation, decision-making and budgeting processes are getting faster and faster.



Standardization in all our steps

At Akso Doğalgaz, we are taking firm steps forward in line with our goal of operational excellence, having achieved another first by realizing the largest digital transformation in our sector. With our integrated system SAP CRM/IS-U and all SAP ERP solutions, we process and analyze data in real time to create standardization in all our steps, especially in our subscription system applications,

and provide the most up-to-date information flow to our units. While measuring and evaluating all our business processes from stock management to procurement, from accounting to finance and basic maintenance requirements, we compare data from the field in real time and instantly transfer up-to-date data to our mobile devices.



R&D, Innovation and Digitalization

We are working to bring natural gas to the forefront as a sustainable fuel.

We believe in the strategic importance of alternative fuels and energy sources in combating climate change, and we resolutely continue our innovative and value-creating research and development activities in this direction.

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.

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.

Natural Gas Goes Green Project

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

We believe in the importance of alternative fuels and green energy sources in combating the effects of climate change. With "Natural Gas Goes Green," one of our R&D projects that we carry out with this perspective and for which we have completed research, development and feasibility studies, we won the SÜT-D 2024 Low Carbon Hero Award, which is given to organizations that set an example in combating climate change by reducing greenhouse gas emissions, for the fifth time in a row at the 9th Istanbul Carbon Summit organized with the main support of the Ministry of Environment, Urbanization and Climate Change and Istanbul Technical University. Within the scope of our project, we mixed 20% green hydrogen into natural gas in a laboratory environment. 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 launched in parallel with European countries, under the coordination of Gazbir-Gazmer and in cooperation with Yıldız Technical University.

R&D studies that will make a difference in combating climate change

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 combating climate change, and we resolutely continue our innovative and value-creating research and development activities in this direction.

We believe in the importance of alternative fuels and green energy sources in combating the effects of climate change.



Cyber Security

We always prioritize information security.

We operate the ISO 27001 Information Security Management System for our 21 regions in a wider scope than the requirements of legal frameworks and we certify it in all our regions.

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

As one of the affiliated group companies of Kazancı Holding, we aim to adopt company strategies for the companies, locations, assets, processes and personnel specified in the document defining the scope of the ISMS in accordance with the Information Security Management System Policy,

to determine the goals and objectives of the ISMS, and to explain what is required for the implementation of this understanding. We carry out our information access controls and security measures in compliance with the law. We appropriately balance information assets and services with the Information Security Risk Management System, which includes these measures.

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

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

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



We operate and certify the ISO 27001 Information Security Management System, a risk-based information security management system, for 21 regions in a wider scope than the requirements of legal frameworks. Accordingly, we apply standard controls without excluding any of them. In 2024, we completed the transition to the ISO 27001:2022 version of the relevant certificate and renewed our certificate. In this context, we provided "Information Security Awareness" trainings to our employees.

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

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

SDGs We Contribute to





Customer Experience and Satisfaction

Our priority is customer satisfaction

As part of our Excellent Customer Experience goal, we sent a total of 976,930 surveys to our subscribers as of April 2024.

Excellent customer experience with artificial intelligence-supported strategies

While providing natural gas supply to our subscribers in the safest way possible, we are focusing on our digital transformation efforts to improve customer satisfaction and enhance operational efficiency. Within the framework of our agreement with Alterna CX, which enables the improvement of the customer experience journey with its artificial intelligence-based solutions, we continuously measure and improve the customer experience journey at all our touch points. The feedback we receive also contributes greatly to the efficiency of our operational work.

More than 60 thousand responses were analyzed on 15 different topics

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 Akso 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.

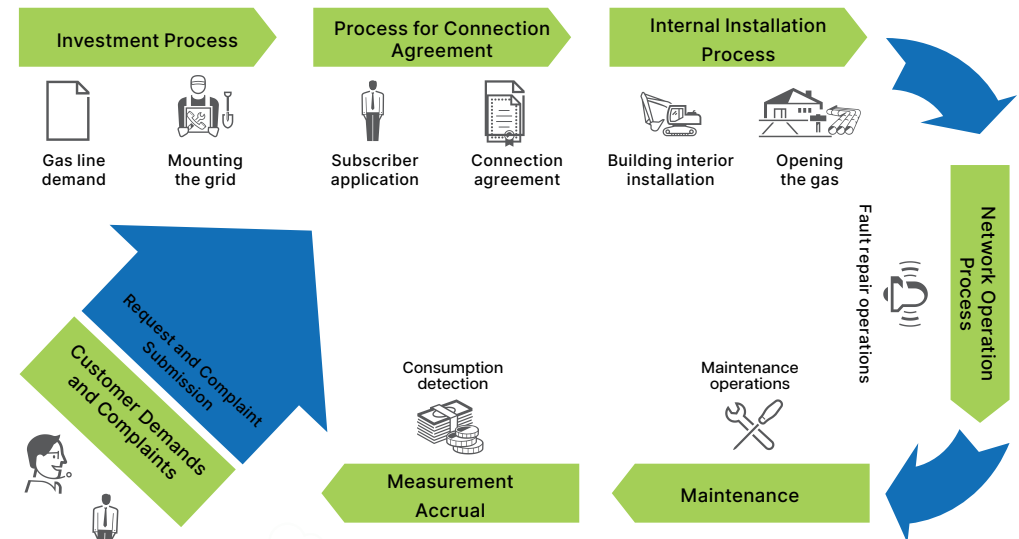
Our Online Transactions channel is integrated with e-Government

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.

SDGs We Contribute to



CUSTOMER-PROCESS INTERACTION AT AKSA DOĞALGAZ



Quality-oriented service concept

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

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 the 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.



Sustainable Supply Chain Management

We work for the sustainability of our value chain.

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

Value Chain Management

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

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

Supply Chain Management

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

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

We also take into account social and environmental performances, and, throughout this process, we take into account the effectiveness of environmental management systems, social compliance levels and gender equality.

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

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

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

At Aksa Doğalgaz, we are committed to fulfilling our environmental and social responsibilities and making our business processes more sustainable through sustainability practices in our supply chain with our 125 suppliers, 98% of which are local. In line with these goals, we will continue to contribute to a sustainable future by working in cooperation with our entire supply chain.

We are committed to fulfilling our environmental and social responsibilities through sustainability practices in our supply chain with our 125 suppliers, 98% of which are local.

SDGs We Contribute to





Clean Energy for Society

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56 Employee Profile

57 Employee Satisfaction and Loyalty

58 Equal Opportunity, Diversity and Inclusion

59 Talent Management and Employee Development

60 Occupational Health and Safety

62 Corporate Communication Operations

63 Corporate Social Responsibility





Human Resources

Our most valuable capital is our human resources.

We not only consider our human resources, which are the biggest factor behind our success, as an asset, but we also make great efforts to continuously improve this asset.

SDGs We Contribute to



We are aware of
the importance of a
sustainable and robust
human resource
structure.

EMPLOYEE PROFILE

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

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





Human Resources

We have a dynamic team that is open to innovation.

In 2024, we welcomed a total of 447 new colleagues. Of these, 99 were for white-collar positions and 349 for blue-collar positions. In addition, 2 more young talents joined the Aksa Doğalgaz team as part of the EnerjiMAXa project.

EMPLOYEE SATISFACTION AND LOYALTY

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

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

At Aksa Doğalgaz, one of Kazancı Holding’s group companies, we have a team structure consisting of individuals who are open to innovation, dynamic and have the potential for continuous development. From recruitment onwards, we offer a team environment where development and creativity are sustained, efforts are rewarded and achievements are recognized.

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

In 2024, we welcomed a total of 447 new colleagues. Of these, 99 were for white-collar positions and 349 for blue-collar positions. In addition, 2 more young talents joined the Aksa Doğalgaz team as part of the EnerjiMAXa project.

In order to encourage women’s employment in Türkiye and support working mothers, we launched the Nursery Assistance program for children between the ages of 0-6. Accordingly, we are taking an important step to strengthen the presence of our mothers in



business life by providing separate support for each child attending kindergarten. While offering this support through an intermediary institution, we also deepen and enrich our corporate social responsibility area.

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

We consider employee satisfaction and engagement as the fundamental building blocks of our human resources vision. Accordingly, we continue to develop and implement the policies required for enhancing the engagement and motivation of our employees.

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

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

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

SDGs We Contribute to



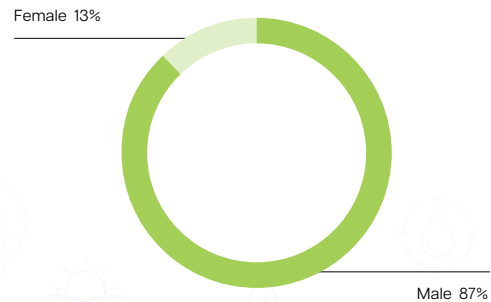


Human Resources

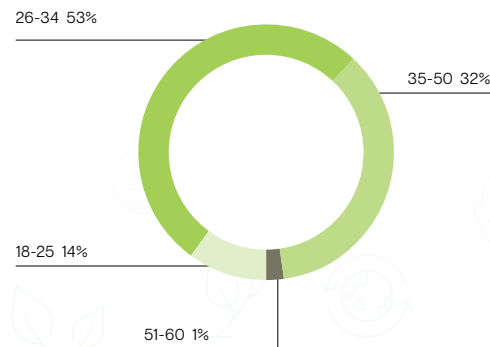
We aim to increase the number of female employees.

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

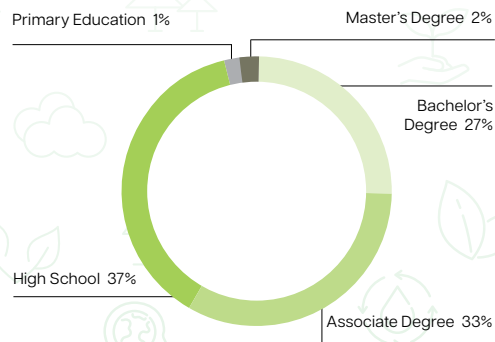
Breakdown of Employees by Gender



Breakdown of Employees by Age Groups



Educational Background of Employees



In our remuneration policy, we adopt a fair and competitive approach in the sector, taking into account the economic conditions of our country.



EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

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

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

In our remuneration policy, we adopt a fair and competitive approach in the sector, taking into account the economic conditions of our country. We use market research, performance evaluation results and job analysis methods to determine the salary scale and salary

risers. Thus, we determine the salaries of our employees based on their performance and do not create any pay gap between men and women. In 2024, we rethought our fringe benefits, especially in social benefit-oriented areas such as education and health, and developed collaborations to respond to the different needs of our employees.

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

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

SDGs We Contribute to





Human Resources

In 2024, we realized 4,500 hours of training.

With Akso Academy, we continue to take strong steps forward to raise the leaders of the future and maximize the potential of each of us.

TALENT MANAGEMENT AND EMPLOYEE DEVELOPMENT

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

At Akso Doğalgaz, training programs are organized under the following headings according to position and development needs:

- On-the-Job training,
- In-House career training,
- External development programs
- Digital trainings offered through Akso Academy

Continuous development journey with Akso Academy

Launched in 2020, the Akso Academy platform offered our employees an accessible and content-rich learning space in 2024. Through online modules, we focused on topics such as Excel, Finance, Intergenerational Communication, Stress Management and Water Footprint. We also organized 7 Akso Talks seminars throughout the year, spreading knowledge in different fields throughout the organization. These 2-hour seminars, presented by expert trainers, are one of the most valuable parts of Akso Academy... So far, we have organized 6 different seminars with rich content such as Artificial Intelligence Awareness Seminar, What I Learned from My Mistakes (The Power of Failures), Incognito (Understanding the Human Brain), Breast Cancer Awareness Seminar, The Science and Art of Learning Seminar and Dialogues that Lead to Results Seminar with 591 participants.

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

competencies with personal development trainings such as Intergenerational Communication Techniques and Stress Management. In the field of professional development, we have deepened our areas of expertise with programs such as Professional Impact Training in Life, Excel, Finance Training for Finance Professionals, Corporate Carbon Footprint Training, Water Footprint Training and Inflation Accounting Training within the Scope of Tax Procedure Law (TPL).

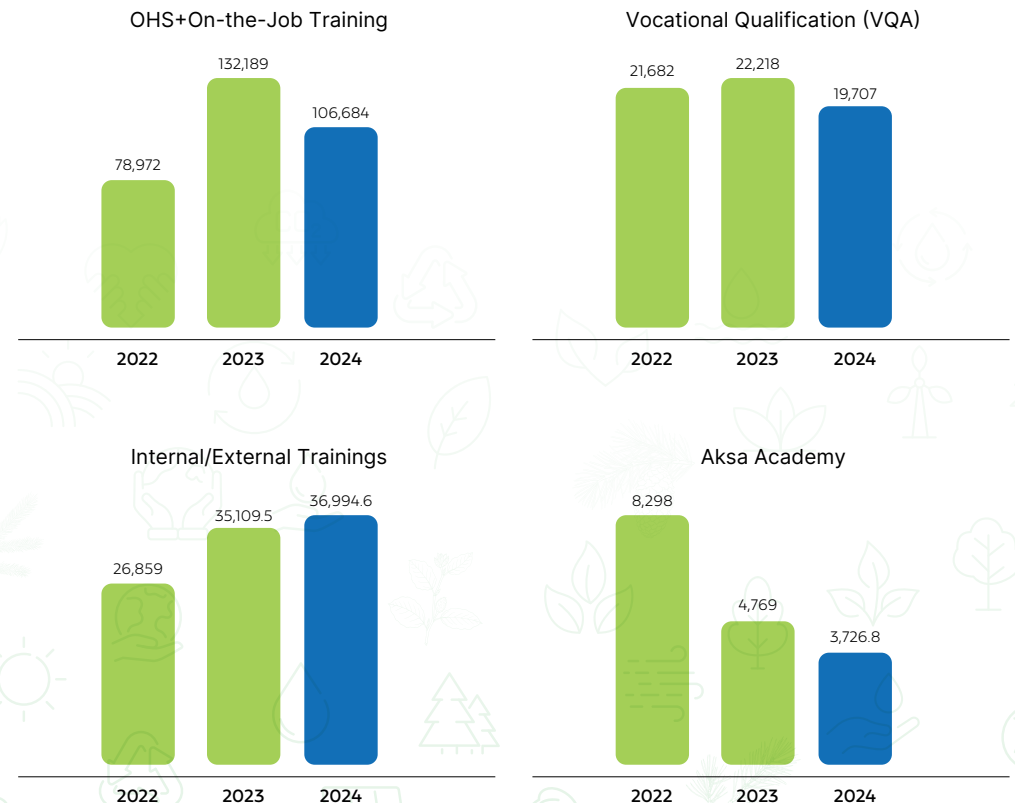
With Akso Academy, we continue to take strong steps forward to raise the leaders of the future and maximize the potential of each of us.

In 2024, we reached 1,100 participants in the training activities we carried out with this approach and realized a total of 4,500 hours of training.

SDGs We Contribute to



TRAININGS (PERSON*HOUR)





Occupational Health and Safety

We aim to reach the zero accident target.

We raise awareness on quality, environment and OHS issues by offering training and practical support to all our stakeholders in need.

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

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

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

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

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

SDGs We Contribute to



Occupational Health and Safety

We are putting in place fast and safe evacuation plans.

We monitor our performance through emergency drills, risk assessments, internal and external audits, emergency management plans, field reports, personnel warnings, accident near-miss forms, instructions and procedures.

We regularly monitor occupational accidents, lost days, near misses and traffic accidents at the Head Office and in our 21 regions. Below is the table containing the reported OHS data for 2024.

		Number of accidents per 1,000,000 working hours	Number of accidents per 1,000 employees	Number of lost days per 1,000,000 working hours
YEAR		ACCIDENT FREQUENCY RATE (AFR)	ACCIDENT PROBABILITY RATE (APR)	ACCIDENT SEVERITY RATIO (ASR)
2024	Aksa Doğalgaz + Koni Teknik	13.98	37.73	43.88
2024	Aksa Doğalgaz	6.58	17.77	12.76
2024	Koni Teknik	43.16	116.38	166.64

To improve our OHS performance, we integrate the measures to be taken in these areas into our business plans and implement them. We believe that field audits play a critical role in achieving this goal. We also set complying with OHS instructions, reporting occupational accidents, process accidents and near-miss incidents as a primary responsibility for all employees. In 2024, our employees received a total of 19,707 person*hours of training to obtain a vocational qualification certificate.

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

We monitor risks related to occupational health and safety (OHS) in our company through our risk assessment team in accordance with the Occupational Health and Safety Risk Assessment Regulation. We renew our hazard identification and risk assessment studies at least every 2 years within the scope of the legislation. We review risk assessments when there are technological, systemic, structural changes (e.g. expansion of the building, construction of premises, initiation of new works, use of new equipment, change of personnel affecting the performance of work, etc.) and legal amendments in our work environment. Accordingly, we determine what the current practices are in relation to the risks we have identified and define improvement activities to reduce risk scores to acceptable levels or eliminate the risk. As a result of the activities we have defined, the impact and probability values that are expected to change are re-determined by our risk assessment team, and thus we decide whether the risk will be reduced to an acceptable level. To monitor the implementation of the plans, we discuss the activities planned during our monthly committee meetings, and we record

resulting evaluations in our quarterly risk assessment meetings in the program. We share risk assessment and monitoring plans with senior management, OHS committee members, employee representatives and all department employees throughout risk assessments.

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

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

At Aksa Doğalgaz, we have built our infrastructure with the awareness of providing safe and uninterrupted service to our subscribers in the face of disasters. We have prepared our urgent action plans in this framework.

In 2024, our employees received a total of 19,707 person*hours of training to obtain a vocational qualification certificate.

Corporate Communication Operations

We focus on continuity in communication with stakeholders.

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.”



We continue our corporate communication activities without slowing down

We continue our corporate communication activity, which is one of the most important play-makers of our sustainable success, without interruption. In this context, we focus on the need for continuous communication with all our stakeholders, especially our subscribers.

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.





Corporate Social Responsibility

We are responsible to society.

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

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

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

Life Companion

We believe that equal opportunities for all segments of society are of great importance for the economic and social development of our country. In this spirit, the Company closely monitors the challenges experienced daily by approx. 9 million disabled citizens in Türkiye. Akşa Doğalgaz developed the Life Companion project in 2015 to address these issues and make life safer for its disabled subscribers by delivering rapid services in emergency situations. We are closely following the ongoing project.

When our subscribers enrolled in our Life Companion project call our 187 Natural Gas Emergency Line or our Solution Center at 444 4 187, they automatically receive priority through the system and are connected directly to a customer representative. Our natural gas emergency teams are quickly dispatched to the scene without waiting for the request to be transferred. We aim to make life easier for our subscribers with disabilities who are alone in times of danger by providing emergency service, and we prioritize our subscribers who connect to the customer representative for the transactions they want to make and respond to their requests as soon as possible.

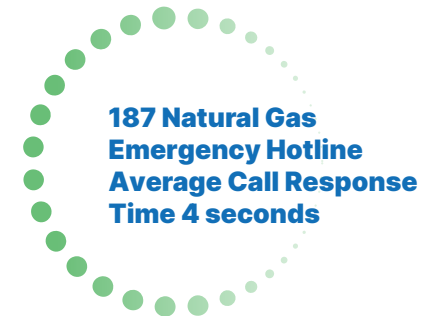


While the number of disabled subscribers registered to Life Companion reached 6,376, our customer representatives answered 2,990 calls received within the scope of our project within 4 seconds on average. We solved the requests of 870 subscribers on site with emergency teams.

Our Energy for Tomorrow Project

In 2019, Akşa Doğalgaz teamed up with Akşa Electricity, Akşa Energy and Akşa Power Generation operating under Kazancı Holding for an important social responsibility project. Through our project, which we set out with the motto "Our Energy for Tomorrow," volunteer employees from our group companies traveled all over Türkiye and provided energy trainings at primary schools in villages. Under the trainings, we offered information on all aspects of energy, including energy resources, energy efficiency, energy saving, the concept of clean energy and energy generation. We suspended the "Our Energy for Tomorrow" project, in which our volunteer employees participated, due to the pandemic, but we completed our preparations with our project team in 2024 and hit the road again. Our project, which started in

SDGs We Contribute to



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 22, May and Trabzon on 23, May. In 2024, we provided comprehensive trainings on energy to approximately one thousand students.

Other Social Responsibility Activities with Our Employees

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

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

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

Corporate Social Responsibility

We develop social responsibility projects.

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.



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 Inherent to Our Nature." In our event, activities were organized to raise children's environmental awareness and strengthen their interaction with nature. Akso Çukurova Doğalgaz and Akso 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 Akso Doğalgaz, we organized a meaningful event in Sivas province, where we provide distribution services, to mark World Plastic Bag Free Day on July 3. Akso 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.

We realized our "Akso without Barriers" project

With our "Akso 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.



Clean Energy for the Future

66 Combating Climate Change and Environmental Approach

68 Energy Efficiency and Management

69 Emissions Management and Decarbonization

70 Water Management

71 Waste Management and Circular Economy

72 Biodiversity





Combating Climate Change and Environmental Approach

We take care to minimize environmental impacts.

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

Environmental Management

At Akso Doğalgaz, we take care to minimize the environmental impacts of our operations and comply with the relevant regulations in all our business processes. Our comprehensive environmental management practices help us strive to reduce our environmental impacts arising from both our core business and all stages of our value chain. Our environmental management approach is based on climate change, energy management, waste management and circular economy, water management and the protection of biodiversity. The fact that in 2024 there were no fines for compliance with legal obligations reflects our awareness of environmental responsibility and our commitment to our compliance targets.

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

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

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



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

In 2024, approximately TL 1.3 million was spent on environmental impact mitigation and sustainability efforts.

1.3

TL million

Total expenditure
on environment and
sustainability studies
in 2024

SDGs We Contribute to





Combating Climate Change and Environmental Approach

While managing greenhouse gas emissions, we conduct studies specific to the regions we serve.

We contribute to reducing carbon emissions by popularizing natural gas, which is a more environmentally friendly fuel type compared to fossil fuels that cause higher emissions such as coal, and by raising awareness on this issue.

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

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

Combating Climate Change

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

While managing greenhouse gas emissions for combating climate change, we perform activities specific to the regions we serve. In this context, the calculation of 2023 and 2024 carbon emissions of all our regions has been completed.





Energy Efficiency and Management

We are committed to continuously improving our energy performance.

We believe in the importance of alternative fuels and energy sources in combating climate change, and we engage in research and development activities that will make a difference in this field.

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

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

We believe in the importance of alternative fuels and energy sources in combating climate change, and we engage in research and development activities that will make a difference in this field. Within the scope of another study we conducted with Gazbir-Gazmer, we evaluated the economic sustainability and energy efficiency impacts of the use of the mixed gas obtained by blending biomethane obtained from organic wastes with natural gas.

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.

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

SDGs We Contribute to



Distribution Company	Quantity	Unit Power (KWh)	Total Power (KWh)
Aksa Afyon Doğal Gaz Dağıtım A.Ş.	0	0	0
Aksa Ağrı Doğal Gaz Dağıtım A.Ş.	11	0.11	1.21
Aksa Balıkesir Doğal Gaz Dağıtım A.Ş.	25	0.11	2.75
Aksa Bandırma Doğal Gaz Dağıtım A.Ş.	12	0.105	1.26
Aksa Bilecik Bolu Doğal Gaz Dağıtım A.Ş.	4	0.11	0.44
Aksa Çanakkale Doğal Gaz Dağıtım A.Ş.	12	0.06	0.72
Aksa Çukurova Doğal Gaz Dağıtım A.Ş.	12	0.11	1.32
	15	0.11	1.65
Aksa Düzce Ereğli Doğal Gaz Dağıtım A.Ş.	27	0.1	2.7
Aksa Elazığ Doğal Gaz Dağıtım A.Ş.	4	0.22	0.88
Aksa Gemlik Doğal Gaz Dağıtım A.Ş.	8	0.105	0.84
Aksa Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş.	26	0.48	12.48
	13	0.06	0.78
Aksa Karadeniz Doğal Gaz Dağıtım A.Ş.	48	0.11	5.28
	9	0.12	1.08
Aksa Malatya Doğal Gaz Dağıtım A.Ş.	38	0.1	3.8
Aksa Manisa Doğal Gaz Dağıtım A.Ş.	41	0.1	4.1
Aksa Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş.	9	0.105	0.945
Aksa Ordu Giresun Doğal Gaz Dağıtım A.Ş.	11	0.06	0.66
	13	0.11	1.43
Aksa Siirt Batman Doğal Gaz Dağıtım A.Ş.	23	0.11	2.53
	11	0.11	1.21
Aksa Sivas Doğal Gaz Dağıtım A.Ş.	10	0.04	0.4
	12	0.05	0.6
Aksa Tokat Amasya Doğal Gaz Dağıtım A.Ş.	5	0.06	0.3
	0	0	0
Aksa Şanlıurfa Doğal Gaz Dağıtım A.Ş.	11	0.08	0.88
	2	0.11	0.22
Aksa Van Doğal Gaz Dağıtım A.Ş.	4	0.065	0.26
TOTAL	416		50.73

Emissions Management and Decarbonization

We strive to minimize our carbon footprint.

In our Carbon Emission Calculation and Reduction Project, which we consider as an important step in our sustainability journey, we have created the necessary infrastructure for the emission calculation to provide concrete, accountable and verifiable results in the first phase of the project.

Natural gas is an energy source that is considered cleaner than other fuels in terms of its environmental impacts. Thanks to its lower carbon content, it has an emission factor that is almost half that of solid fuels. With these features, the use of natural gas significantly reduces carbon emissions. In 2024, the emissions reduction provided by our subscribers that prefer natural gas for heating instead of coal in our regions is approximately calculated and presented in the table below.

11.33

million tons CO₂e

Total amount of carbon emission reduction compared to coal consumption

In our Carbon Emission Calculation and Reduction Project, which we consider as an important step in our sustainability journey, we have created the necessary infrastructure for the emission calculation to provide concrete, accountable and verifiable results in the first phase of the project. We calculated Scope 1-2-3 emissions in six categories according to ISO 14064-1:2018 Greenhouse Gas Calculation and Verification Standard. In the light of these assessments, we aim to calculate direct (Scope 1) emissions from sources owned and controlled by the Company, indirect (Scope 2) emissions from procured electricity generation, and indirect (Scope 3) greenhouse gas emissions from transportation, procured products/services and product/service use, and pursue mitigation strategies in these areas.

SDGs We Contribute to



Company Name	Number of Subscribers (BBS)	Carbon Emissions Reduction Compared to Coal Consumption (tons CO ₂ e)
TOTAL	5,398,281	11,336,390





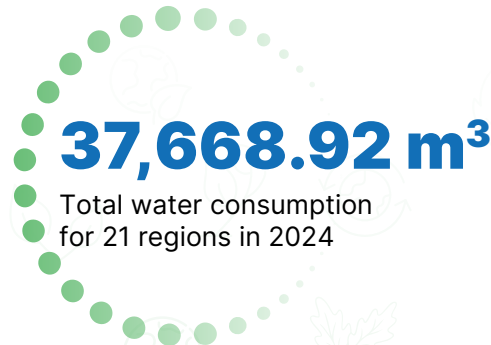
Water Management

We manage water scarcity risks to ensure sustainable use of natural resources.

We are organizing water footprint training to provide basic information about water footprint studies and reporting at the institution and product level and to calculate the water footprint with practical applications within the scope of ISO 14046 Water Footprint Standard.

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

We are organizing water footprint training to provide basic information about water footprint studies and reporting at the institution and product level and to calculate the water footprint with practical applications within the scope of ISO 14046 Water Footprint Standard. In 2024, the total water consumption of 21 regions is 37,668.92 m³.



SDGs We Contribute to





Waste Management and Circular Economy

We minimize the use of natural resources by reusing waste.

Through our digitalized applications within the scope of the Paperless Office Project, we ensure that processes flow in a fast and measurable manner and save on paper, energy and cartridge usage.



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

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

In 2024, we disposed of a total of 147.7 tons of hazardous and non-hazardous waste. We conduct waste management trainings and environmental drills annually for all our company personnel, especially our teams responsible for waste management, and we raise awareness by identifying the duties of each of our personnel.

SDGs We Contribute to



Let it Remain Natural Project

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

In 2024, we disposed of a total of 147.7 tons of hazardous and non-hazardous waste.



Biodiversity

We continue to provide direct support to our reforestation activities and biodiversity conservation.

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

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

In 2024, we continued our cooperation with eCording, a social enterprise operating in the field of reforestation and biodiversity to combat global climate change. As part of the 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.

Continuing to engage in activities in line with its sustainability goals, Kazancı Holding, of which Akso Doğalgaz is a subsidiary, cooperates with Isparta University of Applied Sciences (ISUBU) in "environment, nature and wildlife education-research" projects. The protocol, which will be valid for five years and was signed with the aim of establishing an exemplary university-industry cooperation in Türkiye, aims to protect the Anatolian leopard, which is thought to be extinct in Türkiye, and to increase the importance and awareness of the issue among the public. Striving for the protection of some endangered animal species in Türkiye for long years, our Company continues to organize various projects on biodiversity in other countries where it operates. As Akso Doğalgaz, we continue to play an active role and cooperate at every stage of this project in our regions of operation. In order to support



terrestrial life under sustainability, Kazancı Holding has been carrying out a number of biodiversity projects since 2015 to protect nature and endangered animals. Through these projects, Kazancı Holding is also striving to protect brown bears and lynx living in Türkiye in addition to determining the ecology of mountain gazelles, striped hyenas and red deer.

As part of the cooperation, we brought together 100 thousand seed balls on behalf of our subscribers through ecoDrones in hard-to-reach areas in our country.

SDGs We Contribute to





Annexes

74 Performance Indicators
77 GRI Content Index



Performance Indicators

Environmental Performance Indicators

Waste Data

Amount of Waste (tons)	2023	2024
Hazardous Waste	0.33	25.90
Non-Hazardous Waste	50.97	121.80
TOTAL WASTE	51.30	147.70

Greenhouse Gas Emissions Data

Greenhouse Gas Emissions							
	Unit	SCOPE 1		SCOPE 2		SCOPE 3	
		2023	2024	2023	2024	2023	2024
Akso Çukurova Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	9,247.18	36,621.33	498.02	653.97	1,647,602.89	2,100,159.91
Akso Elazığ Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	2,029.88	1,543.95	106.31	115.37	481,871.98	547,670.46
Akso Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	798.89	726.90	100.45	90.64	147,208.11	165,963.25
Akso Karadeniz Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	2,118.48	2,246.13	173.74	288.71	642,689.60	801,848.67
Akso Ordu Giresun Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	4,091.46	2,747.50	289.99	355.73	643,056.93	788,821.17
Akso Siirt Batman Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	2,142.31	2,017.29	171.12	155.71	327,184.66	401,999.12
Akso Van Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	1,753.32	1,990.19	129.12	140.93	504,601.49	496,893.11
Akso Afyon Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	1,216.32	1,642.16	119.41	138.95	405,413.75	456,698.15
Akso Bilecik Bolu Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	2,800.84	1,985.80	210.60	221.22	1,627,818.75	1,572,254.60
Akso Çanakkale Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	1,154.68	2,177.14	172.00	216.49	358,600.02	418,093.43
Akso Malatya Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	1,058.91	7,282.83	138.11	226.43	547,587.87	701,808.08
Akso Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	668.87	3,041.64	86.20	83.94	255,008.50	272,879.87
Akso Tokat Amasya Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	3,444.13	4,287.22	267.80	248.46	630,096.60	669,394.22
Akso Şanlıurfa Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	2,135.89	6,243.93	307.36	215.90	379,917.55	514,229.92
Akso Ağrı Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	1,331.13	14,047.42	44.07	79.69	183,104.87	199,844.19
Akso Balıkesir Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	2,787.79	3,637.68	226.46	292.17	592,314.60	658,738.24
Akso Bandırma Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	1,283.70	1,558.16	52.99	61.54	246,655.72	275,512.60
Akso Düzce Ereğli Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	1,874.81	13,194.76	132.70	107.03	737,451.78	830,798.98
Akso Gemlik Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	558.70	537.70	36.66	37.42	204,146.39	210,263.18
Akso Manisa Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	3,500.18	1,835.80	301.17	309.11	555,768.78	676,118.61
Akso Sivas Doğal Gaz Dağıtım A.Ş.	tons CO ₂ e	1,246.36	1,787.37	172.01	165.47	491,448.48	554,265.17
TOTAL	tons CO₂e	47,243.82	111,152.88	3,736.30	4,204.90	11,609,549.32	13,314,254.93



Performance Indicators

Energy Consumption

REGION	ELECTRICITY CONSUMPTION IN 2024 (kwh)
Aksa Afyon Doğal Gaz Dağıtım A.Ş.	315,805.07
Aksa Ağrı Doğal Gaz Dağıtım A.Ş.	181,111.89
Aksa Balıkesir Doğal Gaz Dağıtım A.Ş.	664,024.58
Aksa Bandırma Doğal Gaz Dağıtım A.Ş.	139,859.00
Aksa Bilecik Bolu Doğal Gaz Dağıtım A.Ş.	502,775.47
Aksa Çanakkale Doğal Gaz Dağıtım A.Ş.	492,030.80
Aksa Çukurova Doğal Gaz Dağıtım A.Ş.	1,486,291.2
Aksa Düzce Ereğli Doğal Gaz Dağıtım A.Ş.	243,250.58
Aksa Elazığ Doğal Gaz Dağıtım A.Ş.	262,205.86
Aksa Gemlik Doğal Gaz Dağıtım A.Ş.	85,052.24
Aksa Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş.	205,432
Aksa Karadeniz Doğal Gaz Dağıtım A.Ş.	656,155.40
Aksa Malatya Doğal Gaz Dağıtım A.Ş.	514,615.25
Aksa Manisa Doğal Gaz Dağıtım A.Ş.	702,516.58
Aksa Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş.	190,778.39
Aksa Ordu Giresun Doğal Gaz Dağıtım A.Ş.	808,478.35
Aksa Siirt Batman Doğal Gaz Dağıtım A.Ş.	353,891.95
Aksa Sivas Doğal Gaz Dağıtım A.Ş.	376,074.73
Aksa Şanlıurfa Doğal Gaz Dağıtım A.Ş.	490,681.92
Aksa Tokat Amasya Doğal Gaz Dağıtım A.Ş.	564,686.99
Aksa Van Doğal Gaz Dağıtım A.Ş.	320,299.94
TOTAL	9,556,017.2

Energy Consumption Data (GJ)	2023	2024
Natural gas	297,288.40	309,650.46
Gasoline	6,743.73	7,976.03
Diesel	66,169.99	66,272.79
Total Non-Renewable Energy Consumption	370,202.12	383,899.27
Electricity Consumption (Grid)	36,642.75	34,402.63
Renewable Electricity Consumption (Geothermal)	66.43	66.43
Total Energy Consumption	406,911.31	418,368.33

Water Consumption

	Unit	Mains Water Consumption	
		2023	2024
Aksa Çukurova Doğal Gaz Dağıtım A.Ş.	m³	3,204.00	6,351.00
Aksa Elazığ Doğal Gaz Dağıtım A.Ş.	m³	660.00	858.00
Aksa Gümüşhane Bayburt Doğal Gaz Dağıtım A.Ş.	m³	712.03	928.50
Aksa Karadeniz Doğal Gaz Dağıtım A.Ş.	m³	1,340.00	1,523.00
Aksa Ordu Giresun Doğal Gaz Dağıtım A.Ş.	m³	5,798.00	1,964.00
Aksa Siirt Batman Doğal Gaz Dağıtım A.Ş.	m³	757.00	1,028.00
Aksa Van Doğal Gaz Dağıtım A.Ş.	m³	9,275.72	1,504.00
Aksa Afyon Doğal Gaz Dağıtım A.Ş.	m³	1,095.00	1,466.00
Aksa Bilecik Bolu Doğal Gaz Dağıtım A.Ş.	m³	1,434.57	1,876.00
Aksa Çanakkale Doğal Gaz Dağıtım A.Ş.	m³	893.00	1,587.00
Aksa Malatya Doğal Gaz Dağıtım A.Ş.	m³	2,846.00	3,028.00
Aksa Mustafakemalpaşa Susurluk Karacabey Doğal Gaz Dağıtım A.Ş.	m³	350.00	486.00
Aksa Tokat Amasya Doğal Gaz Dağıtım A.Ş.	m³	3,002.92	3,449.76
Aksa Şanlıurfa Doğal Gaz Dağıtım A.Ş.	m³	2,239.00	3,301.00
Aksa Ağrı Doğal Gaz Dağıtım A.Ş.	m³	334.00	1,360.00
Aksa Balıkesir Doğal Gaz Dağıtım A.Ş.	m³	1,733.00	1,500.00
Aksa Bandırma Doğal Gaz Dağıtım A.Ş.	m³	471.00	502.00
Aksa Düzce Ereğli Doğal Gaz Dağıtım A.Ş.	m³	901.00	1,799.61
Aksa Gemlik Doğal Gaz Dağıtım A.Ş.	m³	284.00	253.00
Aksa Manisa Doğal Gaz Dağıtım A.Ş.	m³	1,005.62	1,772.05
Aksa Sivas Doğal Gaz Dağıtım A.Ş.	m³	1,311.00	1,132.00
TOTAL	m³	39,646.86	37,668.92

* Bursa and Kayseri regions are not included in the Environmental Performance Indicators as they will be taken over in 2025.



Performance Indicators

Social Performance Indicators

Employee Profile	2022		2023		2024	
	Blue-Collar	White-Collar	Blue-Collar	White-Collar	Blue-Collar	White-Collar
Total number of employees	2,428	1,160	2,977	1,379	3,140	1,445
	3,588		4,356		4,585	
Number of white-collar employees	Male	Female	Male	Female	Male	Female
	748	414	885	494	933	512
	1,162		1,379		1,445	
Number of blue-collar employees	Male	Female	Male	Female	Male	Female
	2,385	41	2,908	69	3,070	70
	2,426		2,977		3,140	
Number of persons in governing bodies and the Board of Directors (managers and higher-ranking positions)	Male	Female	Male	Female	Male	Female
	75	7	104	10	110	15
	82		114		125	
Number of employees excluding governing bodies (positions under the rank of manager)	Male	Female	Male	Female	Male	Female
	3,050	456	3,689	553	3,893	567
	3,506		4,242		4,460	
Number of employees aged under 30	Male	Female	Male	Female	Male	Female
	1,080	120	1,696	174	1,682	166
	1,200		1,870		1,848	
Number of employees between the ages of 30-50	Male	Female	Male	Female	Male	Female
	1,995	330	1,892	327	2,263	402
	2,325		2,219		2,665	
Number of employees aged over 50	Male	Female	Male	Female	Male	Female
	54	9	35	7	58	14
	63		42		72	
Number of employees by working hours	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	3,588	0	4,356	0	4,585	0
Number of employees with disabilities	Male	Female	Male	Female	Male	Female
	60	17	73	25	90	26
	77		98		116	
Ratio of employees with disabilities (%)	Male	Female	Male	Female	Male	Female
	2%	3.5%	2%	4.4%	2.27%	4.69%
	3%		3%		3.48%	
Number of new hires (relevant year)	Male	Female	Male	Female	Male	Female
	632	110	978	129	512	45
	742		1,107		557	
Number of female employees on maternity/parental leave	8		8		22	
Number of people working under collective labor agreements	0		0		3,504	
Number of female employees returning to work after the end of maternity/parental leave	8		7		22	
Ratio of female employees returning to work after the end of maternity/parental leave (%)	100%		90%		100%	
Employee turnover rate (%)	10%		12%		10%	

Employees' Education Level	2022		2023		2023	
	Male	Female	Male	Female	Male	Female
Average length of service by employees (years)	6	6	5	5	5	6
	6		5		5.5	
Number of employees with high school education or less (including BoD)	Male	Female	Male	Female	Male	Female
	1,185	81	1,493	89	1,652	95
	1,266		1,582		1,747	
Number of employees with a bachelor's degree (including BoD)	Male	Female	Male	Female	Male	Female
	622	242	811	305	903	321
	864		1,116		1,224	
Number of employees with post-graduate education (including BoD)	Male	Female	Male	Female	Male	Female
	41	16	48	19	57	25
	57		67		82	

Trainings (person*hour)	2021	2022	2023	2024
OHS + On-the-Job Training	68,223	78,972	132,189	106,684
Vocational Qualification (VQA)	17,210	21,682	22,218	19,707
Internal/External Trainings	24,356	26,859	35,109.5	36,994.6
AKSA Academy	4,356	8,298	4,769	3,726.8



GRI Content Index

Content Index - Essentials Service, GRI Services reviewed that the GRI Content Index is presented clearly and consistently with the standards and that references to disclosures 2-1 to 2-5, 3-1 and 3-2 are consistent with the relevant sections of the report. This service was delivered on the Turkish version of the report.

Statement of use	Akso Doğalgaz reported the period January 1 - December 31, 2024 in accordance with GRI Standards.	
GRI 1 used	GRI 1: Foundation 2021	
GRI STANDARD	DISCLOSURE	LOCATION
GENERAL DISCLOSURES		
GRI 2: General Disclosures 2021	Organization and Reporting Applications	
	2-1 Organizational details	About the Report, page 8 About Akso Doğalgaz, page 15 Capital and Shareholding Structure, page 18 Our Region of Operation, pages 22-23
	2-2 Entities included in the organization's sustainability reporting	About the Report, page 8
	2-3 Reporting period, frequency and contact point	Reporting is done on an annual basis. About the Report, page 8
	2-4 Restatements of information	There is no revised declaration.
	2-5 External assurance	No independent assurance statement has been received for the report.
	Activities and Employees	
	2-6 Activities, value chain and other business relationships	About Akso Doğalgaz, page 15 Sustainable Supply Chain Management, page 54
	2-7 Employees	Human Resources, pages 56-59 Performance Indicators, pages 74-76
	2-8 Workers who are not employees	Sustainable Supply Chain Management, page 54 Human Resources, pages 56-59 Performance Indicators, pages 74-76
	Governance	
	2-9 Governance structure and composition	Board of Directors and Senior Management, pages 38-40 Organizational Structure, page 41
	2-10 Nomination and selection of the highest governance body	Corporate Governance Approach, page 37 Board of Directors and Senior Management, pages 38-40 Organizational Structure, page 41
	2-11 Chair of the highest governance body	Board of Directors and Senior Management, pages 38-40 Organizational Structure, page 41
	2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance Approach, page 37 Board of Directors and Senior Management, pages 38-40
	2-13 Delegation of responsibility for managing impacts	Corporate Governance Approach, page 37 Proactive Risk Management and Internal Control, pages 43-44
	2-14 Role of the highest governance body in sustainability reporting	Our Sustainability Organization, pages 26-27 Our Sustainability Strategy, page 28 Corporate Governance Approach, page 37



GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
GENERAL DISCLOSURES		
GRI 2: General Disclosures 2021	2-15 Conflicts of interest	Corporate Governance Approach, page 37 Business Ethics, Legal Compliance and Transparency, page 42
	2-16 Communication of critical concerns	Material Topics and Materiality Matrix, pages 32-33 Corporate Governance Approach, page 37 Business Ethics, Legal Compliance and Transparency, page 42
	2-17 Collective knowledge of the highest governance body	Corporate Governance Approach, page 37 Board of Directors and Senior Management, pages 38-40
	2-18 Evaluation of the performance of the highest governance body	Corporate Governance Approach, page 37 Board of Directors and Senior Management, pages 38-40
	2-19 Remuneration policies	Human Resources, pages 56-59
	2-20 Process to determine remuneration	Human Resources, pages 56-59
	2-21 Annual total compensation ratio	In accordance with Akso Doğalgaz' current policies, this data is classified as confidential and therefore cannot be disclosed to the public at this time.
	Strategy, Policies and Practices	
	2-22 Statement on sustainable development strategy	Message from the President of the Board, pages 09-10 Our Journey to Sustainable Success, pages 20-21 Our Sustainability Strategy, page 28 Sustainable Development Goals We Contribute to, page 34 Our Sustainability Objectives, page 35
	2-23 Policy commitments	Our Sustainability Strategy, page 28 Corporate Governance Approach, page 37
	2-24 Embedding policy commitments	Our Sustainability Strategy, page 28 Corporate Governance Approach, page 37
	2-25 Processes to remediate negative impacts	Our Stakeholder Map and Stakeholder Relations, pages 29-30 Corporate Governance Approach, page 37 Business Ethics, Legal Compliance and Transparency, page 42 Customer Experience and Satisfaction, page 53 Sustainable Supply Chain Management, page 54
	2-26 Mechanisms for seeking advice and raising concerns	Business Ethics, Legal Compliance and Transparency, page 42 Customer Experience and Satisfaction, page 53 Human Resources, pages 56-59
	2-27 Compliance with laws and regulations	During the reporting period, there were no incidents of non-compliance with laws and regulations and no penalties were imposed for non-compliance with laws and regulations.
	2-28 Membership associations	Corporate Memberships and Initiatives We Support, page 31
	Stakeholder Engagement	
	2-29 Approach to stakeholder engagement	Our Stakeholder Map and Stakeholder Relations, pages 29-30 Material Topics and Materiality Matrix, pages 32-33
	2-30 Collective bargaining agreements	As of the reporting period, there are a total of 3,436 employees as of December 2024 within the scope of the collective labor agreement.



GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
MATERIAL TOPICS		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Material Topics and Materiality Matrix, pages 32-33
	3-2 List of material topics	Material Topics and Materiality Matrix, pages 32-33
	Skilled Workforce and Regional Development	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Economic Value We Generate, page 46 Combating Climate Change and Environmental Approach, pages 66-67
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic Value We Generate, page 46
	201-2 Financial implications and other risks and opportunities due to climate change	Economic Value We Generate, page 46 Combating Climate Change and Environmental Approach, pages 66-67
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	Economic Value We Generate, page 46
	Anti-Bribery and Anti-Corruption	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Business Ethics, Legal Compliance and Transparency, page 42
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Business Ethics, Legal Compliance and Transparency, page 42
	205-3 Confirmed incidents of corruption and actions taken	During the reporting period, there were no cases of corruption at Akso Doğalgaz.
	Energy Efficiency and Renewable Energy	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Energy Efficiency and Management, page 68
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Efficiency and Management, page 68 Performance Indicators, pages 74-76
	302-4 Reduction of energy consumption	Energy Efficiency and Management, page 68 Performance Indicators, pages 74-76
	302-5 Reductions in energy requirements of products and services	Energy Efficiency and Management, page 68
	Water Management	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Water Management, page 70
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water Management, page 70
	303-2 Management of water discharge-related impacts	Water Management, page 70
	303-3 Water withdrawal	Water Management, page 70 Performance Indicators, pages 74-76
	303-4 Water discharge	Water Management, page 70 Performance Indicators, pages 74-76
	303-5 Water consumption	Water Management, page 70 Performance Indicators, pages 74-76



GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
MATERIAL TOPICS		
	Biodiversity	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Biodiversity, page 72
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	Biodiversity, page 72
	304-3 Habitats protected or restored	Biodiversity, page 72
	Combating Climate Change and Decarbonization	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Emissions Management and Decarbonization, page 69
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Performance Indicators, pages 74-76
	305-2 Energy indirect (Scope 2) GHG emissions	Performance Indicators, pages 74-76
	305-3 Other indirect (Scope 3) GHG emissions	Performance Indicators, pages 74-76
	305-5 Reduction of GHG emissions	Performance Indicators, pages 74-76 Emissions Management and Decarbonization, page 69
	Waste Management and Circular Economy	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Waste Management and Circular Economy, page 71
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management and Circular Economy, page 71
	306-3 Waste generated	Waste Management and Circular Economy, page 71 Performance Indicators, pages 74-76
	306-5 Waste directed to disposal	Waste Management and Circular Economy, page 71 Performance Indicators, pages 74-76
	Sustainable Supply Chain Management	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Value Chain Management, page 54
GRI 308: Supplier Environmental Assessment 2016	308-2 Negative environmental impacts in the supply chain and actions taken	During the reporting period, there were no significant negative environmental impacts in Aksa Doğalgaz' supply chain network.
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	During the reporting period, there were no significant negative social impacts in Aksa Doğalgaz' supply chain network.



GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
MATERIAL TOPICS		
	Talent Management and Employee Development	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Human Resources, pages 56-59
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Human Resources, pages 56-59 Performance Indicators, pages 74-76
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Human Resources, pages 56-59
	401-3 Parental leave	Human Resources, pages 56-59 Performance Indicators, pages 74-76
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Human Resources, pages 56-59 Performance Indicators, pages 74-76
	404-2 Programs for upgrading employee skills and transition assistance programs	Human Resources, pages 56-59
	Occupational Health and Safety	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Occupational Health and Safety, pages 60-61
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety, pages 60-61
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety, pages 60-61 Performance Indicators, pages 74-76
	403-3 Occupational health services	Occupational Health and Safety, pages 60-61
	403-5 Worker training on occupational health and safety	Occupational Health and Safety, pages 60-61 Performance Indicators, pages 74-76
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety, pages 60-61
	403-9 Work-related injuries	Occupational Health and Safety, pages 60-61 Performance Indicators, pages 74-76
	Equal Opportunity, Diversity and Inclusion	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Board of Directors and Senior Management, pages 38-40 Human Resources, pages 56-59
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Board of Directors and Senior Management, pages 38-40 Performance Indicators, pages 74-76
	Business Ethics, Legal Compliance and Transparency	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Business Ethics, Legal Compliance and Transparency, page 42
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	During the reporting period, there were no incidents of discrimination at Aksa Doğalgaz.
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Aksa Doğalgaz respects the right to organize and collective bargaining. During the reporting period, there was no violation of trade union rights at any supplier within the knowledge of the Company.



GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
MATERIAL TOPICS		
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Aksa Doğalgaz does not employ child labor under any circumstances and expects its suppliers and other stakeholders in the value chain to comply with the age requirements set forth in relevant laws and regulations.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Aksa Doğalgaz and all stakeholders in the value chain, particularly its suppliers, do not employ forced labor.
	Corporate Social Responsibility	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Corporate Social Responsibility, pages 63-64
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Corporate Social Responsibility, pages 63-64
	Cyber Security	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Cyber Security, page 52
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting period, there were no substantiated complaints regarding breach of customer confidentiality and loss of customer data.
	Customer Experience and Satisfaction	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Customer Experience and Satisfaction, page 53
	Uninterrupted Service and Operational Excellence	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Uninterrupted Service and Operational Excellence, page 47
	Employee Satisfaction and Loyalty	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Human Resources, pages 56-59
	R&D, Innovation and Digital Transformation	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 R&D, Innovation and Digital Transformation, pages 48-51
	Proactive Risk and Crisis Management	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Proactive Risk Management and Internal Control, pages 43-44
	Employee and Human Rights	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Human Resources, pages 56-59
	Corporate Governance	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Corporate Governance Approach, page 37
	Stakeholder Communication	
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Stakeholder Map and Stakeholder Relations, pages 29-30 Corporate Memberships and Initiatives We Support, page 31 Material Topics and Materiality Matrix, pages 32-33
	Emergency Preparedness and Action Plan	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 32-33 Occupational Health and Safety, pages 60-61



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