

STATEMENT OF COMPLIANCE WITH SUSTAINABILITY PRINCIPLES

As the National Flag Carrier airline, our Incorporation which carries out all its activities considering social prosperity, social contribution and environmental awareness, pursuant to the Capital Markets Board (CMB) Communiqué on the Amendment of the "Corporate Governance Communiqué (II-17.1)" numbered II-17.1.a, has announced its Environmental, Social and Corporate Governance activities within the scope of the Sustainability Principles Compliance Framework which is attached to the communiqué in ways that the Information Form and Compliance Report format including the year 2020 data. The articles that are partially complied with by our Incorporation are Articles 47 and 48 and their justifications are given in the relevant parts of the report.

In line with our principles of transparency, justice, responsibility and accountability; our sustainability program which is based on four fundamental pillars including Governance, Economy, Environment and Social, each containing many important topics within its own structure, is shaped by the focus of our sustainability strategy which is developed by taking into account the concerns of our stakeholders, broad social expectations and supply chain effects, together with the general mission and strategy of our Incorporation. Our Incorporation which is entitled to be included in the BIST Sustainability Index in 2020 also, in which the increase on the knowledge and practices on sustainability is aimed and companies with high-level performances on corporate sustainability traded on Borsa İstanbul, aims to be included in the Index in the upcoming periods also in line with the importance given to sustainability policies.

OUR SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT IN OUR INCORPORATION

Turkish Airlines, the airline flying to more countries than any other airline in the world, carries out its operations with a sense of responsibility towards the environment and society. With the awareness that the business world plays an important role in achieving the 17 Sustainable Development Goals set by the United Nations, by supporting these goals we direct our work in line with the targets under these goals.

We continuously improve our sustainability strategy by focusing on the priority issues that our stakeholders attach importance to and that might affect our activities and by taking into account the new regulations. While determining the priority issues; along with the general mission and strategy of our Incorporation, we take into account the expectations of our stakeholders as well as broad social expectations.

In 2020, we shared the details of our sustainability efforts by actively communicating with the world's leading rating institutions in order to raise our Incorporation's position in the international arena in the field of sustainability even higher. According to the results of the evaluation carried out by the rating agencies, we determined our areas open to improvement in Sustainability Management and started right after to implement our improvement works in this direction.

In 2020, we aim to maintain our presence in the BORSA Istanbul Sustainability Index and to carry our performance to higher levels in other international indices. By supporting sustainability efforts in the national and international arena, we take an active role in the sustainability committees of the unions we are a member of.

In line with the " Continuous Improvement " principle we have adopted, the TS EN ISO 14001 Environmental Management System which we have been implementing since 2013 with the awareness of social responsibility, by strengthening it with a management model specific to the aviation industry in 2020, we participated in the IATA Environmental Assessment Management System Program (IEnvA) specially designed by The International Air Transport Association (IATA) for airline companies.

Turkish Airlines Senior Management is determined to bring its sustainability efforts to the highest level by establishing the Corporate Sustainability Management Directorate at the beginning of 2020 in order to continuously improve and develop its Sustainability Management.

Within the scope of protecting the environment and combating climate change, we take many initiatives to reduce carbon footprint by increasing fuel efficiency. In order to increase fuel efficiency, we optimize our flight activities, invest in new technologies, and prioritize fuel-efficient aircraft while adding new aircraft to our fleet. As a result of all these efforts, we saved 22,760 tons of fuel in 2020 and prevented the emission of 71,695 tons of carbon emissions to the atmosphere. In order to achieve the goal of reducing carbon emissions in combating climate change; we cooperate with various research institutions to produce bio-fuel as an alternative to jet fuel. We give support to one of the most important of these collaborations, the project of biofuel production from microalgae conducted by Boğaziçi University. The "Microalgae Based Sustainable Bio-Jet Fuel Project (MICRO-JET)" which we jointly carry out with Boğaziçi University for the use of sustainable fuels, has been accepted by TÜBİTAK. When the project is completed, we plan to use this biofuel which we will obtain from sustainable sources in our flights after the engine tests to be carried out by Turkish Technic.

We monitor, calculate and report our greenhouse gas emissions generated as a result of our flight activities and our greenhouse gas emissions generated as a result of the activities carried out in our main campus in Istanbul and in Ankara and Izmir where we have other largest working areas, in accordance with the Standard of TS EN ISO 14064-1 Calculation of Greenhouse Gas Emissions and Removals at the Organizational Level. The content of our Greenhouse Gas Report has been verified by a third-party verifier organization each year since 2016.

We monitor, report and verify our emissions from flights within Europe within the scope of the European Union Emission Trading System (EU-ETS). We carry out the necessary practices to offset our emissions. Alongside the EU-ETS, within in the scope of the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) which has been implemented by the International Civil Aviation Organization (ICAO) in order to reduce the effects caused by CO2 emissions from the aviation industry and to which we have voluntarily committed to implement from the pilot

phase as of 2019, we have been monitoring and reporting our emissions from all our international flights. Our 2019 emissions report has been verified by a third party independent verification body authorized by ICAO. In the following years, our work will continue under the CORSIA requirements and our emissions will be verified each year, including 2020, by a third-party independent verification body authorized by ICAO. In the upcoming years, we will neutralize our emissions that are above the emission values of the base year with carbon credits to be obtained from projects that comply with the CORSIA Draft.

We are aware of the fact that the climate change issue is a global issue and this issue can only be fixed by combating with global collaborations. For this reason, we aim to respond to the Carbon Disclosure Project (CDP) Climate Change Program in 2021 in order to clearly reveal the current situation against climate change threats and to create action plans and contribute to the global goal of combating climate change.

Within the scope of Zero Waste Regulation, we carry out our waste management activities by adopting the principles of the waste management hierarchy. In addition to the "Sustainability Policies and Zero Waste Project Supporting Award" which we were deemed worthy in 2018 with our efforts in waste management with this principle, we were awarded the Primary Certificate for the General Management Building.

Prioritizing the use of nature-friendly products, our in-flight products are certified by the "Forest Stewardship Council (FSC)", produced only from trees grown for industrial purposes, and in product packaging, instead of plastic packaging, we prefer packages that are suitable for "TS EN 13432 Packaging-biodegradation and composting and recyclable packaging features" standard.

We know that being the airline company flying to more countries than any other airline in the world, by providing economic advantages in many aspects such as tourism, trade and connectivity, we recognize that it contributes to the sustainable development of our world and we believe that it also increases the social responsibilities we carry.

For our employees who have the most important share in our development, by taking the necessary preventive and protective measures we aim to provide healthy, peaceful and prosperous working conditions along with the rights we have granted. We periodically evaluate the feedback of our employees regarding their satisfaction.

We aim to have high standards with our codes of conduct that go beyond the compliance and requirements with the legislation on business ethics, anti-bribery and anti-corruption and the guidelines of the aviation industry and the applicable laws in the countries where we operate. In this direction, we share our "Ethical Values" created by our Board of Directors, based on the principles of social and ethical responsibility and a transparent and fair management culture with all our stakeholders.

By signing the "United for Wildlife Buckingham Palace Declaration (UFW)" which aims to prevent the illegal trade of wild animals and increase the sectoral awareness on this subject with the

support of IATA, we ensure that the species that are in danger of extinction in wildlife are brought to their natural habitats.

We support works to protect our cultural heritage. In this context, we are proud to be the airline that carried the Cybele Statue, our historical heritage, to the lands of our homeland after 60 years.

We share our studies within the scope of sustainability with the stakeholders through the sustainability report we publish annually. After the Gold Award that we were awarded in 2016 with our 2015 Sustainability Report for the first time at the LACP Spotlight Awards-Global Communication Competition which is organized by the League of American Communications Professionals (LACP) and regarded as one of the most distinguished global communication contests in the world; we were deemed worthy of a second award in 2020. With our 2019 Sustainability Report we received two separate awards as the "Best Visual Design Award" in all sectors and the "Platinum Award", the highest award in the sustainability report category with a total score of 99 out of 100 by getting full points from the jury in the criteria of report narrative, visual design, creativity, message clarity, expressiveness and perceived relevance. Along with these two awards, we were selected as the 5th successful company in the top 100 with our 2019 Sustainability Report by ranking among the top 100 most successful worldwide communications materials.

In 2020, we carried basic necessities all over the world by managing the pandemic process effectively. In addition to this; we delivered medical and humanitarian aid to nearly 100 countries, carried out more than 1000 evacuation flights, enabled nearly 140 thousand citizens to reunite with their country. With our aircraft in the Turkish Cargo fleet, we have ensured that Covid-19 vaccines are delivered to both the homeland and Brazil which is 17 thousand km away. We were able to take an active role in combating the pandemic with all these works we carried out.

During the pandemic period, we distributed more than 15 million hygiene kits to our passengers. With our #Tkextracare measures we carried out with Dr. Mehmet Öz, we constantly informed our passengers by trying to adapt our passengers and our operation to this difficult process.

We have meticulously implemented all the measures and innovations developed for our passengers to travel in a healthy and safe manner with the beginning of the pandemic period. We achieved the highest "Diamond" status in the health and safety review conducted by APEX and SimpliFlying which represents the highest level in 10 categories and 75 contact points, including contactless check-in processes, social distance application, extra cleaning measures, our hygiene experts, hygiene kits we offer and more.

For a more livable world, we will continue to work non-stop to support social development in our country and at all other flight points while reducing our environmental impacts from our activities.

SUSTAINABILITY PRINCIPLES FACTSHEET

A. General Principles	
A1. Strategy, Policies and Goals	
1	<p>The Board of Directors determines ESG priority issues, risks and opportunities and establishes ESG policies accordingly.</p> <p>MATERIAL ISSUES, 2019 Sustainability Report, Page 24 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p> <p>CORPORATE GOVERNANCE, Early Identification of Risk Committee, 2019 Sustainability Report, Page 28 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p> <p>Our policies, in addition to our Sustainability and Annual Reports, both on the Turkish Airlines corporate website and on the Turkish Airlines Investor Relations website, they are publicly disclosed under the Corporate Governance tab on the website. https://www.turkishairlines.com/en/tr/press-room/about-us/our-policy/ https://investor.turkishairlines.com/en https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p> <p>As a global brand and the national flag carrier airline of Turkey, we not only create economic value but also conduct all of our operations with the overarching targets of driving social prosperity, social contribution and environmental awareness. Our focus is aimed at positioning the Turkish business community as a key enabler of our country's efforts towards the 17 Sustainable Development Goals set forth by the United Nations. Our ways of doing business are constantly being revised as we look beyond today's gains and invest in the future, guided by a sustainability strategy built around seizing opportunities while mitigating potential risks that might arise from economic, environmental and social developments. We will continue to work for a better future for younger generations with our agile and dynamic organization and a business approach that is based on integrity, transparency and accountability. All the work we have carried out in the light of our sustainability policies will be discussed in detail in our 2020 Sustainability Report.</p>
2	<p>In terms of the effective implementation of these policies, in-partnership directives, business procedures etc. can be prepared. The Board of Directors takes decisions for these policies and declares to the public.</p> <p>Public Disclosure Policy, Authorities and Responsibilities, Page 2 https://investor.turkishairlines.com/Documents/kurumsal-saglikli-iletisim-ve-disicikure-uyduru_001.pdf</p> <p>Prepared by our Board of Directors within the Framework of Corporate Governance Principles, our Incorporation's Code of Ethics is published on our Incorporation's website. (Code of Ethics and Social Responsibility, 2019 Annual Report, Page 126) Our Ethical Values are publicly disclosed on the Turkish Airlines Investor Relations website under the Sustainability section of the Corporate Governance tab. https://investor.turkishairlines.com/Documents/sustainability/etik-degerler_001.pdf</p> <p>HUMAN RESOURCES POLICY, 2020 Annual Report, Page 106</p> <p>Dividend Policy https://investor.turkishairlines.com/en/corporate-governance/dividend-policy</p> <p>Donation Policy https://investor.turkishairlines.com/en/corporate-governance/donation-policy</p> <p>Remuneration Policy https://investor.turkishairlines.com/en/corporate-governance/remuneration-policy</p> <p>Our Environmental Policy is publicly disclosed on Turkish Airlines corporate website, Investor Relations website under the Corporate Governance tab and in our Sustainability Reports. https://www.turkishairlines.com/en/tr/press-room/about-us/our-policy/ https://investor.turkishairlines.com/en/corporate-governance/environmental-policy https://investor.turkishairlines.com/Documents/sustainability/ty-sustainability-report-2019-veby2.pdf (D019 Sustainability Report, Page 48)</p> <p>Our policies, in addition to our Sustainability and Annual Reports, both on the Turkish Airlines corporate website and on the Turkish Airlines Investor Relations website, are publicly disclosed under the Corporate Governance tab on the website. https://www.turkishairlines.com/en/tr/press-room/about-us/our-policy/ https://investor.turkishairlines.com/en https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p>
3	<p>Determines the Incorporation Strategy in accordance with the ESG policies, risks and opportunities.</p> <p>MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS, 2019 Sustainability Report, Page 6-7</p> <p>ENGAGING WITH STAKEHOLDERS, 2019 Sustainability Report, Page 19</p> <p>MATERIAL ISSUES, 2019 Sustainability Report, Page 24 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p> <p>SUSTAINABILITY MANAGEMENT, 2020 Annual Report, Page 111</p> <p>By evaluating our projections within the scope of many factors such as climate and environment especially, governance and social responsibility, we draw our strategy and direction of action in a way to benefit from the business opportunities offered by these factors. Our material issues that we updated by taking into account the pandemic conditions and all the work we have carried out with the focus of our sustainability approach will be included in detail in our 2020 Sustainability Report.</p>
4	<p>Determines the short and long term goals in line with the incorporation strategy and ESG policies and declares to the public.</p> <p>SHORT TERM TARGETS: ENVIRONMENTAL PRACTICES AND PERFORMANCE FOR 2019 (ENVIRONMENT, 2019 Sustainability Report, Pages 44-45)</p> <p>PERFORMANCE AND TARGETS, 2019 Sustainability Report, Pages 70-71</p> <p>2020-2021 TARGETS, 2019 Sustainability Report, Page 52</p> <p>OUR STRATEGIC PRIORITIES, Corporate Social Responsibility, 2019 Sustainability Report, Pages 12-13 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p> <p>LONG TERM TARGETS: CORPORATE SUSTAINABILITY MANAGEMENT, 2019 Sustainability Report, Page 22</p> <p>SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2019 Sustainability Report, Pages 25-26</p> <p>COMBATING CLIMATE CHANGE, COMMITMENTS AND TARGETS, 2019 Sustainability Report, Page 59 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p> <p>OUR 2021 PLANS WITH OUR NEW GENERATION AIRCRAFTS, 2020 Annual Report, Page 17</p> <p>SECTORAL DEVELOPMENTS AND 2021 EXPECTATIONS, 2020 Annual Report, Pages 24-28</p> <p>We aim to develop and maintain our sustainability efforts in line with the United Nations Sustainable Development Goals by developing day by day, taking into account the expectations of our stakeholders and related parties, our impacts on the supply chain and the environment, in line with the vision, mission and general strategy of our Incorporation. Besides in light of our responsible business approach, we in Turkish Airlines adopted targets determined by the International Air Transport Association (IATA) and work decisively to provide a contribution to such targets. Adopting the principles of transparency, justice, responsibility and accountability in all of its activities, our Incorporation will ensure that brand targets and values are adopted by its stakeholders and will continue to develop collaborations in line with its vision of adding value to its stakeholders by continuing to develop good governance practices. Our targets in the field of Environment 25th and 32nd; our targets in the Social field are 54th, 61st and 73rd; our targets in the Field of Governance are mentioned in Articles 59 and 70 and detailed information will be disclosed in our 2020 Sustainability Report in open to public access.</p>
A2. Implementation / Monitoring	
5	<p>Determines and publicly discloses the committee / units responsible for the implementation of ESG policies.</p> <p>In recent years, the increasing expectations of our investors, customers and associations regarding sustainability management have revealed the need for a more systematic and holistic management of sustainability efforts. In line with this need, in January 2020, Turkish Airlines Senior Management decided to establish a Corporate Sustainability Management Directorate under the Quality Assurance Department which directly reports to the General Manager. With the establishment of the Directorate, the sustainability activities carried out for Turkish Airlines units began to be managed in a more holistic and systematic manner and the relationship of our sustainability efforts with our business units is summarized in the table on page 23 of our 2019 Sustainability Report.</p> <p>CORPORATE SUSTAINABILITY MANAGEMENT, 2019 Sustainability Report, Page 23</p> <p>RELATIONSHIPS OF OUR SUSTAINABILITY ACTIVITIES WITH OUR BUSINESS UNITS, 2019 Sustainability Report, Page 23 https://investor.turkishairlines.com/Documents/sustainability/ty-sustainability-report-2019-veby2.pdf</p>
6	<p>The responsible committee / unit reports the activities carried out within the scope of the policies to the Board of Directors at least once a year and in any case within the maximum periods determined for the public disclosure of the annual activity reports in the relevant regulations of the Board.</p> <p>At Turkish Airlines, all environmental issues are managed by the Quality Assurance Department which is directly affiliated with the General Manager. Environmental Management Review Meetings are held regularly with the participation of senior management and Vice President Quality Assurance</p> <p>ENVIRONMENTAL MANAGEMENT, 2019 Sustainability Report, Page 47</p> <p>COMMITMENTS AND TARGETS, Fuel Executive Committee, 2019 Sustainability Report, Page 59 https://investor.turkishairlines.com/Documents/sustainability/ty-sustainability-report-2019-veby2.pdf</p>
7	<p>Forms implementation and action plans in line with the determined short and long term targets and declares to the public.</p> <p>OUR SUSTAINABILITY APPROACH, 2019 Sustainability Report, Page 18</p> <p>CORPORATE SUSTAINABILITY MANAGEMENT, 2019 Sustainability Report, Pages 22-23</p> <p>RESOURCE EFFICIENCY, 2019 Sustainability Report, Page 53</p> <p>OUR ACTIONS ON ENVIRONMENT, 2019 Sustainability Report, Page 49</p> <p>OUR ACTIONS TO COMBAT WITH CLIMATE CHANGE, 2019 Sustainability Report, Page 60</p> <p>ENVIRONMENTAL PRACTICES AND PERFORMANCE FOR 2019, 2019 Sustainability Report, Pages 44-45</p> <p>OUR STRATEGIC PRIORITIES, CORPORATE SOCIAL RESPONSIBILITY, 2019 Sustainability Report, Pages 12-13 https://investor.turkishairlines.com/Documents/sustainability/ty-sustainability-report-2019-veby2.pdf</p> <p>Our targets and practices in the field of Environment 25th, 32nd and 35th, 61st and 73rd to our targets and practices in the Social field; our targets and practices in the field of Governance are mentioned in Articles 54, 56, 69 and 70 and detailed information regarding the activities carried out in line with these goals will be disclosed to the public in our 2020 Sustainability Report.</p>
8	<p>Determines the ESG Key Performance Indicators (KPI) and announces them on a yearly basis.</p> <p>TURKISH AIRLINES KEY FIGURES FOR 2019, 2019 Sustainability Report, Page 11</p> <p>ENVIRONMENTAL DATA WITH NUMBERS, 2019 Sustainability Report, Page 43</p> <p>ENVIRONMENTAL PRACTICES AND PERFORMANCE FOR 2019, 2019 Sustainability Report, Pages 44-45</p> <p>Emission Data, 2019 Sustainability Report, Pages 108-109</p> <p>Natural gas, Electricity, Paper consumption amounts 2019 Sustainability Report, Page 54</p> <p>Waste amounts, 2019 Sustainability Report, Page 57</p> <p>Fuel and greenhouse gas saving amounts, 2019 Sustainability Report, Page 70</p> <p>Total fuel saving and Total greenhouse gas emissions quantity, 2019 Sustainability Report, Page 71 https://investor.turkishairlines.com/Documents/sustainability/ty-sustainability-report-2019-veby2.pdf</p> <p>The mobility of the aircraft in our fleet plays an important role in the service quality of Turkish Airlines which is deemed worthy of awards by the leading organizations of the industry. Ranking 4th among the top 10 airlines with an average age of 8.4, according to fleet size, our Incorporation is ranked 9th in the world in terms of fleet size among the airlines that carry out passenger transportation. (FLEET, 2020 Annual Report, Page 48)</p> <p>Indicators of our environmental, social and governance performance are included in the Environmental, Social and Sustainability Management sections of our Sustainability Reports, and current data will be made available to the public in our 2020 Sustainability Report.</p>
9	<p>In the presence of verifiable data, it presents KPIs with local and international sector comparisons.</p> <p>Greenhouse gas emission is the primary reason of the climate change which is one of the most challenging global problems. According to the Intergovernmental Panel on Climate Change (IPCC), the aviation industry generates approximately 2% of the world's man-made emissions of carbon dioxide (CO2). (COMBATING CLIMATE CHANGE, 2019 Sustainability Report, Page 58) https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p> <p>Air transportation is the first industry to have taken global actions and set extensive targets to minimize the CO2 emissions. "Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA)", restricting the CO2 emissions in order to attain these challenging targets, was adopted voluntarily by 83 governments including our country CORSIA is the first proposal encompassing the entire industry on global scale, and its preparation phase started in 2012. Immediately afterwards, the first pilot phase will be implemented in 2021. (COMMITMENTS AND TARGETS, 2019 Sustainability Report, Page 59) https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p> <p>CORSIA draft to which 88 countries participated as of January 1, 2021 adopts the approach of comparing the total amount of annual CO2 emission with the amount of emissions realized in the base year. In determining the offset requirement for the difference (gap) after the comparison, sectoral and individual growth factors will be calculated as of 2021. The sectoral growth rates calculated by the International Civil Aviation Organization (ICAO) are determined by looking at the emissions of all operators that are parties to the CORSIA, the sectoral growth factor percentage changes every year depending on the growth rate of the sector. The individual growth factor calculated by the country authorities is calculated by taking the base year value of only one operator as a reference. Implementation rules have been determined in accordance with the Implementation Instruction for International Aviation Carbon Equivalency and Reduction Scheme (IAT-CORSIA) published by the T.R. Ministry of Transport and Infrastructure General Directorate of Civil Aviation. https://web.dca.gov.tr/dca/icerik/icerikdetay.aspx?icerikID=2021-147-CORSIA.pdf</p> <p>Emissions of flights monitored and reported in 2019 in line with CORSIA in our Incorporation were verified by a third party independent verification body. Studies will continue in line with CORSIA requirements, verification of the data for 2020 will be ensured and emissions above the base year emission values will be neutralized in the following years.</p>
10	<p>Announces the innovation activities that improve the sustainability performance for business processes or products and services.</p> <p>SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2019 Sustainability Report, Pages 25-26</p> <p>DEVELOPMENT OF INNOVATION CULTURE AND PROMOTION OF EMPLOYEE ENGAGEMENT, 2019 Sustainability Report, Page 93 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p> <p>Aiming to process all internal and external sources and turn them into output, our Corporate Innovation System consists of many complementary activities. Detailed information on our 2020 innovative projects, reflecting our responsibility towards nature and future generations regarding sustainability, will be made available to the public in our 2020 Sustainability Report.</p>
A3. Reporting	
11	<p>Reports its sustainability performance, goals and actions at least once a year and makes it public.</p> <p>Our Incorporation regularly publishes the Sustainability Report which was first published in 2015 to present its sustainability performance and future plans to its stakeholders every year. We see sustainability reporting as an indispensable tool to evaluate our activities including non-financial criteria and to present the value we create with a holistic perspective. Turkish Airlines has readily continued its efforts and investments for a sustainable future in 2020 and has published its Sustainability Report for 2019 which includes sustainability studies that it carries out with a strategy focused on four pillars, each of which includes a number of material aspects, namely Governance, Economy, Environment and Social. https://investor.turkishairlines.com/Documents/sustainability/turkishairlines_rapori_english.pdf</p> <p>Turkish Airlines, one of the leading companies that shape sustainability in the aviation industry, will continue to systematically carry out its sustainability efforts in 2021 as well. Public access to the Sustainability Reports, published by our Incorporation every year, is available at the link of the Turkish Airlines Investor Relations website. https://investor.turkishairlines.com/en/corporate-governance/sustainability</p> <p>SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, 2020 Annual Report, Pages 137-138</p>
12	<p>Announces the information on sustainability activities within the scope of the annual report.</p> <p>SUSTAINABILITY PRINCIPLES COMPLIANCE STATEMENT, SUSTAINABILITY PRINCIPLES COMPLIANCE REPORT AND INFORMATION FORM, 2020 Annual Report, Pages 136-137</p> <p>Our Incorporation refers to the explanations within the scope of the Sustainability Principles Compliance Framework in the reporting of compliance with corporate governance principles within the scope of the Communiqué (II-17.1) on the Amendment of the Corporate Governance Communiqué (II-17.1), the Annual Report includes whether the sustainability principles are applied or not, and if not, a justified statement regarding this is included.</p>
13	<p>It is essential to share information that is important for stakeholders in terms of understanding the position, performance and development of the Incorporation in a direct and concise manner.</p> <p>Our Sustainability Reports, Annual Reports and Financial Reports are publicly available on the Turkish Airlines Investor Relations page under the "Financial and Operational Data" and "Corporate Governance" tabs. https://investor.turkishairlines.com/en</p>
14	<p>It can declare detailed information additionally and data on the corporate website and prepare separate reports that directly meet the needs of different stakeholders.</p> <p>In addition to our Sustainability Report, Annual Reports and Financial Reports on the Turkish Airlines Investor Relations Page, Investor Information Presentation, Information on Corporate Governance, Press Bulletins, Stock Market Disclosures, Stock Information and Policies are publicly disclosed. https://investor.turkishairlines.com/en</p>

15	Takes maximum care in terms of transparency and reliability.	<p>ADDING VALUE TO STAKEHOLDERS, 2020 Annual Report, page 35</p> <p>CORPORATE GOVERNANCE, 2019 Sustainability Report, Page 27 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>STATEMENT OF COMPLIANCE WITH CORPORATE GOVERNANCE PRINCIPLES, 2020 Annual Report, Page 124</p>
16	Announces detachedly all kinds of development on the priority issues in disclosures and reporting within the scope of balanced approach.	<p>MATERIAL ISSUES, 2019 Sustainability Report, Page 24 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2019 Sustainability Report, Pages 25-26 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>EVALUATION OF THE BOARD OF DIRECTORS ON THE 2020 RESULTS, 2020 Annual Report, Page 158</p> <p>Our material issues, which have been updated in consideration of the pandemic, will be detailed in our 2020 Sustainability Report.</p>
17	Gives information about which of the United Nations (UN) 2030 Sustainable Development Goals its activities are related to.	<p>MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS, 2019 Sustainability Report, Page 6</p> <p>CORPORATE SUSTAINABILITY MANAGEMENT, 2019 Sustainability Report, Page 22</p> <p>SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2019 Sustainability Report, Pages 25-26 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>The Sustainable Development Goals (SDG) Map which will be updated by taking into account our material issues in 2020 will be included in detail in our 2020 Sustainability Report.</p>
18	Makes an explanation regarding the lawsuits filed and / or concluded against environmental, social and corporate governance issues.	<p>BUSINESS ETHICS, 2019 Sustainability Report, Page 32 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>LEGAL INFORMATION- LEGAL TEXTS, 2020 Annual Report, Page 360</p> <p>In 2020, no evidence was detected against our Incorporation regarding violation of the competition rule in the country or abroad, administrative or judicial sanctions were not imposed on the issue and no lawsuits were filed against our Incorporation for damage to the environment.</p>
A4. Verification		
19	verified by independent third parties (independent sustainability assurance providers) declares its sustainability performance measurements to the public and endeavors to increase such verification processes.	<p>2019 Scope 1 and Scope 2 greenhouse gas emissions of our Incorporation were calculated according to TS EN ISO 14064-1 standard and a greenhouse gas report was drawn up, the greenhouse gas statement was verified by the independent audit firm according to TS EN ISO 14064-1. VERIFICATION STATEMENT OF GREENHOUSE GAS DECLARATION for our 2018 emissions is available on the 111th page of our 2019 Sustainability Report, and the explanations of our current report will be included in our 2020 Sustainability Report. (GREENHOUSE GAS VERIFICATION STATEMENT, 2019 Sustainability Report, Page 111) https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>In line with the International Aviation Carbon Offsetting and Reduction Scheme (CORSIA) which was implemented by the International Civil Aviation Organization (ICAO) and which we voluntarily undertake to implement from the pilot phase, the emissions of the flights monitored and reported in 2020 were verified by the third party independent verification body. Detailed information on the activities carried out will be accessible to the public in our 2020 Sustainability Report.</p> <p>Within the scope of the EU ETS, the scope of which is limited to flights taking off and landing within the borders of the European Economic Area in 2016 by the European Union, we directly monitor, calculate and have our emissions verified by an authorized independent certification body. As we declared in our Emission Report submitted to the German Emission Authority (DENEU), 4.203 tons of fuel was consumed in 686 flights within Europe in 2020. In these flights, a total of 14.352 EU General Allowance (EUA) payments were made to offset all 13.240 tons of carbon emissions emitted from fuel consumption. Detailed information on the work carried out will be publicly disclosed in our 2020 Sustainability Report.</p> <p>All information regarding our sustainability performance is disclosed to the public in our Sustainability Reports published annually under the Corporate Governance tab on the Turkish Airlines Investor Relations page, and efforts will be made to increase the verification processes for sustainability performance measurements. https://investor.turkishairlines.com/en/corporate-governance/sustainability</p>
B. Environmental Principles		
20	Announces the policies and practices, action plans, environmental management systems (known as the ISO 14001 standard) and programs in the field of environmental management.	<p>Our Environmental Policy is publicly available on the Turkish Airlines corporate website, on the Turkish Airlines Investor Relations website under the Corporate Governance tab and also in our Sustainability Reports. https://www.turkishairlines.com/en/newsroom/about-us/our-policy/ https://investor.turkishairlines.com/en/corporate-governance/environmental-policy</p> <p>OUR ENVIRONMENTAL POLICY, 2019 Sustainability Report, Page 48</p> <p>ENVIRONMENTAL PRACTICES AND TARGETS, 2019 Sustainability Report, Pages 44-45</p> <p>TS EN ISO 14001 2015 ENVIRONMENTAL MANAGEMENT SYSTEM, 2019 Sustainability Report, Page 50 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>ENVIRONMENTAL MANAGEMENT SYSTEMS, 2020 Annual Report, Page 110</p> <p>MANAGEMENT SYSTEM CERTIFICATES https://investor.turkishairlines.com/en/corporate-governance/management-system-certificates</p> <p>In 2020, the interim surveillance audit performed by the third party audit organization within the scope of TS EN ISO 14001 Environmental Management System was successfully completed, and the continuity of the TS EN ISO 14001 Environmental Management System Certificate was ensured.</p> <p>Our Incorporation, which adopts the principle of "Continuous Improvement", participated in the IATA Environmental Assessment (EWA) Management System Program implemented by the International Air Transport Association (IATA) for airline companies in 2020 in order to strengthen the environmental management system with the requirements specific to the aviation industry. Our action plan which we have created within the scope of our material issues updated in consideration of the pandemic will be included in detail in our 2020 Sustainability Report.</p>
21	Complies with environmental laws and other relevant regulations and announces them.	<p>ENVIRONMENTAL MANAGEMENT, 2019 Sustainability Report, Page 46 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>WASTE MANAGEMENT, 2019 Sustainability Report, Page 55</p> <p>COMMITMENTS AND TARGETS, 2019 Sustainability Report, Page 59</p> <p>RELATED ORGANIZATIONS & ASSOCIATIONS, 2019 Sustainability Report, Page 21 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, 2020 Annual Report, Pages 137-138</p> <p>In addition to our normal operation, the management of wastes such as disposable masks and gloves due to the pandemic was evaluated within the framework of the "Circular on Covid-19 Measures in the Management of Personal Hygiene Material Wastes such as Disposable Masks, Gloves" published in April by the Ministry of Environment, Urbanization and Climate Change. It is carried out in all our domestic work areas, especially in Istanbul. In this context, additional waste bins have been placed at our locations and our employees have been provided with the necessary training.</p> <p>In 2020, the Primary Certificate was obtained at the Head Office, Halkal Technology and Yenibosna buildings within the scope of the Presidency Zero Waste Project and the necessary infrastructure and conditions for obtaining the Gold Certificate were provided at a rate of %300.</p> <p>The European Union Emission Trading System (EU ETS), the G21 4888 Greenhouse Gas Calculation and Verification Management System and the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), which has been implemented by the International Civil Aviation Organization (ICAO), is in the 59th article. The developments in 2020 regarding the TS EN ISO 14001 Environmental Management System and IATA's Environmental Management System - IATA Environmental Assessment (EWA) Program are explained in Article 20, and detailed information on the subject will be made available to the public in our 2020 Sustainability Report.</p>
22	Announces the limitations regarding with the reporting conditions and data collecting process, reporting date, reporting period, boundary of the environmental report to be included in the report which is going to be prepared within the scope of Sustainability Principles.	<p>ABOUT THE REPORT, 2019 Sustainability Report, Page 3 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>In our Sustainability Reports, information on issues such as the limit of the report, the reporting period and the reporting standard is provided under the heading "ABOUT THE REPORT" and our 2020 Sustainability Report will also include information within this scope.</p>
23	Announces the senior responsible individual, relevant committees and their duties in the Incorporation on the issue of environment and climate change.	<p>ENVIRONMENTAL MANAGEMENT, 2019 Sustainability Report, Page 47</p> <p>COMMITMENTS AND TARGETS, 2019 Sustainability Report, Page 59</p> <p>COMBATING CLIMATE CHANGE, 2019 Sustainability Report, Page 58 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p>
24	Announces the incentives it offers for the management of environmental issues, including the achievement of objectives.	<p>CORSIA, 2019 Sustainability Report, Page 50</p> <p>SUSTAINABLE BIO-FUELS, 2019 Sustainability Report, Page 60</p> <p>WASTE MANAGEMENT, 2019 Sustainability Report, Page 55</p> <p>WASTE MANAGEMENT, 2019 Sustainability Report, Page 56</p> <p>RESOURCE EFFICIENCY, 2019 Sustainability Report, Page 53</p> <p>2020-2021 TARGETS, 2019 Sustainability Report, Page 52</p> <p>DEVELOPMENT OF INNOVATION CULTURE AND PROMOTION OF EMPLOYEE ENGAGEMENT, 2019 Sustainability Report, Page 93 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>CORPORATE INNOVATION, 2020 Annual Report, Pages 90-91</p> <p>At Turkish Airlines, we evaluate the environmental impacts of all our activities with this sense of responsibility. We prioritize elimination of the negative impacts, and if we cannot eliminate them we create action plans to minimize them. Our programs to prevent or minimize the potential negative effects of the products and / or services we offer in 2020 are explained in Article 35 and detailed information on the subject will be made publicly available in our 2020 Sustainability Report.</p>
25	Announces how environmental issues are integrated into business targets and strategies.	<p>MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS, 2019 Sustainability Report, Pages 6-7</p> <p>OUR SUSTAINABILITY APPROACH, 2019 Sustainability Report, Page 18</p> <p>CORPORATE SUSTAINABILITY MANAGEMENT, 2019 Sustainability Report, Pages 22-23</p> <p>COMMITMENTS AND TARGETS, 2019 Sustainability Report, Page 59</p> <p>2019 DEVELOPMENTS, 2019 Sustainability Report, Page 61</p> <p>ENVIRONMENTAL PRACTICES AND TARGETS, 2019 Sustainability Report, Pages 44-45 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>At Turkish Airlines, in line with our commitment to "considering people and the environment while growing", as stated in our environmental policy, while expanding our flight network and expanding our fleet, we have primarily aimed to minimize our potential negative environmental impacts and leave a livable world to future generations. With the environmental aspect and environmental impact assessment studies we conduct in line with this purpose, we determine the environmental aspects and environmental impacts that may arise from all activities, products and services of our Incorporation, we carry out corrective actions to eliminate or minimize these environmental impacts and apply methods for improvement. Our environmental aspects list, prepared in line with our environmental strategy, is publicly published in the Sustainability Section under the Corporate Governance tab on the Turkish Airlines Investor Relations Page. Significant changes environmental aspects resulting from our activities in 2020, including pandemic impacts, are updated on this list. https://investor.turkishairlines.com/Documents/rtb-a-environmental-impacts-and-aspects-list-2021.pdf</p>
26	Announces the sustainability performances for business processes or products and services and the activities to improve this performance.	<p>OUR ENVIRONMENTAL POLICY, 2019 Sustainability Report, Page 48</p> <p>SUSTAINABILITY EVALUATIONS, 2019 Sustainability Report, Page 51</p> <p>The actions and curative activities we have taken are as follows: OUR ACTIONS ON ENVIRONMENT, 2019 Sustainability Report, Page 49</p> <p>OUR ACTIONS TO COMBAT WITH CLIMATE CHANGE, 2019 Sustainability Report, Page 60 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>Our Incorporation is entitled to be included in the BIST Sustainability Index in 2020 also, in which the increase on the knowledge and practices on sustainability is aimed and companies with high level performances on corporate sustainability traded on Borsa Istanbul. https://www.borsaststanbul.com/BIST/bist-sustainability-index-the-list-of-companies-subject-to-assessment-in-2020-is-published https://www.borsaststanbul.com/BIST/best-sustainability-index-the-list-of-companies-subject-to-assessment-2020.pdf</p> <p>In 2020, our partnership voluntarily participated in the performance evaluations of international indices and sustainability rating institutions, including DJSI, FTSE4Good, MSCI, EcoVadis, Sustainalytics, Vigeo Eiris and TR and information related to the subject will be publicly available in our 2020 Sustainability Report.</p>
27	Announces how it manages environmental issues along the Incorporation value chain and integrates suppliers and customers into its strategies, not just in terms of direct operations.	<p>CORPORATE SUSTAINABILITY MANAGEMENT, 2019 Sustainability Report, Page 22</p> <p>THE AVIATION SECTOR'S SUPPLY CHAIN, 2019 Sustainability Report, Page 38</p> <p>SUSTAINABLE EXTENSIVE SERVICE, 2019 Sustainability Report, Page 85 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>CORPORATE AND OPERATIONAL PRACTICES, 2020 Annual Report, Pages 99-101</p> <p>OCCUPATIONAL HEALTH AND SAFETY, 2020 Annual Report, Page 107</p> <p>COMPLIANCE MANAGEMENT, 2020 Annual Report, Pages 108-109</p> <p>INFORMATION SECURITY, 2020 Annual Report, Page 110</p> <p>The products of ISO 22000 certified suppliers are preferred in the catering services of our Incorporation and 98% of our food are supplied domestically. The detailed evaluation of suppliers in the selection process within the scope of the "Supplier Evaluation Procedure" continued in 2020. In addition to this, despite the fact that the supply we have realized due to the pandemic is lower in terms of variety and quantity compared to previous years, there has been no change in the purchasing and goods acceptance processes. While COVID-19 precautions are meticulously implemented in our internal processes, the work of our suppliers in this context has also been closely followed.</p>
28	Whether it is involved in policy-making processes in environmental issues (sectoral, regional, national and international), announces the cooperations it has made with the associations, related organizations and non-governmental organizations it is a member of on the subject of environment and if any, the actions it has taken and the activities it supports.	<p>ENVIRONMENTAL MANAGEMENT, 2019 Sustainability Report, Page 46-47</p> <p>RELATED ORGANIZATIONS & ASSOCIATIONS 2019 Sustainability Report, Page 21 https://investor.turkishairlines.com/Documents/sustainability/turkishairlines-report-en-2020.pdf</p> <p>A SUSTAINABLE QUALITY UNDERSTANDING WITH THE COMPLIANCE MONITORING SYSTEM, 2020 Annual Report, Pages 108-109</p> <p>In the project of Partnership of Market Readiness (PMR) Turkey conducted by Environment and Urban Planning Ministry and the World Bank including carbon pricing mechanisms related to capacity building, including awareness raising and training activities, we share our experiences specific to aviation industry.</p>

29	<p>In light of environmental indicators (Greenhouse gas emissions (Scope 1 (Direct), Scope 2 (Energy indirect), Scope 3 (Other indirect) 1, air quality, energy management, water and wastewater management, waste management, biodiversity impacts) reported periodically comparable information on environmental impacts.</p>	<p>2019 ENVIRONMENTAL PRACTICES AND TARGETS, 2019 Sustainability Report, Page 44-45 Emission Data, 2019 Sustainability Report, Page 108-109 Natural gas and Electricity Consumption, RESOURCE EFFICIENCY, 2019 Sustainability Report, Page 54 Waste amounts, WASTE MANAGEMENT, 2019 Sustainability Report, Page 57 Fuel consumption and greenhouse gas emissions values, PERFORMANCE AND TARGETS, 2019 Sustainability Report, Page 70 https://investor.turkishairlines.com/Documents/Sustainability/SustainabilityReports/2019%20Sustainability%20Report</p> <p>All flight activities performed within the scope of ISO 14064 Standard in 2019 and the emissions monitored and reported within the scope of Scope 1 and Scope 2 Greenhouse Gas Emissions arising from the Istanbul, Ankara and Izmir working areas of the incorporation were verified by an independent third party verifier in 2020. As stated in our confirmed Greenhouse Gas Declaration, our Scope 1 emissions were 17,874,081 tCO₂e, our Scope 2 emissions were 43,042,916 tCO₂e and our total emission amount was 17,877,124 tCO₂e. In this context, the total emission values realized as 15,581,529.84 tCO₂e in 2017, 17,028,599 tCO₂e in 2018 and 17,877,124 tCO₂e in 2019 are presented comparatively in our Sustainability Reports on a yearly basis. Our studies on energy management, waste management and water management are included in articles 31, 35 and 42, and detailed information on the subject and the VERIFICATION STATEMENT OF GREENHOUSE GAS DECLARATION regarding our emissions confirmed in 2020 will be included in our 2020 Sustainability Report.</p>
30	<p>Describe the standard, protocol, methodology and base year details used to collect and calculate its data.</p>	<p>ABOUT THE REPORT, 2019 Sustainability Report, Page 3 GREENHOUSE GAS VERIFICATION STATEMENT, 2019 Sustainability Report, Page 111 GRI CONTENT INDEX, 2019 Sustainability Report, Pages 112-117 COMMITMENTS AND TARGETS, 2019 Sustainability Report, Page 59 CORSA, 2019 Sustainability Report, Page 59 https://investor.turkishairlines.com/Documents/Sustainability/SustainabilityReports/2019%20Sustainability%20Report</p> <p>Implementation rules have been determined in accordance with the Implementation Instruction for International Aviation Carbon Equalization and Reduction Scheme (SHT-CORSA) published by the Ministry of Transport and Infrastructure General Directorate of Civil Aviation. http://web.dgm.gov.tr/documents/yulhavaciligi/tecr/mevzuat/ankonun/fatmatat/2020/SHT-CORSA.pdf</p> <p>SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, 2020 Annual Report, Pages 137-138</p> <p>The Carbon Offsetting and Reduction Scheme for International Aviation (CORSA), which in 88 countries participated as of January 1, 2021, adopts the approach of comparing the total annual CO₂ emission amount with the amount of emissions realized in the base year. In conjunction with the relevant methodology explained in Article 5, offset requirements will be calculated by taking into account 100% sectoral emission growth factor from 2021 to 2029, 80% sectoral and 20% individual between 2030-2032, 30% sectoral and 70% individual emission growth factor between 2033-2035. Emissions of flights monitored and reported in accordance with CORSA in 2019 at our incorporation were verified by a third-party independent verification body. Our studies in line with CORSA requirements will continue; verification of the data for 2020 will also be ensured and emissions that remain above the base year emission values in the following years will be neutralized.</p> <p>Emissions monitored and reported within the scope of Scope 1 and Scope 2 Greenhouse Gas Emissions resulting from all flight activities carried out with the Istanbul, Ankara and Izmir working areas of the incorporation within the scope of the ISO 14064 Standard in 2019, were verified by an independent third party verifier in 2020.</p> <p>Our Sustainability Reports are prepared in accordance with the Global Reporting Initiative (GRI) Standard and detailed information on the work carried out will be publicly available in our 2020 Sustainability Report.</p>
31	<p>Describe the status of the environmental indicators for the reporting year (increase or decrease) in comparison with previous years.</p>	<p>ENVIRONMENTAL DATA WITH NUMBERS, 2019 Sustainability Report, Page 41 ENVIRONMENTAL PRACTICES AND PERFORMANCE FOR 2019, 2019 Sustainability Report, Pages 44-45 Emission Data, 2019 Sustainability Report, Pages 108-109 Natural gas, Electricity, Paper consumption amount, 2019 Sustainability Report, Page 54 Waste amounts, 2019 Sustainability Report, Page 57 Fuel consumption and greenhouse gas emissions values, 2019 Sustainability Report, Page 70 Fuel and greenhouse gas saving amounts, 2019 Sustainability Report, Page 71 https://investor.turkishairlines.com/Documents/Sustainability/SustainabilityReports/2019%20Sustainability%20Report</p> <p>SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, 2020 Annual Report, Pages 137-138</p> <p>In 2020, in the Headquarters, Yenibosna and Technology campuses of our incorporation are realized as follows: Electricity Consumption: 260,65 kWh/person Water Consumption: 14.73 m³/person Natural gas consumption: 10.32 m³/person and 100% compliance was achieved with the 2020 targets. 35,962 kg of hazardous waste was sent to companies with the relevant environmental permit and license, 1,232,991 kg of non-hazardous waste and packaging waste for recycling.</p> <p>Under the harsh conditions of the 2020 pandemic, thanks to our fuel saving practices successfully implemented, 22,760 tons of fuel was saved and 71,695 tons of CO₂ emission was prevented.</p> <p>As we declared in our Emission Report submitted to the German Emission Authority (DEHSt), 4,203 tons of fuel was consumed in 686 flights within Europe in 2019. In these flights, a total of 4,352 EU General Allowance (EUA) payments were made to offset all 13,240 tons of carbon emissions emitted from fuel consumption. The remaining 1,112 carbon credits will be used for offsetting 2020 emissions.</p> <p>Emissions monitored and reported within the scope of Scope 1 and Scope 2 Greenhouse Gas Emissions resulting from all flight activities carried out with the Istanbul, Ankara and Izmir working areas of the incorporation within the scope of the ISO 14064 Standard in 2019 were verified by an independent third party verifier in 2020. As stated in our confirmed Greenhouse Gas Declaration, our Scope 1 emissions were 17,874,081 tCO₂e, our Scope 2 emissions were 43,042,916 tCO₂e and our total emission amount was 17,877,124 tCO₂e. In this context, the total emission values realized as 15,581,529.84 tCO₂e in 2017, 17,028,599 tCO₂e in 2018 and 17,877,124 tCO₂e in 2019 are presented comparatively on a yearly basis. Detailed information on the subject and the VERIFICATION STATEMENT OF GREENHOUSE GAS DECLARATION regarding our verified emissions will be included in our 2020 Sustainability Report.</p> <p>Detailed information on our environmental indicators are included in the graphics in the ENVIRONMENTAL SECTION of the ENVIRONMENTAL PRACTICES AND TARGETS Table and Performance Tables and the updated data will be publicly available in our https://investor.turkishairlines.com.</p>
32	<p>Set short and long term goals to reduce their environmental impact and announce these goals. It is recommended that these goals should be determined based on Science as suggested by the United Nations Conference of the Parties on Climate Change.</p>	<p>SHORT TERM TARGETS ENVIRONMENTAL PRACTICES AND TARGETS TABLE 2019 Sustainability Report, Pages 44-45 2020-2021 TARGETS, 2019 Sustainability Report, Page 52 FUEL EFFICIENCY AND REDUCTION OF OUR GREENHOUSE GAS EMISSIONS 2019 Sustainability Report, Page 62-71 https://investor.turkishairlines.com/Documents/Sustainability/SustainabilityReports/2019%20Sustainability%20Report</p> <p>LONG TERM TARGETS CORPORATE SUSTAINABILITY MANAGEMENT, 2019 Sustainability Report, Page 22 SUSTAINABLE DEVELOPMENT (UN) SDG MAP, 2019 Sustainability Report, Pages 25, 26 COMMITMENTS AND TARGETS, 2019 Sustainability Report, Page 59 https://investor.turkishairlines.com/Documents/Sustainability/SustainabilityReports/2019%20Sustainability%20Report</p> <p>*Ensuring the continuity of compliance with environmental regulations, *Non-occurrence of any environmental accident, emergency or incident. *Continuation of the TS EN ISO 14001 Environmental Management System (EMS) Certificate, *Escalation of environmental issues to the Management Review Meetings, and assessment thereof by the senior management, *Monitoring of the greenhouse gas resources. *By maintaining the studies in line with the requirements of the Carbon Conversion and Reduction Program for International Aviation Activities (CORSA), verifying the emission data for the year 2020 and neutralizing the emissions that remain above the base year's emission values in the following years **In addition to our target relating with the aim to continue our support activities for our TUBITAK priority area project "Microalgae Based Sustainable Bio-let Fuel Project (MICRO-LET)", maintaining our impacts on the supply chain and the environment in every field in which our incorporation operates in line with the United Nations Sustainable Development Goals and in the light of our responsible business approach, by adopting these targets as Turkish Airlines. "To achieve an annual average 1.5% increase in fuel efficiency for 2009-2020, to stabilize aviation net emissions at the 2020 level through carbon neutral growth from 2020, to reduce aviation-related net carbon emissions to half the 2005 level by 2050" as determined by IATA, we will continue to work devotedly to achieve these targets.</p> <p>Up-to-date information on our short and long term targets will also be made publicly available in our 2020 Sustainability Report.</p>
33	<p>If there is progress in the reporting year according to the targets set before, it provides information on the subject.</p>	<p>In the 2019 ENVIRONMENTAL PRACTICES AND TARGETS TABLE, the rate of compliance with the previous year's targets is stated (2019 Sustainability Report, ENVIRONMENTAL PRACTICES AND PERFORMANCE FOR 2019, Pages 44-45) https://investor.turkishairlines.com/Documents/Sustainability/SustainabilityReports/2019%20Sustainability%20Report</p> <p>Comprehensive information about the actions we have taken to reduce environmental indicators, the projects and initiatives we have undertaken, and the environmental performance indicators are included in the graphics in the Environment Section of our Sustainability Reports and in the ENVIRONMENTAL PRACTICES AND TARGETS Table, our table to be revised with up-to-date data and information on the compliance with the targets, it will be made available to the public in our 2020 Sustainability Report.</p>
34	<p>Announces the strategy and actions to combat the climate crisis.</p>	<p>It is explained in detail in the "COMBATING CLIMATE CHANGE" section of our 2019 Sustainability Report - COMBATING CLIMATE CHANGE, Pages 58-61 https://investor.turkishairlines.com/Documents/Sustainability/SustainabilityReports/2019%20Sustainability%20Report</p> <p>As Turkish Airlines, we are determined to tackle climate change, one of the most important environmental problems in the world. In this context, we carry out multi-faceted studies within the incorporation to eliminate and reduce the factors that may affect climate change. Supporting initiatives related to fuel efficiency, taking measures to reduce natural resource consumption and greenhouse gas emissions are some of our works we carry out for this purpose. In addition to these, the measures taken by international aviation authorities against climate change are also supported by our incorporation and the requirements are fulfilled. In addition to the work in Article 35, we closely follow technological developments, modernize our fleet, and aim to reduce emissions as well as noise levels thanks to new generation environmentally friendly aircraft. In this context, 2020 developments regarding the work we carry out within the scope of combating climate change will be presented extensively in our 2020 Sustainability Report.</p>
35	<p>Describe the program or procedures for preventing or minimizing the potential negative impact of the products and/or services it offers; announces the actions of third parties to reduce greenhouse gas emissions.</p>	<p>CORSA, 2019 Sustainability Report, Page 50 SUSTAINABLE BIO-FUELS, 2019 Sustainability Report, Page 60 WASTE MANAGEMENT, 2019 Sustainability Report, Pages 55-56 2020-2021 TARGETS, 2019 Sustainability Report, Page 52 https://investor.turkishairlines.com/Documents/Sustainability/SustainabilityReports/2019%20Sustainability%20Report</p> <p>COMPLIANCE MONITORING AND SUSTAINABILITY MANAGEMENT, MANAGEMENT OF GREENHOUSE GAS EMISSIONS, 2020 Annual Report, Page 111 SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, 2020 Annual Report, Page 137 MANAGEMENT SYSTEM CERTIFICATES https://investor.turkishairlines.com/Documents/Corporate-Governance/Management-System-Certificates</p> <p>Turkish Airlines adopts a systematic approach that manages its environmental impacts, pays attention to the use of environmentally friendly technologies, ensures the health and safety of all its stakeholders, manages risks by being aware of its risks, and takes precautions by predicting emergencies that may occur in this direction incorporation; • Determines the environmental aspects and environmental impacts arising from its activities, accordingly, by defining the actions to be taken in order to minimize or if possible eliminate negative environmental impacts, the method applied in PR.10.18.035 Environmental Aspects and Environmental Impact Assessment Procedure. • PR.10.18.059 describes the method applied by the incorporation in order to determine, define, prioritize the environmental risks and opportunities, to assign the individuals responsible, to determine the existing measures and additional measures that can be taken for the improvement of the risks in PR.10.18.059 Environmental Risk and Opportunity Management Procedure.</p> <p>In 2020, the interim surveillance audit performed by the third party audit organization within the scope of TS EN ISO 14001 Environmental Management System was successfully completed, and the continuity of the TS EN ISO 14001 Environmental Management System additional Certificate was ensured.</p> <p>Our incorporation which adopts the principle of "Continuous Improvement" participated in the IATA Environmental Assessment (EWA) Management System Program implemented by the International Air Transport Association (IATA) for airline companies in 2020 in order to strengthen the environmental management system with the requirements specific to the aviation industry.</p> <p>In the light of our responsible business approach, we, as Turkish Airlines, work collectively in line with the targets we have set to reduce our greenhouse gas emissions and carbon footprint by increasing our fuel efficiency. In this context, we have been successfully running a comprehensive fuel efficiency program since 2008 which will contribute to the collective effort of the aviation industry against climate change. With more than 100 projects we have implemented, we have increased our flight efficiency by approximately 20%. Due to the pandemic, 58% decrease especially in passenger flights of our incorporation compared to 2019 caused a decrease in the amount of fuel savings compared to the previous year. Under the harsh conditions of the 2020 pandemic, thanks to our fuel-saving practices successfully implemented, 22,760 tons of fuel was saved and 71,695 tons of CO₂ emission was prevented.</p> <p>Emissions monitored and reported within the scope of Scope 1 and Scope 2 Greenhouse Gas Emissions resulting from all flight activities carried out with the Istanbul, Ankara and Izmir working areas of the incorporation within the scope of the ISO 14064 Standard in 2019, were verified by an independent third party verifier in 2020. As stated in our confirmed Greenhouse Gas Declaration, our Scope 1 emissions were 17,874,081 tCO₂e, our Scope 2 emissions were 43,042,916 tCO₂e and our total emission amount was 17,877,124 tCO₂e. In this context, the total emission values realized as 15,581,529.84 tCO₂e in 2017, 17,028,599 tCO₂e in 2018 and 17,877,124 tCO₂e in 2019 are presented comparatively on a yearly basis. Detailed information on the subject and the VERIFICATION STATEMENT OF GREENHOUSE GAS DECLARATION regarding our verified emissions will be included in our 2020 Sustainability Report.</p> <p>In line with the International Aviation Carbon Offsetting and Reduction Scheme (CORSA), which was implemented by the International Civil Aviation Organization (ICAO) and which we voluntarily undertake to implement from the pilot phase, the emissions of the flights monitored and reported in 2019 were verified by the third-party independent verification body. Studies in line with CORSA requirements will be continued; verification of the data for 2020 will also be ensured, and emissions that remain above the base year emission values in the following years will be neutralized.</p> <p>Within the scope of the EU ETS, the scope of which is limited to flights taking off and landing within the borders of the European Economic Area in 2016 by the European Union, we directly monitor, calculate and verify our emissions by an independent certification body. As we declared in our Emission Report submitted to the German Emission Authority (DEHSt), 4,203 tons of fuel was consumed in 686 flights within Europe in 2019. In these flights, a total of 4,352 EU General Allowance (EUA) payments were made to offset all 13,240 tons of carbon emissions emitted from fuel consumption.</p> <p>Our TUBITAK priority area project titled "Microalgae Based Sustainable Bio-let Fuel Project (MICRO-LET)", which we have implemented jointly with Boğaziçi University regarding the use of sustainable fuel, has been accepted and it is planned to use biofuels tested by Türk Hava Yolları Teknis A.Ş.</p> <p>Due to the pandemic, 11,265,198 Hygiene Sets were served to our passengers as of June, and 2,221,200 pieces of disinfectants in 50 ml plastic packages were provided within the hygiene sets served on our flights over 4 hours. In addition to our normal operation, the management of waste such as disposable masks and gloves due to the pandemic was evaluated within the framework of the "Circular on COVID-19 Measures in the Management of Personal Hygiene Material Waste such as Disposable Masks, Gloves" published in April by the Ministry of Environment, Urbanization and Climate Change of the Republic of Turkey. In this context, additional waste bins have been placed at our locations and our employees have been provided with the necessary training. In 2020, 35,962 kg of hazardous waste was sent to companies with relevant environmental permits and licenses, and 1,232,991 kg of non-hazardous waste and packaging waste was sent for recycling.</p> <p>Within the scope of the suspension of flights due to the pandemic and COVID-19 measures, in-cabin waste separation could be implemented in the first two months of 2020. Instead of plastic bags, we continued to use biodegradable bags full compliance with the standard of TS EN 13432 "Packaging biodegradation and composting and recyclable packaging materials" in our carphone and blanket packages. The toy service we offer with the concept of "Play Necessary" has been suspended during the pandemic period. As of 2019, all travel and toy sets started to be served without outer packaging bags, and the service of 2,400,000 toy and travel sets planned to be distributed in 2020 was stopped due to the pandemic.</p> <p>In 2020, the Primary Certificate was obtained at the Headquarters, Halkalı Technology and Yenibosna buildings within the scope of the Presidency Zero Waste Project, and the necessary infrastructure and conditions for obtaining the Gold Certificate were provided at a rate of 100%.</p> <p>In our newly facilities put into use, the energy consumption of our Dynamic UPS and generator used for uninterruptible power supply was monitored and the optimum usage was studied. The amount of transformer needed according to the capacities was determined and the amount of transformer used was reduced when deemed necessary. In addition, savings have been achieved by applying local solutions such as split air conditioners in order to fully open the entire central system for constantly incoming units. In order to reduce the use of natural gas, the unused areas of the buildings were actively monitored and the heating programming was made during the hibernating period, and the heating system in some facilities was completely turned off. In order to use the fuel gas waste heat in the boiler system of the Head Office building, an economizer was installed in the system, resulting in savings. At the same time, no construction work was carried out in 2020 due to the pandemic.</p> <p>In the environmental field in 2020, detailed information on our work on fuel efficiency, alternative fuels (sustainable biofuels), noise management, emission management, air pollution, climate change, technical service and catering services with reduced negative environmental effects (sustainable catering), waste management and use of natural resources will be publicly available in our 2020 Sustainability Report.</p>
36	<p>Announces the actions taken to reduce its environmental impacts, the total number of projects and initiatives carried out and the environmental benefits / profits and cost savings they provide.</p>	<p>OUR ACTIONS, 2019 DEVELOPMENTS, 2019 Sustainability Report, Pages 49-51 OUR ACTIONS TO COMBAT WITH CLIMATE CHANGE 2019 GELİŞİMLER, 2019 Sustainability Report, Page 60-61 ENVIRONMENT, 2019 Sustainability Report, Page 43 https://investor.turkishairlines.com/Documents/Sustainability/SustainabilityReports/2019%20Sustainability%20Report</p> <p>SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, 2020 Annual Report, Page 137</p> <p>As Turkish Airlines, we evaluate the environmental impacts of all our activities with this sense of responsibility. We prioritize elimination of the negative impacts, and if we cannot eliminate them we create action plans to minimize them. Our programs to prevent or minimize the potential negative impact of the products and/or services we offer in 2020 are explained in Article 35 and detailed information on the subject will be made publicly available in our 2020 Sustainability Report.</p>

37	Reports the total energy consumption data (excluding raw materials) and explains the energy consumption as Scope 1 and Scope 2.	<p>RESOURCE EFFICIENCY, 2019 Sustainability Report, Page 53-54 ENVIRONMENTAL PRACTICES AND TARGETS TABLE, 2019 Sustainability Report, Page 44 Emission Data, 2019 Sustainability Report, Pages 108,109,110 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>As stated in our Greenhouse Gas Statement for 2019 which was verified by an independent third-party verifier in 2020: Scope 1 Natural Gas Energy Consumption: 4,191,837.36 m3, Scope 2 Natural Gas Energy Consumption: 1,242,712,621 m3, Scope 2 Electricity Energy Consumption was realized as 20,952,365.7 kWh. Detailed information on the subject and the VERIFICATION STATEMENTS OF GREENHOUSE GAS DECLARATION regarding our emission verified in 2020 will be included in our 2020 Sustainability Report.</p>
38	Provides information on electricity, heat, steam and cooling generated and consumed in the reporting year.	<p>RESOURCE EFFICIENCY, 2019 Sustainability Report, Page 53-54 Emission Data, 2019 Sustainability Report, Pages 108,109 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>We produce electricity from natural gas in the trigeneration facility located in our cargo campus. With the electricity we obtain, we meet the electricity needs of our cargo and headquarters campuses. In addition, we convert the cooling water and flue gas heat resulting from the production process into efficiency with our absorption chiller device in our facility. The total amount of electricity generated in our trigeneration facility in 2019 was 12,148,260 kWh and detailed information on the subject will be included in our 2020 Sustainability Report.</p>
39	Conducts studies on increasing the use of renewable energy, transition to zero or low carbon electricity and explains these studies.	<p>ELECTRICITY GENERATION, 2019 Sustainability Report, Page 53 SUSTAINABLE BIO-FUELS, 2019 Sustainability Report, Page 60 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, 2020 Annual Report, Page 137</p>
40	Announces the renewable generation of energy and the usage data.	<p>SUSTAINABLE BIO-FUELS, 2019 Sustainability Report, Page 60 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p>
41	Runs energy efficiency projects and announces the amount of energy consumption and emission reduction by means of these studies.	<p>SOME FUEL SAVING PRACTICES OF TURKISH AIRLINES, 2019 Sustainability Report, Pages 68, 69 FUEL EFFICIENCY AND REDUCTION OF OUR GREENHOUSE GAS EMISSIONS, 2019 Sustainability Report, Page 70 RESOURCE EFFICIENCY, 2019 Sustainability Report, Page 53 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>FUEL SAVING ON NEXT GENERATION AIRCRAFT, 2020 Annual Report, Page 49</p> <p>Since 2008, we have been successfully running a comprehensive fuel efficiency program that will contribute to the collective effort of the aviation industry against climate change. With over 100 projects we have implemented, we have increased our flight efficiency by approximately 20%. Due to the pandemic, 58% decrease especially in passenger flights of our incorporation compared to 2019 caused a decrease in the amount of fuel savings compared to the previous year. Under the harsh conditions of the 2020 pandemic, thanks to our fuel-saving practices successfully implemented, 22,740 tons of fuel was saved and 71,695 tons of CO2 emission was prevented.</p> <p>In our newly facilities put into use, the energy consumption of our Dynamic UPS and generators used for uninterruptible energy needs was monitored and the optimum usage was studied. The amount of transformer needed according to the capacities was determined and the amount of condenser used was determined accordingly. In addition, savings have been achieved by applying local solutions such as split air conditioners in order to fully open the entire central system for constantly incoming units. In order to reduce the use of natural gas, the unused areas of the buildings were actively monitored and the heating programming was made during the telecommuting period, and the heating system in some facilities was completely turned off in order to use the waste flue heat in the boiler system of the Head Office building, an economizer was installed in the system, resulting in savings.</p>
42	Reports the amount of water withdrawn, used, recycled and discharged from underground or above ground. Its sources and procedures (Total water withdrawal by source, water sources affected by water withdrawal; percentage and total volume of recycled and reused water, etc.)	<p>Detailed information on the work carried out will be publicly available in our 2020 Sustainability Report.</p> <p>Water supply network is used for clean water supply and wastewater discharge of our incorporation, and the actual water consumption amounts are included in the Environment sections of our Sustainability Reports.</p> <p>2019 Sustainability Report, ENVIRONMENT PRACTICES AND TARGETS, Page 44 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>The target of 2020 which is to reduce the water consumption per capita for buildings operated by the Facilities Directorate with a saving of at least 2% from 16.91 m3 /person in 2019 to below 16.57 m3 / person has been reached at a rate of 100% and consumption has materialized as 14.73 m3 /person. Detailed information on the subject will be made publicly available in our 2020 Sustainability Report.</p>
43	Announces whether the operations or activities are included in any carbon pricing system (Emission Trading System, Cap & Trade or Carbon Tax)	<p>COMMITMENTS AND TARGETS, 2019 Sustainability Report, Page 59 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>Within the scope of the European Union Emission Trading System (EU ETS), the scope of which is limited to flights taking off and landing within the borders of the European Economic Area in 2016 by the European Union, we directly monitor, calculate and have our emissions verified by an authorized independent certification body.</p>
44	Announces the carbon credit information accumulated or purchased during the reporting period.	<p>As we declared in our Emission Report submitted to the German Emissions Authority (DEHS), 4,203 tons of fuel was consumed in 686 flights within Europe in 2019. In these flights, a total of 14,352 EU General Allowance (EUA) payments were made to offset all 13,240 tons of carbon emissions emitted from fuel consumption. Detailed information on the work carried out will be publicly disclosed in our 2020 Sustainability Report.</p>
45	Announces the details if carbon pricing is applied within the incorporation.	<p>Carbon pricing is not applied within the Incorporation.</p>
46	Announces all compulsory and voluntary platforms where it discloses environmental information.	<p>(Carbon Offsetting and Reduction Scheme for International Aviation, CORSIA) (CORSIA, 2019 Sustainability Report, Page 21) EU ETS (COMMITMENTS AND TARGETS, 2019 Sustainability Report, Page 59) ISO 14001 ENVIRONMENTAL MANAGEMENT, 2019 Sustainability Report, Page 46) IENVA2019 DEVELOPMENTS, 2019 Sustainability Report, Page 51) ISCLASIS ENVIRONMENTAL PRACTICES AND TARGETS (2019 Sustainability Report, Page 45) Zero-Waste Project (SUSTAINABILITY EVALUATIONS), 2019 Sustainability Report, Page 51) Borsa Istanbul (SUSTAINABILITY EVALUATIONS), 2019 Sustainability Report, Page 51) https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>Along with the platforms where the environmental information of our incorporation is disclosed are included in the 35th article, our incorporation which continued to be included in the Borsa Istanbul Sustainability Index in 2020, participated in the performance evaluations of the international indices and sustainability rating agencies described in the 68th article information related to the subject will be publicly available in our 2020 Sustainability Report. https://www.borsaitstanbul.com/en/avrupa/29877/this-sustainability-index-the-list-of-companies-which-to-include-in-2020-has-been-revised https://www.borsaitstanbul.com/tr/ortek/sustainability-index-the-list-of-companies-subject-to-assessment-2020.pdf</p> <p>SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, 2020 Annual Report, Pages 137-138</p>
C. Social Principles		
C1. Human Rights and Employee Rights		
47	Establishes the Corporate Human Rights and Employee Rights Policy in which full compliance with the legal framework and legislation regarding the human rights and business life in Turkey, the Universal Declaration of Human Rights, ILO Conventions that Turkey committed to implement is committed.	<p>Our 2019 Sustainability Report included our commitment to "Creating decent employment, implementing equal pay for equal work policy, complying with labor rights legislation based on International Labor Organization (ILO) and national legislation"</p> <p>MATERIAL ISSUES (SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2019 Sustainability Report, Page 26 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>HUMAN RESOURCES POLICY, 2020 Annual Report, Page 106</p> <p>Our Incorporation is committed to complying with all national regulations and those related to the aviation industry, which have been prescribed in our Compliance Policy. We, as Turkish Airlines, believe that compliance goes beyond just strictly adhering to laws and regulations and includes reflecting the spirit of our Code of Ethics in our decisions and actions.</p> <p>BUSINESS ETHICS COMPLIANCE, 2019 Sustainability Report, Page 32 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p>
48	Discloses the policy in question and the roles and responsibilities associated with its implementation.	<p>Our Code of Ethics is publicly available on the Turkish Airlines Investor Relations website under the Corporate Governance tab, under the heading "Code of Ethics" in the Sustainability section. https://investor.turkishairlines.com/en/corporate-governance/sustainability</p> <p>MISCONDUCT REPORTING, 2019 Sustainability Report, Page 33 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>Adopting ethical principles and values in the Incorporation, we have an Ethics Committee consisting of four board members and a chairman in order to ensure that all employees adopt an ethical approach in line with the corporate culture in the working environment. Within the framework of İtira Partnership Society, which was designed to meet and share with colleagues about the interests and experiences of the Partnership employees and to contribute to communication and information exchange. A presentation prepared on the subject of "nobbling" in order to raise awareness of both the employees and managers of the Partnership will be organized as a webinar in February 2021 under the coordination of our Training Directorate.</p> <p>In addition, our incorporation has a Human Resources Procedure determined by the Board of Directors, with its sub-units structured according to the processes, all transactions for all personnel are carried out within the framework of the legislation, and the principle of equal opportunity for people under equal conditions is adopted in the recruitment and career planning processes. The procedure and principles of the personnel employment processes of our incorporation are defined in the Incorporation General Employment Procedure and employment process charts. Relations with employees are carried out through the Recruitment Directorate. HUMAN RESOURCES POLICY, 2020 Annual Report, Page 106</p>
49	Provides equal opportunity in recruitment processes.	<p>DIVERSITY AND EQUAL OPPORTUNITY, 2019 Sustainability Report, Pages 97-98, SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2019 Sustainability Report, Page 26 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>HUMAN RESOURCES POLICY, 2020 Annual Report, Page 106</p> <p>CODE OF ETHICS: https://investor.turkishairlines.com/documents/sustainability/trk_dgqrwr_en.pdf</p>
50	Considering the supply and value chain effects, it includes fair workforce, improvement of labor standards, women's employment and inclusion (such as non-discrimination on women, men, gender, religious belief, language, ethnicity, race, age, disability, refugee etc.) in its policies.	<p>COMPORATE SUSTAINABILITY MANAGEMENT, 2019 Sustainability Report, Page 22 DIVERSITY AND EQUAL OPPORTUNITY, 2019 Sustainability Report, Page 97 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>CODE OF ETHICS: https://investor.turkishairlines.com/documents/sustainability/trk_dgqrwr_en.pdf</p> <p>COMPLIANCE MANAGEMENT AND SUSTAINABILITY, 2020 Annual Report, Page 108 OCCUPATIONAL HEALTH AND SAFETY, 2020 Annual Report, Page 107 CATERING, 2020 Annual Report, Page 68</p>
51	Announces the measures taken along the value chain for the protection of groups vulnerable to certain economic, environmental, social factors (low income groups, women, etc.) or minority rights / equality of opportunity.	<p>SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2019 Sustainability Report, Pages 25-26 DIFFERENCE AND VALUE, 2019 Sustainability Report, Page 88-89 DIVERSITY AND EQUAL OPPORTUNITY, 2019 Sustainability Report, Page 97 CONTRIBUTION TO LOCAL DEVELOPMENT AT OUR DESTINATIONS, 2019 Sustainability Report, Page 40 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>The Directorate General of Civil Aviation issued an instruction and established a commission to improve gender balance in the Turkish civil aviation sector. We continue to represent our incorporation in the Gender Balance Development Commission established by the SHGM. The activities planned before the pandemic were canceled due to the developments emerged and the studies will continue more actively in 2021.</p> <p>In addition to this, in order to improve the gender balance in aviation, we focus on individual competences and qualifications, not gender, in the candidate evaluations for technical jobs in the sector. In order to increase the interest of female students in aviation and to raise their awareness about the opportunities in aviation, we want to reach them before the university selection and to encourage them for aviation-related education and training programs in 2021. Opportunities are also offered to our successful women aviators in various channels within the framework of our Corporate Social Responsibility activities.</p>
52	Reports developments regarding discrimination, inequality, human rights violations, forced labor and preventive and corrective practices.	<p>MISCONDUCT REPORTING, 2019 Sustainability Report, Page 33 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>"Ethical Line" is a reporting system created for Turkish Airlines employees to report behaviors that violate our corporate principles, such as discrimination, bribery, conflict of interest and anti-competitive practices, anonymously. 126 applications made to the Ethics Reporting Line in 2020 were evaluated. These notices mainly relate to the "Act of breaking business peace" and "Partnership Practices". All these issues were examined by the Turkish Airlines Ethics Committee, and it was decided to impose administrative sanctions for acts contrary to the work discipline by informing the relevant employees or related units to take necessary actions.</p> <p>Our Code of Ethics Handbook is publicly available on the Turkish Airlines Investor Relations website under the Corporate Governance tab, at the "Code of Ethics" document in the Sustainability section. https://investor.turkishairlines.com/documents/sustainability/trk_dgqrwr_en.pdf</p>
53	Announces the regulations for not employing child labor.	<p>HUMAN RESOURCES POLICY, 2020 Annual Report, Page 106</p>
54	Announces policies regarding investment in employees (training, improvement policies), compensation, vested benefits, right to unionize, work / life balance solutions and talent management.	<p>HUMAN RESOURCES POLICY, 2020 Annual Report, Page 106</p> <p>DIVERSITY AND EQUAL OPPORTUNITY, 2019 Sustainability Report, Pages 97-98 FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING, 2019 Sustainability Report, Page 98 IMPROVING THE EMPLOYEE EXPERIENCE, 2019 Sustainability Report, Page 96 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>At Turkish Airlines, we offer our employees a unique career opportunity in the aviation industry with our wide-ranging field of activity and our multicultural structure, and we support the development of all our employees. In addition to continuously increasing the potential and performance of our employees, we also aim to improve their technical competences and social skills for customer relations. In line with this purpose, we both provide trainings together with authority authorities and offer many training opportunities that support personal and organizational development.</p>
55	Determines dispute resolution processes by creating mechanisms for employee complaints and dispute resolution.	<p>BUSINESS ETHICS MISCONDUCT REPORTING 2019 Sustainability Report, Page 33 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-raportu-ingilizce.pdf</p> <p>SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, 2020 Annual Report, Pages 137-138</p> <p>126 reports made to the Ethics line which was established in order for the incorporation employees to report several issues such as corporate business principles, codes of conduct, discrimination, conflicts of interest, superior-subordinate relationships, problems experienced with colleagues and line managers, etc. were evaluated.</p>

56	Regularly announces the activities carried out to ensure employee satisfaction.	<p>ENGAGEMENT AND SATISFACTION, 2019/20 Sustainability Report, Pages 95-96 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p> <p>Due to the pandemic, action was taken quickly as of March 2020 and telecommuting order was started. In June, a survey was published where our employees can share their demands and suggestions regarding the new working order and 70% of our employees stated that they were satisfied with the remote working period and they submitted their requests for the continuation of working remotely in open-ended areas included in the survey. In line with the survey results, many actions were taken and the needs of our employees were answered. Evaluating the demands of our employees and the course of the pandemic, the short working order that started in April was converted to full-time working as of September, and all questions of our employees regarding HR processes, especially remote working, were answered by the Employee Support Line via e-mail/WhatsApp application. In 2020, an Employee Loyalty and Experience Survey was conducted in order to measure employee loyalty and strengthen our employee brand in line with the feedback we receive from our employees and many actions were taken in this context.</p> <p>Since the beginning of the pandemic, our Incorporation has focused on training activities in order to make the best use of the telecommuting period and to prepare our employees for the post-pandemic period. Trainings, which all our employees can attend, are provided in a virtual environment and easy access is provided. Nearly 2000 virtual classroom trainings with 166 different contents requested by more than 43 thousand employees have been conducted. In interactive trainings, both the advantage of live narration and the opportunity of one-to-one communication between trainees and trainers has been provided. During the "Live Broadcast 'Tool-Use Seminars'" launched on the Aviation Academy 'Youtube' page, 7 live broadcasts were broadcast during the pandemic period, reaching a total of 14855 viewers. In this way, our employees are provided with guidance on how to manage psychology during the pandemic process and tips to work efficiently at a distance, through expert speakers in their fields. The certificate programs with 5 different content, namely Finance, Marketing, Logistics, Digital Competencies and Business English, where our employees can increase their expertise in the subjects of their interest, were carried out in the form of remote live training, contributing to the development of our personnel. Information on the activities carried out in this context will be made publicly available in our 2020 Sustainability Report.</p> <p>HUMAN RESOURCES POLICY, 2020 Annual Report, Page 106</p>
57	Establishes occupational health and safety policies and declares to the public.	<p>HEALTH, SAFETY AND WELL-BEING 2019 Sustainability Report, Page 104 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p> <p>Our Occupational Health and Safety Policy is publicly available on the Turkish Airlines Corporate Website. https://www.turkishairlines.com/en-us/press-room/about-us/our-policy/</p> <p>OCCUPATIONAL HEALTH AND SAFETY, 2020 Annual Report, Page 107</p>
58	Announces precautions taken to prevent occupational accidents and protect health and accident statistics.	<p>HEALTH, SAFETY AND WELL-BEING, 2019 Sustainability Report 2019, page 104 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p> <p>OCCUPATIONAL HEALTH AND SAFETY, 2020 Annual Report, Page 107</p> <p>FLIGHT OPERATION, 2020 Annual Report, Pages 84, 86-87</p> <p>HEALTH AND SAFETY OF OUR GUESTS IS OUR FIRST PRIORITY, 2020 Annual Report, Page 17</p> <p>Due to the decrease in flight operations due to the pandemic in 2020 and the transition to telecommuting instead of office work, the frequency of work-related accidents was 3.63, and the rate was well below the 2020 target. In addition to the transition to working remotely during the pandemic period, many studies have been carried out to ensure that hygiene rules are meticulously applied in all our activities. All of our aircraft, all working areas of our Incorporation and all passenger services have been subjected to disinfection in addition to the existing cleaning works. In order to maintain the social distance at the entrance of the building at least 1.5 meters, warning signs were placed, and the finger reader system used during the entrance was cancelled and fever measurement started. The valid "HES" codes of all our employees and visitors were questioned, and the collective use of elevators was restricted from the first days of the pandemic. Hand disinfectant, masks and gloves are provided for the use of all our employees. Table layout was changed in order to have meals with cross-arrays in dining hall and efforts were made to make each floor floor free to ensure that the personnel would be up at least 1.5 meters apart. In addition, additional precautions and disinfection works have been related in the canteens, and in this context, it has been ensured that the food supplied from the common areas is served under the control of the authorized personnel of the canteen or in closed containers. Mass prayer in mosques was cancelled, necessary disinfection procedures were carried out and common items were removed. Along with all these efforts, in-house informative broadcasts were made in order to increase employee awareness and COVID-19 information was placed on the screens of all computers belonging to the Incorporation. Studies on the subject are under way with precision and detailed information will be included in our 2020 Sustainability Report.</p>
59	Establishes data protection and protection of personal data policies and declares to the public.	<p>Our Corporate Policy, which includes the issue of information security, is publicly available on the Turkish Airlines corporate website. https://www.turkishairlines.com/en-us/press-room/about-us/our-policy/</p> <p>INFORMATION SECURITY, 2020 Annual Report, Page 110</p> <p>CUSTOMER SOLUTIONS APPLICATIONS, 2020 Annual Report, Pages 98-99</p>
60	Establishes an ethical policy (including works such as business, business ethics, compliance processes, advertising and marketing ethics, open information etc.) and declares to the public.	<p>BUSINESS ETHICS, Sustainability Report 2019, Page 32 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p> <p>Turkish Airlines defines its 'Code of Ethics' as the fundamental policies, procedures and rules that all executives and employees are obligated to comply with. These rules have been established to ensure that Turkish Airlines' executives and employees show high standards of ethical conduct, that they are aware of the impact of their acts and attitudes on the Incorporation, and that they exhibit highly qualified behaviors. The Code of Ethics covers various issues such as our principles and values as well as the matters related to compliance, bribery and competition, anti-competitive behavior, etc. Public access is available to our Ethics Policy under the Turkish Airlines Investor Relations page, Corporate Governance tab, Sustainability section, via the link https://investor.turkishairlines.com/documents/sustainability/eth_dokuman_en.pdf</p>
61	Announces the work within the scope of social investment, social responsibility, financial inclusion and access to finance.	<p>DONATION POLICY https://investor.turkishairlines.com/en/corporate-governance/donation-policy</p> <p>Ordinary General Assembly Agenda and Invitation and the Minutes of the General Assembly Meeting, 31.03.2020 https://investor.turkishairlines.com/documents/General-Assembly-Minutes-of-the-meeting-31_03_2020.pdf</p> <p>OUR STRATEGIC PRIORITIES, Corporate Social Responsibility, 2019 Sustainability Report, Pages 12-13</p> <p>OUR CONTRIBUTIONS TO ECONOMIC AND SOCIAL DEVELOPMENT, 2019 Sustainability Report, Page 99</p> <p>SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, Social Responsibility, 2019 Sustainability Report, Page 26</p> <p>ACCESSIBILITY, 2019 Sustainability Report, Page 86-89 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p> <p>The subject areas served by our Incorporation are "Education, Science and Technology, Culture and Art, Employee Engagement, Humanitarian Aid and Equal Opportunity". In this direction, the main purpose in most of the works carried out at home and abroad is to protect our country's unity consciousness and to raise awareness about the solution of global problems. Our Incorporation aims to raise awareness on "Science and Technology, Culture and Art, Disadvantaged individuals / Groups, Various Associations / Foundations, Employee Engagement and Environment" in accordance with Turkish Airlines Social Responsibility Procedures. The institutions, organizations and organizations supported for this purpose are: KIZILAY, TURMEPA, Gift Caravan Children's Games and Sports Clubs Federation, TOSGOD, Tarkofest Technology Festival, State Theater Support, LGBT+ Girls and Women in Science Day / European Union Girls and Women in Science Day, Youth Children's magazine.</p> <p>Details of our Corporate Social Responsibility Projects are available for public access on the Turkish Airlines corporate website https://www.turkishairlines.com/en-us/press-room/csr-social-responsibility-projects/index.html</p> <p>We provide substantial contributions to Turkey's job creation, public finance, exports, trade and tourism, besides the local economic and social development across our global destinations. In addition to our social responsibility efforts, the work we carry out to improve the gender balance in aviation is described in Article 51 and detailed information on the subject will be made available to the public in our 2020 Sustainability Report.</p>
62	Organizes information meetings and training programs for employees on ESG policies and practices.	<p>ENVIRONMENTAL TRAININGS (2019 Sustainability Report, OUR ACTIONS, Pages 50-51)</p> <p>ETHICS TRAININGS (2019 Sustainability Report, OUR ACTIONS, BUSINESS ETHICS, Page 33) https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p> <p>Our distance trainings, which were prepared to increase environmental awareness in our Incorporation, continued to be organized in 2020.</p> <p>Environmental Awareness Training "was completed by 28,038 and "Greenhouse Gas Awareness Training "was completed by 2,492 employees, and during the pandemic period, online "Coronavirus Outbreak Measures Training "with 100,14001 Environmental Management System and Waste Management "tools" were organized for all our employees.</p> <p>Within the framework of "Intra-Partnership Social HR, which was designed to meet and share with colleagues about the interests and experiences of the Partnership employees and to contribute to communication and information exchange, a presentation prepared on the subject of "mobbing" in order to raise awareness of both the employees and managers of the Partnership will be organized as a webinar in February 2021 under the coordination of our Training Directorate.</p>
C2. Stakeholders, International Standards and Initiatives		
63	Carries out its activities in the field of sustainability by taking into account the needs and priorities of all stakeholders (employees, customers, suppliers and service providers, public institutions, shareholders, society and non-governmental organizations, etc.).	<p>ADDING VALUE TO STAKEHOLDERS, 2020 Annual Report, Page 35</p> <p>OCCUPATIONAL HEALTH AND SAFETY, 2020 Annual Report, Page 107</p> <p>COMPLIANCE MONITORING AND SUSTAINABILITY MANAGEMENT, 2020 Annual Report, Page 108</p> <p>CATERING, 2020 Annual Report, Pages 68-71</p> <p>ENGAGING WITH STAKEHOLDERS, 2019 Sustainability Report, Pages 19-20</p> <p>SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2019 Sustainability Report, Pages 25-26</p> <p>DIVERSITY AND EQUAL OPPORTUNITY, 2019 Sustainability Report, Pages 97-98</p> <p>CONTRIBUTION TO LOCAL DEVELOPMENT AT OUR DESTINATIONS, 2019 Sustainability Report, page 40 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p> <p>At the core of our sustainability approach are our stakeholders. The reasonable expectations and interests of our stakeholders are a key reference point in defining the report content and aspect boundaries as well as in the ongoing development process of our sustainability strategy.</p> <p>Thus, stakeholder engagement is a crucial aspect of our sustainability practice, which helps us better understand our impacts and in turn continually refine them. As a growing Incorporation, we have a broad and diverse stakeholder base and various channels to engage with them. We will continue to improve our good governance principles. We will keep enhancing our cooperation, and increasing the number of projects we realize jointly with our business partners, in line with our vision of adding value to our stakeholders.</p>
64	Regulates and publicly discloses a customer satisfaction policy regarding the management and resolution of customer complaints.	<p>Public access to our Customer Satisfaction Policy on Turkish Airlines corporate website is available through the link https://www.turkishairlines.com/en-us/press-room/about-us/our-policy/</p> <p>OUR INNOVATIVE APPROACH, 2019 Sustainability Report, page 82 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p>
65	Conducts stakeholder communication continuously and transparently, announces which stakeholders, for what purpose, on what issue and how often it communicates and the developments in sustainability activities.	<p>ENGAGING WITH STAKEHOLDERS, 2019 Sustainability Report, page 20 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p> <p>In 2020, the developments in the environment are included in the 35th article, the activities on social issues in the E31st, and the practices carried out within the scope of employee loyalty and satisfaction in the 56th article. Along with the topics we interact with our stakeholders and the work we have carried out within the framework of these issues are included on the 20th page of our 2019 Sustainability Report, the details of our current work for 2020 will be publicly available in our 2020 Sustainability Report.</p>
66	Publicly discloses the international reporting standards it has adopted (Carbon Disclosure Project (CDP), Global Reporting Initiative (GRI), International Integrated Reporting Council (IIRC), Sustainability Accounting Standards Board (SASB), Task Force on Climate-Related Financial Disclosures (TCFD) etc.).	<p>ABOUT THE REPORT, 2019 Sustainability Report, Page 5</p> <p>GRI Content Index, 2019 Sustainability Report, Pages 112-117 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p>
67	Announces the international organizations or principles of which it is a signatory or member (Equator Principles, United Nations Environment Programme Finance Initiative (UNEP FI), United Nations Global Principles (UNGC), United Nations Principles for Responsible Investment (UNPRI) etc.) the international principles it has adopted (such as the International Capital Markets Association (ICMA) Green / Sustainable Bond Principles) to the public.	<p>ENVIRONMENTAL MANAGEMENT, 2019 Sustainability Report, Page 46-47 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p> <p>COMPLIANCE MANAGEMENT, 2020 Annual Report, Pages 108-109</p>
68	Makes concrete efforts to be included in Borsa Istanbul Sustainability Index and international sustainability indices (Dow Jones Sustainability Index, FTSE4Good, MSCI ESG Index, etc.)	<p>SUSTAINABILITY EVALUATIONS, 2019 Sustainability Report, Page 51 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p> <p>SUSTAINABILITY MANAGEMENT, 2020 Annual Report, Page 111</p> <p>SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, 2020 Annual Report, Page 137</p> <p>Our Incorporation is entitled to be included in the BEST Sustainability Index in 2020 also, in which the increase on the knowledge and practices on sustainability is aimed and companies with high level performances on corporate sustainability traded on Borsa Istanbul.</p> <p>https://www.borsaitstanbul.com/en/duyuru/2020/11/best-sustainability-index-the-list-of-companies-subject-to-assessment-in-2020-has-been-revealed</p> <p>https://www.borsaitstanbul.com/en/borsa-ist-sustainability-index-the-list-of-companies-subject-to-assessment-in-2020</p> <p>In 2020, THY A.O. voluntarily participated in the performance evaluations of international indices and sustainability rating organizations such as DJSI, FTSE4Good, MSCI, EcoVadis, Sustainalytics, Vigeo Eiris and TPI, and information related to the subject will be publicly available in our 2020 Sustainability Report.</p>
D. Corporate Governance Principles		
69	Exerts maximum effort to comply with all Corporate Governance principles as well as the mandatory Corporate Governance principles within the scope of the Capital Markets Board Corporate Governance Communiqué numbered R-17.1.	<p>Statement of Compliance with Corporate Governance Principles, 2020 Annual Report, Page 124</p>
70	Takes into account the sustainability issue, the environmental impacts of its activities and the principles in this regard while determining its corporate governance strategy.	<p>MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS, 2019 Sustainability Report, Pages 6-7</p> <p>OUR STRATEGIC PRIORITIES, 2019 Sustainability Report, Pages 12-13</p> <p>MATERIAL ISSUES, 2019 Sustainability Report, Pages 24 https://investor.turkishairlines.com/documents/sustainability/sustainability-report-en-gb20a.pdf</p>
71	It is stated in the Corporate Governance Principles, it takes the necessary measures to comply with the principles regarding the stakeholders and to strengthen the communication with the stakeholders.	<p>CORPORATE GOVERNANCE PRINCIPLES COMPLIANCE REPORT, COMPANY POLICY RELATED TO STAKEHOLDERS, SUPPORTING STAKEHOLDERS' PARTICIPATION IN COMPANY MANAGEMENT, 2020 Annual Report, Page 126</p>
72	Applies to the opinions of stakeholders in determining measures and strategies in the field of sustainability.	<p>CORPORATE GOVERNANCE PRINCIPLES COMPLIANCE REPORT, SUPPORTING STAKEHOLDERS' PARTICIPATION IN COMPANY MANAGEMENT, 2020 Annual Report, Page 126</p> <p>INDIVIDUAL SUGGESTION SYSTEM, 2020 Annual Report, Page 91</p> <p>SUSTAINABILITY MANAGEMENT, 2020 Annual Report, Page 111</p>

<p>33</p> <p>Works on raising awareness about sustainability and its importance through social responsibility projects, awareness activities and trainings.</p>	<p>CORPORATE SOCIAL RESPONSIBILITY, 2020 Annual Report, Page 34 CARGO, Annual Report for 2020, Pages 54-59</p> <p>OUR STRATEGIC PRIORITIES, Corporate Social Responsibility, 2019 Sustainability Report, Pages 12-13 https://investor.turkishairlines.com/document/csr/sustainability/sustainability-report-2019-12-13.pdf</p> <p>OUR ACTIONS, ENVIRONMENTAL TRAININGS, 2019 Sustainability Report, Pages 50-51 BUSINESS ETHICS, ETHICS TRAININGS, 2019 Sustainability Report, page 33 https://investor.turkishairlines.com/document/csr/sustainability/sustainability-report-2019-12-13.pdf</p> <p>Our social responsibility projects are mentioned in Article 61, and the details of our projects are available for public access on the Turkish Airlines corporate website. http://www.turkishairlines.com/en/tr/press-room/our-social-responsibility-projects/index.html</p> <p>Along with the trainings provided in our Incorporation within this scope are mentioned in Article 62, detailed information on the activities carried out will be included in our 2020 Sustainability Report.</p>
<p>34</p> <p>Strives to become a member of international standards and initiatives on sustainability and to contribute to studies.</p>	<p>Global Reporting Initiative (GRI) (ABOUT THE REPORT, 2019 Sustainability Report, Page 3) ISO 14001:2015 (2019 Sustainability Report, ENVIRONMENTAL MANAGEMENT, Page 47) EN14001 (2019 Sustainability Report, 2019 DEVELOPMENTS, Page 51) Committees (2019 Sustainability Report, ENVIRONMENT MANAGEMENT, Page 47) RELATED ORGANIZATIONS & ASSOCIATIONS, 2019 Sustainability Report, Page 21 https://investor.turkishairlines.com/document/csr/sustainability/sustainability-report-2019-12-13.pdf</p> <p>COMPLIANCE MANAGEMENT, 2020 Annual Report, Pages 108-109</p> <p>Turkish Airlines employees who are charged with implementing, maintaining and improving the compliance monitoring system, were selected in consideration of their competencies and experiences by national and international aviation authorities to actively taking part in the following working group:</p> <ul style="list-style-type: none"> • IATA EDC (Environmental Oversight Council) Group, • IATA Sustainability Environmental Advisory Council, • ICAO (The International Air Cargo Association) Sustainability Working Group, • Star Alliance Sustainability Virtual Expert Community, • DHA (Turkish Civil Aviation Academy), • CAAT (The Captain/First Officer), • DGCA (General Directorate of Civil Aviation), Cabin Safety Group, • ICAO (International Civil Aviation Organization), Cabin Safety Group.
<p>35</p> <p>Announces the policies and programs for anti-bribery and anti-corruption in terms of the principle of tax integrity.</p>	<p>Our Ethical Values, which include the ethics of Bribery, Corruption and Marketing Integrity, are accessible to the public from the link under the Sustainability section under the Corporate Governance tab of the Turkish Airlines Investor Relations Page. https://investor.turkishairlines.com/en/corporate-governance/public-disclosure/eth-declaration-en.pdf</p> <p>Public access to our Public Disclosure Policy is available at the link https://investor.turkishairlines.com/en/corporate-governance/public-disclosure-policy under the Corporate Governance tab of the Turkish Airlines Investor Relations Page.</p> <p>Public access to our Dividend Policy is available at the link https://investor.turkishairlines.com/en/corporate-governance/dividend-policy under the Corporate Governance tab of the Turkish Airlines Investor Relations Page.</p> <p>BUSINESS ETHICS, 2019 Sustainability Report, Page 32 https://investor.turkishairlines.com/document/csr/sustainability/sustainability-report-2019-12-13.pdf</p> <p>SUSTAINABILITY APPROACH AND SUSTAINABILITY MANAGEMENT OF THE PARTNERSHIP, Turkish Airlines 2020 Annual Report, Page 138</p> <p>Carrying on its activities in accordance with its identity as the flag carrier, our Incorporation pays utmost attention to act sensibly towards its social responsibilities while performing its activities and guides and encourages its subsidiaries accordingly. Code of Conduct Manual of the Incorporation was created by the Board of Directors in accordance with the Corporate Governance Principles and published on the website of the Incorporation. The Code of Conduct of the Incorporation covers fundamental principles and values of ours as well as various matters such as compliance with the regulations, anti-bribery, anti-corruption and anti-competition, etc. We strive to raise awareness among our governing bodies and business partners as well as our employees to prevent risks of any related potential incidences, and have established internal control measures to ensure compliance and monitor these issues across our Incorporation. In respect of anti-corruption guidelines, the roles of the senior management, SVP, Inspection Board, SVP, Security, Audit Committee, Ethics Board, Discipline Council, Human Resources and every employee of our Incorporation have been established with an integrated approach towards detecting and preventing corruption and misconducts in addition to monitoring and improving anti-corruption systems. SVP, Inspection Board assesses the whole Incorporation including risks related to bribery and corruption.</p>

SUSTAINABILITY PRINCIPLES COMPLIANCE REPORT

		Compliance Status				Explanation
		Yes	Partially	No	Exempt	
A. General Principles						
A1. Strategy, Policies and Goals						
1	The Board of Directors determines ESG priority issues, risks and opportunities and establishes ESG policies accordingly.	X				
2	In terms of the effective implementation of these policies, in partnership directives, business procedures etc. can be prepared. The Board of Directors takes decisions for these policies and declares to the public.	X				
3	Determines the Incorporation Strategy in accordance with the ESG policies, risks and opportunities.	X				
4	Determines the short and long term goals in line with the Incorporation strategy and ESG policies and declares to the public.	X				
A2. Implementation / Monitoring						
5	Determines and publicly discloses the committees / units responsible for the implementation of ESG policies.	X				
6	The responsible committee / unit reports the activities carried out within the scope of the policies to the Board of Directors at least once a year and in any case within the maximum periods determined for the public disclosure of the annual activity reports in the relevant regulations of the Board.	X				
7	Forms implementation and action plans in line with the determined short and long term targets and declares to the public.	X				
8	Determines the ESG Key Performance Indicators (KPI) and announces them on a yearly basis.	X				
9	In the presence of verifiable data, it presents KPIs with local and international sector comparisons.	X				
10	Announces the innovation activities that improve the sustainability performance for business processes or products and services.	X				
A3. Reporting						
11	Reports its sustainability performance, goals and actions at least once a year and makes it public.	X				
12	Announces the information on sustainability activities within the scope of the annual report.	X				
13	It is essential to share information that is important for stakeholders in terms of understanding the position, performance and development of the Incorporation in a direct and concise manner.	X				
14	It can declare detailed information additionally and data on the corporate website and prepare separate reports that directly meet the needs of different stakeholders.	X				
15	Takes maximum care in terms of transparency and reliability.	X				
16	Announces detachedly all kinds of development on the priority issues in disclosures and reporting within the scope of balanced approach.	X				
17	Gives information about which of the United Nations (UN) 2030 Sustainable Development Goals its activities are related to.	X				
18	Makes an explanation regarding the lawsuits filed and / or concluded against environmental, social and corporate governance issues.	X				
A4. Verification						
19	If verified by independent third parties (independent sustainability assurance providers) declares its sustainability performance measurements to the public and endeavors to increase such verification processes.	X				
B. Environmental Principles						
20	Announces the policies and practices, action plans, environmental management systems (known as the ISO 14001 standard) and programs in the field of environmental management.	X				
21	Complies with environmental laws and other relevant regulations and announces them.	X				
22	Announces the limitations regarding with the reporting conditions and data collecting process, reporting date, reporting period, boundary of the environmental report to be included in the report which is going to be prepared within the scope of Sustainability Principles.	X				
23	Announces the senior responsible individual, relevant committees and their duties in the Incorporation on the issue of environment and climate change.	X				
24	Announces the incentives it offers for the management of environmental issues, including the achievement of objectives.	X				
25	Announces how environmental issues are integrated into business targets and strategies.	X				
26	Announces the sustainability performances for business processes or products and services and the activities to improve this performance.	X				
27	Announces how it manages environmental issues along the Incorporation value chain and integrates suppliers and customers into its strategies, not just in terms of direct operations.	X				
28	Whether it is involved in policy making processes in environmental issues (sectoral, regional, national and international), announces the cooperations it has made with the associations, related organizations and non-governmental organizations it is a member of on the subject of environment and if any, the duties it has taken and the activities it supports.	X				
29	In light of environmental indicators (Greenhouse gas emissions (Scope 1 (Direct), Scope 2 (Energy indirect), Scope 3 (Other indirect) 1), air quality, energy management, water and wastewater management, waste management, biodiversity impacts) reports periodically comparable information on its environmental impacts.	X				
30	Describes the standard, protocol, methodology and base year details used to collect and calculate its data.	X				
31	Describes the status of the environmental indicators for the reporting year (increase or decrease in comparison with previous years).	X				
32	Sets short and long term goals to reduce their environmental impact and announces these goals. It is recommended that these goals should be determined based on science as suggested by the United Nations Conference of the Parties on Climate Change.	X				
33	If there is progress in the reporting year according to the targets set before, it provides information on the subject.	X				
34	Announces the strategy and actions to combat the climate crisis.	X				
35	Describes the program or procedure for preventing or minimizing the potential negative impact of the products and / or services it offers; announces the actions of third parties to reduce greenhouse gas emissions.	X				
36	Announces the actions taken to reduce its environmental impacts, the total number of projects and initiatives carried out and the environmental benefits / profits and cost savings.	X				
37	Reports the total energy consumption data (excluding raw materials) and explains the energy consumption as Scope 1 and Scope 2.	X				
38	Provides information on electricity, heat, steam and cooling generated and consumed in the reporting year.	X				
39	Conducts studies on increasing the use of renewable energy, transition to zero or low carbon electricity and explains these studies.	X				
40	Announces the renewable generation of energy and the usage data.	X				
41	Runs energy efficiency projects and announces the amount of energy consumption and emission reduction by means of these studies.	X				
42	Reports the amount of water withdrawn, used, recycled and discharged from underground or above ground, its sources and procedures (Total water withdrawal by source, water sources affected by water withdrawal), percentage and total volume of recycled and reused water, etc.)	X				Water supply network is used for clean water supply and wastewater discharge of our Incorporation, and the actual water consumption amounts are included in the Environment sections of our Sustainability Report. (2019 Sustainability Report, ENVIRONMENT PRACTICES AND TARGETS, Page 44) https://investor.turkishairlines.com/Documents/Sustainability/sustainabilityraporu-2019-ingilizce.pdf
43	Announces whether the operations or activities are included in any carbon pricing system (Emission Trading System, Cap & Trade or Carbon Tax).	X				
44	Announces the carbon credit information accumulated or purchased during the reporting period.	X				
45	Announces the details of carbon pricing is applied within the Incorporation.	X			X	Carbon pricing is not applied within the Incorporation.
46	Announces all compulsory and voluntary platforms where it discloses environmental information.	X				
C. Social Principles						
C1. Human Rights and Employee Rights						
47	Establishes the Corporate Human Rights and Employee Rights Policy in which full compliance with the legal framework and legislation regulating the human rights and business life in Turkey, the Universal Declaration of Human Rights, ILO Conventions that Turkey committed to implement is committed.	X				Our 2019 Sustainability Report included our commitment to "Creating decent employment, implementing equal pay for equal work policy, complying with labor rights legislation based on International Labor Organization (ILO) and national legislations" MATERIAL ISSUES, SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2019 Sustainability Report, Pages 25-26 https://investor.turkishairlines.com/Documents/Sustainability/sustainabilityraporu-2019-ingilizce.pdf HUMAN RESOURCES POLICY, 2020 Annual Report, Page 106 Our Incorporation is committed to complying with all national regulations and those related to the aviation industry, which have been prescribed in our Compliance Policy As Turkish Airlines, We believe that compliance goes beyond just strictly adhering to laws and regulations and includes reflecting the spirit of our Code of Ethics in our decisions and actions. BUSINESS ETHICS, COMPLIANCE, 2019 Sustainability Report, Page 32 https://investor.turkishairlines.com/Documents/Sustainability/sustainabilityraporu-2019-ingilizce.pdf
48	Discloses the policy in question and the roles and responsibilities associated with its implementation.	X				Our Code of Ethics is publicly available on the Turkish Airlines Investor Relations website under the Corporate Governance tab, under the heading "Code of Ethics" in the Sustainability section. https://investor.turkishairlines.com/en/corporate-governance/sustainability MISCONDUCT REPORTING, 2019 Sustainability Report, Page 33 http://investor.turkishairlines.com/Documents/Sustainability/sustainabilityraporu-2019-ingilizce.pdf Adopting ethical principles and values in the Incorporation, we have an Ethics Committee consisting of four board members and a chairman in order to ensure that all employees adopt an ethical approach in line with the corporate culture in the working environment. Within the framework of Intra-Partnership Social HR, which was designed to meet and share with colleagues about the interests and experiences of the Partnership employees and to contribute to communication and information exchange, a presentation prepared on the subject of "mobbing" in order to raise awareness of both the employees and managers of the Partnership will be organized as a webinar in February 2021 under the coordination of our Training Directorate. In addition, our Incorporation has a Human Resources Procedure determined by the Board of Directors, with its sub-units structured according to the processes, all transactions for all personnel are carried out within the framework of the legislation, and the principle of equal opportunity for people under equal conditions is adopted in the recruitment and career planning processes. The procedures and principles of the personnel employment processes of our Incorporation are defined in the Incorporation General Employment Procedure and employment process charts. Relations with employees are carried out through the Recruitment Directorate. HUMAN RESOURCES POLICY, 2020 Annual Report, Page 106
49	Provides equal opportunity in recruitment processes.	X				
50	Considering the supply and value chain effects, it includes fair workforce, improvement of labor standards, women's employment and inclusion (such as non-discrimination on women, men, gender, religious belief, language, ethnicity, race, age, disability, refugee etc.) in its policies.	X				
51	Announces the measures taken along the value chain for the protection of groups vulnerable to certain economic, environmental, social factors (low-income groups, women, etc.) or minority rights / equality of opportunity.	X				
52	Reports developments regarding discrimination, inequality, human rights violations, forced labor and preventive and corrective practices.	X				
53	Announces the regulations for not employing child labor.	X				
54	Announces policies regarding investment in employees (training, improvement policies), compensation, vested benefits, right to unionize, work / life balance solutions and talent management.	X				
55	Determines dispute resolution processes by creating mechanisms for employee complaints and dispute resolution.	X				
56	Regularly announces the activities carried out to ensure employee satisfaction.	X				
57	Establishes occupational health and safety policies and declares to the public.	X				
58	Announces precautions taken to prevent occupational accidents and protect health and accident statistics.	X				
59	Kıyafet ve hijyen kuralları ve veri güvenliği politikalarını açıklar ve kamuya açıklar.	X				
60	Establishes an ethics policy (including works such as business, business ethics, compliance processes, advertising and marketing ethics, open information etc.) and declares to the public.	X				
61	Announces the work within the scope of social investment, social responsibility, financial inclusion and access to finance.	X				
62	Organizes information meetings and training programs for employees on ESG policies and practices.	X				
C2. Stakeholders, International Standards and Initiatives						
63	Carries out its activities in the field of sustainability by taking into account the needs and priorities of all stakeholders (employees, customers, suppliers and service providers, public institutions, shareholders, society and non-governmental organizations, etc.)	X				
64	Regulates and publicly discloses a customer satisfaction policy regarding the management and resolution of customer complaints.	X				
65	Conducts stakeholder communication continuously and transparently; announces which stakeholders, for what purpose, on what issue and how often it communicates; and the developments in sustainability activities.	X				
66	Publicly discloses the international reporting standards it has adopted (Carbon Disclosure Project (CDP), Global Reporting Initiative (GRI), International Integrated Reporting Council (IIRC), Sustainability Accounting Standards Board (SASB), Task Force on Climate-Related Financial Disclosures (TCFD) etc.)	X				
67	Announces the international organizations or principles of which it is a signatory or member (Equator Principles, United Nations Environment Programme Finance Initiative (UNEP FI), United Nations Global Principles (UNGC), United Nations Principles for Responsible Investment (UNPRI) etc.) the international principles it has adopted (such as the International Capital Markets Association (ICMA) Green / Sustainable Bond Principles) to the public.	X				
68	Makes concrete efforts to be included in Borsa İstanbul Sustainability Index and international sustainability indices (Dow Jones Sustainability Index, FTSE4Good, MSCI ESG Index, etc.)	X				
D. Corporate Governance Principles						

69	Exerts maximum effort to comply with all Corporate Governance principles as well as the mandatory Corporate Governance principles within the scope of the Capital Markets Board Corporate Governance Communiqué numbered 12.1.	x							
70	Takes into account the sustainability issues, the environmental impacts of its activities and the principles in this regard while determining its corporate governance strategy.	x							
71	As stated in the Corporate Governance Principles, it takes the necessary measures to comply with the principles regarding the stakeholders and to strengthen the communication with the stakeholders.	x							
72	Applies to the opinions of stakeholders in determining measures and strategies in the field of sustainability.	x							
73	Works on raising awareness about sustainability and its importance through social responsibility projects, awareness activities and trainings.	x							
74	Strives to become a member of international standards and initiatives on sustainability and to contribute to studies.	x							
75	Announces the policies and programs for anti-bribery and anti-corruption in terms of the principle of tax integrity.	x							