

January – June'11

Financials

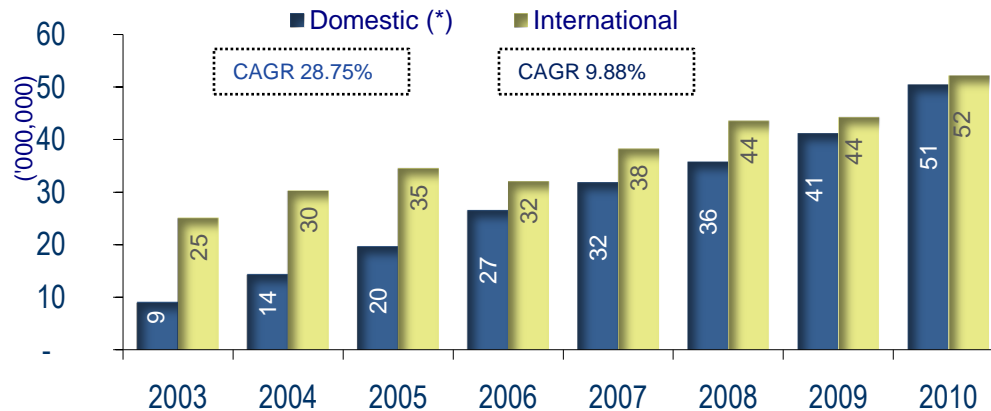
January – June'11

Operational



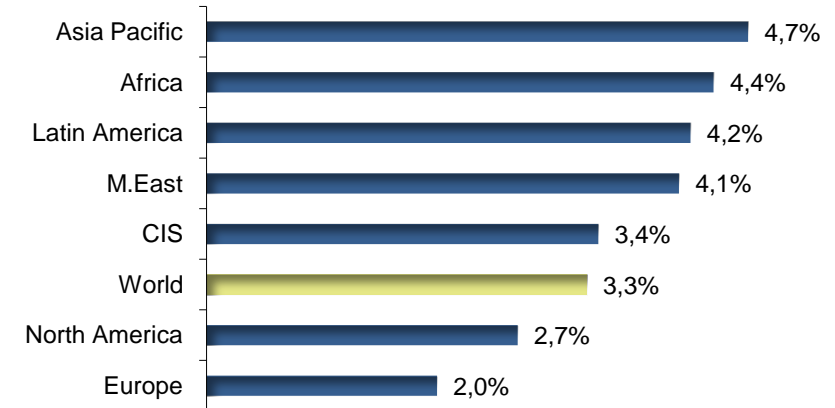
Aviation Market & Economy

Turkish Market Growth

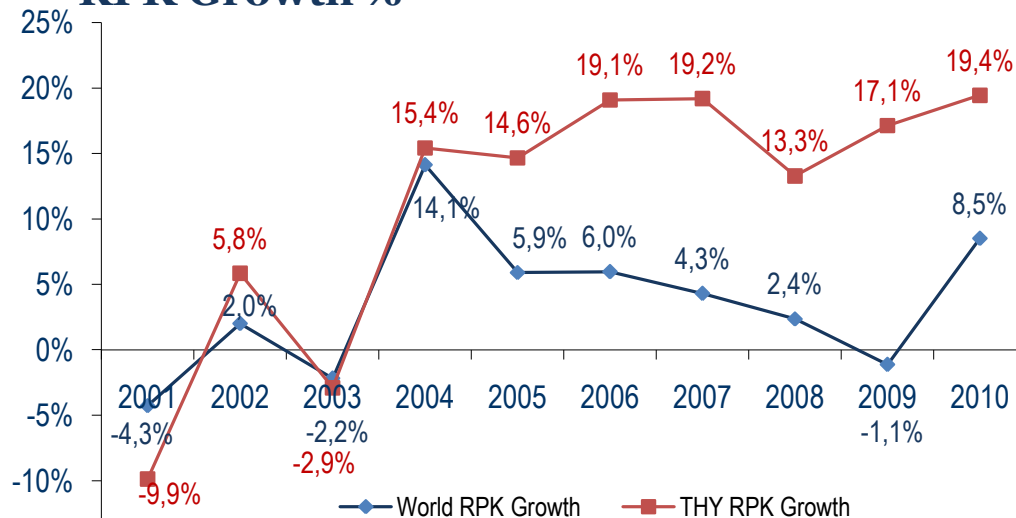


Source: General Directorate of State Airports Authority (DHMI). (*)Some pax counted double by DHMI

Annual GDP Growth Forecast (2010-2030)

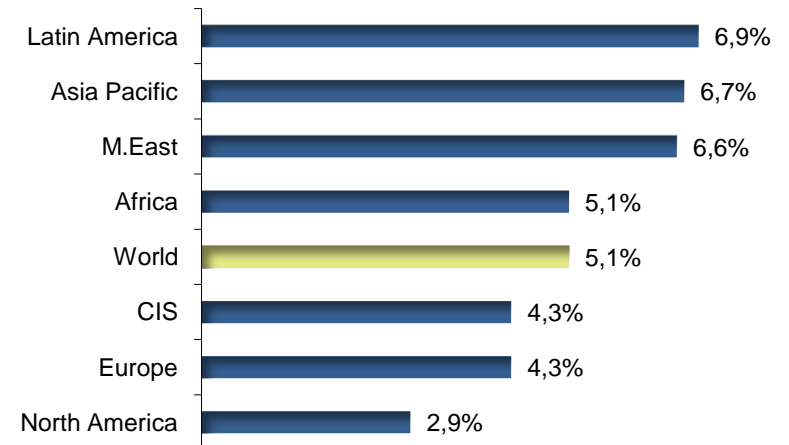


RPK Growth %



CAGR: Compound Annual Growth Rate

Annual RPK Growth Forecast (2010-2030)



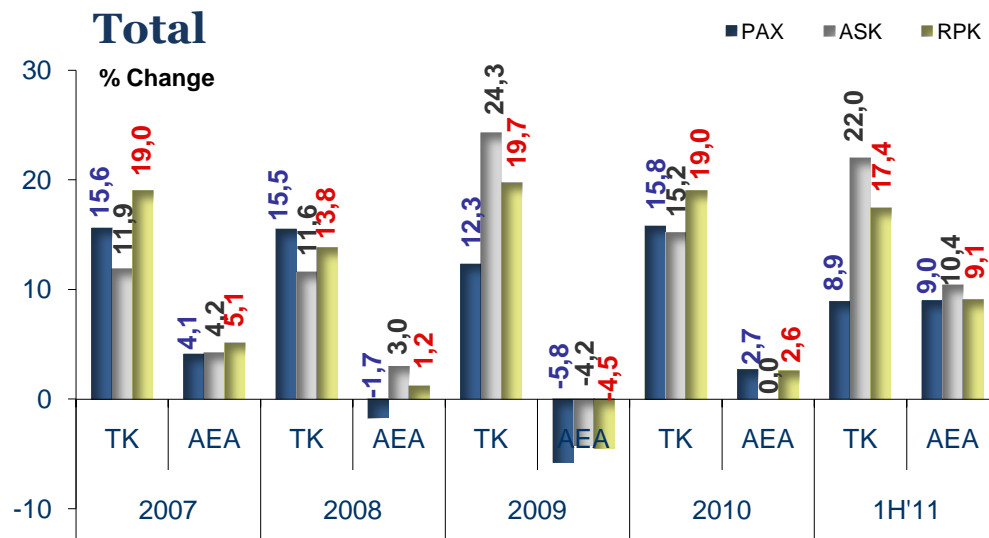
Source: Boeing Current Market Outlook 2011-2030

Globally Yours

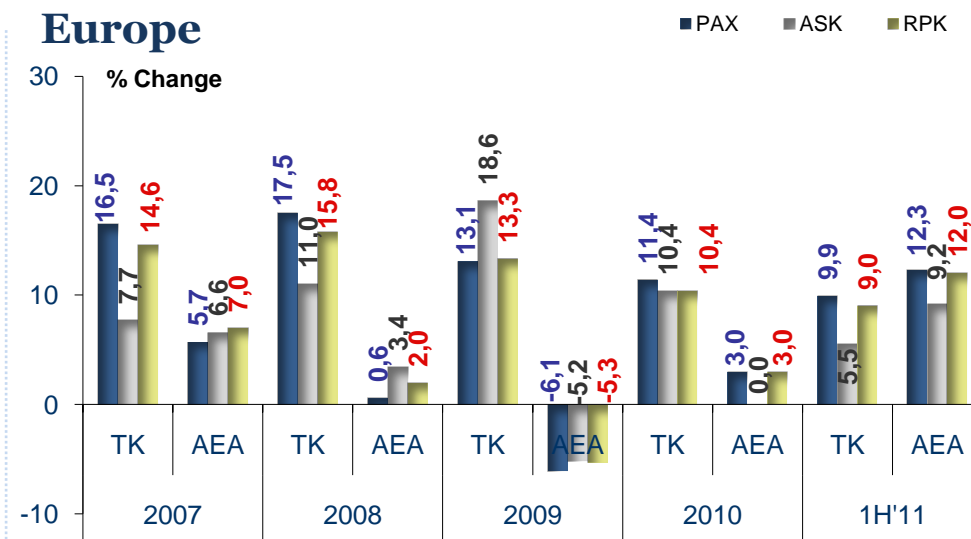
TURKISH AIRLINES 

THY vs AEA

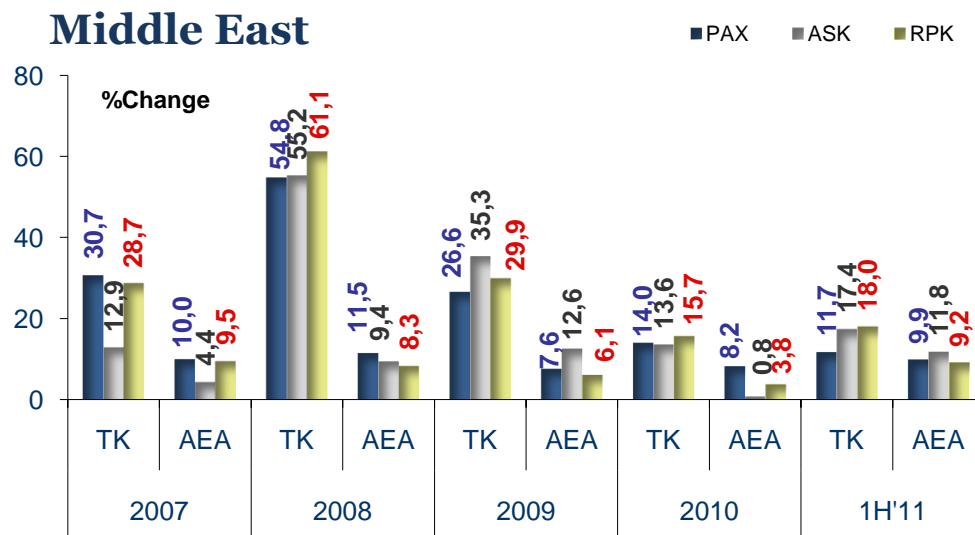
Total



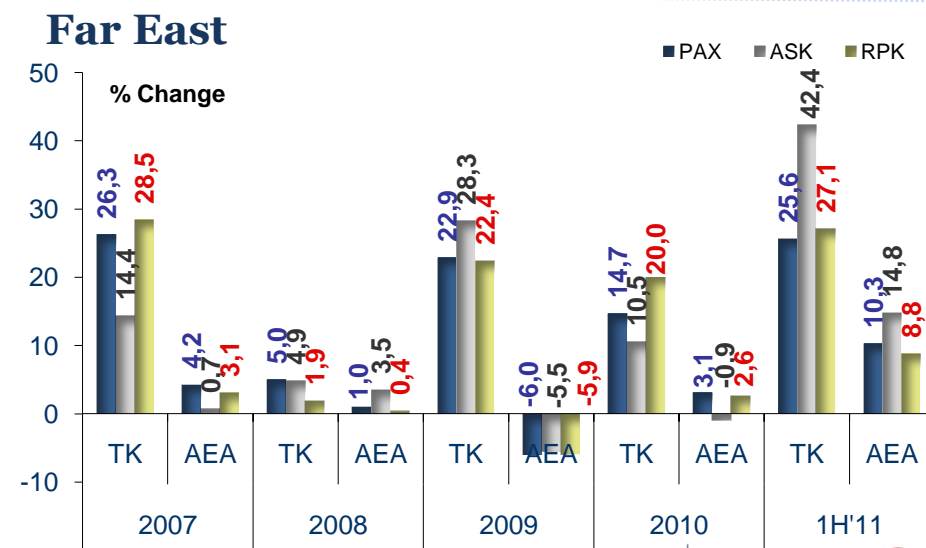
Europe



Middle East



Far East



Source: AEA= Association of European Airlines (Scheduled Traffic)

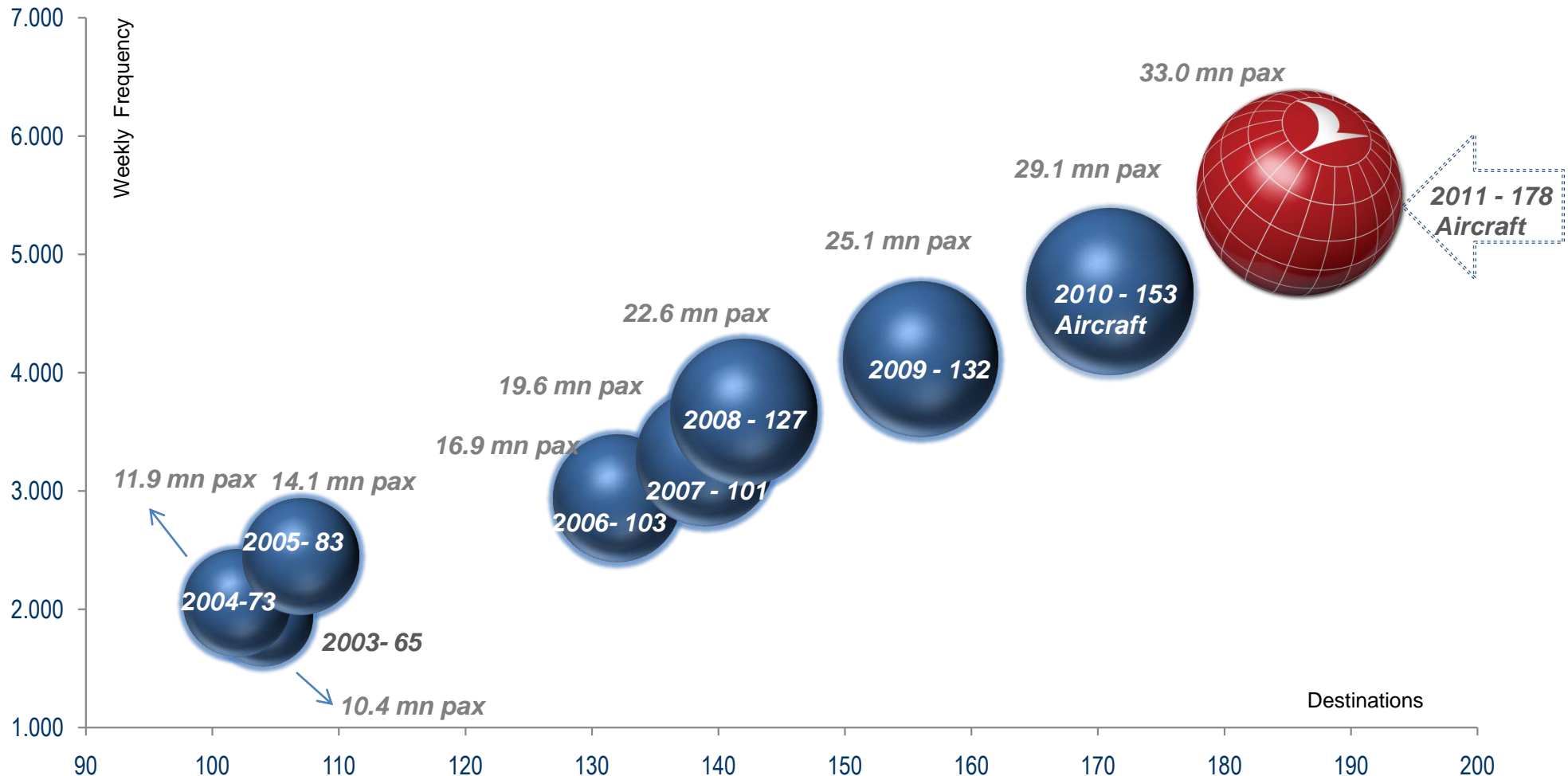
Globally Yours

TURKISH AIRLINES 

Advantages: Geographical Location



Network Mapping



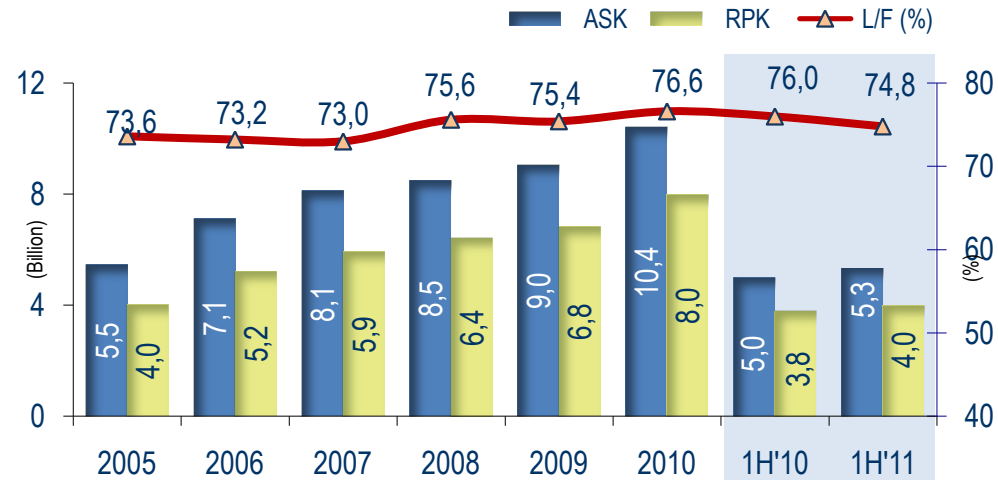
Globally Yours | **TURKISH AIRLINES** 

Destinations: 41 Domestic Lines



Passenger Traffic

Domestic



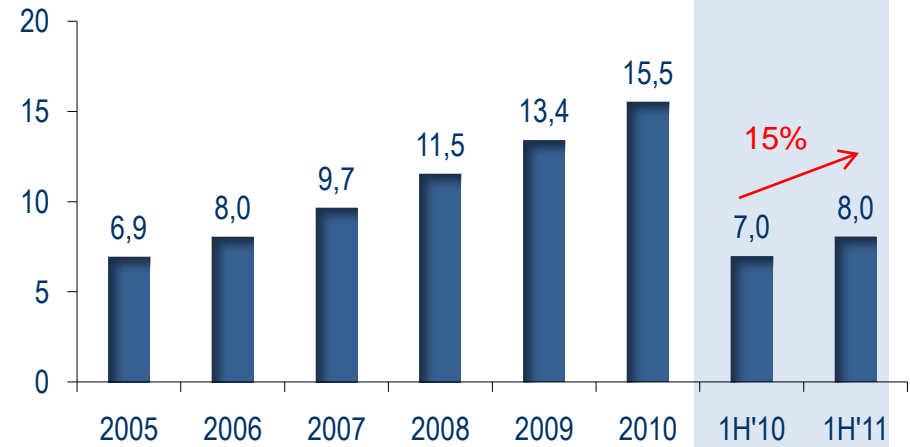
Domestic Passengers (mn)



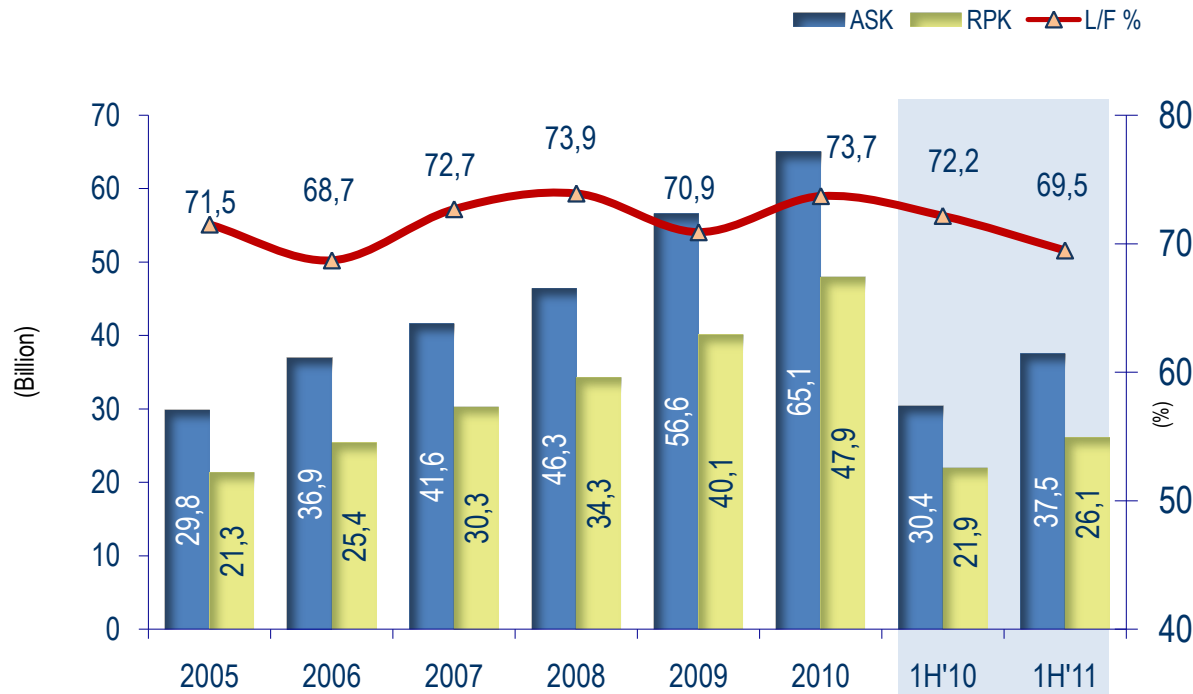
International



International Passengers (mn)



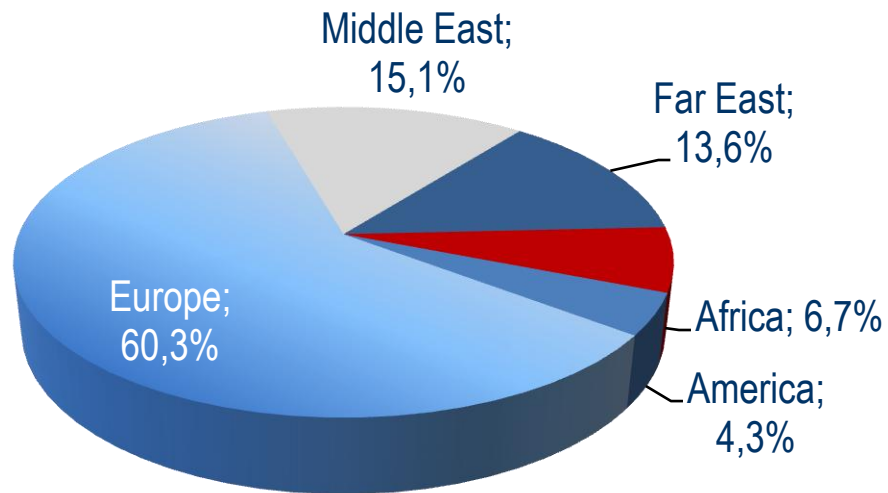
Passenger Traffic - Total



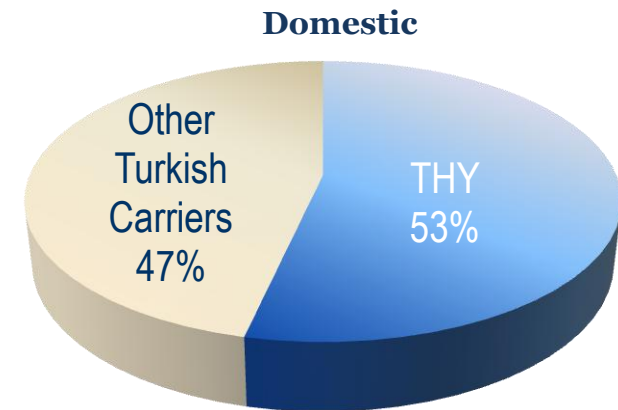
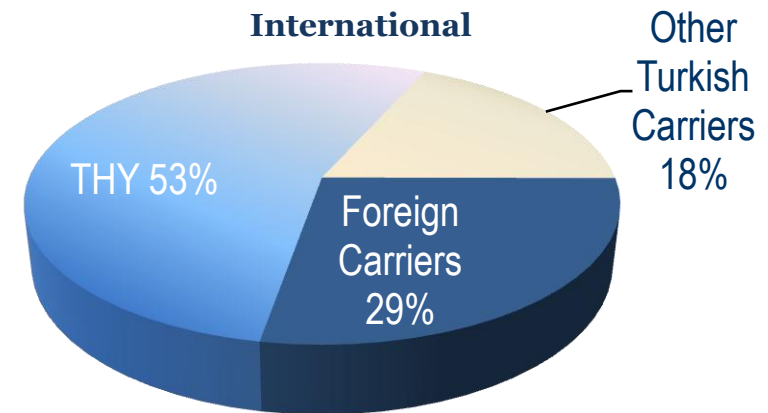
THY Passenger Traffic 1H'10 vs 1H'11	
Landing	up by 10.2%
ASK	up by 23.6%
RPK	up by 19.0%
Passenger # ('000)	up by 10.3%
L/F	down by 2.7 points

Passenger Breakdown (1H'11)

Int'l. Traffic Breakdown by Geography

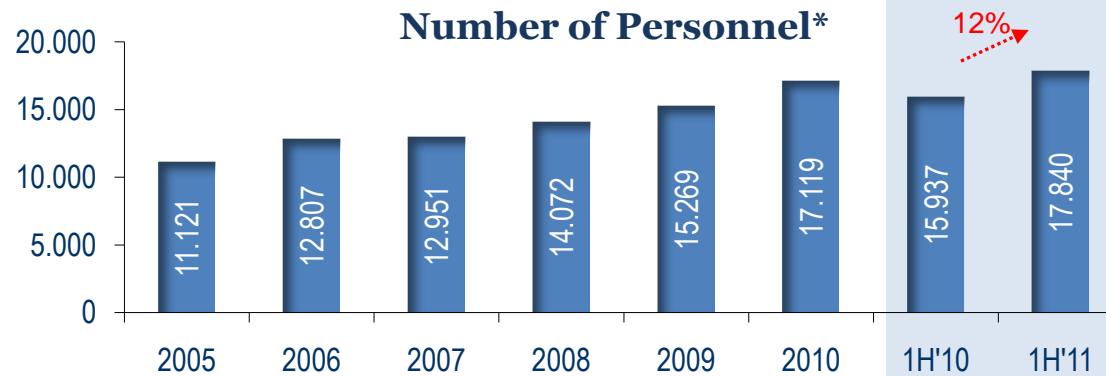


Market Shares

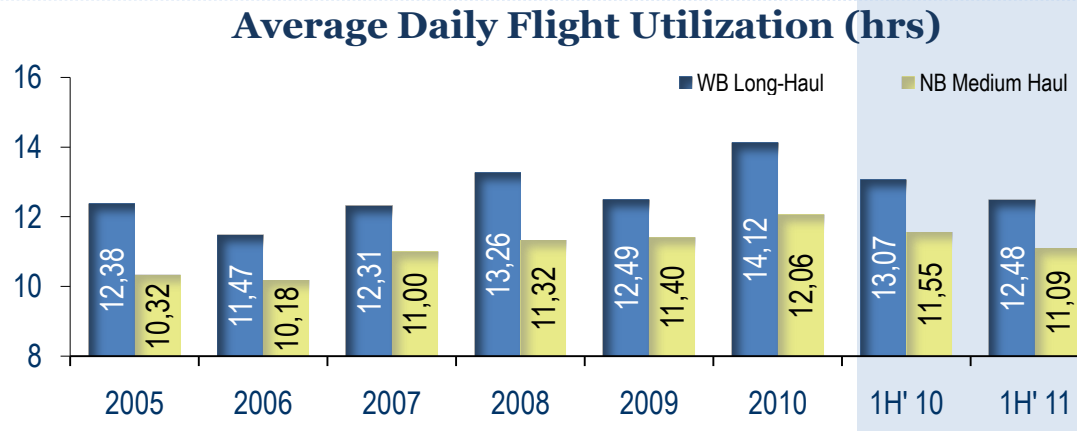
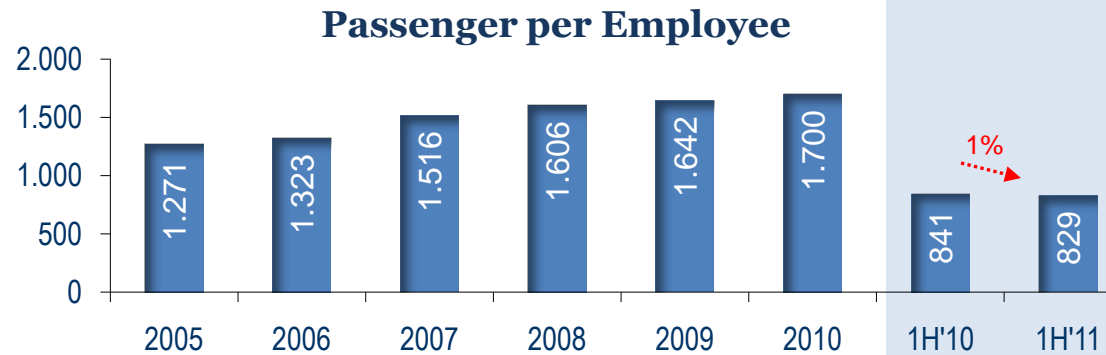


Increasing Market Share in International Traffic

Operating Efficiency



* THY Technic Personnel is included.



- › THY enjoys high personnel efficiency compared to its peers.
- › Personnel cost of THY per ASK was only €1.32 cents for the first half of 2011.
- › As of June 2011, the utilization decreased in wide body and narrow body aircraft by 2,4% and 6,4%, respectively.

Current Fleet

	Type	Total	Owned	Financial Lease	Operational Lease	Seat Capacity	Avg.Fleet Age	YEAR END FLEET				
								2011	2012	2013	2014	2015
Wide Body 21%	A330	14		12	2	3.835	3,4	14	17	17	17	17
	A340	9	7		2	2.446	14,7	9	7	7	7	7
	B777-3ER	14		10	4	4.618	1,7	12	12	12	12	12
	Total	37	7	22	8	10.899	5,4	35	36	36	36	36
Narrow Body 75%	B737-900							2	9	10	10	15
	B737-800	52	11	27	14	8.596	7,9	54	56	62	71	70
	B737-700	14			14	1.986	5,3	14	12	11	8	2
	B737-400	3			3	450	19,4	3	3	0	0	0
	A320	27		13	14	4.322	4,2	27	27	27	27	24
	A321	27		21	6	5.097	4,1	27	31	41	41	41
	A319	8		4	4	1.056	2,8	10	8	8	6	6
	Total	131	11	65	55	21.507	6	137	146	159	163	158
Cargo	A310-300	4	3		1	-	23	4	4	3	3	3
	A330-200F	2		2		-	0,9	2	3	4	5	5
TOTAL		174*	21	89	64	32.406	6,2	178	189	202	207	202
Year End Seat Capacity :								32.683	34.571	36.854	37.489	36.670
Seat Capacity Change :								17%	6%	7%	2%	-2%

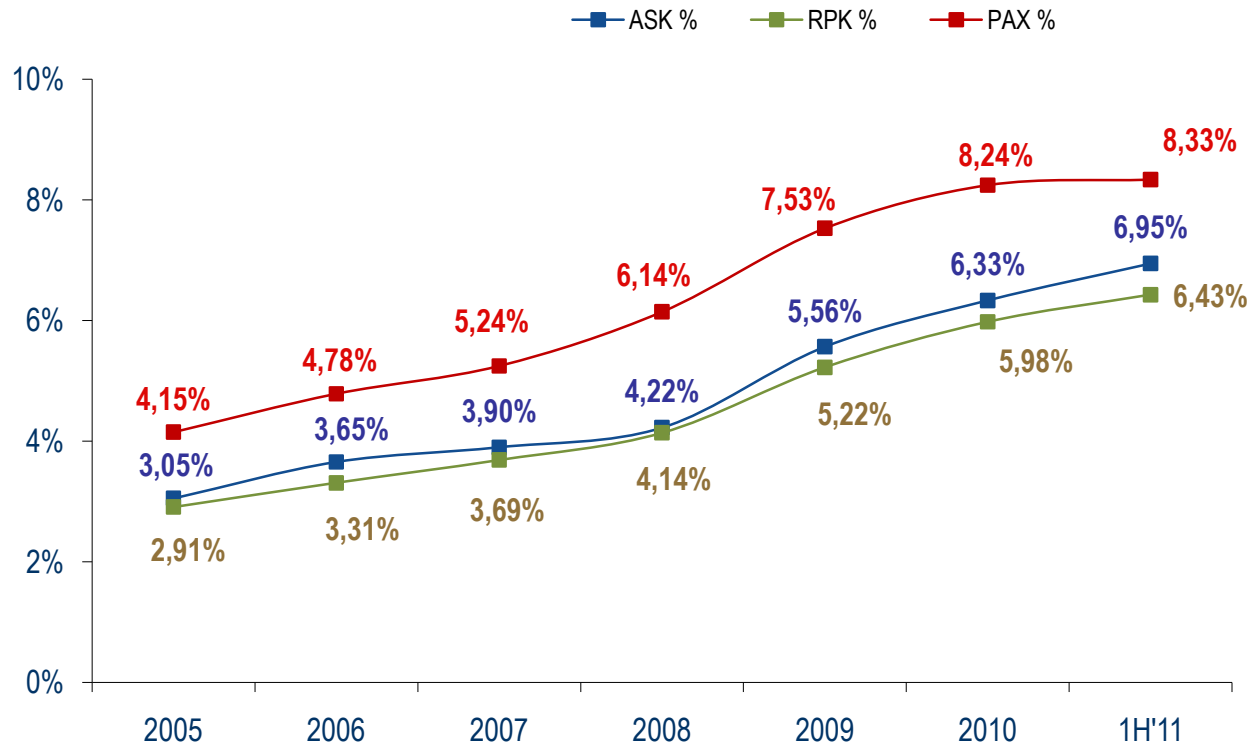
* 1 Shortterm leased aircraft is not included

Fleet Development

	Fleet Additions of 105 Aircraft-ORIGINAL PLAN								To Be Delivered					
	Type	2010	2011	2012	2013	2014	2015	TOTAL	2011	2012	2013	2014	2015	TOTAL
Wide Body	A330	4	3	3				10		3				3
	B777-3ER	5	7					12	2					2
	Total	9	10	3	0	0	0	22	2	3	0	0	0	5
Narrow Body	B737-900		2	7	1		5	15	2	7	1		5	15
	B737-800		2	2	6	10		20	2	2	6	10		20
	A321		8	6	10			24	2	6	10			18
	A319		6	-				6	2					2
	Total	0	18	15	17	10	5	65	8	15	17	10	5	55
Cargo	A330-200F	1	1	1	1	1		5		1	1	1		3
TOTAL		10	29	19	18	11	5	92	10	19	18	11	5	63

- › Option aircraft 10 A321-200 and 15 B737-800/900ER became firm order as of March 2011 and total PDP payment for the new firm orders will be approximately 408 Mn\$ of which 45.8 Mn\$ has already been paid as of August 2011.
- › Total PDP payment due from manufacturers is around 694.2 Mn\$. (excluding options)

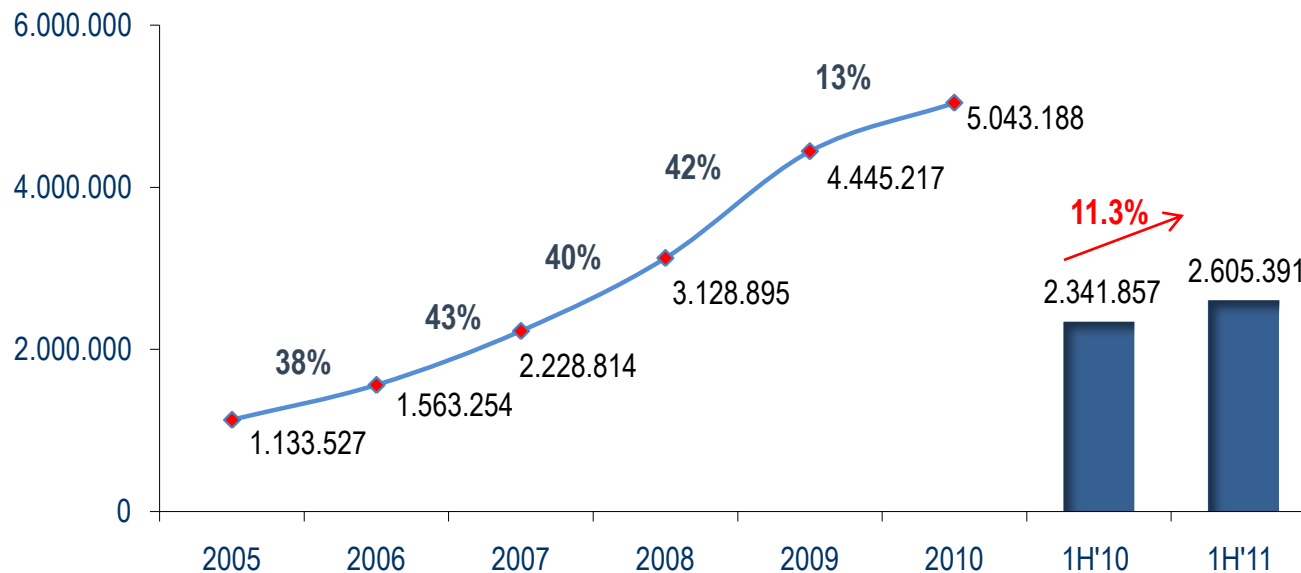
Market Share Among AEA Airlines



THY ranks
forth
in passenger;
fifth
in ASK and RPK
market share
among AEA
member airlines

Source: AEA =Association of European Airlines

Transfer Passengers Int'l-Int'l

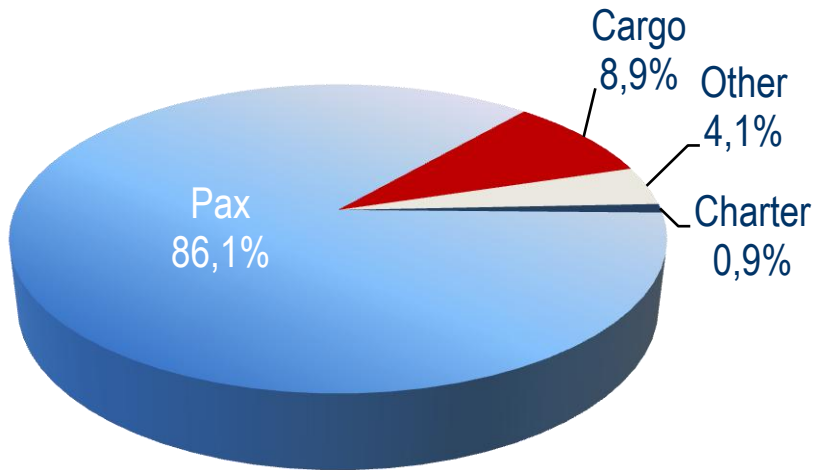


Int'l to Int'l Transfer Passengers continue to grow.

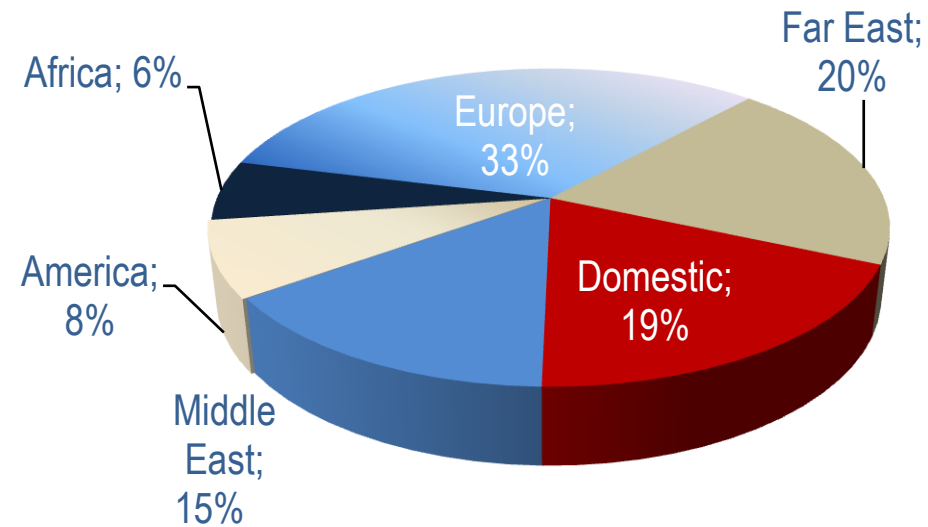
- › THY carried total of 5.302.196 transfer passengers during Jan-June'11, with an increase of 11.2% compared to the same period of 2010.
- › Total transfer passengers accounted for 35.9% of the passenger traffic.
- › Int'l to int'l transfer passengers' share in total transfer passengers is 49.1%.
- › During Jan-June11, int't to int'l passengers increased by 11.3% reaching to 2.605.391.

Revenue Distribution (1H'11)

Split by Revenue



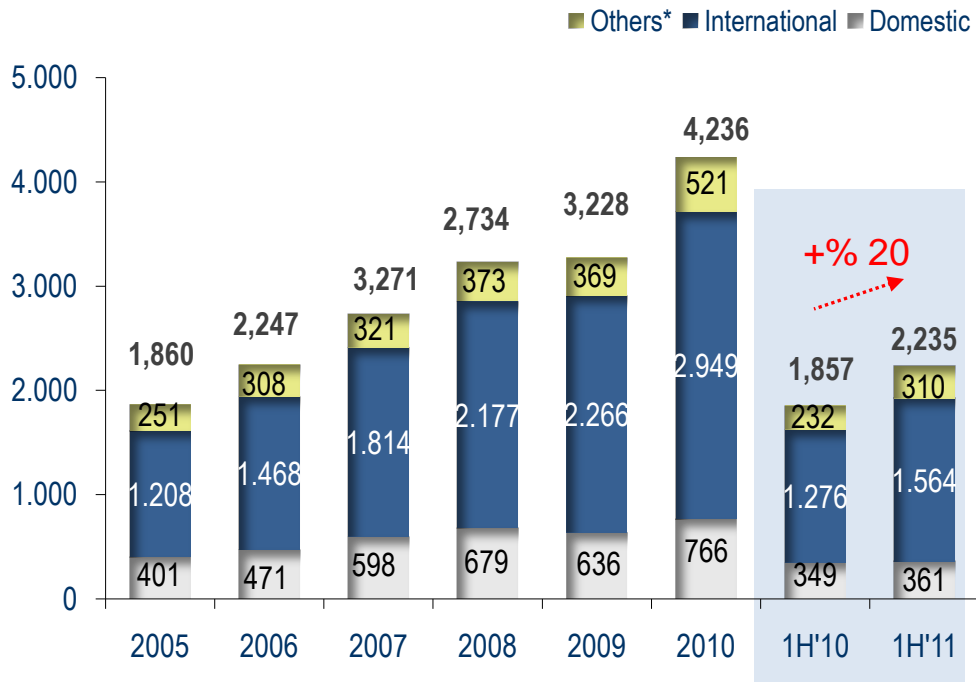
Pax Revenue Split by Geography



Source: Financial statements released under Turkish CMB standards, converted to € Euro using average exchange rates

Total Revenues and Expenses

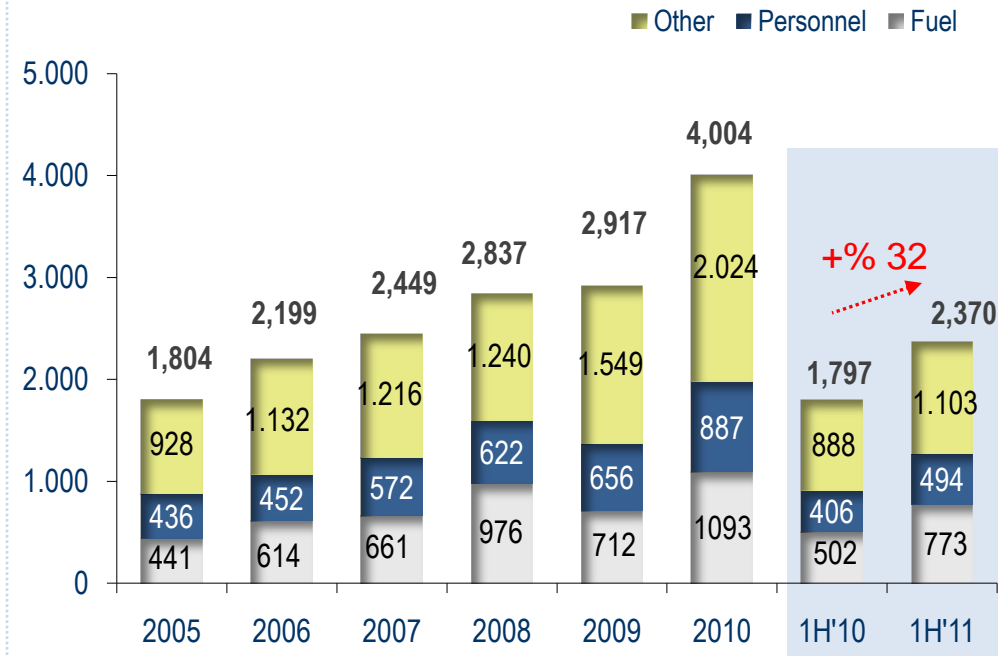
Revenues (Mn€)



* Includes cargo, charter and other revenues

Source: Financial statements released under Turkish CMB standards, converted to € Euro using average exchange rates

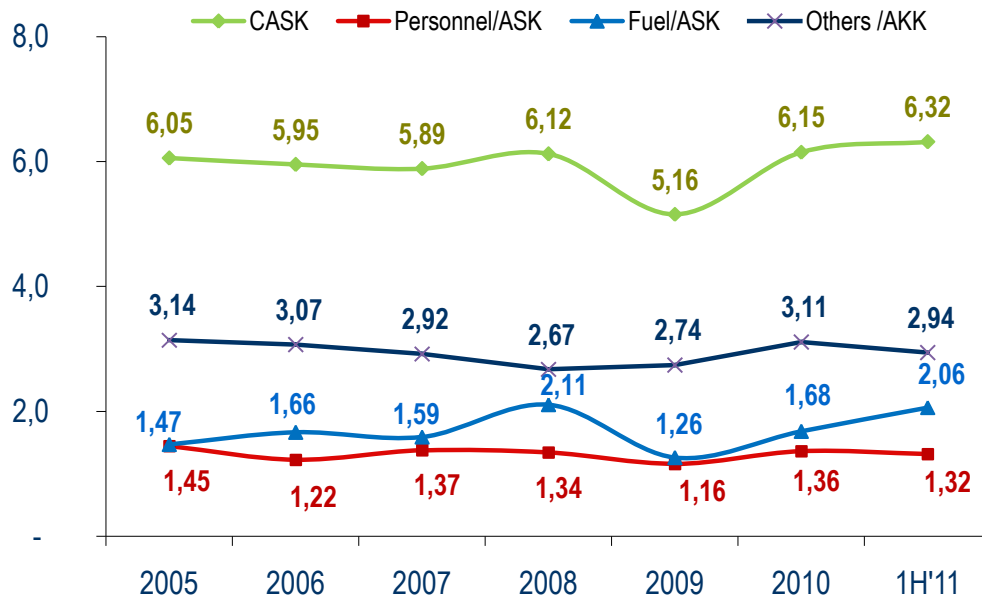
Expenses (Mn€)



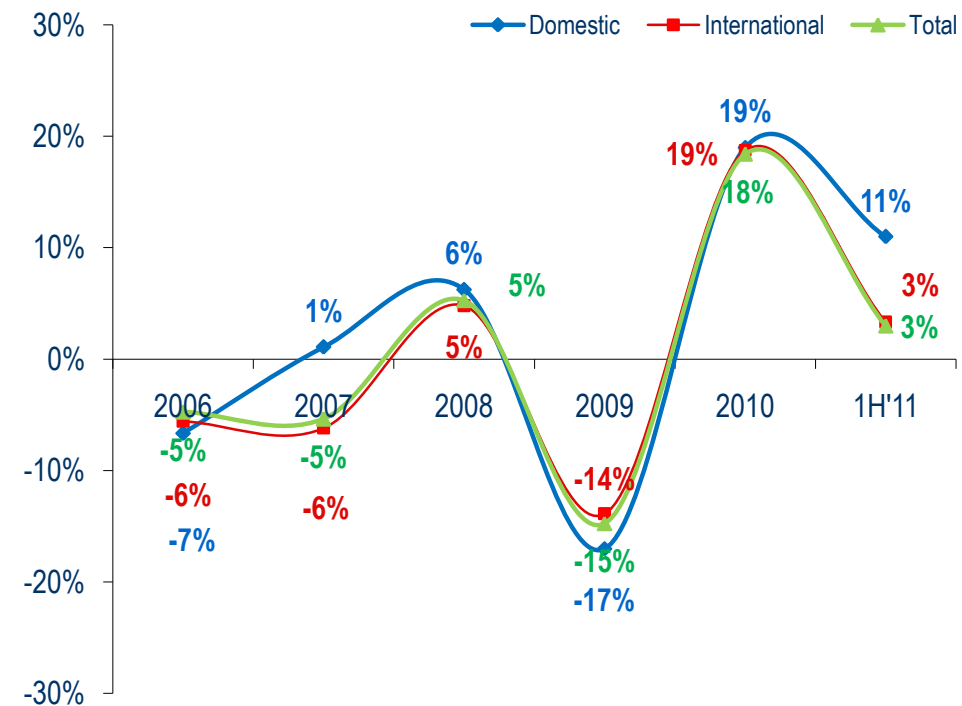
Able to Sustain Revenue Growth While Increasing Capacity

Operating Expenses-Unit Cost

Cost Per ASK (€ cent)



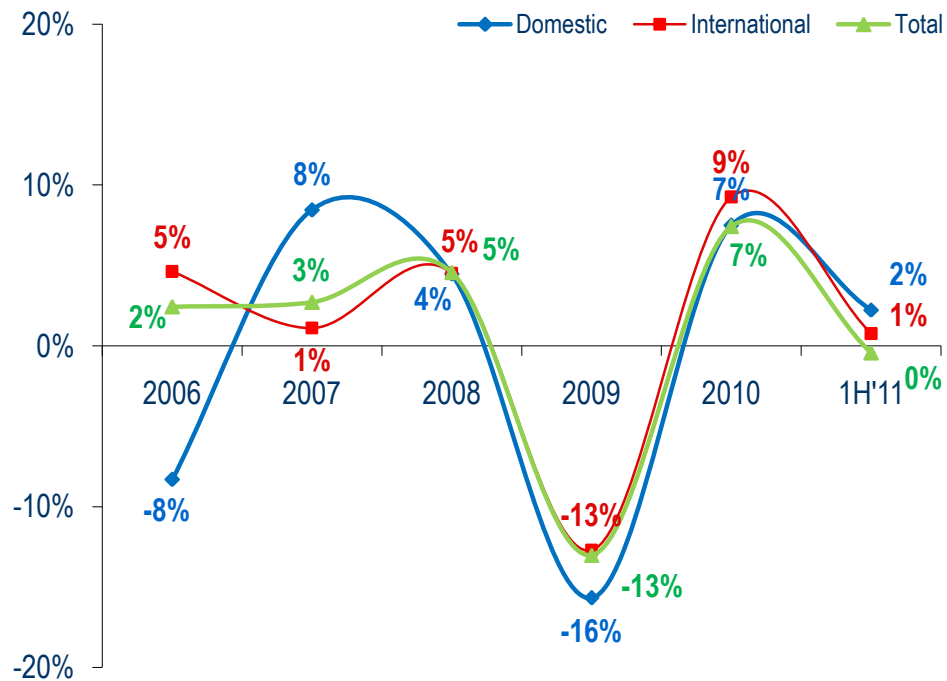
Change in CASK(€ cent)



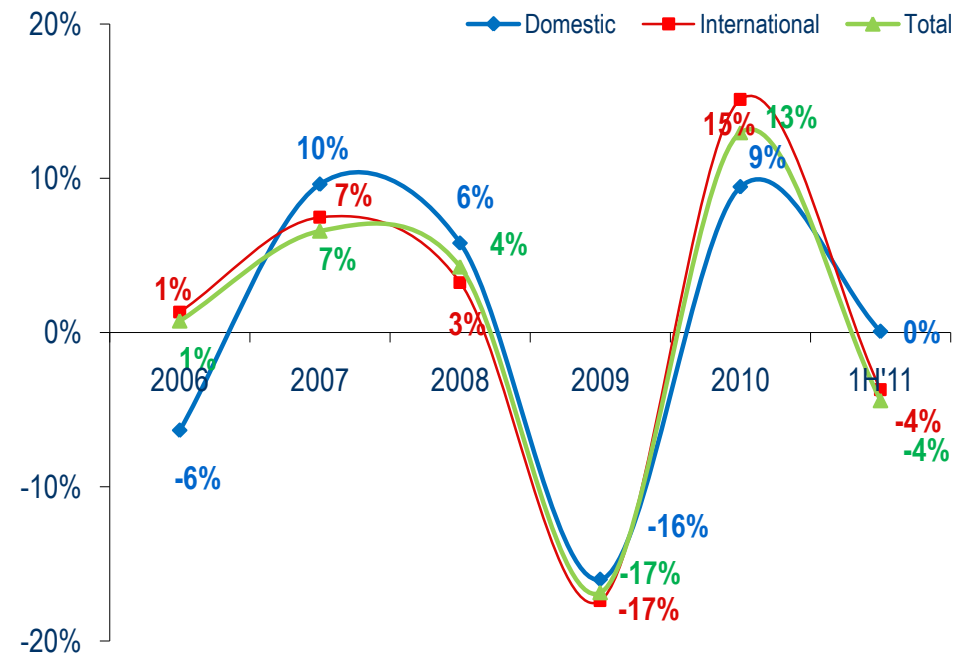
Source: Financial statements released under Turkish CMB standards, converted to € Euro using average exchange rates

Financial Highlights

Change in R/Y (€ cent)



Change in RASK (€ cent)



Source: Financial statements released under Turkish CMB standards, converted to € Euro using average exchange rates

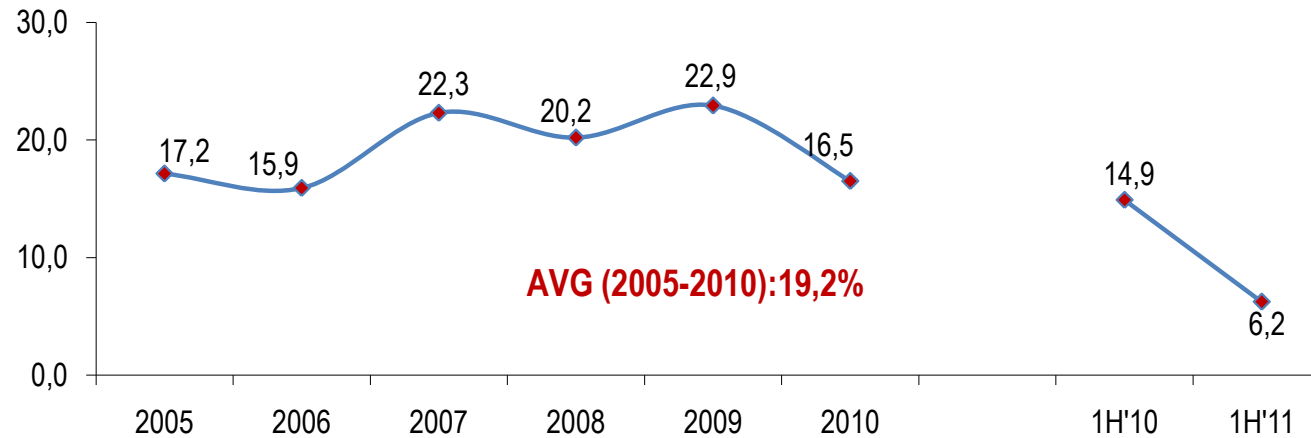
Total Operating Expenses

(€ Mn)	1H'10	% in Total	1H'11	% in Total	11/10 %
Fuel	502	28%	773	33%	54%
Personnel	406	23%	494	21%	22%
Landing	144	8%	174	7%	21%
Ground handling	112	6%	159	7%	41%
Depreciation	109	6%	151	6%	38%
Sales and Marketing	129	7%	150	6%	16%
Rents	107	6%	124	5%	16%
Maintenance	82	5%	114	5%	38%
Passenger Catering	99	6%	104	4%	5%
Others	55	3%	59	2%	6%
Advertising	24	1%	40	2%	67%
General Administration	16	1%	16	1%	0%
Insurance	9	1%	13	1%	40%
TOTAL	1.797		2.370		32%
Op.Cost per ASK (€)	5,92		6,32		7%
Op.Cost per ASK (€) except fuel	4,26		4,26		0%

Total expenses increased by 32%, mainly due to increase in fuel cost.

EBITDAR Margin

EBITDAR Margin %



- › Increase in fuel cost had a negative impact on EBITDAR.

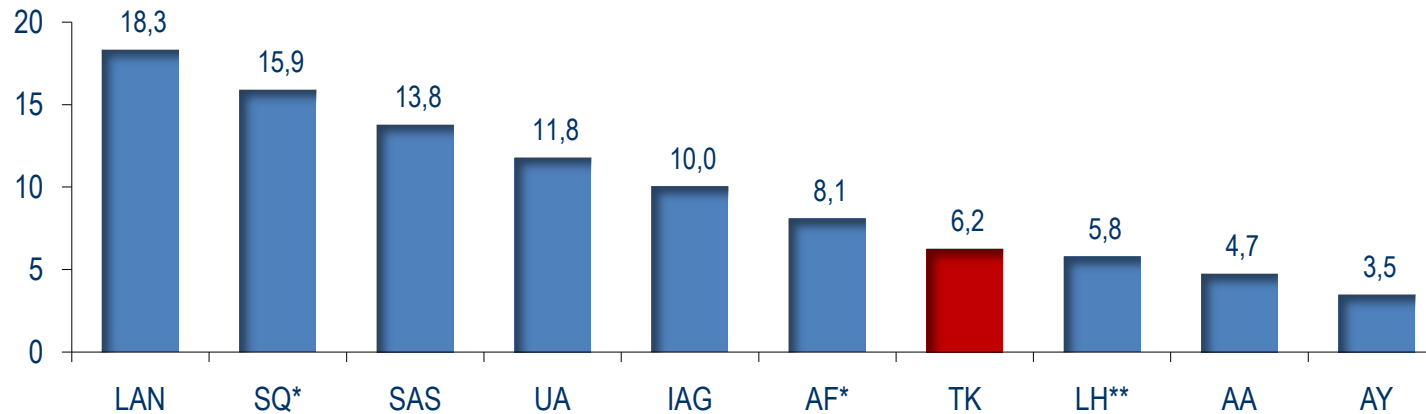
* AVG= Average Annual Growth Rate

(Mn€)	2006	2007	2008	2009	2010	1H'10	1H'11
Revenue	2.247	2.734	3.228	3.271	4.236	1.857	2.235
Net Income	99	149	598	260	144	115	-248
Net Income Margin (%)	4,4	5,5	18,5	7,9	3,4	6,2	-11,1
EBIT	48	285	391	355	232	60	-135
EBIT Margin (%)	2,1	10,4	12,1	10,8	5,5	3,3	-6,1
EBITDA	235	490	541	571	462	170	15
EBITDA Margin (%)	10,5	17,9	16,8	17,5	10,9	9,1	0,7
EBITDAR	358	610	653	751	700	277	140
EBITDAR* Margin (%)	15,9	22,3	20,2	22,9	16,5	14,9	6,2

* Codeshare expenses are no longer included in Rent.

Peer Group vs THY (1H'11)

EBITDAR Margin % Comparison



(Mn€)	TK	UA	LH	AA	IAG	AF*	SAS	SQ*	LAN	AY
Revenue	2.235	12.499	11.490	8.082	7.773	6.220	2.234	2.007	1.871	1.080
Expense	2.370	11.914	11.729	8.297	7.685	6.365	2.180	2.001	1.726	1.148
Net Income	-248	226	-248	-501	71	-197	19	25	79	-57
EBIT	-135	584	-239	-214	88	-145	55	6	145	-68
EBIT Margin (%)	-6,1%	4,7%	-2,1%	-2,7%	1,1%	-2,3%	2,5%	0,3%	7,8%	-6,3%
EBITDA	15	1121	571	162	579	261	224	242	282	-9
EBITDA Margin (%)	0,7%	9,0%	5,0%	2,0%	7,4%	4,2%	10,0%	12,1%	15,1%	-0,8%
EBITDAR	140	1471	666	382	779	503	308	319	342	37
EBITDAR Margin (%)	6,2%	11,8%	5,8%	4,7%	10,0%	8,1%	13,8%	15,9%	18,3%	3,5%

* April-June 2011, 1Q results

**LH is based on airlines business only. Others based on Group Financials.

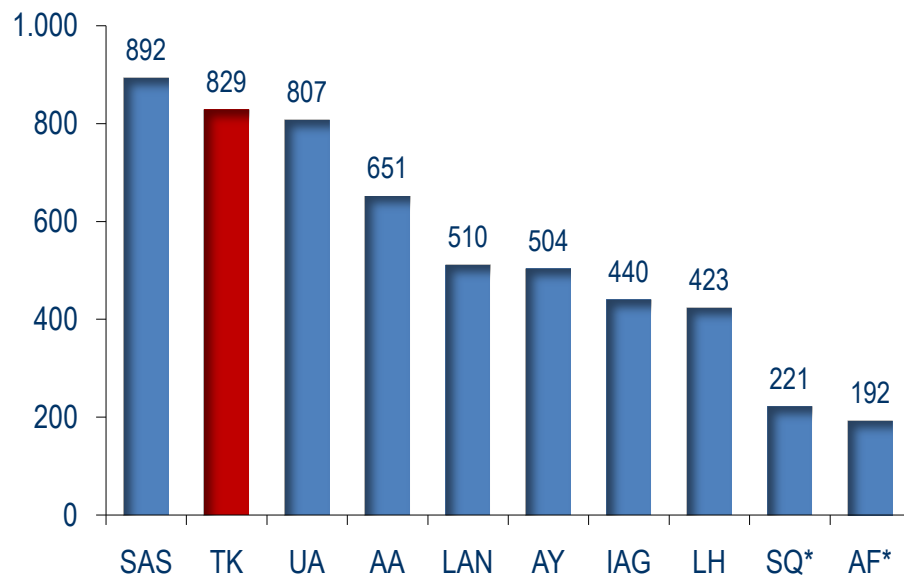
Source: Calculated based on web site & annual reports

Globally Yours

**TURKISH
AIRLINES** 

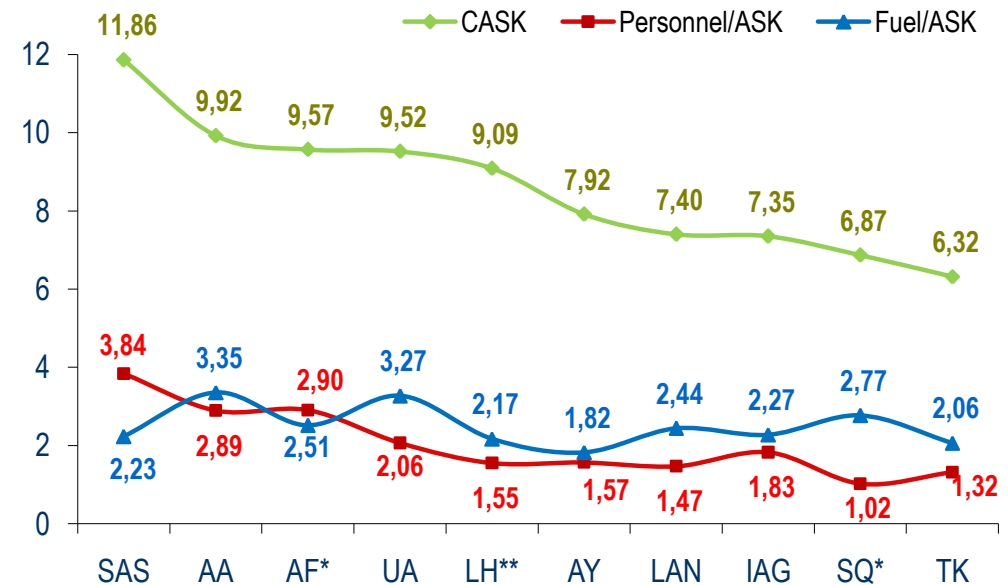
Peer Group vs THY

PAX Per Personnel



* April-June 2011, 1Q results

Cost Per ASK (€ Cent)



* April-June 2011, 1Q results

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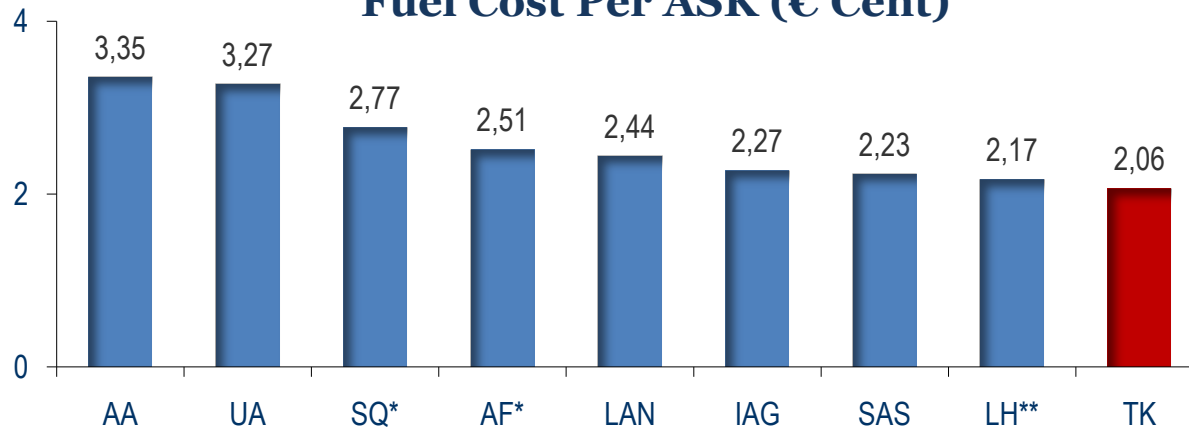
THY is the most cost efficient among its European Peers

Fuel

Average Consumption



Fuel Cost Per ASK (€ Cent)



* April-June 2011, 1Q results

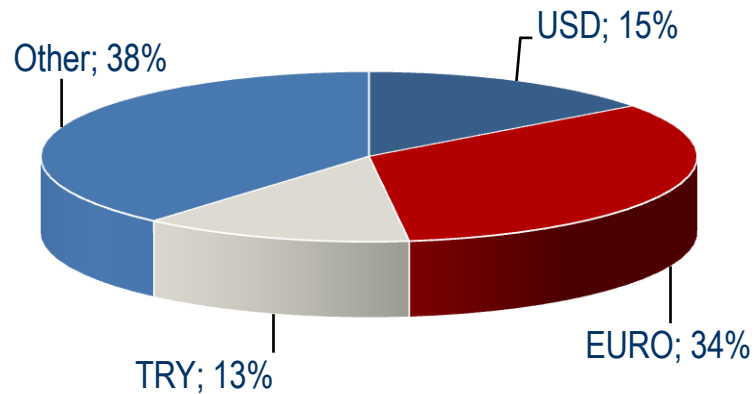
**LH is based on airlines business only. Others based on Group Financials.

- › THY's fuel expense per ASK is lower on the average compared to its peer group.
- › Due to fleet expansion, the fleet average age will be lower which in return will increase THY's fuel efficiency.
- › As of June 2011, with the help of its' young fleet and Fuel Saving Program which started in April 2008, THY saved 6.495 tons of fuel and reduced CO2 Emission by 20.459 tons.

Fleet expansion will reduce fuel cost as well as fleet age

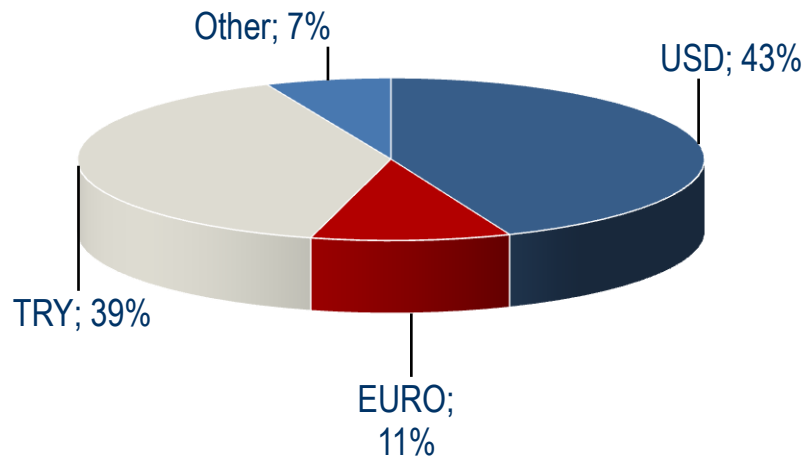
Currency Breakdown (1H'11)

Revenue by Currency



- › THY's income is diversified among the major currencies.

Expenses by Currency



Currency exposure risk
is minimized due to
efficient cash management

Recent Awards



Winner of 3 awards at the 2011 World Airline Awards:

- › Best Airline Europe
- › Best Premium Economy Seats
- › Best Airline Southern Europe



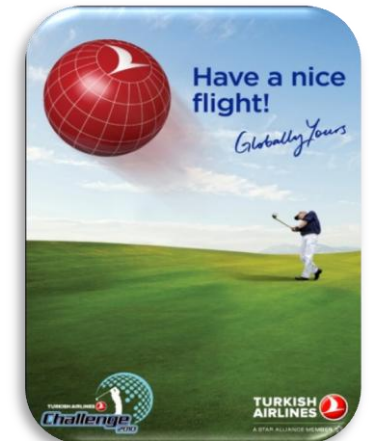
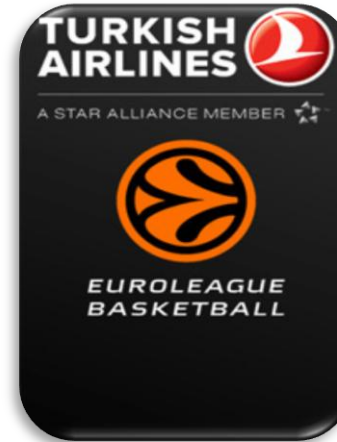
Winner of Air Transport World-Market Leadership Award 2011



Is the only 4 Star Airline in all categories in Europe



Sponsorships



**TURKISH
AIRLINES**



A STAR ALLIANCE MEMBER 

THANK YOU



Mr. Coşkun KILIÇ, CFO

Ms.Suna ÇELEBİ, IR Manager

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Balance Sheet

Assets (Mn€)	2005	2006	2007	2008	2009	2010	1H'11
Cash and Equivalents	304	197	281	236	505	397	311
Net Trade Receivables	121	135	144	163	205	282	383
Other Current Assets	95	241	445	825	585	1.025	850
Total Current Assets	520	573	870	1.224	1.295	1.704	1.544
Net Fixed Assets	1.657	1.667	1.891	2.362	2.227	3.145	3.715
Other Long Term Assets	224	155	117	110	445	348	455
Total Long Term Assets	1.882	1.822	2.008	2.471	2.672	3.493	4.170
Total Assets	2.402	2.395	2.878	3.695	3.967	5.197	5.713
Liabilities (Mn€)	2005	2006	2007	2008	2009	2010	1H'11
Short Term Lease Obligations	113	118	132	196	191	241	286
Accounts Payable	161	172	213	203	259	359	384
Passenger Flight Liabilities	149	174	222	228	272	329	560
Other Current Liabilities	332	113	127	146	180	311	358
Total Current Liabilities	755	577	694	773	902	1.240	1.588
Long Term Lease Obligations	540	780	918	1.307	1.192	1.798	2.525
Retirement Pay Provision	72	63	77	67	70	83	80
Other Long Term Liabilities	249	106	109	154	208	247	149
Total Long Term Liabilities	861	949	1.104	1.528	1.471	2.128	2.754
Share Capital*	110	95	103	82	405	488	426
Restatement Effect	1.180	1.010	1.017	781	520	548	478
Restricted Profit Reserves	5	4	36	0	11	19	17
Differences from Currency Translation	0	0	0	2	2	2	4
Cash Flow Hedge Fund	0	0	0	0	-1	8	11
Retained Earnings	-596	-336	-230	0	399	624	666
Net Profit For the Year	87	97	155	530	259	140	-231
Total Shareholders' Equity	786	869	1.081	1.395	1.595	1.829	1.371
Total Shareholders' Equity & Liabilities	2.402	2.395	2.878	3.695	3.967	5.197	5.713

In converting the TRY reported results to EURO, year-end EURO exchange rates were used

Income Statement

Income Statement (Mn€)	2005	2006	2007	2008	2009	2010	1H'10	1H'11	11/10 %
Operating Revenues	1.860	2.247	2.734	3.228	3.271	4.236	1.857	2.235	20%
Operating Expenses	-1.804	-2.199	-2.449	-2.837	-2.917	-4.004	-1.797	-2.370	32%
Operating Profit	66	48	285	391	355	232	60	-135	-324%
Income From Other Operations	255	153	127	30	42	75	38	31	-19%
Loss From Other Operations	-166	-34	-6	-111	-60	-65	-109	-17	-84%
Income Before Financial Income/(Expense)	145	167	407	310	337	242	-10	-121	1075%
Income/Loss due From Asset Valuation			9	2	6	-19	-16	-5	-71%
Financial Income			174	753	80	37	212	82	-61%
Financial Expense	-36	-62	-380	-376	-80	-77	-39	-269	597%
Income Before Taxation	109	105	209	688	343	184	147	-312	-312%
Taxation	-26	-6	-59	-90	-83	-40	-32	65	-300%
Net Income	83	99	149	598	260	144	115	-248	-316%

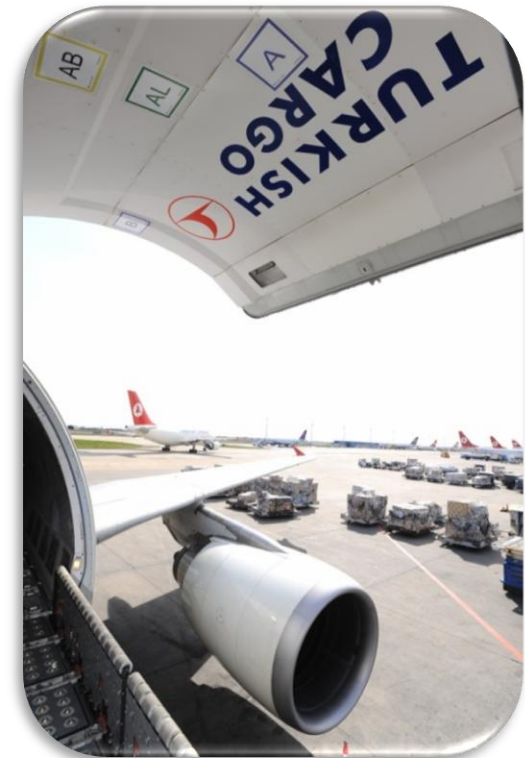
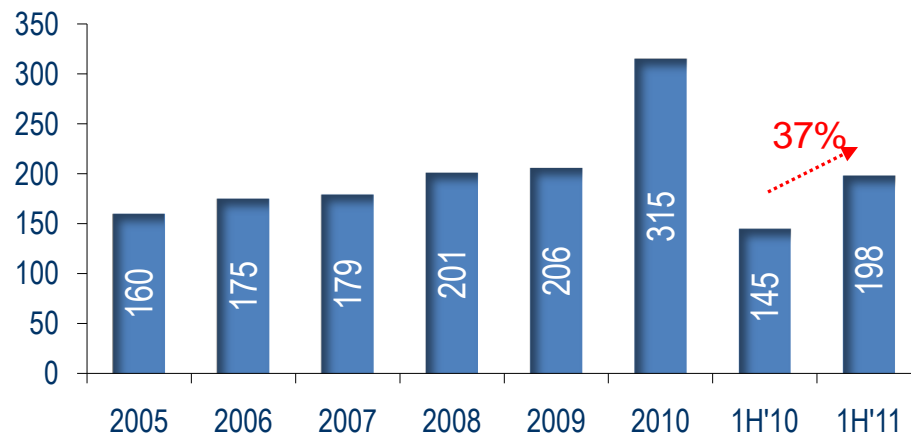
In converting the TRY reported results to EURO, the period average EURO exchange rates were used

Cargo Transportation

TURKISH CARGO

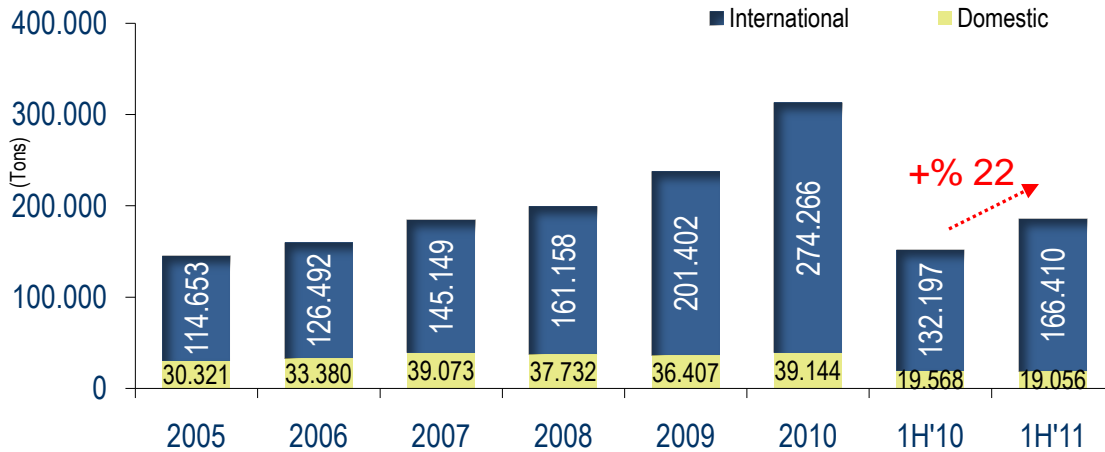
- › Leading cargo carrier in total export and import cargo in Turkey.
- › Operates 26 destinations with its 4 A310-300 and 2 A330-200F freighters besides 182 destinations with 174 passenger aircraft.
- › During 1H'11 posted cargo revenue was 198 million Euro, carried cargo was 185.466 tons.

Revenue (Mn€)

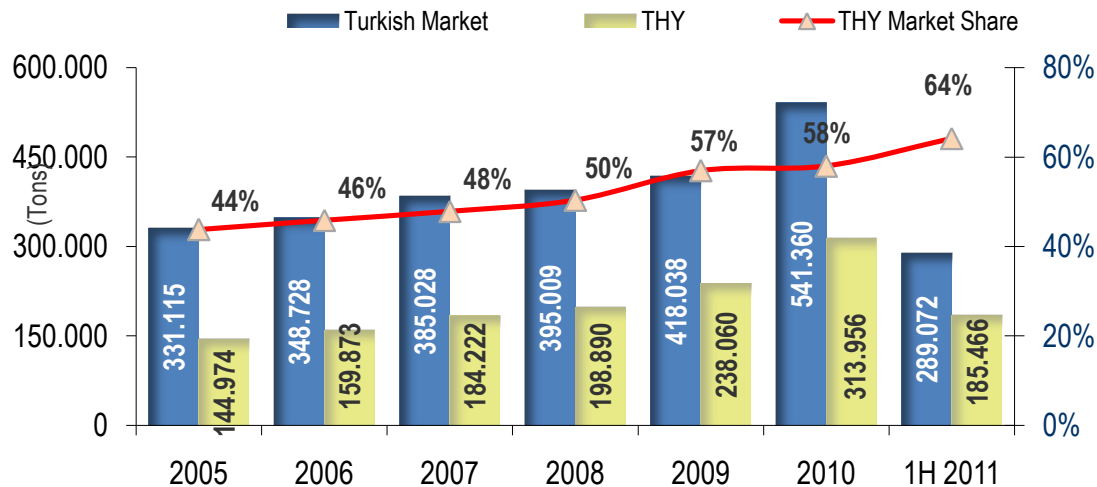


Cargo

THY -Cargo



Market vs THY



- › Cargo carried in international lines is increasing over the last two years. As of June 2011, 90% of carried cargo was from the international segment.
- › As of June 2011, THY has carried total of 185.466 tons cargo, indicating 22% increase compared to the same period of 2010.
- › THY, having 58% market share in Turkish cargo market by the end of 2010, has increased its market share to 64% as of June 2011.
- › According to the Fleet Plan, decision made to purchase 5 Airbus cargo aircraft, of which 1 of them arrived in 2010 and another one in the first half of 2011 .

* Turkish market data provided by DHMI.

THY Academy

› THY ACADEMY(To be Established)

- › One of the most outstanding training centers in the aviation industry.
- › Has been applying ISO 9001 Quality Management System since 1998.
- › Gives training services about 10.000 people each year with its trainers, specialized in their areas.
- › Addresses the training needs of cargo and passenger agents, universities and other airlines besides Turkish Airlines.
 - › Turkish Airlines Flight Training Center offers Cockpit Crew Training , Cabin Crew Training, Ground Training and Simulators.
 - › Turkish Airlines has the following simulators:
 - › 7 full Flight Simulators for RJ-100, B737-400, B737 800, A320s, B777- 300ER, A330/340 aircraft
 - › 1 FNPT II MCC
 - › 3 Flight Training Devices for A320, A330/340 and B777
 - › 1 A320 Door Trainer
 - › A340 "Business class", B737 "Economy Class" Cabin Service Trainer (CST)
 - › B737/A310/A340 Cabin Emergency Evacuation Trainer(CEET)

Turkish Flight Academy

- › Founded on November 2004 as a result of a need for new flight personnel for THY.
- › Started training with 16 pilot candidates on May 2006. So far, 66 students have graduated from the Academy and started flying at Turkish Airlines.
- › Currently 110 pilot candidates are given training at the Academy.
- › Giving 210 hours flight training and 1200 hours ground training.



Subsidiary & Affiliates



1H'2011	Owned	Year Established	Paid-in Capital (Mn.€)	Revenue (Mn. €)	Net Profit/Loss (Mn.€)
THY Teknik A.Ş.	100%	2006	213,3	187,7	12,5
P& W THY Teknik Uçak Bakım Merkezi Ltd. Şti	49%	2008	90,8	37,8	10,2
Goodrich-THY Teknik Servis Merkezi Ltd. Şti.	40%	2010	3,2	-	-
THY Do&Co İkrım Hizmetleri A.Ş.	50%	2007	12,8	87,4	6,0
Sun Express	50%	1989	33,5	263,4	(9,6)
Bosna Hersek Havayolları	49%	1994	9,5	8,6	(2,0)
THY Opet Havacılık Yakıtları A.Ş.	50%	2009	21,3	326,8	5,8
TGS Yer Hizmetleri A.Ş.	50%	2008	5,1	63,5	7,9
HABOM A.Ş.*	100%	2011	212,8	-	-
TCI Kabin İçi Sistemleri San. ve Tic. A.Ş.	51%	2011	3,2	-	-
Uçak Koltuk Üretimi San. Ve Tic. A.Ş.*	100%	2011	21,3	-	-
Turkbine Teknik Gaz Türbinleri Bakım Onarım A.Ş.	50%	2011	7,1	-	-

The Paid-in-capital converted by period-end EURO exchange rates; revenue and profit/loss amounts, converted by the period average EURO exchange rates.

* Capital Amount is based on Thousand Euro.

Subsidiaries & Affiliates

TURKISH TECHNIC

THY Teknik A.Ş.(Consolidated)

- › Owned 100% by THY.
- › During 1H'11, posted revenues and net income was 188 mn€ and 12 mn€ respectively.
- › Provides maintenance services to more than 100 customers, including international airlines such as Lufthansa, KLM, BA and Alitalia as well as domestic airlines.
- › Main goal is to become one of the biggest MRO Center in the region.

HABOM (Maintenance Repair & Overhaul Center) Corporation

- › HABOM is established, in June 2011, with the capital of 500,000 TL as "HABOM Havacılık Bakım Onarım ve Modifikasyon Merkezi A.Ş."
- › HABOM Corporation plans to provide not only maintenance service to around 400 aircraft per annum, but also to provide training and other services to civil aviation industry in Turkey and surrounding region.
- › Total investment will be around 400 mn\$.
- › The facility which is designed according to LEED Gold standards will be located in Sabiha Gokcen International Airport in Istanbul.
- › First phase of the facility will be completed in the last quarter of 2011.
- › HABOM expected to be in full capacity starting from the year 2012 and gradually by the year 2022 expected revenue is around 6.5 bn\$.



THY will be developing its technical service and maintenance business through the HABOM Project

Subsidiaries & Affiliates

TURKISH ENGINE CENTER

› P & W THY Teknik Uçak Bakım Merkezi Ltd. Şti

- › In 2008, THY Technic and Pratt & Whitney signed a joint venture and established Turkish Engine Center.
- › Owned 51% - 49% by Pratt&Whitney and THY Technic, respectively.
- › The field of activities are ; to provide engine maintenance, repair and overhaul (MRO) services to customers located in Turkey, surrounding regions and worldwide.
- › The new environmentally efficient CFM56® and V2500 engine overhaul facility is planned to be comprised of approximately 25,000 sq. meters and total usage area is 100,000 sq. meters located at the Sabiha Gökçen International Airport.
- › The facility, is designed according to LEED® (Leadership in Energy and Environmental Design)™ Gold Standards. Consequently, today the facility is the first Industrial building that acquires this certificate in Turkey.

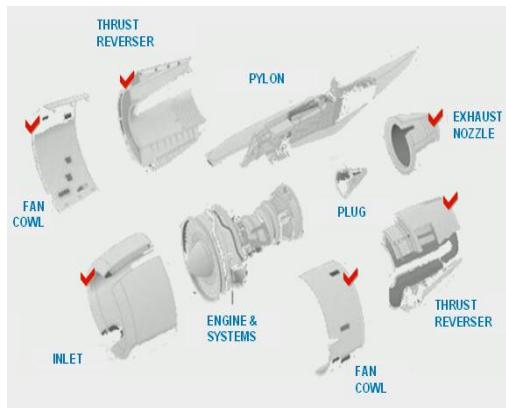


Subsidiaries & Affiliates

GOODRICH THY TECHNIC SERVICE CENTER

› Goodrich-THY Teknik Servis Merkezi Ltd. Şti

- › Founded in July 2010, owned 40% - %60 by THY Technic and TSA-Rina Holdings B.V., subsidiary of Goodrich Corporation.
- › Mainly focus on to provide excellent offer for Nacelle, Thrust Reverser, and its components; repair, overhaul and modification services for Turkish Airlines, other customers from Turkish domestic and International market with high quality, efficiency and best price level.
- › The facility is located in Gebze Organized Industrial Zone. The indoor area is approximately 4.000 sq meters.



Components will be repaired/serviced by the company



Subsidiaries & Affiliates

THY DO&CO CATERING

› THY Do&Co İkrâm Hizmetleri A.Ş. (Equity Pick-up)

- › Founded in 2007, Owned 50% - %50 by THY and Do & Co Restaurants & Catering A.G.
- › Since 2007, operating nine gourmet kitchens all over Turkey: Istanbul (Atatürk and Sabiha Gökçen), Ankara, Antalya, Izmir, Bodrum, Trabzon, Dalaman and Adana. Over 60 national and international airlines are catered from these locations.
- › During 1H'11, posted revenues and net income was 87 mn€ and 6 mn€ respectively.
- › Turkish Airlines won award at 2010 World Airline Awards, for the "World's Best Economy Class Onboard Catering", which is served by Turkish Do&Co.
- › Turkish Airlines's "Flying Chef Program", was inaugurated on the airline's New York route in April 2010.



Subsidiaries & Affiliates

› TGS Yer Hizmetleri A.Ş. (Equity Pick-up)

- › Registered on August 28th, 2008 to Commerce Registry.
- › Owned 50% - %50 by THY and Havaş Havaalanları Yer Hizmetleri A.Ş.
- › During 1H'11, posted revenues and net income was 63 mn€ and 8 mn€, respectively.



› JP`B&H Airlines`d.o.o.Sarajevo (Equity Pick-up)

- › Owned 49% by THY.
- › Founded in 1994 as Bosnia Herzegovina's national airline under the name B&H Airlines.
- › During 1H'11, posted revenues and loss was 9 mn€ and 2 mn€, respectively.



Subsidiaries & Affiliates

SUN EXPRESS

› Sun Express (Equity Pick-up)

- › Founded in October 1989 as a subsidiary company of Lufthansa and Turkish Airlines.
- › Owned 50% - 50% by THY and Lufthansa, respectively.
- › Market leader in charter flights between Germany and Turkey.
- › Flies to/from 23 airports in Germany, 20 in Turkey and 51 in other countries.
- › Fleet consisted of 25 B737 aircraft with total seat capacity of 4.725 as of June 2011.
- › Carried 3,377,255 passengers in first half of 2011, by achieving load factor of 76.2%.
- › As of 1H'11, number of personnel: 1.428
- › During 1H'11, posted revenues and net loss was 263 mn€ and 10 mn€ respectively.



Subsidiaries & Affiliates

TURKISH OPET AVIATION FUELS

› THY Opet Havacılık Yakıtları A.Ş.

- › In terms of investment on jet fuel supply; Turkish Airlines established a jet fuel supply company together with local oil retailer OPET on September 2009.
- › Owned 50% - %50 by THY and OPET.
- › The business activity of the established company is to supply jet fuel to any type of aircraft.
- › Started supplying jet fuel to THY for all domestic airports as of July 1st 2011.
- › During 1H'11, posted revenues and net income was 327 mn€ and 6 mn€ respectively.



Safety & Quality

In civil aviation, safety and quality supports each other and quality systems aim to maintain develop safety as a whole.

Safety, as it would commonly be well appreciated and generally accepted, is the key concept to consider for operations. Thus, Turkish Airlines is determined to keep and develop highest safety standards. Accepting and implementing the standards dictated by the aviation authorities and manufacturers as the baseline, Turkish Airlines strives to attain safer operational conditions in respect to continuous development processes and appreciates this concept as a “must.”

› Flight Safety:

The following have been implemented and monitored by utilizing the quality system of Turkish Airlines;

- Adoption of Safety Management System approach
- Implementation of Flight Data Monitoring (FDM) system
- Manage and assess the risk of flight operations
- Publications to flourish a widespread culture for operational safety

The Flight Safety Department that has direct access to the Accountable Manager is in charge of the management and oversight of the flight safety. It also implements the Flight Data Monitoring System, makes informal Line Observations and investigates the occurrences and reports (mandatory/voluntary) to promote flight safety.

› Quality System:

In accordance with JAR OPS 1, starting with the date of 1999, the Quality Assurance and Flight Safety Department, has been inaugurated. Based on the requirement JAR OPS 1.035, Turkish Airlines established a quality system dedicated “to ensure safe operational practices and airworthy aeroplanes”. Our company is an IOSA operator since 2005. Nowadays, we are preparing ourselves to implement ICAO’s Safety Management System and Security Management System.

In addition to the aviation sector standards, Turkish Airlines adopted generic standards for quality, such as ISO 9001 Quality Management System, 14001 Environmental Management System, OHSAS 18001 Occupational Health and Safety Management System, ISO 27001 Data Security Management System and ISO 10002 Customer Satisfaction Management System. As a result, Turkish Airlines’ quality system is an integrated approach covering standards for aviation and generic systems.

Quality Assurance Directorate which is also reporting directly to Accountable Manager is in charge of the implementation and oversight of the quality system. The departments within this directorate are; Flight Operations, Ground Operations, Technic, Cabin, Flight Training, Quality Management and Improvement. Turkish Airlines has a quality assurance program which consists of all planned and unplanned audits that ensures all operational activities to be carried out according to all aviation requirements, standards and procedures. It has also a continuous process that brings forward solutions and suggestions on potential non-conformities in the context of preventive action.

Due to its vast operation network, Turkish Airlines is in close contact with numerous Civil Aviation Authorities and subject to their audits. These audits, as well as giving the opportunity to the auditors to evaluate the current situation, provide the necessary feedback for Turkish Airlines continuous safer operations.

In addition to above all, having all requirements fulfilled and systems in place with regards to Turkish Civil Aviation Law, Turkish Airlines has the AOC (Air Operator Certificate) approved by Turkish Civil Aviation Administration (CAA).

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