

## **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 2021 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 the mission, vision and core values of our Incorporation; We evaluate our long-term goals and the risks and opportunities in achieving these goals within the framework of the priority issues we have determined by taking into account the legal regulations, global trends, the views and concerns of our stakeholders, broad-framed social expectations and our impact on the supply chain, and we create the roadmap of our sustainability strategy. With this roadmap, we aim to create value in the future by going beyond today's achievements in line with the four focal points we have determined as human, world, development and management functions. With our flexible and dynamic structure, our understanding based on honesty, transparency and accountability, we publicly share our performance in environmental, social, economic and corporate governance with all our stakeholders. We continue to be included in the BIST Sustainability Index since 2015, with our efforts and policies on sustainability. We will continue to pursue our activities with determination in accordance with the Sustainable Development Goals, appointed by the United Nations with its mission to ensure that all people live in peace and prosperity and to protect our world.

## **SUSTAINABILITY APPROACH AND INCORPORATION'S SUSTAINABILITY MANAGEMENT**

Turkish Airlines, which has one of the youngest fleets in Europe with an average fleet age of 8.5 and a total of 370 aircraft, carries out its operations with a sense of responsibility towards the environment and society, while flying to the most countries in the world.

While the responsibility for their impact on the economy, environment and society rests with the Board of Directors and the Executive Committee, a Sustainability Committee was established in 2021, the members of which are Turkish Airlines Senior Executives. The Sustainability Committee carries out its activities in order to determine, review and continuously improve the sustainability management strategy, sustainability policy, short, medium and long-term sustainability targets, and to decide on improvement projects that will increase the sustainability performance of Turkish Airlines. Within the framework of the decisions taken at the Sustainability Committee meetings chaired by the General Manager, all of our relevant units plan their necessary work and carry out sustainability studies in that vein.

Adopting the principle of "continuous improvement", we aim to go beyond compliance with the requirements while carrying out our activities. Accordingly, we participated in the IATA Environmental Assessment Management System Program (IATA Environmental Assessment - IEnvA) specially designed for airline companies by the International Air Transport Association (IATA), with a management model specific to airline companies in order to strengthen the ISO 14001 Environmental Management System which we have been implementing since 2013. We have successfully completed the audit conducted by an independent third party organization authorized by IATA. Turkish Airlines has become the first airline to

directly obtain the "Stage 2 Certificate", which is the highest level certificate in the IEnvA System and represents the highest level of IEnvA compliance.

With Turkey's ratification of the Paris Agreement and its commitment to net zero in carbon emissions until 2053, we are reconsidering our strategies, taking into account the global requirements and the expectations of our stakeholders. With the awareness that Sustainable Aviation Fuel (SAF) plays a key role in reducing carbon emissions caused by the aviation industry, we have started using SAF in our Istanbul Airport - Paris Charles De Gaulle route. We will be using the blend of this fuel, once a week in the first stage, to increasing frequencies and different destinations in the following processes. Thanks to the clean combustion realized with the use of sustainable aviation fuel; A reduction of up to 87% in greenhouse gas emissions will be achieved compared to the same amount of traditional kerosene fuel and it will contribute to the reduction of global greenhouse gas emissions.

With the awareness that the climate change is a global problem which can only be solved with global cooperation, so that we carry out our work in cooperation with many national and international organizations. In this context; We support sustainable aviation fuel research and development studies in order to reduce and eliminate the factors that may have an impact on climate change. Together with Boğaziçi University, we are running the "Microalgae Based Sustainable Bio-Jet Fuel Project (MICRO-JET)" supported by TUBITAK. Within the scope of the project, it is aimed to pilot production of synthetic bio-kerosene from microalgae using hydrotreated fatty acids and hydrothermal liquefaction methods. We will use this biofuel, which will be obtained from sustainable sources in 2022, in our flights after the engine tests to be carried out by Turkish Technic. With the biofuel to be obtained in this project, our Incorporation will be one of the rare global companies that use the cleanest type of biofuel accepted by IATA. The refinery, where the biojet fuel to be obtained for this project, will be the first carbon-negative integrated bio-refinery in Turkey and Europe when it starts operating at full capacity.

In addition to the emissions we aim to prevent with the projects we have developed and implemented, the management of emissions resulting from our activities is also important. In this direction; We report our greenhouse gas emissions in line with the requirements of the Carbon Offsetting and Reduction Scheme for International Aviation (CORSA), European Union Emissions Trading System (EU\_ETS), UK Emissions Trading Scheme (UK-ETS) and TS EN ISO 14064-1 "Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals". Our greenhouse gas calculations are verified annually by third-party independent verifiers.

Alongside the greenhouse gas emissions prevented by the studies we have conducted within the scope of fuel efficiency; We aim to implement the Voluntary Carbon Balancing Project in 2022, which we carry out to reduce our emissions. With this project, the emissions caused by our employees' mission flights will be neutralized by Turkish Airlines. Our passengers, on the other hand, will have the opportunity to neutralize the emissions from their flights with various offset projects on our website.

We transparently report our metrics regarding our governance structure, strategy, risk and opportunity management methods, budget and carbon emissions related to climate change, to institutional investors and the public. In this context; In 2021, we participated in the Carbon Disclosure Project (CDP) Climate Change Program, the world's most respected reporting platform on climate change which is a very important priority for our company and the sector in we operate. We transparently report our metrics related to our governance structure, strategy, risk and opportunity management methods, budget and carbon emissions related to climate change, to institutional investors and the public, and we are happy to receive a "B-" rating for our performance. We aim to continue our work in a way that will carry it forward in the future.

We aim to increase the scores we achieve by ensuring the continuity of participation in the performance evaluations of national and international indices and sustainability rating agencies, such as DJSI, FTSE4Good, MSCI, EcoVadis, Sustainalytics, TPI and Borsa Istanbul Sustainability Index, to which we participated voluntarily in previous years. As a result of these evaluations made by the world's leading rating agencies, our Incorporation succeeded in raising its scores, both on company basis and sector average, in 2021 compared to 2020. With the Sustainalytics ESG (environmental, social and governance) Risk Rating score, Our Incorporation; Ranked 1st in the lowest risk ranking, among 69 participants in the airline sub-sector, it achieved a sectoral success rate of 1%, which represents the lowest risk segment. Our Incorporation was deemed worthy of an award in the "Bronze" category by Ecovadis in 2021, aims to raise its scores to higher levels in the coming years with the works it plans to carry out.

We develop projects to prevent and reduce waste generation both at our campuses and inside the aircraft. We continue to carry out our in-cabin segregation practices at airports where technical means are available and on routes where flight times are sufficient; We aim to expand the scope of the in-cabin segregation application and we continue our feasibility studies in this direction.

With all travel and toy sets being offered without any plastic packaging, we prevent the use of millions of plastics on our flights. We offer headphones and blankets that our passengers may need on flights, in packages made of corn starch in accordance with the "TS EN 13432 Packaging-Recyclable packaging properties by biodegradation and composting" Standard. Although it has higher production costs compared to traditional plastic packaging; We prefer these packaging as it is a product that will contribute to the prevention of plastic waste generation at all points of our flight and increase the awareness of stakeholders on sustainability issues.

In addition to the use of biodegradable packaging; we aim to reduce the use of plastic in the products we offer. In this direction; Instead of plastic toys, we offer our child passengers wooden toys with the concept of "Play Natural", which are made of forest products certified by the "Forest Stewardship Council (FSC)". While the concept was being designed, opinions were received from psychiatrists and leading companies in the sector on the concept of wooden toy production. Kindergartens were also visited by us and the preferences of the children were taken into consideration. We carried out this project in cooperation with WWF (World Nature Conservation Foundation), in which we aimed to raise awareness in children from an early age in order to protect nature.

Our projects, consisting of biodegradable packaging and environmentally friendly toys, were awarded the "Gold" status in the "Sustainable Packaging Initiative" and "Children Wellness Initiative" categories in the Travel Plus "2021 Amenities Initiatives" competition; Our eco-friendly packaging received the "Best of Onboard Sustainability" award at the "2021 Onboard Hospitality" awards.

In order to reduce the amount of plastic waste, we evaluate the changes in the content of the products we offer to our passengers that will not adversely affect the satisfaction and comfort of our passengers, and we reduce the products containing plastic. In the last two years, we have prevented the use of 17,935,026 plastic bags with this method. The electronic headphones we offer to our passengers are sterilized and reused. Those that are broken and cannot be repaired are delivered to our licensed recycling company and iron, plastic and copper raw materials are recycled.

In our contracts, we include the Environmental Requirements that our Incorporation expects from its suppliers, and we expect our suppliers to fulfill these requirements. Thus, we aim to have our environmental policy impact our entire supply chain through our commercial partners.

Our partnership; It has been selected as the “Five Star Global Airline of the Year 2021” by APEX (Airline Passenger Experience Association), which is considered one of the most reliable and respected aviation organizations in the world. In addition to this award; We were also entitled to receive the "APEX World Class" award, which was presented for the first time, by evaluating sustainability, health safety, service quality and customer experience.

Turkish Cargo, on the other hand, took a very active role in the transportation of vaccines by preparing the necessary infrastructure for the transportation of Covid 19 vaccines without disrupting their cold chain. We became the first airline company to have IATA CEIV certificate in three different branches: health products, live animals and perishable products.

As Turkey's global air cargo brand, Turkish Cargo, in addition to our #MissionRescue project, which we have implemented for the protection of endangered species in cargo transportation; As the signatory of the "United for Wildlife Buckingham Palace Declaration (UFW)", which aims to prevent the illegal trade of wild animals supported by IATA and to increase sectoral awareness on this issue, we support the delivery of species that are in danger of extinction in the wild to their natural habitats.

Ensuring the female-male employee balance and the empowerment of women and in all areas is critical to accelerating sustainable development. In this context; We support the '25 by 2025' Women's Empowerment Project, which is a voluntary commitment initiated by the International Air Transport Association (IATA) and participated by IATA member airlines, to improve the representation of women in the aviation industry, and we are in the DGCA Gender Balance Development Commission. In the evaluation of candidates for technical job fields in the sector, we focus on individual competencies and qualifications, not gender, and increase the number of our female employees in these fields from year to year. With our 25% female manager ratio, we support the increase of representation of our female employees in management and technical roles, and we aim to increase our female representative ratio.

As the flag carrier of the Republic of Turkey and a global value, we go beyond our responsibility to respect human rights where applicable, by integrating our responsibility to respect human rights in all our activities, including passenger transportation, cargo transportation and education in all countries where we operate. In this context; We act within the framework of the international principles set forth in the Universal Declaration of Human Rights, the International Labor Organization's (ILO) Declaration of Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights, and national legislation regulating human rights and working life.

Conscious of the importance of stakeholder participation in improving our sustainability performance; evaluates the suggestions submitted through the Individual Suggestion System, which allows employees to share their suggestions; We implement projects that are feasible. And also; In order to activate the creative potential of our employees, which is the greatest value of our partnership, in sustainability issues and to increase their participation in innovation activities, we launched the "Innovative Ideas Focused on Sustainability" solution competition in January 2022. In this way, we aim to give our employees the opportunity to present, project and implement their valuable ideas.

“Platinum Award” in the sustainability report category with a total score of 99 out of 100 in 2020 in the LACP Spotlight Awards-Global Communications Competition, which is organized by the League of American Communications Professionals (LACP) and is considered one of the most outstanding global communication competitions in the world. Our Incorporation won three separate awards: the "Best Visual Design" award and the "Golden Award" in the corporate social responsibility report category; In 2021, it was awarded the "Golden Award" in the categories of sustainability report and corporate social responsibility report with a total of 98 points.

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

## SUSTAINABILITY PRINCIPLES COMPLIANCE REPORT

A. General Principles		COMPLIANCE STATUS					EXPLANATION
A1. Strategy, Policies and Goals		Yes	Partially	No	Exempt	Irrelevant	
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					
<b>A2. Implementation / Monitoring</b>							
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					
<b>A3. Reporting</b>							

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					
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#### 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 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 the 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 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.	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 they provide.	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	Our Incorporation uses the mains line for clean water supply and wastewater discharge, and the actual water consumption amounts are included in the Environment sections of our Sustainability Reports and Performance Indicators Tables. <b>(2020 Sustainability Report, Page 60).</b> <a href="https://investor.turkishairlines.com/tr/corporate-management/sustainability">https://investor.turkishairlines.com/tr/corporate-management/sustainability</a>
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 if carbon pricing is applied within the Incorporation.					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			<p>As the flag bearer of the State of the Republic of Turkey and a global value, while carrying out our activities, we comply with the international principles set forth in the Universal Declaration of Human Rights, the International Labor Organization's (ILO) Declaration of Fundamental Principles and Rights at Work and the United Nations Guiding Principles on Business and Human Rights. We act within the framework of national legislation regulating human rights and working life.</p> <p><b>( OUR WORK ON HUMAN RIGHTS, 2020 Sustainability Report, pages 114-115)</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>The preparation process of our Human Rights Policy has been completed. It will be released to the public in 2022.</p> <p><b>HUMAN RESOURCES POLICY, BOARD OF DIRECTORS ACTIVITY REPORT FOR THE PERIOD JANUARY 1 – DECEMBER 31, 2020, Page 29</b>  <a href="https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf">https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf</a></p> <p>Our Incorporation is determined to ensure compliance with all aviation-related regulations and national legislation stipulated in our Compliance Policy. As Turkish Airlines, we believe that compliance with the legislation, beyond being bound by laws and regulations, always includes reflecting the spirit of our Code of Ethics in all our decisions and actions.</p> <p><b>(COMPLIANCE WITH LEGISLATION, 2020 Sustainability Report page 87)</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p>
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48	Discloses the policy in question and the roles and responsibilities associated with its implementation.	X				<p>The duties and responsibilities of the Incorporation and its employees, as well as the rules regarding the employees regarding compliance with the law, the enforcement of the laws within the Incorporation, and the violation of human rights, are defined in our Code of Ethics Handbook. Our Code of Ethics Handbook is declared open to public access under the heading "Ethical Values" in the Corporate Governance tab of the Turkish Airlines Investor Relations website, under the Sustainability section.  <a href="https://investor.turkishairlines.com/tr/corporate-management/sustainability">https://investor.turkishairlines.com/tr/corporate-management/sustainability</a></p> <p>The preparation process of our Human Rights Policy has been completed. It will be released to the public in 2022.</p> <p>Adoption of ethical principles and values in partnership; We have an Ethics Committee, consisting of four board members and a board chairman, in order for all employees to demonstrate an ethical approach parallel to the corporate culture in the working environment.  <b>(2020 Sustainability Report, Page 38)</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>HUMAN RESOURCES POLICY, ACTIVITY REPORT OF THE BOARD OF DIRECTORS FOR THE PERIOD JANUARY 1 – DECEMBER 31, 2020, Page. 29</b>  <a href="https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf">https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf</a></p>
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	X				

	balance solutions and talent management.						
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	Kişisel verilerin korunması ve veri güvenliği politikalarını oluşturur ve kamuya açıklar.	X					
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.	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	X					

	Force on Climate-Related Financial Disclosures (TCFD) etc.)						
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 Istanbul Sustainability Index and international sustainability indices (Dow Jones Sustainability Index, FTSE4Good, MSCI ESG Indices, 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 II-17.1.	X					
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.	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					

## SUSTAINABILITY PRINCIPLES INFORMATION FORM

### 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.	<p><b>MATERIAL ISSUES,2020-2021 Material Sustainability Issues Matrix, 2020 Sustainability Report, Pages 27,28</b></p> <p><b>RISK MANAGEMENT, Risk Management Strategy, 2020 Sustainability Report, Page 37</b></p> <p><b>CORPORATE GOVERNANCE, Early Identification of Risks Committee, 2020 Sustainability Report, Page 35</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C1.GOVERNANCE, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 5,6</b></p> <p><b>C2.RISKS AND OPPORTUNITIES, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 13-31</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>FINANCIAL RISK MANAGEMENT, Turkish Airlines 2021 Annual Report</b></p> <p>Our policies are disclosed to the public both on the Turkish Airlines corporate website and on the Turkish Airlines Investor Relations website, under the Corporate Governance tab of the website, as well as our Sustainability and Annual Annual Reports.</p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><a href="https://investor.turkishairlines.com">https://investor.turkishairlines.com</a></p> <p><a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a></p> <p>Along with its general mission and strategy, our Incorporation determines its material issues by taking into account the legal regulations, global trends, the views and concerns of our stakeholders, broad social expectations and its effects on the supply chain. 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. In the coming years, we will continue to update our material issues in line with global developments and feedback from our stakeholders. All the work we have carried out in the light of our sustainability policies and material issues will be discussed in detail in our 2021 Sustainability Report.</p>
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<p>2</p>	<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>While the responsibility for Turkish Airlines’ impacts on the economy, environment and society rests with the Board of Directors and the Executive Committee, a Sustainability Committee was established in 2021, the members of which are Turkish Airlines Senior Executives. The Sustainability Committee carries out its activities in order to determine, review and continuously improve the sustainability management strategy, sustainability policy, short, medium and long-term sustainability targets, and to decide on improvement projects that will increase the sustainability performance of Turkish Airlines. (<b>CORPORATE SUSTAINABILITY MANAGEMENT, Turkish Airlines Sustainability Committee, 2020 Sustainability Report, Page 22</b>)  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>Our Incorporation's policies in the field of ESG are publicly available on the Corporate Governance tab of our Investor Relations page on the Turkish Airlines corporate website in addition to our Sustainability and Annual Reports. In order to effectively implement and support the published policies within the Incorporation, in-house procedures, instructions and announcements are prepared and announced to all employees of the Incorporation.</p> <p><b>OUR POLICIES:</b></p> <p><b>Sustainability Policy:</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/sustainability-policy-eng(1).pdf">https://investor.turkishairlines.com/documents/sustainability/sustainability-policy-eng(1).pdf</a></p> <p><b>Environmental Policy:</b> <a href="https://investor.turkishairlines.com/en/corporate-governance/environmental-policy">https://investor.turkishairlines.com/en/corporate-governance/environmental-policy</a></p> <p><b>Public Disclosure Policy:</b> <a href="https://investor.turkishairlines.com/en/corporate-governance/public-disclosure-policy">https://investor.turkishairlines.com/en/corporate-governance/public-disclosure-policy</a></p> <p><b>Human Resources Policy:</b>  <a href="https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf">https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf</a></p> <p><b>Code of Ethics:</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf">https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf</a></p> <p><b>Dividend Policy:</b> <a href="https://investor.turkishairlines.com/en/corporate-governance/dividend-policy">https://investor.turkishairlines.com/en/corporate-governance/dividend-policy</a></p> <p><b>Donation Policy:</b> <a href="https://investor.turkishairlines.com/en/corporate-governance/donation-policy">https://investor.turkishairlines.com/en/corporate-governance/donation-policy</a></p> <p><b>Remuneration Policy:</b> <a href="https://investor.turkishairlines.com/en/corporate-governance/remuneration-policy">https://investor.turkishairlines.com/en/corporate-governance/remuneration-policy</a></p> <p><b>Quality Policy:</b> <a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a></p> <p><b>Security Policy:</b> <a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a></p> <p><b>Occupational Health and Safety Policy:</b> <a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a></p> <p><b>Training Policy:</b> <a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a></p> <p><b>Customer Satisfaction Policy:</b> <a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a></p> <p><b>Energy Policy:</b> <a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a></p> <p><b>Information Security Policy:</b> <a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a></p>
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<p><b>3</b></p>	<p>Determines the Incorporation Strategy in accordance with the ESG policies, risks and opportunities.</p>	<p>A roadmap of our sustainability strategy has been created by evaluating our long-term goals and the risks and opportunities in achieving these goals, within the framework of material issues that we have determined in line with the mission, vision and core values of our partnership, taking into account the expectations of our stakeholders.</p> <p>With this roadmap, four focal points have been determined as People, Planet, Prosperity and Governance Function. We consider a holistic view to our possible impacts regarding People, Planet, Prosperity and Governance Function. We work to satisfy the expectations of our employees, customers, suppliers, affiliates, all business partners and shareholders with an effective risk management. We aim to create a value for the future by passing through beyond today's achievements with our understanding of business excellence and innovativeness in light of the global trends.</p> <p><b>SUSTAINABILITY MANAGEMENT, Turkish Airlines 2021 Annual Report</b>  <b>MATERIAL ISSUES, 2020 Sustainability Report, Page 27</b>  <b>CORPORATE SUSTAINABILITY MANAGEMENT, 2020 Sustainability Report, Page 23</b>  <b>MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS, 2020 Sustainability Report, Pages 6,7</b>  <b>OUR SUSTAINABILITY STRATEGY, 2020 Sustainability Report, Page 24</b>  <b>SUSTAINABILITY POLICY, 2020 Sustainability Report, Pages 25,26</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C3.BUSINESS STRATEGY, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 33-36</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>OUR SUSTAINABILITY STRATEGY, Presentations, 9M'21 RESULTS SUMMARY, Page 29</b>  <a href="https://investor.turkishairlines.com/documents/sunumlar/ir-presentation-3q21tr.pdf">https://investor.turkishairlines.com/documents/sunumlar/ir-presentation-3q21tr.pdf</a></p>
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<p>4</p>	<p>Determines the short and long term goals in line with the Incorporation strategy and ESG policies and declares to the public.</p>	<p><b>C2.RISKS AND OPPORTUNITIES, C2.1a Short-, Medium- and Long-term Time Horizons, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 9,13-15</b></p> <p><b>C4.TARGETS AND PERFORMANCE, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 38-45</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>SHORT-TERM GOALS:</b>  <b>2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS, 2020 Sustainability Report, Pages 50-51</b>  <b>SUSTAINABLE BIO-FUELS, 2020 Sustainability Report, Page 72</b>  <b>FLEET MODERNIZATION, 2020 Sustainability Report, Page 73</b>  <b>PERFORMANCE AND TARGETS, 2020 Sustainability Report, Pages 77-78</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>LONG-TERM GOALS:</b>  <b>SUSTAINABLE DEVELOPMENT GOALS (SDGS) MAP, 2020 Sustainability Report, Pages 29,30</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>PROJECTIONS ABOUT THE INCORPORATION, 1 JULY – 30 SEPTEMBER 2021 BOARD ACTIVITY REPORT, Page 21</b>  <a href="https://investor.turkishairlines.com/documents/boards-activity-report/board-activity-report-3q2021-eng-v3.pdf">https://investor.turkishairlines.com/documents/boards-activity-report/board-activity-report-3q2021-eng-v3.pdf</a></p> <p>We aim to develop and maintain our sustainability efforts in line with the United Nations Sustainable Development Goals, by integrating them into every field we operate. In addition to this, as a member, Turkish Airlines adopts The International Air Transport Association’s (IATA) targets which are aimed to reduce carbon emissions from aviation and works with dedication to achieve these targets. Adopting the principles of transparency, justice, responsibility and accountability in all of its activities, our Incorporation will continue to work to 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 32th and 33rd and in the Social field are mentioned in Article 51st and detailed information will be disclosed in our 2021 Sustainability Report as open to public access.</p>
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**A2. Implementation / Monitoring**

5	Determines and publicly discloses the committees / units responsible for the implementation of ESG policies.	<p>In order to leave a more livable world to future generations, we integrate our sustainability approach into our business models, and we work to extend the policies in this field to all units of our Incorporation, from the management level to the lowest level, with our in-house structuring. Focusing on a sustainable, transparent and accountable management approach, our Incorporation established the Sustainability Committee in 2021, composed of Turkish Airlines Senior Management. The Sustainability Committee, that hold the meetings at the helm of the General Manager, aims to create a value by ensuring the execution of the dimensions of economic, social and environmental sustainability within a linked loop which are run in different processes at our Incorporation.</p> <p><b>C1.GOVERNANCE, C1.1b Board’s oversight of climate-related issues, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 7</b> <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>CORPORATE SUSTAINABILITY MANAGEMENT, Turkish Airlines Sustainability Committee, 2020 Sustainability Report, Page 22</b> <b>2020 DEVELOPMENTS, Budget For Sustainability Studies, 2020 Sustainability Report, Page 56</b> <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>SUSTAINABILITY MANAGEMENT, Turkish Airlines 2021 Annual Report</b></p>
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.	<p>Sustainability Committee convenes at least once every quarter of the year, additionally it reconvenes in the cases where important issues arise regardless of time. In general, it convenes at least 4 times a year and General Manager chairs the Sustainability Committee meetings. 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><b>C1.GOVERNANCE, C1.1b Board’s oversight of climate-related issues, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 7</b> <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>CORPORATE SUSTAINABILITY MANAGEMENT, Turkish Airlines Sustainability Committee, 2020 Sustainability Report, Page 22</b> <b>ENVIRONMENTAL MANAGEMENT, 2020 Sustainability Report, Page 53</b> <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>SUSTAINABILITY MANAGEMENT, Turkish Airlines 2021 Annual Report</b></p>

<p>7</p>	<p>Forms implementation and action plans in line with the determined short and long term targets and declares to the public.</p>	<p><b>C3.BUSINESS STRATEGY, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 33-36</b>  <b>C2.RISKS AND OPPORTUNITIES, C2.1a Short, Medium and Long-Term Time Horizons, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 14-15</b>  <b>C2.RISKS AND OPPORTUNITIES, C2.2a Organization's Climate-Related Risk Assessments, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 19-22</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>CORPORATE SUSTAINABILITY MANAGEMENT, MATERIAL ISSUES MATRIX, 2020 Sustainability Report, Pages 23,28</b>  <b>OUR STRATEGIC PRIORITIES, 2020 Sustainability Report, Pages 16,17</b>  <b>SUSTAINABLE DEVELOPMENT GOALS (SDGS) MAP, 2020 Sustainability Report, Pages 29,30</b>  <b>2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS, 2020 Sustainability Report, Pages 50,51</b>  <b>OUR ACTIONS, 2020 DEVELOPMENTS, 2020 Sustainability Report, Pages 55,56</b>  <b>RESOURCE EFFICIENCY, 2020 Sustainability Report, Page 58</b>  <b>OUR ACTIONS TO COMBAT WITH CLIMATE CHANGE, 2020 Sustainability Report, Page 68</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>SUSTAINABILITY MANAGEMENT, Turkish Airlines 2021 Annual Report</b></p> <p>Our targets and practices in the field of Environment 26th, 32nd, 34th and 35th; 51th., 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 54th, 55th, 56, 63rd, 69th and 70th and detailed information regarding the activities carried out in line with these goals will be disclosed to the public in our 2021 Sustainability Report.</p>
<p>8</p>	<p>Determines the ESG Key Performance Indicators (KPI) and announces them on a yearly basis.</p>	<p><b>MATERIAL ISSUES PERFORMANCE TABLE, 2020 Sustainability Report, Pages 12-15</b>  <b>2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS, 2020 Sustainability Report, Pages 50,51</b>  <b>FUEL CONSUMPTION AND GREENHOUSE GAS EMISSION VALUES, 2020 Sustainability Report, Pages 77</b>  <b>FUEL AND GREENHOUSE GAS SAVING AMOUNTS, 2020 Sustainability Report, Page 78</b>  <b>2020 EMISSIONS, 2020 Sustainability Report, Page 79</b>  <b>FINANCIAL PERFORMANCE, 2020 Sustainability Report, Page 41</b>  <b>AVIATION ACADEMY FIGURES 2020, Training Hours Per Personnel, 2020 Sustainability Report, Page 105</b>  <b>AVIATION ACADEMY, FIGURES 2020, 2020 Sustainability Report, Page 106</b>  <b>2013-2020 PERFORMANCE, 2020 Sustainability Report, Page 108</b>  <b>PERFORMANCE TABLES, 2020 Sustainability Report, Page 118</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></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 2021 Sustainability Report.</p>

<p>9</p>	<p>In the presence of verifiable data, it presents KPIs with local and international sector comparisons.</p>	<p><b>COMBATING CLIMATE CHANGE, 2020 Sustainability Report, Page 66</b>  <b>COMMITMENTS AND TARGETS, 2020 Sustainability Report, Page 67</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>MANAGEMENT OF GREEN HOUSE GAS EMISSIONS, Turkish Airlines 2021 Annual Report</b>  <b>CORSIA</b> draft to which 107 countries participated as of January 1, 2022 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 carbon emission value of only one operator as a reference. Implementation rules have been determined in accordance with the Implementation Instruction for International Aviation Carbon Equalization and Reduction Scheme (SHT-CORSIA) published by the T.R. Ministry of Transport and Infrastructure General Directorate of Civil Aviation.  <a href="https://web.shgm.gov.tr/documents/sivilhavacilik/files/mevzuat/sektorel/talimatlar/2020/SHT-CORSIA.PDF">https://web.shgm.gov.tr/documents/sivilhavacilik/files/mevzuat/sektorel/talimatlar/2020/SHT-CORSIA.PDF</a></p> <p><b>FLEET MODERNIZATION-</b> Turkish Airlines is the 9th largest airline company in terms of fleet size among airlines carrying passengers as of the end of 2021 with its 370 aircraft. Among the top 10 airlines in terms of fleet size, with an average fleet age of 8.5, Turkish Airlines is the 4th airline company. As of the end of 2021, Turkish Airlines has 75 new generation aircrafts which are fuel-efficient, more environmentally friendly, and save an average of 15% fuel compared to the equivalent aircraft, and regarding the fleet size, it is the airline with the highest rate of new generation aircraft among the 10 largest airline companies in the world.</p> <p><b>IEnvA-</b> In line with the principle of "Continuous improvement" that we have adopted, we aim to go beyond compliance with the requirements while carrying out our activities. In this direction; We strengthened the ISO 14001 Environmental Management System, which we have been implementing since 2013, with a management model specific to the aviation industry in 2020, we participated to the IATA Environmental Assessment-IEnvA Management System Program, which was specially designed by the International Air Transport Association (IATA) for airline companies. We have successfully completed the audit conducted by an independent third-party organization authorized by IATA and have earned the IEnvA Program Stage 2 certification which is the highest level certificate of the program. Turkish Airlines became the first airline to directly obtain the "Stage 2 Certificate", which is the highest level certification in the IEnvA System  <b>(ENVIRONMENTAL MANAGEMENT SYSTEMS, Turkish Airlines 2021 Annual Report)</b>  IEnvA Stage 2 certificate represents the highest level of IEnvA compliance. Airline companies with Stage 2 certification, implement all components of the environmental management system in addition to the basic components applied in Stage 1 and are subject to 3rd Party audits within the scope of all components. IEnvA Stage 2 requirements necessitate the airline company to continually improve its environmental performance. The list of airline companies with IEnvA Certificate is shared on IATA's website.  <a href="https://www.iata.org/en/programs/environment/environmental-assessment/ienva/">https://www.iata.org/en/programs/environment/environmental-assessment/ienva/</a></p>
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<p><b>10</b></p>	<p>Announces the innovation activities that improve the sustainability performance for business processes or products and services.</p>	<p><b>SUSTAINABLE DEVELOPMENT GOALS (SDGS) MAP, 2020 Sustainability Report, Pages 29,30</b>  <b>TURKISH CARGO, TIACA Air Cargo Sustainability Program, 2020 Sustainability Report, Page 45</b>  <b>INNOVATION AND ENTREPRENEURSHIP, 2020 Sustainability Report, Page 47</b>  <b>DEVELOPMENT OF INNOVATION CULTURE AND PROMOTION OF EMPLOYEE ENGAGEMENT, 2020 Sustainability Report, Page 99</b>  <b>WE INVEST IN NEW TECHNOLOGY, 2020 Sustainability Report, Pages 71-76</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>CORPORATE INNOVATION, Turkish Airlines Annual Report 2021</b>  <b>CORPORATE DEVELOPMENT AND INFORMATION TECHNOLOGIES, DIGITAL INNOVATION EFFORTS, Turkish Airlines 2021 Annual Report</b></p> <p>As one of the biggest player in the air transportation sector, we have started the preparations for the "Innovative Ideas Based on Sustainability Solutions Competition" in 2021, where our employees can share their innovative ideas. We will launch our competition at our Corporate Innovation Platform with the cooperation and contributions of our divisions in 2022. We aim to further improve our current processes, to meet the expectations of our relevant parties, and to raise our sustainability performance even higher, with the projects we will implement as a result of our solution competition. This competition is a platform for our employees to share their suggestions and projects related with all components of sustainability. Our Corporate Innovation System is designed to process all internal and external innovation resources and turn them into output. This system is composed of the combination of many activities that complement each other. We will continue to implement projects along with our internal and external stakeholders to increase customer satisfaction, in addition to improving internal processes within the scope of digital transformation and innovation studies. Detailed information about our 2021 innovative projects, which reflect our responsibility towards nature and future generations regarding sustainability, will be available to the public via our 2021 Sustainability Report.</p>
<p><b>A3. Reporting</b></p>		
<p><b>11</b></p>	<p>Reports its sustainability performance, goals and actions at least once a year and makes it public.</p>	<p>Our Incorporation shares its sustainability performance and future plans with its stakeholders through its annual Sustainability Reports each year. We consider the sustainability reporting as an essential tool to evaluate our activities including non-financial criteria and to present the value we create from a holistic perspective. From this point of view, our Incorporation regularly publishes the Sustainability Report, which it first published in 2015, each year to share its sustainability performance and future plans with its stakeholders. Besides, we participated in the Carbon Disclosure Project (CDP) Climate Change Program in 2021, the world's most respected reporting platform on climate change, which is a very important issue for our Company and the sector in which we operate. We have transparently reported our governance structure, strategy, risk and opportunity management methods, our budget for relevant actions and our metrics for carbon emissions in respect to climate change, to institutional investors and to the public.</p> <p><b>ABOUT THE REPORT, 2020 Sustainability Report, Page 3</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>SUSTAINABILITY MANAGEMENT, Turkish Airlines 2021 Annual Report</b></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 2022 as well and will continue to publish its Sustainability performance, goals and actions through its Sustainability Report and the Carbon Disclosure Project (CDP) Report.</p> <p>Public access to the Sustainability Reports published by our Incorporation every year and Carbon Disclosure Project (CDP) Report published in 2021, is available at the link the link of the Turkish Airlines Investor Relations website.  <a href="https://investor.turkishairlines.com/en/corporate-governance/sustainability">https://investor.turkishairlines.com/en/corporate-governance/sustainability</a></p>
12	Announces the information on sustainability activities within the scope of the annual report.	<p><b>SUSTAINABILITY MANAGEMENT, Turkish Airlines 2021 Annual Report</b>  <b>STATEMENT OF COMPLIANCE WITH SUSTAINABILITY PRINCIPLES, Sustainability Principles Compliance Report and Information Form, Turkish Airlines 2021 Annual Report</b></p> <p>Turkish Airlines Annual Report has been prepared based upon the “Comply or Explain” principle of the Sustainability Principles Compliance Framework, which entered into force on October 2, 2020 with the amendment made to the Corporate Governance Communiqué by the Capital Markets Board of Turkey. Incorporation refers to the explanations within the scope of the Sustainability Principles Compliance Framework at Annual Report and it includes whether the sustainability principles are applied or not, and if not, a justified statement regarding this is included.</p>
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.	<p>Turkish Airlines uses various channels to engage with its internal stakeholders including shareholders/financial partners/investors and employees as well as external stakeholders including government, certification bodies, business partners, customers, suppliers, communities, NGOs and academic institutions. In addition to the key material topics, aspect boundaries and stakeholder engagement pathways as well as the frequency of our engagement and matters engaged upon are included in our Sustainability Reports.</p> <p><b>ENGAGING WITH STAKEHOLDERS, 2020 Sustainability Report, Page 32</b>  <b>COMMUNICATION WITH SHAREHOLDERS, 2020 Sustainability Report, Page 36</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a>  <b>GENERAL ASSEMBLY MINUTES OF THE MEETINGS</b>  <a href="https://investor.turkishairlines.com/en/corporate-governance/general-assembly">https://investor.turkishairlines.com/en/corporate-governance/general-assembly</a></p> <p>Our Sustainability Reports, Annual Reports, Financial Reports and Quarterly Final Disclosures on the Turkish Airlines Investor Relations page under the "Financial and Operational Data" and "Corporate Governance" tabs and Material Disclosures are publicly available through the Public Disclosure Platform. Important statements are shared with the public synchronously in Turkish and English via various channels.  <a href="https://investor.turkishairlines.com/en">https://investor.turkishairlines.com/en</a></p>

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.	In addition to our Sustainability Reports, Annual Reports and Financial Reports on the Turkish Airlines Investor Relations Page, Investor Information Presentations, Information on Corporate Governance, Press Bulletins, Stock Market Disclosures, Stock Information and Policies are publicly disclosed. <a href="https://investor.turkishairlines.com/en">https://investor.turkishairlines.com/en</a>
15	Takes maximum care in terms of transparency and reliability.	<p>As Turkish Airlines, we adopt a transparent and participatory approach. We take into consideration the opinions and concerns of our stakeholders and broad-based public expectations while determining our material issues, which are basic constituents of our sustainability program. We share our objectives and actions, which are shaped within the axis of our material issues, and our annual progress, with all our stakeholders and the public through our reports. In this direction, we updated our 2020-2021 Material Sustainability Issues Matrix which was shaped by the opinions of all our internal and external key stakeholders. We present the MATERIAL SUSTAINABILITY ISSUES MATRIX and the THE PROCESS OF DETERMINING MATERIAL ISSUES in our Material Issues Section of our report, and we also present our activities during the reporting year and our objectives for the coming year in other relevant performance sections annually. Besides, Turkish Airlines is conducting transparent and effective 'Public Disclosure Policy' within the scope of Generally Accepted Accounting Principles (GAAP) and Capital Market Legislation (CML). In all of our actions we are fully aware of responsibilities that come along with being one of the biggest publicly traded company in Borsa Istanbul. The main purpose of 'Public Disclosure Policy' is to disclose the Company's performance and future expectations with the Capital Markets Participants accurately, fairly, in a punctual and an understandable manner.</p> <p><b>MATERIAL ISSUES, 2020 Sustainability Report, Pages 27,28</b>  <b>CORPORATE GOVERNANCE, COMMUNICATION WITH SHAREHOLDERS, 2020 Sustainability Report, Pages 34-36</b>  <b>ENGAGING WITH STAKEHOLDERS , 2020 Sustainability Report, Pages 31,32</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>TURKISH AIRLINES INC. PUBLIC DISCLOSURE POLICY</b>  <a href="https://investor.turkishairlines.com/en/corporate-governance/public-disclosure-policy">https://investor.turkishairlines.com/en/corporate-governance/public-disclosure-policy</a></p> <p><b>STATEMENT OF COMPLIANCE WITH CORPORATE GOVERNANCE PRINCIPLES, Turkish Airlines 2021 Annual Report</b>  <b>ADDING VALUE TO STAKEHOLDERS, Turkish Airlines 2021 Annual Report</b>  By participating in the CDP Climate Change Program in 2021, within the framework of the transparency, accountability and honesty principles we have adopted, we transparently reported our governance structure regarding climate change, strategy, risk and opportunity management methods, our budget for relevant actions and our metrics for carbon emissions to institutional investors and to the public.  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p>

<p><b>16</b></p>	<p>Announces detachedly all kinds of development on the priority issues in disclosures and reporting within the scope of balanced approach.</p>	<p><b>MATERIAL ISSUES, 2020 Sustainability Report, Page 28</b>  <b>MATERIAL ISSUES PERFORMANCE TABLE, 2020 Sustainability Report, Pages 12-15</b>  <b>SUSTAINABLE DEVELOPMENT GOALS (SDGS) MAP, 2020 Sustainability Report, Pages 29,30</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, FY 2020</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>SUSTAINABILITY MANAGEMENT, Turkish Airlines 2021 Annual Report</b>  <b>ASSESSMENT OF THE BOARD OF DIRECTORS ON 2021 RESULTS, Turkish Airlines 2021 Annual Report</b></p> <p>In the coming years, we will continue to update our material issues in line with global developments and feedback from our stakeholders and continue to share them publicly in our reports.</p>
<p><b>17</b></p>	<p>Gives information about which of the United Nations (UN) 2030 Sustainable Development Goals its activities are related to.</p>	<p><b>SUSTAINABLE DEVELOPMENT GOALS (SDGS) MAP, 2020 Sustainability Report, Pages 29,30</b>  <b>MATERIAL ISSUES PERFORMANCE TABLE, 2020 Sustainability Report, Pages 12-15</b>  <b>PROSPERITY, 2020 Sustainability Report, Pages 41-47</b>  <b>PLANET, 2020 Sustainability Report, Pages 50-73</b>  <b>PEOPLE, 2020 Sustainability Report, Pages 82-114</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>The Sustainable Development Goals (SDG) Map which we will update by taking into account our material issues and activities in 2021 will be included in detail in our 2021 Sustainability Report.</p>
<p><b>18</b></p>	<p>Makes an explanation regarding the lawsuits filed and / or concluded against environmental, social and corporate governance issues.</p>	<p>Our Incorporation shares information about the important lawsuits against the company and their possible consequences in the Legal Disclosures and Documents section of the Annual Report every year.  <b>LEGAL DISCLOSURES AND DOCUMENTS, Turkish Airlines 2021 Annual Report</b></p> <p>In addition, findings of breaches of anti-bribery and anticorruption policy and information about administrative or judicial sanctions are shared in the Sustainability Reports every year in line with the principle of transparency.  <b>BUSINESS ETHICS, 2020 Sustainability Report, Page 39</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>In 2021, Turkish Airlines has not encountered any findings of breaches of anti-bribery and anticorruption policy nor it has been subject to any administrative and monetary sanctions with respect to bribery and corruption.  In 2021, 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	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.	<p>Selected indicators in our 2020 Sustainability Report have been externally audited within the scope of limited assurance in accordance with ISAE 3000 and ISAE 3410 standards by PwC Turkey.</p> <p>The Independent Assurance Statement, which includes the list and scope of assured indicators, can be found on pages 124 and 125 of the 2020 Sustainability Report.</p> <p><b>PWC, Limited Assurance Report, 2020 Sustainability Report, Pages 124,125 ABOUT THE REPORT, 2020 Sustainability Report, Page 3</b></p> <p><b>GREENHOUSE GAS VERIFICATION STATEMENT 2019, 2020 Sustainability Report, Page 120</b></p> <p><b>GREENHOUSE GAS VERIFICATION STATEMENT 2020, 2020 Sustainability Report, Page 121</b></p> <p><b>2020 DEVELOPMENTS, CORSIA, 2020 Sustainability Report, Page 56</b></p> <p><a href="https://investor.turkishairlines.com/documents/surdurulebilirlik/turk-hava-yollari-2020-surdurulebilirlik-raporu_21_12_2021.pdf">https://investor.turkishairlines.com/documents/surdurulebilirlik/turk-hava-yollari-2020-surdurulebilirlik-raporu_21_12_2021.pdf</a></p> <p><b>C10.VERIFICATION, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 83-86</b></p> <p><a href="https://investor.turkishairlines.com/documents/surdurulebilirlik/turk-hava-yollari-a_o.pdf">https://investor.turkishairlines.com/documents/surdurulebilirlik/turk-hava-yollari-a_o.pdf</a></p> <p><b>MANAGEMENT OF GREEN HOUSE GAS EMISSIONS, Turkish Airlines 2021 Annual Report</b></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. Emissions Reports are verified annually by a third party independent verification body. The amount of offset emissions within the scope of EU ETS in 2020 is detailed in Article 44th.</p> <p>As every year, we reported our greenhouse gas emissions in line with the requirements of the CORSIA, EU ETS and TS EN ISO 14064-1 (Establishment Level Calculation of Greenhouse Gas Emissions and Removal) Standards, and our calculations were verified by third-party independent verifiers. It will be ensured that the data for 2021 will also be verified and 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.</p> <p><a href="https://investor.turkishairlines.com/en/corporate-governance/sustainability">https://investor.turkishairlines.com/en/corporate-governance/sustainability</a></p>
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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><b>OUR ENVIRONMENTAL POLICY</b>  <a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a>  <a href="https://investor.turkishairlines.com/en/corporate-governance/environmental-policy">https://investor.turkishairlines.com/en/corporate-governance/environmental-policy</a></p> <p><b>SUSTAINABILITY POLICY</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/sustainability-policy-eng(1).pdf">https://investor.turkishairlines.com/documents/sustainability/sustainability-policy-eng(1).pdf</a>  <a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a></p> <p><b>PLANET, 2020 Sustainability Report, Page 48-80</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>ENVIRONMENTAL MANAGEMENT SYSTEMS, Turkish Airlines 2021 Annual Report</b></p> <p>In line with the principle of "continuous improvement" that we have adopted, we aim to go beyond compliance with the requirements while carrying out our activities. In this direction; by strengthening the ISO 14001 Environmental Management System, which we have been implementing since 2013, with a management model specific to the aviation industry in 2020, we participated in the IEnvA (IATA Environmental Assessment) Management System Program, which was specially designed by IATA (International Air Transport Association) for airline companies.</p>
21	Complies with environmental laws and other relevant regulations and announces them.	<p><b>ENVIRONMENTAL MANAGEMENT, 2020 Sustainability Report, Page 52</b>  <b>OUR ACTIONS, 2020 Sustainability Report, Page 55</b>  <b>2020 DEVELOPMENTS, 2020 Sustainability Report, Page 56,57</b>  <b>ENERGY POLICY, 2020 Sustainability Report, Page 59</b>  <b>WASTE MANAGEMENT, 2020 Sustainability Report, Page 61</b>  <b>OUR IN-FLIGHT SUSTAINABILITY PRACTICES, 2020 Sustainability Report, Page 63</b>  <b>BIODIVERSITY, 2020 Sustainability Report, Page 64</b>  <b>SINGLE-USE PLASTICS, 2020 Sustainability Report, Page 64</b>  <b>FIGHT AGAINST CLIMATE CHANGE, 2020 Sustainability Report, Page 66-69</b>  <b>2020 EMISSIONS, 2020 Sustainability Report, Page 79</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>ENVIRONMENTAL MANAGEMENT SYSTEMS, Turkish Airlines 2021 Annual Report</b>  <b>MANAGEMENT OF GREEN HOUSE GAS EMISSIONS, Turkish Airlines 2021 Annual Report</b>  <b>FIGHT AGAINST CLIMATE CHANGE, Turkish Airlines 2021 Annual Report</b>  We carry out our activities in compliance with all relevant legal regulations and the requirements of our voluntary commitments. Periodically evaluates our</p>

compliance with legal requirements on environmental issues; In case of a legal change that will affect Turkish Airlines, we revise our related works regardless of the update period. We constantly follow national and international regulations on environmental issues. In case of a regulation change that will affect the activities of the Incorporation, we evaluate how the relevant changes may affect the operations of the Incorporation. We ensure the necessary coordination within the Incorporation regarding the changes. If there is an action to be taken, we plan these actions and complete the necessary work as soon as possible. Turkish Airlines is fully compliant with national and international regulations on environmental issues; There is no lawsuit or penal sanction brought against us within this scope.

In order to go beyond compliance with legal requirements and take the environmental management system of the Incorporation one step further every year, we follow global trends, successful sectoral practices, plan and design new practices to add value. We aim to further strengthen our Environmental Management System, which we have been carrying out in line with the requirements of ISO 14001 Environmental Management System since 2013, with the IEnvA (IATA Environmental Assessment) System specially designed for airline companies.

In order to achieve the goal of reducing carbon emissions in the fight against climate change; We cooperate with various research institutions to produce biofuels as an alternative to jet fuel. Together with Boğaziçi University, we are running the "Microalgae Based Sustainable Bio-Jet Fuel Project (MICRO-JET)" supported by TUBITAK. Within the scope of the project, it is aimed to pilot production of synthetic bio-kerosene from microalgae using hydrotreated fatty acids and hydrothermal liquefaction methods. We will use this biofuel, which will be obtained from sustainable sources in 2022, in our flights after the engine tests to be carried out by Turkish Technic. With the biofuel to be obtained in this project, our Incorporation will be one of the rare global companies that use the cleanest type of biofuel accepted by IATA (International Air Transport Association). The refinery, where the biojet fuel to be obtained in this project will be produced, will be the first carbon-negative integrated bio refinery in Turkey and Europe when it starts operating at full capacity.

With the awareness that Sustainable Aviation Fuel plays a key role in reducing carbon emissions caused by the aviation industry, we are starting to use a sustainable biofuel blend in our Istanbul-Paris route. This environmentally friendly fuel obtained from sustainable sources will contribute to the reduction of our carbon footprint and global greenhouse gas emissions with its high energy content and emission reduction. We plan to expand this fuel, which we will use once a week in the first stage, to increasing frequencies and different destinations in the following processes. Thanks to the clean combustion realized with the use of sustainable aviation fuel; Up to 87% reduction in greenhouse gas emissions can be achieved compared to the same amount of traditional kerosene fuel.

We report our greenhouse gas emissions in line with the Carbon Offsetting and Reduction Scheme for International Aviation (CORSA), European Union Emissions Trading System (EU-ETS), United Kingdom Emission Trading System (UK-ETS) and ISO 14064-1 Guidance and Specifications Standard for Calculation and Reporting of Greenhouse Gas Emissions and Removals at the Organization Level requirements. Our greenhouse gas calculations are verified annually by third-party independent verifiers.

We aim to implement the Voluntary Carbon Offsetting Project, which we carry out to reduce our carbon emissions, in 2022. With this project, our passengers will be

		<p>able to balance the emissions that will arise from their flights with various offset projects that we will present on our website.</p> <p>Within the scope of our technical maintenance practices, we use surface preparation chemicals that are relatively light and less harmful to the environment, do not contain heavy metals and contain less volatile compounds, with the Base Coat &amp; Clear Coat system applied in our aircraft.</p>
22	<p>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>	<p><b>ABOUT THE REPORT, 2020 Sustainability Report, Page 3</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>In our Sustainability Reports; Information on subjects such as the report's limit, reporting period and reporting standard is shared under the "ABOUT THE REPORT" heading of our Sustainability Report.</p>
23	<p>Announces the senior responsible individual, relevant committees and their duties in the Incorporation on the issue of environment and climate change.</p>	<p><b>CORPORATE SUSTAINABILITY MANAGEMENT, 2020 Sustainability Report, Page 22</b>  <b>ENVIRONMENTAL MANAGEMENT, 2020 Sustainability Report, Page 53</b>  <b>FIGHT AGAINST CLIMATE CHANGE, 2020 Sustainability Report, Page 66</b>  <b>FUEL EFFICIENCY AND REDUCTION OF OUR GREENHOUSE GAS EMISSIONS, 2020 Sustainability Report, Page 70</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C1 GOVERNANCE, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 4-10</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>SUSTAINABILITY MANAGEMENT, Turkish Airlines 2021 Annual Report</b></p> <p>While the responsibility for Turkish Airlines' impacts on the economy, environment and society rests with the Board of Directors and the Executive Committee, a Sustainability Committee was established in 2021, whose members are Turkish Airlines Senior Executives. The Sustainability Committee carries out its activities in order to determine, review and continuously improve the sustainability management strategy, sustainability policy, short, medium and long-term sustainability targets, and to decide on improvement projects that will increase the sustainability performance of Turkish Airlines. Within the framework of the decisions taken at the Sustainability Committee meetings chaired by the General Manager, all our relevant units plan their necessary work and carry out their work in line with this plan.</p>

<p><b>24</b></p>	<p>Announces the the incentives it offers for the management of environmental issues, including the achievement of objectives.</p>	<p><b>2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS, 2020 Sustainability Report, Page 50,51</b>  <b>ENVIRONMENTAL MANAGEMENT, 2020 Sustainability Report, Page 53</b>  <b>OUR ACTIONS, 2020 Sustainability Report, Page 55</b>  <b>2020 DEVELOPMENTS, 2020 Sustainability Report, Page 56,57</b>  <b>RESOURCE EFFICIENCY, 2020 Sustainability Report, Page 58,60</b>  <b>WASTE MANAGEMENT, 2020 Sustainability Report, Page 61,62</b>  <b>OUR IN-FLIGHT SUSTAINABILITY PRACTICES, 2020 Sustainability Report, Page 63</b>  <b>BIODIVERSITY, 2020 Sustainability Report, Page 64</b>  <b>SINGLE-USE PLASTICS, 2020 Sustainability Report, Page 64</b>  <b>FIGHT AGAINST CLIMATE CHANGE, 2020 Sustainability Report, Page 66-69</b>  <b>FUEL EFFICIENCY AND REDUCTION OF OUR GREENHOUSE GAS EMISSIONS, 2020 Sustainability Report, Page 70,71</b>  <b>SUSTAINABLE BIO-FUELS, 2020 Sustainability Report, Page 72</b>  <b>FLEET MODERNIZATION, 2020 Sustainability Report, Page 73</b>  <b>WE CONTINUE TO OPTIMIZE OUR OPERATIONS, 2020 Sustainability Report, Page 74,75,76</b>  <b>PERFORMANCE AND TARGETS, 2020 Sustainability Report, Page 77,78</b>  <b>2020 EMISSIONS, 2020 Sustainability Report, Page 79</b>  <b>DEVELOPMENT OF INNOVATION CULTURE AND PROMOTION OF EMPLOYEE ENGAGEMENT, 2020 Sustainability Report, Page 99</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>Turkish Airlines' incentives for the management of climate-specific issues are shared in the Carbon Disclosure Project 2021 Report.</p> <p><b>C1 GOVERNANCE, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 10-13</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p>Conscious of the importance of stakeholder participation in improving our sustainability performance, we evaluate the suggestions submitted through the Individual Suggestion System, which allows employees to share their suggestions and we implement projects that are feasible. In addition to this, in order to activate the creative potential of our employees, which is the greatest value of our Incorporation, in sustainability issues and to increase their participation in innovation activities, we launched the "Innovative Ideas Focused on Sustainability" solution competition in January 2022. In this way, we aim to give our employees the opportunity to present, project and implement their valuable ideas.</p> <p>Among the suggestions submitted by our employees, the ones that can be implemented will be determined by a jury including the process responsible within the scope of the proposal, and the project will be designed without any limit on the number and will be awarded.</p>
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<p>25</p>	<p>Announces how environmental issues are integrated into business targets and strategies.</p>	<p><b>MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS, 2020 Sustainability Report, Page 6-7</b>  <b>CORPORATE SUSTAINABILITY MANAGEMENT, 2020 Sustainability Report, Page 22,23</b>  <b>OUR SUSTAINABILITY STRATEGY, 2020 Sustainability Report, Page 24</b>  <b>SUSTAINABILITY POLICY, 2020 Sustainability Report, Page 25</b>  <b>MATERIAL ISSUES MATRIX, 2020 Sustainability Report, Page 28</b>  <b>SUSTAINABLE DEVELOPMENT GOALS (SDGS) MAP, 2020 Sustainability Report, Page 29,30</b>  <b>COLLABORATIONS WITH ORGANIZATIONS &amp; ASSOCIATIONS, 2020 Sustainability Report, Page 33</b>  <b>RESPONSIBLE SUPPLY CHAIN MANAGEMENT, 2020 Sustainability Report, Page 46</b>  <b>2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS, 2020 Sustainability Report, Page 50,51</b>  <b>ENVIRONMENTAL MANAGEMENT, 2020 Sustainability Report, Page 53</b>  <b>OUR ACTIONS, 2020 Sustainability Report, Page 55</b>  <b>2020 DEVELOPMENTS, 2020 Sustainability Report, Page 56,57</b>  <b>RESOURCE EFFICIENCY, 2020 Sustainability Report, Page 58,60</b>  <b>WASTE MANAGEMENT, 2020 Sustainability Report, Page 61,62</b>  <b>OUR IN-FLIGHT SUSTAINABILITY PRACTICES, 2020 Sustainability Report, Page 63</b>  <b>BIODIVERSITY, 2020 Sustainability Report, Page 64</b>  <b>SINGLE-USE PLASTICS, 2020 Sustainability Report, Page 64</b>  <b>FIGHT AGAINST CLIMATE CHANGE, 2020 Sustainability Report, Page 66-69</b>  <b>FUEL EFFICIENCY AND REDUCTION OF OUR GREENHOUSE GAS EMISSIONS, 2020 Sustainability Report, Page 70,71</b>  <b>SUSTAINABLE BIO-FUELS, 2020 Sustainability Report, Page 72</b>  <b>FLEET MODERNIZATION, 2020 Sustainability Report, Page 73</b>  <b>WE CONTINUE TO OPTIMIZE OUR OPERATIONS, 2020 Sustainability Report, Page 74,75,76</b>  <b>PERFORMANCE AND TARGETS, 2020 Sustainability Report, Page 77,78</b>  <b>2020 EMISSIONS, 2020 Sustainability Report, Page 79</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>SUSTAINABILITY MANAGEMENT, Turkish Airlines 2021 Annual Report</b>  <b>MANAGEMENT OF GREEN HOUSE GAS EMISSIONS, Turkish Airlines 2021 Annual Report</b>  <b>FIGHT AGAINST CLIMATE CHANGE, Turkish Airlines 2021 Annual Report</b></p> <p>Turkish Airlines has detailed its management strategy, targets, plans, actions and projects realized regarding the problem of climate change in its Carbon Disclosure Project (CDP) report.</p> <p><b>Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p>
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<p>26</p>	<p>Announces the sustainability performances for business processes or products and services and the activities to improve this performance.</p>	<p><b>MATERIAL ISSUES PERFORMANCE TABLE, 2020 Sustainability Report, Page 12,13</b>  <b>2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS, 2020 Sustainability Report, Page 50,51</b>  <b>ENVIRONMENTAL MANAGEMENT, 2020 Sustainability Report, Page 53</b>  <b>OUR ACTIONS, 2020 Sustainability Report, Page 55</b>  <b>2020 DEVELOPMENTS, 2020 Sustainability Report, Page 56,57</b>  <b>RESOURCE EFFICIENCY, 2020 Sustainability Report, Page 58,60</b>  <b>WASTE MANAGEMENT, 2020 Sustainability Report, Page 61,62</b>  <b>OUR IN-FLIGHT SUSTAINABILITY PRACTICES, 2020 Sustainability Report, Page 63</b>  <b>BIODIVERSITY, 2020 Sustainability Report, Page 64</b>  <b>SINGLE-USE PLASTICS, 2020 Sustainability Report, Page 64</b>  <b>FIGHT AGAINST CLIMATE CHANGE, 2020 Sustainability Report, Page 66-69</b>  <b>FUEL EFFICIENCY AND REDUCTION OF OUR GREENHOUSE GAS EMISSIONS, 2020 Sustainability Report, Page 70,71</b>  <b>SUSTAINABLE BIO-FUELS, 2020 Sustainability Report, Page 72</b>  <b>FLEET MODERNIZATION, 2020 Sustainability Report, Page 73</b>  <b>WE CONTINUE TO OPTIMIZE OUR OPERATIONS, 2020 Sustainability Report, Page 74,75,76</b>  <b>PERFORMANCE AND TARGETS, 2020 Sustainability Report, Page 77,78</b>  <b>2020 EMISSIONS, 2020 Sustainability Report, Page 79</b>  <b>DEVELOPMENT OF INNOVATION CULTURE AND PROMOTION OF EMPLOYEE ENGAGEMENT,2020 Sustainability Report, Page 99</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>In 2021, we were also entitled to be included in the BIST Sustainability Index, which includes companies traded on Borsa Istanbul with a high level of corporate sustainability performance, and which aims to increase knowledge and practices on sustainability, and we aim to be in the Index in the coming periods. In addition, international indices and sustainability rating agencies that we voluntarily participate in are included in Article 68, and detailed information on the subject will be included in our 2021 Sustainability Report, open to public access.</p>
<p>27</p>	<p>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>	<p><b>MATERIAL ISSUES PERFORMANCE TABLE, 2020 Sustainability Report, Page 13,15</b>  <b>OUR SUSTAINABILITY STRATEGY, 2020 Sustainability Report, Page 24</b>  <b>CORPORATE SUSTAINABILITY MANAGEMENT, 2020 Sustainability Report, Page 25</b>  <b>MATERIAL ISSUES, 2020 Sustainability Report, Page 27</b>  <b>ENGAGING WITH STAKEHOLDERS, 2020 Sustainability Report, Page 31</b>  <b>RESPONSIBLE SUPPLY CHAIN MANAGEMENT, 2020 Sustainability Report, Page 46</b>  <b>SUSTAINABLE CATERING SERVICE, 2020 Sustainability Report, Page 92</b>  <b>TRAINING , 2020 Sustainability Report, Page 106</b>  <b>HUMAN RIGHTS, 2020 Sustainability Report, Page 114,115</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>With the PressReader application, we offer our passengers digital access to over 7000 newspapers and magazines in more than 60 languages. Our passengers are directed to the application by e-mail and website 1 day before their flight, and they can benefit from the application free of charge for an additional 48 hours to the flight time. The application, which our passengers using our private lounges can access unlimitedly during their stay in the lounge, is also offered to Turkish Airlines personnel without limits. This digital and environmentally friendly service we offer as an alternative to printed publications; While it eased the cabin service process, it also increased the availability of overhead lockers. With this; The contracts of Turkish Airlines contain the Environmental Requirements that our</p>

		<p>Incorporation expects from its suppliers, and our suppliers are expected to fulfill these requirements.</p>
<p><b>28</b></p>	<p>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.</p>	<p><b>COLLABORATIONS WITH ORGANIZATIONS &amp; ASSOCIATIONS, 2020 Sustainability Report, Page 33</b>  <b>ENVIRONMENTAL MANAGEMENT, 2020 Sustainability Report, Page 53</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C12 ENGAGEMENT, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 91,92</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>Turkish Airlines 2021 Annual Report</b></p> <p><b>OUR SOCIAL RESPONSIBILITY PROJECTS</b>  <a href="https://www.turkishairlines.com/en-tr/press-room/our-social-responsibility-projects/index.html">https://www.turkishairlines.com/en-tr/press-room/our-social-responsibility-projects/index.html</a></p> <p>We carry out the priority issues we have determined in cooperation with local and foreign non-governmental organizations and industrial organizations. As Turkish Airlines, we adopt the targets set by the International Air Transport Association (IATA), of which we are a member, to reduce aviation-related carbon emissions, and we work devotedly to achieve this target. We support sustainable aviation fuel research and development studies in order to reduce and eliminate the factors that may have an impact on climate change. Together with Boğaziçi University, we are running the "Microalgae Based Sustainable Bio-Jet Fuel Project (MICRO-JET)" supported by TUBITAK. Within the scope of the project, it is aimed to pilot production of synthetic bio-kerosene using hydrotreated fatty acids from microalgae and hydrothermal liquefaction methods. We will use this biofuel, which will be obtained from sustainable sources in 2022, in our flights after the engine tests to be carried out by Turkish Technic. With the biofuel to be obtained in this project, Turkish Airlines will be one of the rare global companies that use the cleanest type of biofuel accepted by IATA. The refinery, where the biojet fuel to be obtained in this project will be produced, will be the first carbon-negative integrated bio refinery in Turkey and Europe when it starts operating at full capacity.</p> <p>With the awareness that Sustainable Aviation Fuel plays a key role in reducing carbon emissions caused by the aviation industry, we started to use a sustainable biofuel blend in our Istanbul-Paris route. This environmentally friendly fuel obtained from sustainable sources will contribute to the reduction of our carbon footprint and global greenhouse gas emissions with its high energy content and emission reduction. We plan to expand this fuel, which we will use once a week in the first stage, to increasing frequencies and different destinations in the following processes.</p>

29	<p>In the 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.</p>	<p><b>MATERIAL ISSUES PERFORMANCE TABLE, 2020 Sustainability Report, Page 12,13</b>  <b>2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS, 2020 Sustainability Report, Page 50,51</b>  <b>RESOURCE EFFICIENCY, 2020 Sustainability Report, Page 60</b>  <b>WASTE MANAGEMENT, 2020 Sustainability Report, Page 62</b>  <b>SINGLE-USE PLASTICS, 2020 Sustainability Report, Page 64</b>  <b>FLEET MODERNIZATION, 2020 Sustainability Report, Page 73</b>  <b>PERFORMANCE AND TARGETS, 2020 Sustainability Report, Page 77,78</b>  <b>2020 EMISSIONS, 2020 Sustainability Report, Page 79</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p>
30	<p>Describes the standard, protocol, methodology and base year details used to collect and calculate its data.</p>	<p>The cross-reference table regarding the Global Reporting Initiative (GRI) standards, which was referenced in the preparation of the 2021 Sustainability Report, is included in the report in detail.</p> <p><b>GRI CONTENT INDEX, 2020 Sustainability Report, Page 126-131</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>Detailed explanations on the calculation methodologies and verifications carried out in the emissions management body are included in the CDP Report.</p> <p><b>C2 RISK AND OPPORTUNITIES, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 18,19,20</b>  <b>C10 VERIFICATION, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 83-87</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p>
31	<p>Describes the status of the environmental indicators for the reporting year (increase or decrease) in comparison with previous years.</p>	<p><b>MATERIAL ISSUES PERFORMANCE TABLE, 2020 Sustainability Report, Page 12,13</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p>

<p><b>32</b></p>	<p>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.</p>	<p>Due to the fact that the aviation industry is a sector highly related to regulations and requires more time than other sectors to implement investments and technological developments, Turkish Airlines has a short term of 0 to 3 years, medium term 10 years and long term more than 10 years. The process is determined as long-term. Short, medium and long-term targets determined by Turkish Airlines in this direction are stated in the CDP Report; short-term goals and their realization status are included in the Sustainability Report every year.</p> <p><b>C2.RISK AND OPPORTUNITIES, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 14,15</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS, 2020 Sustainability Report, Page 50,51</b>  <b>PERFORMANCE AND TARGETS, 2020 Sustainability Report, Page 77,78</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p>
<p><b>33</b></p>	<p>If there is progress in the reporting year according to the targets set before, it provides information on the subject.</p>	<p>"2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS" table indicates the rate of compliance with the 2021 targets. <b>(2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS, 2020 Sustainability Report, Page 50-51)</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>Comprehensive information about the actions we take to reduce our environmental impacts, the projects and initiatives we carry out, and environmental performance indicators are included in the graphics in the Environment Section of our Sustainability Reports and in the "2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS " table. The 2021 targets of preventing 78,750 tons of CO2 emissions by saving 25,000 tons of fuel and reducing kg/ATK by 5% by 2025 compared to 2016 have been achieved by 100%. Also, in 2021; The targets for the amount of avoided waste and amount of hazardous waste per capita have been achieved by 100%, and the targets for natural gas, electricity per capita and water consumption per capita could not be reached in 2021 due to the change in the buildings included in the calculation compared to 2020 and the different consumption characteristics. Considering the new scope situation, the current targets for 2022, which are determined as 2% reduction over the 2021 realization values, and the compliance rates with the 2021 targets will be included in our 2021 Sustainability Report in detail.</p>
<p><b>34</b></p>	<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 2020 Sustainability Report and in the "C3. Business Strategy" and "C4. Targets and performance" sections of our 2021 Carbon Disclosure Project (CDP) Report.</p> <p><b>COMBATING CLIMATE CHANGE, 2020 Sustainability Report, Pages 66-79</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C3.BUSINESS STRATEGY, Pages 31-38, C4. TARGETS AND PERFORMANCE, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 38-53</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p>

As Turkish Airlines, we adopt the targets set by the International Air Transport Association (IATA), of which we are a member, to reduce aviation-related carbon emissions, and we work devotedly to achieve this target.

While our efforts to combat climate change are followed at the highest level in our Incorporation, the Sustainability Committee, whose members are Turkish Airlines Senior Managers, was established in 2021. While the responsibility of Turkish Airlines' impacts on the economy, environment and society rests with the Board of Directors and the Executive Committee, in line with the activities of the Sustainability Committee; We determine the sustainability strategy, policy, short, medium and long-term sustainability targets. We monitor and review climate-related risks and opportunities and take necessary actions.

In 2021, we participated in the Carbon Disclosure Project (CDP) Climate Change Program, the world's most respected reporting platform on climate change, which is a very important priority for our company and the sector in which we operate. We report transparently our metrics related to our governance structure, strategy, risk and opportunity management methods, budget and carbon emissions related to climate change, to institutional investors and the public, and we aim to continue our work in a way that will take it further in the future.

Our fleet is one of the youngest in Europe with 370 aircraft and an average fleet age of 8.5 years. By the end of 2021, our Incorporation is the airline with the highest rate of new generation aircraft among the 10 largest airline companies in the world in terms of fleet size, with 75 new generation aircraft that are more fuel efficient, more environmentally friendly and save an average of 15% fuel compared to equivalent aircraft. In 2021, our new generation narrow body A321 NEO and B737 MAX aircraft, which were ordered in 2013 and provide an average of 15% fuel savings compared to equivalent aircraft, continued to join our fleet. In addition to narrow-body aircraft, the fuel consumption per seat of the new generation wide-body aircraft, which were ordered in 2018 and will be delivered by the end of 2027, is expected to be 13% lower on average compared to the current wide-body fleet. In addition to passenger transportation, our partnership aims to keep the environmental impacts to a minimum in cargo transportation. In line with this commitment; Compared to our B777F type aircraft, which joined our fleet in the past years, and the old generation cargo aircraft with similar capacity and range; 20% less emissions, 20% less environmental noise and up to 20% fuel savings are achieved.

Supporting initiatives related to fuel efficiency, taking measures to reduce natural resource consumption and greenhouse gas emissions are some of our works within the scope of combating climate change. We continuously measure and monitor fuel efficiency with the comprehensive fuel saving policy we have established, and we review our action plans within the framework of the Fuel Efficiency Program, within the Fuel Executive Board, which consists of key departments and meets regularly. In addition to these, the measures taken by international aviation authorities against climate change are supported by our Incorporation and their requirements are fulfilled. While the work we have carried out within the scope of combating climate change is detailed in Article 35, developments for 2021 will be made available to the public in detail in our Sustainability and Carbon Disclosure Project (CDP) Reports.

<p>35</p>	<p>Describes 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><b>FUEL EFFICIENCY AND REDUCTION OF OUR GREENHOUSE GAS EMISSIONS, 2020 Sustainability Report, Pages 70-71.75-76</b>  <b>SUSTAINABLE BIO-FUELS, 2020 Sustainability Report, Page 72</b>  <b>WASTE MANAGEMENT, OUR WASTE MANAGEMENT APPLICATIONS AND DISPOSABLE PLASTICS, OUR IN-FLIGHT SUSTAINABILITY PRACTICES, SINGLE-USE PLASTICS, 2020 Sustainability Report, Pages 61-64</b>  <b>TURMEPA COOPERATION, 2020 Sustainability Report, Page 113</b>  <b>SUSTAINABLE CATERING SERVICE, 2020 Sustainability Report, Page 92</b>  <b>RESOURCE EFFICIENCY, 2020 Sustainability Report, Page 58-60</b>  <b>2020 DEVELOPMENTS, GREEN BUILDING CERTIFICATION, 2020 Sustainability Report, Page 56</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C4.5 Goods and/or services as low-carbon products, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 49-53</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p>Turkish Airlines adopts a systematic approach that manages its environmental impacts in all its operations, takes care of the use of environmentally friendly technologies, ensures the health and safety of all its stakeholders, manages risks by being aware of its risks, and can take precautions by predicting emergencies that may occur. In this direction, the Incorporation;</p> <ul style="list-style-type: none"> <li>• Determines the environmental dimension and environmental impacts arising from its activities; in this direction, by defining the actions to be taken in order to minimize or, if possible, eliminate the negative environmental effects, the method it has been applied in PR.10.18.035 Environmental Aspect and Environmental Impact Assessment Procedure,</li> <li>• The method used by the Incorporation to identify, define and prioritize environmental risks and opportunities, to appoint those responsible for risks and opportunities, to identify existing measures and additional measures that can be taken to improve risks, is described in PR.10.18.059 Environmental Risks and Opportunities Management Procedure.</li> </ul> <p>Our Incorporation's Environmental Aspects and Impacts List is updated every year and shared publicly with all our stakeholders:  <a href="https://investor.turkishairlines.com/documents/thy-a_o-cevre-boyutlari-listesi_2021.pdf">https://investor.turkishairlines.com/documents/thy-a_o-cevre-boyutlari-listesi_2021.pdf</a></p> <p>We strengthened the ISO 14001 Environmental Management System, which we have been implementing since 2013, with a management model specific to the aviation industry in 2020. In this direction, we participated to the IATA Environmental Assessment-IEEnvA Management System, which was specially designed by the International Air Transport Association (IATA) for airline companies. We have successfully completed the audit conducted by an independent third-party organization authorized by IATA and have earned the IEnvA Program Stage 2 certification which is the highest level certification of the program. Thus, our Incorporation became the first airline to be directly involved in the program by obtaining Stage 2 certification.</p> <p>In addition to the emissions we aim to prevent with the projects we have developed and implemented, the management of emissions resulting from our activities is also important. In line with the requirements of The Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), European Union Emissions Trading System (EU-ETS), United Kingdom Emission Trading System (UK-ETS) and TS EN ISO 14064-1 Calculation of Greenhouse Gas Emissions and Removal at Enterprise Level and Report, Guidance and Specifications Standard we</p>
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report our greenhouse gas emissions. Our greenhouse gas calculations are verified annually by third-party independent verifiers.

Since 2008, we have successfully implemented more than 100 operational optimization projects to reduce our carbon footprint. Some of these projects include: Optimizing the use of auxiliary power unit, introducing the new optimized flight planning system, optimizing routes and aircraft speed, applications to reduce aircraft weight (fly away kits, magazines, containers, drinking water, catering equipment) and winglet and aircraft modifications such as sharklet. Thanks to these practices, our Incorporation saved 37,082 tons of fuel in 2021 and prevented 116,809 tons of CO2 emissions.

We support sustainable aviation fuel research and development studies in order to reduce and eliminate the factors that may have an impact on climate change. Together with Boğaziçi University, we are running the Microalgae Based Sustainable Bio-Jet Fuel Project (MICRO-JET) supported by TUBITAK. Within the scope of the project, it is aimed to pilot production of synthetic bio-kerosene from microalgae using hydrotreated fatty acids and hydrothermal liquefaction methods. We will use this biofuel, which will be obtained from sustainable sources in 2022, in our flights after the engine tests to be carried out by Turkish Technic. With the biofuel to be obtained in this project, our Incorporation will be one of the rare global companies that use the cleanest type of biofuel accepted by IATA. The refinery, where the biojet fuel to be obtained in this project will be produced, will be the first carbon-negative integrated biorefinery in Turkey and Europe when it starts operating at full capacity.

Detailed information about the project is provided in Article 39 and on the website <https://independent.boun.edu.tr/index.php>

While continuing the Microalgae Based Sustainable Bio-Jet Fuel Project (MICRO-JET), we used a sustainable biofuel mixture between Istanbul Airport and Paris Charles De Gaulle Airport in 2022 in order to contribute to the reduction of global greenhouse gas emissions. We plan to expand this fuel, which we used once a week in the first stage, to increasing frequencies and different destinations in the following processes. In addition to the reduction we aim for in harmful particles of SOx and NOx emissions, thanks to the clean combustion realized with the use of sustainable aviation fuel; With the Base Coat & Clear Coat system applied on our aircraft as part of our technical maintenance practices, we use surface preparation chemicals that are relatively light and less harmful to the environment, do not contain heavy metals, and contain less volatile compounds. In addition to these efforts, we plan to implement the Voluntary Carbon Offset Project in 2022 in order to offer our passengers the option to offset the emissions arising from their flights and to offset the emissions arising from the duty flights of our employees by our Incorporation.

With the awareness that our natural resources are not endless, we prioritize energy and resource efficiency, design our buildings to be energy efficient and water efficient, healthy and high-performance compared to conventional buildings, and pay attention to energy and environmental friendliness. In this context, our 9 buildings at Istanbul Airport have been certified with LEED certification, considering location and transportation, sustainability level of building lands, water efficiency, materials and resources used, energy and atmosphere, and indoor quality. In addition, by recording the refrigerant gas charge amounts on a monthly basis in cooler devices, consumptions are kept under control and thus greenhouse gas emission values are reduced. Other information regarding the energy efficiency studies of our Incorporation is given in Article 41.

We adopt the principle of "Zero Waste" based on the awareness that it is an inevitable responsibility for organizations to implement action plans that do not disrupt the resource balance in the world. With our work within the scope of the Zero Waste Project, we have become one of the leading organizations that have been awarded the Zero Waste Basic Level certificate for the campuses of our Incorporation. Our goal is to take this document we have to the next level every year and to add new ones to the work areas where we carry out our work within the scope of the Zero Waste Project.

In 2021, 98 tons of hazardous waste was sent to companies with relevant environmental permits and licenses, 948 tons of non-hazardous waste and 403 tons of packaging waste were sent for recycling, and the formation of 1449 tons of waste was prevented. Within the scope of flight operations, masks, gloves, etc. used by the passenger / cabin crew in all flights in line with the DK.22.194 UOD-2020/3G COVID-19 MEASURES DURING FLIGHT OPERATIONS. Disposable protective equipment is segregated. The sorted materials are delivered to the ground personnel in the first possible square, and to the personnel of TGS/Handling company upon arrival in Turkey.

In-cabin waste separation, which we carried out within the scope of our waste management studies in flight operations, could be implemented in the first two months of 2020 because of the suspension of flights due to the pandemic and Covid-19 measures. Waste segregation has started to be implemented again on all ER return flights as of June 2021 and on outbound flights of the relevant lines, with the start of catering loading at some external stations as of 2021. Thus, the total number of flight points where in-flight segregation was applied in 2021 became 73.

Our projects consisting of biodegradable packaging and nature-friendly toys that we offer to our passengers are in the Travel Plus 2021 Amenities Initiatives competition; Our environmentally friendly biodegradable packaging was awarded the "Best of Onboard Sustainability" award in the "2021 Onboard Hospitality" awards. 73,391 kg in 2021 thanks to the use of biodegradable packaging; With the removal of combs and shoe horns from travel kits, the use of 26,594 kg of plastic waste was prevented. With all travel and toy sets being presented without any plastic packaging, the use of 17,935,026 plastic bags weighing 13,298.01 kg in total in 2020 and 2021 was prevented.

Within the scope of catering services, our Incorporation not only supports the promotion of our local products, but also reduces carbon (CO2) emissions by saving fuel, as it shortens the distance traveled by the raw materials until they reach us. In addition, with the life cycle approach, priority is given to sustainable product use and recycling, measures are taken to minimize waste and, if possible, to prevent it. Along with these efforts, our Incorporation also motivates its suppliers and subsidiaries in line with this approach, and aims to expand its corporate understanding of the environment through its commercial partners.

As a result of our efforts to keep up with the digitalizing world and to reduce our environmental impact, we have stopped sending Miles&Smiles cards. The Miles&Smiles digital card, where our customers can use all the advantages and features of the physical card, can be accessed through our mobile application. The use of 2.35 million ecological cards, 1.92 million ecological envelopes and 1.92 million ecological papers was prevented, with the complete termination of Miles&Smiles shipments, which are produced using environmentally friendly materials that can dissolve in nature in a shorter time and can be recycled.

<https://www.turkishairlines.com/en-tr/any-questions/how-do-i-get-my-miles-smiles-card/index.html>

We are aware of the importance of stakeholder participation in improving our sustainability performance. We evaluate the suggestions submitted through the Individual Suggestion System, which allows employees to share their suggestions, and implement the projects that are applicable. In addition, in order to activate the creative potential of our employees, which is the greatest value of our Incorporation, in sustainability issues and to increase their participation in innovation activities, we launched the "Innovative Ideas Focused on Sustainability" solution competition in January 2022. In this way, we aim to give our employees the opportunity to present, project and implement their valuable ideas. Among the suggestions submitted by our employees, those that can be implemented will be determined by a jury including the process responsible within the scope of the proposal, the project will be designed without any limit on the number and will be awarded on the World Environment Day on June 5th.

The World Class award, presented for the first time as a result of independent audits conducted by APEX under the consultancy of YATES+, based on health safety, service quality and sustainability criteria, was given to seven global airlines, including Turkish Airlines, in 2022. This category, in which international security, welfare, service and inclusion standards are evaluated through comprehensive audits by industry professionals, indicates that standards have been reached in all these areas. We are very happy to be deemed worthy of this award, which was given for the first time this year, with our understanding that prioritizes harmony and respect for the environment while growing, and does not compromise on service quality.

<https://www.turkishairlines.com/en-tr/turkish-airlines-apex-world-class-award/index.html>

In the environmental field in 2021; Detailed information on our work on fuel efficiency, sustainable aviation fuels, noise management, emission management, climate change, technical service and catering with reduced negative environmental impacts (sustainable catering), waste management and natural resource use 2021 Sustainability and Carbon Disclosure Project (CDP) reports will also be made available to the public.

<p>36</p>	<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><b>OUR ACTIONS, 2020 DEVELOPMENTS, 2020 Sustainability Report, Pages 55,56</b>  <b>OUR ACTIONS TO COMBAT WITH CLIMATE CHANGE, 2020 DEVELOPMENTS, 2020 Sustainability Report, Pages 68-69</b>  <b>ENVIRONMENTAL BENEFITS/ SAVINGS, 2020 Sustainability Report, Page 65</b>  <b>BUDGET FOR SUSTAINABILITY STUDIES, 2020 Sustainability Report, Page 57</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C2.4Climate-related opportunities with the potential to have a substantive financial or strategic impact, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 27-31</b>  <b>C3.3Influence of the climate-related risks and opportunities on the company's strategy.Investment in R&amp;D, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 35</b>  <b>C3.4Influence of the climate-related risks and opportunities on financial planning, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report , Page 36-38</b>  <b>C4.3c.Investment in emissions reduction activities, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 47</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p>As Turkish Airlines, we evaluate the environmental impact of all our activities with a sense of responsibility. First of all, we eliminate the negative effects, if we cannot eliminate them, we create action plans to minimize them.  The Corporate Sustainability Management Department, which works one-on-one to implement the sustainability strategy of the Incorporation, carries out the necessary service and product purchases in this direction. The 2021 budget of the Corporate Sustainability Department, including employee remuneration and services related to sustainability management, is 385,227 USD (USD). Since almost all of our greenhouse gas emissions originate from jet fuel, we also have a separate business unit focusing on fuel oil and emission reduction, with a 2021 budget of 533,180 USD (USD). However, within the scope of innovation and R&amp;D studies, the 2021 budget of the DIR.Corporate Innovation and Projects is 993.464 USD (USD) and the R&amp;D Projects budget is 501.627 USD (USD).  Our programs to prevent or minimize the potential negative impact of the products and/or services we offer in 2021 are explained in Article 35, and detailed information on the subject will be made available to the public in our Sustainability and Carbon Disclosure Project (CDP) Reports.</p>
<p>37</p>	<p>Reports the total energy consumption data (excluding raw materials) and explains the energy consumption as Scope-1 and Scope-2.</p>	<p><b>RESOURCE EFFICIENCY, 2020 PERFORMANCE, 2020 Sustainability Report, Page 60</b>  <b>2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS TABLE, 2020 Sustainability Report, Page 50-51</b>  <b>2020 EMISSIONS, 2020 Sustainability Report, Page 79, 119-121</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C8. ENERGY, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 68-76</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p>In 2021, 5,168,051 sm3 of natural gas and 42,468,046 kWh of electricity were consumed. In addition, fuel consumption, which constitutes more than 99% of our carbon footprint, and greenhouse gas emissions due to fuel use are declared in our sustainability reports, including the trend of previous years, and 4.3 million tons of fuel was consumed in 2021. Within the scope of Greenhouse Gas</p>

		<p>Verification Studies, the details of the information on Scope 1 and Scope 2 energy consumptions for 2021 will be included in our Sustainability and Carbon Disclosure Project (CDP) Reports.</p>
<p><b>38</b></p>	<p>Provides information on electricity, heat, steam and cooling generated and consumed in the reporting year.</p>	<p><b>RESOURCE EFFICIENCY, 2020 PERFORMANCE, 2020 Sustainability Report, Page 60</b>  <b>2020 EMISSIONS, 2020 Sustainability Report, Page 79, 119-121</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C8.2d The details on the electricity, heat, steam, and cooling, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 73</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p>We produce electricity from natural gas at 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 transform the cooling water and flue gas heat arising from the production process into efficiency with our absorption chiller device in our facility. The total amount of electricity produced in our trigeneration facility in 2020 was 10,845,220 kWh, and the data for 2021, verified by a third-party independent institution, will be included in our Sustainability and Carbon Disclosure Project (CDP) Reports.</p>
<p><b>39</b></p>	<p>Conducts studies on increasing the use of renewable energy, transition to zero or low carbon electricity and explains these studies.</p>	<p><b>RESOURCE EFFICIENCY, 2020 PERFORMANCE, 2020 Sustainability Report, Page 58</b>  <b>2020 ENVIRONMENTAL PERFORMANCE AND FUTURE TARGETS TABLE, 2020 Sustainability Report, Page 50</b>  <b>ELECTRICITY GENERATION, 2020 Sustainability Report, Page 58</b>  <b>SUSTAINABLE BIO-FUELS , 2020 Sustainability Report, Page 72</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C3.3Influence of the climate-related risks and opportunities on the company's strategy. Investment in R&amp;D, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 35</b>  <b>C8.2cTrigeneration, TURKISH AIRLINES Carbon Disclosure Project 2021 Report, Page 71</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p>The most important cause of climate change, which is one of the leading global problems today, is greenhouse gas emissions. Accordingly, the aviation industry is the first to take action globally and set comprehensive targets to reduce CO2 emissions. One of the key elements in achieving these goals is Sustainable Aviation Fuels (SAF). In this direction, Turkish Airlines accordingly has taken strategic steps to support the use of SAF in the sector with the sustainable aviation fuel and plans to use in its flights, and to encourage investments made in this context with its cooperation with the Microalgae-Based Sustainable Bio-Jet Fuel Project (MIKRO-JET). Within the scope of the project, it is aimed to pilot production of synthetic bio-kerosene from microalgae using hydrotreated fatty acids and hydrothermal liquefaction methods. With this project, our Incorporation will be one of the rare global companies that can produce and use the cleanest type of biofuel accepted by IATA. Within the scope of the INDEPENDENT Project, which also includes the MIKRO-JET Project, a total of 11 products will be produced and one of these products will be pure fuel. The refinery consists of an R&amp;D area of 2500 square meters and an 80 cubic meter open pool and 30 cubic meter closed production reactors established in the</p>

		<p>production site. The zero-waste facility, when operating at full capacity, will provide an annual carbon dioxide capture and use capacity of approximately 1200 tons and will be the first carbon-negative integrated biorefinery in Turkey and Europe. While the INDEPENDENT project site runs on 100% renewable wind energy, it already supports the EU and Turkey's Green Agreement goals with its zero-waste-based bioenergy practices, and directly contributes to nine of the United Nations Sustainable Development Goals.</p> <p>In addition to our Microalgae Based Sustainable Bio-Jet Fuel Project, we started to use a sustainable biofuel blend in our Istanbul-Paris route with the awareness that Sustainable Aviation Fuel plays a key role in reducing carbon emissions caused by the aviation industry. This environmentally friendly fuel obtained from sustainable sources will contribute to the reduction of our carbon footprint and global greenhouse gas emissions with its high energy content and emission reduction. We plan to use Sustainable Aviation Fuel once a week in the first stage, and to increasing frequencies and different destinations in the following processes. We consider using this fuel, which has a higher price band compared to traditional aviation fuel, as a move worthy of our Incorporation's national flag carrier mission and we believe that it will set an example for other organizations in the sector.</p> <p><a href="https://independent.boun.edu.tr/en/">https://independent.boun.edu.tr/en/</a></p> <p>Along with these studies, as we have committed in our environmental policy; We prioritize energy and resource efficiency, and by working to reduce our electricity and natural gas consumption, we aim to meet at least 5% of the energy in our new buildings from renewable sources. Although there is currently no renewable energy production in our partnership, it is envisaged to initiate an I-REC certification process indicating that the electricity supplied is obtained from renewable sources.</p>
40	Announces the renewable generation of energy and the usage data.	<p><b>SUSTAINABLE BIO-FUELS, 2020 Sustainability Report, Page 72</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C3.3The influence of climate-related risks and opportunities on the strategy, Investment in R&amp;D, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 35</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p>Within the scope of the Microalgae-Based Sustainable Bio-Jet Fuel Project (Microjet), the details of which are given in Article 39, sustainable biofuel, which will be produced entirely from sustainable sources in 2022, will be produced by Turkish Technic and it will be used in our flights after the completion of the engine tests.</p>

<p><b>41</b></p>	<p>Runs energy efficiency projects and announces the amount of energy consumption and emission reduction by means of these studies.</p>	<p><b>SOME FUEL SAVING PRACTICES OF TURKISH AIRLINES, 2020 Sustainability Report, Pages 75,76</b>  <b>FUEL EFFICIENCY AND REDUCTION OF OUR GREENHOUSE GAS EMISSIONS, 2020 Sustainability Report, Pages 70,71</b>  <b>RESOURCE EFFICIENCY, 2020 Sustainability Report, Page 58</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C1.3a. The details on the incentives provided for the climate-related issues, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 10-13</b>  <b>C3.3 The influence of climate-related risks and opportunities on the strategy, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 35,36</b>  <b>C12.3a. Issues on engaging directly with policy makers, Energy Efficiency, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Page 97</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></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. When 2008 is accepted as the "reference/baseline" at the end of 2021, it is seen that the transportation performance has increased by 814 percent as of 2021, while the corresponding fuel consumption has increased by 487 percent. In other words, thanks to the fuel efficiency projects that have been successfully implemented since 2008, the amount of fuel consumed for unit transportation activities is gradually decreasing, and our efficiency performance is increasing year by year. Within the scope of our energy efficiency studies at our Incorporation's campuses:</p> <ul style="list-style-type: none"> <li>* During the remote working process in the pandemic period, when there are few employees in the buildings, common working areas have been arranged and electricity and heating-cooling consumptions have been optimized.</li> <li>*The natural gas, electricity and water consumptions provided to our buildings at Istanbul Airport, where the employee density is high, through our Energy Centers, were monitored and controlled through the automation system, thus reducing the losses and preventing technical problems with the rapid intervention provided.</li> <li>*With the commissioning of the Chiller Optimization System of the chiller devices used as the central cooling system in the Istanbul Airport Region C Energy Center Facility, an improvement in energy efficiency is achieved.</li> </ul> <p>Although studies on energy efficiency are also included in Article 35, detailed information about 2021 will be made available to the public in our Sustainability and Carbon Disclosure Project (CDP) Reports.</p>
<p><b>42</b></p>	<p>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>	<p>Mains line is used for clean water supply and wastewater discharge in our Incorporation, and the actual water consumption amounts are included in the Environment sections of our Sustainability Reports.  (2020 Sustainability Report, Page 60)</p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p>

43	Announces whether the operations or activities are included in any carbon pricing system (Emission Trading System, Cap & Trade or Carbon Tax).	<p><b>COMMITMENTS AND TARGETS, 2020 Sustainability Report, Page 67</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C11. CARBON PRICING, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 87-91</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p>In addition to the emissions we aim to prevent with the projects we have developed and implemented, the management of emissions resulting from our activities is also important. In line with the requirements of The Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), European Union Emissions Trading System (EU-ETS), United Kingdom Emission Trading System (UK-ETS) and TS EN ISO 14064-1 Calculation of Greenhouse Gas Emissions and Removal at Enterprise Level and Report, Guidance and Specifications Standard we report our greenhouse gas emissions. Our greenhouse gas calculations are verified annually by third-party independent verifiers. Our greenhouse gas calculations are verified annually by third-party independent verifiers. We offset our greenhouse gas emissions from our EU-ETS and UK-ETS flights with the carbon credits we receive from carbon credit institutions. In addition, within the scope of the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), which was implemented by the International Civil Aviation Organization (ICAO) and which we have voluntarily committed to implement from the pilot phase. Our emissions remaining above the base year emission values will be offset by our Incorporation in accordance with the CORSIA timetable in the coming years.</p>
44	Announces the carbon credit information accumulated or purchased during the reporting period.	<p><b>2020 DEVELOPMENTS, 2020 Sustainability Report, Pages 69</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>Within the scope of the EU ETS, the scope of which was limited to flights taking off and landing within the borders of the European Economic Area in 2016 by the European Union, we directly monitor and calculate our emissions and have them verified by an authorized independent certification body. In 2020, all 13,883 tons of confirmed carbon emissions were offset, using the balance from the previous year to make a total of 12,771 EU General Allowance (EUA) payments. However, our Incorporation has been included in the scope of the UK ETS, which became operational on January 1, 2021, as of 2021, after the UK left the European Union.</p> <p>Confirmed emission data from our flights within the European Economic Area in 2021 will be publicly available in our Sustainability and Carbon Disclosure Project (CDP) Reports.</p>
45	Announces the details if carbon pricing is applied within the Incorporation.	<p><b>CARBON PRICING, 2020 Sustainability Report, Page 69</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>C11.CARBON PRICING, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Report, Pages 87-91</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p>Our Incorporation is closely following the current situation and innovations regarding carbon markets and carbon taxes, which are based on carbon pricing, however, carbon pricing is not yet implemented within the Incorporation.</p>

46	Announces all compulsory and voluntary platforms where it discloses environmental information.	<p>Since 2014, we have been publicly sharing our performance in corporate governance, environmental, economic and social areas with all our stakeholders through our sustainability reports.  <a href="https://investor.turkishairlines.com/en/corporate-governance/sustainability">https://investor.turkishairlines.com/en/corporate-governance/sustainability</a></p> <p>We participate in the Carbon Disclosure Project (CDP) Climate Change Program, the world's most respected reporting platform on climate change, which is a very important priority for our company and the sector in which we operate. We report transparently our metrics regarding our climate change governance structure, strategy, risk and opportunity management methods and carbon emissions to institutional investors and the public.  <a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></p> <p><b>SUSTAINABILITY ASSESSMENTS, 2020 Sustainability Report, Page 57</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>Although the platforms on which our Incorporation's environmental information is disclosed are listed in Article 35, our Incorporation was also entitled to be included in the BIST Sustainability Index in 2021, which aims to increase knowledge and practices on sustainability, which includes companies traded on Borsa Istanbul with a high level of corporate sustainability performance.</p> <p>The international indices and sustainability rating institutions that we voluntarily participate in are included in Article 68, and detailed information on the subject will be included in our 2021 Sustainability Report, open to public access.</p>
<b>C. Social Principles</b>		
<b>C1. Human Rights and Employee Rights</b>		
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.	<p>Our 2020 Sustainability Report included our commitment to " Creating decent employment, implementing equal pay for equal work policy, complying with the international principles set forth in the Universal Declaration of Human Rights, the International Labor Organization's (ILO) Declaration of Fundamental Principles and Rights at Work, and the UNGP (United Nations Guiding Principles on Business and Human Rights) as well as labor rights based on national legislation".  <b>MATERIAL ISSUES, SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2020 Sustainability Report, Page 30</b></p> <p>Our Board of Directors has prepared a "Code of Ethics" and a related handbook, which is also published on our website, within the framework of Corporate Governance Principles. Turkish Airlines defines its 'Code of Ethics' as the fundamental policies, procedures and rules that all executives and employees are obligated to comply with.  <b>BUSINESS ETHICS, 2020 Sustainability Report, Page 38,39</b></p> <p>As the flag carrier of the Republic of Turkey and a global value, we go beyond our responsibility to respect human rights where applicable, by integrating our responsibility to respect human rights in all our activities, including passenger transportation, cargo transportation and education in all countries where we operate. In this context, we act in accordance with the international principles set forth in the Universal Declaration of Human Rights, the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights, and within the framework of national legislation regulating human rights and working life.</p>

		<p><b>HUMAN RIGHTS,2020 Sustainability Report, Page 114,115</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>HUMAN RESOURCES POLICY, Turkish Airlines 2021 Annual Report</b></p> <p><b>HUMAN RESOURCES POLICY, 1 JANUARY – 31 DECEMBER 2020 BOARD ACTIVITY REPORT, Page 28,29</b>  <a href="https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf">https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf</a></p> <p>The preparation process of our Human Rights Policy has been completed and it is planned to be published in 2022. Our Policy is going to include the topics of Respect for Human Rights, Diversity and Equal Opportunity, Forced Labor, Modern Slavery, Human Trafficking, Child Labor, Combating Bribery and Corruption, Working Conditions and Work-Private Life Balance, Remuneration, Education and Development Opportunities, Social Rights, Collective Bargaining And it will include the titles of Right to Organize, Protection of Personal Data, Safety and Trust Culture, Safe and Healthy Workplace, Environmental Awareness and Implementation Principles.</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.</p> <p><b>CODE OF ETHICS:</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf">https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf</a></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.</p> <p><b>BUSINESS ETHICS, 2020 Sustainability Report, Page 38,39</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>The task definitions of the employees are regularly published on the intranet page of Turkish Airlines. All employees can access the task definition via the intranet page of Turkish Airlines.</p> <p><b>HUMAN RESOURCES POLICY, 1 JANUARY – 31 DECEMBER 2020 BOARD ACTIVITY REPORT, Page 28,29</b>  <a href="https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf">https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf</a></p> <p>The human resources policy covers key areas, including human resources planning, determination of job descriptions, shaping corporate culture and awareness, staff employment, feedback system, training and development, personnel affairs, social and economic rights, ensuring employee satisfaction, and establishing work order, discipline and awards. In addition, all Turkish Airlines personnel are obliged to comply with the applicable laws, rules, and regulations, under the scope of their job description within the organizational structure.</p> <p><b>HUMAN RESOURCES POLICY, Turkish Airlines 2021 Annual Report</b></p> <p>The preparation process of our Human Rights Policy has been completed and it is planned to be published in 2022. Our Policy is going to include the topics of Respect for Human Rights, Diversity and Equal Opportunity, Forced Labor, Modern Slavery, Human Trafficking, Child Labor, Combating Bribery and Corruption, Working Conditions and Work-Private Life Balance, Remuneration,</p>

		<p>Education and Development Opportunities, Social Rights, Collective Bargaining And it will include the titles of Right to Organize, Protection of Personal Data, Safety and Trust Culture, Safe and Healthy Workplace, Environmental Awareness and Implementation Principles.</p>
<p><b>49</b></p>	<p>Provides equal opportunity in recruitment processes.</p>	<p>The Incorporation has in place a Human Resources Policy, which has been approved by the Board of Directors and any and all actions for sub-departments and all personnel, which are organized based on the processes, are carried out in accordance with the regulations. The principle for equal opportunities for the persons with equal requirements is adopted during recruitment and career planning processes. The procedures and principles of recruitment processes of our Incorporation are specified under the Employment Procedure of the Incorporation and in the employment process charts. All measures are taken in order not to discriminate based on race, religion, nationality and gender and in order to protect the employees against any physical, mental and emotional abuses.</p> <p><b>HUMAN RESOURCES POLICY, 1 JANUARY – 31 DECEMBER 2020 BOARD ACTIVITY REPORT, Page 28,29</b>  <a href="https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf">https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf</a></p> <p>It is the Company’s policy to provide equal employment opportunities and to treat applicants and employees in all interactions with the Company without regard to personal characteristics such as race, color, religion, gender, sexual orientation, age, sex, creed, citizenship status, national origin, marital status, pregnancy, disability, or veteran status.</p> <p><b>CODE OF ETHICS, 5.1.Fair and Equitable Treatment, Page 14</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf">https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf</a></p> <p><b>HUMAN RIGHTS,2020 Sustainability Report, Page 114,115</b>  <b>DIVERSITY AND GENDER EQUALITY,2020 Sustainability Report, Page 103,104</b>  <b>PERFORMANCE TABLES, Breakdown of new employee hires by age group, gender and geographic region, 2020 Sustainability Report, Page 118</b>  <b>MATERIAL ISSUES, SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2020 Sustainability Report, Page 30</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>Turkish Airlines signed the voluntary IATA initiative “25by2025”, which was created to increase by 25% the representation of women in high-level or under-represented roles in the industry until 2025; thus, it has added a new one to its efforts to improve gender balance. Within the scope of the "25by2025" initiative, our Incorporation has reported data on the ratio of female-male employees to IATA. We are planning to develop an employment and assignment strategy to achieve the target.</p> <p>Diversity and Equal Opportunity is one of the main topics in our Human Rights Policy, which is planned to be published in 2022.</p>

<p><b>50</b></p>	<p>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>	<p>Our partnership contributes to the commercial and economic development of supplier companies through the purchase of goods and services. In the service contracts signed with the suppliers, articles regarding the protection of the social rights of the employees and the environment are included. Thus, our Incorporation aims to spread its corporate understanding in the environmental and social fields through its commercial partners.</p> <p><b>RESPONSIBLE SUPPLY CHAIN MANAGEMENT, 2020 Sustainability Report, Page 46</b></p> <p><b>CORPORATE SUSTAINABILITY MANAGEMENT, 2020 Sustainability Report, Page 22,23</b></p> <p><b>DIVERSITY AND GENDER EQUALITY,2020 Sustainability Report, Page 103,104</b></p> <p><b>HUMAN RIGHTS,2020 Sustainability Report, Page 114,115</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>OCCUPATIONAL HEALTH AND SAFETY, Turkish Airlines 2021 Annual Report</b></p> <p><b>A SUSTAINABLE QUALITY APPROACH WITH THE COMPLIANCE MONITORING SYSTEM, Turkish Airlines 2021 Annual Report</b></p> <p><b>CODE OF ETHICS:</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf">https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf</a></p> <p>During 2021, working to prepare of the "Supplier Code of Conduct" document continued. It is going to be published in 2022 and shared with suppliers.</p> <p>The preparation process of our Human Rights Policy has been completed and it is planned to be published in 2022. Our Policy is going to include the topics of Respect for Human Rights, Diversity and Equal Opportunity, Forced Labor, Modern Slavery, Human Trafficking, Child Labor, Combating Bribery and Corruption, Working Conditions and Work-Private Life Balance, Remuneration, Education and Development Opportunities, Social Rights, Collective Bargaining And it will include the titles of Right to Organize, Protection of Personal Data, Safety and Trust Culture, Safe and Healthy Workplace, Environmental Awareness and Implementation Principles.</p>
<p><b>51</b></p>	<p>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>	<p>Our partnership contributes to the commercial and economic development of supplier companies through the purchase of goods and services. In the service contracts signed with the suppliers, articles regarding the protection of the social rights of the employees and the environment are included. Thus, our Incorporation aims to spread its corporate understanding in the environmental and social fields through its commercial partners.</p> <p><b>RESPONSIBLE SUPPLY CHAIN MANAGEMENT, 2020 Sustainability Report, Page 46</b></p> <p><b>DIVERSITY AND GENDER EQUALITY,2020 Sustainability Report, Page 103,104</b></p> <p><b>ACCESSIBILITY, 2020 Sustainability Report, Page 95,96</b></p> <p><b>HEALTH, SAFETY AND WELL-BEING-COVID-19 MEASURES AND ENSURING HEALTHY AND SAFE FLIGHT CONDITIONS, 2020 Sustainability Report, Page 111</b></p> <p><b>MATERIAL ISSUES,SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2020 Sustainability Report, Page 29, 30</b></p> <p><b>CONTRIBUTION TO LOCAL DEVELOPMENT AT OUR DESTINATIONS, 2020 Sustainability Report, Page 46</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p>

		<p><b>CODE OF ETHICS:</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf">https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf</a></p> <p><b>OCCUPATIONAL HEALTH AND SAFETY, Turkish Airlines 2021 Annual Report</b>  <b>A SUSTAINABLE QUALITY APPROACH WITH THE COMPLIANCE MONITORING SYSTEM, Turkish Airlines 2021 Annual Report</b></p> <p>Turkish Airlines signed the voluntary IATA initiative “25by2025”, which was created to increase by 25% the representation of women in high-level or under-represented roles in the industry until 2025; thus, it has added a new one to its efforts to improve gender balance. Within the scope of the "25by2025" initiative, our Incorporation has reported data on the ratio of female-male employees to IATA. We are planning to develop an employment and assignment strategy to achieve the target.</p> <p>Diversity and Equal Opportunity is one of the main topics in our Human Rights Policy, which is planned to be published in 2022.</p> <p>During 2021, working to prepare of the "Supplier Code of Conduct" document continued. It is going to be published in 2022 and shared with suppliers.</p>
52	<p>Reports developments regarding discrimination, inequality, human rights violations, forced labor and preventive and corrective practices.</p>	<p>Ethical Way”, an Ethics Reporting Line, a whistleblowing system has been established to enable Turkish Airlines’ employees to anonymously report on any breach of our corporate principles or ethical issues including discrimination, bribery, conflict of interest or anti- competition practices. Ethical Way is managed by a completely independent third party company and is dedicated to Turkish Airlines employees’ questions and/or reporting about ethical concerns.</p> <p><b>BUSINESS ETHICS, 2020 Sustainability Report, Page 38,39</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>In 2021, 179 applications made to the Ethics Reporting Line were evaluated. These notifications were mainly related to the issues of “act that disrupts the labor peace” and “action against business discipline”. All of these issues were considered in detail by Turkish Airlines Ethics Board and it was decided to inform the concerned employees and departments to ensure that necessary actions are taken and administrative sanctions were imposed on behaviors contrary to work discipline.</p>
53	<p>Announces the regulations for not employing child labor.</p>	<p>In all our activities and under the umbrella of our Incorporation, national and international legal and other conditions regarding the use of child labor are complied with, and child labor is strictly not used. The supply chain and stakeholders are expected to comply with this clause. The requirement of “to be over the age of 18 on the date of starting the job” in the Human Resources Procedure is not required for the title of Vocational Student only in the recruitment of foreign local personnel. In all other employment processes, this condition is applied without exception.</p> <p><b>HUMAN RIGHTS, 6.We do not use child labor,2020 Sustainability Report, 114, 115</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>HUMAN RESOURCES POLICY, 1 JANUARY – 31 DECEMBER 2020 BOARD ACTIVITY REPORT, Page 28,29</b>  <a href="https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf">https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf</a></p>

		<p><b>HUMAN RESOURCES POLICY, Turkish Airlines 2021 Annual Report</b>  <a href="https://investor.turkishairlines.com/documents/faaliyet-raporlari/thy_annual-report_2020.pdf">https://investor.turkishairlines.com/documents/faaliyet-raporlari/thy_annual-report_2020.pdf</a></p> <p>"Non-Use of Child Labor" is one of the main issues in our Human Rights Policy, which has been prepared and is planned to be published in 2022.</p>
54	<p>Announces policies regarding investment in employees (training, improvement policies), compensation, vested benefits, right to unionize, work / life balance solutions and talent management.</p>	<p>Our priority is the development of our employees, who are the essential power lying behind all our achievements, as well as to enable them to work in a motivated and contented manner. We will continue to add value to our employees through the working environment, social facilities, career opportunities and trainings we offer jointly with domestic and international institutions.</p> <p><b>OUR STRATEGIC PRIORITIES, CREATING VALUE FOR EMPLOYEES, 2020 Sustainability Report, Page 17</b></p> <p><b>FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING, 2020 Sustainability Report, Page 98</b></p> <p><b>EMPLOYEE ENGAGEMENT AND SATISFACTION, IMPROVING THE EMPLOYEE EXPERIENCE, Page 100,101</b></p> <p><b>DIVERSITY AND GENDER EQUALITY, 2020 Sustainability Report, Page 103,104</b></p> <p><b>CAREER DEVELOPMENT, 2020 Sustainability Report, Page 104</b></p> <p><b>TRAINING, 2020 Sustainability Report, Page 105-108</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>TRAINING POLICY:</b> <a href="https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html</a></p> <p><b>HUMAN RESOURCES POLICY, 1 JANUARY – 31 DECEMBER 2020 BOARD ACTIVITY REPORT, Page 28,29</b>  <a href="https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf">https://investor.turkishairlines.com/documents/boards-activity-report/4q2020-boards-activity-report-06012022.pdf</a></p> <p>We, as Turkish Airlines, comply with national regulations about freedom of association and rights of collective bargaining. In 2021, 87% of the Incorporation’s employees are members of Hava-İş Union.</p> <p>We take various actions to support the career development of our employees and to meet our workforce needs with our existing human resources. We have a website where we publish our internal advertisements; Employees can participate in the selection and evaluation processes by applying for positions that are suitable for them. Work on adding a tab to this website where employees can submit their unit change requests, even when the posting is not open, was completed in 2021 to a large extent, and it is planned to go live in 2022. In addition to these, programs are opened for our employees who want to continue their careers in our offices abroad. The selection and evaluation process of the first of these, the Foreign Accounting Chief Candidate School, continues. It is planned to expand these programs.</p>

55	Determines dispute resolution processes by creating mechanisms for employee complaints and dispute resolution.	<p>“Ethical Way”, an Ethics Reporting Line, a whistleblowing system has been established to enable Turkish Airlines’ employees to anonymously report on any breach of our corporate principles or ethical issues including discrimination, bribery, conflict of interest or anti- competition practices. Ethical Way is managed by a completely independent third party company and is dedicated to Turkish Airlines employees’ questions and/or reporting about ethical concerns.</p> <p><b>BUSINESS ETHICS, 2020 Sustainability Report, Page 38,39</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>In 2021, 179 applications made to the Ethics Reporting Line were evaluated. These notifications were mainly related to the issues of “act that disrupts the labor peace” and “action against business discipline”. All of these issues were considered in detail by Turkish Airlines Ethics Board and it was decided to inform the concerned employees and departments to ensure that necessary actions are taken and administrative sanctions were imposed on behaviors contrary to work discipline.</p> <p><b>ETHICAL RULES AND SOCIAL RESPONSIBILITY, Turkish Airlines 2021 Annual Report</b></p>
56	Regularly announces the activities carried out to ensure employee satisfaction.	<p><b>EMPLOYEE ENGAGEMENT AND SATISFACTION, IMPROVING THE EMPLOYEE EXPERIENCE, 2020 Sustainability Report, Page 100,101</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>Activities, trainings and voluntary trainings for the career development of our employees are mentioned in Article 62.</p>
57	Establishes occupational health and safety policies and declares to the public.	<p><b>HEALTH, SAFETY AND WELL-BEING, 2020 Sustainability Report, Page 109, 111</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>OCCUPATIONAL HEALTH AND SAFETY, Turkish Airlines 2021 Annual Report</b>  <b>OCCUPATIONAL HEALTH AND SAFETY POLICY:</b>  <a href="https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html</a></p>
58	Announces precautions taken to prevent occupational accidents and protect health and accident statistics.	<p>Our injury weight rate in 2021 is 7.46. Thus, We have achieved our aim of keeping the injury weight rate below 9.</p> <p><b>HEALTH, SAFETY AND WELL-BEING, 2020 Sustainability Report, Page 109, 111</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>OCCUPATIONAL HEALTH AND SAFETY, Turkish Airlines 2021 Annual Report</b>  <b>FLIGHT OPERATIONS, Turkish Airlines 2021 Annual Report</b></p> <p>As in 2020, efforts to meticulously implement hygiene rules in all our activities continued in accordance with the contents of the Ministry of Health's COVID-19 guidelines; contact tracing and filiation studies continued. HES Code, risky/risk-free information checks are carried out by the SAP system integrated with the Ministry of Health for all personnel during entry and exit to the buildings of our Incorporation. In addition, HES Code inquiries are made for visitors at the entrance to the building. The number of PCR test centers, which was 2 in 2020, was increased to 5 in 2021. Some improvements have been achieved in the delivery of services.</p>

		Due to the pandemic, face-to-face Occupational Health and Safety trainings could not be given in 2021, but online trainings continued. Basic OHS Virtual Classroom Training was provided to 297 employees, OHS Online Training to 3583 employees, Search-Rescue-Evacuation Teams Virtual Classroom Training to 220 employees, and Fire Fighting Virtual Classroom Training to 153 employees.
59	Establishes data protection and protection of personal data policies and declares to the public.	<b>INFORMATION SECURITY POLICY:</b> <a href="https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html</a>  <b>INFORMATION SECURITY, Turkish Airlines 2021 Annual Report</b> <b>CUSTOMER SOLUTIONS APPLICATIONS, Turkish Airlines 2021 Annual Report</b>
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.	<b>BUSINESS ETHICS, 2020 Sustainability Report, Page 38,39</b> <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a>  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. 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. <b>CODE OF ETHICS:</b> <a href="https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf">https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf</a>
61	Announces the work within the scope of social investment, social responsibility, financial inclusion and access to finance.	<b>DONATION POLICY:</b> <a href="https://investor.turkishairlines.com/en/corporate-governance/donation-policy">https://investor.turkishairlines.com/en/corporate-governance/donation-policy</a>  <b>OUR CONTRIBUTIONS TO ECONOMIC AND SOCIAL DEVELOPMENT, 2020 Sustainability Report, Page 44,45</b> <b>OUR STRATEGIC PRIORITIES, 2020 Sustainability Report, Page 16, 17</b> <b>SUSTAINABLE DEVELOPMENT GOALS (SDG) MAP, 2020 Sustainability Report, Page 29, 30</b> <b>ADDING VALUE TO THE SOCIETY, 2020 Sustainability Report, Page 112</b> <b>ACCESSIBILITY, 2020 Sustainability Report, Page 95,96</b> <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a>  Our corporate social responsibility focus areas are "Education, Science and Technology, Culture and Art, Sports, Employee Engagement, Humanitarian Aid and Equal Opportunity". In this direction, we often collaborate with disadvantaged individuals/groups, NGOs working for children, various associations/foundations, universities, humanitarian aid organizations, associations and foundations working in the field of disaster and poverty, official institutions, and organizations such as sports clubs and federations.  Our social responsibility projects can be seen with details in the following link. <a href="https://www.turkishairlines.com/en-us/press-room/our-social-responsibility-projects/index.html">https://www.turkishairlines.com/en-us/press-room/our-social-responsibility-projects/index.html</a>  Our sponsorships can be seen in the following link. <a href="https://www.turkishairlines.com/en-us/press-room/sponsorships/">https://www.turkishairlines.com/en-us/press-room/sponsorships/</a>

<p>62</p>	<p>Organizes information meetings and training programs for employees on ESG policies and practices.</p>	<p><b>ENVIRONMENTAL TRAININGS, 2020 Sustainability Report, Page 56</b>  <b>ETHICS TRAININGS, 2020 Sustainability Report, Page 38</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>The total training hours given to our employees on Ethics, Bribery and Corruption during 2021 are 5,945. 1373 of our employees received "Greenhouse Gas Awareness Training" and 2989 of our employees received "ISO 14001 Environmental Management System and Waste Management". Online Occupational Health and Safety Training was provided to 150.910 employees.</p> <p>Turkish Airlines has focused on training activities from the beginning of the pandemic process to make the best use of the remote working period and to ensure that our employees are stronger and prepared for the post-pandemic period. The trainings that all our employees can attend are offered in a virtual environment and easy access is provided. 42605 virtual classroom training sessions were conducted with various contents shaped according to the demands of our more than 30 thousand employees. In interactive trainings, both the advantage of live narration was gained and the opportunity of one-to-one communication between trainees and trainers was provided. In the "Live Broadcast Youtube Seminars" launched on the Aviation Academy Youtube Channel, 13 live broadcasts were made throughout 2021. In this way, our employees were provided with guidance on how to manage psychology during the pandemic process and tips that will enable efficient remote working through experts in their fields. In addition, a Youtube Seminar on "Climate Change and Sustainable Future" was held by Disaster Management Lecturer Prof. Dr. Mikdat KADIOĞLU. Thus, our employees were helped to raise awareness about climate change.</p> <p>In order to contribute to the professional development of our colleagues, 10 different certificate programs have been prepared for the 2021-2022 period. One of these certificate programs is the "Sustainable Growth and Quality Management Certificate Program" and there are 11 different training modules in the related program and the program lasts for 2 months.</p> <p>The total training hours completed by our employees in 2021 is 330,088 hours.</p> <p>It is planned that our training on "Sustainability", which is currently in the design phase, will be offered to all our employees online in 2022.</p>
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## C2. Stakeholders, International Standards and Initiatives

<p><b>63</b></p>	<p>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>	<p><b>CORPORATE SUSTAINABILITY MANAGEMENT, 2020 Sustainability Report, Page 22</b>  <b>OUR SUSTAINABILITY STRATEGY, 2020 Sustainability Report, Page 24</b>  <b>SUSTAINABILITY POLICY, 2020 Sustainability Report, Page 25,26</b>  <b>MATERIAL ISSUES, 2020 Sustainability Report, Page 27,28</b>  <b>SUSTAINABLE DEVELOPMENT GOALS (SDGS) MAP,2020 Sustainability Report, Page 29</b>  <b>ENGAGING WITH STAKEHOLDERS, 2020 Sustainability Report, Page 31,32</b>  <b>COLLABORATIONS WITH ORGANIZATIONS &amp; ASSOCIATIONS, 2020 Sustainability Report, Page 33</b>  <b>COMMUNICATION WITH SHAREHOLDERS, 2020 Sustainability Report, Page 36</b>  <b>OUR CONTRIBUTIONS TO ECONOMIC AND SOCIAL DEVELOPMENT, 2020 Sustainability Report, Page 44,45</b>  <b>CONTRIBUTION TO LOCAL DEVELOPMENT AT OUR DESTINATIONS, 2020 Sustainability Report, Page 46</b>  <b>CUSTOMER SATISFACTION, 2020 Sustainability Report, Page 89</b>  <b>DIALOG WITH OUR PASSENGERS,2020 Sustainability Report, Page 90</b>  <b>CUSTOMER SATISFACTION MEASUREMENT AND SURVEY, 2020 Sustainability Report, Page 91</b>  <b>ACCESSIBILITY, 2020 Sustainability Report, Page 95</b>  <b>EMPLOYEE AND MANAGEMENT RELATIONS, 2020 Sustainability Report, Page 95</b>  <b>DEVELOPMENT OF INNOVATION CULTURE AND PROMOTION OF EMPLOYEE ENGAGEMENT, 2020 Sustainability Report, Page 99</b>  <b>IMPROVING THE EMPLOYEE EXPERIENCE, 2020 Sustainability Report, Page 101</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>A roadmap of our sustainability strategy has been created by evaluating our long-term goals and the risks and opportunities in achieving these goals, within the framework of material issues that we have determined in line with the mission, vision and core values of our partnership, taking into account the expectations of our stakeholders. Turkish Airlines uses various channels to engage with its internal stakeholders including shareholders/financial partners/investors and employees as well as external stakeholders including government, certification bodies, business partners, customers, suppliers, communities, NGOs and academic institutions. Please refer to the page 32 of the 2020 Sustainability Report to see more detailed information about the key material topics and aspect boundaries and stakeholder engagement pathways as well as the frequency of our engagement and matters engaged upon.</p>
<p><b>64</b></p>	<p>Regulates and publicly discloses a customer satisfaction policy regarding the management and resolution of customer complaints.</p>	<p>Our customer satisfaction policy on the corporate website of Turkish Airlines is open to public access at <a href="https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html">https://www.turkishairlines.com/en-tr/press-room/about-us/our-policy/index.html</a></p> <p><b>CUSTOMER SATISFACTION, 2020 Sustainability Report, Page 89</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p>
<p><b>65</b></p>	<p>Conducts stakeholder communication continuously and transparently; announces which stakeholders, for what purpose, on what</p>	<p><b>THE PROCESS OF DETERMINING MATERIAL ISSUES, 2020 Sustainability Report, Pages 27, 28</b>  <b>ENGAGING WITH STAKEHOLDERS, 2020 Sustainability Report, Pages 31,32</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>In 2021; the developments in the environment are included in the 35th article,</p>

	issue and how often it communicates and the developments in sustainability activities.	the activities on social issues in the 61st, and the practices carried out within the scope of employee loyalty and satisfaction in the 55th and 56th article. The details of our current work for 2021 will be publicly available in our 2021 Sustainability Report.
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><b>ABOUT THE REPORT, 2020 Sustainability Report, Page 3</b></p> <p><b>GRI CONTENT INDEX, 2020 Sustainability Report, Pages 126-131</b></p> <p>In our reporting process for 2020, we received the opinions of our investors on material issues through survey method. In addition, we have taken into consideration the material issues stated by the Sustainability Accounting Standards Board (SASB) for our industry as well as the expectations of the Task Force on Climate-related Financial Disclosure (TCFD) and our national and international aviation sector stakeholders, the General Directorate of Civil Aviation (SHGM), the International Civil Aviation Organization (ICAO) and the International Air Transport Association (IATA).</p> <p><b>MATERIAL ISSUES, 2020 Sustainability Report, Page 27</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>TURKISH AIRLINES INC. CDP Climate Change Program 2021 Report FY 2020</b></p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf">https://investor.turkishairlines.com/documents/sustainability/turk-hava-yollari-inc.pdf</a></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><b>ENVIRONMENTAL MANAGEMENT, 2020 Sustainability Report, Pages 52,53</b></p> <p><b>COLLABORATIONS WITH ORGANIZATIONS &amp; ASSOCIATIONS, 2020 Sustainability Report, Page 33</b></p> <p>“United for Wildlife Buckingham Palace Declaration (UFW)”: Turkish Airlines signed the “United for Wildlife Buckingham Palace Declaration (UFW)”, which aims to prevent the illegal trade of wild animals supported by IATA and raise sectoral awareness on this issue, to prevent illegal trade of wild animal parts such as ivory, rhino horn, tortoiseshell and raise awareness. (<b>BIODIVERSITY, 2020 Sustainability Report, Page 64</b>)</p> <p><a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p>

68	<p>Makes concrete efforts to be included in Borsa Istanbul Sustainability Index and international sustainability indices (Dow Jones Sustainability Index, FTSE4Good, MSCI ESG Indices, etc.)</p>	<p><b>SUSTAINABILITY ASSESSMENTS, 2020 Sustainability Report, Page 57</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>SUSTAINABILITY APPROACH AND INCORPORATION'S SUSTAINABILITY MANAGEMENT, Turkish Airlines 2021 Annual Report</b></p> <p>Our Incorporation is entitled to be included in the BIST Sustainability Index during December 2020 - October 2021 also, in which companies with high level performances on corporate sustainability and traded on Borsa Istanbul.  <a href="https://borsaistanbul.com/en/duyuru/3221/bist-sustainability-index-constituents-for-december-2020-october-2021-index-period-have-been-determined">https://borsaistanbul.com/en/duyuru/3221/bist-sustainability-index-constituents-for-december-2020-october-2021-index-period-have-been-determined</a></p> <p>In 2021, THY A.O voluntarily participated in the performance evaluations of international indices and sustainability rating organizations such as DJSI, FTSE4Good, MSCI, EcoVadis, Sustainalytics, CDP and TPI, and information related to the subject will be publicly available in our 2021 Sustainability Report.</p>
<b>D. Corporate Governance Principles</b>		
69	<p>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 II-17.1.</p>	<p><b>STATEMENT OF COMPLIANCE WITH CORPORATE GOVERNANCE PRINCIPLES, Turkish Airlines 2021 Annual Report</b>  <b>CORPORATE GOVERNANCE PRINCIPLES COMPLIANCE REPORT, Turkish Airlines 2021 Annual Report</b></p>
70	<p>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>	<p><b>OUR STRATEGIC PRIORITIES, 2020 Sustainability Report, Page 16,17</b>  <b>CORPORATE SUSTAINABILITY MANAGEMENT, 2020 Sustainability Report, Page 22, 23</b>  <b>OUR SUSTAINABILITY STRATEGY, 2020 Sustainability Report, Page 24</b>  <b>SUSTAINABILITY POLICY, 2020 Sustainability Report, Page 25</b>  <b>MATERIAL ISSUES, MATERIAL ISSUES MATRIX, 2020 Sustainability Report, Page 27,28</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p>A roadmap of our sustainability strategy has been created by evaluating our long-term goals and the risks and opportunities in achieving these goals, within the framework of material issues that we have determined in line with the mission, vision and core values of our partnership, taking into account the expectations of our stakeholders. With this roadmap, four focal points have been determined as people, planet, prosperity and governance function. Our Sustainability Strategy: To consider all the emergent impacts of environmental, social, and economic in a holistic manner and together with efficient risk management; is to create value in the future as well by going beyond today's achievements with our understanding of business excellence and innovativeness in the light of expectations of employees, customers, suppliers, subsidiaries all business partners, and shareholders along with global trends.</p>

71	<p>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.</p>	<p><b>CORPORATE GOVERNANCE PRINCIPLES COMPLIANCE REPORT, CORPORATION'S POLICY ON STAKEHOLDERS, TURKISH AIRLINES 2021 ANNUAL REPORT</b>  <b>CORPORATE GOVERNANCE PRINCIPLES COMPLIANCE REPORT, SUPPORTING THE PARTICIPATION OF THE STAKEHOLDERS IN THE CORPORATION'S MANAGEMENT, TURKISH AIRLINES 2021 ANNUAL REPORT</b></p>
72	<p>Applies to the opinions of stakeholders in determining measures and strategies in the field of sustainability.</p>	<p>At the core of our sustainability approach are our stakeholders. Our success goes in pair with satisfaction of and value creation for our stakeholders.</p> <p><b>ENGAGING WITH STAKEHOLDERS, 2020 Sustainability Report, Page 30, 31, 32</b></p> <p>By improving our sustainability strategy day by day with new practices, we continue to focus on the material issues that our stakeholders attach importance to and that may affect our operations. While determining these material issues, we take into account the general mission and strategy of our Incorporation, legal regulations, global trends, the views and concerns of our stakeholders, broad social expectations and our impact on the supply chain. In our reporting process for 2020, we received the opinions of our investors on material issues through survey method. In addition, we have taken into consideration the material issues stated by the Sustainability Accounting Standards Board (SASB) for our industry as well as the expectations of the Task Force on Climate-related Financial Disclosure (TCFD) and our national and international aviation sector stakeholders, the General Directorate of Civil Aviation (SHGM), the International Civil Aviation Organization (ICAO) and the International Air Transport Association (IATA). In addition, national and international trends, risks and opportunities, feedback from ESG evaluation companies are taken into consideration in our material issue determination process. In the coming years, we will continue to update our material issues in line with global developments and feedback from our stakeholders.</p> <p><b>MATERIAL ISSUES, THE PROCESS OF DETERMINING MATERIAL ISSUES, 2020 Sustainability Report, Page 27, 28</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p>
73	<p>Works on raising awareness about sustainability and its importance through social responsibility projects, awareness activities and trainings.</p>	<p><b>OUR STRATEGIC PRIORITIES, 2020 Sustainability Report, Page 17</b>  <b>2020 DEVELOPMENTS, 2020 Sustainability Report, Page 56</b>  <b>BUSINESS ETHICS, ETHICS TRAININGS, 2020 Sustainability Report, Page 38</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>CORPORATE SOCIAL RESPONSIBILITY, Turkish Airlines 2021 Annual Report</b>  <b>CARGO, Turkish Airlines 2021 Annual Report</b></p> <p>While our social responsibility projects are detailed in Article 61, the details of our projects are available to the public on the Turkish Airlines corporate website at <a href="https://www.turkishairlines.com/tr-us/basin-room/social-responsibility-projects/">https://www.turkishairlines.com/tr-us/basin-room/social-responsibility-projects/</a></p> <p>Although the trainings given in this context in our partnership are mentioned in article 62, detailed information on the activities carried out will be included in our 2021 Sustainability Report.</p>

<p><b>74</b></p>	<p>Strives to become a member of international standards and initiatives on sustainability and to contribute to studies.</p>	<p><b>GRI, ABOUT THE REPORT, 2020 Sustainability Report,Page 3</b>  <b>ISAE 3000 &amp; ISAE 3410 Standarts, ABOUT THE REPORT, 2020 Sustainability Report,Page 3</b>  <b>ISO14001:2015 &amp; IEnvA , ENVIRONMENTAL MANAGEMENT, 2020 Sustainability Report, Page 52</b>  <b>COMMITTEES, ENVIRONMENTAL MANAGEMENT, 2020 Sustainability Report, Page 53</b>  <b>COLLABORATIONS WITH ORGANIZATIONS &amp; ASSOCIATIONS, 2020 Sustainability Report, Page 33</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>ENVIRONMENTAL MANAGEMENT SYSTEMS, Turkish Airlines 2021 Annual Report</b></p> <p>The employees of our Incorporation have been selected by the national and international aviation authorities to take part in the implementation, continuity and improvement of sustainability studies in the Sustainability Committees of the unions of which we are members, taking into account their competencies and experiences, and they take an active role in these groups.</p> <ul style="list-style-type: none"> <li>• IATA EOC (Environmental Oversight Council) Group,</li> <li>• IATA Sustainability Environmental Advisory Council,</li> <li>• TIACA (The International Air Cargo Association) Sustainability Working Group,</li> <li>• IATA Sustainability Environmental Advisory Council, Environmental Data Working Group</li> <li>• IATA Sustainability Environmental Advisory Council, Single Use Plastics Working Group</li> <li>• Star Alliance Sustainability Virtual Expert Community,</li> <li>• TSHA (Turkish Civil Aviation Academy),</li> <li>• CAE Inc. Consultant,</li> <li>• SHGM (General Directorate of Civil Aviation), Cabin Safety Group),</li> <li>• IATA Cabin Operations Safety Task Force</li> </ul>
<p><b>75</b></p>	<p>Announces the policies and programs for anti-bribery and anti-corruption in terms of the principle of tax integrity.</p>	<p>Our Code of Ethics, which include Bribery, Corruption and Fair Marketing Practices are accessible to the public via the link <a href="https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf">https://investor.turkishairlines.com/documents/sustainability/etik_degerler_en.pdf</a> under the Sustainability section of the Corporate Governance Tab of the Turkish Airlines Investor Relations Page.</p> <p>Public access to our Public Disclosure Policy is available through the link <a href="https://investor.turkishairlines.com/en/corporate-governance/public-disclosure-policy">https://investor.turkishairlines.com/en/corporate-governance/public-disclosure-policy</a> under the Corporate Governance Tab of the Turkish Airlines Investor Relations Page.</p> <p>Public access to our Dividend Policy is available through the link <a href="https://investor.turkishairlines.com/en/corporate-governance/dividend-policy">https://investor.turkishairlines.com/en/corporate-governance/dividend-policy</a> under the Corporate Governance Tab of the Turkish Airlines Investor Relations Page.</p> <p><b>BUSINESS ETHICS, 2020 Sustainability Report, Pages 38-39</b>  <a href="https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf">https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-2020-sustainability-report_21_12_2021.pdf</a></p> <p><b>Corporate Governance Principles Compliance Report, Turkish Airlines 2021 Annual Report</b>  Continuing its activities in line with its flag carrier identity, our Incorporation adheres to its social responsibilities to the utmost in its activities and directs and</p>

		<p>supports its subsidiaries accordingly. Our Incorporation's Code Of Ethics has been prepared by our Board of Directors within the framework of the Corporate Governance Principles and published on the Incorporation's website. The Code of Ethics covers various issues such as compliance with the legislation, bribery and corruption, anti-competitive behavior, as well as our basic principles and values. In order to prevent possible risks that may arise in related matters, awareness raising activities are carried out for corporate governance bodies, business partners and our employees. Internal control measures have been introduced within our Incorporation in order to monitor these issues and ensure compliance with the rules. Within the framework of anti-corruption principles, our Incorporation adopts an established approach towards monitoring and developing anti-corruption systems, as well as detecting and preventing corruption and disciplinary actions. Our Incorporation conducts evaluations throughout the Incorporation, including the role of its senior management, DIR. Inspection Board, DIR. Security, Audit Committee, Ethics Committee, Disciplinary Committee, Human Resources and each of our employees.</p>
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