



**TEKNO**SA

# Climate Transition Plan

2024

Version 1.0

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## ABOUT TEKNOSA

Teknosa İç ve Dış Ticaret A.Ş. was established in 2000 within Sabancı Holding and has been traded on Borsa İstanbul since 2012. As the brand that first introduced consumers to the technology market concept in Turkey, today it is the closest technology retail chain to its customers with its wide store network, teknosa.com and mobile platforms. Acting with the motto "Technology is Beautiful at Teknosa", it offers its customers an enjoyable shopping experience by providing easy access anytime, anywhere.

Teknosa combines its retail activities with its e-commerce platform teknosa.com, supporting its widespread store network and high service quality with a wide range of products. Under the roof of Tekno Service, it prioritizes customer satisfaction and meets the after-sales needs of its customers with comprehensive services such as "Full Support", "In-Store Service", "Remote Support", "On-Site Installation", "On-Site Maintenance" and "Cyber Security Packages". In addition, Teknosa has been providing services in the field of air conditioning and solar power plants with brands such as Sigma, Mitsubishi and Fujitsu since 2006 with its dealer brand İklimsa. It offers energy efficient solutions at more than 500 points.

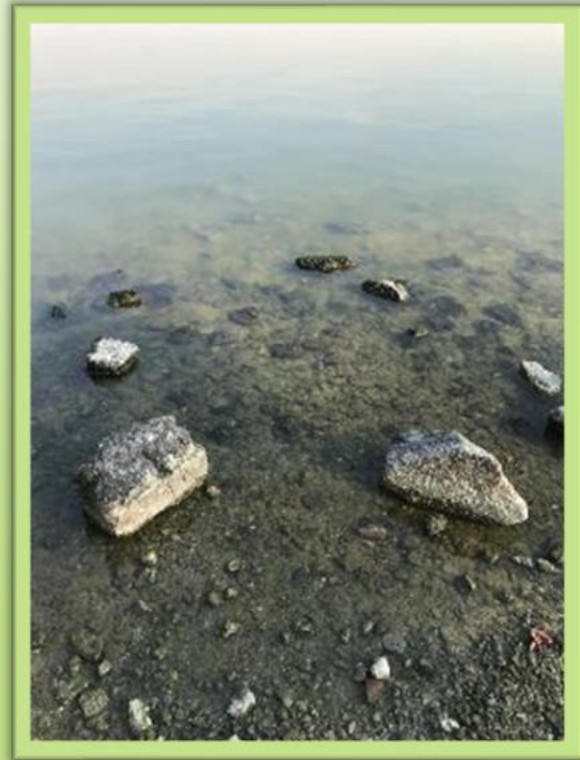
In addition, the e-commerce platform has significantly expanded the competencies of teknosa.com with the marketplace model. It supports the performance of sellers with the "Teknosa Partner Solutions" proposal and offers a wider range of products to its customers with the marketplace growth focus.

Thanks to its dynamic and innovative structure, Teknosa shapes the future together with its stakeholders. Focusing on sustainability, it aims to offer more value to society and all its stakeholders with its activities centered on digital transformation. In this context, it continuously invests in its brand and employees and trains expert human resources. It takes steps towards creating the largest service ecosystem in electronic products in Turkey, and carries out the digital transformation by starting from the supply chain, and covering the delivery of the product to the end consumer and after-sales.



## ENTRANCE

Climate change is a fundamental challenge for society, and companies around the world are increasingly recognizing the need to reduce these impacts. Teknosa, a leader in technology retail in Turkey, is committed to developing robust strategies to address the risks and opportunities associated with climate change. This Climate Transition Plan reflects Teknosa's sustainability commitment included in its 2023 Integrated Report. This plan identifies the steps needed to align with global climate initiatives such as the Paris Agreement and the United Nations Sustainable Development Goals (SDGs).



This plan details Teknosa's path to achieving its zero-emission target, focusing on emission reduction, transition to renewable energy and circular economy. The plan also focuses on governance structures established to ensure accountability and regular monitoring of progress.

## 1. COMMITMENT TO COMBATING CLIMATE CHANGE

Teknosa has developed a comprehensive commitment to combat climate change and build a sustainable future. This commitment is shaped by the goal of complying with both national and international standards.

### 1.1 STRATEGIC GOALS

Teknosa's climate strategy, SBTi ( Science-Based Targets initiative ), has been structured within the framework of sustainable growth and digital transformation. The company aims to create a sustainable future together with its stakeholders while minimizing its environmental impacts by reducing carbon emissions.

#### 1.1.1 EMISSION REDUCTION AND RENEWABLE ENERGY

Teknosa aims to reduce Scope 1 and Scope 2 emissions and increase the use of renewable energy:

**SCOPE 1 AND SCOPE 2 EMISSION TARGETS:** Commits to reducing Scope 1 and Scope 2 emissions by 42% by 2030, compared to the base year 2021. This target has been determined in accordance with the 1.5°C scenario.

**RENEWABLE ENERGY TARGET:** Teknosa aims to switch to 80% renewable energy use by 2025 and 100% by 2030. In this context, it is planned to implement renewable energy solutions such as directing energy supply to renewable resources.

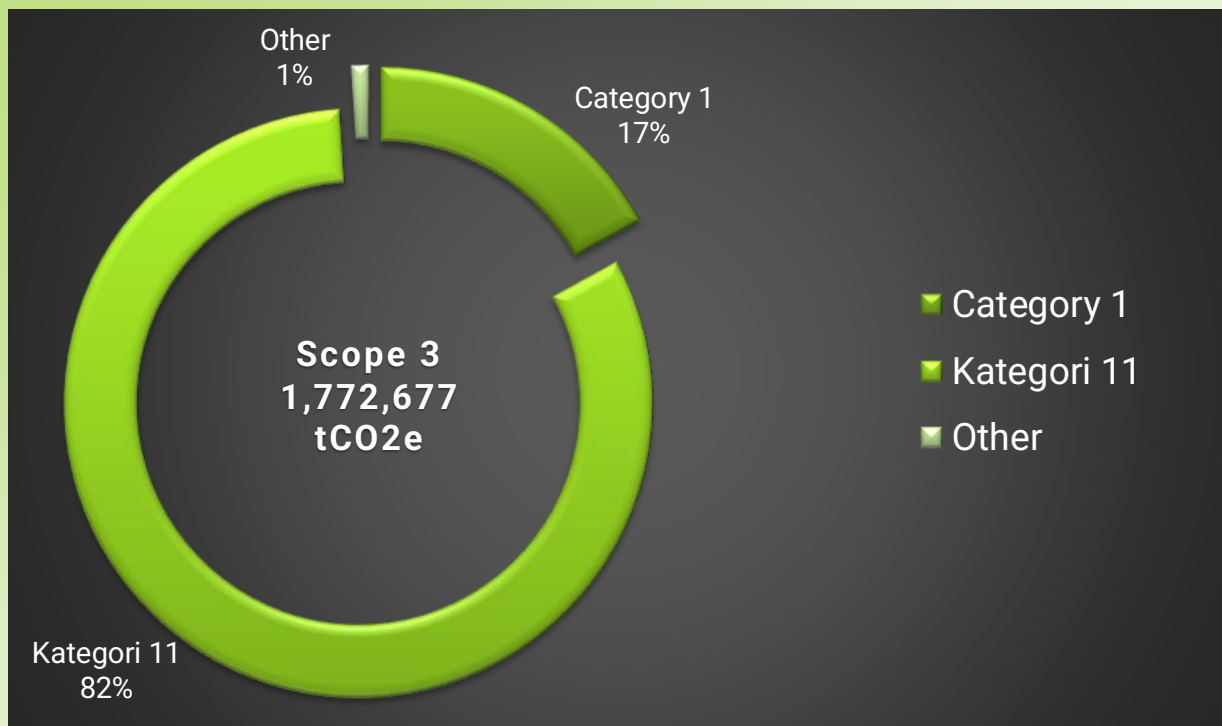


**1.1.2 SCOPE 3 EMISSIONS AND SUPPLY CHAIN SUSTAINABILITY**

Teknosa has set targets to reduce Scope 3 emissions across its supply chain by 67%:

**SUPPLY CHAIN SUSTAINABILITY :** Teknosa aims to reduce 52% of Scope 3 emissions intensity in its supply chain by 2030. This focuses specifically on high emission sources such as purchased goods and services (Category 1) and the use of products sold (Category 11).

**SUPPLIER PARTICIPATION: TEKNOSA** aims to have 50% of its suppliers have targets approved by SBTi by 2030 .



**1.1.3 CIRCULAR ECONOMY AND WASTE REDUCTION**

Teknosa aims to reduce electronic waste and extend product life by adopting circular economy principles:

**RENEWED PRODUCT PROGRAM:** Teknosa contributes to both the reduction of electronic waste and the protection of natural resources with the renewed phone program launched in 2022. Thanks to the program, sales worth 334 million TL were realized.

**RECYCLING PROGRAMS :** Teknosa aims to increase the recycling rate in this area by offering consumers various options for recycling and reusing electronic waste.

**Repair and Breakdown Service:** Teknosa provides repair services for phones, tablets, laptops and small home appliances. It increases recycling by repairing approximately 6,000 products per year and offers the repaired products as spare parts or for sale in outlet stores. In this way, sustainable consumption is supported.

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#### 1.1.4 DIGITAL TRANSFORMATION AND DATA ANALYTICS

Teknosa aims to increase energy efficiency and reduce carbon emissions within the framework of digital transformation:

**DATA-BASED DECISION MAKING:** Teknosa monitors and optimizes energy consumption and emissions in its operations with CRM and artificial intelligence-based data analytics solutions.

**ELECTRONIC LABEL:** Teknosa has enabled sales consultants to use their time more efficiently by equipping 44 stores with electronic labels in 2023. This innovation makes a significant contribution to sustainability by reducing paper and printing usage.

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#### 1.1.5 SUSTAINABLE BUSINESS MODELS AND INNOVATION

Teknosa aims to develop innovative solutions and offer environmentally friendly products to its customers by adopting sustainable business models:

**SUSTAINABLE TECHNOLOGY PRODUCTS:** Teknosa aims to offer its customers highly energy-efficient and environmentally friendly products and to develop environmentally friendly solutions, and organizes incentive campaigns within this scope.

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## 2. GOVERNANCE AND ACCOUNTABILITY

A strong governance structure has been established for Teknosa's sustainability strategy to be successful. The company follows its sustainability goals with an accountability mechanism that starts from the top management and spreads to the entire organization, and takes the necessary steps to achieve these goals.

### 2.1 SUSTAINABILITY COMMITTEE

Teknosa established the Sustainability Committee in 2023 to ensure the implementation and management of its sustainability strategy. This committee continuously reviews the company's sustainability performance and develops company policies in line with the determined targets. The committee also monitors performance in environmental, social and governance areas and makes strategic decisions.

**SENIOR MANAGEMENT REPORTING:** The Sustainability Committee reports directly to the Board of Directors and implements strategic sustainability decisions, ensuring that sustainability is at the core of the company's overall business strategy.

### 2.2 SUSTAINABILITY WORKING GROUPS

Teknosa has established Sustainability Working Groups in 2023. These groups ensure that sustainability strategies are effectively implemented in different business units and that the necessary actions are taken at the operational level to achieve the company's sustainability goals.

**COMBATING THE CLIMATE CRISIS:** Teknosa's climate crisis combat group develops strategic solutions to reduce carbon emissions and minimize risks related to climate change.

**CREATING SOCIAL VALUE:** Coordinates the company's social responsibility projects to contribute to society and create social value.

**SUSTAINABLE STRATEGIC BUSINESS MODELS:** Works on innovative business models and sustainable solutions in order to develop long-term sustainable growth strategies. Teknosa aims to integrate sustainability-based business models into its operations and develop innovative business strategies. Circular economy, digital transformation and low-carbon business models constitute the main focus areas of this group.



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### 2.3 BOARD PARTICIPATION

Teknosa's sustainability strategy is directly supported by the company's Board of Directors. The Board of Directors is responsible for regularly monitoring sustainability performance and ensuring the company's progress towards its ESG goals. Teknosa makes the necessary investments to improve its environmental and social performance with the approval of the Senior Management.

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### 2.4 TRANSPARENCY AND REPORTING

Teknosa is committed to transparently reporting its progress towards its sustainability goals. The company regularly shares its performance results with its stakeholders within the framework of integrated reporting and evaluates this data according to international standards. Teknosa also transparently demonstrates its environmental performance by participating in global reporting platforms such as CDP (Carbon Disclosure Project).

**COOPERATIONS:** Teknosa collaborates with TÜSİAD's Environment and Climate Change Working Group, Business World and Sustainable Development Association (SKD Turkey), United Nations Global Compact Signatories Association (UNGC Turkey) and Integrated Reporting Turkey Network (ERTA) in the development and implementation of sustainability policies.

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### 2.5 SUPPLY CHAIN

Teknosa expects its business partners to adopt environmentally sensitive and ethical business practices within the framework of the Supplier Code of Conduct and Business Ethics. The company aims to regularly audit supplier performance, provide supplier sustainability training, and work in collaboration with suppliers to reduce carbon emissions and waste in order to maintain sustainability standards throughout the supply chain.

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## 2.6 STAKEHOLDER PARTICIPATION

Teknosa attaches importance to ensuring the participation of all its stakeholders in order to achieve its sustainability goals. It produces sustainable solutions by collaborating with customers, employees, suppliers and other stakeholders and creates value for every segment of society.

With this strong governance structure, Teknosa takes important steps towards achieving its sustainability goals and continuously improves its environmental, social and governance performance.

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### 3. CIRCULAR ECONOMY STRATEGIES

Teknosa aims to optimize resource use, reduce waste, and extend the life of products by adopting circular economy principles. The circular economy strategy contributes to both reducing environmental impacts and creating economic value by extending the life of products and encouraging their reuse.

#### Teknosa Circular Economy Vision

As Teknosa, we acknowledge that the Circular Economy can help us achieve our carbon reduction targets. We will align our supply processes with circular principles, evaluate eco-design with our suppliers, and take on a leadership role in the reduction of electronic waste.

#### 3.1 RENEWED PRODUCT PROGRAM

Teknosa encourages the reduction of electronic waste and efficient use of resources by focusing on the sale of renewed products. The company has taken pioneering steps in this field with the renewed phone program launched in 2022, and with the success of the program, it increases its sales volume and maximizes environmental benefits.

**RENEWED PHONE PROGRAM:** Thanks to this program, a sales volume of 334 million TL was achieved in 2022. Renewed phones are subjected to maintenance, repair and testing at the Ministry of Trade-approved Renewal Centers and are offered to customers in 100% functional condition. These products are sold with a 14-day return guarantee, thus increasing customer satisfaction.

**OTHER REFURBISHED PRODUCTS:** Teknosa plans to expand its program to include refurbished tablets, computers and other electronic products. Thus, it aims to contribute to the reduction of electronic waste with a wider range of products.

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## 3.2 RECYCLING AND REUSE PROGRAMS

Teknosa has developed a strong strategy for the recycling and reuse of electronic products. This strategy aims to improve waste management processes and increase recycling rates.

**ELECTRONIC WASTE RECYCLING :** Teknosa offers its customers the opportunity to recycle their old electronic devices in stores or through online platforms. The company aims to increase recycling rates and minimize the damage caused by electronic waste to the environment by expanding these programs. In this context, a sapling donation is made on behalf of every customer who is a TeknoClub member and brings e-waste, and the TeknoClub Memorial Forest is growing every day.

**REDUCING PACKAGING WASTE:** Teknosa encourages the use of environmentally friendly materials in order to reduce packaging waste in the supply chain and store operations. The company pays attention to the recycling/recyclability of packaging materials and offers customers more environmentally friendly packaging options. In this context, the bags offered in the store are produced from 100% recycled material and are supplied as biodegradable . During product transfers, durable boxes containing 30% recycled plastic have been used instead of cardboard boxes. Capacity development plans are being made.

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## 3.3 PRODUCT LIFE EXTENSION AND RESOURCE EFFICIENCY

Teknosa contributes to the protection of natural resources by optimizing resource use and extending the life of products.

**MAINTENANCE AND REPAIR SERVICES:** The maintenance and repair services offered by Teknosa under the roof of Tekno Service extend the life of the products and reduce the need for customers to purchase new products. Thanks to these services, both customer satisfaction is increased and the amount of electronic waste is reduced.

**AFTER-SALES SERVICES:** By providing services such as security, on-site installation and remote support, it encourages customers to use their existing devices for longer periods of time, thereby increasing resource efficiency.

#### 4. RESILIENCE AND FINANCIAL ADAPTATION TO CLIMATE RISKS

Teknosa has conducted climate scenario analysis to assess the impacts of different climate change scenarios on its business operations, supply chain and long-term strategies in detail. These analyses enable Teknosa to understand the climate-related risks that its business processes and strategic goals may face in the future, and to evaluate opportunities and financial compliance.

First, **the RCP 2.6 scenario** is the most optimistic scenario, aiming to keep global temperature rise below 2°C. In this scenario, carbon emissions are expected to fall rapidly, significant investments will be made in renewable energy, and strict climate policies are implemented. Teknosa aims to gain a competitive advantage by developing strategies to comply with strict regulations, while also increasing demand for low-carbon products and services, taking this scenario into account.

**The RCP 4.5 scenario** offers a more middle-of-the-road approach. This scenario envisages a transition period in which carbon emissions peak by 2040 and then decline. In this scenario, Teknosa develops a more balanced strategy against risks that may arise in the medium term, while evaluating opportunities to increase energy efficiency and expand its sustainable product range.

**The RCP 6.0 scenario**, which predicts a higher temperature increase, represents a situation where fossil fuel use continues and emissions decrease more slowly. In this scenario, Teknosa anticipates that it may face increasing raw material costs, carbon pricing mechanisms and changes in customer demands. Therefore, it aims to strengthen its supply chain and reduce risks by investing in energy efficiency projects.

**The RCP 8.5 scenario**, which is considered the worst-case scenario, describes a situation where serious climate change risks and global temperature increase approach 4°C. In this scenario, physical risks such as extreme heat waves, flood risk and fire come to the fore, especially in operational processes. Teknosa is developing emergency response plans and working on rapid recovery strategies after environmental events to increase its operational resilience against this scenario.

Finally, **the IEA STEPS scenario** (formerly known as IEA NPS) is a scenario in which current energy policies continue, emissions are slowly reduced, and a gradual transition to low-carbon technologies is envisaged. According to this scenario, Teknosa aims to make improvements to its energy infrastructure, increase renewable energy investments, and reduce its carbon footprint in the supply chain. It also takes steps to comply with climate-related regulations and evaluate the opportunities foreseen in this scenario.

In line with these scenarios, Teknosa adopts a proactive approach to make its business processes and strategies more resilient to climate change, to evaluate opportunities and to achieve long-term sustainability goals. Closely monitoring climate

risks and making well-founded strategic decisions against these risks strengthens Teknosa's position as a sustainable leader in the business world.

However, considering the impacts of climate change on the company's operations and value chain, Teknosa has developed various risk management strategies to make its business processes resilient. Teknosa'nın TCFD Kapsamında İklim Riski Değerlendirmesi ve Fırsatlar

**Task Force on Climate-related Financial Disclosures (TCFD)**, şirketlerin iklim değişikliğine bağlı riskleri ve fırsatları şeffaf bir şekilde raporlaması amacıyla oluşturulmuş küresel bir standarttır. Teknosa, TCFD'nin önerileri doğrultusunda iklim risklerini ve bu risklerin operasyonları üzerindeki etkilerini detaylı bir şekilde analiz etmekte, aynı zamanda bu risklerin finansal performansı nasıl şekillendirebileceğini değerlendirmektedir. Teknosa'nın TCFD uyumlu iklim risk değerlendirme, şirketin 2030 ve 2050 yıllarına kadar karşılaşılabileceği riskleri ve fırsatları 2 farklı sıcaklık senaryosunda ( $\leq 2^{\circ}\text{C}$  ve  $3.5-4^{\circ}\text{C}$ ) ele almaktadır.

#### 4.1 TCFD COMPLIANT CLIMATE RISKS

The main climate risks faced by Teknosa can be summarized as follows:

1. **Carbon Pricing Mechanisms:** Carbon pricing and emission reduction policies stand out as a significant transition risk in the low-temperature scenario ( $\leq 2^{\circ}\text{C}$ ). These regulations may cause significant cost increases, especially due to the obligation to reduce greenhouse gas emissions in Teknosa's supply chain.
2. **Increase in Raw Material and Product Costs:** Due to climate change, the increase in raw material costs may be caused by both physical and transitional factors. While extreme weather events may disrupt the supply chain, competition for sustainable products could also drive up the prices of electronic products. This situation could negatively affect Teknosa's profitability.
3. **Regulatory Obligations on Products and Services:** Energy efficiency and ecological labeling regulations introduced for high-emission products may increase Teknosa's inventory management costs. Additionally, a decrease in demand for such products may lead to revenue loss and unsold product stock.

#### 4.2 TCFD COMPLIANT CLIMATE OPPORTUNITIES

The main opportunities identified for Teknosa within the TCFD framework are as follows:

1. **Changing Consumer Preferences:** The demand for sustainable and low-emission products is rapidly increasing due to rising environmental awareness. Teknosa can increase its sales by meeting this demand and reduce its environmental impact. Additionally, alternative sales models such

as the second-hand product economy, subscription-based business models, and circular economy practices also present significant opportunities.

2. **Increased Demand for Cooling Solutions Due to Heatwaves:** Rising temperatures in Turkey, especially during the summer months, are increasing the demand for cooling solutions like air conditioning. Teknosa can capitalize on this opportunity by significantly increasing sales in cooling products.
3. **Transition to Energy-Efficient Stores and Buildings:** Teknosa can reduce operational costs and minimize its environmental impact by transitioning to energy-efficient stores and buildings. Such investments not only provide cost savings, enhancing financial performance but also contribute to Teknosa's sustainability goals.

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#### 4.3 PHYSICAL RISKS

Increasing extreme weather events due to climate change pose a major risk to Teknosa's stores and logistics centers. To minimize these risks:

**INFRASTRUCTURE IMPROVEMENTS:** Necessary improvements will be made to make existing infrastructure resilient to climate conditions against floods, storms and heat waves.

**EMERGENCY PLANS:** Emergency plans will be created for possible natural disasters, and employees will be trained in line with these plans.

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#### 4.4 TRANSITION RISKS

In the transition process to a low-carbon economy, transition risks that may affect Teknosa's activities include policy changes, market dynamics and technological developments. Against these risks:

**POLITICAL COMPLIANCE:** Teknosa aims to avoid potential penalties and sanctions by complying with current and future environmental regulations.

**INVESTMENT STRATEGIES:** Increasing sustainable investments and reducing dependence on fossil fuels are important for Teknosa's future financial sustainability.

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#### 4.5 FINANCIAL RESILIENCE

Teknosa develops financial strategies to manage risks and evaluate opportunities related to climate change. These strategies are:

**INVESTMENT ANALYSIS :** Evaluating the financial consequences of climate risks and adjusting business plans and budgets accordingly is one of the primary goals.

## 5. TARGETS

The table below summarizes the targets related to different areas of Teknosa's sustainability strategy, along with the performance results for these targets. It includes the responsible unit for each target, the starting year, the target year, short-term, medium-term, and long-term goals, and the current progress rate for these goals.

Target Breakdown	Related Priority Topic	Sub Topic	Responsible Unit	Goals	Foundation Year	Target Year	2023 Performance	Target Progress Rate (%)
<b>Fighting the Climate Crisis</b>	Awareness Raising Activities	Providing sustainability training to suppliers	Sustainability	Providing 100% supplier training	2021	2030	0	0%
<b>Energy Efficiency</b>	Electricity Consumption in Stores	Reducing electricity consumption	Sustainability, Construction and Design	25% reduction in electricity consumption	2022	2030	20,132,320 kWh	3%
<b>Effective Waste Management</b>	Recycling in Stores	Use of biodegradable bags	Sustainability, Marketing	Use of 100% biodegradable bags	2021	2023	100%	100%
<b>GHG Reduction</b>	Scope 1 and 2 Emission Reduction	Emission reduction	Sustainability, Administrative Affairs	Reducing Scope 1 and 2 emissions by 42%	2021	2030	2,344 tons of CO <sub>2</sub> e	30%
<b>Sustainable Products</b>	Refurbished Product Sales	Increase the volume of renewed products	Sustainability, Category	26% increase in refurbished product sales volume	2022	2023	334,386,137 TL	208.16%
<b>E-waste Management</b>	E-waste Collection	E-waste collection campaigns	Sustainability, Marketing	Increasing the amount of e-waste collection	2022	2024	2.2 tons	18.33%
<b>Social Benefit</b>	Employee Development	Increasing sustainability training hours	Sustainability, Human Resources	10% increase in sustainability training hours	2022	2024	359 hours	41%
<b>Diversity in the Workplace</b>	Female Employee Ratio	Increasing the proportion of female employees	Human Resources	Increasing the female employee ratio to 55%	2022	2030	41%	79%
<b>Sustainable Supply Chain</b>	Supplier ESG Assessment	Applying ESG criteria	Internal Purchasing, Sustainability	Adding ESG criteria to supplier selection processes	2022	2024	0%	0%

You can find more information in the Teknosa Integrated Report 2023.



## 6. STAKEHOLDER ENGAGEMENT AND COMMUNICATION

Teknosa is determined to ensure the participation of all stakeholders for the successful implementation of the climate transition plan. Communication and cooperation with stakeholders play an important role in achieving sustainability goals.

### 6.1 INTERNAL COMMUNICATION

**TRAINING AND AWARENESS:** Regular training programs and workshops are held to increase employees' awareness of climate change.

**SUSTAINABILITY COMMITTEE:** The sustainability committee established within the company ensures that employees take an active role in the implementation of climate strategies.

### 6.2 EXTERNAL COMMUNICATIONS

**CONSUMER INFORMATION:** Sustainability reports, bulletins and informative campaigns are organized for consumers, store sustainability interaction areas are shared, awareness surveys are conducted and environmentally friendly products are promoted.

**COLLABORATION WITH STAKEHOLDERS :** Joint projects are developed to combat climate change in collaboration with Sabancı Holding, media, non-governmental organizations and other business partners.

## CONCLUSION

Teknosa's Climate Transition Plan is a comprehensive strategy that reflects the company's commitment to environmental, social and economic responsibilities. Combating climate change, adopting circular economy principles and developing sustainable business models are at the core of Teknosa's long-term business strategy. This plan forms the roadmap that will enable Teknosa to achieve its goals of sustainable growth and creating an environmentally sensitive future.

## FUTURE VISION

Teknosa aims to not only improve its current performance while achieving its sustainability goals, but also to create an even stronger environmental and social impact in the future. Every step the company takes towards its 2030 and 2050 goals positions Teknosa as the sustainability leader in technology retailing in Turkey. Long-term sustainability plans aim to offer customers innovative solutions with environmentally friendly products and services, create social value for employees and communities, and continuously provide economic benefits to its stakeholders .

In conclusion, Teknosa's Climate Transition Plan is a comprehensive strategy that provides both economic and environmental benefits with sustainable business models and circular economy approaches . Teknosa continues to combat the climate crisis, increase operational efficiency and add value to society by progressing in line with the goals it has set. While taking decisive steps on its sustainability journey, the company plays an important role in shaping the future.

**TRADE REGISTRY INFORMATION**

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*We would like to thank Teknosa Photography Club for their visual contribution to our report.*

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