

STATEMENTS OF COMPLIANCE WITH SUSTAINABILITY PRINCIPLES

As the National Flag Carrier airline, Turk Hava Yolları A.O., which conducts all its activities considering social prosperity, social contribution and environmental awareness, declares its Environmental, Social and Corporate Governance (ESG) activities by including the template of Sustainability Report in accordance with the II-17.1 numbered Corporate Governance Communiqué and the decision dated 23.06.2022 and numbered 34/977 of the Capital Markets Board (CMB). All disclosures regarding the Sustainability Principles are also shared with all our stakeholders through the Public Disclosure Platform (KAP).

In line with the principles of transparency, fairness, responsibility and accountability, the sustainability program, which is based on the four focus points in the fields of Corporate Governance, Economy, Social and Environment, each of which contains many significant topics individually, is shaped at the center of sustainability strategy developed by considering the impacts of supply chain and broad-framed social expectations, the concerns of stakeholders in line with the general mission and strategy of Incorporation. Our Incorporation shall continue to conduct its activities pertinaciously in line with the Sustainable Development Goals set by the United Nations, with the aim of enabling entire humanity to live in peace and prosperity and protect our world.

Entitled to be included in the BIST Sustainability Index in 2022 once again, which includes companies traded on Borsa Istanbul with high corporate sustainability performances and aims to increase knowledge and practices on sustainability, Turkish Airlines A.O. became the first and only airline to be included in the BIST Sustainability 25 Index.

SUSTAINABILITY APPROACH AND INCORPORATION'S SUSTAINABILITY MANAGEMENT

Behind this development of Turkish Airlines, which was established in 1933 and has continued to grow and steam ahead since its establishment, is undoubtedly a successful sustainability management. Our national flag carrier, which carries out its activities by bringing the notion of "sustainability", whose importance is increasing day by day, to the center of its business model; it continues its efforts with the aim of going beyond today's achievements and creating value in the future. Having declared its "Sustainability Vision" in 2009, the Incorporation, has taken important steps in the field of sustainability each year, ensuring that its sustainability strategy has reached its current position with solid foundations.

Determining its material issues within the scope of sustainability with a consideration of national and international trends and the expectations of its stakeholders, Turkish Airlines carried out a comprehensive study was held in order to identify its Material Issues in the 2021 reporting process. At the outset of the study, a framework was established consisting of the issues which might be important to the aviation sector. In the framework in which the expectations of sector and competitor practices, World Economic Forum (WEF) Global Risk Reports, Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), Task Force on Climate-related Financial Disclosures (TCFD) were taken into account, the priority of 17 Sustainable Development Goals for Turkish Airlines' sustainability perspective was evaluated in the study. The expectations and views of all stakeholders were received by conveying the identified material issues to the external stakeholders including investors and shareholders, customers, financial institutions, subsidiaries, suppliers, insurance and brokerage firms, as well as members of working groups, company executives and employees of Turkish Airlines via online Turkish-English surveys. Upon the evaluation of output of the survey according to their significance levels in a workshop with the participation of nearly 100 employees consisting of members of Turkish Airlines Sustainability Working Group, executives from various units, the results were presented to the approval of Turkish Airlines senior management and the material issues were identified accordingly.

The material issues of Turkish Airlines are detailed on page 32 in Sustainability Report and can be accessed via the link below:

[turkish-airlines-sustainability-report-2021.pdf \(turkishairlines.com\)](#)

Sustainability Management

The chairperson of Sustainability Committee of Turkish Airlines, which pursues to address its sustainability strategy under the roof of Sustainability Committee established in 2021, is the CEO of Turkish Airlines, the vice chairperson is the Chief Investment and Technology Officer. The Sustainability Committee, which convenes under the chairmanship of the CEO with the participation of the Chief Officers and the SVP (Senior Vice President) of Subsidiaries, convenes at least once every quarter. The Sustainability Committee carries out its activities to determine, review and continuously improve the sustainability management strategy, sustainability policy and short, medium and long-term sustainability targets, and to decide on improvement projects that will increase the sustainability performance of Turkish Airlines.

In 2022, the sustainability governance structure of the Incorporation was even more reinforced by establishing four separate Sustainability Sub-Committees which are Sustainability Strategy, Corporate Social Responsibility and Communications Projects, Sustainable Practices and Emissions Management. In the sustainability sub-committees, carried out with the participation of managers of units who have various expertise in the field of sustainability, studies and projects in accordance with the sustainability strategy of the Incorporation are identified by considering the legal and other requirements, the material sustainability issues of the Incorporation, prominent sectoral issues, best sectoral practices and global trends. The meeting outputs composed as a result of the evaluations, are presented as agenda items to the main Sustainability Committee and evaluated at senior management.

Turkish Airlines is determined to develop larger cooperations in the field of sustainability and follow sustainability issues closely with its sense of responsible leadership and continuous improvement principle. To that end, along with the sustainability issues discussed in the Sustainability Committee of the Incorporation, Turkish Airlines has also various memberships in many committees, working groups and technical groups with aim of keeping abreast of global trends and novelties in the industry swiftly.

Raising the level of representation to the senior management level in memberships on these platforms, the national airline plays an active role in setting industry standards.

The table of the committees, working groups and technical groups of which Turkish Airlines is a member is given in detail on page 42 in the Sustainability Report:

[turkish-airlines-sustainability-report-2021.pdf \(turkishairlines.com\)](#)

The Incorporation improves its sustainability performance each year with investments, projects and good practices realized by following global trends and innovations in the industry, and carries out its activities with the aim of increasing its positive impact on earth. The support it has given to the United Nation's Sustainable Development Goals (UN SDGs) by taking its place among the participants of UN Global Compact, the largest corporate sustainability initiative of the world, in 2022, has been one of the important steps taken in order to realize this goal. Yet, the participation in the "25 by 2025- Women's Empowerment Initiative", a voluntary initiative conducted by the International Air Transport Association (IATA) in order to increase the representation of women in pilot and senior managerial roles in the aviation industry, with the participation of IATA member airlines, also proves its support for sustainable development goals.

The Incorporation participates voluntarily in the performance evaluations of national and international indices and sustainability rating agencies, which support meeting the expectations of the stakeholders by providing a transparent communication network with all the relevant parties. This participation both

enables the analysis of current situation in the industry and the monitoring of global trends. It is aimed to increase performance by ensuring the continuity of participation in the performance evaluations of national and international indices and sustainability rating agencies, such as DJSI, FTSE4Good, MSCI, EcoVadis, Sustainalytics, TPI and Borsa İstanbul Sustainability Index, which were also voluntarily participated in the previous years. As a result of these evaluations made by the world's leading rating agencies, both company-based and sector-specific scores were raised to higher levels compared to the previous year. With the 2021 Sustainalytics ESG Risk Rating Score, Turkish Airlines ranked 1st in the "lowest risk" ranking among 69 participants in the airline sub-sector, and succeeded in being in the "lowest 1% risk segment" in its sector. Global airline, which was deemed worthy of an award in the "Bronze" category by Ecovadis in 2021, was awarded in the "Silver" category with its performance in 2022.

Turkish Airlines has continued its presence in 2022 in the BIST Sustainability Index, which includes companies traded on Borsa Istanbul with high corporate sustainability performances and aims to increase knowledge and practices on sustainability. Beyond its presence in the Sustainability Index and the BIST Participation Sustainability Index; as the first and only airline to be included in the BIST Sustainability 25 Index, it ranked first among 47 airlines evaluated by Refinitiv for its sustainability performance.

With the sustainability-focused activities it has realized and the awards it has received the Incorporation, having its name rather frequently mentioned in national and international arena, was deemed worthy of "2022-Sustainability Award" in the category of "Most Sustainable Flag Carrier Airline" (Most Sustainable Flag Carrier) by World Finance, one of the prestigious organizations in the international financial world. Working with Zero Waste policy in sustainability, the Incorporation received this award due to its fleet being one of the world's youngest and most modern, commitment to gender equality, its projects for decreasing emissions and fuel usage in order to combat climate change, biofuel usage, its support for R&D projects with this scope, flexibility and strong financial performance during pandemic.

The Incorporation, which has been deemed worthy of an award for its innovative studies in the field of sustainability, received the "Airline Sustainability Innovation of the Year" award in 2022 by CAPA-Centre for Aviation, with the support it has given to the "Microalgae Based Sustainable Bio-Jet Fuel Project (MICRO-JET)", supported by TÜBİTAK, together with Boğaziçi University, in which the production of sustainable aviation fuel from microalgae is aimed.

In the APEX World Class 2023 awards, which was organized for the second time this year by APEX (Airline Passenger Experience Association), which is considered one of the most reliable and respected aviation organizations in the world, and only 8 airlines were awarded this year, the Incorporation was once again deemed worthy of "APEX World Class" and "2023 Five Star Global Airline" awards in the APEX World Class 2023 awards. The flag carrier that connects more countries than any other in the world, was selected as the "Five-Star Global Airline" for the sixth time this year, with the passenger ratings. In addition, as a result of the detailed hygiene measures being implemented, İT was awarded the highest level "Diamond" status by APEX (Airline Passenger Experience Association) and SimpliFlying partnership this year as well as last year.

On the other hand, the Incorporation was granted "Golden Award" by the League of American Communications Professionals, LACP for the 2021 Sustainability Report in the 2022 LACP Spotlight Awards Global Communications Competition.

Combating Climate Change

In order to increase the ability to adapt to the adverse effects of climate change, which is among the leading global problems of today and affects all countries regardless of their level of development, governments and companies announce long-term emission reduction targets at the global level. Within

this direction, the Incorporation adopts the targets set by International Air Transport Association (IATA) of which it is a member, for reducing the carbon emissions from aviation and works with dedication to achieve the targets.

Almost all of the emissions of airline operators come from the combustion of aviation fuel. Therefore, the use of sustainable aviation fuel (SAF) for long-term emission reduction has been included in the plans, with the awareness of the key role of sustainable aviation fuel in achieving emission reduction targets of airlines. To this end; a significant step has been taken by starting to use Sustainable Aviation Fuel on February 2, 2022 Istanbul-Paris flight. SAF fuel, which is regularly used on flights once a week, is planned to be used with increasing frequencies in different destinations in the future.

Turkish Airlines used a special design adorned with leaves on its Airbus 321 type aircraft which was used on its environmentalist fuel operation and operated its first flight with the new themed aircraft to Stockholm with TK1795 flight. In this biofuel flight, the “Green Class” concept, which is designed specifically for the first biofuel flight, the zero waste principle was applied. Apart from providing information on the sustainability actions with the Green Class concept of this first flight, Turkish Airlines also took new environmentally conscious actions for this flight. While kraft tissues, paper cups, wooden salt and pepper shakers were used on the flight, all passengers were served complimentary healthy green tea. Another special measure was the nature-friendly pillow covers and blankets which were produced with 100 percent recycled certificated threads in order to save on water. Forest Stewardship Council (FSC) certified wooden toys were gifted for our child guests.

In addition to using SAF fuel, which is an important instrument for airline companies in the fight against climate change, it is quite important to support R&D projects on this subject and to increase SAF supply. In this context, Turkish Airlines, together with Boğaziçi University, supports the project by being among the stakeholders of the "Microalgae Based Sustainable Bio-Jet Fuel Project" (MIKRO-JET) supported by TUBITAK. As a national airline, it is aimed to be one of the rare global companies that can use sustainable aviation fuel, which is aimed to be obtained from microalgae, by not polluting water, soil and other resources, and not competing with agricultural activities.

As a national airline, it is aimed to be one of the rare global companies that can use sustainable aviation fuel, which will be the output of this Project and which is aimed to be produced from microalgae without polluting water, soil and other resources, and not competing with agricultural activities.

Additionally, as Turkish Airlines, we continue to support projects that contribute to the development of Sustainable Aviation Fuels (SAF). In this manner, our Incorporation, which started to use Sustainable Aviation Fuel actively in our operations as of 2022, underlined the importance it attaches to the subject by signing the Global SAF Declaration which aims to decarbonize the aviation industry together with all industry stakeholders by accelerating the production and use of sustainable aviation fuels.

Another Project in which the use of SAF is supported is the “Global SAF Declaration” which aims to decarbonize the aviation industry together with all industry stakeholders by accelerating the production and use of sustainable aviation fuels. Turkish Airlines has once again proved the importance it gives to the fight against climate change by signing the Global SAF Declaration in which the complete decarbonization of sustainable aviation fuel is aimed.

Turkish Airlines, which has one of the youngest aircraft fleets in the world considering its fleet size and has been selected as "Turkey's Most Valuable Brand" for the Fifth time in a row, continues to add new generation aircraft with high fuel efficiency and less noise level; In this way, it takes strong steps towards reducing carbon and noise emissions. Continuing its combat against climate change in many aspects such as fleet modernization, technology investments, increasing resource efficiency, fuel efficiency, and development of the environmental management system, Turkish Airlines has taken another step in its fight against climate change with the CO2mission Project, which has been implemented as of August 1, 2022.

The project CO2mission offers passengers flying with Turkish Airlines, as well as passengers traveling with other airlines, the opportunity to offset the emissions from their flights with various compensation projects. Within the scope of the project, the Incorporation also offsets the carbon emissions resulting from the business travels of all its employees.

In addition to the actions taken within the scope of climate change; governance structure, strategy, risk and opportunity management methods, the budget allocated for related studies and carbon emissions related metrics related to climate change are reported transparently to institutional investors and the public. Accordingly, in 2022, we participated in the Carbon Disclosure Project (CDP) Climate Change Program, the world's most respected reporting platform on climate change, which is a very important priority for the Incorporation and the sector in which we operate. The "B-" score obtained last year has been raised to the "B" level. Efforts within the scope of climate change are aimed to be carried forward in the future.

Management of Greenhouse Gas Emissions

Within the scope of combating climate change, which is one of its priority issues, Turkish Airlines carries out multidirectional studies in cooperation with many national and international organizations on the prevention and reduction of emissions, as well as on emission management. In this context, it voluntarily implements the CORSIA Draft (Carbon Offsetting and Reduction Scheme for International Aviation), which has been implemented by the International Civil Aviation Organization (ICAO) as a global solution, in order to reduce the effects caused by CO₂ emissions from the aviation industry, starting from the pilot phase. The Incorporation, which will continue to work in line with the CORSIA requirements in the coming years, will neutralize its emissions above the base year emission values with the appropriate emission credits produced in projects in line with the CORSIA Draft.

In addition to the international regulation requirements, the requirements within the scope of the European Union Emission Trading System (EU-ETS) and the United Kingdom Emission Trading System (UK ETS) are closely followed and necessary actions are taken. Emissions from intra-European flights are monitored, calculated and reported under EU-ETS and UK-ETS. Emissions Reports within this scope are verified annually by a third-party independent verification body. In this context, the Incorporation compensated for CO₂ emissions of 10,838 tons under the EU ETS and 3,130 tons under the UK-ETS in 2021.

Turkish Airlines manages its emissions from a perspective that goes beyond compliance with regulations. In this respect, greenhouse gas emissions resulting from flight operations and activities carried out in Istanbul, Ankara and Izmir work areas have been voluntarily monitored, calculated and reported since 2016 in accordance with the TS EN ISO 14064-1 Standard for Calculation of Greenhouse Gas Emissions and Removal at the Enterprise Level. The Greenhouse Gas Emission Report is verified annually by a third-party verifier and the results are shared with the relevant parties through the Sustainability Report.

According to the verified emission data; Aviation fuel, which makes up 99.5% of our greenhouse gas emissions, is reduced by the implemented fuel efficiency policies and makes a high contribution to the reduction of greenhouse gas emissions. Within the scope of the implemented fuel efficiency policy, actions are taken for the optimization of activities, and new generation aircraft with high fuel efficiency and low emission value are added to the fleet with fleet modernization. Fuel saving practices are implemented under the headings of optimization of operations, investment in new technologies and improvement of infrastructure. With more than 100 operational optimization projects successfully implemented since 2008 to reduce our carbon footprint, 57,581 tons of fuel was saved in 2022 and 181,379 tons of carbon emissions were prevented from being released into the atmosphere.

Environmental Management Systems

Turkish Airlines has further strengthened the ISO 14001 Environmental Management System, which has been in practice since 2013 in line with the adopted "Continuous Improvement" principle, by being included in the IATA Environmental Assessment Management System (IATA Environmental Assessment-IEnvA), specially designed by the International Air Transport Association for airline companies. As a result of the audit carried out in 2021 by an independent third-party organization authorized by IATA, it was the first airline to directly receive the IEnvA Program Stage 2 certificate, the highest level certificate of the program.

As committed in its environmental policy, our airline prioritizes energy and resource efficiency, and by working to reduce electricity and natural gas consumption, it is aimed to meet at least 5% of the energy in new buildings from renewable resources. New workspaces are designed to be more energy efficient and water efficient, healthy and high performance compared to conventional buildings, and the necessary care is taken to ensure that they are energy and environment friendly. In this context, 9 buildings at Istanbul Airport have been certified with LEED certification, taking into account location and transportation, the sustainability level of building lands, water efficiency, materials and resources used, energy and atmosphere, and indoor quality. The global airline brand of Türkiye has completed the work it started for obtaining the LEED v4.1 O+M: EB Business Certificate—It is a certificate that aims to continuously reduce its environmental impact by improving energy, water, material and indoor quality performances—in order to crown the services provided by its work in 2022 and to advance towards the top in every field in its sector. With the OC-Team Terminal Building used as the Flight Crews Terminal of Turkish Airlines, the flag carrier airline has become the 3rd airline in the world with a platinum operation certificate and the 1st airline in Europe. In addition to its main activity, flight operation, it has been positively differentiated from its competitors in the sector as a result of the importance and care it gives to sustainability in its work areas. Adopting the criteria determined during the certification process as a business culture and applying them in all buildings is among the targets of Turkish Airlines.

TURKISH AIRLINES INC. SUSTAINABILITY PRINCIPLES COMPLIANCE REPORT					
If the compliance with the principles is determined as "Yes" or "Partially", the report information/link to the information disclosed to the public should be included. Explanations on compliance with the principles are included in the "Explanation" column. The extent to which the requested information is presented as consolidated or solo should be stated in the "Explanation" column.	COMPLIANCE STATUS				EXPLANATION
	YES	NO	PARTIALLY	IRRELEVANT	
A. General Principles					
A1. Strategy, Policy and Goals					
Priority environmental, social and corporate governance (ESG) issues, risks and opportunities have been determined by the Incorporation's board of directors.	x				<p>Risk Management, 2021 Sustainability Report, Page 23,24 Anti-Corruption, 2021 Sustainability Report, Page 28 Sustainability Management Structure, 2021 Sustainability Report, Page 29-31 Sustainability Priorities, 2021 Sustainability Report, Page 32 Management of Climate Change Risks, 2021 Sustainability Report, Page 46 Flight Safety and Security, 2021 Sustainability Report, Page 70-77 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>C1.Governance, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 2-4 C2.Risks and Opportunities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 5-10 https://investor.turkishairlines.com/documents/sustainability/cdp-climate-change-report-2022.pdf</p> <p>OUR POLICIES: Sustainability Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Our Environmental Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Supplier Code of Conduct Policy, https://investor.turkishairlines.com/documents/sustainability/en-10-80-003-supplier-code-of-conduct-policy_en.PDF Public Disclosure Policy, https://investor.turkishairlines.com/documents/press-room/public-disclosure-policy_v01.pdf Human Resources Policy, https://investor.turkishairlines.com/documents/boards-activity-report/2020-boards-activity-report-06G1-2022.pdf Code of Ethics, https://investor.turkishairlines.com/documents/sustainability/enk_doweler_en.pdf Dividend Policy, https://investor.turkishairlines.com/en/corporate-governance/dividend-policy Donation Policy, https://investor.turkishairlines.com/en/corporate-governance/donation-policy Remuneration Policy, https://investor.turkishairlines.com/en/corporate-governance/remuneration-policy Our Safety Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Our Quality Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Our Security Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Our Occupational Health and Safety Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Training Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Our Customer Satisfaction Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Energy Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Information Security Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html</p>
ESG policies (eg Environmental Policy, Energy Policy, Human Rights and Employee Policy etc.) have been created and disclosed to the public by the Board of Directors of the Incorporation.	x				<p>C2.Risks and Opportunities, C2.1a Short, Medium and Long-Term Time Horizons, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 5 C4.Targets and Performance, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 14-18 https://investor.turkishairlines.com/documents/sustainability/cdp-climate-change-report-2022.pdf</p> <p>Management of Climate Change Risks, 2021 Sustainability Report, Page 46 Climate Action Goals, 2021 Sustainability Report, Page 48 Environmental Targets, 2021 Sustainability Report, Page 58 Fleet Modernization, 2021 Sustainability Report, Page 68 Sustainable Bio-fuels, 2021 Sustainability Report, Page 55 Gender Balance, "25by2025- Advancing Gender Balance by 2025", 2021 Sustainability Report, Page 88 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>PROJECTIONS ABOUT THE INCORPORATION, Board's Activity Report 3Q'22, Page 21 https://investor.turkishairlines.com/documents/boards-activity-report/board-activity-report-3q2022-eng.pdf</p> <p>We aim to develop and continue our sustainability efforts in line with the United Nations Sustainable Development Goals by integrating them into all areas where our Incorporation operates. In addition, in the light of our responsible business approach, we, as Turkish Airlines, adopt the targets set by the International Air Transport Association (IATA), of which we are a member, and work devotedly to achieve this target. Adopting the principles of transparency, fairness, responsibility and accountability in all its activities, our Incorporation carries out efforts to ensure that its brand goals and values are adopted by its stakeholders, and will continue to develop good governance practices and develop collaborators in line with its vision of adding value to its stakeholders.</p>
Short and long-term targets set within the scope of ESG policies were disclosed to the public.	x				<p>PROJECTIONS ABOUT THE INCORPORATION, Board's Activity Report 3Q'22, Page 21 https://investor.turkishairlines.com/documents/boards-activity-report/board-activity-report-3q2022-eng.pdf</p> <p>We aim to develop and continue our sustainability efforts in line with the United Nations Sustainable Development Goals by integrating them into all areas where our Incorporation operates. In addition, in the light of our responsible business approach, we, as Turkish Airlines, adopt the targets set by the International Air Transport Association (IATA), of which we are a member, and work devotedly to achieve this target. Adopting the principles of transparency, fairness, responsibility and accountability in all its activities, our Incorporation carries out efforts to ensure that its brand goals and values are adopted by its stakeholders, and will continue to develop good governance practices and develop collaborators in line with its vision of adding value to its stakeholders.</p>
A2. Implementation/Monitoring					
The committee and/or units responsible for the implementation of ESG policies and the highest level officials in the Incorporation related to ESG issues and their duties have been identified and disclosed to the public.	x				<p>Sustainability Management, Sustainability Management Structure, 2021 Sustainability Report, Page 29,30 Duties and Responsibilities of the Sustainability Committee, 2021 Sustainability Report, Page 31 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>C1. Governance, (C1.1) Board-level oversight of climate-related issues, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 2-4 https://investor.turkishairlines.com/documents/sustainability/cdp-climate-change-report-2022.pdf</p> <p>The management of the social, economic and environmental impacts arising from the activities of Turkish Airlines and the assessment of sustainability risks and opportunities that may impact the activities of the Incorporation are under the responsibility of the Board of Directors and the Executive Committee. In order to carry out these responsibilities effectively at all levels of the Incorporation's activities, the Sustainability Committee, whose members are Turkish Airlines senior executives, was established in 2021. The Chairman of the Sustainability Committee is the CEO of Turkish Airlines, and the Vice Chairman is the Chief Investment and Technology Officer.</p> <p>The Sustainability Committee carries out its activities to determine, review and continuously improve the sustainability management strategy, sustainability policy and short, medium and long-term sustainability targets, and to decide on improvement projects that will increase the sustainability performance of Turkish Airlines. The Sustainability Committee reports to the Board of Directors the risks and opportunities regarding material sustainability issues, its evaluations of the performance results obtained as a result of its establishment activities, the feedback from internal and external stakeholders, and the practices it has decided to increase the sustainability performance of the Incorporation in light of this information.</p>
Activities carried out within the scope of policies by the responsible committee and/or unit were reported to the board of directors at least once a year.	x				<p>Continuing to shape the sustainability strategy under the umbrella of the Sustainability Committee, which was established in 2021, Turkish Airlines' Sustainability Committee Chairman is CEO of Turkish Airlines and Vice President's Chief Investment and Technology Officer. The Sustainability Committee is chaired by the General Manager, with the participation of the Assistant General Managers and the Head of Subdivisions, and meets at least once quarterly. The Sustainability Committee carries out its activities in order to determine, review and continuously improve the sustainability management strategy, sustainability policy, short, medium and long-term sustainability targets, and to decide on improvement projects that will increase the sustainability performance of the Incorporation.</p> <p>Turkish Airlines Sustainability Committee reports risks and opportunities regarding material sustainability issues, its evaluations of the performance results obtained as a result of its establishment activities, the feedback received from internal and external stakeholders and the practices it has decided to increase the sustainability performance of the Incorporation to the Board of Directors.</p> <p>Sustainability Management, Sustainability Management Structure, 2021 Sustainability Report, Page 29,30 Duties and Responsibilities of the Sustainability Committee, 2021 Sustainability Report, Page 31 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
In line with the ESG targets, implementation and action plans were created and disclosed to the public.	x				<p>C2. Risks and Opportunities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 4-10 C3. Business Strategy, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 11-14 C4. Targets and Performance, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 14-18 https://investor.turkishairlines.com/documents/sustainability/cdp-climate-change-report-2022.pdf</p> <p>Energy and Emission Management, 2021 Sustainability Report, Page 47-55 Environmental Management, 2021 Sustainability Report, Page 56-64 Responsible Catering, 2021 Sustainability Report, Page 65, 66 Fleet Modernization, 2021 Sustainability Report, Page 67, 68 Customer Satisfaction, 2021 Sustainability Report, Page 82, 84 Gender Balance, 2021 Sustainability Report, Page 87, 88 Talent Management, 2021 Sustainability Report, Page 47-55 90-97 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
The ESG Key Performance Indicators (KPI) and the level of reaching these indicators on a yearly basis were disclosed to the public.	x				<p>Performance Indicators, 2021 Sustainability Report, Page 98-103</p> <p>Economic Indicators, Revenue Breakdown by Category, 2021 Sustainability Report, Page 12 Total Traffic Figures, 2021 Sustainability Report, Page 13 Direct Economic Impact, 2021 Sustainability Report, Page 14 Contribution to GDP of Turkey, 2021 Sustainability Report, Page 15 Contribution To Public Finance, 2021 Sustainability Report, Page 15 Connectivity, 2021 Sustainability Report, Page 17 Contribution Of Supply Operations, 2021 Sustainability Report, Page 18</p> <p>Environmental Indicators, Energy Consumption and Greenhouse Gas Emissions, 2021 Sustainability Report, Page 50 Non-Aviation Fuel Energy Consumption, 2021 Sustainability Report, Page 50 Greenhouse Gas Emissions, 2021 Sustainability Report, Page 50 Fuel Savings and Greenhouse Gas Emission Reduction Achieved by Basic Practices, 2021 Sustainability Report, Page 53 Carbon Offset Practices, 2021 Sustainability Report, Page 54 Environmentally Friendly Material Preferences, 2021 Sustainability Report, Page 62</p> <p>Social Indicators, Code of Ethics Training, 2021 Sustainability Report, Page 26 Reporting Abuse, 2021 Sustainability Report, Page 27 Uçuş Emniyeti Faaliyet Verileri, 2021 Sustainability Report, Page 73 Reporting Performance, 2021 Sustainability Report, Page 73 Safra Kafe, 2021 Sustainability Report, Page 73 Flight Security Awareness Studies, 2021 Sustainability Report, Page 75 Occupational Health and Safety Data, 2021 Sustainability Report, Page 76 Disaster and Emergency Preparedness, 2021 Sustainability Report, Page 77 Number of OHS Training Participants, 2021 Sustainability Report, Page 77 R&D Activity Data, 2021 Sustainability Report, Page 80 Customer Satisfaction Rate, 2021 Sustainability Report, Page 84 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
The main objective of Turkish Airlines' Sustainability Strategy is to create a successful business model where sustainability impacts are managed along the value chain. Our stakeholder base consists of stakeholder groups that are significantly affected by our operations, as well as parties that have the potential to influence Turkish Airlines' successful implementation of its strategy.					<p>With a transparent and accountable management approach, we take into account the expectations of stakeholders in our materiality analysis studies and decision-making processes to identify the material issues that form the basis of our Sustainability Strategy, and we aim to meet these expectations with the studies carried out. For this reason, taking the opinions of our internal and external stakeholders regarding the improvement of our business processes, products and services is at the core of our sustainability understanding.</p> <p>Stakeholder Engagement, 2021 Sustainability Report, Page 38-41</p>

A2.4	Activities to improve the sustainability performance of business processes or products and services have been disclosed to the public.	x			<p>Our activities to improve our sustainability performance regarding our business processes or products and services in managerial matters are publicly disclosed in the sections detailed below in our 2021 Sustainability Report.</p> <p>Contribution of Supply Operations, 2021 Sustainability Report, Page 18</p> <p>Internal Audit and Control, 2021 Sustainability Report, Page 23</p> <p>Our Approach to Business Ethics, 2021 Sustainability Report, Page 25</p> <p>Code of Ethics Training, 2021 Sustainability Report, Page 26</p> <p>Reporting Absences, 2021 Sustainability Report, Page 27</p> <p>Anti-Corruption, 2021 Sustainability Report, Page 28</p> <p>Sustainability Management, Sustainability Committee, 2021 Sustainability Report, Page 29-31</p> <p>Responding to Changing Customer Expectation, 2021 Sustainability Report, Page 43</p> <p>Our activities to improve our sustainability performance regarding our business processes or products and services in environmental matters are publicly disclosed in the "RESPONSIBLE COMPANY" section of our 2021 Sustainability Report.</p> <p>Responsible Company, 2021 Sustainability Report, Page 45- 68</p> <p>Our activities to improve our sustainability performance regarding our business processes or products and services in operational and social matters are publicly disclosed in the "RELIABLE OPERATOR ve FAIR EMPLOYER" sections of our 2021 Sustainability Report.</p> <p>Reliable Operator, 2021 Sustainability Report, Page 70-84</p> <p>Fair Employer, 2021 Sustainability Report, Page 85-97</p> <p>https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
A3. Reporting					
A3.1	In the annual reports, information regarding the sustainability performance, targets and actions of the Incorporation is given in an understandable, accurate and sufficient manner.	x			<p>A Sustainable Quality Approach with the Compliance Monitoring System, Turkish Airlines 2021 Annual Report, Page 108</p> <p>Statement of Compliance with Sustainability Principles, Turkish Airlines 2021 Annual Report, Page 142</p> <p>Sustainability Approach and the Incorporation's Sustainability Management, Turkish Airlines 2021 Annual Report, Page 143</p> <p>Sustainability Principles Compliance Report, Turkish Airlines 2021 Annual Report, Page 146</p> <p>Sustainability Principles Information Form, Turkish Airlines 2021 Annual Report, Page 151</p> <p>In the Annual Reports of the Incorporation, the information regarding the sustainability performance, targets and actions of the Incorporation is provided in accordance with the Capital Markets Board's decision dated 23.06.2022 and numbered 34/977 and the Corporate Governance Communiqué numbered II-17.1; it is explained in accordance with the Sustainability Report template.</p>
A3.2	Information on which of its activities are related to the United Nations (UN) 2030 Sustainable Development Goals has been disclosed to the public by the Incorporation.	x			<p>As part of its sustainability program, Turkish Airlines supports the Sustainable Development Goals (SDGs) announced by United Nations member countries in 2016 with the aim of reaching them by the end of 2030. Sustainable Development Goals, consisting of 17 global goals, were handled within the scope of Turkish Airlines' prioritization study, and SDG5, SDG7, SDG8, SDG9, SDG12, SDG13, SDG16, SDG17 were identified as working areas to be targeted in the future. In addition, considering Turkish Airlines' sphere of influence and the breadth of its value chain, it is seen that the work carried out also contributes to many other SDGs.</p> <p>Support of Turkish Airlines to the Sustainable Development Goals</p> <p>https://investor.turkishairlines.com/documents/sustainability/support-to-the-sustainable-development-goals.pdf</p>
A3.3	Lawsuits filed and/or concluded against ESG issues, which are important in terms of ESG policies and/or will significantly affect activities, have been disclosed to the public.	x			<p>Turkish Airlines shares information about the important lawsuits brought against it and their possible consequences in the Other Matters section of its Annual Report every year.</p> <p>Other Matters, Turkish Airlines 2021 Annual Report, Page 174</p> <p>In addition, information on the findings regarding the violation of our Incorporation's bribery and corruption policy, and the implementation of administrative or fines or criminal sanctions are shared in the Sustainability Reports every year in line with the principle of transparency.</p> <p>Anti-Corruption, 2021 Sustainability Report, Page 28</p> <p>Legal Compliance and Fair Competition, 2021 Sustainability Report, Page 28</p> <p>Environmental Management, 2021 Sustainability Report, Page 56</p> <p>https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
A4. Verification					
A4.1	The Incorporation's ESG Key Performance metrics have been verified and publicly disclosed by an independent third party.	x			<p>Selected indicators in our 2021 Sustainability Report have been audited by PwC Türkiye at a limited level in accordance with the ISAE 3000 (revised) standard. The Independent Assurance Statement, which includes the list and scope of the assurance indicators, can be accessed on pages 110 and 111 of the Turkish Airlines 2021 Sustainability Report.</p> <p>About the Report, 2021 Sustainability Report, Page 3</p> <p>PwC, Limited Assurance Report, 2021 Sustainability Report, Page 110,111</p> <p>Our Incorporation's "Greenhouse Gas Statement", prepared on the basis of the period of January 1, 2021 - December 31, 2021, has been verified by the independent organization at "Reasonable Assurance Level" in accordance with the requirements of TS EN ISO 14064-3: 2019 Standard. The Verification Statement is available on page 107 of the Turkish Airlines 2021 Sustainability Report.</p> <p>Energy and Energy Management, 2021 Sustainability Report, Page 48</p> <p>Carbon Offsetting Practices, 2021 Sustainability Report, Page 54</p> <p>GHG Verification Statement, 2021 Sustainability Report, Page 107</p> <p>https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>In order to reduce the effects of greenhouse gas emissions arising from its operations, Turkish Airlines has its emissions verified within the scope of mandatory and voluntary designs and projects, and fuel consumption and greenhouse gas emissions are subject to internal control and independent audit processes. In this context, greenhouse gas emissions originating from fuel consumption, Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) implemented by the International Civil Aviation Organization (ICAO), European Union Emissions Trading System (EU-ETS) and the UK Emissions Trading System (UK-ETS) and verified by audits carried out by authorized third-party independent organizations.</p> <p>Within the scope of National and Regional trade systems, carbon emissions arising from flights are monitored and reported and offset applications are carried out. In addition to the European Union Emissions Trading System (EU-ETS) and the Swiss Emissions Trading System (CH-ETS), emissions reports were also prepared for the first time in 2021 within the scope of the UK Emissions Trading System (UK-ETS). In this context, emission credits corresponding to emissions verified by a third-party independent institution were purchased and delivered to the authorities of the relevant Emission Trading Systems. In 2022, a total of 13,968 Tons of CO2 has been offset. The amount of offset emissions under EU ETS and UK ETS in 2022 is explained in Article B23.</p> <p>Turkish Airlines has committed to voluntarily implement the CORSIA, which was implemented by ICAO as a global solution in order to reduce the effects caused by carbon emissions from flight activities, from the pilot phase. Accordingly, carbon emissions from flights in 2019, 2020 and 2021 have been verified by a third-party independent audit firm. In the coming years, it is aimed to offset the emissions that are above the base year emission values with the carbon credits to be obtained from the projects in accordance with the CORSIA.</p>
B. Environmental Principles					
B1	The Incorporation has publicly disclosed its policies and practices, action plans, environmental management systems (known by the ISO 14001 standard) and programs in the field of environmental management.	x			<p>Environmental Policy</p> <p>https://investor.turkishairlines.com/en/corporate-governance/environmental-policy</p> <p>https://www.turkishairlines.com/en-en/press-room/about-us/our-policy/index.html</p> <p>Sustainability Policy</p> <p>https://investor.turkishairlines.com/en/corporate-governance/sustainability</p> <p>https://www.turkishairlines.com/en-en/press-room/about-us/our-policy/index.html</p> <p>Energy Policy</p> <p>https://www.turkishairlines.com/en-en/press-room/about-us/our-policy/index.html</p> <p>Responsible Company, 2021 Sustainability Report, Page 44-49</p> <p>https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report</p> <p>https://investor.turkishairlines.com/documents/aurdurulebilirlil/cdp-climate-change-report-2022.pdf</p> <p>TS EN ISO 14001 Environmental Management System which we have held and in line with the principle of "Continuous Improvement" that we have adopted, we aim to go beyond compliance with the requirements while carrying out our activities. In this direction: We strengthened the ISO 14001 Environmental Management System, which we have been implementing since 2013, with a management model specific to the aviation industry in 2020, we participated to the IATA Environmental Assessment (Eva) Management System Program, which was specially designed by the International Air Transport Association (IATA) for airline companies. We have successfully completed the audit conducted by an independent third party organization authorized by IATA and have earned the Ieva Program Stage 2 certification, the highest level certificate of the program, which made Turkish Airlines the first airline to directly obtain the "Stage 2 Certificate".</p> <p>Greenhouse gas emissions have been voluntarily monitored, calculated and reported since 2016 in accordance with the TS EN ISO 14064-1 Standard for Calculation of Greenhouse Gas Emissions and Removal at the Enterprise Level. And also, Incorporation started to implement the ISO 50001 Energy Management System in 2022 and was awarded the Energy Management System Certificate.</p> <p>Turkish Airlines' practices within the scope of sustainability are given in detail in the report under the heading "Our Sustainability Approach" and in the question no B14 in the Sustainability Principles Information Form.</p>
B2	The scope of the report, the reporting period, the reporting date, and the limitations regarding the reporting conditions were disclosed to the public regarding the environmental reports prepared to provide information on environmental management.	x			<p>About the Report, 2021 Sustainability Report, Page 3</p> <p>https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
B3	It is given in A2.1.	x			<p>In our Sustainability Reports, information on subjects such as the report's limit, reporting period and reporting standard is shared under the "About the Report" heading of our Sustainability Report.</p>
B4	Environmental targets included in the rewarding criteria within the scope of performance incentive systems on the basis of stakeholders (such as members of the Board of Directors, managers and employees) have been disclosed to the public.	x			<p>Climate Action Goals, 2021 Sustainability Report, Page 48</p> <p>Fuel Efficiency, 2021 Sustainability Report, Page 53</p> <p>Energy Efficiency in Ground Operations, 2021 Sustainability Report, Page 53</p> <p>Carbon Offsetting Practices, 2021 Sustainability Report, Page 54</p> <p>Sustainable Bio-fuels, 2021 Sustainability Report, Page 55</p> <p>Environmental Targets, 2021 Sustainability Report, Page 58</p> <p>Water Consumption, Fuel Efficiency, 2021 Sustainability Report, Page 58</p> <p>Innovation, R&D and Digital Transformation, 2021 Sustainability Report, Page 80,81</p> <p>https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>C1.3 Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 4</p> <p>C4.3c Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 17</p> <p>https://investor.turkishairlines.com/documents/aurdurulebilirlil/cdp-climate-change-report-2022.pdf</p>
B5	How the priority environmental issues are integrated into business goals and strategies has been disclosed to the public.	x			<p>Climate Action Goals, 2021 Sustainability Report, Page 48</p> <p>Fuel Efficiency, 2021 Sustainability Report, Page 53</p> <p>Energy Efficiency in Ground Operations, 2021 Sustainability Report, Page 53</p> <p>Carbon Offsetting Practices, 2021 Sustainability Report, Page 54</p> <p>Sustainable Bio-fuels, 2021 Sustainability Report, Page 55</p> <p>Environmental Targets, 2021 Sustainability Report, Page 58</p> <p>Water Consumption, Fuel Efficiency, 2021 Sustainability Report, Page 58</p> <p>Innovation, R&D and Digital Transformation, 2021 Sustainability Report, Page 80,81</p> <p>https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>C1.3 Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 4</p> <p>C4.3c Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 17</p> <p>https://investor.turkishairlines.com/documents/aurdurulebilirlil/cdp-climate-change-report-2022.pdf</p>
B6	It is given in A2.4.	x			

87	It has been publicly disclosed how environmental issues are managed and integrated into business objectives and strategies throughout the incorporation value chain, including the operational process, including suppliers and customers.	x		<p>With the aim to cooperate with the suppliers that will further improve its sustainability performance in the supply chain, Turkish Airlines declares its Supplier Code of Conduct Policy consisting of the essential subjects such as Respecting Human Rights, Equality, Child Labor and Illegal Employment, Modern Slavery, Human Trafficking, Occupational Health and Safety, Protection of Environment, Protection of Personal Data and Confidentiality, to guide all the suppliers it cooperates with and to draw attention to the principles of the Code of Ethics Manual during the activities such as passenger transportation, cargo transportation and training activities it carries out in accordance with the national and international standards, expecting all its suppliers to comply with the principles of the Code of Ethics Manual within the scope of the applicable law and Turkish Airlines procedures.</p> <p>In our contracts, we include the Environmental Requirements that our Incorporation expects from its suppliers, and we expect our suppliers to fulfill these requirements. We encourage our suppliers to have ISO 14001 Environmental Management System Certificate or an equivalent certificate in order to eliminate, minimize and keep their significant environmental impacts under control. In our contracts, we include the Environmental Requirements that our Incorporation expects from its suppliers, and we expect our suppliers to fulfill these requirements. Thus, we aim to have our environmental policy impact our entire supply chain through our commercial partners. All our foods are prepared by the expert food engineers at high hygiene standards as per ISO 22000 Food Safety Management System, and we prefer the products of ISO 22000 certified suppliers in raw material supply. All suppliers are evaluated in detail under the "Supplier Risk Evaluation Procedure", and thereby, we ensure that accurate suppliers are preferred. Together with the implementation of COVID-19 precautions in our internal processes sensitively, we follow the works in this context closely.</p> <p>The Incorporation also expects its suppliers to comply with the commitments set forth in our Environmental Policy and Sustainability Policy, as well as the rules set forth in 6.1 Ensuring Occupational Safety and Protection of the Environment in the Ethical Rules Manual.</p> <p>Supplier Code of Conduct Policy https://investor.turkishairlines.com/documents/sustainability/pdf_10_80_003-supplier-code-of-conduct-policy_en.pdf</p> <p>C12. Engagement, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 42-47 https://investor.turkishairlines.com/Documents/Aururuklebilirlir/cdp-climate-change-report-2022.pdf</p> <p>Contribution of Supply Operations, 2021 Sustainability Report, Page 18 Sustainability Management, 2021 Sustainability Report, Page 29 Sustainability Priorities, 2021 Sustainability Report, Page 32 Sustainability Strategy, 2021 Sustainability Report, Page 33 Stakeholder Engagement, 2021 Sustainability Report, Page 38-41 Corporate Memberships, 2021 Sustainability Report, Page 42 Combating the Climate Change, 2021 Sustainability Report, Page 45 Energy and Emission Management, 2021 Sustainability Report, Page 47 Climate Action Goals, 2021 Sustainability Report, Page 48 Carbon Offsetting Practices, 2021 Sustainability Report, Page 54 Sustainable Bio-fuels, 2021 Sustainability Report, Page 55 Environmental Management, 2021 Sustainability Report, Page 56 Environmental Targets, 2021 Sustainability Report, Page 58 Waste Management, 2021 Sustainability Report, Page 64 Responsible Catering, 2021 Sustainability Report, Page 66 Fleet Modernization, 2021 Sustainability Report, Page 67 Support of Turkish Airlines to the Sustainable Development Goals, 2021 Sustainability Report, Page 35-37 https://investor.turkishairlines.com/Documents/Sustainability/Turkish-Airlines-sustainability-report-2021.pdf</p> <p>Environmental Policy https://investor.turkishairlines.com/en/corporate-governance/environmental-policy https://www.turkishairlines.com/en-qr/press-room/about-us/our-policy/index.html</p> <p>Energy Policy https://www.turkishairlines.com/en-qr/press-room/about-us/our-policy/index.html</p>
88	Whether relevant organizations and non-governmental organizations on the environment are involved in the policy-making processes and the collaborations with these institutions and organizations were disclosed to the public.	x		<p>Carrying out all of its operations with a sense of responsibility towards society, economy and the environment, Turkish Airlines' service areas within the framework of the social responsibility principles it has adopted are: education, environment, science and technology, culture and art, employee engagement, humanitarian aid and equality of opportunity. In this direction, the majority of the studies carried out in the country and abroad consist of non-governmental organizations and various associations/foundations working for disadvantaged individuals/groups and children, universities, humanitarian organizations, institutions working in the field of disaster and famine. The main purpose of the studies carried out is to maintain the unity consciousness of our country and to raise awareness about the solution of global problems. Turkish Airlines develops collaborations, takes part in international organizations and initiatives, and plays an active role in setting sector standards in order to develop sectoral activities and achieve common goals in terms of sustainability priorities.</p> <p>Stakeholder Engagement, 2021 Sustainability Report, Page 38-42 Corporate Memberships, 2021 Sustainability Report, Page 42 https://investor.turkishairlines.com/Documents/Sustainability/Turkish-Airlines-sustainability-report-2021.pdf</p> <p>C12. Engagement, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 42-47 https://investor.turkishairlines.com/Documents/Aururuklebilirlir/cdp-climate-change-report-2022.pdf</p> <p>Support of Turkish Airlines to the Sustainable Development Goals https://investor.turkishairlines.com/Documents/Sustainability/Support-to-the-sustainable-development-goals.pdf</p> <p>In the corporate social responsibility area, we often collaborate with disadvantaged individuals/groups, NGOs working for children, various associations/foundations, universities, humanitarian aid organizations, associations and foundations working in the field of disaster and poverty, official institutions, and organizations such as sports clubs and federations. Within the scope of these works, as Türkiye's flag carrier, we provide cargo support for blood transport and aid for the Red Crescent, the largest charity in our country.</p>
89	Environmental indicators (Greenhouse gas emissions (Scope-1 (Direct), Scope-2 (Energy indirect), Scope-3 (Other indirect), air quality, energy management, water and wastewater management, waste management, biodiversity impacts) information about the impacts of the company is disclosed to the public on a comparable basis periodically.	x		<p>Energy and Emission Management, 2021 Sustainability Report, Page 47 Climate Action Goals, 2021 Sustainability Report, Page 48-50 Fuel Efficiency, 2021 Sustainability Report, Page 52, 53 Carbon Offsetting Practices, 2021 Sustainability Report, Page 54 Environmental Targets, 2021 Sustainability Report, Page 58 Resource Efficiency, 2021 Sustainability Report, Page 59-63 Waste Management, 2021 Sustainability Report, Page 64 Fleet Modernization, 2021 Sustainability Report, Page 67, 68 Performance Indicators, Environmental Performance, 2021 Sustainability Report, Page 99,100 https://investor.turkishairlines.com/Documents/Sustainability/Turkish-Airlines-sustainability-report-2021.pdf</p>
910	Details of the standard, protocol, methodology, and base year used to collect and calculate data have been made public.	x		<p>The cross-reference table regarding the Global Reporting Initiative (GRI) standards, which was referenced in the preparation of the 2022 Sustainability Report, is included in the report in detail.</p> <p>About the Report, 2021 Sustainability Report, Page 3 Carbon Offsetting Practices, 2021 Sustainability Report, Page 54 GRI Content Index, 2021 Sustainability Report, Page 104-106 GHG Verification Statement, 2021 Sustainability Report, Page 107 https://investor.turkishairlines.com/Documents/Sustainability/Turkish-Airlines-sustainability-report-2021.pdf</p> <p>Detailed explanations on the calculation methodologies and verifications carried out in the emissions management body are included in the CDP Report.</p> <p>C2.Risk and Opportunities, Türk Hava Yolları Carbon Disclosure Project (CDP) 2022 Raporu, Sayfa 9, 10 C10.Verification, Türk Hava Yolları Carbon Disclosure Project (CDP) 2022 Raporu, Sayfa 37-39 https://investor.turkishairlines.com/Documents/Aururuklebilirlir/cdp-climate-change-report-2022.pdf</p>
911	Compared to previous years, the increase or decrease of environmental indicators for the report year has been disclosed to the public.	x		<p>Performance Indicators, 2021 Sustainability Report, Page 99-101 https://investor.turkishairlines.com/Documents/Sustainability/Turkish-Airlines-sustainability-report-2021.pdf</p>
912	Short and long-term targets have been determined to reduce their environmental impacts, and the progress of these targets and the targets determined in previous years has been disclosed to the public.	x		<p>Due to the fact that the aviation industry is highly related to regulations and the need for more time compared to other sectors in order to implement investments and technological developments, Turkish Airlines has determined the short term as 0 to 3 years, the medium term as 10 years, and the longer term period of more than 10 years, taking into account the shaping period of the factors affecting aviation, considering the dynamics of the sector.</p> <p>In our analyses, we consider the long-term forecasts of national and international organizations (IATA, ICAO, ACI, Boeing, Airbus, etc.) in the sector. We consider the possibility of the impact of long-term expectations to emerge in a shorter time depending on technological developments and government policies, so we follow long term goals and expectations closely and reflect them on our medium and short-term goals depending on the developments. The short, medium and long term targets determined by the partnership in this direction are stated in the CDP Report; short-term targets and their realization status are included in our Sustainability Reports every year.</p> <p>C3.Risk and Opportunities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 5 C4. Targets and Performance, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 14-16 https://investor.turkishairlines.com/Documents/Aururuklebilirlir/cdp-climate-change-report-2022.pdf</p> <p>Climate Action Goals, 2021 Sustainability Report, Page 48 Environmental Targets, 2021 Sustainability Report, Page 58 Fleet Modernization, 2021 Sustainability Report, Page 68 https://investor.turkishairlines.com/Documents/Sustainability/Turkish-Airlines-sustainability-report-2021.pdf</p>
913	A strategy to combat the climate crisis has been created and the planned actions have been publicly announced.	x		<p>While the responsibility for Turkish Airlines' impact on the economy, environment and society rests with the Board of Directors and the Executive Committee, a Sustainability Committee was established in 2021, the members of which are Turkish Airlines Senior Executives. The issues related to the fight against climate change are handled by the Sustainability Committee and the responsibility of the Corporate Sustainability Management Department to monitor and report the activities carried out.</p> <p>Practices highlighted by both the IPCC and sectoral initiatives, such as efficient energy and emission management, sustainable biofuels, fleet modernization and resource efficiency studies throughout the partnership activities, form the basis of Turkish Airlines' efforts to combat climate change. In this direction, the Incorporation adopts the targets set by the International Air Transport Association (IATA) and takes decisive steps towards eliminating the effects of climate change, primarily reducing greenhouse gas emissions resulting from its activities.</p> <p>Turkish Airlines' strategies and action plans in combating the climate crisis are explained in detail in the "COMBATING CLIMATE CHANGE" section of the 2021 Sustainability Report and in the C3.Business Strategy and C4.Targets and performance sections of the 2022 Carbon Disclosure Project (CDP) Report.</p> <p>Combating the Climate Change, 2021 Sustainability Report, Page 45-55 Fleet Modernization, 2021 Sustainability Report, Page 67,68 Responsible Catering, 2021 Sustainability Report, Page 65,66 https://investor.turkishairlines.com/Documents/Sustainability/Turkish-Airlines-sustainability-report-2021.pdf</p> <p>C3.Business Strategy, Türk Hava Yolları Carbon Disclosure Project (CDP) 2022 Raporu, Sayfa 11-13 C4. Targets and Performance, Türk Hava Yolları Carbon Disclosure Project (CDP) 2022 Raporu, Sayfa 14-18 https://investor.turkishairlines.com/Documents/Aururuklebilirlir/cdp-climate-change-report-2022.pdf</p>
				<p>Support of Turkish Airlines to the Sustainable Development Goals, 2021 Sustainability Report, Page 35 Energy and Emission Management, 2021 Sustainability Report, Page 47, 48 Fuel Efficiency, 2021 Sustainability Report, Page 51-53 Carbon Offsetting Practices, 2021 Sustainability Report, Page 54 Carbon Offsetting Practices, 2021 Sustainability Report, Page 54 Sustainable Bio-fuels, 2021 Sustainability Report, Page 55 Environmental Management, IEnVA Program, 2021 Sustainability Report, Page 56-58 Resource Efficiency, 2021 Sustainability Report, Page 59-63 Waste Management, 2021 Sustainability Report, Page 64 Responsible Catering, 2021 Sustainability Report, Page 65, 66 Fleet Modernization, Noise Management, 2021 Sustainability Report, Page 67 https://investor.turkishairlines.com/Documents/Sustainability/Turkish-Airlines-sustainability-report-2021.pdf</p>
				<p>C4.3c, (C4.3d) Using methods to drive investment in emissions reduction activities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 17 (C4.3d) Products and/or services that classified as low-carbon products, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 18 (C4.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 23, 24 https://investor.turkishairlines.com/Documents/Aururuklebilirlir/cdp-climate-change-report-2022.pdf</p> <p>Turkish Airlines, which connects more countries than any other in the world, operates its flights with a sense of responsibility towards the environment and society.</p> <p>The products and services offered by the global airline to its passengers with a sustainability perspective are as follows:</p> <p>*USE OF SUSTAINABLE AVIATION FUEL (SAF): With Türkiye's ratification of the Paris Agreement and its commitment to net zero in carbon emissions until 2053, we are reconsidering our strategies, taking into account the global requirements and the expectations of our stakeholders. With the awareness that Sustainable Aviation Fuel (SAF) plays a key role in reducing carbon emissions caused by the aviation industry, Turkish Airlines continues its support for the development of Sustainable Aviation Fuels which play a key role in reducing carbon emissions. In this manner, as of 2022 we have started using SAF for the first time, which is one of the most prominent indicators of our Incorporation's determined stance on combating climate change. In our Istanbul Report: Paris Charles De Gaulle route. We also to expand the use of this fuel, which is being used once a week on the Paris, Frankfurt, Amsterdam, Stuttgart, Stockholm, Brussels and London routes to increase passenger and aircraft</p>

	<p>Programs or procedures have been established and disclosed to the public in order to prevent or minimize the potential negative impact of products and/or services on the environment.</p>	x	<p>plans to expand the use of this fuel, which is being used since a week on the Paris, Lyon, Strasbourg, Southampton, Manchester, Amsterdam, Ankara and Istanbul routes. It is being used in order to reduce the CO2 emissions and to increase the use of sustainable aviation fuel. Thanks to the clean combustion realized with the use of sustainable aviation fuel, a reduction of up to 87% in greenhouse gas emissions will be achieved compared to the same amount of traditional kerosene fuel and it will contribute to the reduction of global greenhouse gas emissions. Our incorporation, within this framework, plans to increase SAF usage to the highest levels in line with the technical, regulatory, safety and financial feasibility.</p> <p>With the awareness that the climate change is a global problem which can only be solved with global cooperation, so that we carry out our work in cooperation with many national and international organizations. In this context, we support sustainable aviation fuel research and development studies in order to reduce and eliminate the factors that may have an impact on climate change. Together with Bogaziçi University, we are running the "Microalgae Based Sustainable Bio-Jet Fuel Project (MICRO-BEJ)" supported by TÜBİTAK (scientific and technological research council of Turkey). Within the scope of the project, it is aimed to pilot production of synthetic bio-kerosene from microalgae using hydrothermal fatty acids and hydrothermal liquefaction methods. We will use this biofuel, which will be obtained from sustainable sources, in our flights after the engine tests to be carried out by Turkish Technic. With the biofuel to be obtained in this project, our incorporation will be one of the rare global companies that use the cleanest type of biofuel.</p> <ul style="list-style-type: none"> • CO2MISSION PROGRAM: On August 1, 2022, the "CO2mission", a program where passengers can offset the carbon footprint of their flights with carbon credits, was launched by purchasing from worldwide certified, carbon credit generating climate change and social development projects. With the project, not only with Turkish Airlines, are offered the opportunity to offset the emissions of all flights with other airlines. Within the scope of the CO2mission program, which offers passengers 3 different portfolio options, namely "Renewable Energy", "Social Benefit" and "Green World", in order to offset emissions; duty flights of our employees are offset by Turkish Airlines. • USE OF BIODEGRADABLE PACKAGING: With all travel and toy sets being offered without any plastic packaging, we prevent the use of millions of plastics on our flights. We offer headphones and blankets that our passengers may need on flights, in packages made of corn starch in accordance with the "TS EN 13432 Packaging-Recyclable packaging properties by biodegradation and composting" Standard. Although it has higher production costs compared to traditional plastic packaging, we prefer these packaging as it is a product that will contribute to the prevention of plastic waste generation at all points of our flight and increase the awareness of stakeholders on sustainability issues. • FSC (FOREST STEWARDSHIP COUNCIL) CERTIFIED TOYS: We offer our child passengers wooden toys with the concept of "Play Natural", which are made of forest products certified by the "Forest Stewardship Council (FSC)". While the concept was being designed, opinions were received from psychiatrists and leading companies in the sector on the concept of wooden toy production. Kindergartens were also visited by us and the preferences of the children were taken into consideration. We carried out this project in cooperation with WWF (World Nature Conservation Foundation), in which we aimed to raise awareness in children from an early age in order to protect nature. • MOBILE BOARDING PASS: The Mobile Boarding Pass application, a digital document that passengers can use by creating a QR code format using their mobile devices, was launched instead of printed boarding passes. Ensuring both paper savings with the application; it is also aimed to ensure that passengers pass to the plane in a fast, practical and comfortable way. • PRESS READER APPLICATION: With the Press Reader application, more than 7000 newspapers and magazines are provided digitally in more than 60 languages to our passengers. Passengers can access the Press Reader application, which contributes significantly to paper savings, 1 day before their flight and an additional 48 hours to their flight time. • COMPENSATION CARD: The Compensation Card, which was implemented to strengthen passenger satisfaction, is a physical compensation card given to passengers whose dissatisfaction has not been resolved despite all the efforts of the cabin crew. The card, in which materials certified by the Forestry Stewardship Council (FSC) are used, has started to be implemented as the Business Compensation Card for Business passengers; a similar application is planned to be implemented in the economy class in the future. • LOCAL PRODUCT SUPPLY: 76.80% of in-flight refreshments are procured from local suppliers, supporting sustainable development throughout the value chain. • RELAX SETS, RENEWED BY REDUCING THE AMOUNT OF PLASTIC: By making changes that will not affect passenger comfort and satisfaction, the amount of plastic is reduced from the outer packaging to the products inside. In this context; in 2019, plastic combs and shoe horns were removed from relax sets. In the last quarter of 2022, the following practices were implemented: <ul style="list-style-type: none"> o Hackett Branded ER BC Unisex Relax Set contains; toothbrushes started to be produced from 37% wheat straw and 63% recycled polypropylene. / By removing the plastic on the eye patch and using the eye patch produced by laser cutting, fabric wastage was prevented. The plastic earplugs have been discontinued. Thanks to these applications, 80% plastic reduction has been achieved in this relax set offered to the passenger. o In total, the plastic outer packaging of 6 out of 8 relax set has been discontinued. o The "Do Not Disturb" labels in travel sets have been gradually removed from all comfort sets. • Oeko-TEX 100 CERTIFIED BLANKETS: Oeko-TEX 100 certified blankets are offered to our passengers, which are produced without the use of chemicals. • SAFETY CARDS USING 100% RECYCLED PAPER: Passenger information within the scope of safety is made with safety cards produced from 100% recyclable paper. • The electronic headphones we offer to our passengers are sterilized and reused. Those that are broken and cannot be repaired are delivered to our licensed recycling company and iron, plastic and copper raw materials are recycled. <p>In addition to these applications in its flights, the national airline applied a special design consisting of leaf patterns to the Airbus 321 type TC-USA aircraft, which it made a flight to Stockholm on April 27, 2022 with the TK1795 flight using biofuel. A special concept called "Green Class" was designed for this flight, which was carried out in accordance with the zero waste principle.</p> <p>During the flight, which was carried out within the framework of the "Green Class" concept, environmentally friendly practices specific to this flight were carried out. Cardboard cups and napkins made from recycled paper were used. Porcelain salt shakers and pepper shakers were served in Business Class, while healthy green drinks were served to all passengers. The plastic promotional sticks used in welcome drink beverages have been discontinued. Menu cards and catering tray cover made of Forest Stewardship Council (FSC) certified paper were used, and a natural paper tape seal was applied instead of the plastic outer packaging of the covers. Bread presented in plastic packaging in economy class were distributed in baskets instead of plastic packaging. In addition, nature-friendly blankets and pillowcases that save water by using 100% recycled certified yarns during production were also offered to passengers. FSC certified wooden toys made of natural materials were presented to the child guests.</p> <p>Turkish Airlines: • FSC certified: o Business menu cards, o Sandwich packaging, o Boxes in which hot sandwiches are distributed, o Cutlery set packaging, o Non-slip tray covers, o Paper cup holders used in business class service, o Disposal bags, • Compostable, biodegradable, plastic free or PEFC (Forest Certification Approval Program) certified cardboard cups, • PLA-based products used in place of the plastic identification stirrers used in the "Welcome Drink" glasses offered to Business Class passengers (PLA is a plant-based and biodegradable plastic derivative). • Slippers made of 100% recycled material with GRS (Global Recycling Standard) certificate and made of 80% recycled material, • In-cabin garbage collection bags with reduced polyethylene density, • Wooden mixers, • Recycled yarn used blankets and pillows, • Relax sets that include eye patch and socks made of recycled raw materials, earplugs made of recycled plastic, toothbrush head, recycled packaged toothpaste box, toothbrush with wheat straw and FSC certified labels</p> <p>By adding it to the "Green Class" concept in 2023, it will enrich its sustainable products and services and will implement this special flight concept in all its flights.</p> <p>With the realization of the Green Class concept in 5 flights using sustainable aviation fuel and the completion of communication studies on this subject, it was decided to implement this special flight concept in all flights. While Turkish Airlines carries out its flight operations with the Green Class concept with a sense of responsibility towards the environment and society, aims to provide its passengers with a sustainable travel experience.</p> <p>As we have committed in our environmental policy, we prioritize energy and resource efficiency, and by working to reduce our electricity and natural gas consumption, we aim to meet at least 5% of the energy in our new buildings from renewable sources. We prioritize energy and resource efficiency, design our buildings to be energy efficient and water efficient, healthy and high-performance compared to conventional buildings, and pay attention to energy and environmental friendliness. In this context, 9 different buildings at Istanbul Airport have been registered with the elementary LEED (Leadership in Energy and Environmental Design) v4 BD+C certificate by the American Green Building Council, while the Turkish Airlines Domestic Lounge and Main Lounge buildings have been registered with the silver LEED v4 D+C certificate. In addition, Turkish Airlines became the third airline in the world and the first in Europe to have a platinum operating certificate, following the LEED Certification process completed for the OC-Flight Crew Terminal Building.</p>
B14		x	<p>Carbon Offsetting Practices, 2021 Sustainability Report, Page 54 Carbon Offset Project, 2021 Sustainability Report, Page 54 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 23, 24 https://investor.turkishairlines.com/documents/sustainability/cdp-climate-change-report-2022.pdf</p>
B15	<p>The environmental benefits/benefits and cost savings of initiatives and projects aimed at reducing environmental impacts have been disclosed to the public.</p>	x	<p>C2.4 Climate-related opportunities with the potential to have a substantive financial or strategic impact, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 10 C2.3 Influence of the climate-related risks and opportunities on the company's strategy, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 13 C4.3c Investment in emissions reduction activities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 17 https://investor.turkishairlines.com/documents/sustainability/cdp-climate-change-report-2022.pdf</p> <p>Fuel Efficiency, 2021 Sustainability Report, Page 51- 53 Energy Efficiency in Ground Operations, 2021 Sustainability Report, Page 53 Carbon Offsetting Practices, 2021 Sustainability Report, Page 54 Resource Efficiency, 2021 Sustainability Report, Page 59-61 Environmentally Friendly Material Preferences, 2021 Sustainability Report, Page 62, 63 Responsible Catering, 2021 Sustainability Report, Page 65, 66 Fleet Modernization, 2021 Sustainability Report, Page 67, 68 Performance Indicators, Environmental Performance, 2021 Sustainability Report, Page 99, 100 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
B16	<p>Energy consumption (natural gas, diesel, gasoline, LPG, coal, electricity, heating, cooling, etc.) data are publicly disclosed as Scope-1 and Scope-2.</p>	x	<p>C6. Emissions data, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 22-27 C7. Emissions breakdowns, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 28- 31 https://investor.turkishairlines.com/documents/sustainability/cdp-climate-change-report-2022.pdf</p> <p>Energy Consumption and Greenhouse Gas Emissions, 2021 Sustainability Report, Page 50 Performance Indicators, Environmental Performance, 2021 Sustainability Report, Page 99 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
B17	<p>Public disclosure was made about the electricity, heat, steam and cooling produced in the reporting year.</p>	x	<p>C.8.2 Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 32-36 https://investor.turkishairlines.com/documents/sustainability/cdp-climate-change-report-2022.pdf</p> <p>Resource Efficiency, 2021 Sustainability Report, Page 59-61 Energy Consumption and Greenhouse Gas Emissions, 2021 Sustainability Report, Page 50 Performance Indicators, Environmental Performance, 2021 Sustainability Report, Page 99 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
B18	<p>Studies on increasing the use of renewable energy and the transition to zero or low carbon electricity have been made and publicly announced.</p>	x	<p>Climate Action Goals, 2021 Sustainability Report, Page 48 Sustainable Bio-fuels, 2021 Sustainability Report, Page 55 Resource Efficiency, 2021 Sustainability Report, Page 59 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>C3.3 Influence of the climate-related risks and opportunities on the company's strategy, Investment in R&D, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 13 (CA.2) Provide details of your targets) Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 16, 17 C8. Energy, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 34, 35 https://investor.turkishairlines.com/documents/sustainability/cdp-climate-change-report-2022.pdf</p>

B19	Renewable energy production and usage data is publicly disclosed.	x			<p>CS. Energy, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 34, 35 https://investor.turkishairlines.com/documents/aurdurulebilirlk/cdp-climate-change-report-2022.pdf</p> <p>Support of Turkish Airlines to the Sustainable Development Goals, 2021 Sustainability Report, Page 35-37 Energy Efficiency in Ground Operations, 2021 Sustainability Report, Page 53 Sustainable Bio-fuels, 2021 Sustainability Report, Page 55 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>As committed in its environmental policy, our airline prioritizes energy and resource efficiency and works to reduce electricity and natural gas consumption. Our Incorporation carries out studies to achieve the targets it has set for meeting the energy used in its buildings from renewable sources. In this context, all of the electrical energy we received in our buildings in the Atatürk Airport region in 2022 was provided from renewable sources, and 47,067 GJ of renewable electricity was used. There is a YEK-G certificate that the electricity supplied is obtained from renewable sources.</p>
B20	Energy efficiency projects have been carried out and the amount of energy consumption and emission reduction achieved through energy efficiency projects has been disclosed to the public.	x			<p>Energy and Emission Management, 2021 Sustainability Report, Page 47-50 Fuel Efficiency 2021 Sustainability Report, Page 51-53 Fuel Savings and Greenhouse Gas Emission Reduction Achieved by Basic Practices, 2021 Sustainability Report, Page 53 Energy Efficiency in Ground Operations, 2021 Sustainability Report, Page 53 Performance Indicators, Environmental Performance, 2021 Sustainability Report, Page 99 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>(CA.3) Using methods to drive investment in emissions reduction activities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 17, 18 CS.3) The influence of climate-related risks and opportunities on the strategy, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 13 (C7.8a) Other emissions reduction activities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 31 https://investor.turkishairlines.com/documents/aurdurulebilirlk/cdp-climate-change-report-2022.pdf</p> <p>Since 2006, we have been successfully running a comprehensive fuel efficiency program that will contribute to the collective effort of the aviation industry against climate change. When 2008 is accepted as the "reference/baseline" at the end of 2021, it is seen that the transportation performance has increased by 1143 percent by 2022, while the corresponding fuel consumption has increased by 692 percent. In other words, thanks to the fuel efficiency projects that have been successfully implemented since 2008, the amount of fuel consumed for unit transportation activities is gradually decreasing, and our efficiency performance is increasing year by year. In 2022 181,179 tons of greenhouse gas emissions were prevented by saving 57,583 tons of fuel. Thus, since 2006, total fuel savings have been 671,433 tons and total greenhouse gas reduction has been 21,115,014 tons.</p> <p>Although aviation fuel has the largest share in total energy consumption, significant energy consumption is also realized in ground operations. The largest part of this consumption is due to the use of electricity and natural gas. For this reason, energy saving practices are carried out in our buildings apart from our flight activities. With our energy efficiency studies at our Incorporation's campuses, 16,103 GJ of energy savings were achieved in 2022.</p>
B21	Water consumption, if any, amounts of water drawn, recycled and discharged from underground or above ground, its sources and procedures have been disclosed to the public.	x			<p>Network line is used for clean water supply and waste water discharge; The actual amount of water consumption is included in the performance indicators in the environmental sections of our Sustainability Reports.</p> <p>Wastewater generated because of water use is only discharged into wastewater channels. In this context 357,345 m³ of wastewater generated in Turkish Airlines operations in 2021 was discharged into wastewater channels in compliance with legal regulations. Through the efficiency studies carried out, we aim to gradually reduce the amount of wastewater. In this framework, a recycling system project that will ensure the reuse of 65% of the blowdown water of the cooling towers in the energy buildings has been implemented during the year. Thanks to the system to be implemented in 2023, our target is to reduce the make-up water requirement of the cooling towers by 16-17%, thus reducing the amount of wastewater.</p> <p>Resource Efficiency, 2021 Sustainability Report, Page 59 Performance Indicators, Environmental Performance, 2021 Sustainability Report, Page 100 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
B22	It has been publicly disclosed whether its operations or activities are included in any carbon pricing system (Emissions Trading System, Cap & Trade or Carbon Tax).	x			<p>Turkish Airlines has its emissions verified within the scope of mandatory and voluntary designs and projects in order to reduce the effects of greenhouse gas emissions arising from its operations. In addition to the European Union Emissions Trading System (EU-ETS) and the Swiss Emissions Trading System (CH-ETS), emissions reports were also prepared for the first time in 2021 within the scope of the UK Emissions Trading System (UK-ETS). Within the scope of National and Regional trade systems, carbon emissions arising from flights are monitored and reported and offset activities are carried out.</p> <p>Turkish Airlines has also committed to voluntarily implement the Carbon Offsetting and Reduction Scheme for International Aviation, which has been implemented by the International Civil Aviation Organization (ICAO) as a global solution to reduce the effects caused by carbon emissions from flight activities, starting from the pilot phase. Accordingly, carbon emissions from flights in 2019, 2020 and 2021 have been verified by a third-party independent audit firm. In the coming years, it is aimed to offset the emissions that are above the base year emission values with the carbon credits to be obtained from the projects in accordance with the CORSIA.</p> <p>Energy and Emission Management, 2021 Sustainability Report, Page 48 Carbon Offsetting Practices, 2021 Sustainability Report, Page 54 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>C11. Carbon Pricing, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 39-42 https://investor.turkishairlines.com/documents/aurdurulebilirlk/cdp-climate-change-report-2022.pdf</p>
B23	Information on carbon credits accumulated or purchased during the reporting period has been disclosed to the public.	x			<p>Within the scope of National and Regional trade systems, carbon emissions arising from flights are monitored and reported and offsetting practices are carried out. In addition to the European Union Emission Trading System (EU-ETS) and the Swiss Emission Trading System (CH-ETS), emissions reports were also prepared for the first time in 2021 within the scope of the UK Emission Trading Scheme (UK-ETS). In this context, emission credits corresponding to emissions verified by a thirdparty independent institution were purchased and surrendered to the authorities of the relevant Emission Trading Systems.</p> <p>In the reporting period of 2022, a total of 13,968 Tons of CO2 emissions were reported from our flights operated within the scope of ETS in 2021. In return for the portion of this emission covered by the UK ETS, 3,130 UK-ETS credits (UKA) were purchased. In return for 10,838 tons of CO2 emissions reported within the scope of EU ETS, 10,838 EU-ETS credits (EUA) have been allocated from the credits in our account. Within the scope of emission trading systems, a total of 13,968 emission credits were delivered to the relevant authorities in 2022.</p> <p>https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>C11. Carbon Pricing, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 39-42 https://investor.turkishairlines.com/documents/aurdurulebilirlk/cdp-climate-change-report-2022.pdf</p>
B24	If carbon pricing is applied within the Incorporation, the details have been made public.	x			<p>C11. Carbon Pricing, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 39-42 C13. Internal Price on Carbon, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 42 https://investor.turkishairlines.com/documents/aurdurulebilirlk/cdp-climate-change-report-2022.pdf</p>
B25	The platforms where the Incorporation discloses its environmental information are publicly disclosed.	x			<p>Working with determination to ensure sustainable development, Turkish Airlines has developed a sustainability program based on four pillars: management, economy, environment and society. Acting in accordance with national requirements as well as international aviation regulations; Aiming to go beyond compliance with minimum standards by implementing internationally recognized management systems and policies, Turkish Airlines discloses all its environmental information to the public in the Sustainability tab under the Investor Relations website. In addition, our environmental information is also disclosed in our reports, stakeholder communication channels, national and international indices we voluntarily participate in, and sustainability rating agencies and platforms we are members of.</p> <p>Sustainability Turkish Airlines' Sustainability Reports Carbon Disclosure Project (CDP) Reports https://investor.turkishairlines.com/tr/surumsal/yonetim/surdurulebilirlk</p> <p>Sürdürülebilirlik Endeksleri, 2021 Sustainability Report, Page 30 Paydas Katılımı, 2021 Sustainability Report, Page 38 Corporate Memberships, 2021 Sustainability Report, Page 42 https://investor.turkishairlines.com/documents/aurdurulebilirlk/hurk-hava-yollari-2021-surdurulebilirlk-raporu.pdf</p> <p>We report transparently to institutional investors and the public our metrics regarding our governance structure, strategy, risk and opportunity management methods, budget and carbon emissions related to climate change. In this regard, in 2022 we participated in the Carbon Disclosure Project (CDP) Climate Change Program as well, the world's most respected reporting platform on climate change, which is a very important priority for our company and the sector in which we operate, and we are happy to raise our former "B-" score up to "B" level. In this respect, we aim to continue our work in a way that will take it further in the future.</p> <p>In the Sustainability Evaluation conducted by the BIST Sustainability Index Evaluator "Refinitiv" in 2022, our Incorporation has succeeded to be the 1st both in the Passenger Transport Sector and in the Airline Industry with its high sustainability performance, and is included in the BIST Sustainability Index again this year, which is comprised of companies traded on Borsa İstanbul with high corporate sustainability performances and which aims to increase knowledge and practices on sustainability. We are proud to be ranked first among 47 airlines evaluated by Refinitiv for our performance in sustainability. We aim to be in the Index in the coming periods.</p> <p>We aim to increase the scores we achieve by ensuring the continuity of participation in the performance evaluations of national and international indices and sustainability rating agencies, such as DJSI, FTSE4Good, MSCI, EcoVadis, Sustainalytics, TPI and Borsa İstanbul Sustainability Index, to which we participated voluntarily in previous years. As a result of these evaluations made by the world's leading rating agencies, our Incorporation succeeded in raising its scores, both on company basis and sector average, in 2021 compared to 2020. With the Sustainalytics ESG (environmental, social and governance) Risk Rating score, our Incorporation, ranked 1st in the lowest risk ranking, among 69 participants in the airline sub-sector, it achieved a sectoral success rate of 1%, which represents the lowest risk segment. Our Incorporation, which was deemed worthy of an award in the "Bronze" category by Ecovadis in 2021, was deemed worthy of an award in the "Silver" category in consequence of its 2022 score and sustainability success. In this regard, our Incorporation aims to raise its scores to higher levels in the coming years with the works it plans to carry out.</p>

C. Social Principles

C1. Human Rights and Employee Rights

C1.1	The Corporate Human Rights and Employee Rights Policy has been established in a way to cover the Universal Declaration of Human Rights, ILO Conventions ratified by Türkiye and other relevant legislation, those responsible for the implementation of the policy have been determined and the policy and those responsible have been disclosed to the public.	x			<p>Our Human Rights and Employee Rights Policy https://www.turkishairlines.com/en-uk/press-room/about-us/our-policy/index.html</p> <p>Code of Ethics https://investor.turkishairlines.com/documents/sustainability/etik_degertler_en.pdf</p> <p>Human Rights and Employee Rights Policy, 2021 Sustainability Report, Page 89 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>As Turkish Airlines Inc., the flag carrier of the State of the Republic of Türkiye, we are committed to respecting human rights in all our activities (scheduled and unscheduled commercial passenger and cargo air transport services and training services on domestic and international routes) in accordance with Universal Declaration of Human Rights, International Labor Organization's (ILO) Declaration of Fundamental Principles and Rights at Work, United Nations Global Compact, United Nations Guiding Principles on Business and Human Rights, United Nations Women's Empowerment Principles (WEPs), Child Worst Forms To operate in compliance with the international principles, standards and national legislation specified in the Labor Convention (ILO/No.182).</p> <p>The purpose of our Human Rights and Employee Rights Policy ("Policy") is to create a guide that reflects our Incorporation's approach and standards on human rights, and to emphasize the importance it attaches to human and employee rights in this way. All internal and external stakeholders, including its employees, customers, suppliers, contractors and business partners, are responsible for complying with this Policy and for implementing and supporting our Incorporation's relevant procedures and controls in line with the requirements in this Policy.</p>
C1.2	Considering the effects of supply and value chain, fair workforce, improvement of labor standards, women's employment and inclusion issues (gender, race, religion, language, marital status, ethnic identity, sexual orientation, gender identity, family responsibilities, union activities, political opinion, disability, social and cultural differences, etc., such as non-discrimination) are included in its policy on employee rights.	x			<p>Our Human Rights and Employee Rights Policy https://www.turkishairlines.com/en-uk/press-room/about-us/our-policy/index.html</p> <p>Supplier Code of Conduct Policy https://investor.turkishairlines.com/documents/sustainability/pl_10_80_003-supplier-code-of-conduct-policy_en.PDF</p> <p>Code of Ethics https://investor.turkishairlines.com/documents/sustainability/etik_degertler_en.pdf</p>
					<p>Turkish Airlines contributes to the social and environmental development of its suppliers in order to support sustainable development across the value chain. In the contracts signed with the suppliers, articles regarding the protection of the social rights of the employees are included.</p> <p>Contribution of Supply Operations, 2021 Sustainability Report, Page 18 Supporting Female Employment, 2021 Sustainability Report, Page 87, 88 Supporting Disabled Employment, 2021 Sustainability Report, Page 89</p>

					<p>Human and Employee Rights, 2021 Sustainability Report, Page 89 Fair Remuneration, 2021 Sustainability Report, Page 89 Talent Management, 2021 Sustainability Report, Page 90-97 Support of Turkish Airlines to the Sustainable Development Goals, 2021 Sustainability Report, Pages 35-37 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>Occupational Health and Safety, Turkish Airlines 2021 Annual Report, Page 106 https://investor.turkishairlines.com/documents/yilbil-raporlar/tyy_2021_raporu_2021.pdf</p> <p>Our Human Rights and Employee Rights Policy https://www.turkishairlines.com/en-intl/press-room/about-us/our-policy/index.html</p> <p>Code of Ethics https://investor.turkishairlines.com/documents/sustainability/etik_degertler_en.pdf</p> <p>Supplier Code of Conduct Policy https://investor.turkishairlines.com/documents/sustainability/tdl_10_80_003-supplier-code-of-conduct-policy_en.pdf</p> <p>Employee resources from different countries and cultures play an important role in the construction of Turkish Airlines' international success story. Turkish Airlines carries out various practices aimed at facilitating the work life of female employees and enriching their career opportunities. As a result of this approach, as of 2022, 13,804 female employees are among our 29,520 employees. Focusing on increasing the number and effectiveness of women in decision-making processes in aviation management, Turkish Airlines employs around 572 female executives in the senior and middle management structure.</p> <p>Turkish Airlines is also determined to employ disabled people and to offer them the opportunity to show their talents with the various flexibility it provides. In this direction, working conditions are facilitated by making work areas suitable for the needs of disabled employees, and separate messages are prepared for visually impaired employees in internal communication correspondence. As of 2022, there are 206 disabled employees within the Incorporation and 26 of our disabled employees are in the position of chief.</p> <p>Turkish Airlines purchases products and services from many suppliers and business partners operating in various countries in order to carry out its activities. In order to support sustainable development across the value chain, Turkish Airlines also contributes to the social and environmental development of its suppliers, and suppliers and stakeholders are expected to comply with the Human Rights and Employee Rights Policy, which reflects the Incorporation's approach and standards on human rights.</p>
C1.3	Measures taken along the value chain regarding the observance of certain economic, environmental, social factors (low income groups, women, etc.) or minority rights/equality of opportunity have been publicly disclosed.	x			
C1.4	Developments regarding preventive and corrective practices against discrimination, inequality, human rights violations, forced and child labor were disclosed to the public.	x			<p>Turkish Airlines employees have an Ethics Line, where they can openly share and ask questions about behaviors or suspicious situations that violate our corporate ethical principles, particularly discrimination, bribery and corruption, conflict of interest, and anti-competitive practices. All notifications received through this communication channel, which is managed by an independent third party organization, are evaluated by the Ethics Committee.</p> <p>Reporting Abuses, 2021 Sustainability Report, Page 27 Employee Health and Safety, 2021 Sustainability Report, Page 76-78 Supporting Female Employment, 2021 Sustainability Report, Page 87, 88 Supporting Disabled Employment, 2021 Sustainability Report, Page 89 Human and Employee Rights, 2021 Sustainability Report, Page 89 Fair Remuneration, 2021 Sustainability Report, Page 89 Talent Management, 2021 Sustainability Report, Page 90-97 Support of Turkish Airlines to the Sustainable Development Goals, 2021 Sustainability Report, Page 35-37</p> <p>Turkish Airlines' performance on Human Rights is disclosed in the "Employee Demographics and Social Indicators" section of the "Performance Indicators Table".</p> <p>Performance Indicators, 2021 Sustainability Report, Page 100-102 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>Our Human Rights and Employee Rights Policy https://www.turkishairlines.com/en-intl/press-room/about-us/our-policy/index.html Code of Ethics https://investor.turkishairlines.com/documents/sustainability/etik_degertler_en.pdf</p> <p>Turkish Airlines respects the rights of its employees to organize and collective bargaining. Accordingly, in 2022, a total of 22,594 employees are among the labor force working under the collective agreement. General recruitment rules and principles, type and duration of employment contracts, social rights and wages are clearly stated in the Collective Bargaining Agreement and the internal procedures of Turkish Airlines. The Collective Bargaining Agreement is being developed day by day to improve employee rights, and protocols are signed between the Incorporation and the authorized union to protect the economic and social rights and interests of the employees. Adopting the principle of equal pay for equal work, Turkish Airlines' procedures followed in the remuneration of employees are transparently accessible to all employees. Wage differences among employees depend only on seniority and level, and there are no gender-based differences.</p> <p>Carrying out its activities in line with the principle of respecting Human Rights, Turkish Airlines secures all the rights of the employees of the Incorporation with its ethical principles and policies. It provides a working environment where any practices contrary to human rights such as modern slavery and forced labor, including human trafficking, cannot be found under the umbrella of the Partnership. One of the most important factors behind the success of our partnership is the dynamic and young staff. 6,973 of our employees are in the age group of 18-30, 21,117 are in the age group of 30-50, and 1,529 are in the age group of 50 and above.</p>
	Investments in employees (education, development policies), compensation, fringe benefits, right to unionize, work/life balance solutions and talent management are included in the employee rights policy.	x			<p>Our human rights and employee rights policy The purpose of our Human Rights and Employee Rights Policy is to create a guide that reflects our Incorporation's approach and standards on human rights, and thus to emphasize the importance it attaches to human and employee rights. Within the scope of the policy, our principles are explained under the headings of Respecting Human Rights, Diversity and Equal Opportunity, Forced Labor, Modern Slavery, Human Trafficking, Bullying and Harassment, Child Labor, Working Conditions and Work-Private Life Balance, Remuneration, Training and Development Opportunities, Freedom of Association and Collective Bargaining Right, Protection of Personal Data, Safe and Healthy Workplace, Environmental Consciousness and Implementation Principles. https://www.turkishairlines.com/en-intl/press-room/about-us/our-policy/index.html</p> <p>Training policy https://www.turkishairlines.com/en-intl/press-room/about-us/our-policy/index.html</p>
	Dispute resolution processes have been determined by establishing mechanisms for employee complaints and resolution of disputes.	x			<p>The Ethics Committee, consisting of five representatives, one of whom is the Chairman and four members, determined by the CEO, is responsible for the adoption of the ethical values throughout the Incorporation and their reflection on working culture, making it a habit for the employees to question whether their discourse and behavior in the business environment is in line with ethical values, and guiding the employees when they encounter suspicious situations, and resolving the conflicts that arise. The Ethics Committee aims to create a positive, dense, open and inclusive work environment where employees and others can ask questions, raise concerns about work-related ethical issues, request an investigation or report violations without fear of retaliation.</p> <p>Reporting Abuses, 2021 Sustainability Report, Page 27 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>Turkish Airlines employees have access to Ethics Line, where they can openly share and ask questions about behaviors or suspicious situations that violate our corporate ethical principles, particularly discrimination, bribery and corruption, conflict of interest, and anti-competitive practices. Notification owners can make their notifications anonymously if they wish, and all notifications are handled with complete confidentiality. All notifications received through this communication channel, which is managed by an independent third party organization, are evaluated by the Ethics Committee. As a result of the evaluation, the Ethics Committee determines the measures to be taken. In 2022, 436 notifications were made to the ethics reporting line, 63 of which are related to discrimination, harassment, mobbing, oppression and violence. https://iletisim.com/</p>
C1.5	Activities carried out within the reported period to ensure employee satisfaction were disclosed to the public.	x			<p>Career Development, 2021 Sustainability Report, Page 90 Improving Employee Experience, 2021 Sustainability Report, Page 96 Employee Retention, 2021 Sustainability Report, Page 97 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>In order to keep the employee turnover rate low in our Incorporation, the needs and expectations of employees are analyzed and solutions are produced for their needs, thus it is aimed to benefit from the trained workforce to the highest extent. Managers are periodically informed and encouraged to establish healthy relations with employees, to see the problems experienced by the employee at work, to give feedback, to evaluate performance and to reward. Managers and higher managers are given targets in the Corporate Performance System with the Employee Satisfaction Compliance Map. In addition, developments in the sector, new human resources trends and policies in the world are followed. With these studies, the employee turnover rate for 2022 was 3%. It is aimed to further increase employee satisfaction by improving the employee experience.</p> <p>The prerequisite for operating in the aviation sector is to have the highest level of trained and professionally developed human resources. With its international competencies, experience and technical infrastructure, Turkish Airlines plays an important role both in the training of its own employees and in bringing new professionals to the sector. In this context, in 2022, a total of 254,242 person*hours were provided to our 468,598 employees and 27,340 person*hours of training was provided to our 38,423 contractor employees.</p> <p>Some of the trainings we provide for our employees are mentioned in Article C1.10.</p>
	Occupational health and safety policies have been established and disclosed to the public.	x			<p>Turkish Airlines Senior Management declares its Occupational Health and Safety Policy in order to bring together its employees, customers, suppliers, subcontractors, affiliates, all business partners and shareholders for the same purpose.</p> <p>Our Occupational Health And Safety Policy https://www.turkishairlines.com/en-intl/press-room/about-us/our-policy/index.html</p> <p>The most senior manager responsible for occupational health and safety management throughout the company is the General Manager. The Occupational Health and Safety Board, in which employee representatives take charge, ensures the direct participation of employees in decision-making processes related to health and safety. All occupational health and safety data generated through the activities of the partnership are reported through online reporting systems, and root causes are analyzed, and studies are carried out to continuously improve performance by taking necessary measures.</p> <p>Employee Health and Safety, 2021 Sustainability Report, Page 76 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
C1.6	Measures taken to prevent occupational accidents and protect health and accident statistics have been disclosed to the public.	x			<p>Support of Turkish Airlines to the Sustainable Development Goals, 2021 Sustainability Report, Page 35 Occupational Health And Safety Performance, 2021 Sustainability Report, Page 76 Occupational Health And Safety Trainings, 2021 Sustainability Report, Page 77 Covid-19 Measures, 2021 Sustainability Report, Page 78 Performance Indicators, Social Performance, 2021 Sustainability Report, Page 102, 103 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>Occupational Health And Safety, Turkish Airlines 2021 Annual Report, Page 106 Considering the People While Growing, Turkish Airlines 2021 Annual Report, Page 107 https://investor.turkishairlines.com/documents/yilbil-raporlar/tyy_2021_raporu_2021.pdf</p>
C1.7	Personal data protection and data security policies have been established and disclosed to the public.	x			<p>Turkish Airlines ensures the security and destruction of all kinds of information assets (electronic records, video recordings, pictures, printed documents, verbal information, etc.) that belong to it or that it is obliged to protect in accordance with national and international laws, regulations, contracts, standards and ethics. declares the Information Security Policy for the purpose of anonymization or anonymization.</p> <p>Information Security Policy https://www.turkishairlines.com/en-intl/press-room/about-us/our-policy/index.html</p> <p>Information Security, 2021 Sustainability Report, Page 24 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
	Ethics policy has been established and disclosed to the public.	x			<p>Kişisel Verilerin Korunması ve İşlenmesi Bildirimi https://www.turkishairlines.com/en-intl/faq/office/privacy-policy/index.html</p> <p>Turkish Airlines Code of Ethics can be defined as the set of basic policies, principles and rules that all managers and employees are obliged to comply with. These rules have been introduced in order to ensure that Turkish Airlines managers and employees behave in accordance with high ethical standards and act with awareness of the effects of their attitudes and behaviors. The Code of Ethics covers various issues such as compliance with the legislation, bribery and corruption, anti-competitive behavior as well as our basic principles and values. Code of Ethics can be accessed via https://investor.turkishairlines.com/documents/sustainability/etik_degertler_en.pdf link.</p>
C1.10	Information meetings and training programs were organized for employees on ESG policies and practices.	x			<p>Code Of Ethics Trainings, 2021 Sustainability Report, Page 26 Legal Compliance And Fair Competition, 2021 Sustainability Report, Page 28 Environmental Management, Environmental Training, 2021 Sustainability Report, Page 56 Waste Management Training, 2021 Sustainability Report, Page 64 Flight Security Awareness Studies, 2021 Sustainability Report, Page 75 Occupational Health And Safety Trainings, 2021 Sustainability Report, Page 77 Human and Employee Rights, 2021 Sustainability Report, Page 89 Performance Indicators, 2021 Sustainability Report, Page 98-103 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>Turkish Airlines organizes training activities on various topics for its employees. Ethical Rules and Ethics Committee training was assigned to our 9,463 employees in 2022, and the total training hours provided was 4,416 person*hours. 8,425 employees received environmental training, 3,586 employees received greenhouse gas awareness training, and 5,851 employees received waste management training. Corporate Sustainability Training was given to 13,227 employees and the total training hours were 4,009 person*hours.</p>
C2. Stakeholders, International Standards and Initiatives					

C2.1	The customer satisfaction policy regarding the management and resolution of customer complaints has been prepared and disclosed to the public.	x			<p>Public access to our customer satisfaction policy, which is available on the Turkish Airlines corporate website, can be accessed via the https://www.turkishairlines.com/en-en/press-room/about-us/our-policy/index.html.</p> <p>Customer Satisfaction 2021 Sustainability Report, Page 82-84 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>Aiming to keep customer satisfaction at the highest level since its establishment, Turkish Airlines receives customer expectations and demands through many communication channels and continuously improves its activities, products and services in this direction. Customers are contacted through many channels in order to learn about their expectations and respond effectively. Applications are developed with the feedback obtained. Another important aspect of improving customer satisfaction is to learn about the problems experienced by the customers, to correct this problem if possible, and to take measures to ensure that it does not happen again when it is not possible. Unavoidable disruptions are managed in line with the Flight and Service Disruptions Procedure. In this context, the response time to customers regarding the problems experienced in 2022 was 6.7 days. According to the results of the research we conducted in order to better understand our passengers, to identify their needs more accurately and to produce more accurate solutions for these needs, our Incorporation's customer satisfaction rate in 2022 was 83%.</p>
C2.2	Information about the communication with stakeholders (which stakeholder, subject and frequency) is publicly disclosed.	x		<p>Sustainability Priorities, 2021 Sustainability Report, Page 32 Stakeholder Engagement, 2021 Sustainability Report, Page 38-41 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>	
C2.3	International reporting standards adopted in reporting are explained.	x		<p>The content of the 2021 Turkish Airlines Sustainability Report consists of data on the activities of the Incorporation between 01.01.2021 and 31.12.2021, and the report has been prepared in accordance with the GRI Standards. Core option. GRI Content Index, 2021 Sustainability Report, Page 104-106</p> <p>The greenhouse gas statements for 2021 announced in our 2021 Sustainability Report have been verified by an independent organization in accordance with the TS EN ISO 14064-3: 2019 Standard. Selected indicators in the report have been audited by PwC Türkiye at a limited level in accordance with the ISAE 3000 (revised) standard. About the Report, 2021 Sustainability Report, Page 3</p> <p>Our priorities within the scope of sustainability were reconsidered in the reporting period of 2021. In this process, global megatrends, international initiative and reporting standards and prominent practices in the aviation industry were taken into account. As a result, social, economic and environmental issues specific to the Turkish Airlines Program were determined. In this process carried out to determine the material issues, 17 Sustainable Development Objectives were evaluated in terms of the effects, risks and opportunities they may have on Turkish Airlines activities, products and services. In addition, the priority issues determined by the Sustainability Accounting Standards Board (SASB) for our industry, the Climate-Related Financial Disclosures Task Force (TCFD) expectations, and our national and international aviation sector stakeholders, the General Directorate of Civil Aviation (SHGM), the International Civil Aviation Organization (ICAO) and the International Air Transport Organization (IATA) expectations and decisions were taken into consideration. Sustainability Priorities, 2021 Sustainability Report, Page 32 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>Within the framework of the transparency, accountability and honesty principles we adopt, we regularly participate in the Carbon Disclosure Project (CDP) Climate Change Program, the world's most respected reporting platform on climate change. Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report https://investor.turkishairlines.com/documents/aurdurulebilirlil/rdp-climate-change-report-2022.pdf</p>	
C2.4	Principles adopted, signatory or member international organizations, committees and principles regarding sustainability have been disclosed to the public.	x		<p>Gender Balance, 2021 Sustainability Report, Page 87-88 Corporate Memberships, 2021 Sustainability Report, Page 42 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>Our Incorporation has made a commitment to increase the number of female employees in pilot and senior managerial roles by 25% until 2025 by participating in the "25by2025- Advancing Gender Balance by 2025 initiative carried out by the International Air Transport Association (IATA).</p> <p>Our Incorporation took its place among the participants of the UN Global Compact, the world's largest corporate sustainability initiative, in 2022.</p> <p>Our Incorporation has strengthened the ISO 14001 Environmental Management System, which it has been implementing since 2013, in line with the "Continuous Improvement" principle it has adopted, by being included in the IEnvik (IATA Environmental Assessment) Program, which has been specially designed for airline companies by the International Air Transport Association.</p> <p>Ortağlığımız, İklim Değişikliği konusunda dünyanın saygın raporlama platformu Karbon Saydamlık Projesi (CDP) İklim Değişikliği Programı'na düzenli olarak katılım sağlamaktadırlar. İklim değişikliği ile ilgili yönetimimizi, stratejimizi, risk ve fırsat yönetim metodlarımız ve karbon emisyonlarımızı, ilgili metriklerimiz, gelişmiş bir biçimde kurumsal yatırımlarımıza ve halka açık şekilde raporlamaktadırlar. Ortağlığımızın 2021 yılında "B" olarak değerlendirildiği CDP İklim Değişikliği skoru, 2022 yılında artış göstererek "B" olarak açıklanmıştır.</p> <p>Our partnership cares about the ecosystem impact of using natural resources sustainably and protecting biodiversity. By signing the "United for Wildlife Buckingham Palace Declaration (UFW)", which aims to prevent the illegal trade of wild animals supported by IATA and to increase sectoral awareness on this issue, it ensures that the species that are in danger of extinction in the wild are transported to their natural habitats.</p> <p>Our buildings at Istanbul Airport have been registered as LEED Certified by the American Green Building Council. In addition, we became the 3rd airline in the world and the 1st in Europe with the LEED platinum operating certificate.</p> <p>As Turkish Airlines, we continue to support projects that contribute to the development of Sustainable Aviation Fuels (SAF), which play a key role in reducing carbon emissions. Our Incorporation, which started to use Sustainable Aviation Fuel actively in its operations as of 2022, underlines the importance it attaches to the subject by signing the Global SAF Declaration. The Global Sustainable Aviation Fuel (SAF) Declaration aims to decarbonize the aviation industry together with all industry stakeholders by accelerating the production and use of sustainable aviation fuels.</p>	
C2.5	Improvements were made and studies were carried out to be included in the sustainability indices of Borsa Istanbul and/or international index providers.	x		<p>Management Fundamentals, 2021 Sustainability Report, Page 30 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>In 2022, our Incorporation was also included in the BIST Sustainability Index, which includes companies traded on Borsa Istanbul with a high level of corporate sustainability performance. In the 4th Quarter of 2022 Sustainability Evaluation conducted by the BIST Sustainability Index Evaluator Institution "Refinitiv", with its high sustainability performance, it has succeeded to be the 1st in the passenger transportation sector and the 1st in the Airline Industry among 47 airline companies. In addition, it is listed in the "BIST Participation Sustainability Index", which was started to be calculated in 2021 and includes only 21 companies.</p> <p>Our Incorporation has also succeeded in being listed in the BIST Sustainability 25 Index, which was published by Borsa Istanbul on November 21, 2022 and determined by selecting the 25 shares with the highest sustainability performance and at the same time the highest trading volume and market value among the companies listed in the BIST Sustainability Index.</p> <p>Turkish Airlines also voluntarily participates in the performance evaluations of international indices such as DISI, FTSE4Good, MSCI, EcoVadis, Sustainability, TPI and sustainability rating agencies.</p>	
D. Corporate Governance Principles					
D1	Opinions of stakeholders were sought in the determination of measures and strategies in the field of sustainability.	x		<p>Our stakeholders are at the core of our sustainability understanding. The success of our partnership is equal to the satisfaction of our stakeholders and the added value we create for them. Stakeholder Engagement, 2021 Sustainability Report, Page 38-41</p> <p>By improving our sustainability strategy day by day with new regulations, we continue to focus on the most important issues that our stakeholders attach importance to and that may affect our operations. While determining these material issues, we take into account the general mission and strategy of our Incorporation, legal regulations, global trends, the news and concerns of our stakeholders, broad social expectations and our impact on the supply chain. In our reporting process for 2021, our priorities within the scope of Sustainability were reconsidered. In this process, global megatrends, international initiative and reporting standards, and prominent practices in the aviation industry were taken into account, and as a result, social, economic and environmental issues specific to the Turkish Airlines Sustainability Program were determined. In this process carried out to determine the material issues, 17 Sustainable Development Objectives were evaluated in terms of the effects, risks and opportunities they may have on Turkish Airlines activities, products and services. A total of 1,434 Turkish Airlines employees, including 98 managers, 857 office workers, 479 flight crew, and 281 external stakeholders, including investors and shareholders, customers, financial institutions, subsidiaries, suppliers, insurance and brokerage companies, participated in the study. After the results of the study were re-evaluated in a workshop with broad participation of company executives, priority issues were determined by submitting them to the approval of the senior management. In the coming years, we will continue to update our material issues in line with global developments and feedback from our stakeholders. Sustainability Priorities, 2021 Sustainability Report, Page 32 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>	
D2	Social responsibility projects, awareness activities and trainings have been carried out to raise awareness about the issue of sustainability and its importance.	x		<p>Stakeholder Groups, 2021 Sustainability Report, Page 41 Waste Management, 2021 Sustainability Report, Page 64 Employee Volunteering, 2021 Sustainability Report, Page 97 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p> <p>Our social responsibility projects are publicly shared on the Turkish Airlines corporate website https://www.turkishairlines.com/en-en/press-room/our-social-responsibility-projects/.</p> <p>Within the scope of our wide flight network, the most frequently asked expectation of our Incorporation is to support training-oriented studies at the flight points. Transportation support is provided to the projects developed within this scope within the scope of the Incorporation strategies and possibilities.</p> <p>The training program requests and graduate program collaborations submitted by many universities during the term were responded to in line with the possibilities. Internship and employment requests were also responded positively, as long as it was deemed appropriate in line with the evaluations.</p> <p>Corporate Sustainability training was given to 13,227 Incorporation employees in order to provide our Incorporation employees with basic information on sustainability and to increase their awareness on this issue, and the total training duration was 405 person*hours. In addition, training activities are carried out to increase the environmental awareness level of Turkish Airlines employees, and within this scope, 8,425 employees participated in environmental training and 3,586 Incorporation employees participated in greenhouse gas training activities in 2022. In addition, 5,851 employees received 4,442 person*hour waste management training.</p>	