

FINANCIAL DATA

> January – December 2009

OPERATIONAL DATA

> January – December 2009



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Speakers



Temel KOTİL, Ph.D. **CEO, Turkish Airlines**

- › Started his Turkish Airlines career in March 2003 as Executive Vice President (Technical) and was appointed as CEO in April 2005
- › Ph.D. in Mechanical Engineering University of Michigan, USA
- › M.Sc. in Mechanical Engineering University of Michigan, USA
- › M.Sc. in Aerospace Engineering University of Michigan, USA
- › B.Sc. in Aerospace Engineering, Istanbul Technical University, Istanbul
- › Board Member of IATA, Turkish Airlines Inc, Turkish Airlines Technical Inc.
- › Chairman of the Board of Sun Express Inc.

Speakers

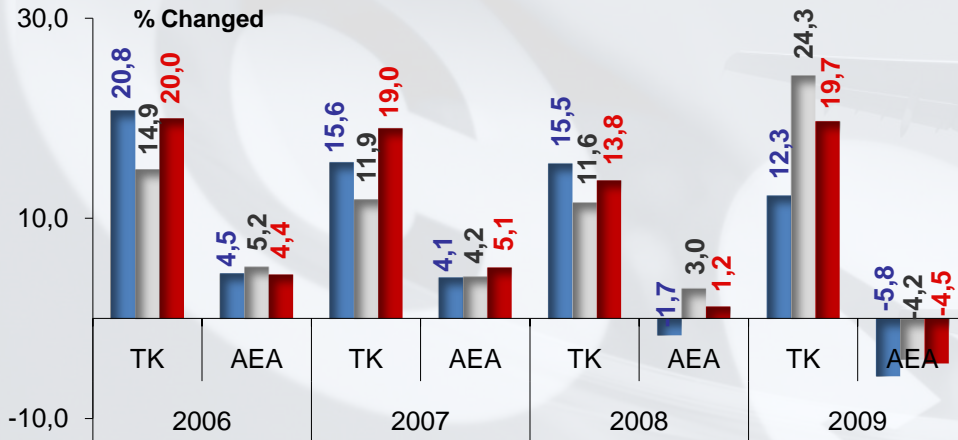


COŞKUN KILIÇ, CFO, Turkish Airlines

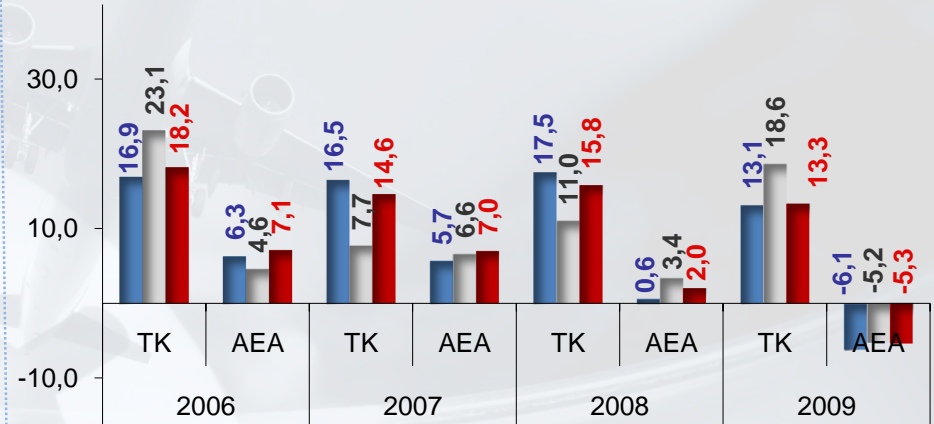
- › CFO as of March 2006
- › M.Sc. in Finance, Urbana Champaign Illinois University, USA
- › M.A. Economics, Ankara University
- › Certified Public Accountant
- › Board Member of Sun Express
- › Board Member of THY Opet Havacılık Yakıtları A.S.
- › Auditor of THY Technic A.S.

THY vs AEA

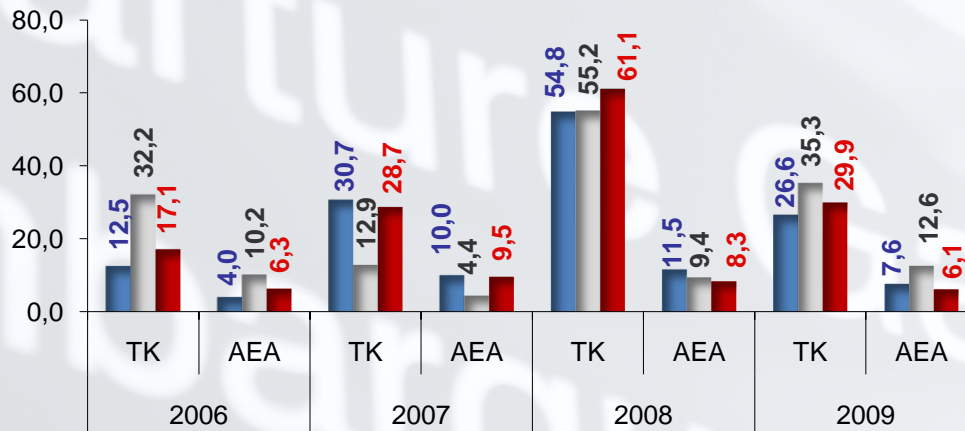
Total



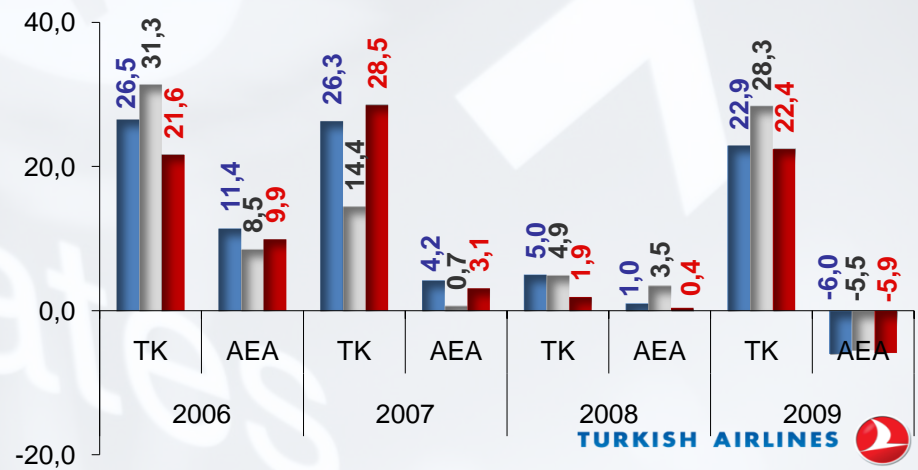
Europe



Middle East



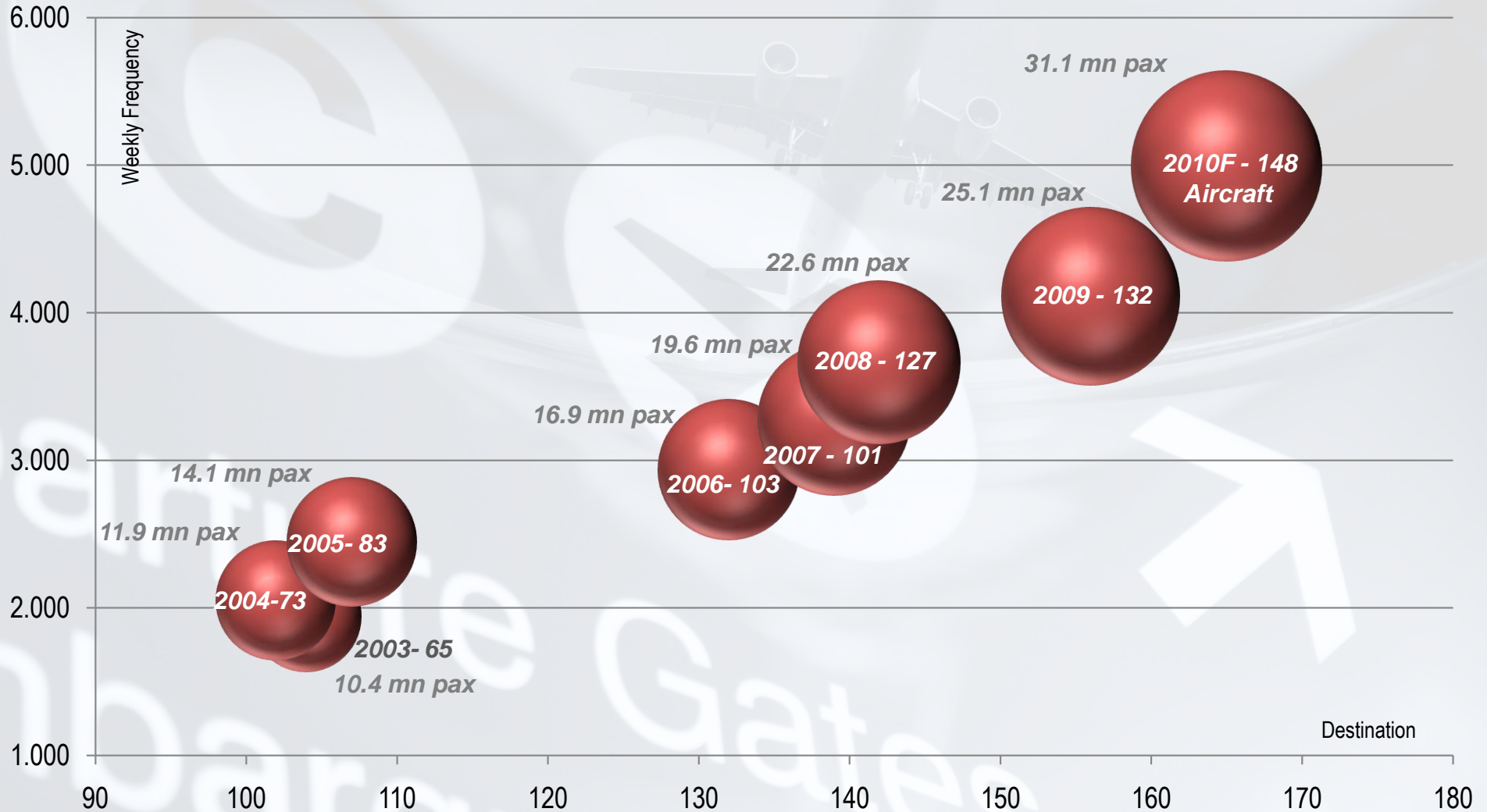
Far East



Destinations: 37 Domestic Lines

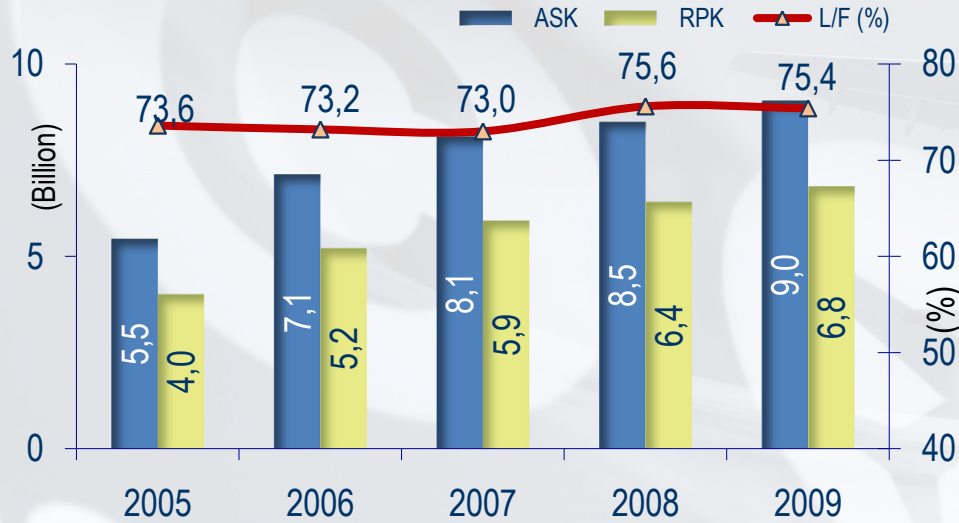


Network Mapping



Passenger Traffic

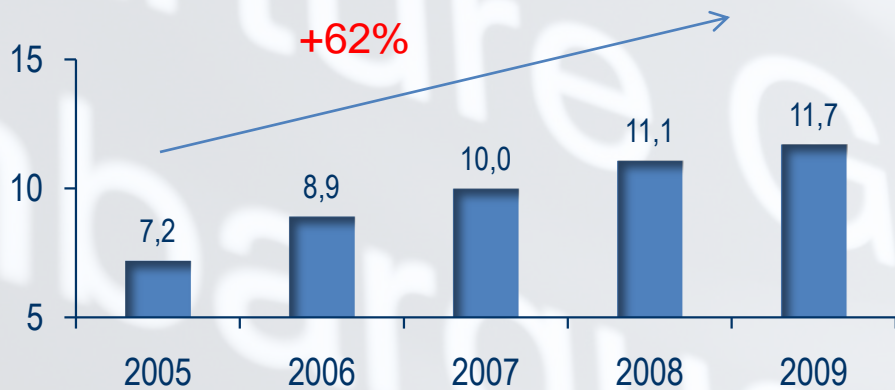
Domestic



International



Domestic Passengers (mn)



International Passengers (mn)



Passenger Traffic

Capacity-Traffic Development Load Factor %



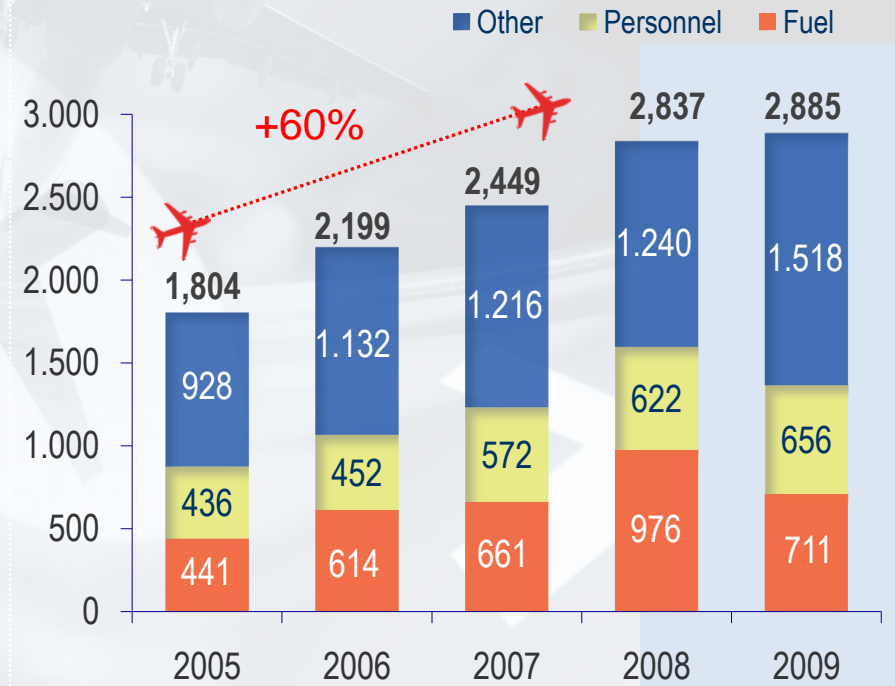
THY Passenger Traffic 2008 vs 2009	
Landing	up by 13.0%
ASK	up by 22.1%
RPK	up by 17.1%
Passenger # ('000)	up by 11.1%
L/F	down by 3 points

Revenues and Expenses

Total Revenues (Mn€)



Total Expenses (Mn€)

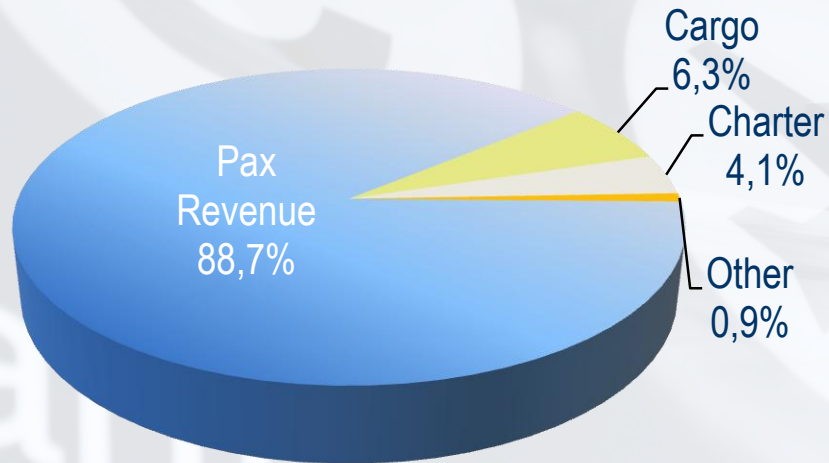


Source: Financial statements released under Turkish CMB standards, converted to € Euro using average exchange rates

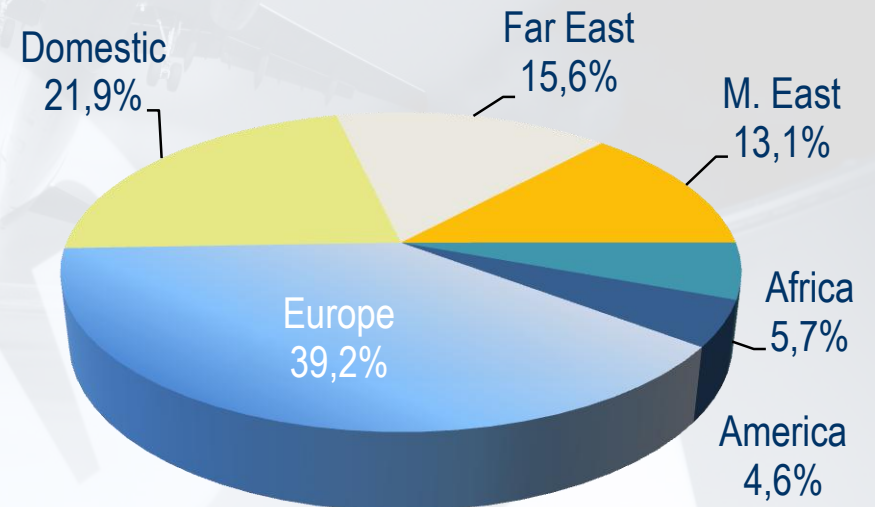
Able to Sustain Revenue Growth While Increasing Capacity

Revenues- (Jan-Dec'09)

Revenues Split



Passenger Revenues Split by Geography

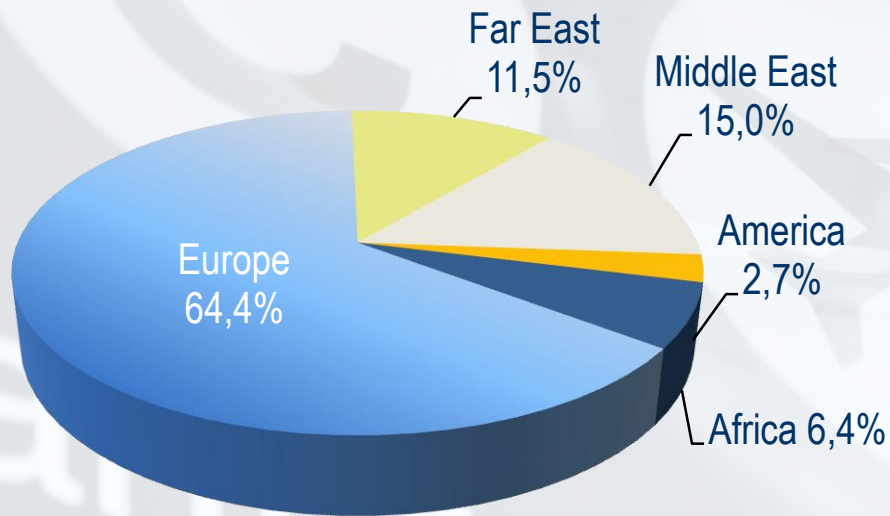


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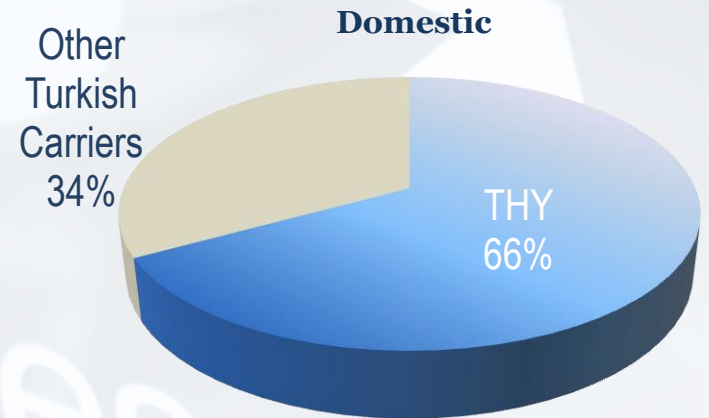
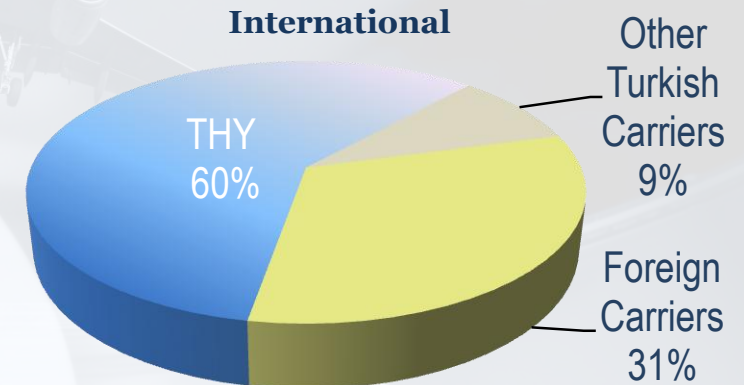
Breakdown of Passenger Revenue Constant Over the Years

Passenger Breakdown — (Jan-Dec'09)

Int'l. Traffic Breakdown by Geography



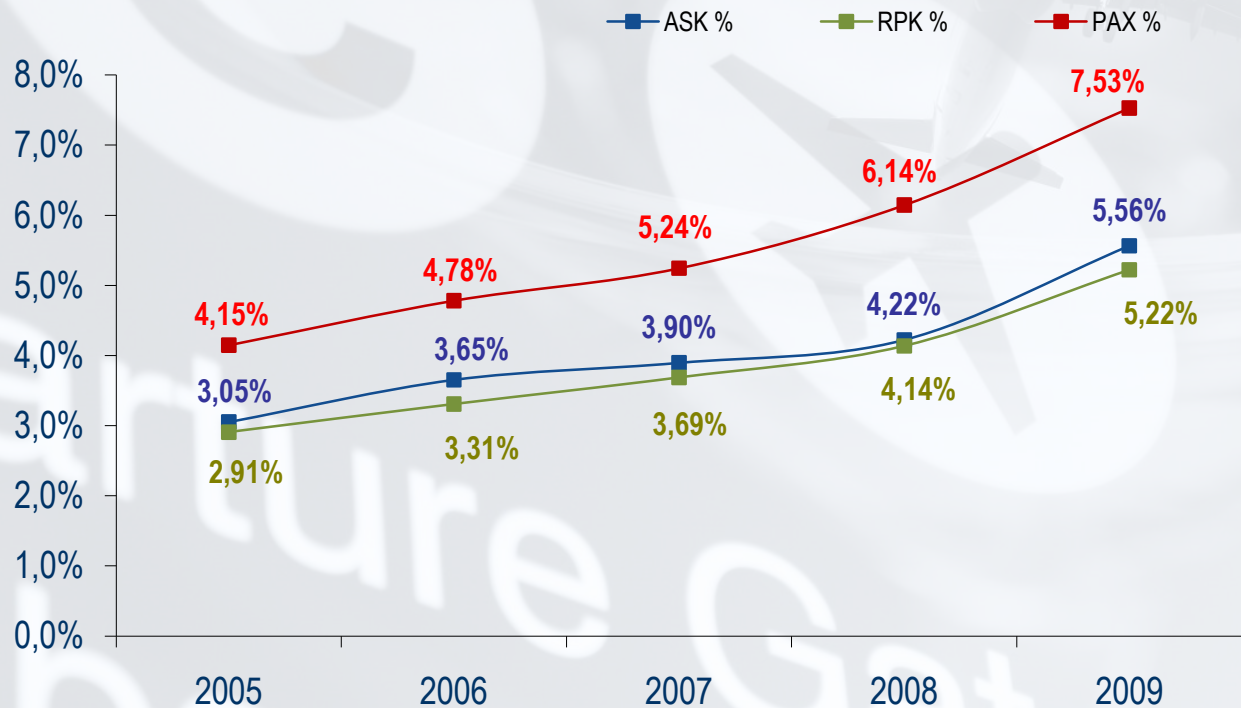
Market Shares



Increasing Market Share in International Traffic

Market Share

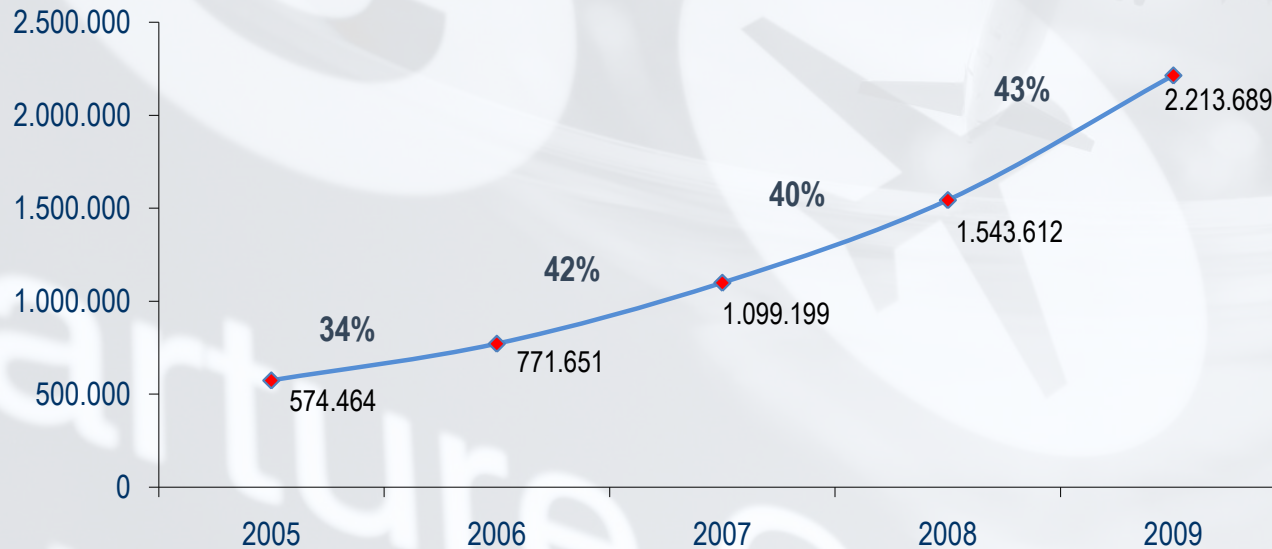
THY Market Share Among AEA Airlines (January-December)



THY ranks fourth in passenger market share, sixth in ASK and RPK market share among AEA member airlines

Transit Passengers

Int'l to Int'l Transit Passengers* (2005 – 2009)



*One-way

- › THY carried total of 4.958.167 transit passengers in 2009, with an increase of 24.8% compared to the same period of 2008.
- › Total transit passengers accounted for 20% of the passenger traffic.
- › Int'l to int'l transit passengers' share in total transit passengers is 44.6%. During 2009, int'l to int'l passengers increased by %43.4 reaching to 2.213.689

Significant increase in Int'l to Int'l Transit Passengers

Fleet Development

Fleet as of December 2009

	Type	Total	Owned	Financial Lease	Operational Lease	Seat Capacity	Fleet Age
Wide Body 15%	A330-200	7	-	5	2	1.812	3,6
	A340	9	7	-	2	2.451	13,1
	B777-3ER	4	-	-	4	1.248	2,4
	Total	20	7	5	8	5.511	7,7
Narrow Body 82%	B737-800	51	-	38	13	8.487	6,4
	B737-700	6	-	-	6	894	3,0
	B737-400	4	-	-	4	632	17,6
	A320	22	-	12	10	3.512	3,0
	A321	21	-	15	6	3.985	3,8
	A319	4	-	-	4	528	3,9
	Total	108	-	65	43	18.038	5,4
Cargo	A310	4	3	-	1	-	21,5
TOTAL		132*	10	70	52	23.549	6,2
	%		8%	53%	39%	-	-

- › At the end of 2009, total fleet reached to 132, with an average age of 6,2 years.
- › Seat capacity increased by 6% in 2009 compared to the same period of 2008.



* 2 wet-lease aircraft is not included.

Fleet Development

Fleet Additions of 105 Aircraft

	Type	2010	2011	2012	2013	2014	TOTAL
Wide Body	B777-3ER	5	7	-	-	-	12
	A330-300	4	3	3	-	-	10
	Total	9	10	3	0	0	22
Narrow Body	B737-900ER	-	2	4	2	2	10
	B737-800	-	2	5	2	1	10
	B737-700	-	-	-	-	-	0
	B737-400	-	-	-	-	-	0
	A321-200	-	8	6	-	-	14
	A319-100	-	6	-	-	-	6
	Total	0	18	15	4	3	40
TOTAL		9	28	18	4	3	62
Airbus %		44%	61%	50%	-	-	48%
Boeing %		56%	39%	50%	100%	100%	52%

- › According to the Fleet Plan for 2009-2023, decision was made to purchase total of 105 aircraft:
- › WB Long-Haul: 25 firm/10 optional = 35
 - › 12/ B777-300ER and 10/A330 ordered, 13 left to be decided.
- › NB Medium-Haul: 50 firm/20 optional = 70
 - › Firm order of; 14/A321-200; 6/A319-100; 10/ B737-800 and 10/ B737-900 ER
Optional order of 10 A319/A321 and 15/ B737-800/900ER. 5 left to be decided.
- › Total PDP payment will be approximately around 1.66 bn\$ for the firm orders.

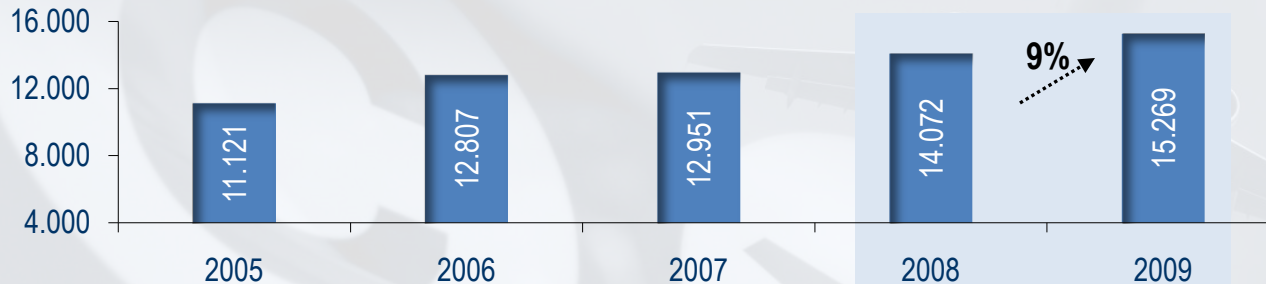
Year End* Fleet & Seat Capacity After Additions & Exits

	2010	2011	2012	2013	2014
Fleet*	148	170	181	181	178
Seat Capacity	27.142	31.246	33.466	33.676	33.284

* Includes operational lease aircraft which are not included in the Fleet Plan of 105 aircraft.

Operating Efficiency

Number of Personnel*

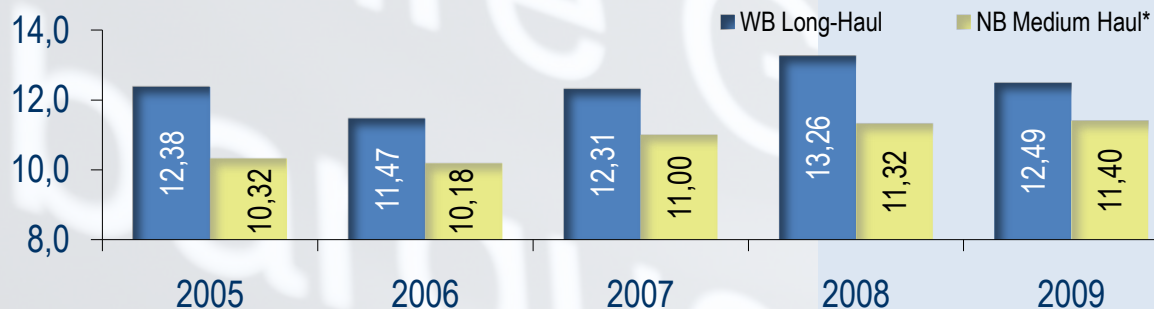


* THY Technic Personnel is included.

Passenger per Employee



Average Daily Flight Utilization (hrs)



- › THY enjoys high personnel efficiency compared to its competitors.
- › Personnel cost of THY per ASK was only €1.16 cents for 2009.
- › Aircraft utilization has been rising in recent years due to better fleet composition and a more dynamic scheduling process. However for 2009, due to rapid capacity increase, the utilization almost stayed the same.

Personnel efficiency is the key driven while increasing fleet size

Operating Expenses

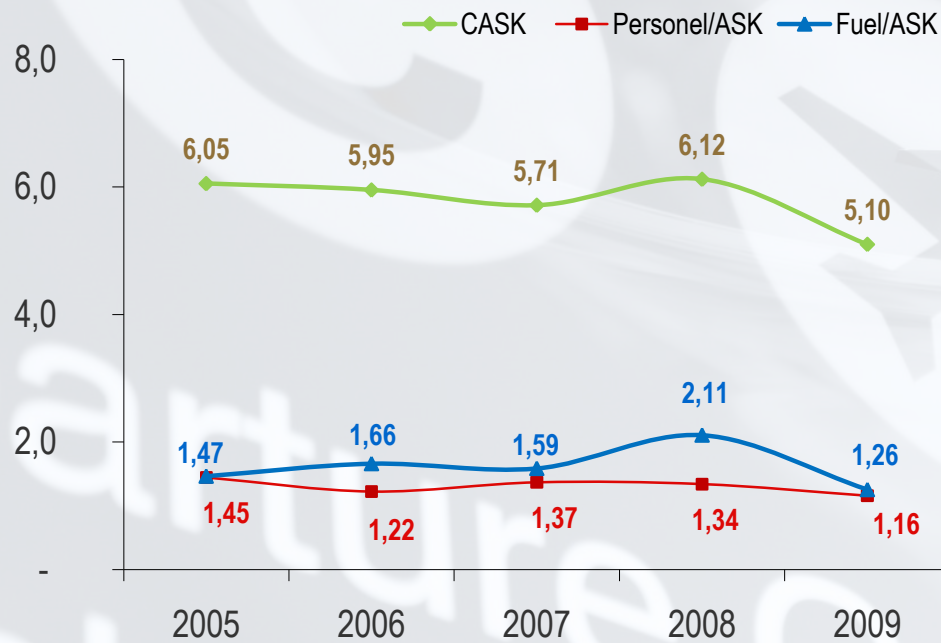
Total Expenses

(€ Mn)	2008	% in Total	2009	% in Total	09/'08 %
Fuel	976	34%	711	25%	-27%
Personnel	622	22%	656	23%	5%
Landing	210	7%	257	9%	22%
Sales and Marketing	214	8%	252	9%	18%
Rents	186	7%	254	9%	37%
Depreciation	151	5%	161	6%	7%
Ground Handling	146	5%	176	6%	21%
Maintenance	130	5%	182	6%	40%
Passenger Catering	142	5%	158	5%	11%
Insurance	13	0%	25	1%	91%
General Administration	20	1%	24	1%	21%
Others	29	1%	29	1%	0%
TOTAL	2.837		2.885		2%
Op.Cost per ASK (€)	6,12		5,10		-17%

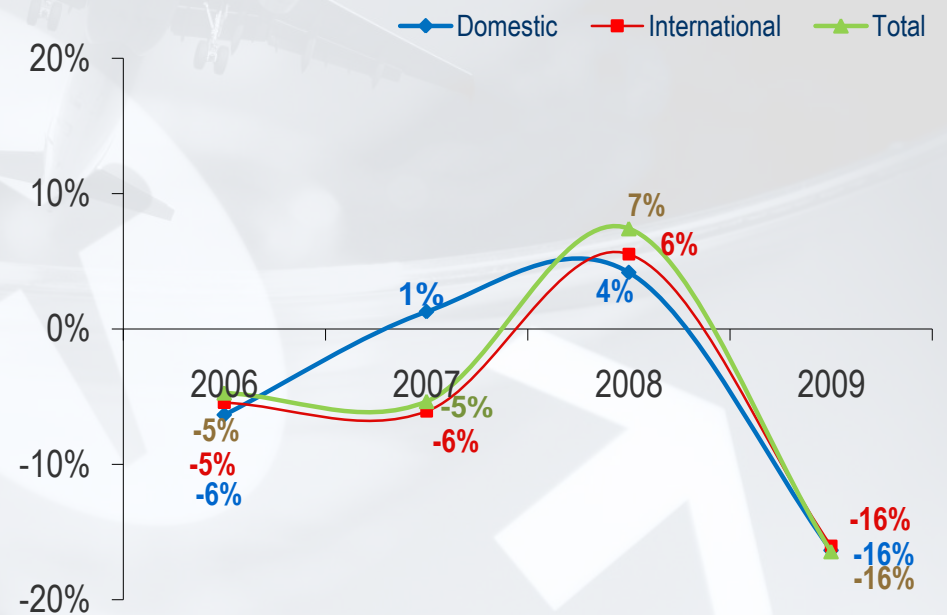
Due to Boeing 777 rental and maintenance costs, total expenses increased slightly.
However, operating cost per ASK decreased by 17%

Operating Expenses-Unit Cost

Cost Per ASK (€ cent)



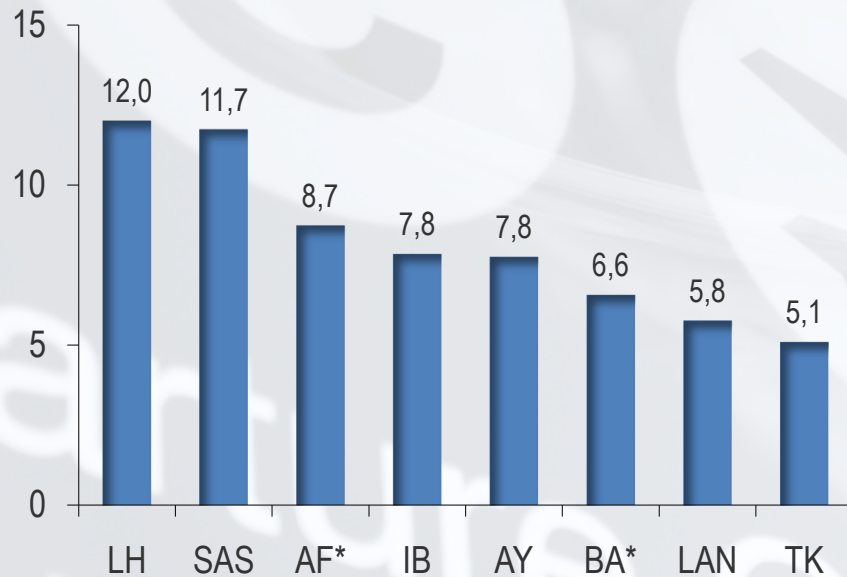
Change in CASK(€ cent)



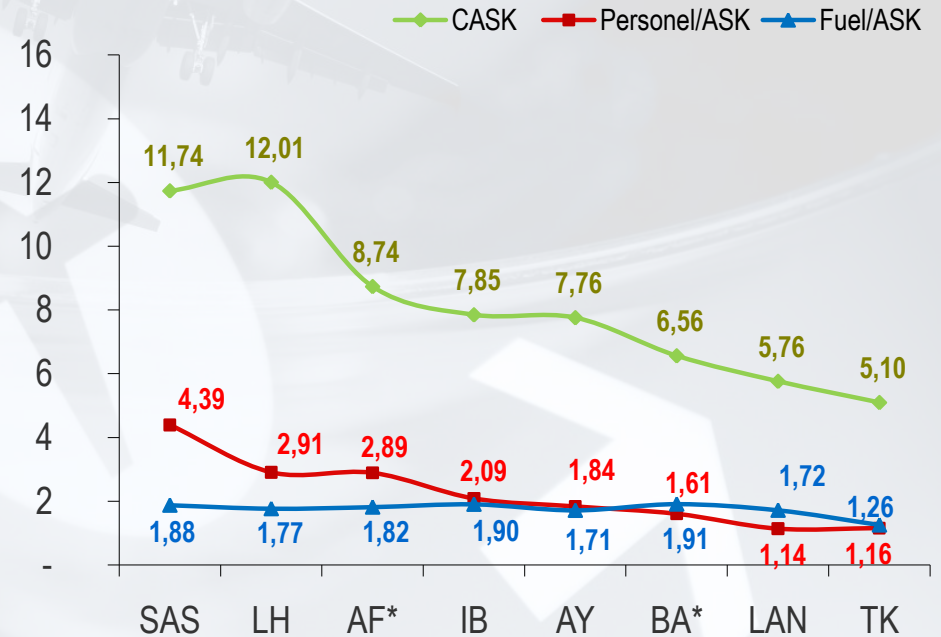
Source: Financial statements released under Turkish CMB standards, converted to € Euro using average exchange rates

Peer Group vs THY

Operating Costs per ASK (€ Cent)-2009



Cost Per ASK (€ Cent)-2009

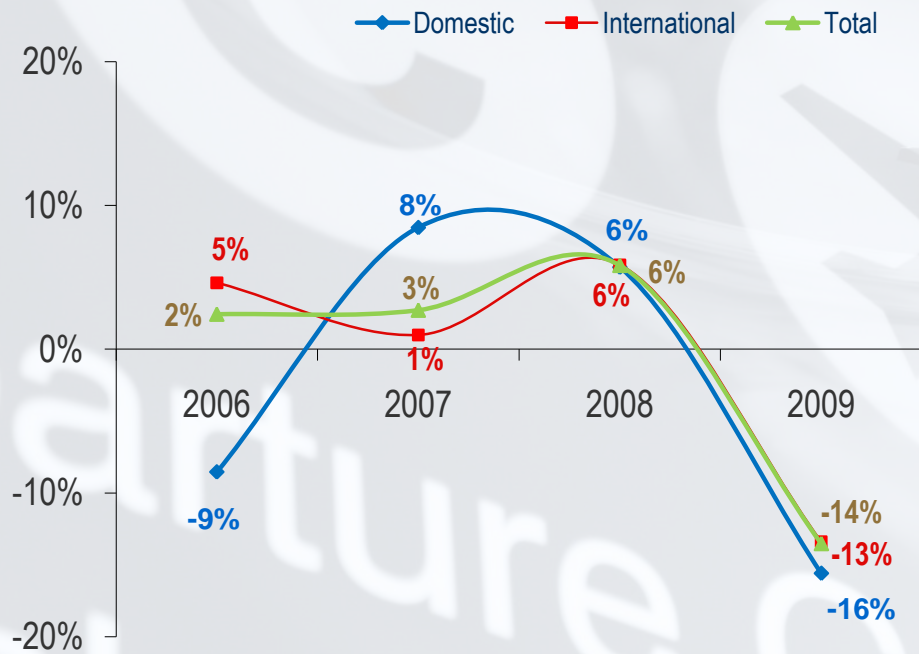


*April-December 2009 9M results

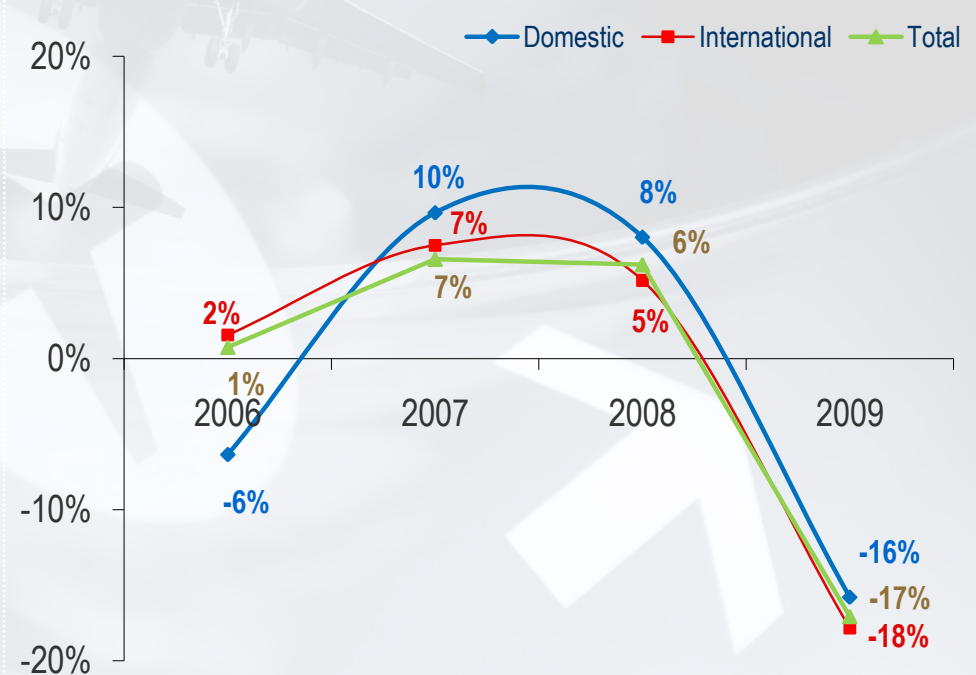
THY is the most cost efficient among its European Peers

Financial Highlights

Change in R/Y (€ cent)



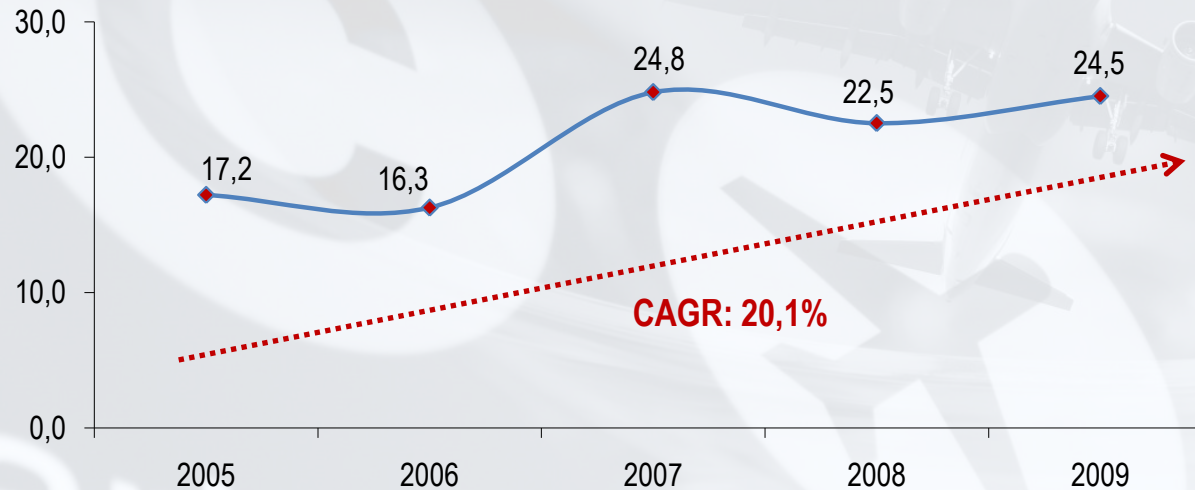
Change in RASK(€ cent)



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

EBITDAR Margin

EBITDAR Margin %



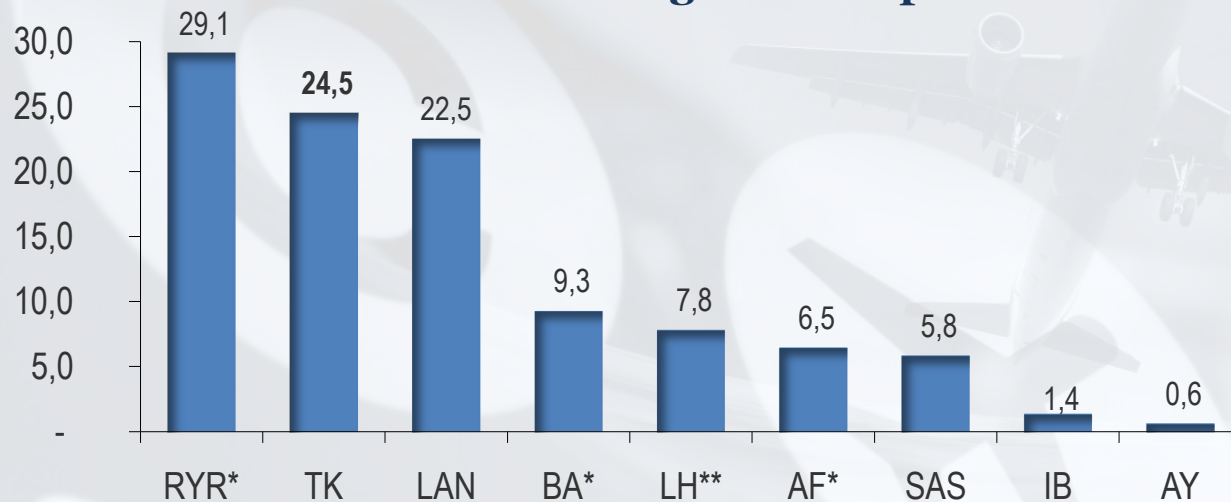
- › Cost cutting policies had a positive impact on EBITDAR.
- › Despite the ongoing crisis in the global aviation sector, THY managed to improve its' margins.

* CAGR= Compounded Average Growth Rate

(€ Euro Mn)	2005	2006	2007	2008	2009	09/'08 %
Revenue	1.860	2.247	2.734	3.228	3.271	1%
Net Income	83	99	149	598	260	-57%
Net Income Margin (%)	4,4	4,4	5,5	18,5	7,9	-10.6 pt
EBIT	56	48	285	391	387	-1%
EBIT Margin (%)	3,0	2,1	10,4	12,1	11,8	-0.3 pt
EBITDA	235	235	490	541	548	1%
EBITDA Margin (%)	12,6	10,5	17,9	16,8	16,8	-
EBITDAR	320	366	678	727	802	10%
EBITDAR Margin (%)	17,2	16,3	24,8	22,5	24,5	2.0 pt
EV/EBITDAR (x)	5,5	5,3	3,3	3,3	4,9	1.7 pt

Peer Group vs THY

EBITDAR Margin % Comparison



* April-December 9M Results

** EBITDA Margin

› While peer group posted losses in 2009, THY recorded net profit of 260 mn. €

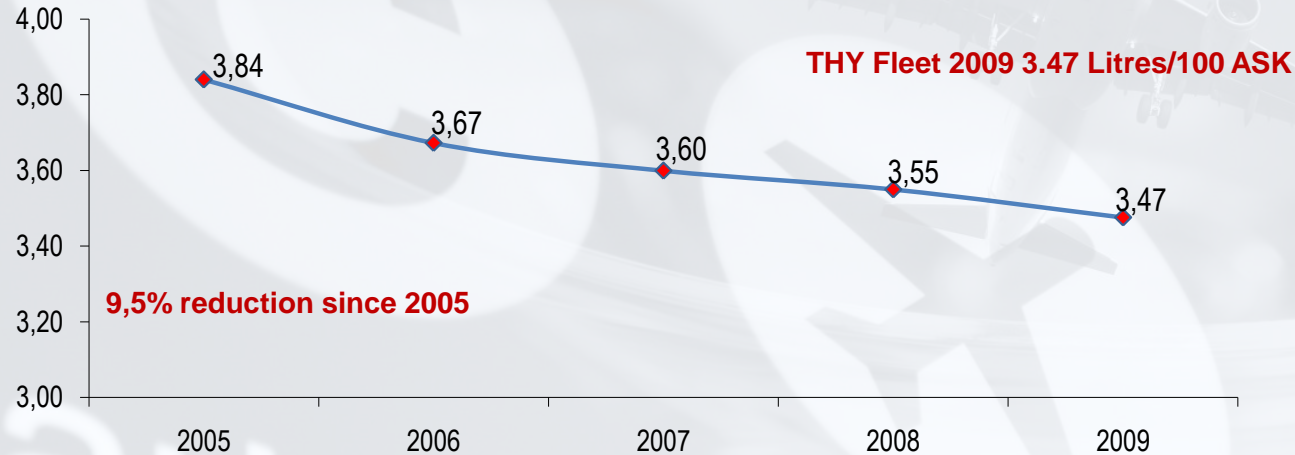
(€ Euro Mn)	TK	LH	SAS	IB	AY	LAN
Revenue	3.271	22.283	4.380	4.409	1.838	3.656
Expense	2.885	24.768	4.687	4.873	2.038	3.220
Net Income	260	-112	-287	-273	-102	231
EBIT	387	96	-171	-464	-180	436
EBIT Margin (%)	11.8	0,4	-3,9	-10,5	-9,8	11,9
EBITDA	548	1.743	9	-288	-62	740
EBITDA Margin (%)	16.8	7,8	0,2	-6,5	-3,4	20,2
EBITDAR	802	-	256	61	12	823
EBITDAR Margin (%)	24.5	-	5,8	1,4	0,6	22,5

TURKISH AIRLINES 

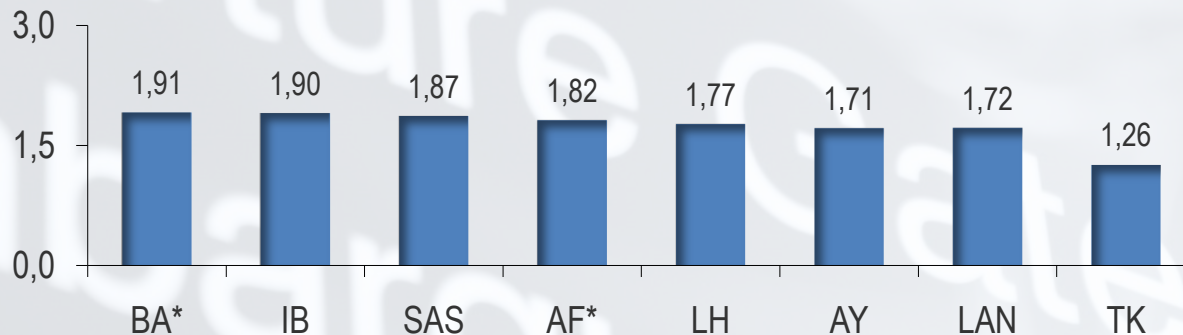
A STAR ALLIANCE MEMBER 

Fuel

Average Specific Fuel Consumption



Fuel Cost Per ASK (€ Cent)-2009



- › 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.
- › In 2009, with the help of its' young fleet and Fuel Saving Program which started in April 2008, THY saved 114.222 tons of fuel and reduced CO2 Emission by 359.799 tons.

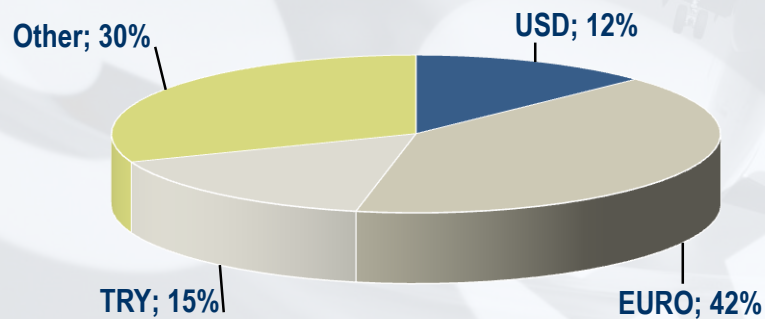
Fleet expansion will reduce fuel cost as well as fleet age

* April-December 2009 9M results

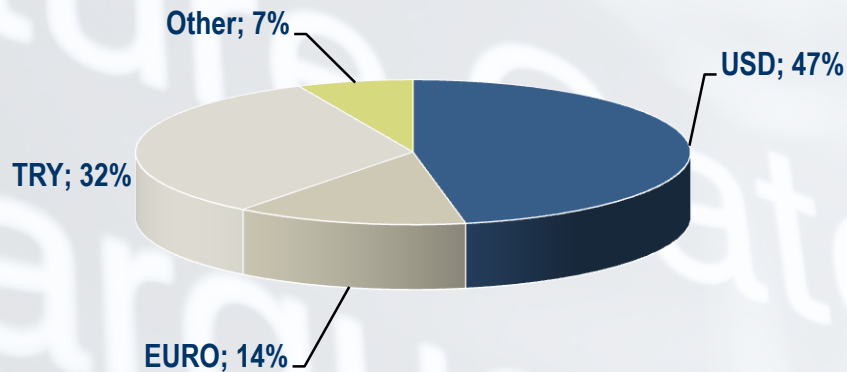
Source: Company annual reports & websites.

Currency Breakdown

Income by Currency (2009)



Expenses by Currency (2009)



- › THY's income is diversified among the major currencies.
- › Due to its currency basket THY is very flexible on fx position.
- › Although USD income is lower than USD expenses THY is able to cover its USD expenses from Euro income due to strong Euro against USD.

Currency exposure risk is minimized due to efficient cash management

Sector Comparison

RANK	COMPANY	SCORE DATE	08 REVENUE \$ mn	TOTAL SCORE	LIQUIDITY	FINANCIAL HEALTH	EARNINGS PERF.	FUEL MGT.	ASSET MGT.
1	Singapore Airlines Ltd	Dec 08	11.825	75	81	87	28	46	33
2	Deutsche Lufthansa AG	Dec 08	35.807	65	86	56	22	51	31
3	Malaysian Airlines System Berhad	Dec 08	4.352	63	73	65	35	29	50
4	Türk Hava Yolları A.O.	Dec 08	3.982	62	62	84	33	31	46
5	Qantas Airways Ltd	Dec 08	14.562	59	85	36	47	30	36
6	Lan Airlines SA	Dec 08	4.534	55	36	66	65	28	99
7	Air New Zealand Ltd	Dec 08	3.203	51	70	52	21	18	41
8	Aer Lingus Group PLC	Dec 08	1.893	51	64	52	1	11	22
9	Iberia Lineas Aereas De Espana SA	Dec 08	7.281	49	83	38	2	21	19
10	Finnair OYJ	Dec 08	3.157	43	71	33	2	17	30
11	Hawaiian Holdings Inc.	Dec 08	1.211	42	37	44	64	15	69
12	Air France-KLM	Mar 09	31.823	35	63	26	1	32	25
13	All Nippon Airways Co Ltd Ana	Mar 09	14.102	35	50	37	33	36	37
14	Alaska Air Group Inc	Dec 08	3.620	35	64	31	6	11	31
15	Japan Airlines Corp	Mar 09	19.758	29	59	29	10	30	23
16	Continental Airlines Inc	Dec 08	15.241	28	45	35	21	28	44
17	British Airways PLC	Mar 09	12.196	28	61	21	1	15	13
18	Cathay Pasific Airways Ltd	Dec 08	11.185	24	67	22	1	9	4
19	TAM SA	Dec 08	4.107	22	33	39	1	8	48
20	Austrian Airlines	Dec 08	3.292	20	53	15	18	7	12
21	Sas Ab.Stockholm	Dec 08	6.743	19	45	37	1	12	15
22	Delta Air Lines	Dec 08	22.697	18	44	20	20	11	1
23	Thai Airways International	Dec 08	5.775	16	31	15	28	9	20
24	AMR Corp.	Dec 08	23.766	15	46	15	7	16	17
25	Air Canada	Dec 08	9.000	14	30	22	7	12	21
26	Asiana Airline Inc.	Dec 08	3.609	7	10	15	26	9	28
27	Korean Air Lines Co.Ltd	Dec 08	8.357	6	24	13	1	4	10
28	Air China Ltd	Dec 08	7.760	5	29	2	7	4	25
29	China Southern Airlines Co Ltd	Dec 08	8.104	2	25	1	8	5	17
30	US Airways Group Inc.	Dec 08	12.118	1	22	15	1	12	31
31	UAL Corp	Dec 08	20.194	1	28	6	1	1	1
32	China Eastern Airlines Corp. Ltd.	Dec 08	6.130	1	30	1	12	1	1

THY ranked No.2 in the financial health* category

* Representing a measure of an airline's overall financial strength based on assessments of solvency, current ratio, fixed-charge coverage, mix of debt and equity capital, operating income margin and debt service cover.

Company Overview

- › Blessed by its prime location,
 - › Turkey only 3hrs flight from 50 different countries
 - › Increased focus on transit flights since 2002
 - › Increased focus on Business Class passengers since 2006
- › Official sponsor of FC Barcelona, Manchester United Football Club & Maroussi Basketball Club,
- › Member of Star Alliance,
- › Ranks # 4 among AEA members, by passengers carried,
- › Won SkyTrax Award for Best Airline in Southern Europe,
 - › The sole 4-star airline of Europe
- › Included in MSCI Indices as of November 2009,
- › Substantial cost advantage over competitors.

TURKISH AIRLINES



TC-JPA

THANK YOU

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Ms. Suna ÇELEBİ / IR Manager

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AIRBUS A320

Cargo Transportation

TURKISH CARGO

› Turkish Cargo

- › Leading cargo carrier in total export and import cargo in Turkey.
- › Operates 22 destinations with its 4 A310-300 freighters besides 156 destinations with 134 passenger aircraft.
- › During 2009 posted revenue was 205.7 million Euro, carried cargo was 238,060 tons.



Cargo Revenue

Cargo Revenue (€ Mn)

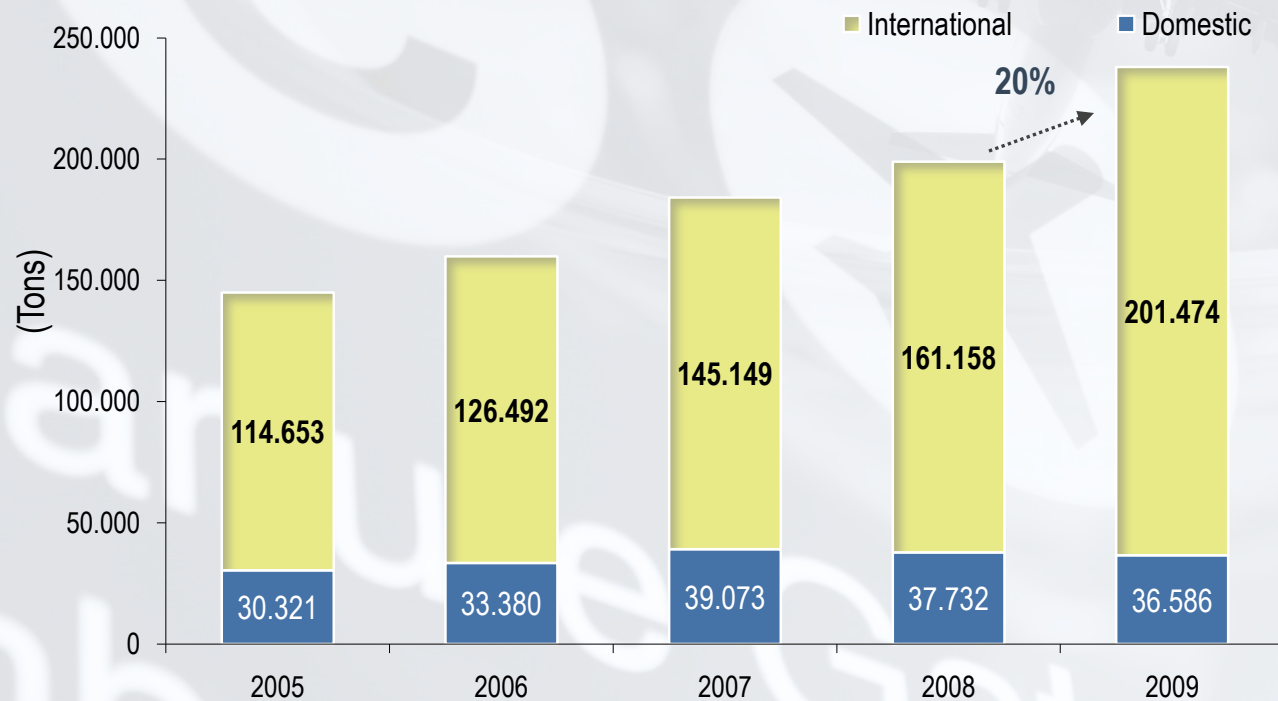


- › Cargo revenue has increased by 2% in 2009 compared to 2008.

Plans to Enlarge Freighter Fleet
Aiming Higher Cargo Revenues

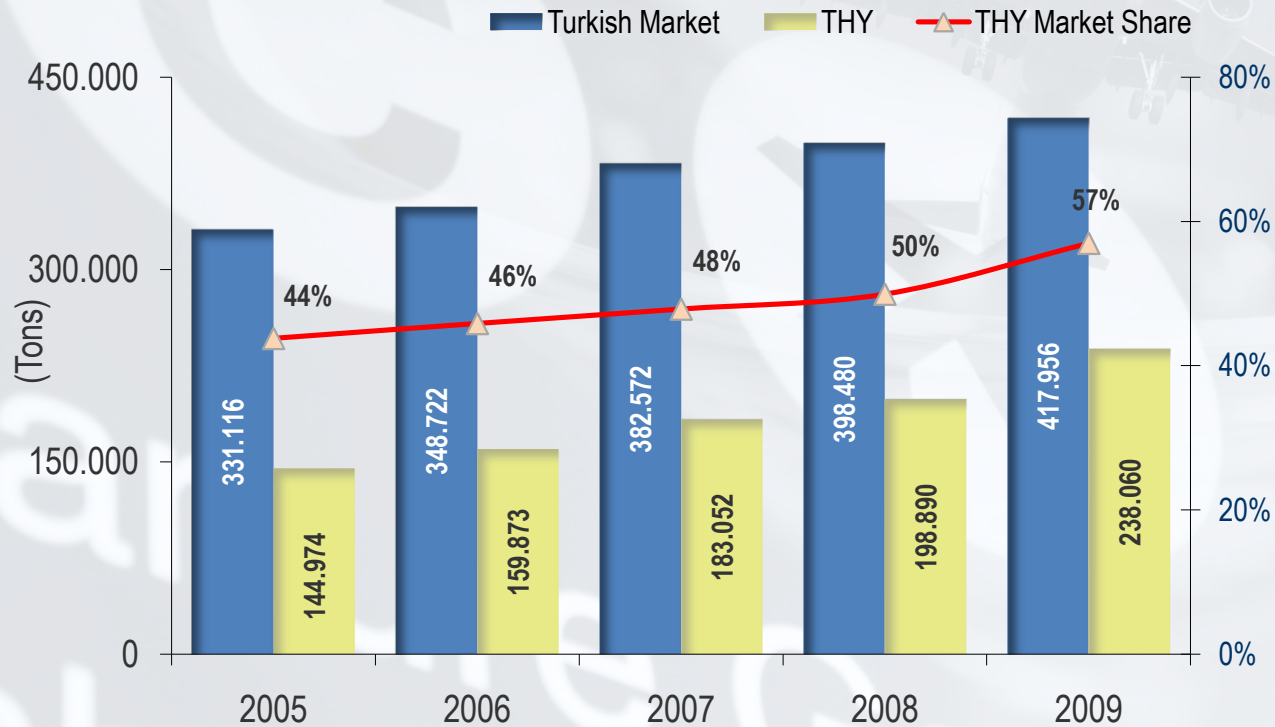
Cargo Transportation

THY - Cargo



- › Cargo carried in international lines is increasing over the last two years.
- › As of 2009, THY has carried total of 238.060 tons cargo, indicating 20% increase compared to the same period of 2008.

Turkish Cargo vs THY



- › In 2009, THY increased its market share in Turkish cargo market from 50% to 57%.
- › According to the Fleet Plan, decision made to purchase 2 Airbus cargo aircraft A330-200F, which will be received in the year 2010 and 2011.

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.

› Gives training at the areas which are given below:

- Technic: including Airbus, Boeing and RJ70/100 trainings
- Reservation
- Ticketing
- Cargo Operations
- Passenger Services
- Ground Handling
- Computer
- Personal Development and Quality



THY Academy

› THY Flight Training

- › Turkey's sole flight training center, certified by Type Rating Training Organization (TRTO) offers training in line with the standards of JAR-FCL.
- › THY not only address airlines within co-partnerships, but also other airlines.
- › Turkish Airlines Flight Training Center offers:
 - › **Cockpit Crew Training**
 - › **Cabin Crew Training**
 - › **Simulators**
 - › 4 full flight simulators for RJ-100, B737-400, B737-800 and A320s aircraft
 - › A340 "Business class", B737 "Economy Class" Cabin Service Trainer(CST)B737/A310/A340 Cabin Emergency Evacuation Trainer(CEET)
 - › **Ground Training**
 - › **Turkish Flight Academy**

**3 new simulators (Boeing 777-300ER - A320-A330/340)
will be in service as of 2010**

› 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.
- › Giving 210 hours flight training and 1200 hours ground training.



TURKISH AIRLINES 

A STAR ALLIANCE MEMBER 

Balance Sheet

Assets (in € Mn)	2005	2006	2007	2008	2009	09/'08
Cash and Equivalents	304	197	281	236	507	115%
Net Trade Receivables	121	135	144	163	206	26%
Other Current Assets	95	241	445	825	582	-29%
Total Current Assets	520	573	870	1.224	1.296	6%
Net Fixed Assets	1.657	1.667	1.891	2.362	2.227	-6%
Other Long Term Assets	224	155	117	110	445	305%
Total Long Term Assets	1.882	1.822	2.008	2.471	2.672	8%
Total Assets	2.402	2.395	2.878	3.695	3.968	7%
Liabilities (in € Mn)	2005	2006	2007	2008	2009	09/'08
Short Term Lease Obligations	113	118	132	196	191	-3%
Accounts Payable	161	172	213	203	260	28%
Passenger Flight Liabilities	149	174	222	228	272	19%
Other Current Liabilities	332	113	127	146	180	24%
Total Current Liabilities	755	577	694	773	902	17%
Long Term Lease Obligations	540	780	918	1.307	1.192	-9%
Retirement Pay Provision	72	63	77	67	70	6%
Other Long Term Liabilities	249	106	109	154	208	35%
Total Long Term Liabilities	861	949	1.104	1.528	1.471	-4%
Share Capital	116	99	139	84	418	398%
Change in Hedging Reserves	0	0	0	0	-1	-
Accumulated Loss /Income	-596	-336	-230	0	399	-
Net Profit For the Year	87	97	155	530	259	-51%
Total Shareholders Equity	786	869	1.081	1.395	1.595	14%
Total Liabilities & Shareholders Equity	2.402	2.395	2.878	3.695	3.968	7%

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

Income Statement

Income Statement (in Euro mn)	2005	2006	2007	2008	2009	09/08 %
Operating Revenues	1.860	2.247	2.734	3.228	3.271	1%
Operating Expenses	-1.804	-2.199	-2.449	-2.837	-2.885	2%
Operating Profit	56	48	285	391	387	-1%
Income From Other Operations	255	153	127	30	42	42%
Loss From Other Operations	-166	-34	-6	-111	-93	-16%
Income Before Financial Income/(Expense)	145	167	407	310	337	9%
Income/Loss due From Asset Valuation			9	2	6	216%
Financial Income			174	753	80	-89%
Financial Expense	-36	-62	-380	-376	-80	-79%
Income Before Taxation	109	105	209	688	343	-50%
Taxation	-26	-6	-59	-90	-83	-8%
Net Income	83	99	149	598	260	-57%

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

Subsidiary & Affiliates

Subsidiaries	Owned	Capital (Mn. €)	Revenue (Mn. €)	Net Income (Mn. €)
THY Technic	100%	147.8	325.5	27.8
THY Do&Co	50%	14.0	124.6	8.3
Sun Express	50%	20.7	418.3	15.2
Air Bosna	49%	9.6	9.6	-6.3
THY Opet	50%	2.3	-	-
TGS	50%	5.6	-	-

As of December 31, 2009

Subsidiaries & Affiliates

TURKISH TECHNIC A.S.

› THY Technic A.S.(Consolidated)

- › Owned 100% by THY.
- › During 2009 posted revenues and net income was 325.5 mn€ and 27.8 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) Project

- › HABOM Project will be launched by THY Technic.
- › Under HABOM, the plan is to increase the airframe maintenance capacity to approximately 400 aircraft per annum.
- › Total investment for the project is around 400 mn\$
- › Expected to generate around 6.5 bn\$ revenue from 2012 to 2022.



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

TURKISH AIRLINES 

A STAR ALLIANCE MEMBER 

Subsidiaries & Affiliates

TURKISH ENGINE CENTER

› Turkish Engine Center

- › In 2008, THY Technic and Pratt & Whitney signed a joint venture to establish a new company, Turkish Engine Center.
- › Owned 51% - 49% by Pratt&Whitney and THY Technic, respectively.
- › Established 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 located at the Sabiha Gokcen International Airport.



Subsidiaries & Affiliates

THY DO&CO CATERING A.S.

- › **THY Do & Co Catering A.S. (Equity Pick-up)**
 - › 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 2009, posted revenues and net income was 124.6 mn€ and 8.3 mn€ respectively.



Subsidiaries & Affiliates

› TGS Ground Handling Inc. (Equity Pick-up)

- › Registered on August 28th, 2008 to Commerce Registry.



› 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 Air Bosna.
- › During 2009, posted revenues and loss was 9.6 mn€ and 6.3 mn€, respectively.

Subsidiaries & Affiliates

SUN EXPRESS

› Sun Express A.S. (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, 21 in Turkey and 66 in other countries.
- › Fleet consisted of 20 aircraft; 17 B737& 3 B757 aircraft with total seat capacity of 3,855 as of December 2009.
- › Carried 5,593,199 passengers in 2009, by achieving load factor of 77.5%.
- › As of December 2009, number of personnel:1,297
- › During 2009, posted revenues and net income was 418.3 mn€ and 15.2 mn€ respectively.



Subsidiaries & Affiliates

THY OPET HAVACILIK YAKITLARI A.S.

- › **THY Opet Havacılık Yakıtları A.S**
 - › In terms of investment on jet fuel supply; Turkish Airlines established a jet fuel supply company together with local oil retailer OPET on the 18th of 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.



Safety & Quality

› Safety:

As it is very well known and appreciated “Safety” is the key concept to be adopted for existence. THY is determined to operate with the highest operational standards. Accepting and implementing the standards dictated by the aviation authorities and manufacturers as the baseline, THY strives to attain safer operation conditions in respect to continuous development process and appreciates it as a must. Within the frame of this efforts, adoption of Safety Management System approach, implementation of Flight Data Monitoring (FDM) system, trainings provided in risk assessed flight subjects and publications to flourish a widespread safety culture can be mentioned. The Flight Safety Department that has direct access to the Accountable Manager is in charge of the management and oversight of the system’s safety. In addition to its audits, it also implements the Flight Data Monitoring System, makes informal Line Observations and investigates the occurrences and reports (mandatory/voluntary) to promote safety.

In this context, it must be emphasized that THY is qualified as an IOSA Operator after the IATA Operational Safety Audit as of April 07, 2006. The expiry date of renewed IOSA operatorship is October 2009. In addition to the IOSA audit, due to its vast operation network, THY is in active contact with numerous Civil Aviation Authorities and subject to their audits. These audits, as well as providing the opportunity to the auditors to evaluate the current situation, input the required feedback for THY’s safer operation from thereupon.

› Quality:

Turkish Airlines adopted TS-EN ISO 9001:2000 Quality Management System (QMS) in 2006. Quality Assurance Directorate which is also connected 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. Each department implements scheduled and unscheduled operational audits annually to acquire the condition information. The QMS is in a development stage progressing into Integrated Management System. TS-EN ISO 14001:2004 – Environmental Management System and OHSAS 18001- Occupational Health and Safety System are planned to be integrated by mid of 2009.

In addition to above, 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).