



**TEKNO SA**

# 2022

## Sustainability Report



**Aware of Tomorrow**



# TÜRKİYE

**SPEEDY RECOVERY TO ALL EARTHQUAKE VICTIMS AND OUR COUNTRY.**

We are deeply saddened by the numberless lives lost in the most devastating earthquake disaster in our nation's history, which occurred in Kahramanmaraş on February 6 and deeply affected many of our provinces, and we offer our condolences to our nation.

During this difficult time, we are working very hard to heal the wounds together in the spirit of unity and solidarity. By continuously keeping in touch with the authorized coordination centers, we identified the technological equipment needed in the region and delivered them by using the Teknosa Aid Truck. In addition to technological equipment, we also delivered winter clothing and other miscellaneous basic necessities to the region.

We joined the Earthquake Relief Mobilization campaign initiated by the Ministry of Commerce, delivering the much needed technological equipment to the region by fulfilling the orders placed under the coordination of AFAD without any commercial gains.

Furthermore, we donated technological products to the earthquake-stricken teachers who

participated in the Post-Disaster Education Program organized at the SEV Foundation. We supported the charity caravan "We Are With You" of the Yanındayız Association by supplying PC hardware. We donated food and hygiene packages for the earthquake victims through Mimoza Women's Association. We participated in the toy donation campaign for the region under the coordination of the Ministry of Family and Social Services through the Turkish Chain Stores Association.

We continue our efforts to make the 'Technology for Women' project, which has been carried out since 2007 in cooperation with the Habitat Association, aligned to the needs of the earthquake-stricken region and to turn it into a long-term project that women and young people in particular can benefit from.

As Teknosa, we believe that we are stronger together and will continue to support the affected people in the region in the future. Once again, we share the sorrow for all earthquake victims and wish a speedy recovery to our country.



# Contents

## About Teknosa

- 11 A Quick Glance at Teknosa
- 15 Our Approach to Corporate Governance
- 19 Our Ethical Way of Doing Business
- 22 Our Financial and Operational Performance
- 24 Our Risk Management
- 27 Our Position in the Sector, Trends and Our Future Expectations

10

## Aware of the Value of the Future

- 31 Our Sustainability Milestones
- 32 Our Sustainability Management
- 34 Our Material Topics
- 36 Our Sustainability Strategy
- 37 Our Value Creation Model

30

## Aware of the Value of the World

- 40 Our Fight Against the Climate Crisis
- 42 Our Waste Management Practises and Approach to Circular Economy
- 44 Our Environmentally Friendly Products and Services
- 45 Our Digital Transformation Journey

39

## Aware of the Value of Our Employees

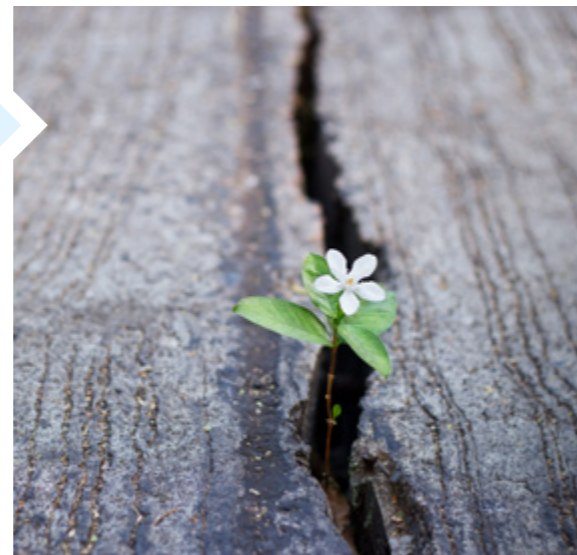
- 48 Our Employee-Centric Approach
- 50 Equality, Diversity and Inclusivity
- 53 Performance and Talent Management
- 57 Health and Safety of Our Employees

47

## Message from the Management

- 7 Message from Our Chairman of the Board of Directors
- 8 Message from Our General Manager

6



## About the Report

4

## Annexes

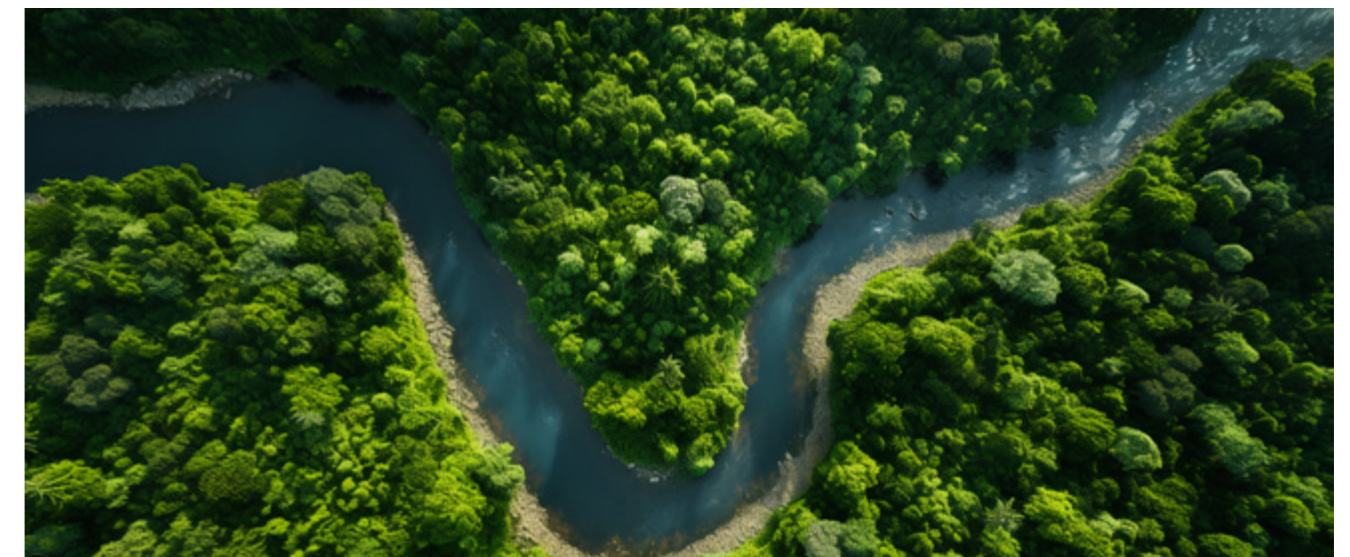
- 73 Performance Tables
- 76 Performance Tables
- 82 Our Membership and Collaborations
- 87 Our Awards
- 88 Dictionary of Technical Terms
- 89 GRI Content Index
- 97 Reporting Guidance
- 107 Assurance Statement

72

## Aware of the Value of the Society

- 59 Engagement with Our Stakeholders
- 60 Our Social Contributions
- 65 Unique Customer Experience
- 68 Our Supply Chain
- 71 Our Awareness Raising Activities

58



# About the Report



# About the Report

(GRI 2-2, 2-3, 2-4)



1.5  
Minutes

As **Teknosa İç ve Dış Ticaret A.Ş. (Teknosa)**, we aim to present the impact and value that we created within the scope of our activities in 2022, our approach to managing this value and also our material topics and financial and non-financial performance to all our stakeholders with this sustainability report, which is our second sustainability report published during the year.

Unless otherwise specified, the data shared in this sustainability report covers all of our activities carried out between **January 1, 2022 and December 31, 2022** by and/or through Teknosa stores, [teknosa.com](http://teknosa.com), authorized dealers/services of our dealer brand İklimsa, İklimsa solar power plant (SPP) installation services and [iklimsa.com](http://iklimsa.com). This report has been designed and drawn up in accordance with the **Global Reporting Initiative (GRI) Universal Standards 2021**. In addition, the value we created within the scope of the **6 capital elements** is presented through an integrated mindset, taking into account the basic criteria specified in the **Value Reporting Foundation (VRF) Integrated Reporting Framework**.

**The United Nations (UN) Sustainable Development Goals (SDGs)** and the **Women's Empowerment Principles (WEPs)** are also addressed in the report. The content of our report has been prepared based on the data inputs and opinions provided by our departments and approved by the Sustainability Committee.

An independent external assurance audit was conducted for the criteria selected in connection with the sustainability performance during the reporting period, including greenhouse gas emissions, sustainable products and services, amount of waste, energy consumption and savings, investments, and employees. During this audit, the selected criteria

were validated against the **"International Standard on Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (ISAE 3000)** and the **"International Standard on Assurance Engagements on Greenhouse Gas Statements" (ISAE 3410)**.

We will continue to share the outcomes of our efforts aimed at continuously improving our sustainability performance and the positive added value that we create, in a transparent and accountable manner, with our stakeholders through our sustainability report for the upcoming reporting period.

Regarding the Capital Markets Board (CMB) Sustainability Principles Compliance Framework, you can find our answers for the year 2022 [here](#).

You can find the details of the Independent Assurance Statement in the **"Annexes"** section of this report.



To share your opinions and suggestions about this report, please contact us [surdurulebilirlik@teknosa.com](mailto:surdurulebilirlik@teknosa.com)

This report has been produced only as a digital copy as per our commitment to preserve the environment.



## Report Guidance



Data verified as part of the assurance statement



Estimated reading time



Stakeholder views



Good practices



# Messages from the Management

- Message from Our Chairman of the Board of Directors
- Message from Our General Manager





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Message from Our Chairman of the Board of Directors\*



Minutes



## Max Speur

The Chairman of the Board of Directors of Teknosa\*

### Dear Stakeholders,

Numerous unfavorable developments, such as the ongoing global supply issues, the high inflation environment, the Russia-Ukraine war, and the climate crisis have had a negative impact on all facets of life and the world economy, and increased financial uncertainties. Despite all these negative factors affecting the business world, we believe that by taking effective precautions and quickly and flexibly adapting to change, these

challenging times will pass; so we continue our operations with this conviction.

In these trying times, Teknosa took proactive precautions in line with our sustainable business model, made **TL 192 million investments**, and left another successful year behind. Outperforming our sector of operations with a growth rate of 132%, we increased our **turnover to TL 17.4 billion**. With **teknosa.com**, which we **transformed into a marketplace** in line with our objective to transform into a digital platform in February 2022, our gross merchandise volume (GMV) in e-commerce reached **TL 3.3 billion, an increase of 136%** compared to 2021. During the same period, we introduced our new concept stores to our consumers and maximized customer experience.

In addition to these successful financial outcomes of our operations, we take care to generate value for our employees, society, and the world, and to place sustainability at the heart of the pioneering practices we implement. Accordingly, as part of our decarbonization strategy towards **our net-zero emissions target by 2050** for global decarbonization, we are transforming our operations with an innovative and agile approach.

At the same time, we believe that we, together with all our stakeholders, have to be a part of the solution so that we can be a society enjoying equal rights. In accordance with our mission of **“providing gender equality for a more egalitarian and inclusive future”**, we offer a work environment where our female employees may grow in their careers and expand their skills and experience. With each passing year, the range of impact of our **“Technology for Women”** project, which continues to promote digital literacy among women and give them access to technology, expands.

In 2022, as part of the **“Sabancı Republic Mobilization”**, the social responsibility movement with the largest participation in Türkiye, we performed various voluntary works under main areas such as preparation of the youth to the future, women’s participation in the workforce, lasting struggle with climate emergency, and support to biodiversity. We will keep working to expand the societal impact we have created in the coming years.

I am delighted to present our sustainability performance and the value we created to you, our respected stakeholders, through our **second sustainability report**, which you are currently reading. I would like to thank all our stakeholders for making this possible.

Kind regards.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Message from Our General Manager

5.5 Minutes



## Sitare Sezgin

General Manager of Teknosa

### Our Esteemed Stakeholders,

**We know that sustainability is the key to future success.** 2022 was a year in which we, as Teknosa, brought to a successful end despite global and local challenges, created value in many areas, and launched many innovative practices in line with our sustainable growth target. While we present these achievements and practices as well as our financial and non-

financial performance to you with the motto **“Aware of Tomorrow”** in this 2022 Sustainability Report, I would like to emphasize our commitment to a critical issue.

We are facing increasingly more severe environmental threats throughout the world. This is why we have placed **“valuing the world”** at the core of our strategy. As per our **Net Zero emissions target by 2050**, we are making significant progress in increasing energy efficiencies, reducing our carbon footprint, investing in renewable energy resources, and offering sustainable products and services. We strive to fulfill our responsibility to leave the world as a better place for future generations by acting as per our commitment to protect natural resources.

Accordingly, we began working on developing sustainability and decarbonization strategies in 2022 and took important steps to align our operations with these strategies. Our performance in the **CDP Climate Change** program, which we responded for the first time, yielded a **B- score (management level)**, exceeding the average score of C for the global retail industry. Furthermore, we received the **Green Office Diploma** for our Headquarters as a result of our cooperation with the World Wide Fund for Nature (WWF) Türkiye.

Our efforts towards energy efficiency are of great importance in the context of the fight against the climate crisis. Thanks to the automation systems introduced in our stores, we achieved **energy savings of about 3.65 million KW**. We have begun to meet the entire energy demand of our logistics center and 80 stores from renewable energy sources. Moreover, with the rooftop solar power system recently installed at our Adana Sabancı store, we generate a high amount of electricity that is equivalent to the annual electricity consumption of nearly 58 households,

thereby eliminating **94 tons of CO<sub>2</sub>e emissions in total**. In order to reduce our impact on the environment and get higher energy efficiencies, we switched to highly-energy efficient LED lighting technology in 176 of our stores.

We also cater for the conscious consumption behaviors of our customers as part of our sustainability efforts. Our services in this scope, including **refurbished mobile phone sales, electronic product rental services, Trade Your Old Device to a New One, TeknoWarranty and repair services**, contribute to reducing our greenhouse gas emissions and electronic waste. **Refurbished mobile phones** are essentially pre-owned mobile devices that are restored to a good working order in a professional manner by refurbishment centers licensed by the Ministry of Commerce. Thus, we not only offer customers more affordable options, but also reduce the impact of electronic waste on the environment. Also the electronic product **rental** service gives consumers a more flexible and sustainable usage model according to their needs. This also encourages consumers to use their products for a longer service life. With the **‘Trade Your Old Device to a New One’** program, we encourage recycling of unused electronic devices, thus taking a responsible approach to waste management. The **TeknoWarranty** service provides our customers with additional assurance on the devices they purchase, which in turn promotes long-term use and satisfaction with their product. Our **repair services** help extend the service life of the products, thus preserving natural resources. These services are just the beginning of the journey that we have embarked on to strengthen our company’s sustainability vision and to build a better future in our sector, and we will strive to make our sustainable products and services reach more and more people in the future.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Message from Our General Manager



5.5  
Minutes



Besides our mission of creating value for the world, it is also very important for us to **create social value**, which involves understanding social needs, contributing to local communities, and leaving the world a better place for future generations. This mission represents much more than just a profit-driven mindset. We are a part of this society, and therefore we are committed to contribute to our society and environment, in addition to providing economic benefits. In this regard, we carry out effective corporate social responsibility projects in a wide range of fields, including education, health, environmental protection and supporting disadvantaged groups.

Additionally, in order to raise awareness on sustainability, climate change, environmental awareness, digital carbon footprint, waste and e-waste, we launched the **"Aware of Tomorrow"** training project as part of the **Sabancı Republic Mobilization** campaign, which had been initiated by Sabancı Holding on the 99th anniversary of the founding of the Republic of Turkey to facilitate social development. At the same time, in collaboration with the Aegean Forest Foundation, we organized a campaign in which we donated 1 sapling for each TeknoClub member who shopped with us on the World Environment Day, which were then planted in Manisa's Soma district to create the **"Teknosa Memorial Forest"**. We continue to grow our forest by donating 1 sapling for each customer who returns their electronic waste.

With the **"Technology for Women"** project being carried out in collaboration with the Habitat Association since 2007, we are also contributing to improve digital literacy among women through technology training programs. In 2022, **2,039 women** from all over Turkey attended these training programs. As Teknosa, we are committed to make a positive mark on the world by continuing to contribute to those projects that are intended to address the needs of the society.

We understand that **economic sustainability** is one of the key factors in achieving our long-term goals and fulfilling our vision of creating value for the future. Despite the recent global and national challenges, such as the COVID-19 pandemic, wars, earthquakes, energy crises and supply chain problems, we managed to ensure business continuity of our operations and maintain our profitable growth by acting quickly, taking the right steps and establishing the right collaborations. Despite the difficult circumstances, we are proud to increase our market share with a **growth rate of 132% and a turnover of TL 17.4 billion** in this sector which itself **grew by 104%** and reached a market volume of TL 266 billion. These achievements show that our organization is highly resilient and quick to adapt to changing circumstances.

In early 2022, we launched the **marketplace business model** in our existing digital channels in order to reinforce our position and increase our market share in the steadily growing e-commerce market. This model resulted in a 22-fold increase in the diversity of our product and allowed us to offer our customers all products and services in the technology ecosystem with a holistic experience and Teknosa's assurance. As a result of these important developments, we reached a gross merchandise volume (GMV) of **TL 3.3 billion with 136% growth** compared to 2021.

With the **new customer-focused store concept** which was initially conceived in 2021 and was introduced in 2022 at certain stores, we have begun to offer our customers a unique experience that is more **digital, accessible and sustainable**. Our new concept stores, the first of its kind in the sector, offer our customers an even more digitalized experience. Thanks to experience areas specifically created for many product groups, customers are able to access the products they are looking for and experience them in a comfortable environment. We also aim to raise

awareness among customers about many areas such as energy saving, carbon footprint, e-waste and our sustainability efforts through the display screens in the **sustainability engagement areas** at our concept stores. Our customers can also support our efforts for a cleaner nature by bringing their recyclable waste to the recycling units at our stores.

With **İklimsa**, our brand in the air conditioning industry, we signed agreements for key projects in the field of **photovoltaic power stations (PVSs)** and also entered into partnerships with banks to offer financial support to our customers. Thus, we aim to achieve even more positive impact for the world by contributing to the fight against climate change with PVS operations that will create significant added value in the field of sustainability, which is one of our strategic focus points.

Our vision requires us to operate in a manner which will create not only short-term profit and benefit, but also long-term value for all our stakeholders. We will continue to work for a stronger and sustainable future together with our valuable stakeholders who share this vision and inspire us. I am proud to present you our **second sustainability report** in which you can find a detailed account of our sustainability journey, including our activities, performance, goals and the value we created. I'd like to express my sincere gratitude to all our stakeholders who joined us on this journey and made our success possible with their contributions.

Kind regards.

# About Teknosa

- A Quick Glance at Teknosa
- Our Approach to Corporate Governance
- Our Ethical Way of Doing Business
- Our Financial and Operational Performance
- Our Risk Management
- Our Position in the Sector, Trends and Our Future Expectations





# A Quick Glance at Teknosa

(GRI 2-1)



4 Minutes

About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes



As **Teknosa İç ve Dış Ticaret A.Ş.**, we maintain our activities, which began in 2000 as a part of Sabancı Holding, with a wide variety of services including retail sales of consumer electronics, imaging and IT products, telecommunications products and home appliances both in brick-and-mortar shops as well as in the e-commerce environment (through [teknosa.com](https://www.teknosa.com)) by following our philosophy of **“Technology for Everyone”** and our constantly improving processes and business lines we have added. In addition, we have been operating in the air conditioning sector and solar energy field since 2006 with our **dealer group brand İklimsa** through authorized dealers, authorized services and [iklimsa.com](https://www.iklimsa.com).

Under the brand name **Tekno Service**, we continue to offer our customers aftersales support, which include services such as “Security”, “In-Store Service”, “On-Site Installation”, “Remote Support Service” and “Full Support Service Packages”. Customer satisfaction is a high priority for us. Therefore, we aim to extend the life of our products, resolve issues and facilitate the transition to new technologies. To this end, we offer versatile

possibilities and opportunities such as extended warranty for products, maintenance and repair services, technological product rental services, Trade Your Old Device to a New One, and equipment upgrade services.

**As Turkey’s first ever technology retailer**, today we are the leading technology retail chain that is closest to its customers with an extensive network of stores, [teknosa.com](https://www.teknosa.com) and mobile platforms as part of an omnichannel model. **With a focus on unique customer experience, sustainability and customer-oriented digital transformation**, we continue to make a difference in the sector by investing in our brand and employees, offering training and development opportunities for talents and leading the sector through innovative services.

By launching the sector’s first ever technology-centric marketplace and customer-focused concept stores in 2022, we will continue to be the leading brand that offers a holistic experience in the retail sector and create value for our stakeholders through our investments in the upcoming period.

## Our Vision, Mission and Values

We are a young company that prioritizes customer satisfaction, focuses on creating sustainable value, carries out its activities according to its ethical principles and social responsibilities, is open to development and improvement, and is a pioneer of innovation.



**Our Vision:** To maintain leadership in the geographies in which we operate through products and services that are “innovative” and “make a difference”.



**Our Mission:** To create happy moments by allowing everyone to access the best technological products.

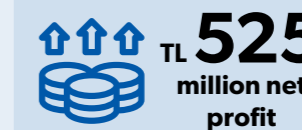


**Our Values:** Cooperation, Sympathy, Proactivity, Happiness, Sincerity, Trust.

## Teknosa in Numbers



**132%** growth compared to 2021



**300%** growth compared to 2021



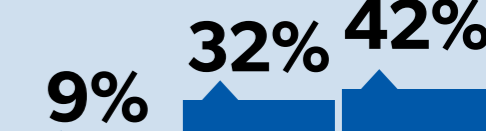
**136%** growth compared to 2021



**2,458** employees  
26% Female 74% Male



**16,472** different products



**9%** First-level female managers  
**32%** Mid-level female managers  
**42%** Senior female managers



# A Quick Glance at Teknosa

(GRI 2-1)

4 Minutes



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

## Our Service Areas

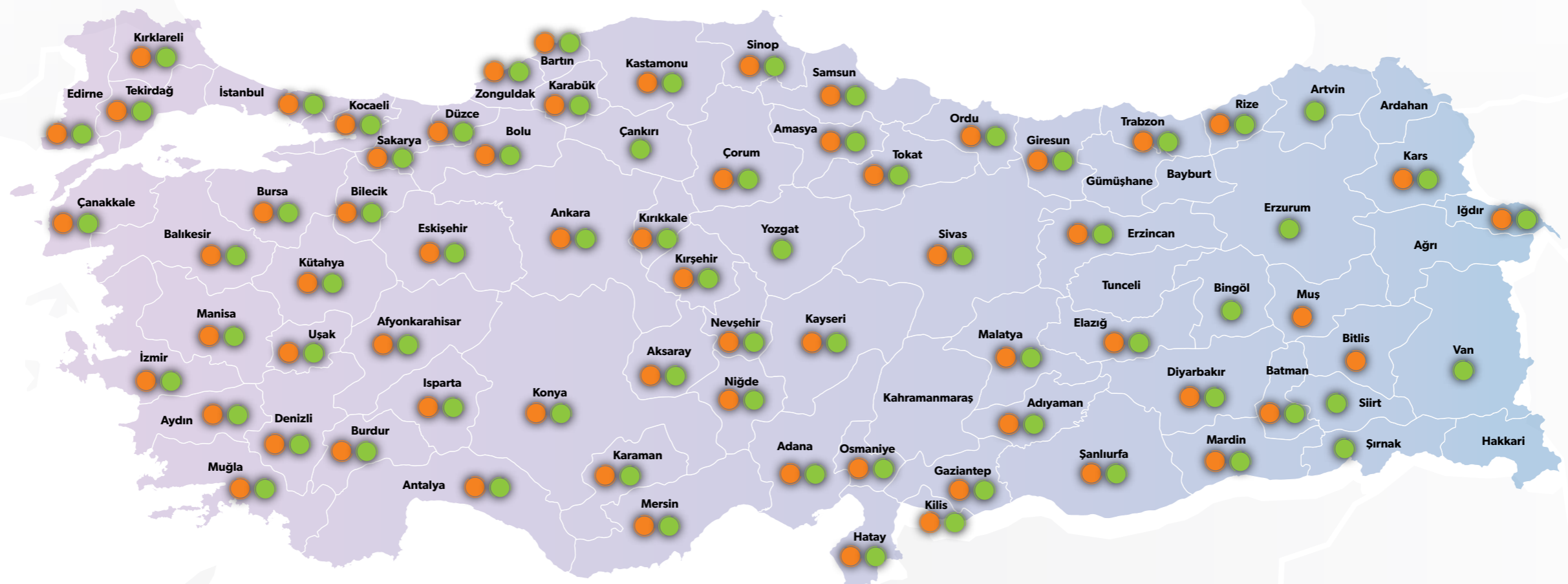
100 thousand m<sup>2</sup> of store area  
18,709,000 store customers  
1 million+ Teknoclub members

**TEKNO SA**  
189 stores in 67 cities

**TURKISH PROVINCES**

**İKLİMSA**  
Türkiye'nin İklimlendirme Merkezi  
352 authorized dealers in 68 cities

286 air conditioning services in 71 cities  
166 white goods services in 68 cities





# A Quick Glance at Teknosa

(GRI 2-1)



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

## Our Brands



### Preo is a Teknosa brand.

Preo, our original brand which was launched in 2015, has become the largest “authentic brand” in the sector with more than 1,000 different products and 2.4 million product sales as of the end of 2022. With Preo, we offer a wide range of products from wearables, smart toys, personal care products, small household appliances to gaming accessories and notebook and smartphone accessories. In 2022, we extended the product offering at Preo by adding new product groups such as smart watches, tablets, TVs and Turkish coffee machines to our portfolio. Through our Preo brand, we will continue to offer our customers innovative, reliable and state-of-the-art products at affordable prices.



### Teknosa’s Mobile Communication Brand Teknosacell

With Teknosacell, the first and only mobile communication service provided by the Turkish technology retailing sector, we have been providing affordable fully-packed tariffs, post-paid and pre-paid line options and special prices for technology products to our customers. Teknosacell has grown its subscriber base, reaching 400 thousand subscribers, and expanded its field of activity in 2022 with the newly introduced cloud services and Türk Telekom Internet service, in addition to its existing mobile communication services and ‘Trade Your Old Device to a New One’ services.



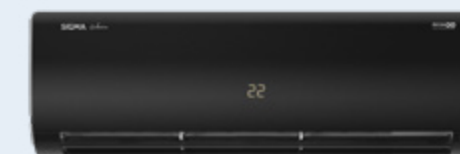
### İklimsa, whether it’s hot or cold!

Under the umbrella of İklimsa, which carries forward Sabancı Holding’s know-how in the air conditioning industry including 37 years of experience in the sector, we offer products suitable for domestic and professional use from the world’s leading brands to our customers. Providing services with the slogan “Turkey’s Air Conditioning Center”, İklimsa has also started its activities in the field of solar energy systems (SES). With five different brands and more than 200 product models, İklimsa today provides services through its authorized dealers at 352 locations in 68 provinces across Turkey, 286 air conditioning service centers in 71 provinces, and 166 white goods service locations in 68 provinces.



### Sigma, the Technology That Changes Your Weather

With Sigma, which is a brand of İklimsa, we let our customers enjoy a comfortable air conditioning experience with highly energy-efficient, environmentally friendly product models and the inverter technology. With Sigma, we offer cooling and heating solutions for large areas with professional air conditioning options, while providing heat pump solutions as an alternative to heating systems that use electricity or fossil fuels.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# A Quick Glance at Teknosa

(GRI 2-1)



Minutes



## Highlights of 2022

- We completed end-to-end renewal of our digital channels.** (Icon: Cloud with nodes)
- We opened new customer-focused concept digital stores.** (Icon: Storefront)
- We introduced sales in live broadcasts.** (Icon: Broadcast tower)
- We introduced the Tech-Savvy Hands support line.** (Icon: Person with headset)
- We launched the first technology-focused marketplace.** (Icon: Laptop and smartphone)
- We entered the refurbished mobile phone market.** (Icon: Smartphone)
- TeknoClub, our loyalty program, exceeded 1 million members.** (Icon: Group of people)
- We entered into partnership with Blindlook.** (Icon: Handshake)
- We started the "Aware of Tomorrow" circular economy and e-waste training project.** (Icon: Recycle bin)
- We began operating in the field of solar energy systems under the umbrella of Iklimsa.** (Icon: People with checkmark)
- We launched the first-ever rental service in the sector.** (Icon: Document with pencil)
- Teknosacell reached 400 thousand subscribers.** (Icon: Person with checkmark)
- The Teknosa Memorial Forest was created.** (Icon: Trees)



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Approach to Corporate Governance



Minutes

We are aware that corporate governance practices that are built upon on a solid structure and corporate culture are essential for sustainable growth in the business world. Based on this awareness, as Teknosa, we structure our corporate governance approach in parallel with Sabancı Holding’s vision and international principles, and we take into consideration the rights, expectations and needs of our stakeholders at the highest level in all our business processes. Accordingly, we carry out our operations focusing on the four main principles of corporate governance, i.e. transparency, fairness, responsibility and accountability, and comply with the corporate governance principles set by the Capital Markets Board and strive to improve our current structure under the guidance of good corporate governance practices in the world.

To access [Corporate Governance Compliance Reports](#) and [Sustainability Principles Compliance Reports](#), please visit our website.

The Board of Directors always look after our Company’s long-term interests and is responsible for achieving the operational and financial performance targets disclosed to the public. Accordingly, the Board of Directors conducts regular reviews of these targets to check progress towards them, and in case of any unattained targets, an explanation is provided in our annual activity report about the reasons for failing to attain them.

Our Board of Directors consists of 6 people in total, including the President, Vice President and 4 board members. The roles of the President of the Board of Directors and the Chief Executive Officer are separate positions held by different people. The term of office of our board members is 3 years, and any member whose term of office has ended can be re-elected. Remuneration and benefits offered to our board members are managed based on [Our Remuneration Policy](#).

## Our Committees

At Teknosa, the roles of the President of the Board of Directors and the Chief Executive Officer are separate positions held by different people. In addition, we have a sufficient number of Committees to enable the Board of Directors to fulfill its duties and responsibilities in a more effective manner.

A Board Member of Teknosa may hold membership in multiple committees, depending on the work expertise required by the committee membership. We have 3 committees in total, which directly report to the Board of Directors: Corporate Governance Committee, Early Detection of Risk Committee, and Audit Committee.

You can find detailed information about the duties and structures of our committees on [our website](#) and our [2022 Annual Report](#).



# Our Approach to Corporate Governance



Minutes

## Our Board of Directors



### Hakan Timur

Chairman of the Board of Directors

He has been serving as the Deputy Chairman of the Board of Directors at SabancıDx and Çimsa companies and as Board Member at Enerjisa Enerji and Enerjisa Üretim companies. He is a member of various NGOs as **ÖSGD**, **YKÜD**, **SKDT** and **WBSCD** and he has also been in charge of the Head of the Employment and Social Security Work Group of **TUSİAD**.



### Enver Doğuş Kuran

Board Member

Chairman of the Board of Directors at SEM; Board Member of TEMSA, Startup Borsa, Bulutistan, Radiflow and TÜBİSAD; Advisory Board Member of Heloland, SabancıDx General Manager and Chief Portfolio Officer at DxBV.



### Özlem Kalkan

Board Member

Assistant General Manager of Sales and Product Management at SabancıDx and DxBV, and Board Member of the Women in Technology Association.



### Burak Turgut Orhun

Deputy Chairman of the Board of Directors

Chairman of the Board of Directors at Akçansa, Çimsa, Sabancı Building Solutions BV and Afyon Çimento; Board Member at CarrefourSA and SabancıDx companies, and President of Sabancı Holding Building Materials Group.



### Nevgül Bilsel Safkan

Independent Board Member

General Manager of Sabancı Foundation. Vice President of TÜSEV and Board Member of ERG. Zero Project Ambassador of the Austria-based Essl Foundation, which works in the field of the rights of disabled people. Advisory board member at SU Gender.

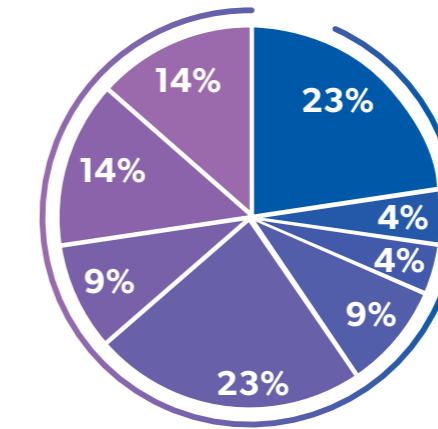


### Temel Cüneyt Evirgen

Independent Board Member

Director of Sabancı University Executive Development Unit (EDU) and Lecturer in undergraduate and graduate programs of Sabancı University Faculty of Management Sciences.

## Field of Experience



- Strategy and Planning
- Human Resources Management
- Sustainability
- Marketing
- International Experience
- Finance, audit
- Retail experience
- Risk Management

## Educational Status



## Gender Distribution



## Committees Reporting to the Board of Directors



## Board of Directors Committee Attendance



- \* **ÖSGD:** Private Sector Volunteers Association
- \* **SKDT:** Sustainable Development Association Turkey
- \* **STK:** NGOs

- \* **TUSİAD:** Turkish Industry & Business Association
- \* **WBSCD:** World Business Council for Sustainable Development
- \* **YKÜD:** Board Directors Association

You can access the CVs of Teknosa Board Members from the [relevant address](#).



# Our Approach to Corporate Governance



2  
Minutes

## Our Senior Management



**Sitare Sezgin**  
General Manager

**Total Work Experience (Years) 27**



**Ümit Kocagil**  
Assistant General  
Manager of Finance

**Total Work Experience (Years) 28**



**Ersen Gelçin**  
Assistant General  
Manager of Technology

**Total Work Experience (Years) 22**



**Tansu Özturun**  
Assistant General  
Manager of İklimsa  
Business Unit

**Total Work Experience (Years) 31**



**Doğa Oran**  
Assistant General  
Manager of Strategic  
Growth Areas

**Total Work Experience (Years) 25**



**Ersin Aydın**  
Assistant General Manager  
of Human Resources and  
Sustainability

**Total Work Experience (Years) 25**



**Nail Enver Yelkenci**  
Assistant General  
Manager of Retail Sales

**Total Work Experience (Years) 27**



**Emre Kurtoğlu**  
Assistant General  
Manager of Digital  
Commerce and Marketing

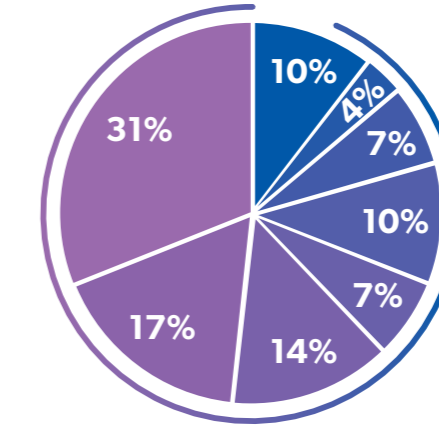
**Total Work Experience (Years) 25**



**Cenk Yenginer**  
Assistant General Manager  
of Category Management  
and Supply Chain

**Total Work Experience (Years) 26**

## Field of Experience

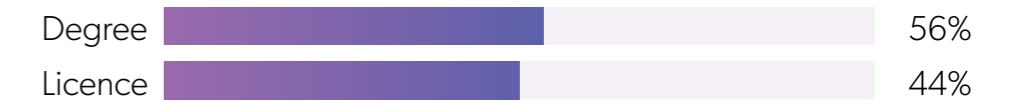


- Strategy and Planning
- Human Resources Management
- Sustainability
- Marketing
- International Experience
- Finance, audit
- Retail experience
- Risk Management

## Gender Distribution



## Educational Status of Senior Management Members



We recruit all of our Senior Management from the local community.

You can access the CVs of Teknosa Senior Management Members from the [relevant address](#).

# Our Approach to Corporate Governance



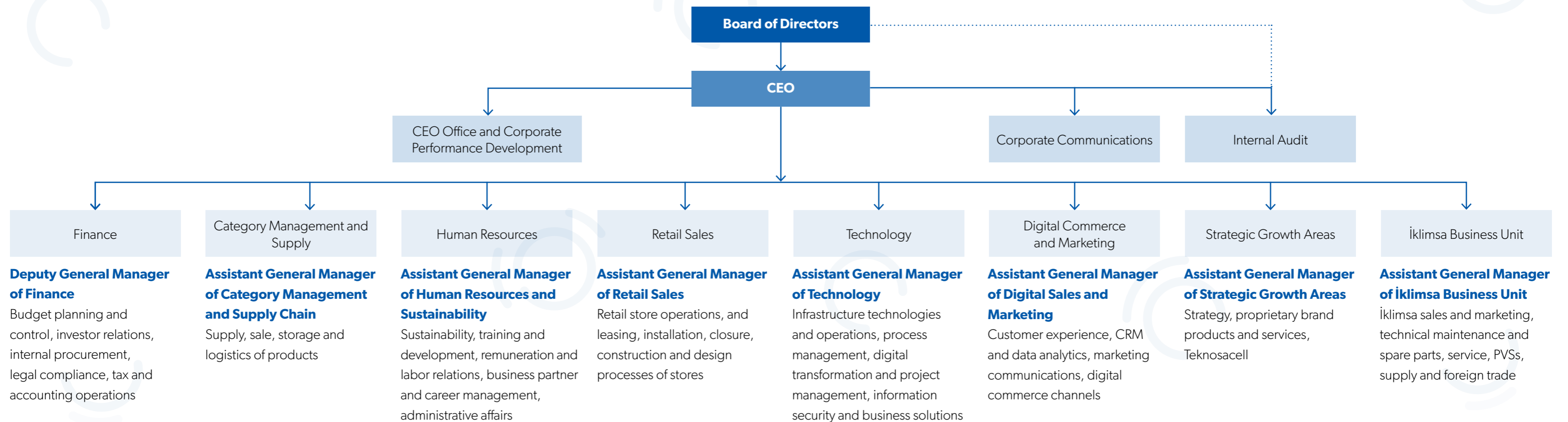
Minutes

## Our Organizational Structure

At Teknosa, we, as a principle, have been carrying out our operations with a focus on the expectations and needs of our stakeholders since our foundation. This focus allows us to continuously grow and create value. For continuous growth, we rely on our ability to quickly embrace technological innovations as well as our wholehearted, brave and passionate approach to management. We improve our competencies even more by monitoring the best practices around the world. In our Sustainability Report, we share the skills of our executives, who are experts in their respective fields, in an open and transparent manner.

Our senior management consists of 9 people in total, including the General Manager, who reports to the

Board of Directors, and the Deputy General Managers, who report to the General Manager. Additionally, the CEO Office and Corporate Performance Development Department, one of the units directly supervised by our General Manager besides the departments supervised by the Assistant General managers, undertake the follow-up and coordination of the main strategic initiatives required for the continuity of the intended organizational transformation process, whereas the Corporate Communications Department assumes corporate communication activities, various reporting and press works to protect and enhance the reputation of the organization. The Internal Audit Department has a similar position but it also carries out audits at stores and our departments based in the Headquarters within the framework of the Internal Regulation of the Audit Committee.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Ethical Way of Doing Business



5 Minutes



## Compliance with Ethical Principles

We use the **[Sabanci Group Code of Business Ethics \(SA-Ethics\)](#)** which is applicable for all Sabanci Holding companies, **Conduct and Management Principles of Sabanci**, and **[Ethics Directive of Teknosa \(TSA-Ethics\)](#)** as guidance in our efforts to ensure compliance with ethical principles in all our operations. We expect our newly hired employees to comply with the codes of business ethics in the directive by undersigning the Teknosa Ethics Directive attached to their employment agreements. Our code of business ethics includes compliance with the corporate policies, working principles and legal obligations, particularly any interests, gifts and tips concerning all our employees, unlawful behaviors, inappropriate use of confidential data, prejudice and discrimination, any behaviors which can be accepted as sexual harassment, use of alcohol and drugs and relevant disciplinary provisions to be applied.

The Ethics Directive of Teknosa is regularly, at least once a year, revised and updated, if necessary, by our Human Resources and Sustainability department. SA-Ethics, on the other hand, is reviewed and updated by the Sabanci Holding Human Resources and Sustainability Department as necessary throughout the year and announced to the Holding and Group Companies following the approval of the CEO and Chairman of the Board of Directors of the Holding.

At Teknosa, our stakeholders can contact the Teknosa Ethics Principles Advisor about any ethical concern that they might have. All our stakeholders can report any violation of our ethical principles via the **SA-Ethics and TSA-Ethics Hotlines** in a confidential and anonymous manner. The Internal Audit Department will carry out the necessary

inquiries/investigations for any violations reported. Based on the outcome of such inquiries/investigations, necessary actions will be taken by the department.

We inform the Sabanci Holding Ethics Board at certain intervals about all ethical violations reported to the Internal Audit Department. If the subject matter of any violation of ethical principles involves a manager or a senior executive, necessary precautions are taken according to the instructions of the Sabanci Holding Ethics Board. Thus, violations are resolved by taking necessary precautions. In 2022, Teknosa employees reported 3 potential violation of ethical principles. An investigation was conducted for two of these reports, and for the other report, the Sabanci Holding Ethics Board was duly notified after the Regional Directorate carried out the necessary inquiries.



All our stakeholders can contact us via mail (**[etik@teknosa.com](mailto:etik@teknosa.com)**) or **phone (0 (216) 468 36 36)** to report any violation of ethical principles or ask any questions that may have.



The Holding's and Teknosa's Human Resources and Sustainability Departments are responsible for providing information about our ethical rules, monitoring the implementation of the rules and giving relevant training at least once a year. In 2022, we continued to provide our employees with training anti-bribery and anti-corruption and ethical principles.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Ethical Way of Doing Business



## Anti-Bribery and Anti-Corruption

At Teknosa, we believe that ensuring full compliance with laws and regulations is one of our most important responsibilities as described in the [Sabanci Holding Anti-Bribery and Anti-Corruption Policy](#) and [Teknosa Anti-Bribery and Anti-Corruption Policy](#). We provide an in-depth description of our duties and responsibilities on the subject in the Anti-Bribery and Anti-Corruption Policy and make up-to-date versions of our relevant policies, procedures and instructions available to all our employees through the Document Management System.

We regularly evaluate our risks regarding bribery and corruption for all our workplaces. Our primary risks related to corruption include **financial loss, abuse, employee and customer dissatisfaction, loss of reputation and prestige, breach of information security, violations of KVKK, non-compliance with legislation, and criminal sanctions**. We follow a proactive approach in the fight against corruption and perform systematic controls by creating specific scenarios to probe our business processes in the stores and the Headquarters through data analytics. Based on the outcomes of **140 scenarios** analyzed in this way, we create reports on a regular basis.

In 2022, 3 sales and procurement cases (use of personnel discounts and bulk sales transactions) carried out in violation of the procedures were examined, and 16 investigations/inquiries were conducted at our stores for issues reported to us through various channels. Disciplinary actions (written warning, dismissal, etc.) were taken against responsible employees in 12 cases, and in 1 case, the employee quit their job with their own consent following investigation.

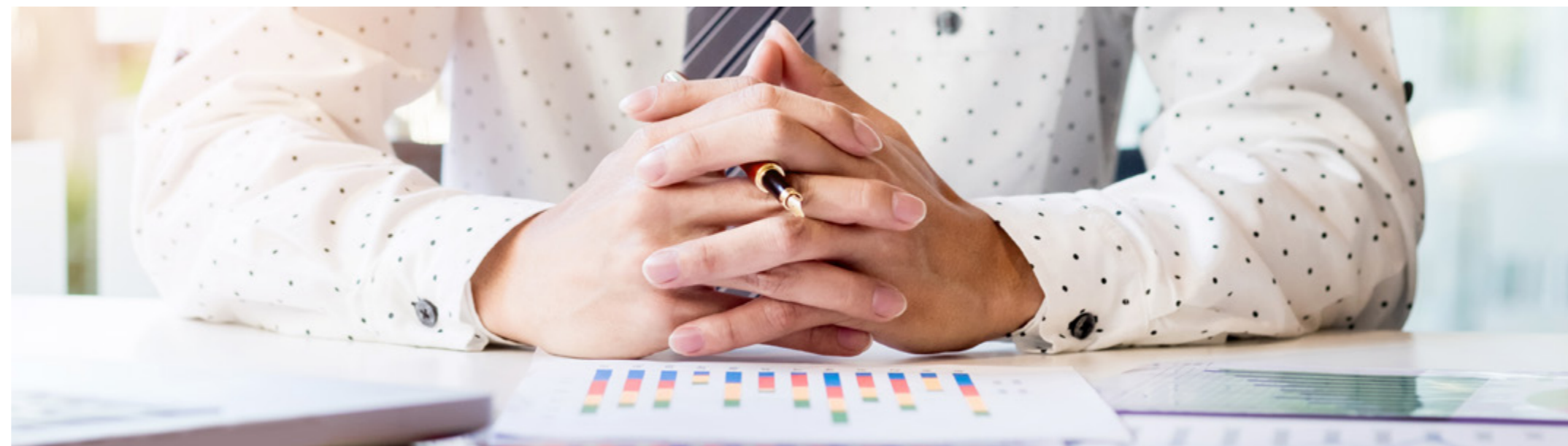
## Internal Audit and Control

Teknosa has effective internal audit and control processes in place. Reporting directly to the Board of Directors, the Audit Committee is responsible for overseeing the operation and effectiveness of our Company's accounting system, financial reporting, public disclosure of financial information, independent audits and internal control system. The Audit Committee convened 4 times in 2022 to discuss meeting agenda of reviewing independent audit reports and evaluating the audit activities conducted by the Internal Audit Department.

Whereas the Internal Audit Department is responsible for performing audits at our Headquarters and stores. Process audits in the departments of Store Sales, Operation and Headquarters are completed by the Assistant Store Audit & Investigation/Inquiry Manager and the Assistant

Process Audit Manager, respectively. Audit results and details of investigations/inquiries are shared by the Internal Audit Department during the Audit Committee meetings held four times a year.

We carry out our store audits within the frame of training and awareness, service, security, cashier's desk, printed document, document and stock sections identified for that year within the scope of our Store Audit Report (MDR) which is updated in accordance with the annual discussions with the departments. Each store is audited at least once a year, and we make 2 or more visits, if necessary, within the framework of the annual plan to identify areas for improvement for those stores with an audit score below 7.5 points out of 10. Following the audits, we share the areas for improvement and action plans identified through the Integrated Management System with the relevant responsible Store Manager via the Internal Audit Department and notify our Senior Management.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Ethical Way of Doing Business



## Responsible Marketing

We offer our customers products with a responsible marketing approach and take into account the relevant legal requirements when carrying out marketing, labeling and advertising activities. In 2022, we were issued 9 administrative fines for non-compliance with the Price Tag Regulation and 1 administrative fine for non-compliance with the Distance Selling Regulation. No cases were identified that resulted in a warning and were caused by non-compliance with the voluntary rules. Regarding compliance with the regulations on advertising, promotion etc, we were also given 3 administrative fines in total<sup>1</sup> due to failure to comply with 2 separate regulations. There was no penalty resulting in a warning.

In parallel with our responsible marketing approach, we work to prevent anti-competitive behavior in our business relationships. Within the scope of our activities, we pay attention to establishing strong and transparent relationships with our stakeholders and avoid engaging in illegal and unethical competitive relationships with our competitors.

<sup>1</sup> A total administrative fine of TL 9,750 was issued due to the violation of the Law no. 6563 on the Regulation of Electronic Commerce and the Regulation on Commercial Communication and Commercial Electronic Messages published in the Official Gazette no. 29417. An administrative fine of TL 114,326 was issued due to the advertisements titled "Techno Friday at Teknosa", for a campaign valid between November 24 and 30, 2021, in violation of Article 61 of the Consumer Protection Law no. 6502 and the Regulation on Commercial Advertising and Unfair Commercial Practices.



In 2022, **our employees** received **439 hours** of training in total under the 'Compliance with Competition Rules' e-learning program.

Regarding anti-competitive behavior, an investigation was initiated to determine whether the Law on the Protection of Competition was violated in 2022, and this investigation is still going on. Additionally, as a result of an investigation initiated by the Competition Board due to anti-competitive behaviour in our relationship with one of our business partners in 2015, the firm in question and Teknosa were issued an administrative fine.<sup>2</sup>

<sup>2</sup> The investigation initiated against Teknosa was related to the allegations that Teknosa was engaged in concerted action with retail businesses selling computer and console games and that it fixed the resale prices at the final sales points in order to increase the game prices. As a result of the investigation, a total of TL 18,025,556.40 administrative fine was imposed by the Board against the supplier and Teknosa. Since the fine was paid within due time without resorting to any legal remedies, a discount was applied and only 3/4 of the original fine, i.e. TL 13,519,167.30, had to be paid. Following the payment, a lawsuit was filed before the Council of State to seek annulment of the decision. As a result of the lawsuit, our request was partially accepted for the supplier, but it was rejected for Teknosa. We filed an appeal for this decision.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Financial and Operational Performance




We aim for sustainable growth in the field of retail technology with our digitalization and customer-focused transformation efforts. Based on strong financial foundations, we carefully manage our ecosystem and prioritize strengthening our financial performance.

Company Title/Name and Surname	Capital Share (TL)	Capital Share (%)
Hacı Ömer Sabancı Holding A.Ş.	100.500.001,44	50
Other	100.499.998,56	50
<b>Total</b>	<b>201.000.000</b>	<b>100</b>


\* As of 31 December 2022, the authorized and issued capital of Teknosa consists of 20,100,000,000 shares at the registered nominal amount of 1 Kr each.

Thanks to our reliable brand reputation, large sales network, strong channel experience, comprehensive ecosystem collaborations and experienced workforce, we continued to grow by effectively managing global risks in line with our aim of creating value for all our stakeholders in 2022.


In 2022;




**132% growth in terms of turnover**




**TL 17.4 billion turnover**




**TL 131.5 million net profit**



**TL 192 million investment**

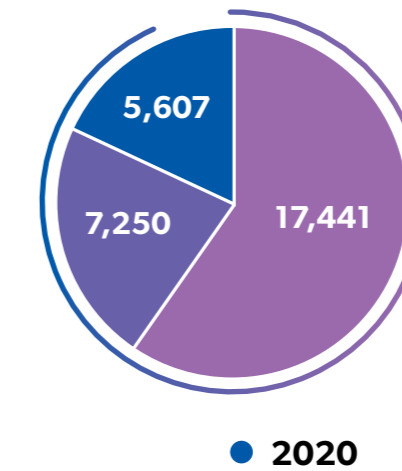


**E-commerce gross merchandise volume of TL 3.3 billion (136% growth)**

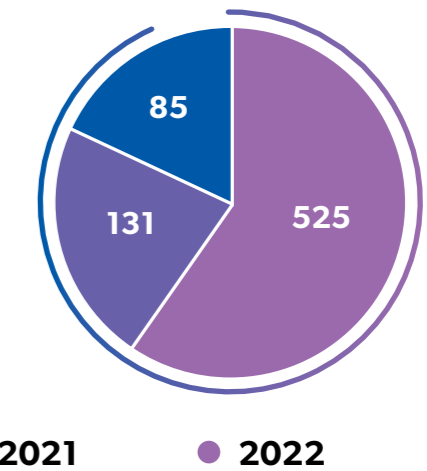


**18% share of online sales in turnover**

Turnover (TL million)



Net profit (TL million)



Teknosa.com sales (TL million)



We continue our comprehensive transformation in many areas from store operations and sales force efficiency to category management, supply chain and spending efficiency by expanding our impact area within the scope of the 'Transformation Program for the Teknosa of New Generation' launched to allow Teknosa to create value for all our stakeholders and focus on the future with its strong financial structure.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Financial and Operational Performance



Number of Stores and Dealers	2020	2021	2022
Teknosa Stores	211	198	189
İklimsa Authorized Dealers	291	339	352
İklimsa Air Conditioning Services	266	275	286
İklimsa White Goods Services	154	163	166

For more details about the economic value created by our environmental investments and expenditures, please refer to the **[“Performance Indicators”](#)** section of our report.

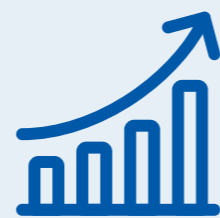
We approach our tax obligations with great attention in order to ensure full compliance with the tax legislation and practices in our country and to uphold our Company values. In this context, we effectively manage and control our responsibilities and fully meet our legal tax obligations. In 2022, we conducted an in-depth assessment of the potential impact of the amendments made in the Capital Markets Law, **Turkish Commercial Code and Tax Legislation** on our operations. At the same time, we maintain an open, constructive and transparent dialogue with the tax authorities and submit to them any requested information and document as soon as possible. We retain all documentation associated with our obligations for as long as legally required and if required, make them available upon request.

For details about our financial performance, please see our **[2002 Annual Report](#)**.

Being aware of our responsibility to protect the environment and natural resources, we view growth not only through the perspective of financial growth, but also from the perspective of creating sustainable value. We continue our efforts to make our activities more sustainable through responsible investments and to adapt our operations according to the requirements of the future by improving our environmental performance.



As a result of our responsible spending and investments, we saved over TL 9 million, which represents an increase of 178% compared to the previous year!



As an indication of the importance that we attach to environmental projects as well as our commitment to our sustainability goals, we reached TL 25 million in environmental investments with an increase of 123% in 2022.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Risk Management



With our risk management activities, which hold an important place within our corporate strategy, we aim to maintain our financial strength, the sustainability of our products and the continuity of operations and to protect our employees and reputation, thus creating the highest value possible for our stakeholders. For this purpose, we identify our risks and opportunities as a result of the analyzes carried out with related stakeholders and implement a continuous and systematic corporate risk management for the identified risks and opportunities.

Risk management at Teknosa is under the responsibility of the Early Detection of Risk Committee, which reports to the Board of Directors. Whereas process audits of our Headquarters departments are carried out by the Internal Audit Department around issues specifically identified and communicated by the Sabancı Holding Audit Department within the framework of our audit universe, which is created by performing a variety of risk analyzes. The Internal Audit Department submits reports to the Audit Committee after completing the process audits.

On the other hand, we monitor our OHS risks through software. Besides monitoring the risks, we can keep our training and accident records, monitor compliance with the applicable OHS legislation and keep track of related documentation via this software by digitalizing all our OHS processes. Moreover, via our OHS unit, we monitor the risks with an up-to-date data set and share the findings with the respective units.

We addressed our company's exposure environmental, social, economic, technological, and operational risks and identified the necessary measures and risk elimination methods as well as the opportunities by conducting a Risk and Opportunity Identification Workshop with the participation of our employees from respective departments. Our plan is to take advantage of these opportunities by determining the actions to be taken in order to avoid the identified risks and further strengthen our operations.

Next year, we will be continue our work by focusing on determining the financial equivalents of our risks and opportunities in the light of the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

Risk Area	Related Capitals	Risk and Its Description	Actions We Take Against the Risks	Opportunities
<b>Social</b>	<ul style="list-style-type: none"> <li>• Social and Relational Capital</li> <li>• Natural Capital</li> <li>• Financial Capital</li> </ul>	<p><b>Talent Retention and Shortage of Skilled Employees;</b></p> <ul style="list-style-type: none"> <li>• Employees joining competitors and transfer of know-how</li> <li>• Decrease in demands from customers due to falling behind competitors</li> <li>• Experiencing disruptions that would damage operational excellence</li> <li>• Increased personnel expenses</li> </ul> <p><b>Management and Business Continuity Planning;</b></p> <ul style="list-style-type: none"> <li>• Failure to make strategic investments due to lack of effective resource and project planning</li> </ul> <p><b>Infectious Diseases;</b></p> <ul style="list-style-type: none"> <li>• Outbreak of an epidemic, such as COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>• Effective human resources management (provision of training and career development opportunities)</li> <li>• Remuneration and benefits management</li> <li>• Improving recruitment processes</li> <li>• Effective corporate risk management</li> <li>• Organization-wide adoption of the corporate culture and activities to negate the impact of climate change</li> <li>• Maintaining and developing an organizational employee backup system</li> <li>• Efforts undertaken to boost online sales</li> <li>• Increasing the resilience of the supply chain</li> <li>• Establishing a crisis management team</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring transitions between group companies</li> <li>• Providing training for the development of employees through Teknosa Academy</li> <li>• Practices that will help with employee development and satisfaction, such as postgraduate study support and Teknosa Mother Mentors</li> <li>• Increase in online sales turnover</li> <li>• Being proactive against crises</li> </ul>





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Risk Management



Risk Area	Related Capitals	Risk and Its Description	Actions We Take Against the Risks	Opportunities
<b>Environmental</b>	<ul style="list-style-type: none"> <li>Natural Capital</li> <li>Financial Capital</li> </ul>	<p><b>Extreme Weather Conditions and Natural Disasters;</b></p> <ul style="list-style-type: none"> <li>Stores or the logistics center being flooded due to heavy rain</li> <li>Disruption of operations due to natural disasters such as earthquakes or fires</li> </ul> <p><b>Global Temperature Rises and Air Pollution;</b></p> <ul style="list-style-type: none"> <li>Difficulties in raw material and product supply due to the depletion of natural resources</li> <li>High and unexpected increases in temperature</li> </ul>	<ul style="list-style-type: none"> <li>Carrying out operational activities in areas that are not under risk of being flooded</li> <li>Reducing the impact of risk through means such as insurance and comprehensive insurance</li> <li>Taking precautions that can reduce the physical impact of the risk, such as air conditioning and insulation</li> <li>Proper inventory management and control</li> <li>Taking weather forecasts into account when placing orders and managing the product portfolio</li> <li>Increasing the resilience of the supply chain</li> <li>Establishing a crisis management team</li> <li>Working with different suppliers to procure products</li> <li>Setting the Net-Zero emissions target by 2050 to combat the climate crisis</li> </ul>	<ul style="list-style-type: none"> <li>Increase in online sales turnover</li> <li>Being proactive against crises</li> <li>Increased demand for air conditioning products and more sales</li> <li>Increase in the sales of air purifiers</li> <li>Increasing environmentally friendly products and services</li> <li>Emission reduction and economic benefits thanks to water and energy conservation</li> </ul>
<b>Economic</b>	<ul style="list-style-type: none"> <li>Financial Capital</li> </ul>	<p><b>Exchange Rate Risk and Financial Uncertainty;</b></p> <ul style="list-style-type: none"> <li>Fluctuations in inflation and constant updating of pricing policy</li> </ul> <p><b>Cash Flow;</b></p> <ul style="list-style-type: none"> <li>Deterioration of income-expense balance due to inability to collect income on time in an inflationary environment</li> </ul> <p><b>Interest Rates;</b></p> <ul style="list-style-type: none"> <li>Uncertainties in corporate finance management and delays in investment decisions</li> </ul> <p><b>Decrease in the Value of Financial Assets;</b></p> <ul style="list-style-type: none"> <li>Decrease in demands from customers due to falling behind competitors</li> </ul> <p><b>Rent Increase Rates;</b></p> <ul style="list-style-type: none"> <li>Rent agreements based on exchange rate</li> </ul>	<ul style="list-style-type: none"> <li>Effective financial risk management</li> <li>Setting a fixed exchange rate by making exchange rate agreements</li> <li>Reviewing the company's risk management process</li> <li>Using consultancy services for financial management</li> <li>Controlling operational expenses by fixing exchange rates</li> </ul>	<ul style="list-style-type: none"> <li>Advantageous product prices due to fixed exchange rates</li> <li>Strengthening investor relations through sustainability efforts</li> </ul>
<b>Technological</b>	<ul style="list-style-type: none"> <li>Intellectual Capital</li> <li>Financial Capital</li> </ul>	<p><b>Cyber Attacks;</b></p> <ul style="list-style-type: none"> <li>Failure to comply with legal requirements, e.g. the Personal Data Protection Law (KVKK) and the requirements of the Capital Markets Board (CMB)</li> <li>Financial loss due to no sales</li> </ul> <p><b>Intensifying Competition in Digital Transformation;</b></p> <ul style="list-style-type: none"> <li>Decrease in demands from customers due to falling behind competitors</li> <li>Increased operational costs in Digital Label application</li> </ul> <p><b>Information Security;</b></p> <ul style="list-style-type: none"> <li>Damage to brand reputation and loss of trust</li> </ul> <p><b>Social Media;</b></p> <ul style="list-style-type: none"> <li>Easy dissemination of stakeholders' concerns or negative stakeholder feedbacks due to increased use of social media</li> <li>Receiving social media comments that can undermine brand reputation and credibility</li> </ul>	<ul style="list-style-type: none"> <li>Making more investments, strengthening human resources</li> <li>Reviewing the company's risk management process</li> <li>Setting digital transformation strategies</li> <li>Using consultancy services when necessary</li> <li>Making continuous improvements in the technical infrastructure</li> <li>Enhancing digital competencies across organization and embedding a culture of innovation</li> <li>Strengthening the competencies in IT and CRM processes</li> <li>Social media and reputation management</li> </ul>	<ul style="list-style-type: none"> <li>Investing in new generation digital technologies</li> <li>Developing software and tools for digital transformation processes specifically designed for Teknosa</li> <li>Patent or copyright applications</li> <li>Making joint agreements and collaborations with suppliers</li> <li>Developing software and hardware skills</li> <li>Ability to strengthen stakeholder relations via social media as it facilitates easy and quick communication</li> <li>Better use of resources by ensuring operational efficiency</li> </ul>



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Risk Management



5.5 Minutes

Risk Area	Related Capitals	Risk and Its Description	Actions We Take Against the Risks	Opportunities
<b>Policy and Legislation</b>	<ul style="list-style-type: none"> <li>Natural Capital</li> <li>Social and Relational Capital</li> <li>Human Capital</li> <li>Financial Capital</li> </ul>	<p><b>Compliance with Laws and Regulations;</b></p> <ul style="list-style-type: none"> <li>Having to pay fines due to non-compliance with regulations</li> </ul> <p><b>Emerging Laws (Carbon pricing mechanisms);</b></p> <ul style="list-style-type: none"> <li>Operational transformation to ensure compliance with regulations such as climate laws and carbon pricing regulations</li> <li>Increased expenses due to additional taxes</li> </ul> <p><b>Risks Associated with Laws and Regulations;</b></p> <ul style="list-style-type: none"> <li>Loss of employees and employee management in connection with EYT (Retirement Age Victims)</li> <li>Incurring administrative fines due to noncompliance with new legislation introduced as a result of the increase in the number of intermediary service providers</li> </ul> <p><b>Risks Associated with Commercial Activities Abroad;</b></p> <ul style="list-style-type: none"> <li>Updates to be made in the product range within the scope of the European Green Deal</li> </ul> <p><b>Price Inspection within the Scope of Unfair Price Assessment Board (HFDK) Regulations;</b></p> <ul style="list-style-type: none"> <li>Incurring fines as a result of anti-competitive behavior</li> </ul> <p><b>Violation of Data Protection Laws, Confidential Breach;</b></p> <ul style="list-style-type: none"> <li>Failure to comply with legal requirements, e.g. the Personal Data Protection Law (KVKK) and the requirements of the Capital Markets Board (CMB)</li> <li>Damage to brand reputation and loss of trust</li> </ul>	<ul style="list-style-type: none"> <li>Using consultancy services to keep track of changes in the laws and regulations</li> <li>Reducing emissions</li> <li>Producing environmentally friendly products</li> <li>Closely monitoring developments surrounding new proposed laws</li> <li>Working with associations and sharing opinions on the new proposed laws</li> <li>Producing environmentally friendly products</li> <li>Offering training to relevant stakeholders</li> <li>Strengthening the competencies in IT and CRM processes</li> <li>Strengthening competencies of human resources</li> </ul>	<ul style="list-style-type: none"> <li>Closely monitoring developments surrounding laws and regulations and taking opportunities to share opinions during the drafting process</li> <li>Ensuring operational excellence</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>Manufactured Capital</li> <li>Social and Relational Capital</li> <li>Financial Capital</li> </ul>	<p><b>Changes in Customer Preferences;</b></p> <ul style="list-style-type: none"> <li>Sustainability beginning to influence purchasing decisions</li> </ul> <p><b>Increase in Raw Material Costs and Problems with Product Availability;</b></p> <ul style="list-style-type: none"> <li>Decrease of product supply, and inability to meet customers' demands</li> </ul> <p><b>Uncertainty in Markets, New Competitors, and Potential Business Losses;</b></p> <ul style="list-style-type: none"> <li>Decrease in demands from customers due to falling behind competitors</li> <li>Impact of new competitors in the sector on the customer portfolio</li> </ul> <p><b>Business Continuity;</b></p> <ul style="list-style-type: none"> <li>Inventory falling below critical levels due to disruptions in the global supply chain</li> <li>Disruption of operations due to violation of legal requirements</li> <li>Disruption of IT operations</li> </ul> <p><b>Accidents at Work;</b></p> <ul style="list-style-type: none"> <li>Occurrence of events that may endanger continuity of operations as well as employee health and safety</li> </ul> <p><b>Supply Chain;</b></p> <ul style="list-style-type: none"> <li>Inventory falling below critical levels due to disruptions in the global supply chain</li> </ul> <p><b>Product Inventory Status;</b></p> <ul style="list-style-type: none"> <li>Inability to use inventory control mechanisms/tools effectively</li> </ul> <p><b>Customer Satisfaction;</b></p> <ul style="list-style-type: none"> <li>Receiving social media comments that can undermine brand reputation and credibility</li> </ul>	<ul style="list-style-type: none"> <li>Expanding the portfolio of sustainable products and services</li> <li>Reviewing and improving the company's risk management process</li> <li>Using consultancy services to keep track of changes in the laws and regulations</li> <li>Taking precautions to ensure occupational health and safety (OHS)</li> <li>Embedding a sound OHS culture in the company</li> <li>Our Occupational Health and Safety Risk Assessment Procedure</li> <li>Diversifying supply chains and working with more suppliers</li> <li>Increasing the resilience of supply chains, and buying from different suppliers</li> <li>Developing enterprise resource management systems</li> <li>Social media and reputation management</li> </ul>	<ul style="list-style-type: none"> <li>Increased turnover in sustainable products and services</li> <li>Strengthening the supply chain by expanding the supply network</li> <li>Business losses also in competitors, and evaluation of the human resources pool</li> <li>Having bargaining power in purchases</li> <li>Obtaining the opportunity to closely monitor laws and regulations and to express opinions during their preparation stage</li> <li>Having bargaining power in purchases</li> <li>Better use of resources by ensuring operational efficiency</li> </ul>



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Position in the Sector, Trends and Our Future Expectations



We manage global risks as effectively as possible thanks to our reliable brand image, large sales network, strong channel experience, inclusive ecosystem collaborations and competent workforce.

## Our Position in the Sector

2022 was a difficult year in which the impact of the global pandemic was compounded by economic fluctuations and geopolitical risks. In addition to the ongoing problems in the supply chain, the energy and commodity prices rising due to the Russia-Ukraine war have increased production costs, and the recession fears and decreased demand in the developed economies have directly affected many sectors. All these factors aside, global regulations such as the European Green Deal have also underlined that companies need to adopt a more resilient and sustainable way of doing business.

The technology retail industry, in which we operate, has captured a strong growth trend as technological equipment began to play an even more significant role in our lives after the outbreak of the pandemic. According to the Technology Retail Panel Research conducted by an independent research company, the consumer electronics market grew by 104% in 2022, reaching a volume of TL 266 billion. When examined on a category basis, the highest growth occurred in the Small Home Appliances category with a growth rate at 140.5%, followed by the Large White Goods category at 107.3%, Telecommunication category at 101.6%, IT at 79.8%, and Consumer Electronics at 97.8%.

As Teknosa, we continued to serve our customers through both our online platforms and our brick-and-mortar stores in 2022 and maintained our investments. As per our vision of the Teknosa of the New Generation, we managed to achieve growth above the sector average thanks to the new offerings and services we have put in place by focusing on digitalization, customer experience and sustainability. With the right investments made at the right time, we grew by 132% and reached TL 17.4 billion TL in turnover.

### Stakeholder View



**Ersin Aydın**

Deputy General Manager of Human Resources and Sustainability

“Our primary focus is on digital transformation with the theme of ‘Value for the Future’, which is also one of the pillars of our sustainability strategy. We are witnessing that our work in the field of digitalization, which has profoundly changed the way of doing business, is creating a positive impact on our employees, society and the world. In other words, the pillar of “Value for the Future” in a way intersects our other strategic areas, i.e. Value for the Society, Value for the World, and Value for Our Employees. For example, we are increasing operational efficiency (Value for the World) and customer satisfaction (Value for the Society) by improving our competencies in digital channels as well as our in-store digital experience. We are again creating value for the society with our Blindlook collaborative project, which also incorporates digitalization. With Teknosa Academy, we support the development of our employees (Value for Our Employees).

While doing all this, we also effectively address our risks and opportunities to ensure the continuity of our operational processes and to further strengthen our position in the sector. For this purpose, we carefully monitor developments surrounding global and local regulations both in the sector and in the field of sustainability. By drawing upon the benefits of digitalization in our data-based management system, we ensure that our customers are able to access the right product, at the right time, at the right point and at an affordable price.”



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Position in the Sector, Trends and Our Future Expectations

5.5 Minutes



## Trends and Our Future Expectations

As Teknosa, we closely follow the trends and requirements that shape the sector by examining the developments both in the national and global technology retail industry. Within the framework of compliance with legal regulations, we analyze changes in regulations and how new regulations will affect our customers. We closely observed that the customer demand was affected by the changes made in the legally permitted installment periods for different product types with the "Regulation Amending the Regulation on Bank Cards and Credit Cards" and the "Regulation Amending the Regulation on Banks' Credit Transactions" published in the Official Gazette during the year.

However, we shape our future expectations by taking local and global trends into consideration, and we are committed to continuing our operations at Teknosa in line with these trends in the coming years. At Teknosa, we set our future expectations under our sustainable focus areas of Value for Our Employees, Value for the Society, Value for the World and Value for the Future according to our vision of 'Teknosa of the New Generation' in manner which allows us to respond to the main trends affecting our industry. While setting our goals and expectations, we prioritize making sure that our products and services are fully aligned with the dynamics of the future. In the future, we aim to position ourselves as a business partner capable of creating sustainable value for all stakeholders, especially customers and employees.



# Our Position in the Sector, Trends and Our Future Expectations

3.5  
Minutes



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

Our Response to Trends

Our Response to Trends

## Aware of the Value of Society

- Marketplace business model, a first in technology retail industry (achieving 5-fold increase in the e-commerce volume within 3 years)
- Contributing to the development of our country through social responsibility projects and volunteer work

## Aware of the Value of Our Employees

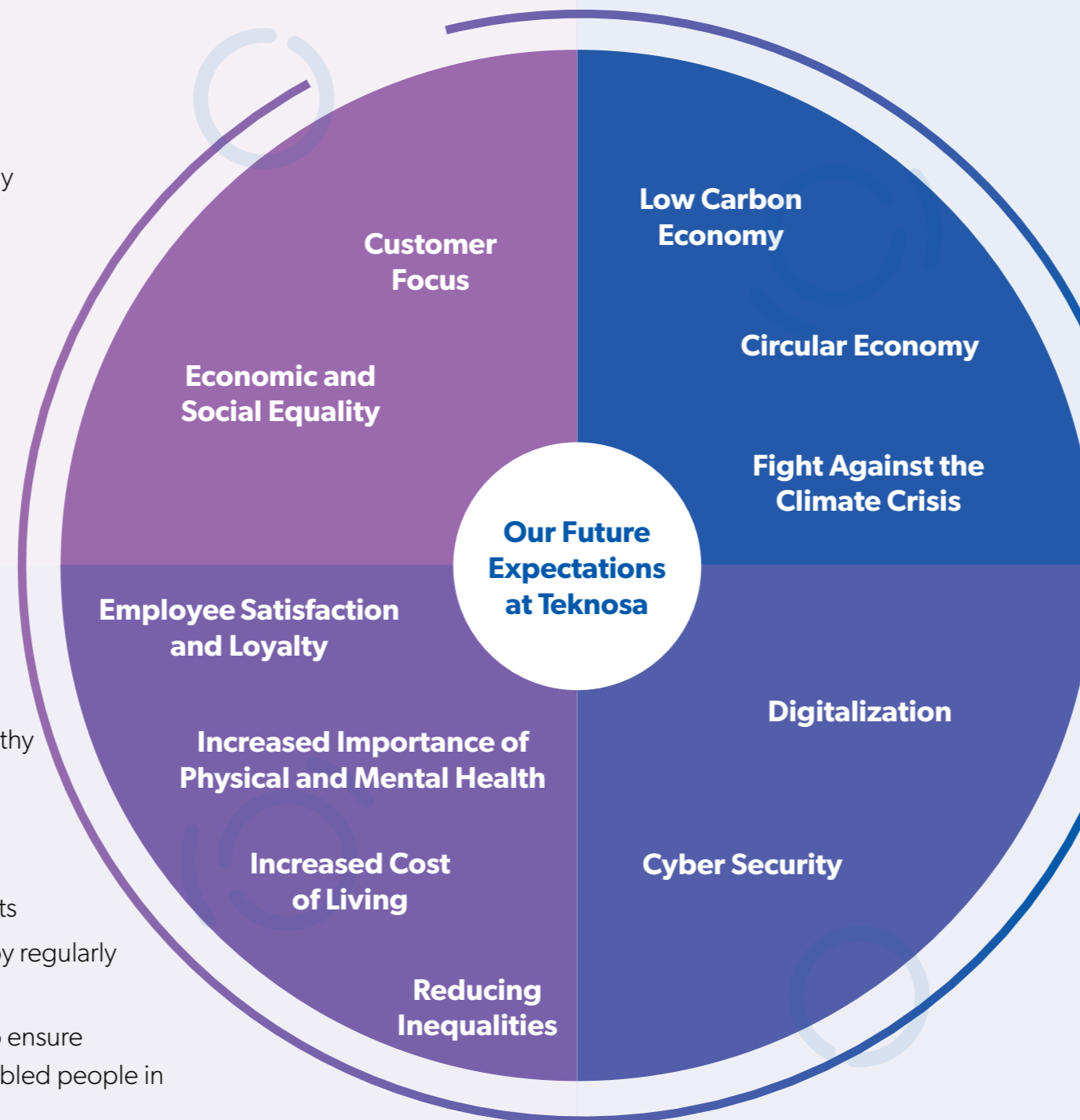
- Creating a work environment that enables a healthy work/private life balance for our employees
- Increasing sustainability awareness among our employees and across the company
- To be the company-of-choice of successful talents
- Reducing the impact of inflation on employees by regularly reviewing remuneration arrangements
- Continuing to put practices in place designed to ensure effective participation of women, youth and disabled people in business life

## Aware of the Value of the World

- Our Net Zero Emission and Zero Waste Target
- Increasing share of renewable electricity in total consumption to 42% by 2025
- Extending the warranty period of our products up to 5 years with Tekno Warranty options
- Undersigning the plastic reduction commitment with the Business Plastic Initiative (IPG)
- Donating saplings to the Teknosa Forest for every customer who returns electronic waste to our stores

## Aware of the Value of the Future

- Our new customer loyalty program: TeknoClub (privileged services such as special birthday discounts, advantageous deals with different brands, free shipping, priority in call center calls and repair services depending on membership category with TeknoPlus, TeknoPro and TeknoElite)
- Making more investment in CRM and data analytics to get a better understanding of the omni-channel model



# Aware of the Value of the Future

- Our Sustainability Milestones
- Our Sustainability Management
- Our Material Topics
- Our Sustainability Strategy
- Our Value Creation Model



# Our Sustainability Milestones



Minutes



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Sustainability Management



As Teknosa, we position sustainability as one of the fundamental pillar of our business and aim to fulfill the requirements of international standards in the environmental, social and governance areas. In this regard, we closely monitor local and global developments and carry out our operations in accordance with the sustainability approach and goals of the Sabancı Group.

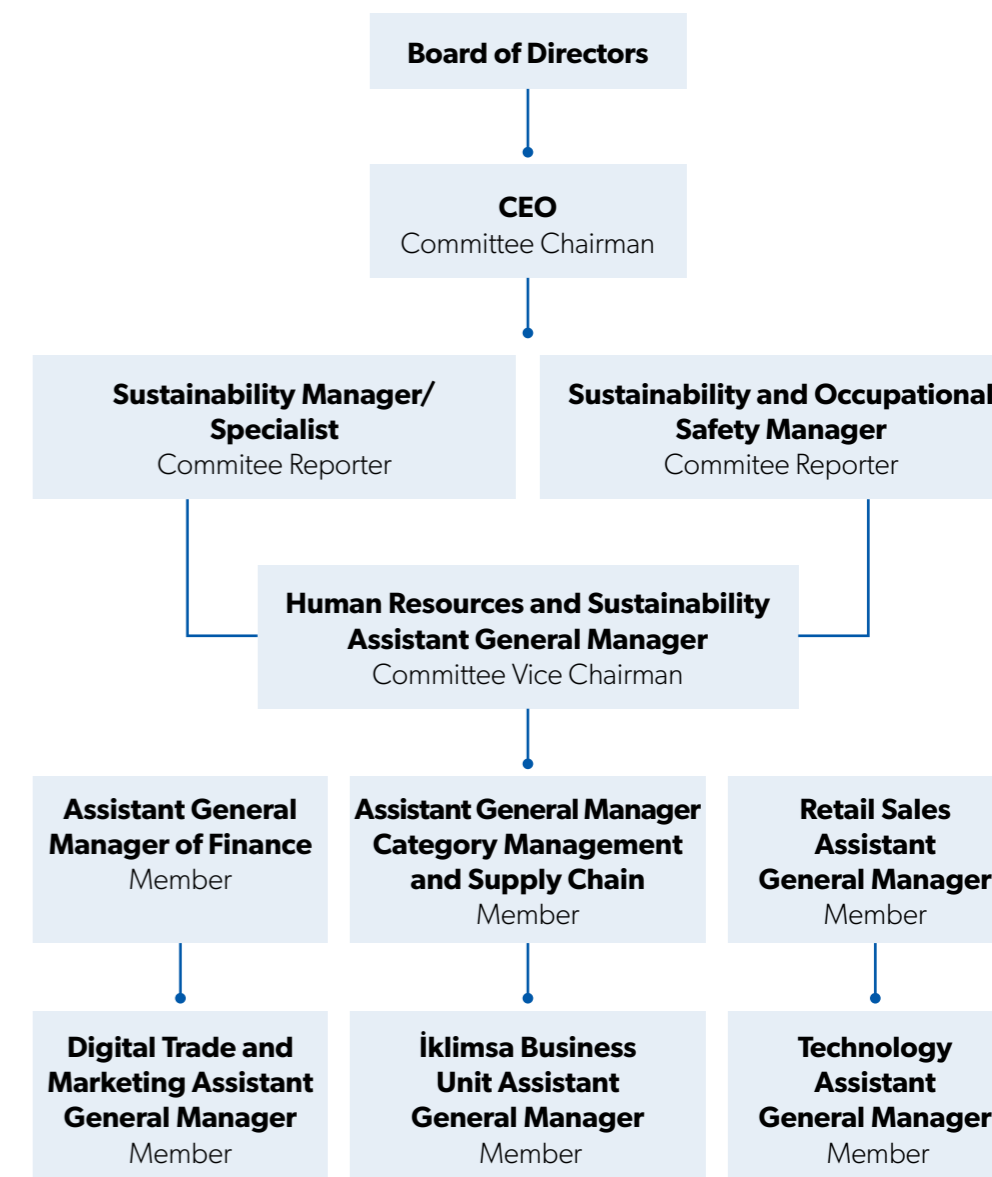
In 2023, our **Sustainability Committee** was established to set the sustainability strategy in the environmental, social and governance areas and to create, execute, monitor, audit, review and develop related policies, targets and implementation plans, and to assist the Board of Directors when necessary. Our Sustainability Committee meets at least twice a year with the participation of at least two-thirds of the number of Committee members. However, Committee decisions are taken by absolute majority and in case of equal votes, the vote of the Committee Chairman determines the outcome.



## The duties of the committee:

- Integrate the concept of sustainability into all business processes of the organization and ensuring that all employees are engaged in sustainability processes.
- Promoting development of sustainable products, services and business opportunities; ensuring creation of economic, environmental and social value, and raising sustainability awareness throughout the business world, especially in the retail sector.
- Forming the corporate sustainability strategy, monitoring the process and its implementation, controlling audits and when necessary, submitting audit reports to the Board of Directors.
- Setting the company's sustainability performance criteria and targets. Allocating the required resources to achieve these goals.
- Ensuring the company's ESG-related impact areas, challenges, risks and opportunities are identified, monitored, recorded and reported.
- Ensuring implementation of projects aimed at reducing carbon emissions as part of the fight against the climate crisis, and promoting the transition to a low-carbon and circular economy.
- Contributing to the development of the company's ESG standards.
- Assisting the Board of Directors with the decisions while it fulfills its governance and oversight responsibilities regarding sustainability.
- Executing, monitoring, overseeing and regularly reviewing the sustainability-related policies, targets, practices, working principles and management systems; monitoring changes in legal regulations, and submitting required items to the Board of Directors for approval, when necessary.

## The structure of our Sustainability Committee:





# Our Sustainability Management



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

**Our Sustainability Working Groups** design the programs and projects for the implementation of our Company's initiatives in the ESG areas and carry out their activities in an agile manner. We have 3 working groups: **fighting against the climate crisis, sustainable strategic business models and creating social value.** Our working groups, which consist of people holding different functions within the company, meet at least 4 times a year at three-month intervals. These groups report the key outcomes of their work to the Sustainability Committee through our Sustainability and Occupational Safety Department.

Management of sustainability issues is carried out by the **"Sustainability and Occupational Safety Department"**, which directly reports to the Assistant General Manager of Human Resources and Sustainability and reports necessary situations to the General Manager, Executive Board or Sustainability Committee. This department is responsible for setting sustainability targets and monitoring progress, developing strategies, carrying out awareness raising activities, establishing relevant collaborations, following climate-related trends, ensuring compliance with the applicable legislation, identifying risks and opportunities, and taking the necessary actions.

Our General Manager Sitare Sezgin is the highest level authority in the management of sustainability issues and our Company's voice when it comes to sustainability. Key Performance Indicators regarding emission reduction, sustainable products and services, renewable energy supply and reduction of plastic use, which affect our company's financial performance, are evaluated at the level of General Manager and Assistant General Managers.

The **"Sustainability Leadership Committee"**, under the coordination

of Sabancı Holding Sustainability Directorate, monitors the progress regarding the goals and actions included in the sustainability road map of the group, and manages the risks which could negatively affect the Holding's reputation and activities in the sustainability areas. The Committee monitors international developments and legal regulations in the field of sustainability and, when necessary, advises to the **"Thematic Task Forces"** that support the focus areas of the sustainability road map. Thematic Task Forces hold meetings under the titles of Climate Emergency, Sustainable Business Models, People and Society at regular intervals throughout the year and share information about the developments on the agenda and the current progress towards the targets set. In this context, as Teknosa, we attended all 9 Thematic Task Force meetings held in 2022.

For more detailed information, please see [Our Sustainability Procedure](#) and [Our Sustainability Committee Procedure](#).





# Our Material Topics

(GR 3-11)



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

Material topics serve as an important management tool that we utilize to monitor the impact we create and to raise our performance levels. Therefore, we actively evaluate our material topics and constantly review our performance by observing cyclical changes, risks and trends.

In 2021, we finalized our material topics by taking into account our way of doing business and the common priorities of our internal and external stakeholders after shortening the already existing long list of 23 material topics that had been created by analyzing the requirements of our operations and examining the reports of our stakeholders and competitors in the industry. In accordance with international standards, we created our materiality matrix by assigning ratings to material topics after evaluating the feedback provided by 48.4% of the 963 stakeholders reached and the importance of stakeholder groups for Teknosa. We finalized our matrix by reviewing and adjusting it according to the suggestions of our senior management.

During the reporting period, we also reviewed our material topics universe based on the feedback received from our stakeholders throughout the year. We aim to improve the scope of our material topics and our work on them by carrying out this periodic activity in the upcoming periods.

You can access the list of our key stakeholders as well as our communication methods and frequencies in the [“Engagement with Our Stakeholders”](#) section of our report.

## Our Material Topics

## For Teknosa

## For our stakeholders

### Very High Priority

- Our Customer-Focused Approach
- Our Transparent, Fair and Ethical Business Approach
- Equality and Inclusion
- Health and Safety of Our Employees

- Our Customer-Focused Approach
- Strong Financial Performance
- Stakeholder Engagement and Collaborations
- Equality and Inclusion
- Health and Safety of Our Employees

### High Priority

- Creating Social Value
- Strong Financial Performance
- Effective Waste Management
- Environmentally Friendly Products and Services
- Stakeholder Engagement and Collaborations
- Digitalization

- Responsible Supply Chain
- Digitalization
- Environmentally Friendly Products and Services
- Creating Social Value
- Our Transparent, Fair and Ethical Business Approach

### Moderate

- Risk and Crisis Management
- Fight Against the Climate Crisis
- Development and Satisfaction of Our Employees
- Responsible Supply Chain

- Development and Satisfaction of Our Employees
- Fight Against the Climate Crisis
- Effective Waste Management
- Risk and Crisis Management



# Our Material Topics

(GR 3-1, 3-2)



About the Report

Message from the Management

About Teknosa

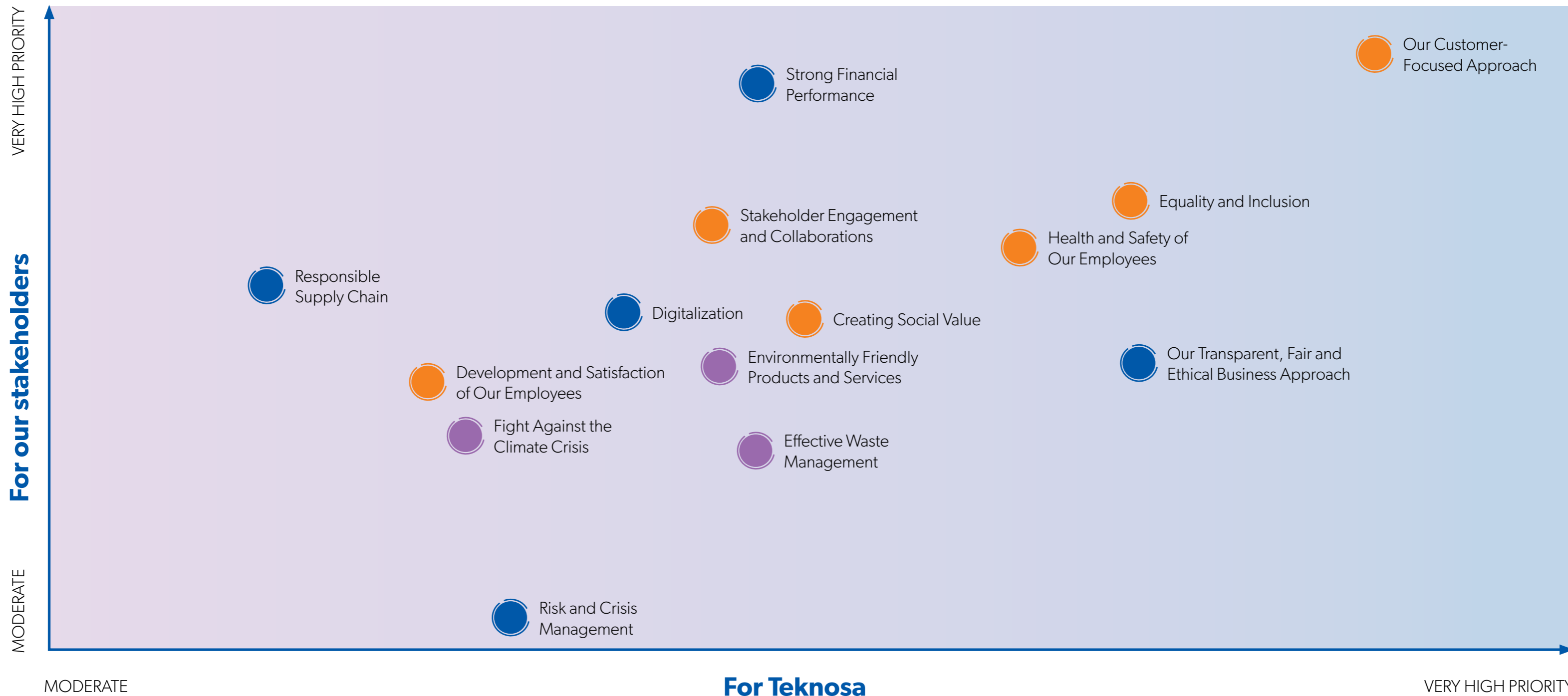
Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes



# Our Sustainability Strategy



Minutes

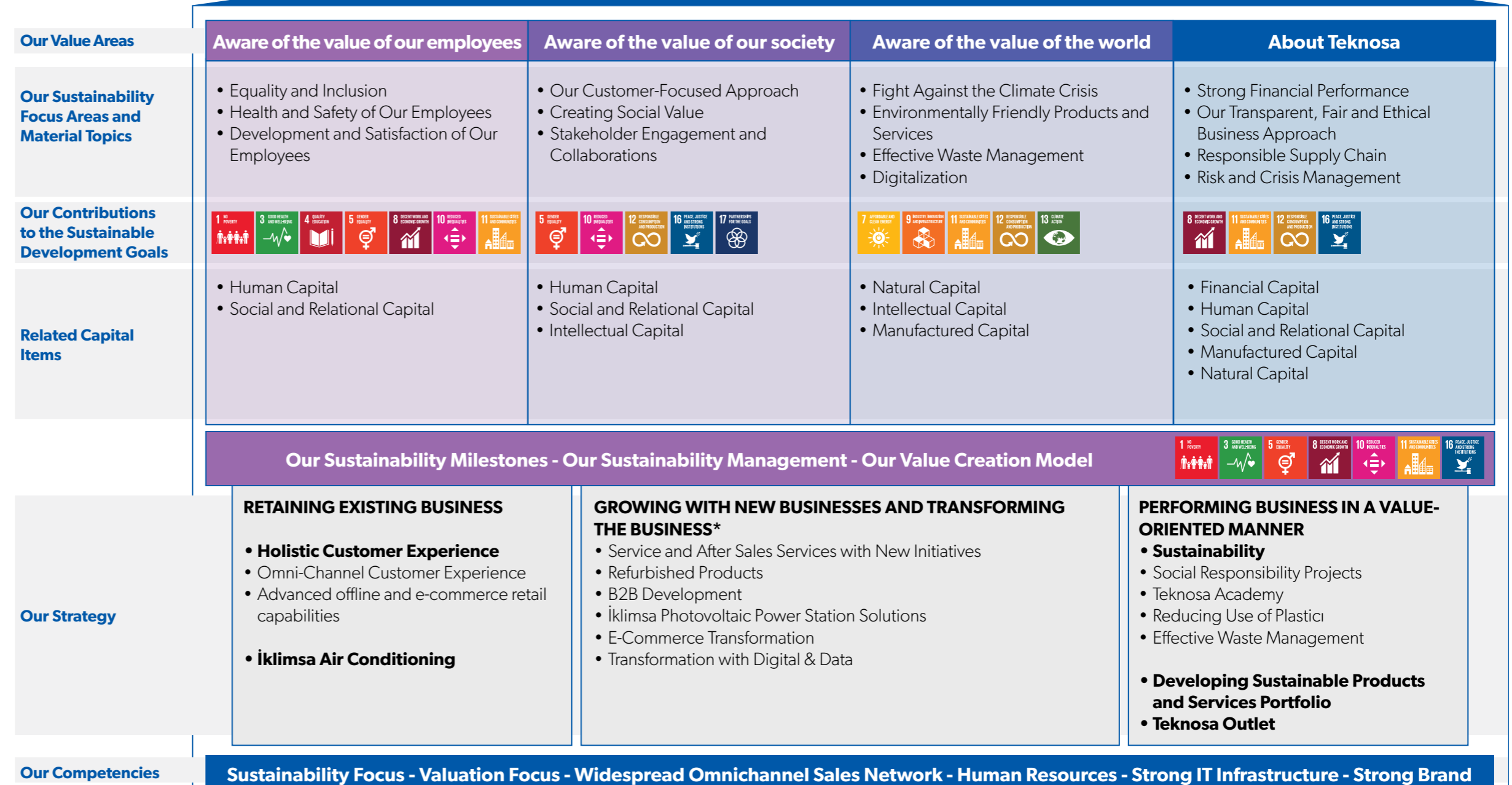
- About the Report
- Message from the Management
- About Teknosa
- Aware of the Value of the Future
- Aware of the Value of the World
- Aware of the Value of the Employees
- Aware of the Value of the Society
- Annexes

Within the scope of our sustainability strategy, we have set our material topics and identified risks and opportunities, value creation model and sustainability strategy house together with our stakeholders. We design our way of doing business and our strategy in a manner which is consistent with our competencies that form the foundation of our organization, and incorporate the principle of sustainability into all our business processes.

We position our sustainability strategy in 4 main focus areas, i.e. "Aware of the Value of Our Employees", "Aware of the Value of the Society", "Aware of the Value of the World" and "Aware of the Value of the Future", in parallel with our material topics, capital elements and the Sustainable Development Goals (SDGs). Our strategy is **"to retain existing business"** with our proprietary brands, product portfolio and versatile customer experience, **"to grow the business and transform it with new businesses"** with our services and after-sales services, refurbished products, renewable energy investments and collaborations, and **"to carry out the work in a value-oriented manner"** with ESG activities and improved portfolio of sustainable products and services.

## TEKNOSA SUSTAINABILITY STRATEGY HOUSE

Aware of Tomorrow!





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Value Creation Model



Since the day our company was founded, we have been achieving our goal of creating value for all our stakeholders in line with our vision of supporting a sustainable life. We contribute to this goal with our pioneering initiatives that are aligned with our understanding of uniting Türkiye with the world. Our way of doing business is primarily intended to always offer our customers the best services with a wide range of high-quality technological products by drawing upon our extensive sales network.

As Teknosa, our aim is to steadily increase the value that we create for our stakeholders and the success of our business, by effectively using our resources and capital elements in our value creation model. Our value creation model was created as a result of comprehensive work undertaken to set our sustainability strategy and focus areas and to identify risks and opportunities. The inputs/resources in our value creation model, the activities which use these inputs and resources, and the value that we create as a result are periodically monitored, and necessary actions are taken after an effective assessment of the performance achieved to create even more benefits. We will continue our work in the upcoming years to ensure continuity of this structure.



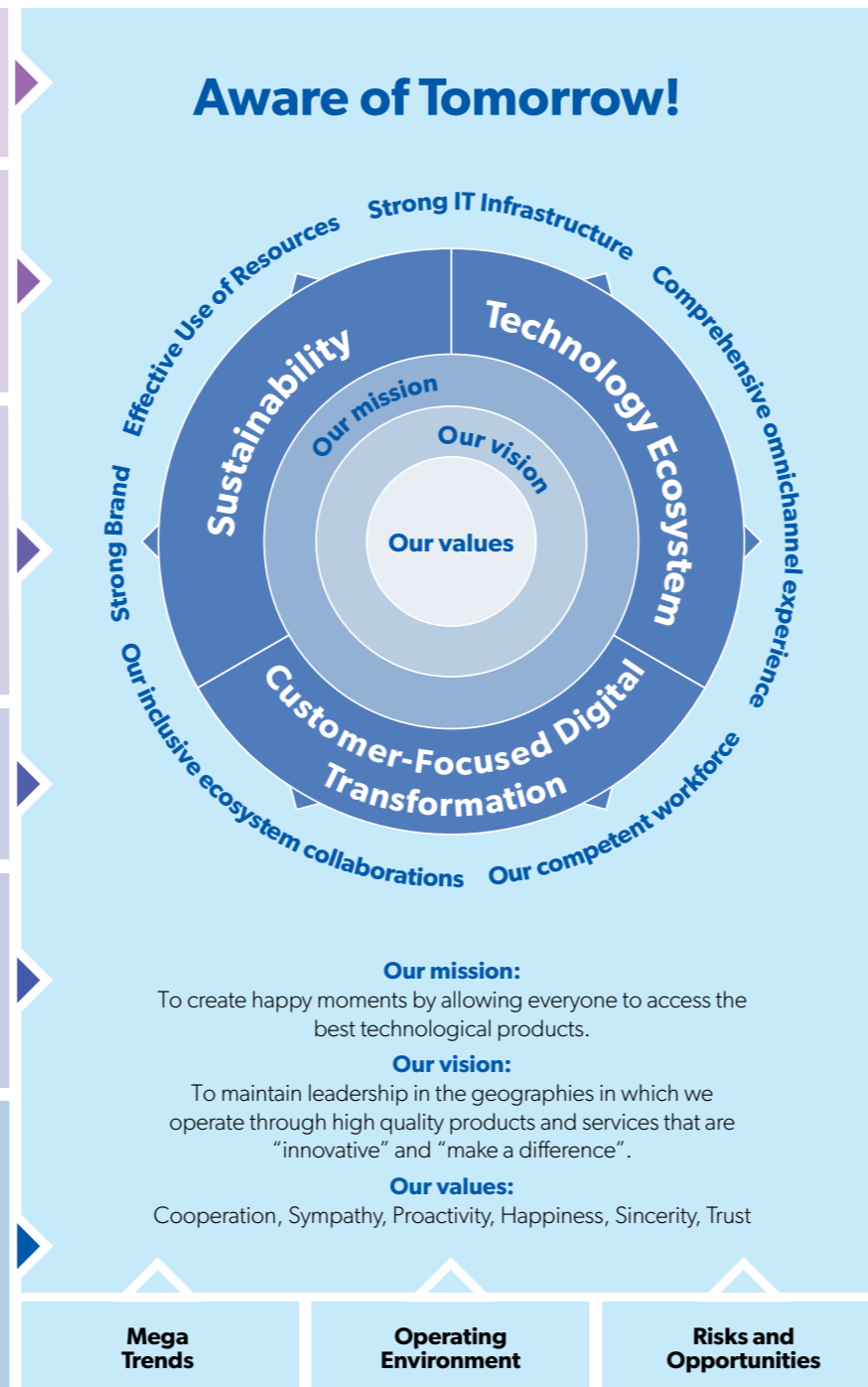
We will continue to create value for our employees, our world, society and the future because **“We Are Aware of Tomorrow!”**



# Our Value Creation Model



	Inputs/Resources	Activities
<b>Financial Capital</b>	<ul style="list-style-type: none"> <li>Our revenues from operations</li> <li>TL 192 million investment</li> <li>TL 201 million capital</li> <li>TL 275.7 million capital increase</li> </ul>	<ul style="list-style-type: none"> <li>Our advertising and marketing activities</li> <li>Campaigns and promotions we run</li> <li>Pricing</li> </ul>
<b>Manufactured Capital</b>	<ul style="list-style-type: none"> <li>189 stores in 67 provinces, 102,000 m2 sales area</li> <li>Our online/multiple channels</li> <li>Our logistics center with an area of 60,000 m<sup>2</sup></li> <li>İklimsa; authorized dealers at 352 points, 286 air conditioning services and 166 white goods services</li> <li>Unique marketplace business model</li> </ul>	<ul style="list-style-type: none"> <li>Our store concepts for different needs</li> <li>Our marketplace transformation</li> <li>Our strong logistics infrastructure</li> <li>Click &amp; Collect and in-car delivery</li> </ul> <p>(Click &amp; Drive) service options for online shopping</p> <ul style="list-style-type: none"> <li>Video-Chat application</li> <li>Sales points in Carrefoursa stores</li> </ul>
<b>Intellectual Capital</b>	<ul style="list-style-type: none"> <li>Preo and Sigma are our proprietary brands</li> <li>Teknosacell is our mobile network operator and communication services brand</li> <li>Techno Service is our value-added service brand</li> <li>Sales of refurbished products</li> <li>Our internal audit methodology</li> </ul>	<ul style="list-style-type: none"> <li>Suggestion system where employees' opinions are collected: TeknoBox</li> <li>TeknoGO in-store digitalization projects</li> <li>Product and process development processes</li> <li>- "TeknoWarranty" offered under the umbrella of Tekno Service, Service packages of "Service in Store", "On-Site Installation", "Remote Technology Support Service" and "Full Support Service Packages"</li> <li>- Internal audit activities on processes and stores</li> </ul>
<b>Human Capital</b>	<ul style="list-style-type: none"> <li>2,458 employees</li> <li>26% Female employees, 74% Male employees</li> <li>Company culture and our values</li> <li>- Our ethical way of doing business and our policies</li> </ul>	<ul style="list-style-type: none"> <li>Graduate Support</li> <li>Mother Mentors from Teknosa</li> <li>Teknosa Academy</li> <li>Studio Live</li> <li>Equality and inclusion approach</li> <li>Our internal ethics line</li> </ul>
<b>Social and Relational Capital</b>	<ul style="list-style-type: none"> <li>Our approach to gender equality</li> <li>- Approximately TL 3.3 million social investment and donations</li> <li>Our approach to customer satisfaction</li> <li>Our social media channels</li> <li>Our strategic collaborations</li> </ul>	<ul style="list-style-type: none"> <li>Customer relationship management (CRM)</li> <li>19 different channels through which customers can contact Teknosa</li> <li>Corporate social responsibility and volunteering activities</li> <li>Strong communication with suppliers</li> <li>Teknosa Volunteers</li> <li>Teknosa of the New Generation Transformation Program</li> </ul>
<b>Natural Capital</b>	<ul style="list-style-type: none"> <li>Our waste management</li> <li>Use of renewable energy in stores</li> <li>Our energy and water efficiency practices</li> <li>- TL 25 million environmental investment</li> </ul>	<ul style="list-style-type: none"> <li>Sensor systems that allow remote monitoring and management of resource consumption of stores</li> <li>Digital label application in stores</li> <li>Waste management</li> <li>Plastic consumption reduction efforts at the headquarters</li> <li>IPG plastic reduction commitment</li> <li>Sustainable products and services</li> <li>Switch to highly energy-efficient lighting in 176 stores</li> <li>Electronic labels in 12 stores, digital applications in all stores</li> <li>Management of heating, cooling and lighting systems in 63 stores through automatic sensors</li> </ul>



Value Created	Value Created
<ul style="list-style-type: none"> <li>TL 17.4 billion turnover</li> <li>TL 1.447 million EBITDA</li> <li>TL 525 million net profit</li> </ul>	<ul style="list-style-type: none"> <li>Strong economic growth with 132% increase in turnover</li> <li>300% increase in profit</li> <li>Trust-oriented brand reputation</li> </ul>
<ul style="list-style-type: none"> <li>174.6 million visitors of stores and teknosa.com</li> <li>15% increase in the share of e-commerce in retail turnover</li> <li>TL 1.9 billion e-commerce turnover</li> <li>Total 16,472 different products</li> <li>108,581 products offered via online/multiple channels</li> </ul>	<ul style="list-style-type: none"> <li>170 sustainable products</li> <li>Same day and next day delivery service in 24 provinces</li> <li>Ability to quickly respond to customer demands with the largest logistics center in the industry</li> <li>172% growth in revenues from sustainable services</li> </ul>
<ul style="list-style-type: none"> <li>More than 1000 types of product and 2.4 million product sales under our Preo brand</li> <li>More than 400,000 Teknosacell subscribers</li> </ul>	<ul style="list-style-type: none"> <li>161,854 products serviced at Tekno Service</li> <li>- Increase in the number of store visitors</li> <li>- More than 150 million customers actively using online sales platforms</li> <li>54% increase in R&amp;D and innovation investments</li> </ul>
<ul style="list-style-type: none"> <li>Average of 25 hours of in-class and online training per employee</li> <li>Approximately 10 hours of digital book and blog post reading time at Teknosa Academy</li> <li>Meeting over 11 hours in total of Mother Mentors from Teknosa consisting of 23 people</li> <li>Commitment to 7 principles in line with WEPs (Women's Empowerment Principles)</li> <li>Increasing employee loyalty and satisfaction</li> <li>127% increase in the training budget allocated for employee career</li> </ul>	<ul style="list-style-type: none"> <li>and talent development</li> <li>More than 1,790,600 hours of training and more than 19,500 graduate employees in 17 years with Teknosa Academy</li> <li>225% increase in investments aimed at ensuring safe and healthy work environment for employees</li> <li>27% increase in the number of women working in STEM (science, technology, engineering and math) jobs</li> <li>27.3% increase in the number of employees returning to work after maternity leave</li> </ul>
<ul style="list-style-type: none"> <li>78 Net Promoter Score (NPS)</li> <li>Increasing Net Promoter Score (NPS) by 11 points</li> <li>2039 people participating in Technology training for women</li> <li>178 women reached within the scope of Technology for Women, Solidarity for All of Us</li> <li>1020 young people participating in the Aware of Tomorrow project training</li> <li>845 young people participating in FixFest</li> <li>Voluntary work for school renovation, support for biodiversity, planting</li> </ul>	<ul style="list-style-type: none"> <li>saplings, soil revitalization and environmental cleaning</li> <li>Donations to institutions that benefit the public interest</li> <li>5,997 local suppliers</li> <li>- A total of 6,062 suppliers</li> <li>Increasing charitable contributions by up to 127%</li> <li>- 5-fold increase in the budget allocated to social responsibility projects</li> <li>With the Technology for Women project, TL 3.96 worth of social return for every TL 1 investment</li> </ul>
<ul style="list-style-type: none"> <li>4.6 million kW energy savings</li> <li>Digital label application eliminates use of 30,000 sheets of paper and 24 printer toner per store annually</li> <li>Electronic label application eliminates use of approximately 80,000 sheets of paper and 96 printer toners per store annually</li> </ul>	<ul style="list-style-type: none"> <li>6,672,000 kWh renewable energy supply (I-REC)</li> <li>44% increase in the number of sustainable products and services</li> <li>Reduction in paper consumption</li> <li>231% increase in financial savings obtained as a result of sustainability activities</li> </ul>



# Aware of the Value of the World

- Our Fight Against the Climate Crisis
- Our Waste Management Practises and Approach to Circular Economy
- Our Environmentally Friendly Products and Services
- Our Digital Transformation Journey



# Our Fight Against the Climate Crisis



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

The climate crisis, one of the most important challenges we are facing as the humanity, makes its impact felt more and more each day. We address this issue among our sustainability material topics and say that We Are Aware of Tomorrow. We do our best to be part of the solution. We evaluate the negative impacts that climate change may have on our activities, and identify the steps to be taken by assessing risks and opportunities specifically for the climate crisis. In this context, we closely follow all global trends and fully implement all of our obligations.

In order to increase the positive value we have so far created and will create and to reduce our environmental impact, we are developing and implementing projects for our store network that are intended to mitigate the impact of climate change. Accordingly, we continued to work on reducing greenhouse gas emissions, improving energy efficiencies and ensuring efficient use of natural resources in 2022, too.

Our environmental expenditures are divided into two main categories: legal obligations and voluntary environmental initiatives. With environmental expenditures made in 2021, we not only met legal requirements, but also increased efficiency of our resources. During this process, we did not engage in any activities that resulted in environmental non-compliance and thus did not incur any penalties.



The amount of environmental expenditures made during the reporting period is **TL 11,379,520.**

You can find detailed information about our Fight Against the Climate Crisis and Environmental Performance in the **"Annexes"** section.

## In 2022;

- Our Headquarters building has a LEED certificate since 2015 and received 67 points out of 110 points on the LEED Gold Score Card.
  - With the Renewable Energy Supply Certificate (I-REC), we supply the entire energy consumption of our Logistics Center and 80 stores from renewable energy sources.
- As part of the Energy Performance Model, we installed a Photovoltaic Power Station with a capacity of 175,000 kWh, working with 320 panels, on the roof of our Adana Sabancı Business Center store. By producing electricity equivalent to the consumption of 58 households, we eliminated 94 tons of CO<sub>2</sub>e emissions.
  - Thanks to the solutions installed in our 63 stores, which activate heating, cooling and lighting systems through automatic sensors, we saved 3.65 million kWh of energy in 2022.
- In the CDP Climate Change program, which we responded for the first time, we obtained a B- score (management level), exceeding the average score of C for the global retail industry.
- We received the Green Office Diploma for our Headquarters as a result of the cooperation with the World Wide Fund for Nature (WWF) Türkiye. Within the scope of the WWF Green Office Program, we achieved an annual electricity consumption saving of 27% for the Headquarters by exceeding the original target of 5%.
  - In line with Sabancı Group's "Net-Zero Emissions" target, we are committed to achieving net-zero emissions in all our operations by 2050. We started working on strategy development work for this goal in 2022.
- The number of stores where lighting fixtures were replaced with LED lighting reached 176. We aim to complete the conversion of all store lighting to LED in 2023.





# Our Fight Against the Climate Crisis



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

## Greenhouse Gas Emissions (tons CO<sub>2</sub>e)



## Scope 1, 2 and 3 (tons CO<sub>2</sub>e)



\*Detailed scope 3 emission calculations started in 2021.

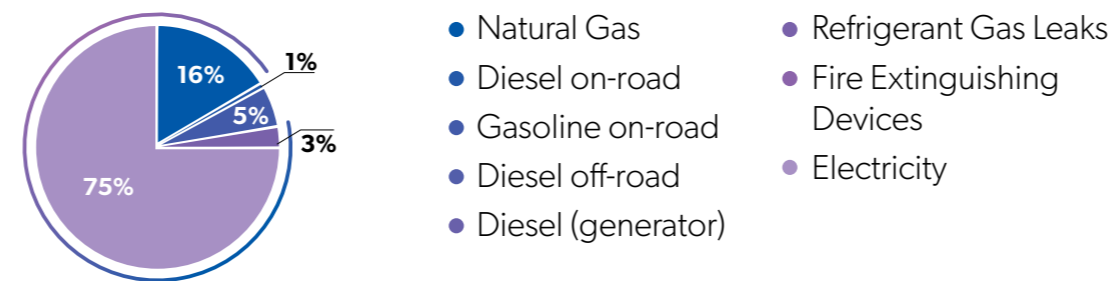


<b>Total Energy Consumption:</b> 27,470 MWh	<b>Financial Equivalent of Energy Savings:</b> 9,170,154 TL	<b>Energy Density:</b> 0.00000158 MWh/ Total Revenues
<b>Energy Savings:</b> 4,585,077 kWh	<b>Greenhouse Gas Reduction:</b> 1,910,602 tons of CO <sub>2</sub>	

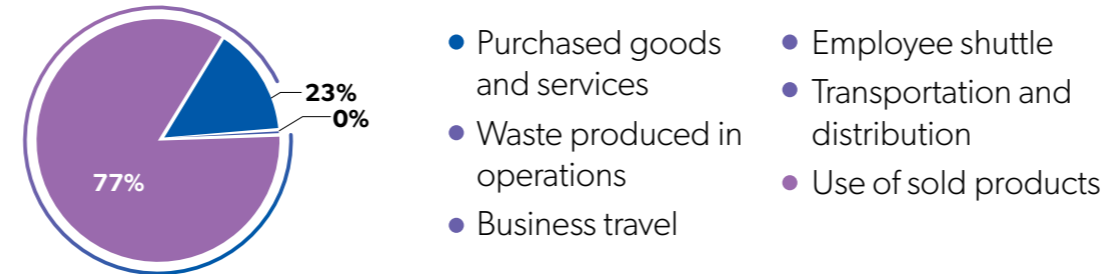
## Scope 1-2 Toplam tCO<sub>2</sub>e (location based)



## Scope 1-2 Emission Distribution (tCO<sub>2</sub>e)



## Scope 3 Emission Distribution (tCO<sub>2</sub>e)



## Total Water Consumption m<sup>3</sup>

As Teknosa, we implement efficiency projects by identifying areas of improvement in line with our reduction targets to ensure efficient use of water. We use water only for individual daily consumption purposes and discharge all of the resulting wastewater into the sewage system. We monitor the consumption of water in our stores and warehouses with meters and monitor our water consumption on a monthly basis. Thanks to this monitoring mechanism, we determined that the reason for the increase in our water consumption in 2022 was caused by leaks in certain locations and took the necessary actions.



At Teknosa, we aim to increase the ratio of renewable electricity supply to **42% by 2025.**



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Waste Management Practises and Approach to Circular Economy



As Teknosa, with the awareness of our environmental impact, we are “aware of the value of the world” and work on continuously improving our performance to minimize our impact on the environment. Reducing the amount of waste generated as a result of our activities is an essential part of this understanding. For this purpose, we carefully monitor our waste performance and take the necessary measures in line with the targets we have set for reducing and eliminating waste generated in our Headquarters, logistics center and stores. We plan to install the Zero Waste System in our stores, which is already in use at our Headquarters

and Logistics Center, and to focus on sorting and collecting the waste at the source.

As part of our practices that promote the circular economy, we are evaluating alternative methods of recycling waste and waste products, sorted and collected separately at the source, to put them back into the economy with the circular economy approach in the light of the Circular Business Design Training organized by the Turkey Circular Economy Platform.

Amount of Waste by Year (tons)	2020	2021	2022
Amount of Hazardous Waste	1	11	5
Amount of Non-Hazardous Waste	155	500	484
<b>Total</b>	<b>156</b>	<b>511</b>	<b>489</b>

\*There is an increase in 2021 since the amount of waste going to landfill is also included in the calculation.



We reuse or recycle **98.98%** of our total waste.

## Our Goals for 2023



Removing use of single-use plastic materials in the Head Office



Switching to 100% biodegradable/ compostable bags in stores



Switching to a store model based on the “Platinum Zero Waste” concept in at least 10% of our stores



# Our Waste Management Practises and Approach to Circular Economy



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes



Amount of Recovered/Recycled Waste	2022
Paper (tons)	120
Mixed Packaging (tons)	127
Plastic (tons)	48
Scrap (tons)	3.1
Electronic (tons)	2
Batteries and Printer Toners (tons)	2.6

## 2022



\*In the calculation, 1.13 kg/person was taken as the amount of daily waste per person.

\*\* We reuse or recycle 64.4% of our total waste.

## In 2022;

- With digitalization, we reduced the amount of paper usage by 10.46% compared to 2021.
- At the Headquarters, we removed plastic and glass bottles and disposable products out of use and switched to using thermoses and cups made of recycled materials. Thanks to our reduction practices, we reduced plastic use by 30%.
- We continued to work with local governments and authorized organizations for our electronic waste, waste battery and recyclable packaging collection activities.
- We chose the clothing made of recycled and environmentally friendly materials for our store employees.
- We replaced the contents of the welcome kits handed out to our newly recruited employees with recyclable, sustainable, environmentally friendly products made from recycled materials.
- We now choose use of recyclable materials for promotional products, such as notebooks and calendars, that we distribute to iklimsa authorized dealers and services every year.
- We continued to use recycled materials in all packaging in the e-commerce operations, except duct tape. We have begun working to implement the zero waste system, which is already in use in the headquarters, also in stores, the logistics center and iklimsa regional offices, and supplied waste units for the logistics center and street stores.
- With the electronic label technology used in 12 stores, we saved 1.1 million sheets of paper and avoided use of 220 printer toners.
- With our maintenance and repair services, we prevented 188,000 products from going to scrap by improving their performance.
- In order to raise awareness among our consumers and prevent pollution by waste, We are cooperating with VARTA on the project titled "Turn waste batteries into saplings with VARTA & TEMA Foundation!



# Our Environmentally Friendly Products and Services

3.5  
Minutes



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

The fight against the climate crisis also means increased demand for environmentally friendly products and services. In order to both meet this demand and reduce our environmental impact, we continued to increase the number of our environmentally friendly products and services during the reporting period. Thus, we achieved our target of reaching 135 sustainable products and services by 2025 as early as in 2022 and increased this number to 170.



We increased the number of environmentally friendly products and services **by 44% in 2022!**

## Number of Environmentally Friendly Products and Services



The revenues from sustainable products and services amounted to approximately TL 630 million, with an increase of TL 416 million compared to the previous reporting period. Of this revenue, TL 114 million came from 165 reduction products while TL 516 million TL from Tekno Service activities which also help reduce environmental impact.



**Products with High Energy Efficiency:** Through all our sales channels, we offered our customers 148 white goods and 17 air conditioners with high energy efficiency. We promote responsible consumption by informing our customers about our highly energy-efficient products and providing up to TL 250 discount on A Energy Class White Goods and up to 25% discount on Screen Protection and TeknoWarranty Services.



**Refurbished Mobile Phone Sales:** With the refurbished mobile phone sales launched through [teknosa.com](https://www.teknosa.com), we put on sale pre-owned mobile phones that have undergone all necessary maintenance, repair and testing processes at the Ministry of Commerce-certified Refurbishment Centers, are 100% in good working condition with one-year warranty and a 14-day product return policy. This way, we not only promote sustainability, but also contribute to reduction of electronic waste. Click [here](#) for more information.



**Old Device to a New One:** We contribute to the recycling of electronic devices that are no longer used by offering discounts on new device purchases to those customers who bring their old devices to Teknosa stores or return them via [teknosa.com](https://www.teknosa.com). We aim to collect 500,000 devices by 2031. Click [here](#) for more information.



**Rental Service:** We are, in cooperation with Kiralabunu, offering our customers rental services for 200 electronic products via [teknosa.com](https://www.teknosa.com) and also at our selected stores. Click [here](#) for more information.



**Repair Services:** We offer repair services for all electronic devices, whether purchased from Teknosa or not, including all mobile devices such as mobile phones, tablets, and laptops as well as portable electronic devices such as small household appliances. With the repair services, we repair about 6,000 returned and damaged products a year and put them back at different points of the value chain, depending on the degree of damage. After inspecting the degree of damage on a product, our expert team gives our customers detailed information about the extent of the damage. We evaluate the condition of the returned devices, and based on the outcome of this evaluation, we choose to use some products for spare parts and repair services for Outlet products and put some of them on sales at [teknosa.com/outlet](https://www.teknosa.com/outlet) and at the outlet floor of the Şişli Cevahir store. Click [here](#) for more information.



**In-Store Service Package:** We provide services such as initial installation, software installation/update, and anti-virus software installation for the products purchased from stores.

For certain models of products from **Preo** and **Sigma**, we carry out various studies focusing on some aspects of the devices, such as durability, material quality and energy class, that will improve the products in terms of service life and performance.



**İklimsa PVS Business Model:** During the reporting period, we started operating in the field of Photovoltaic Power Station (PVS) systems with İklimsa. In addition to signing agreements with many important projects, including housing, agricultural irrigation and industrial facility projects, we also work with Akbank, Garanti and Vakıf Katılım banks to provide financial support to our customers. Click [here](#) for more information.



**TeknoWarranty:** In addition to the warranty period of the products our customers purchase, we provide an additional warranty period of up to 3 years with TeknoWarranty options, ensuring that our products operate with maximum efficiency for the longest period of time possible. Click [here](#) for more information.



**Full Support Packages:** While offering our customers different services such as in-store installation, remote support, on-site installation, product health and performance testing and free simple repair in a single package, we also offer the opportunity to use TeknoWarranty and out-of-warranty repair services at a discount. Click [here](#) for more information.



**Product Health and Performance Testing:** We provide services that can increase the performance and extend the service life of devices by solving technical and software problems that may occur depending on device usage time. Click [here](#) for more information.



**Technology Support Package:** We offer solutions to problems with the use of electronic products through 24/7 technical assistance, remote connection and support methods. Click [here](#) for more information.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Digital Transformation Journey

3.5 Minutes

Within the scope of our Teknosa of the New Generation transformation program which has been in place since 2019, we have been continuing our digital transformation in a manner which covers the entire process, from supply chain to the delivery of the product to the end consumer and aftersales services. In order to improve our existing products and services, we are working on creating added value in the field of digitalization with our Technology and Digital Commerce & Marketing functions.



In 2022, we invested a total of TL 45 million in all our R&D and innovation projects, including more than TL 17 million worth of investment in our sustainability-oriented R&D and innovation projects.

In the field of digital transformation, we focus on increasing our competencies in digital channels, enhancing in-store digital experiences, data-based management and information security. Despite the challenging market conditions, we continued to make a difference with our work in our focus areas and to expand our impact area by transforming our business.

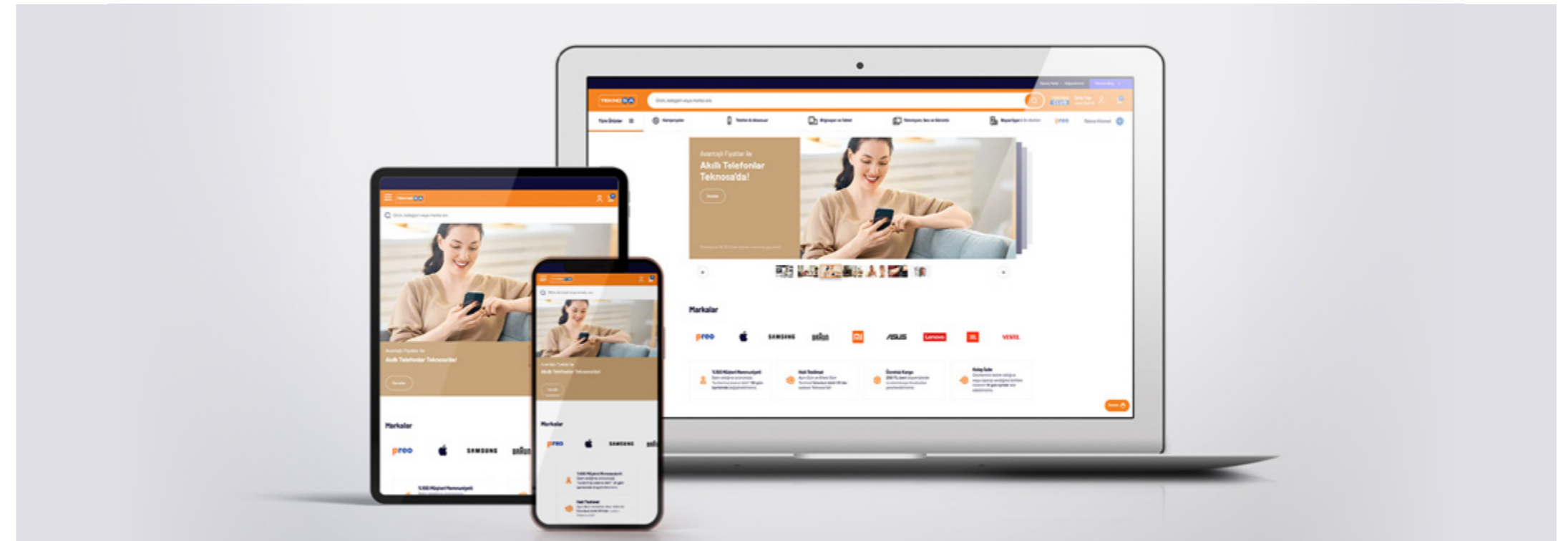
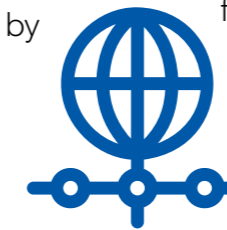


## Our Digital Channels

As per our goal of providing customers with a unique shopping experience through our online and mobile platforms, we started to offer a simpler and faster experience packed with more information through artificial intelligence by renewing our digital channels end-to-end to integrate them with our stores in 2022. By adding the audio mapping feature to our website, we increased the accessibility for our visually impaired customers. We will continue to add functions that boost personalized experience by putting customers at the center across our digital channels.

During the reporting period, we also took a strong step towards transforming Teknosa into a digital platform with stores and

implemented the first technology-focused marketplace model in our industry backed with Teknosa expertise and assurance. We designed the Teknosa marketplace model in a way which integrated with our existing digital channels to respond to all the tech needs of our customers. With the marketplace model integration, the number of products available on sales at [teknosa.com](https://teknosa.com) rose to more than 100,000 by the end of 2022 with a 22-fold increase. We plan to reach at least 400,000 products in 2024. In cooperation with Akbank, we developed different financing solutions for our sellers participating in the marketplace model and gave them various advantages. We also put the products of our marketplace sellers on sales at our selected stores. We will continue to develop our marketplace in a manner which will bring more value for our customers and our entire ecosystem.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Digital Transformation Journey

3.5  
Minutes

## Our In-Store Digitalization Activities

By developing digital competencies in our stores, we are building on our gains in operational efficiency and customer experience. With the use of electronic labels, we continue to contribute to sustainability by reducing use of paper. The TeknoGO service, which we developed to make the cashier's desk infrastructure of our stores compatible with mobile platforms, we can speed up operations such as printing labels with the mobile handheld terminals used by our teams and also can convey product, inventory, price and campaign information to our customers accurately and quickly, giving them the ability to shop in a convenient and reliable manner away from the checkout area. In 2022, we put our mobile cashier's desk application in use at all of our stores.

We display in-store campaigns and new products to our customers via the LED display screens at our new concept stores, and thanks to the touchscreens at store entrances, we enable our customers to access the details, images and videos of the products they are interested in, and to read and compare product prices by themselves.



## Our Data-Based Management System

In line with our goal of optimizing customer experience and increasing our operational efficiency, we adopt a smart data-based management approach that uses predictive analytics. By analyzing more than 18 million customers' data in our system with advanced data analytics and artificial intelligence algorithms, we ensure that our customers are able to access the right product, at the right time, at the right point and at an affordable price.

With our heat maps application introduced during the reporting period, we bring together non-personal data of customers who visit or pass by Teknosa stores and analyze the behavior of customers, identify areas where products can receive more engagement within the store, and use guiding data to make campaigns more effective.



## Information Security



We take precautions against potential breaches by implementing high-level practices in the field of information security, which has gained more importance in parallel with the digitalization of business processes in today's retail industry. In 2022, we continued working on information security, arranged user awareness training and conducted social engineering tests. In addition, we completed preparations of data center infrastructure in a different province to ensure business continuity in case of an outage at the main data center. Moreover, we plan to establish the ISO 27001 Information Security Management System in 2023 to optimize protection in this sensitive field.

We promptly examine information privacy and security reports that we receive through our Call Center in coordination with our Legal, Information Security and CRM (Customer Relationship Management) Departments. In case of errors due to stores, related stores are also included in the solution process. In 2022, we received a total of 398 reports about cases which could potentially cause breach of customer privacy, and we reviewed and resolved all reports. However, due to breach of customer privacy, an administrative fine was imposed on our Company<sup>3</sup> with the decision of the Personal Data Protection Authority.

<sup>3</sup> For the file, in which we reported a data breach, an administrative fine of TL 750,000 was issued due to violation of Article 12 of the Personal Data Protection Law upon the Personal Data Protection Authority's Decision dated 21/07/2022 and numbered 2022/716.

# Aware of the Value of Our Employees

- Our Employee-Centric Approach
- Equality, Diversity, Inclusivity
- Performance and Talent Management
- Health and Safety of Our Employees





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Employee-Centric Approach

4.5 Minutes



With the **Teknosa Human Resources Policy**, which is aligned with the “Sabancı of the New Generation” vision, “Sabancı Group Human Resources Policy” and “Adaptation to the Future of Work Program”, we focus increasingly more on our efforts to secure the rights of our employees, i.e. the most important pillar of our company’s strategy and corporate culture, and to support their development and keep their satisfaction and engagement at the highest level.

At Teknosa, we have fair, objective, motivating and competitive remuneration, recognition and reward practices in place that promote high performance, put business results and competencies of employees at the front. We regularly review and renew all these practices within the Recognition, Appreciation and Total Reward Management through market analyses and benchmarking studies.

Taking into account the needs and roles of our employees, we ensure the health and well-being of our employees by offering health insurance, life insurance, employer-sponsored private pension system and other similar benefits.<sup>4</sup>

In order to balance the workload of our employees and enable them to work productively, we have a “No Meeting Hour” practice for 6 hours a week. In addition, we offer our employees the opportunity to work remotely with the “Hybrid Working Model” and during the hours they choose outside the set business hours with the “Flexible Working Hours” model. Along with these working models, we also provide financial support for internet and electricity bills as well as ergonomic support to more comfortable working environment at home.

<sup>4</sup> Disability and invalidity insurance are included within the life insurance coverage.

## Benefits We Provide to Our Employees

**Birth Allowance:** Within the scope of the support we provide to our mothers and expectant mothers, our employees who have given birth are eligible for 6-month maternity leave with full legal benefits, and our male employees whose spouses have given birth are eligible for 5-day paternity leave. In 2022, 31 employees took maternity leave, while 138 employees took paternity leave. In addition to the leaves of absence, we also provided birth allowance of TL 169,000 in total to 169 employees in 2022. We also congratulate our employees who have given birth or whose spouses have given birth by giving them our birth package containing useful items.

**Marriage Allowance:** With the marriage assistance we provide for all our employees, we support our newly married employees. Within the scope of marriage assistance, we provided approximately TL 29,700 financial support to 49 employees in 2022.

**Nursery Allowance:** We provide nursery allowance for the children of our female employees working at the Headquarters and Gebze Logistics Center. In 2022, we provided a total of TL 278,574 nursery allowance to 30 employees.

**Rent Allowance:** We provide 2-year rent allowance for employees who are required to live in a different city due to assignment to a position at another store or the Headquarters. In 2022, we provided a total of TL 457,950 rent allowance to 26 employees.

**Scholarship and Education Support:** In the event that an employee’s spouse has passed away, we provide scholarships to the children of that employee until graduation from high school. In addition, we provide education support for one year to the children of our employees who apply due to financial need and are selected based on eligibility criteria. In 2022, we contributed a total of TL 107,351 by providing education scholarships to 3 employees and education support to 23 employees.

**Ergonomics Support:** For employees who are newly appointed to the Headquarters, we provide ergonomics support so that they can arrange a comfortable working environment while working remotely in our hybrid working model. We also provide our current employees with the opportunity to benefit from this support once every 2 years. In this context, we provided TL 182,021 support to 101 employees to help them with their requirements for desk, chair, headphone, etc.







About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Employee-Centric Approach

4.5 Minutes



At Teknosa, we see a participatory work environment as the key to both employee satisfaction and corporate success. Therefore, we ensure that our employees are involved in management processes by attending periodic meetings held within the Company at least twice a year and annual goal setting and performance evaluation meetings. In addition, feedback provided by employees to their colleagues and management through the 360-degree feedback mechanism are addressed during various management meetings and used as input for action plans.

In line with our goal of creating an organizational climate with an ethical, safe, peaceful and healthy working environment which values the opinions of our employees and respects a healthy balance between work and private life, we have employee engagement and satisfaction surveys conducted by independent companies. Apart from these surveys, we also measure our employees' perceptions regarding our organizational structure and the leadership styles of the management team at regular intervals with the support of independent companies. We also hold one-on-one meetings with our employees and receive feedback through our Human Resources business partners. We review any opportunities and areas of improvement identified as a result of these evaluations, and implement and monitor the necessary action plans with our Human Resources and management teams.



## Teknobox

With the TeknoBox platform, which is our suggestion system, we listen to the suggestions of our employees in the categories of digitalization, lean process management, innovation, employee loyalty, customer experience, occupational health safety and sustainability, and increase their participation in the decisions to be made. We also reward our employees whose suggestions are accepted.



## TeknoBülten

We share our successes and projects with our employees via e-mail twice a month with TeknoBulletin, which was introduced to improve our internal communication.



## Studio Canlı

In 2022, 374 employees used the Studio Live platform, which was launched to enable our employees to improve themselves with face-to-face and online courses on mindfulness, meditation, yoga, fitness, nutrition, psychology, personal development and coaching, beauty and care, family and children.



## TeknoYaşam

TeknoYaşam Group organizes events in the fields of sports, culture and arts through clubs in order to increase engagement between our employees and provide our employees with opportunities for development in the areas they are interested in, and also makes discount deals with various companies that our employees can benefit from in their private and business lives.

## Reference Incentive Award

We reward those who recommend their friends for job listings in the event that their friends are recruited and work for the company for 6 months.

## Multisport

It is a platform which our employees can use for sports / well-being opportunities (sports, sauna, fitness, dance) at contracted organizations in different locations, in order to support their work-life balance and lead a more active life.

## Mono

It is a mobile application that includes company discounts available for our employees.



Our employee engagement score in 2022 was **56%**.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Equality, Diversity, Inclusivity



We care about the individual differences of our employees and sincerely believe that these differences can make a positive impact on our corporate success. Our management approach and practices focus on creating a working environment based on fair and equal conditions that allows each employee to maximize their potential. We also believe that leveraging each employee's unique perspectives by encouraging diversity will lead to value creation.

In parallel with the vision of our parent organization, Sabancı Group, which plays a leading role in the fields of diversity, opportunity and gender equality in Türkiye, our equality criteria at workplace are at the center of our human resources policies. We keep our employees informed about our work culture that supports equality and diversity through the [Ethical Principles Policy](#) and the [Human Resources Policy](#), and organize trainings to raise awareness on the subject.

At Teknosa, we do not allow discrimination against employees in any human resources process such as recruitment, promotion and remuneration, whether it is based on language, race, color, gender, political opinion, belief, religion, sect, age, physical disability or any group identity. In 2022, there was no discrimination case at Teknosa. However, we also strongly oppose forced labor and child labor. No investigation or inquiry was initiated on this subject in 2022.

In line with our goal of ensuring gender equality for a more equal and inclusive future, we provide a work environment where our female employees can advance in their careers and develop their skills and experiences. In line with the importance we attach to training future female leaders, we continue our efforts and organize training to support the career journeys of our female employees and increase the ratio of female employees in managerial positions. With these trainings, we aim to ensure that all our employees embrace the concept of gender equality.



## Mother Mentors from Teknosa (TAM)

With Mother Mentors from Teknosa, our female employees can both enjoy their motherhood and advance their careers!

With the "Mother Mentors from Teknosa" project launched in 2019, we support our female employees in their career journey and enable them to share their experiences with each other. Under the TAM program, our volunteer mother employees from Teknosa mentor new mothers or expectant mothers from Teknosa and show them ways to manage their career and motherhood together. In 2022, 23 Mother Mentors held meetings with their mentee for more than 11 hours.



## Stakeholder View



### Hatice Saylak

Our Mother Mentor from Teknosa

"The TAM Project is a great initiative that allows working women to come together and solve the challenges that they face. As part of this project, working women share the difficulties they experience and realize that they are not the only ones having such problems.

It is an incredible pleasure to touch a woman's life, guide her and bring her into business life. Every woman should work and be able to stand on her feet. TAM Project is a project that allows working women to solve the problems they face in business life together. Thanks to this project, working women realize that they are not the only ones experiencing the problems they experience. As a mentor, while presenting solutions and experiences in during mentee meetings, I understood that I some of my personal reactions to these problems were not justified. So the project also increased my awareness. Thanks for being able to guide the women working at Teknosa and for this project, which helped me find my own direction while giving guidance. A happy woman means high performance and success."



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Equality, Diversity, Inclusivity



5 Minutes

In 2022, we increased our female employee ratio to 41% and our female employee ratio in managerial positions to 47% in the Headquarters. We have developed a policy to achieve this goal by setting a minimum target of 25% for the ratio of female members in the Board of Directors.

In line with the principle of equal opportunity, we strive to create a work environment that can unlock the potential of our disabled employees and minimize the issues that they may encounter. In this regard, we provide appropriate physical facilities, review the relevant facilities at regular

intervals and make the necessary improvements. In 2022, we provided employment opportunities to a total of 54 disabled individuals, which is above the legally required number.



## Initiatives We Support in the Field of Gender Equality

- As of 2018, as a signatory of **“Women’s Empowerment Principles (WEPs)”**, which was co-created by the UN Gender Equality and Women’s Empowerment Entity (UN Women) and the UN Global Compact, we have committed to the 7 principles regarding establishing policies that will advance gender equality in our Company. Thus, we became the first technology retail company to become a signatory of WEPs in Türkiye.
- We are one of the corporate members of **Yanıdayız Derneği** (“We Are With You’ Association), which aims to ensure that men also take an active role in the struggle for gender equality, and **Lead Network**, which supports female leaders working in the retail and consumer products industry as part of its mission to increase the number of senior female managers and to contribute to their professional development.
- We are among the participants of the **Business Against Domestic Violence (BADV)** project executed by the Sabancı University Corporate Governance Forum to create support mechanisms in workplaces against domestic violence and to make violence against women more visible.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

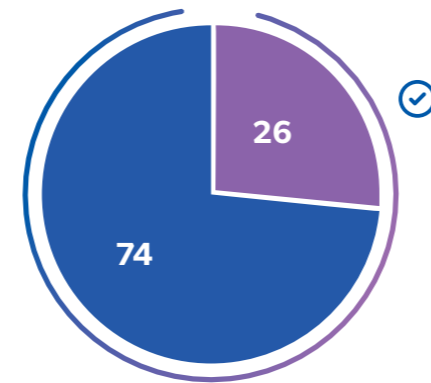
# Equality, Diversity, Inclusivity



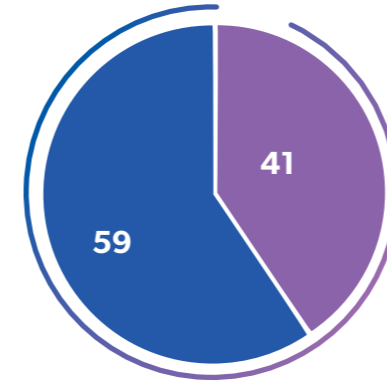
Minutes



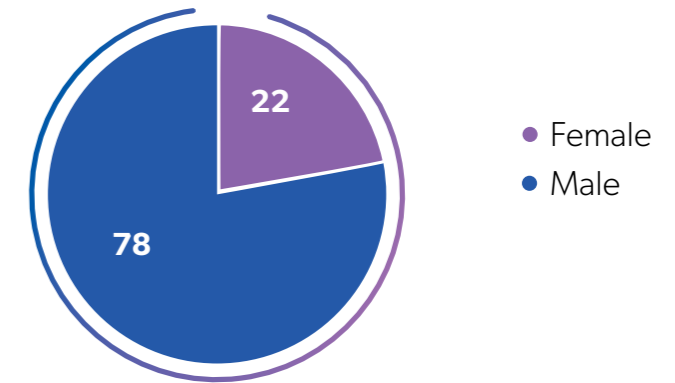
### Ratio of Employees by Gender\* (%)



### Ratio of Headquarters Employees bu Gender\* (%)



### Ratio of Store Employees by Gender\*\* (%)



### Ratio of Female Managers\*\*\*



### Ratio of Female Managers Working in Revenue Generating Functions



### Ratio of Female Employees in STEM Roles



You can find the details about our employees in the ***"Social Performance Indicators"*** section.

\*Our Headquarters employees refer to the white collar employees in our company.  
 \*\*Our store employees refer to the blue collar employees in our company.  
 \*\*\*Ratios of female managers include first, middle and senior manager levels.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society


Annexes

# Performance and Talent Management



As Teknosa, within the framework of performance and talent management activities, we monitor the achievements of our employees, their high performance and their behavior to see whether they are aligned with our corporate culture and values, and we also constantly improve our performance and talent management system in order to become a trusted brand and an employer-of-choice. We offer learning and development platforms to our employees which help them develop themselves in any area which they are open to development.

With Performance Management through which the competencies and business targets determined at the beginning of each year are reviewed in detail, we focus on the development of our employees and ensure that they receive feedback through one-on-one meetings with their managers at the end of the year. We then evaluate their training needs by identifying areas of improvement. We also take into account the Performance Management System outputs when it comes to remuneration management, talent management, and career planning.



In 2022, 772 employees underwent performance review.

In addition to the **“Competencies that Keep Values Alive”** and **“Competencies that Create Leadership”**, which are shared competencies across Sabancı Group companies, we take the performance of our employees one step further with **“Competencies that Develop Performance”**, which are in line with our Company’s strategies.

Competency Model		
Competencies that Keep Values Alive	Competencies Create Leadership	Competencies that Develop Performance
		
<ul style="list-style-type: none"> <li>• Valuing Differences</li> <li>• Being Resilient</li> <li>• Being Brave</li> <li>• Learning from Experience</li> </ul>	<ul style="list-style-type: none"> <li>• Thinking Globally and Long Term</li> <li>• Seeking the New and Better</li> <li>• Managing Stakeholders in Balance</li> <li>• Agile Decision Making</li> <li>• Creating Vision and Purpose</li> <li>• Building Effective Teams</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on the Customer</li> <li>• Achieving Results</li> </ul>

At Teknosa, we provide our employees with the opportunity to move from one department to another and from store roles to General Manager roles, and we make performance-based promotions on an annual basis. In addition, we create succession and career plans for all management levels and critical positions every year in our Organizational Success Plan (OBP) process, which we carry out in an integrated manner with Sabancı Group Human Resources.

We carry out our recruitment processes in accordance with our [Human Resources Policy](#) by evaluating talents that can embrace Sabancı Holding’s values and corporate culture and strategy, and possess the skills and competencies are suited for the position. Thanks to our internal application system, we first evaluate the talents within our Company based

on with the requirements of the open position in question. In 2022, we used our internal resources to fill 11 vacant positions.

In order to improve our recruitment processes, we conduct a Recruitment Evaluation Survey once a year. Our evaluation survey conducted at the end of 2022 resulted in a score of 4.59, which is above our original target of 4.5 points.

We actively use our Teknosa Career pages on LinkedIn, Facebook and Instagram in order to best represent and develop our reputation on social media and to attract best talents in the industry to our Company. We share good practices, open positions, announcements and news in our company simultaneously on our career pages.

# Performance and Talent Management



6  
Minutes

## Teknosa Academy

As per our principles of **“Equal Opportunity in Education”** and **“Continuity of Training and Development”**, we create training and development opportunities for our employees through Teknosa Academy, the first academy in the technology retail industry in Türkiye, which we established in 2015. While preparing our training and development plans, we take care that our work creates value for our Company and our employees and is aligned with the strategic goals of the Group and our Company.

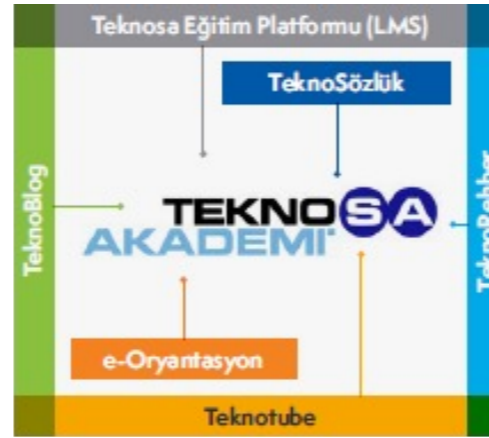
### Last 17 years of Teknosa Academy:



Training hours: **+1,790,600**      Number of Graduates: **+19,500**

We ensure the continuity of training and development by always improving Teknosa Academy, which is based on the blended learning model, in terms of its technological infrastructure and user experience. In addition to classroom training, we provide digital learning and development experience to our employees through our 6 basic channels that we have combined under the umbrella of [teknosaakademi.com](https://teknosaakademi.com) platform.

### The platforms where e-learning, e-exams and surveys are carried out;

- Teknosa Education Platform (LMS),
- TeknoTube, a video-based learning platform,
- Communication platform TeknoBlog,
- Reference source e-Orientation,
- TeknoDictionary, which provides definitions of the words and abbreviations used specifically in the retail industry and at Teknosa.
- TeknoGuide, which is used to keep track of on-the-job trainings, coaching and mentoring meetings.



With Teknosa Academy, we have been offering an average of 20 hours of in-class or online training opportunities to our employees every year since 2018, taking into account the right of every employee to receive training under equal conditions. In 2022, we provided a total of 804 hours of training on “Ethical Principles”, “Anti-Bribery and Anti-Corruption”, and “Sustainability and Environment”. We provided a total of<sup>5</sup> 62,537  hours of training to our employees in 2022, including operational training and OHS training in addition to training in various fields such as ethics, anti-corruption and equality. The total training cost was TL 6,387,474. 

As Teknosa Academy, in addition to the training opportunities we create, we continue to contribute to the development of our employees online with 12 product videos, 10 development videos, 10 blog posts and 2 digital books every month. In this context, our employees read more than 11 hours of digital books and blog posts through Teknosa Academy in 2022. In addition, the product videos published in the TeknoTube area were watched by our employees for a total of 33 hours in 2022.

<sup>5</sup> Includes e-training and physical training hours for the Headquarters employees and store employees.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Performance and Talent Management



## Our Prominent Development-Focused Programs

With the **X-Teams Program**, we aim to, under the leadership of the Sabancı Holding Executive Board and the sponsorship of the Senior Management, create mixed teams of Group Company employees to make sure that employees better understand the future strategy of the Sabancı Group and to gain knowledge and skills regarding agile business models. At the end of the program, participants are entitled to receive an agile project management certificate.

In the light of the 'Sabancı of the New Generation' cultural transformation, the **X-Lab Program** provides our employees with new competencies by presenting the latest information, methods, real business problems and design-oriented applications required for innovation.

Click [here](#) for Sabancı Holding X-Teams and X-Lab Development Programs.

Launched in 2019, the **Talent Pool of Next (TP-X) Program** is an initiative that aims to develop the leadership skills of individuals with high potential who have just stepped into the business world at Sabancı Group. The TP-X Program consists of three stages in total and includes an experience lasting 1.5 years. Within the scope of this program, various learning methods are used in addition to online seminars, development coaching sessions and business simulations organized by renowned instructors.

**X-POSURE Program**, which was developed by the Sabancı Group in 2019, is implemented as an initiative that aims to improve the leadership potential of middle-level managers. This program consists of three stages in total and includes a training period of 1.5 years. The program offers participants a variety of learning methods, such as in-class training as well as online seminars with renowned instructors, individual coaching sessions and business simulations.

With the **All Star and Competent Manager Programs**, we provide specific modular training for managerial roles and support them with simulation studies. In 2022, 33 managers participated in the All Star program.

With the **Store Manager Development Program**, we aim to improve our managers' management and coaching skills by increasing their awareness about the tools that they use to manage the store and their teams. In 2022, 36 employees participated in the program, which included the topics of Situational Leadership, Time Management, Delegation, Motivation, Developing Others, Inter-Team Communication, Coach-like Management, and Giving Feedback.

With the **Management Trainee Program**, we train Store Managers by providing training that covers a wide range of subjects.

With the **Stage of the Manager** training program, we offer special training designed to improve the presentation skills of our managers. In 2022, 32 managers participated in the program.

With **Business Coaching Advantage**, we develop programs for our managers to reveal the difference and benefits of the coaching mentality and perspective from the traditional management perspective so that they can become effective leaders. In 2022, 24 managers participated in the program.

With the **Rising Star Program**, we aim to raise awareness among young Teknosa talents and make sure that they gain a holistic perspective regarding their needs and areas of improvement. In 2022, 14 employees participated in the program.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Performance and Talent Management



With the **Candidate Training Orientation Program**, we aim to ensure that our employees, who start new jobs in our stores every month, learn the scope of their roles, store business processes and sales profession under the guidance of the store manager, and we attach importance to increasing their professional, technical and personal skills by increasing their responsibilities depending on their performance. In 2022, 187 employees participated in the program.

We contribute to the professional, technical and personal development of our employees with our **English Training Program**. We planned to improve and expand the scope of this program every year. After determining the levels of our employees who apply for foreign language training, we provide the employees with a total of 40 hours of English training, including 4 hours of training per week. In 2022, 50 employees participated in the program.

There are nearly 100 titles are available in our **Digital Library** application. At least 6 short books / articles were published per month in 2022. We also shared a total of 27 book summaries available for our employees.

With **Postgraduate Support**, we provide support to our employees at an eligible seniority level holding specialized or higher roles. Within the framework of our strategy and needs, we provide 50% financial support for our employees who meet the application criteria and apply for a postgraduate study program. In this context, we provided financial support of TL 52,750 for 4 employees in 2022.

We launched our **Internal Training Program** in 2018 to support the continuity and development of the in-company training culture and to ensure the sharing of knowledge and experience. In 2022, 13 internal trainers provided over 209 hours of training.







About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Health and Safety of Our Employees



2.5 Minutes

Ensuring health and safety in the working environment is among our most fundamental responsibilities. We execute all OHS processes in accordance with the legislation and within the framework of our **Occupational Health and Safety Policy** and our Occupational Health and Safety Internal Directive. In addition, we expect subcontractors who will work at any Teknosa location to comply with the Occupational Health, Safety and Environment Protocol.

We update our **Occupational Health and Safety Policy** once a year in accordance with international standards and trends. We manage all OHS-related policies, procedures, forms and instructions through the Integrated Management System and make the necessary revisions by checking documentation on an annual basis. In addition, within the scope of our Performance Management Procedure, we update our Teknosa Occupational Health and Safety Performance Targets every year, taking into account audit and risk assessment reports, near-miss incident data, work accident data, and workforce loss rates due to work accidents.

Teknosa Occupational Health and Safety Board, which we established in line with our goal of working "loss-free and accident-free", is responsible for ensuring full compliance with the relevant legislation and identifying and implementing occupational health and safety measures. The Board, consisting of the employer's representative, occupational safety expert, occupational physician, employee representatives and human resources officer, meets at the Headquarters and our Istanbul Şişli Cevahir and Istanbul Bayrampaşa Forum Stores every three months, and at our Logistics Center every two months, to evaluate general processes and current critical developments and to make decisions.

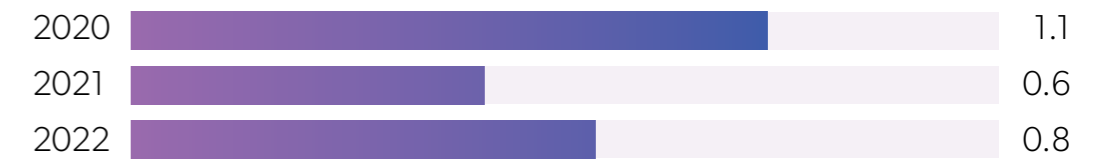
Within the framework of our Occupational Health and Safety Risk Assessment Procedure, we identify non-compliances by performing hazard and risk analyzes and field controls in order to minimize any risks that may endanger the health and safety of all employees, subcontractors, visitors and all relevant stakeholders of Teknosa, and notify relevant units about the non-compliances and perform follow up of the actions. We also carefully examine near-miss incidents or dangerous situations, complaints and improvement suggestions reported by our employees through the Integrated Management System and TeknoBox Suggestion System. Our employees can benefit from online dietitian and psychologist services, in addition to hospital services, within the scope of private health insurance. With the Store Health and Safety Management Instruction, we draw attention to the points that need to be taken into consideration regarding the risks that may be encountered at stores for our store employees, who constitute the majority of our employees. In this context, we did not detect any high-risk finding during the risk assessments conducted at our warehouse and certain stores.

As a result of minor work accidents, we provide first aid to our employees in our infirmaries located at our Headquarters, Logistics Center and Istanbul Şişli Cevahir and Istanbul Bayrampaşa Forum Stores, and provide health services with our occupational physician and nurses in our Headquarters and Logistics Center. In order to avoid recurrence of similar situations, we carefully investigate accidents at work and occupational diseases and take the necessary precautions. In 2022, 22 of our employees had minor accidents at work due to various reasons, including use of cutting tools, falling materials and hitting stationary objects.

## Number of Accidents



## Accident Frequency Rate



We are aware of the importance of compliance with legislation and standards regarding OHS training in order to adopt safe behavior and environment awareness with our employees and stakeholders. In addition to the basic OHS training, we also raise awareness among our employees by providing training on emergencies, how to work safely at heights, on-the-job occupational health and safety, first aid refresher training, etc. We ensure the continuity of our OHS culture at Teknosa with 15,191 hours of OHS training provided in these fields in 2022.



# Aware of the Value of the Society

- Our Engagement with Our Stakeholders
- Our Social Contributions
- Unique Customer Experience
- Our Supply Chain
- Our Awareness-Raising Activities





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Engagement with Our Stakeholders



We are aware that our sustainability performance is only possible with the contribution of our stakeholders. Therefore, it is very important for us to accurately determine stakeholder expectations and needs.

As an important result of this approach, we actively manage the communication channels and the feedback from our stakeholders and look for ways to improve these channels. In this way, we believe that we can continuously improve our processes and develop more effective strategies. With this understanding, we develop practices and methods that will strengthen our dialogue with our stakeholders.



## Key Stakeholders

Employees	Sabancı Holding	Authorized Services and Dealers	Investors and Shareholders	Universities	Public and Accreditation Bodies	Non-Governmental Organizations and Associations	Suppliers	Customers	Media
Trainings Meetings Bulletins TeknoBox Intranet Satisfaction Surveys Internal Audit	Meetings Statements X-Lab / X-Teams Projects Reports Bulletins Digital Platforms	Meetings Icecat Platform Digital Platforms Investor Relations Website	Reports Investor Relations Website General Assembly Meeting Digital Platforms	Career Days and Events Step Internship Program Sponsorships	Meetings Statements Digital Platforms	Strategic Collaborations Conferences Panels Digital Platforms	Meetings Reports Icecat Platform Email Audits Digital Platforms	Reports Call Center teknosa.com SMS E-mail Satisfaction Surveys Digital Platforms	Press Releases
At least once a week	At least once a week	At least once a month	At least once a month	At least once a month	At least once a month	At least once a month	Daily	At least 1 per day	As needed

Direct Engagement Indirect Engagement



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Social Contributions



Minutes



With the responsibility of being Turkey's leading technology retailer, we aim to serve the society and enable large masses to benefit from technology. In cooperation with Non-Governmental Organizations (NGOs), international organizations and local communities; We help the development of our country while adding value to society and people with our corporate social responsibility projects and volunteer-based work we carry out in the fields of gender equality, technology, education, digital transformation, talent development and environment.

We carry out our corporate social responsibility projects, donations and aid in accordance with the **"Sabancı Holding Social Responsibility Policy and Principles"** and **"Teknosa Donation and Aid Policy"**.



While we invested TL 1,325,724 in the field of corporate social responsibility in 2022, we donated TL 1,300,000 within the scope of philanthropy.

## Stakeholder View



**Gamze Çiftçi**  
Our Store Manager

"My life at Teknosa, where I started as a brand promoter at the age of 18 while I was preparing to study at university and continued as a store manager, has been continuously developing for 19 years. Teknosa's corporate and professional approach are among the most important factors that make this process so enjoyable. Teknosa made a significant contribution to my development by constantly supporting me throughout this process. Teknosa is with me during my postgraduate studies, just as it did during my university life.

The changing socio-cultural structure in our country necessitates a process of continuous development and change for both me and my growing team. Our biggest chance at this point was the support Teknosa provided to our business processes and the

training opportunities it offered for our development. Thus, I had the opportunity to work with successful teams and experience varying responsibilities comfortably. While the different perspectives and experiences that female managers bring to the business world can help make more diverse and inclusive decisions, it is also a great chance for you to have a job that constantly demonstrates this.

I think that we, as female managers in particular, have greater emotional intelligence and empathy skills and are more detail-oriented, which in turn brings more added value to the business. Teknosa has a structure in place that prevents you from repeating yourself and supports your continuous development."



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Social Contributions



Minutes



## Our Corporate Social Responsibility Activities



### Technology for Women

With the "Technology for Women" project being carried out in collaboration with the Habitat Association since 2007, we break the perception that "technology is a man's job" and try to improve the digital literacy of women through technology training. We update the training content offered in a wide range of subjects, such as basic computer and Microsoft Office program use, social media, e-services, safe internet and mobile device use, taking into account the characteristics of the time and the needs of women.

Within the scope of our project, which has brought technology to nearly 25,000 women in the last 15 years, 2,039 women from all over Turkey participated in online and physical training in 2022. 15 online trainings and 8 face-to-face workshops were held during the year.

## Stakeholder View

### Abide Tuncer

Volunteer Trainer at Technology Project for Women



"I was aware of the difficulties women had with social media and the internet, and I was trying to help the women around me in this regard. But I was always motivated that this effort was not enough and that I could reach more women and increase their awareness on the digital world.

When I saw the Technology for Women project, I wanted to give it an in-depth look. I joined the project without wasting any time, and over the past year, I have worked continuously as a volunteer for the project, filled with the happiness of touching the lives of hundreds of women and the motivation provided by their determination to learn.

I started to see the impact of the project not only during and after the training, but also in my surroundings. Giving training in the project also increased the awareness about how to use the technology around me correctly. My family, friends, and even people I only met once, were insistent on me talking about the project when they heard the name of it. At the beginning of every training I give, I emphasize that I am not the

only volunteer, women also volunteer in this training. We are beings who can learn from each other and draw on our experiences. There were times when I learned many details that I did not know or had not seen from women in the training. The fact that women answer each other's questions, support each other, and most importantly, understand and empathize with each other are the biggest indicators that this project is not just about training.

Technology for Women was a project that clearly gave me the awareness of volunteering, taught me how to communicate with different age groups, the importance of lifelong learning in a rapidly developing and changing world, and most importantly, how strong the solidarity of women could be.

"Doing volunteer work, which is the easiest way of doing good, in the 'Technology for Women' project, which is also one of the most meaningful places of goodness, was the best beginning of a lifelong path for me."



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Social Contributions



Minutes



## Technology for Women, Solidarity for All

Under the umbrella of the Technology Project for Women, one of our longest-running and sustainable social responsibility



projects, in cooperation with the Sabancı Foundation and the Federation of Women's Associations of Turkey (TKDF), we bring together women who are subjected to violence and have limited access to technology to make their voices heard, with the technology they need. Smartphones brought to our stores or received from homes by calling the Teknosa Call Center are delivered to TKDF for delivery to those in need, after the necessary maintenance is carried out by our business partners. With the TKDF Domestic Violence Emergency Helpline Application installed on the phones, we enable women to easily request help with a single touch when they are exposed to violence or are at risk of violence. Of the 345 phone donations made to TKDF in 2022, 178 were delivered to women.

### Number of Women We Reached with Our Social Responsibility and Inclusion Programs\*



\*In 2022, a total of 2,039 women were reached with the 'Technology for Women' project, and smartphones were donated to 178 women with the "Technology for Women, Solidarity for All" movement.

## Aware of Tomorrow

With our Aware of Tomorrow project, we aim to achieve transformation into circular economy by considering the increasing global population and limited resources in the world. We started this important project in 2022 in cooperation with Habitat Association and DCube. This project, which we implemented at a time when the transition to sustainable production models is emphasized, plays a major role in raising individuals' awareness on issues such as sustainability, climate change, waste management and e-waste.

Within the framework of the project, we organized "FixFest" events with the participation of experts and environmental influencers, speeches were made about circular economy action plans, and we held workshops focused on repair and renovation. In addition, trainings aimed at transforming society's perceptions and consumption habits in line with circular economy principles have been disseminated by volunteer trainers through peer education method.



In 2022, we reached 4520 people through the Aware of Tomorrow project!

## Stakeholder View

### Sezai Hazır

Chairman of the Board of Directors of HABITAT Association



"Waste of electronic devices, which have become an indispensable part of our lives and reach the end of their useful life quickly due to quickly evolving technology, is one of the important problems we face today due to the harmful substances contained in their waste.

According to research, Turkey's annual individual e-waste generation in 2016 was 7.9 kg, and its annual e-waste generation per household in 2020 was 41.8 kg, which unfortunately make it one of the leading countries in terms of waste generation. According to 2017 data of the Ministry of Environment, Urbanization and Climate Change, 55 thousand tons of electronic waste are recycled in our country. Unfortunately, this amount corresponds to only approximately 5 percent of the total waste generated. As Habitat Association, we contribute to the Aware Tomorrow project with the awareness of our role and want to change this situation in a positive way, at least to some extent.

In our Aware Tomorrow project, we organized a series of face-to-face and/or online trainings and "Fixfest Festivals" to raise awareness and embed the repair culture. Participants got to know the repair culture closely through the e-waste repair work carried out at these festivals, designed and exhibited sustainable products through workshops, and had the opportunity to be inspired by speakers who are experts in their fields.

In our project, which we carry out in partnership with Habitat Association, TeknoSA and D-Cube, we aim to increase the awareness of individuals and provide social benefit on sustainability, climate change, environmental awareness, waste and e-waste with a focus on circular economy. As part of the Aware of Tomorrow project, we will expand the scope of in-person training in Izmir, Ankara, Istanbul, Diyarbakır, Gaziantep and Adana provinces, and of online training for 81 provinces for young people aged 15-30 years through volunteering instructors."



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Social Contributions



Minutes



## Askıda Ne Var

Since 2018, we have been among the supporters of Askıda Ne Var, a social enterprise that provides free products and services such as meals, clothes, theater tickets, concert tickets, books and international internships to the university students in Türkiye. We continue to bring university students the technology products they need through the Askıda Ne Var platform. We donated TL 240,000 to the platform in 2022.

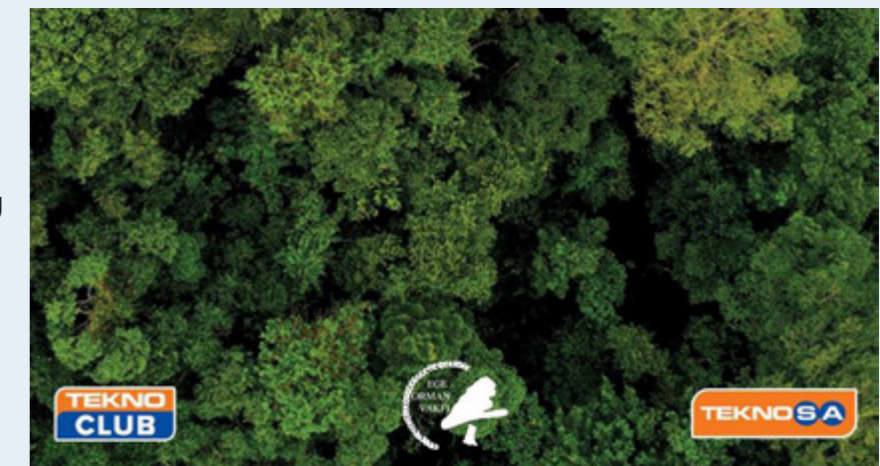


## Within the scope of the social responsibility activities we implemented in 2022;

- We participated in the **“Sabancı Republic Mobilization”** events initiated by Sabancı Holding on the 99th anniversary of the founding of our Republic, supporting the promise of keeping the values of the Republic alive by working and adding value to the environment. Within the scope of the events held in 41 cities between 29 October and 10 November, we carried out voluntary work under 4 main headings: “Preparing young people for the future”, “Women’s participation in the workforce”, “Permanent fight against the climate emergency” and “Support for biodiversity”.

- In cooperation with Habitat Association, we held webinars on **“Digital Cleaning”** in order to reduce the digital footprint and raise awareness by drawing attention to digital cleaning. We launched a company-wide e-mail deletion campaign and deleted a total of 661,693 e-mails between 29 October and 10 November.

- In cooperation with the Aegean Forest Foundation, we donated 1 sapling for every TeknoClub member who shopped on June 5, World Environment Day, to be planted in **“Teknosa Memorial Forest”** located in Manisa’s Soma district. On September 21, Zero Emission Day, we enlarged the souvenir forest by donating 1 more sapling for every TeknoClub member who shopped at Teknosa. In addition, with the project launched on October 14, International E-Waste Day, we started to donate a sapling to the memorial forest for each customer who brings electronic waste to our stores.



# Our Social Contributions



Minutes



## Teknosa Volunteers

With our Teknosa Volunteers Club, which consists of 70 volunteers, we aim to increase social responsibility awareness among our employees and to create social benefit through our collaboration with NGOs. With the goal of at least two social responsibility projects every month, we carry out voluntary work on many different issues, from children, young people and women to health, environment and our furry friends, and contribute to Sabancı Volunteers projects focusing on gender equality.



## During the reporting period;



Through the Books for Everyone Foundation, we donated books to 33 children in need who attended the Şanlıurfa Bakılı Primary School.



We gave book sets to 25 students in need within the scope of the Mother Child Education Foundation's (AÇEV) "A Future Generation of Readers" project.



In order to contribute to the Mother-Baby support package initiated by the Istanbul Metropolitan Municipality, we met the needs of 10 mothers who had a baby/infant between the ages of 0-4.



By starting a charity movement with Preo products, we donated TL 731,740 to various non-governmental organizations focusing on different issues, as part of the revenue from the sales of Preo products.







About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Unique Customer Experience



One of the areas we focus on in the transformation journey we embarked on with the vision of 'Teknosa of the New Generation' is the experience we offer to our customers, who are among our most important stakeholders in our value chain. Focusing on "Unique Customer Experience", we closely follow sectoral developments, local and international legislation, and our customers' expectations and changing needs, and follow the guidance of **Teknosa Quality Policy and Complaint Management Policy** in order to effectively manage customer satisfaction.

In line with the focus on the multi-channel model that we pioneered in Turkey, we offer an uninterrupted and integrated shopping experience through our extensive store network and online platforms.



**18.7 million**  
Teknosa Customers



**2 million**  
New Customers

## Number of Store Customers



## Number of Active Customers Using Online Platform



In 2022, the number of our store customers increased by 17% compared to last year, and the number of customers who actively used our online platforms increased by 38%.

We continue to lead the industry with our innovative practices before, during and after sales which strengthen customer experience. Our loyalty program includes TeknoPlus, TeknoPro and TeknoElite, which are under the umbrella of TeknoClub, we ensure that our customers benefit from privileged services such as advantageous campaigns, special discounts for birthdays, advantages in different brands, free shipping, priority in call center and service services, and ability to return or exchange products and use repair services without the need to submit an invoice to document purchase of their device, depending on their membership level.

"We respond to the increasing technology shopping needs of our customers with our innovative practices such as "Click & Collect", "In-Vehicle Delivery (Click & Drive)" and Video-Chat, which we have introduced as a first in our industry. While we deliver the products purchased from our website through our stores with the Pick Up from Store option, we offer our customers the option of receiving their products from the contracted delivery/parking point with our In-Vehicle Delivery service. With VideoChat, which offers a virtual store experience, we give our customers the opportunity to get to know the product in detail through the channel without visiting a store. In 2022, we achieved a total turnover of TL 760,400 with our Video Chat application.

We offer shopping loans at stores to our customers through various banks and online in the form of consumer financing alternatives that make it easier to purchase products during sales. In this regard, more than 1.3 million loans were used during the period.



In 2022, our TeknoClub loyalty program reached more than 1 million members.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Unique Customer Experience



## Our Innovative Services We Launched in 2022

**Product Promotion and Sales via Live Broadcast:** We started promoting and selling products via live broadcast, which is a branch of social commerce and a rising trend in the world. In monthly broadcasts, we promote different product groups, especially electrical appliances, televisions and accessories, and offer them to the audience at special prices.

**Rental Service:** Breaking new ground in the industry, we launched our rental service, an alternative payment method in consumer electronics. Within the scope of our cooperation with kiralabunu.com, we offer our customers the opportunity to rent any device from nearly 200 products such as smartphones, headphones, watches and gaming equipment via teknosa.com.

**You are an influencer with Bi'link:** We broke new ground in our industry by combining teknosa.com with the power of social networks as a new phase of the marketplace business model. Within the scope of the 'You are an influencer with Bi'link' project, designed to increase customer loyalty, we offer a new earning area and shopping experience to our users who share any product they like on teknosa.com via messaging services, blogs or social media accounts by using the 'share and earn' button.

**Premium Service Package:** With the Premium Service Package, we offer our customers on-site installation and mobile device repair services in a single package, and we provide replacement devices for our customers to use while their phone and tablet products are being repaired.

**Tech-Savvy Hands:** In line with our aim of 'Technology for Everyone', we broke new ground in the sector to remove obstacles in communication and access to technology by launching the 'Technological Hands' video call center service, which serves our hearing-impaired customers with special sign language.

**Collaboration with BlindLook:** As part of our collaboration with Blindlook, we took another important step towards becoming an accessible brand by introducing voice simulation technology for our visually impaired customers on the teknosa.com website. We aim to expand the voice simulation service to include the mobile application in the future.

**Customer-Focused Concept Stores:** As a first in the industry, we introduced our digital, sustainable and accessible new concept stores to our customers in City's Istanbul, Ankara Nata Vega, Forum Trabzon, IstinyePark and Izmir Agora AVM. We continued to enrich the unique customer experience with our smart and human-focused innovations such as product information screens, experience areas created for many product groups, special sections for the disabled and sustainability interaction area.

With the 'Satisfaction Exchange Service', which we launched in 2018 as a first in the industry, we offer our customers the opportunity to exchange TVs, monitors, notebooks, tablets, desktop computers, irons, vacuum cleaners and Preo small home appliances within 30 days, even if they are used.

We are taking important steps to create the largest service ecosystem in electronic products in Turkey, and we provide comprehensive after-sales services under the umbrella of Tekno Service, which our customers can benefit from in stores, on the phone, at home and at work, according to their preferences. With our versatile service packages, including "TeknoWarranty", "Maintenance and Repair Service", "In-Store Service", "On-Site Installation", "Remote Technology Support Service" and "Full Support Service Packages", we provide our customers with the necessary solutions not only at the time of sale but also after the sale and give them the assurance that we will be there for them when they need. For maintenance and repair services, we do not require the product to be purchased from Teknosa. In the coming period, we aim to move our service portfolio, which we will diversify under the Tekno Service, to our digital channels, start the one-click service period and include marketplace products in our end-to-end service scope.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Unique Customer Experience



At Teknosa, we diversify our communication channels in order to meet all kinds of information needs of our customers and increase customer satisfaction by offering them a better experience. We communicate with our customers through 19 different integrated channels, including stores, Teknosa Customer Services, WebChat/live support, WhatsApp support line, e-mail,

web contact form and social media platforms during our pre-sales, during and after sales processes. In addition, we offer our customers a shopping experience suitable for the digital world with the ability to place orders and receive payments through Teknosa Customer Services, Webchat and Whatsapp channels.

For us, it essential that we measure customer satisfaction across all our platforms. We conduct post-call NPS surveys to monitor the satisfaction level of our customers on a regular basis and to keep it at the highest possible level. In 2022, we increased our Net Promoter Score (NPS) by 11 points compared to 2021.

Communication Channel	Contact Address	Actions Taken
Teknosa Customer Services	0850 222 55 99	We respond to all requests and complaints coming to our Customer Services call center from 09:00 to 23:00, 7 days a week.
Teknosa Whatsapp Support Line	0850 222 55 99	We answer all messages received via Teknosa Whatsapp Support Line with our Customer Services team from 09:00 to 23:00, 7 days a week.
Headquarters Customer Services	0216 468 36 36	We respond to the requests of our customers who call the Headquarters switchboard number every weekday between 08:30-17:00.
Teknosa WebChat	teknosa.com	We answer all chat calls via the Teknosa website and mobile application with our Customer Services team from 09:00 to 23:00, 7 days a week.
Corporate Email Addresses	<a href="https://www.sabanci.com/tr/iletisim">https://www.sabanci.com/tr/iletisim</a> <a href="https://www.teknosa.com/kurumsal/iletisim/bilgilendirme@teknosa.com">https://www.teknosa.com/kurumsal/iletisim/bilgilendirme@teknosa.com</a> <a href="mailto:yatirimciiliskileri@teknosa.com">yatirimciiliskileri@teknosa.com</a>	Web contact form on Teknosa.com, our corporate e-mail addresses and Sabancı website. We respond to all feedback via the website contact form.
Social media accounts	App Store / Google Play / Twitter (X) / Facebook / Instagram / LinkedIn / Youtube / Google My Business	We respond to all feedback received through the Teknosa mobile app and Teknosa social media accounts.
Other Digital Media	Şikayetvar	As a corporate member of Şikayetvar, we answer and resolve any complaints posted on this platform in connection with Teknosa, İklimsa and Preo.
	Ekşi Sözlük	With the help of our agency partner, we monitor customer comments on this platform and offer solutions as soon as possible.
Tech-Savvy Hands	teknosa.com our mobile site	We offer various solutions to accommodate the requirements of hearing-impaired customers.



In 2022, we provided a total of nearly 5,000 hours of **unique customer experience training** to our employees.

We will continue to increase customer satisfaction with the uninterrupted experience we offer across multiple channels, fast and quality services, customer service program and service-oriented training we provide to employees.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Supply Chain

2.5 Minutes

At Teknosa, we carry out our activities with awareness of the importance of a sustainable, transparent and traceable supply chain for the continuity of our operations. We demand our suppliers of our products and services to continue their activities within the framework of the rules that Sabanci Holding and our Company expect to be followed throughout the value chain and to adopt our rules focusing on the environment, human rights, occupational health and safety and business ethics.

With this understanding and awareness of our responsibility, we measure the continuity and effectiveness of the quality management system in our supply chain processes in line with our Quality Policy and take actions for any areas of improvement identified.

For an agile and sustainable supply chain, we precisely monitor the key performance indicators we have identified (on-time delivery, inventory and product safety, cost information, etc.), operate in an omnichannel model, and comply with the legislation applicable to our products and services.

We take into account many issues such as quality and diversity when selecting our suppliers. We store our products in our Teknosa Logistics Center, which has an open area of 30,000 m<sup>2</sup> and a closed area of 30,000 m<sup>2</sup>, and from there we ship our products to our stores, Iklimsa authorized dealers and to our customers through our online platforms. We conduct research and carry out various studies in order to reduce the negative effects of transportation.



We have the largest logistics center in the industry with an indoor area of **30,000 m<sup>2</sup>** and an outdoor area of **30,000 m<sup>2</sup>**!

In 2022, we developed collaborations with over 6,000 suppliers. We made 99% of our procurement with our local suppliers. Our local procurement rate is 97% on an expenditure basis.



Total number of suppliers: **6,062**



Number of local suppliers: **5,997**



Number of new suppliers: **286**

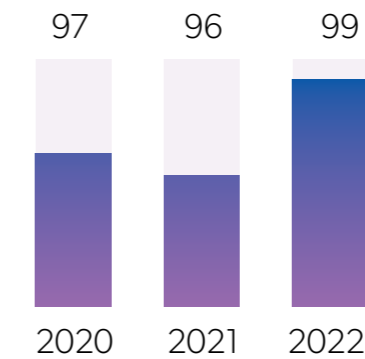


Payments made to suppliers: **19,962,069,326 TL**

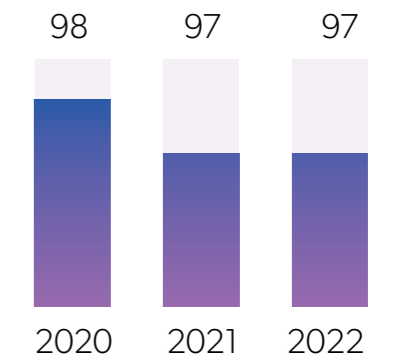


Payments to local suppliers: **19,360,898,730 TL**

## Local Supplier Ratio (%)



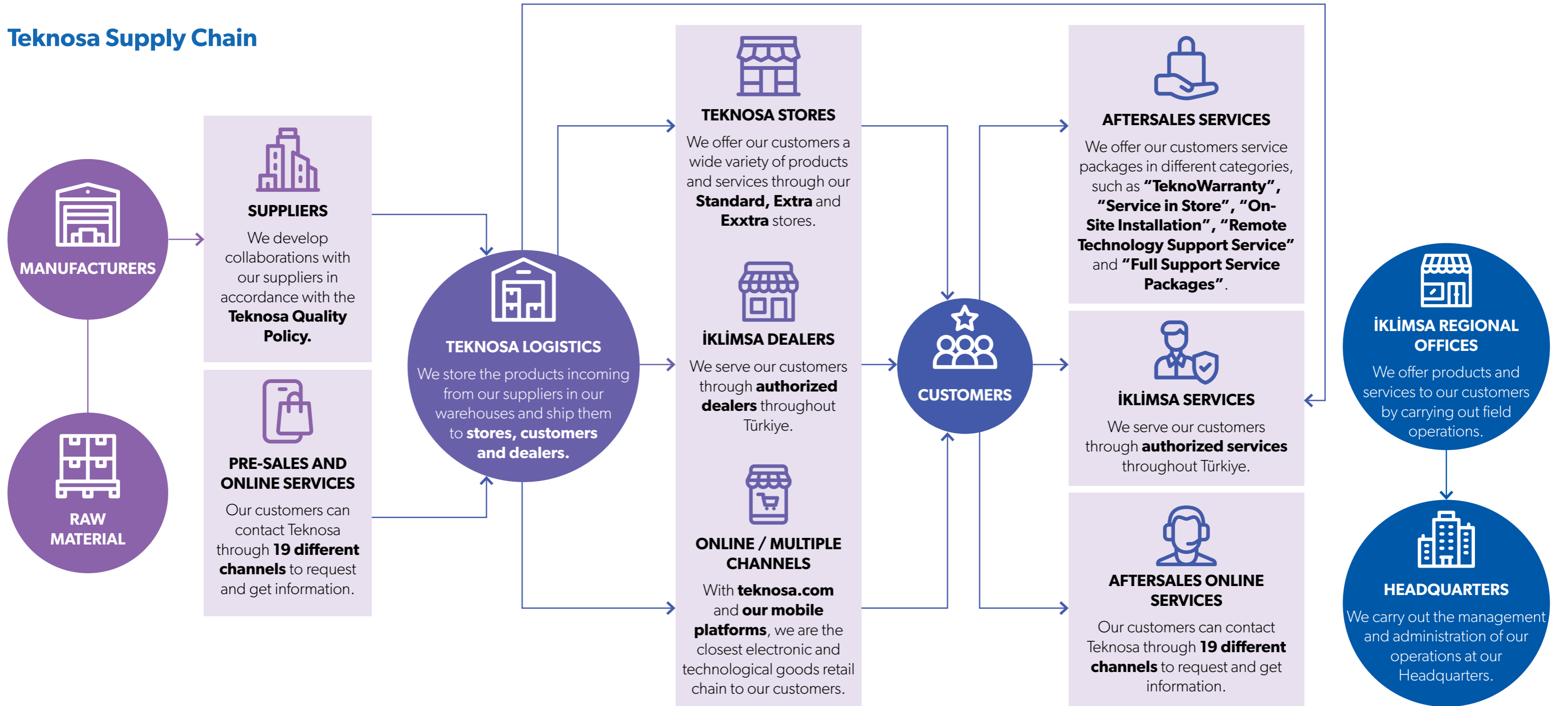
## Local Procurement Rate Based on Expenditure (%)



# Our Supply Chain

2.5  
Minutes

## Teknosa Supply Chain





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Supply Chain



## Engagement with Our Suppliers

As Teknosa, we consider supplier relationships as a fundamental element in order to increase the success of our business and build a sustainable future. Our relationships with our suppliers are of critical importance in creating mutual value, establishing a sustainable supply chain and improving the quality of products and services that we offer to our customers.

In this context, we carried out various activities in 2023 to further strengthen our supplier relationships and achieve our sustainability goals. First, we aim to organize a survey to understand and determine the current situation and expectations of our suppliers. This survey will help us better understand the needs and priorities of our suppliers and make our cooperation more efficient.

We also plan to conduct performance evaluation studies to evaluate the performance of our suppliers and measure their compliance with our sustainability goals. These efforts will help promote the sustainable practices of our suppliers and move our cooperation into a more environmentally friendly and ethical direction. As Teknosa, we will continue to work with determination to improve our supplier relationships and achieve our sustainability goals.



# Our Awareness-Raising Activities



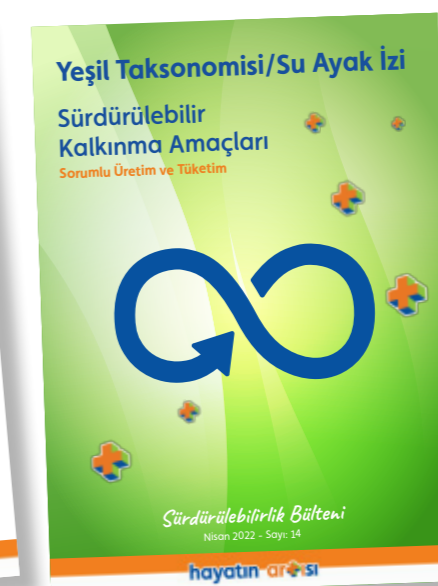
Minutes

We carried out many awareness-raising activities in 2022 to achieve our goal of creating a conscious and responsible society to protect our future. This year, we aimed to raise environmental awareness among our participants by providing a total of 790 hours of training within the scope of sustainability and environmental education. These trainings included important topics such as understanding the effects of climate change, reducing carbon footprint, recycling, and energy saving.

With our platform called "Sustainability Interaction Area" in our concept stores, we provide our customers with informative content on many important issues such as energy saving, carbon footprint and plastic pollution, as well as conveying Teknosa's current state of work in the field of sustainability. Additionally, we fulfill our environmental responsibility by having recycling bins available for recycling of waste.

We also regularly publish Sustainability Bulletins as part of our sustainability culture. These bulletins are a powerful communication and collaboration tool for sharing our organization's sustainability goals, achievements and environmental impacts with our stakeholders. Through these bulletins

published regularly every month, we aimed to inform our stakeholders about sustainability and raise awareness among them. We contributed to the development of sustainability awareness by announcing current developments, projects and innovations regarding sustainability through these bulletins.



# Annexes

- Key Performance Indicators
- Performance Tables
- Our Memberships and Collaborations
- Our Awards and Achievements
- Dictionary of Technical Terms
- GRI Content Index
- Reporting Guidance
- Assurance Statement







About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Key Performance Indicators



Area	Related Material Topic	Subtopic	Goals	Unit	Baseline Year	Target Year (Short Term)	Targeted Performance (Short Term)	Target Year (Medium Term)	Targeted Performance (Medium Term)	Target Year (Long Term)	Targeted Performance (Long Term)	2022 Performance
Environment	Fight Against the Climate Crisis	Awareness Raising	Providing sustainability training to suppliers	%	2021	2023		2024	20	2030	100	0
Environment	Fight Against the Climate Crisis	Energy Efficiency	Reducing electricity consumption of stores	%	2022	2023	5 (1,038,810 kWh)			2030	25	20,776,216 kWh <input checked="" type="checkbox"/>
Environment	Fight Against the Climate Crisis	Energy Efficiency	Reducing electricity consumption of the Headquarters and the Logistics Center	%	2022	2023	5					1,087,177 kWh
Environment	Environmentally Friendly Products and Services	Effective Waste Management	Ensuring use of biodegradable / compostable / recyclable bags in stores	%	2021	2023	100					
Environment	Effective Waste Management	Effective Waste Management	Reducing use of disposable plastic materials in the Headquarters	%	2021	2023	100					
Environment	Effective Waste Management	Effective Waste Management	Reducing use of disposable plastic materials in stores	%	2021	2024	10 (311 kg)	2025	40 (1,244 kg)			3.11 tons
Environment	Effective Waste Management	Effective Waste Management	Reducing use of disposable plastic materials in stores	%	2021	2024	10	2025	40			3.11 tons
Environment	Effective Waste Management	Effective Waste Management	Sharing awareness-raising information as appropriate with internal and external stakeholders to increase the amount of e-waste collected	pcs	2022	2024	12					E-waste: 1,544 kg (Exitcom) + 3,100 kg (Scrap)
Environment	Effective Waste Management	Effective Waste Management	Conducting SMS campaigns and TeknoClub campaigns to increase the amount of e-waste collected	pcs	2022	2024	4					2 tons
Environment	Effective Waste Management	Effective Waste Management	Organizing campaigns to increase the amount of e-waste collected	pcs	2022	2024	2					2 tons
Environment	Digitalization	Effective Use of Resources	Reducing the amount of paper used in the Headquarters	%	2022	2024	30	2025	50			120 tons
Environment	Digitalization	Effective Use of Resources	Reducing the amount of paper used in the Headquarters	%	2022	2024	30	2025	50			120 tons
Environment	Effective Waste Management	Effective Use of Resources	Reducing the amount of paper used in stores	%	2022	2024	15	2025	30			
Environment	Effective Waste Management	Effective Use of Resources	Reducing the amount of paper used in stores	%	2022	2024	15	2025	30			
Environment	Fight Against the Climate Crisis	GHG Reduction	Reducing Scope 1 and 2 emissions	%	2021	2023	30	2025	36	2030	42	Scope 1: 2,080.95 tons of CO <sub>2</sub> e <input checked="" type="checkbox"/> Scope 2: 9,142.00 <input checked="" type="checkbox"/>



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Key Performance Indicators



Area	Related Material Topic	Subtopic	Goals	Unit	Baseline Year	Target Year (Short Term)	Targeted Performance (Short Term)	Target Year (Medium Term)	Targeted Performance (Medium Term)	Target Year (Long Term)	Targeted Performance (Long Term)	2022 Performance
Environment	Fight Against the Climate Crisis	GHG Reduction	Net-zero emissions	tons CO <sub>2</sub> e	2021					2050	0	
Environment	Fight Against the Climate Crisis	GHG Reduction	Share of renewable energy within the total amount of energy	%	2021	2023	45	2024	70	2025	100	6,817 MWh <input checked="" type="checkbox"/>
Environment	Fight Against the Climate Crisis	GHG Reduction	Reducing the amount of fuel used in company vehicles	%	2022	2024	5					192,038 liters of gasoline <input checked="" type="checkbox"/> 15,343 liters of diesel <input checked="" type="checkbox"/>
Environment	Fight Against the Climate Crisis	GHG Reduction	Reducing the natural gas consumption of the Headquarters and the Logistics Center	%	2022	2023	5					629,075 m <sup>3</sup> <input checked="" type="checkbox"/>
Environment	Fight Against the Climate Crisis	Water Efficiency	Reducing water consumption of the Headquarters and the Logistics Center	%	2022	2024	10			2030	30	25,067 m <sup>3</sup> <input checked="" type="checkbox"/>
Environment	Environmentally Friendly Products and Services	Sustainable Products and Services	Increasing the sales volume of refurbished products	%	2022	2023	26					
Environment	Environmentally Friendly Products and Services	Sustainable Products and Services	Increasing the sales volume of refurbished products	pcs	2021	2023				2030	500,000 +	42,571
Environment	Environmentally Friendly Products and Services	Sustainable Products and Services	Increasing the number of sustainable products	pcs	2022	2023	180	2025	230	2030	385	170 <input checked="" type="checkbox"/>
Environment	Environmentally Friendly Products and Services	Sustainable Products and Services	Increasing the turnover of the equipment rental service	%	2022	2023	30,000	2025	400,000	2030	12,000,000	21,807 TL
Environment	Environmentally Friendly Products and Services	Sustainable Products and Services	Increasing the turnover of the repair services	%	2022	2023	2,900,000	2025	4,901,000	2030	18,197,070	1,024,436 TL
Environment	Environmentally Friendly Products and Services	Sustainable Products and Services	Increasing the turnover of TeknoWarranty service	%	2022	2023	1,093,210,000	2025	1,750,815,000			505,277,000 TL
Social	Development and Satisfaction of Our Employees	Awareness Raising	Increasing the hours of sustainability training received by the Headquarters employees	hour	2022	2023	870 (10%)					790
Social	Our Transparent, Fair and Ethical Business Approach	Awareness Raising	Increasing the number of posts about sustainability	%	2022	2023	10					30
Social	Development and Satisfaction of Our Employees	Employee Development	Increasing the total hours of training	%	2022	2023	47,000					62.537 <input checked="" type="checkbox"/>



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Key Performance Indicators



Area	Related Material Topic	Subtopic	Goals	Unit	Baseline Year	Target Year (Short Term)	Targeted Performance (Short Term)	Target Year (Medium Term)	Targeted Performance (Medium Term)	Target Year (Long Term)	Targeted Performance (Long Term)	2022 Performance
Social	Development and Satisfaction of our Employees	Employee Satisfaction	Increasing employee engagement score	%	2022	2023	65	2025	68	2030	75	56
Social	Our Transparent, Fair and Ethical Business Approach	Equality, Equal Opportunity, Inclusion	Providing training on equality, equal opportunity and inclusion	hour	2022	2024	360					0
Social	Diversity and Inclusion	Workplace Diversity	Increasing the ratio of female employees at the Headquarters	%	2022	2023	52	2025	53	2030	55	51
Social	Diversity and Inclusion	Workplace Diversity	Increasing the ratio of female employees at stores	%	2022	2023	24	2025	26	2030	30	22
Social	Equality and Inclusion	Workplace Diversity	Increasing the ratio of female employees at management positions	%	2022	2023	35	2025	37	2030	40	33%
Social	Risk and Crisis Management	Risk Management	Giving corporate risk management training to the Headquarters employees	%	2021	2024	25					
Social	Risk and Crisis Management	Risk Management	Carrying out TCFD reporting		2022	2023						
Social	Creating Social Value	Social Benefit	Increasing the number of corporate social responsibility projects	pcs	2022	2023	1					3
Social	Creating Social Value	Social Benefit	Increasing the number of people reached through inclusion programs	person	2022	2023	200	2025	2.000	2030	5.000	6,805
Governance	Our Customer-Focused Approach	Customer Satisfaction	Increasing Net Promoter Score (NPS)	%	2022	2023	76					78
Governance	Responsible Supply Chain	Sustainable Supply	Conducting supplier ESG assessment surveys	%	2022	2023	20	2024	50			
Governance	Responsible Supply Chain	Sustainable Supply	Including sustainability criteria to supplier selection processes		2022	2024						
Governance	Our Customer-Focused Approach	Customer Satisfaction	Reducing the response time to notifications regarding customer requests and complaints	%	2022	2023	90%	0.92	1	0.94	0.95	responding to 90% within the first 24 hours
Governance	Our Customer-Focused Approach	Customer Satisfaction	Resolving customer requests and complaints at first contact	%	-	2023	1	0.78	1	0.8	0.82	Resolving requests and complaints incoming to the call center at first contact without redirecting them to a different division



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Performance Tables



## Environmental Performance Indicators

Energy Saving	2020	2021	2022
Total Annual Energy Saving (kWh)	2,174,746	3,117,661	4,585,077
Total Annual Reduction in Greenhouse Gases (tons CO <sub>2</sub> )	906,217	1,304,461	1,910,602
Total Annual Energy Saving (TL)	1,748,280	3,273,544	9,170,154

Revenue from Environmentally Friendly Products and Services (TL)	2020	2021	2022
Total Revenue from Products that Reduce Environmental Impact	28,952,354	33,768,918	114,152,864
Total Revenue from Services that Contribute to Reducing Environmental Impact	119,736,424	179,450,519	515,726,698
<b>Total</b>	<b>148,688,778</b>	<b>213,219,437</b>	<b>629,879,562</b>

Savings and Reductions Due to Environmental Investments	2020	2021	2022
Environmental Benefit (kWh)	2,174,746	3,117,661	4,306,390 ✓
Environmental Benefit (tons CO <sub>2</sub> )	906,217	1,304,461	1,794,698 ✓
Financial Savings (TL)	1,748,280	3,273,544	12,490,097 ✓

# Performance Tables



## Social Performance Indicators

Number of Employees by Category and Gender	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
Headquarters Employees	146	250	179	269	214	311
Store Employees	429	1,512	407	1,446	427	1,506
Disabled Employees	5	41	5	43	4	50

Average Number of Employees by Category and Gender*	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
Headquarters	137	243	160	262	197	285
Store	425	1,525	412	1,453	412	1,475

\*This is the average number of employees which is obtained by dividing the sum of the numbers of employees at the end of each month by 12.

Number of Employees by Tenure and Gender	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
0-5 Years	247	482	205	409	272	532
5-10 Years	326	1,270	378	1,295	367	1,274
10+ Years	2	10	3	11	2	11
<b>Total</b>	<b>575</b>	<b>1,762</b>	<b>586</b>	<b>1,715</b>	<b>641</b>	<b>1,817</b>

Number of Employees by Age and Gender	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
<30 Years	317	808	326	807	391	957
30-50 Years	153	591	143	474	123	367
>50 Years	105	363	117	434	127	493
<b>Total</b>	<b>575</b>	<b>1,762</b>	<b>586</b>	<b>1,715</b>	<b>641</b>	<b>1,817</b>

Number of Managers by Age and Gender	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
<30 Years	16	8	3	1	10	18
30-50 Years	108	372	62	104	136	389
>50 Years	1	7	0	7	1	8
<b>Total</b>	<b>125</b>	<b>387</b>	<b>65</b>	<b>112</b>	<b>147</b>	<b>415</b>

Ratio of Female Managers by Management Level (%)	2020	2021	2022
	First Level Female Managers	22	10
Mid-Level Female Managers	34	43	42
Senior Manager	21	37	32
<b>Total Ratio</b>	<b>24</b>	<b>37</b>	<b>33</b>

# Performance Tables



## Social Performance Indicators

Number of Female Managers	2020	2021	2022
Female Managers Working in Revenue-Generating Functions*	20	21	21
Female Managers Working in STEM (IT, Engineers etc.) Roles**	6	10	9

\*Store managers were recruited from the store channel, and C segment regional managers were included in the Headquarters. It constitutes 10% ✓ of our employees.  
 \*\* It constitutes 27% ✓ of our employees.

Number of Employees Hired by Age	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
<30 Years	109	190	97	219	210 ✓	470 ✓
30-50 Years	33	122	59	147	69 ✓	211 ✓
>50 Years	0	2	0	2	0 ✓	1 ✓
<b>Total</b>	<b>142</b>	<b>314</b>	<b>156</b>	<b>368</b>	<b>279 ✓</b>	<b>682 ✓</b>

Number of Employees by Management Level	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
First Level	10	10	21	15	14 ✓	29 ✓
Mid-Level	5	5	8	12	6 ✓	9 ✓
Senior	0	2	1	2	0 ✓	1 ✓
<b>Total</b>	<b>15</b>	<b>17</b>	<b>30</b>	<b>29</b>	<b>20 ✓</b>	<b>39 ✓</b>

Number of Employees Quitting by Age	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
<30 Years	69	150	82	176	122 ✓	301 ✓
30-50 Years	43	127	63	238	101 ✓	283 ✓
>50 Years	0	2	0	1	0 ✓	4 ✓
<b>Total</b>	<b>112</b>	<b>279</b>	<b>145</b>	<b>415</b>	<b>223 ✓</b>	<b>588 ✓</b>

Number of Employees Quitting by Manager Level	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
First Level (N-3)	1	1	2	0	10 ✓	9 ✓
Mid-Level (N-2)	1	0	0	1	4 ✓	2 ✓
Senior (N-1)	2	1	1	7	1 ✓	1 ✓
<b>Total</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>15 ✓</b>	<b>12 ✓</b>

Number of Employees Who Quit by Their Own Will by Age	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
<30 Years	47	88	64	121	102	207
30-50 Years	23	91	28	131	75	172
>50 Years	0	0	0	1	0	4
<b>Total</b>	<b>70</b>	<b>179</b>	<b>92</b>	<b>253</b>	<b>177</b>	<b>383</b>



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Performance Tables



Minutes

## Social Performance Indicators

Number of Employees Who Quit by Their Own Will by Manager Level	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
First Level (N-3)	0	0	0	0	1	1
Mid-Level (N-2)	3	0	0	0	3	2
Senior (N-1)	2	1	0	3	9	5
<b>Total</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>13</b>	<b>8</b>

Total Employee Turnover Rate (%)	2020	2021	2022
<30 Years	30	39	53 ✓
30-50 Years	11	19	23 ✓
>50 Years	17	7	31 ✓
Female	19	25	35 ✓
Male	16	24	32 ✓
First Level (N-3) Manager	11	20	18 ✓
Mid-Level (N-2) Manager	1	2	15 ✓
Senior (N-1) Manager	1	13	24 ✓

Turnover Rate of Employees Who Quit by Their Own Will (%)	2020	2021	2022
<30 Years	19	30	38
30-50 Years	7	10	15
>50 Years	0	7	31
Female	12	16	28
Male	10	15	21
First Level (N-3) Manager	0	0	18
Mid-Level (N-2) Manager	0	0	0
Senior (N-1) Manager	1	3	9

Maternity/Parental Leave	2020		2021		2022	
	Female	Male	Female	Male	Female	Male
Number of Employees Taking Maternity/Paternity Leave	22	67	30	95	31 ✓	138 ✓
Number of Employees Returning to Work After Maternity/Paternity Leave	22	67	28	95	13 ✓	138 ✓
Number of Employees Who Returned to Work After Maternity/Paternity Leave and Continued to Work for at least 12 Months	17	60	21	89	18	122



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Performance Tables



## Social Performance Indicators

Hours of Training Received by Employees	2022	
	Female	Male
Hours of Ethical Principles Training*	3 ✓	4 ✓
Hours of Anti-Bribery and Anti-Corruption Training*	3 ✓	4 ✓
Hours of Equality, Equal Opportunity, Inclusion Training**	0 ✓	0 ✓
Hours of Sustainability and Environmental Training	167 ✓	623 ✓

\*SA-Ethics trainings provided by Sabancı Academy.

\*\*Trainings received from Korn Ferry company.

### Number of Complaints Related to Violation of Customer Privacy and Loss of Customer Data

Error Source	Number of Notifications
Shopping centre	132
Customer	67
Systemic	19
Could not detect	158
No Error Found	0
Warehouse	4
Call center	9
CRM	3
Official Service	3
Logistics	3
<b>Total</b>	<b>398</b>

Education Costs (TL)	2022
Total Training Cost	6,387,474 ✓
Average Annual Training Cost per Employee	2,599 ✓

Occupational Health and Safety - Company Employees	2020	2021	2022
Total Working Hours	3,795,704	4,394,477	5,112,217 ✓
Number of Accidents	21	14	22 ✓
Number of Fatal Cases	0	0	0 ✓
Number of Occupational Diseases	0	0	0 ✓
Absence Due to Accident (Days)	18	33	104 ✓
Absence (Day)	14,744	49,947	61,179
Lost Workday Rate (%)	0.94	1.50	4.07 ✓
Accident Frequency Rate*	1.1	0.6	0.8

\*Calculated with the formula: Total Work Accident\*200,000/Total Working Hours.

Occupational Health And Safety - Subcontractor Workers	2020	2021	2022
Number of Accidents	7	3	7
Number of Fatal Cases	0	0	0
Number of Occupational Diseases	0	0	0
Absence Due to Accident (Days)	15	7	0
Absence (Day)	0	0	765





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Performance Tables



## Economic Performance Indicators

Environmental Investments And Expenditures (TL)	2020	2021	2022
Environmental Expenditures	2,458,774	1,679,479	4,079,520 ✓
Legally Mandatory Expenditures*	927,631	1,294,479	2,209,366 ✓
Expenditures That Are Not Required by Law**	1,531,143	385,000	1,870,154 ✓
Environmental Investments***	11,457,782	11,534,172	25,704,728 ✓

\*Recycling Participation Share (GEKAP)

\*\*LED and automation expenses

\*\*\*GEKAP, LED and Automation, teknosa.com investments

Our Economic Value Produced and Distributed	Amount (TL)	Distribution (%)
<b>Economic Value Produced</b>		<b>100</b>
Turnover from Wholesale-B2B Sales		
Turnover from Other Sales		
<b>Distributed Economic Value*</b>		<b>100</b>
Total Operating Expenses	1,737,145,000	
Marketing and Advertising Expenses	192,393,000	
Total Payments Made to Suppliers**	19,962,069,326	
Employee Expenses and Benefit Payments	553,184,552	
Payments to the Government (Tax, etc.)	102,361,022	
Social Investments and Donations***	3,255,836	
Financial Assistance Received from the Government****		

\* There are no payments (dividend payments) to capital providers.

\*\* TL 19,360,898,730 was paid to local suppliers.

\*\*\*Donations made within the scope of philanthropy, investments and sponsorships in the field of corporate social responsibility have been consolidated.

\*\*\*\*The scope of financial aid received from the state includes SSK tax incentives.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World
















Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Memberships and Collaborations



Relevant Stakeholder	The Role of Teknosa	Output Achieved	Relevant SDGs
Sabancı Holding	Project Development Active Engagement	Sabancı Holding Republican Mobilization Sabancı Volunteers Business Plastics Initiative Commitment	     
Euronics	Membership	Active Engagement	 
Category Retailing Association (KMD)	Membership	Active Engagement	
United Brands Association (BMD)	Membership	Active Engagement	
Electronic Commerce Operators Association (ETİD)	Membership	Active Engagement	
Corporate Communicators Association (KID)	Membership	Active Engagement	
Advertisers Association (RVD)	Membership	Active Engagement	
Turkish Investor Relations Association (TÜYİD)	Membership	Active Engagement	
Chambers of Commerce	Membership	Active Engagement	



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Memberships and Collaborations



Relevant Stakeholder	The Role of Teknosa	Output Achieved	Relevant SDGs
Enerjisa Enerji	Project Development	LED Lighting Conversion Adana Sabancı Business Center Roof Photovoltaic Power Station Project	   
United Nations Women's Empowerment Principles (WEPs)	Active Engagement	Participation as a mentee	   
Association of Women on the Board of Directors (YKKD)	Active Engagement	Active Engagement	   
Yanıdayız Derneği	Membership	Active Engagement	   
Lead Network	Membership	Active Engagement	   
Sabancı Foundation	Project Development	Technology for Women, Solidarity for All	    
Turkish Women's Federation	Benefactor	Support for the Fight against Violence Against Women	  
WWF - Green Office Program	Benefactor	Green Office Diploma	  
LÖSEV	Benefactor	Support for Children with Cancer	  



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Memberships and Collaborations



Relevant Stakeholder	The Role of Teknosa	Output Achieved	Relevant SDGs
Purple Roof	Benefactor	Combating Violence Against Women	  
Contemporary Life Support Association	Benefactor	Educational Support	 
THEME	Benefactor	Sapling Donation	  
WeWalk	Benefactor	Cane Support for Visually Impaired People	  
Koruncuk	Benefactor	Donation for Children's Development	   
Entrepreneurial Institutions Platform	Active Engagement	Stakeholder Engagement and Collaborations	
Aegean Forest Foundation	Benefactor	Sapling Donation	  
Air Conditioning Cooling Air Conditioning Manufacturers Association (iSKİD)	Membership	Active Engagement	
Istanbul Metropolitan Municipality- Ugetam	Membership	Active Engagement	



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Memberships and Collaborations



Minutes

Relevant Stakeholder	The Role of Teknosa	Output Achieved	Relevant SDGs
Federation of Women's Associations of Türkiye	Project Development	Technology for Women, Solidarity for All	1 NO POVERTY, 5 GENDER EQUALITY, 8 DECENT WORK AND ECONOMIC GROWTH, 10 REDUCED INEQUALITIES, 17 PARTNERSHIPS FOR THE GOALS
Habitat Association	Project Development	Technology Project for Women	1 NO POVERTY, 5 GENDER EQUALITY, 8 DECENT WORK AND ECONOMIC GROWTH, 10 REDUCED INEQUALITIES, 17 PARTNERSHIPS FOR THE GOALS
Habitat Association	Project Development	Tomorrow's Aware Project	4 QUALITY EDUCATION, 10 REDUCED INEQUALITIES, 13 CLIMATE ACTION, 15 LIFE ON LAND, 17 PARTNERSHIPS FOR THE GOALS
Sabancı University Corporate Governance Forum	Active Engagement	Business Business Against Domestic Violence	5 GENDER EQUALITY, 10 REDUCED INEQUALITIES, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS, 17 PARTNERSHIPS FOR THE GOALS
Askıda Ne Var	Active Engagement	Technology Association for Young People	4 QUALITY EDUCATION, 17 PARTNERSHIPS FOR THE GOALS
Turkish Industrialists' and Businessmen's Association (TÜSİAD) / Environment and Climate Change Working Group	Active Engagement	Active Engagement	13 CLIMATE ACTION, 17 PARTNERSHIPS FOR THE GOALS
The Business and Sustainable Development Council/ Circular Economy Platform (BCSD Türkiye)	Membership	Active Engagement	13 CLIMATE ACTION, 17 PARTNERSHIPS FOR THE GOALS
The Business and Sustainable Development Council	Membership	Active Engagement	5 GENDER EQUALITY, 8 DECENT WORK AND ECONOMIC GROWTH, 10 REDUCED INEQUALITIES, 13 CLIMATE ACTION, 17 PARTNERSHIPS FOR THE GOALS
Air Conditioning Cooling Air Conditioning Manufacturers Association (İSKİD)	Membership	Active Engagement	17 PARTNERSHIPS FOR THE GOALS



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Memberships and Collaborations



Relevant Stakeholder	The Role of Teknosa	Output Achieved	Relevant SDGs
The Boston Consulting Group (BCSG)	Project Development	Marketplace Model	 
Association for Children with Cerebral Palsy (SERÇEV)	Benefactor	Education and Health Support for Children	 
Turkish Foundation for Children in Need of Protection (Koruncuk Foundation)	Benefactor	Technological Product Support for Children	   
Çorbada Tuzun Olsun Derneği	Voluntary Participant	Support Education, Let My Dream Come True Project	   
Community Volunteers Foundation (TOG)	Benefactor	Food Distribution to Those in Need	 
Darüşşafaka Society	Benefactor	Support for Community Volunteer Youth	  
Mother Child Education Foundation (AÇEV)	Benefactor	Support for Equal Opportunity in Education	  
Books for All Foundation	Benefactor	Support for the Reading Ibr Future Project	  
Support Association for Blind Children	Benefactor	Book Donation to Children in Need	 



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Our Awards and Achievements



“Female-Friendly Brands 2022 Awareness” Award for “Solidarity for All” smartphone donation campaign

“Best Use of Technology in the Consumer Electronics Industry” Award from MarTech Awards

“Best Business Change and Transformation” Gold Award at the International Customer Experience Awards

Gold Award in the “Digital Marketing” and “Performance Marketing Campaign” categories at the Istanbul Marketing Awards

Diamond Award in the “Technology Market” category at Şikayetvar ACE Awards (Achievement in Customer Excellence)

Within the scope of Brandverse Awards, Gold Award in the “Technology Markets” category in the Social Brands Data Analytics section, and Bronze Award in the “Social CRM Management” category with the ‘Let Your Love for Technology Never End’ campaign in the Social Media and Digital section.

Informatics 500 research, “Distributor of the Year, Hardware Category Winner” and “Mobile Phone Category Winner”

Stevie Awards Gold Award in the “Retail” category, Bronze Award in the “Best User Experience” category

Teknosa Ranks 107th in Capital Turkey’s 500 largest private companies list

Silver Award in the “Best Search Marketing”, “Digital Transformation Team of the Year”, “Best Data-Driven Marketing Team”, “Best Marketing Team in the Retail Industry” categories at The Hammers Awards

Bronze Awards in the categories of “Film-TV & Cinema”, “Electronics, White and Durable Goods” and “Sectoral and Online Film” at the Crystal Apple Awards

Gold Award as the “Customer Brand” of the year in the Alfa Awards “Electromarket” category

Secret CV HR Summit – Stars of HR Awardcall

“Visually Impaired Brand” Award at Blindlook Eye Brand Ceremony 2022

“e-Commerce Digital Transformation of the Year” Award at SAP Transformation Awards

Bronze and Gold Awards in the “User Experience (UX) and Design” category, Bronze Award in the “Customer Experience” category at the MMA Global Smarties Awards

“Technology Retailing” and “Anchor Store” Award at AYD Number 1 Brands Awards

“Turkey’s Most Admired CEO” Award to our General Manager Sitare Sezgin at the Golden Leader Awards and Economist Magazine’s “50 Most Powerful Female CEOs” Award

At the Fast Company 50 CMO 2022 Awards, our Deputy General Manager of Digital Commerce and Marketing, Emre Kurtoğlu, was named “Turkey’s 23rd Most Successful. Digital CMO” Award and “Turkey’s Most Admired CMO” Award at the Golden Leader Awards

Our General Manager Sitare Sezgin was elected as the first female leader to the Board of Directors of Euronics, Europe’s largest electronic purchasing group.

Click [here](#) for detailed information about our awards and achievements.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Dictionary of Technical Terms



**Net-Zero Target by 2050:** This refers to the target set by many countries, organizations and governments to reduce greenhouse gas emissions to net zero by 2050.

**AÇEV:** Mother Child Education Foundation (“Anne Çocuk Eğitim Vakfı” in Turkish)

**R&D:** Research and Development

**European Green Deal:** It is a comprehensive climate and sustainability strategy declared by the European Union in 2019.

**Biodegradable:** This term describes any substance or material that is produced from environmentally friendly materials and is capable of being decomposed or broken down by biological agents in the nature.

**CDP:** This abbreviation stands for Carbon Disclosure Project, which is an initiative launched in 2000 to collect and share information that will enable companies, investors and governments to take precautions against the threat of climate change.

**CEO:** Chief Executive Officer

**CRM:** Customer Relations Management

**ESG:** A strategic framework that is intended to identify, assess and address a company’s corporate objectives and activities in connection with the Environmental, Social and Governance topic areas.

**Value Chain:** This refers to a business model that covers all stages, starting from the creation of a product or service to procurement of raw materials from suppliers, production, distribution, marketing, sales and finally delivery to the consumer.

**Circular Economy:** An economic model that is intended to minimize waste and recycle materials as much as possible by using resources sustainably, as opposed to the classical linear model which is characterized by a “take-make-dispose” approach.

**E-Learning:** Electronic learning

**E-Exam:** Online exam

**E-mail:** Electronic mail

**E-Commerce:** Electronic commerce

**Ecovadis:** It is a platform that offers rating services to assess and improve the sustainability performance of companies.

**EBITDA:** Earnings Before Interest, Tax, Depreciation and Amortization - this refers to the profit amount as obtained by including amortization expenses to the company’s net real operating profit to provide a more objective evaluation by excluding tax and investment costs when measuring the profitability of companies.

**PVS:** Photovoltaic Power Station

**GMV:** Gross Merchandise Value is used by e-commerce and retail businesses to measure the total value of the products sold over a specific period of time.

**GRI:** Global Reporting Initiative

**HFDK:** Unfair Price Assessment Board

**ISAE 3000:** International Standard on Assurance Engagements Other than Audits or Reviews of Historical Financial Information

**ISAE 3410:** International Standard on Assurance Engagements on Greenhouse Gas Statements

**ISO:** International Standardization Organisation

**IT:** Information Technologies

**IPG:** The Business Plastic Initiative

**OHS:** Occupational Health and Safety

**Compostable:** It describes a material or product capable of decaying or broken down in the nature.

**KVKK:** Personal Data Protection Law

**MDR:** Store Audit Report

**NPS:** Net Promoter Score - it is a metric used to measure and evaluate customer satisfaction.

**OBP:** Organizational Success Plan

**Refinitiv:** Refinitiv, a LSEG (London Stock Exchange Group) business, is one of the world’s largest providers of financial markets data and infrastructure.

**SA-Ethics:** Sabancı Group Code of Business Ethics

**SBTi:** Science-Based Targets Initiative - It is an initiative that helps organizations set science-based targets in the fight against climate change and work towards achieving these targets.

**SDGs:** Sustainable Development Goals - The SDGs refer to the 17 goals that were accepted by the member states of the United Nations in 2015 and are intended to make the world a more sustainable, fair and better place by 2030.

**BCSD Türkiye:** The Business and Sustainable Development Council

**CMB:** Capital Markets Board

**NGO:** Non-governmental organisation

**TCFD:** Task Force on Climate Related Financial Disclosures aims to encourage companies to disclose and report climate-related financial risks and opportunities in a more transparent and understandable manner.

**TKDF:** Federation of Women’s Associations of Türkiye

**TSA-Ethics:** Teknosa Ethical Principles Policy

**VRF:** Value Reporting Foundation

**WEPs:** WEPs (Women’s Empowerment Principles), developed by the United Nations Global Compact (UN Global Compact) and the Office of the United Nations Special Representative for Women (UN Women) in 2010, is about making commitments and taking action on gender equality and women’s empowerment in the business world. It carries its purpose.

**WWF:** World Wide Fund for Nature - Wildlife Conservation Foundation

**Green Office:** It is WWF’s savings and improvement program implemented in offices.





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# GRI Content Index



13 Minutes

GRI Services has conducted a review and confirmed that, for the Content Index - Foundation Service, the GRI Content Index is presented in an open manner which conforms to the Standards and that the references for the explanations numbered 2-1 to 2-5, 3-1 and 3-2 conform to the related sections of the report. This service was provided using the Turkish version of the report.



CONTENT INDEX ESSENTIALS SERVICE

2023

<b>Statement of Use</b>	Teknosa has drawn up its report covering the period from January 1, 2022 to December 31, 2022 in accordance with the GRI Standards.
<b>Use of GRI 1</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standards</b>	/

GRI Standard/Other Source	Disclosure	Disclosures and Page Numbers	Exclusions		
			Excluded Requirements	Reason	Comment
<b>General Disclosures</b>					
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	Teknosa at First Glance, page: 11-14			
	2-2 Entities included in the organization's sustainability reporting	About the Report, page: 5			
	2-3 Reporting period, frequency and contact point	About the Report, page: 5; Contact, Back Cover			
	2-4 Restatements of information	About the Report, page: 5			
	2-5 External Assurance	Assurance Statement, page: 108-110			
	2-6 Activities, value chain and other business relationships	Our Brands, page: 13; Our Supply Chain, page: 68-69; Our Value Creation Model, page: 37-38			
	2-7 Employees	Equality, Diversity and Inclusion, page: 52; Social Performance Indicators, page: 77-78			
	2-8 Workers who are not employees	Social Performance Indicators, page: 80			
	2-9 Governance structure and composition	Our Organizational Structure, page: 18			
	2-10 Nomination and selection of the highest governance body	GRI Content Index: Teknosa 2022 Annual Report, page: 79 <a href="https://yatirimci.teknosa.com/Content/Files/tknfrae2022uyg9-3.pdf">https://yatirimci.teknosa.com/Content/Files/tknfrae2022uyg9-3.pdf</a>			



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# GRI Content Index



GRI Standard/Other Source	Disclosure	Disclosures and Page Numbers	Exclusions		
			Excluded Requirements	Reason	Comment
<b>GRI 2: General Disclosures 2021</b>	2-11 Chair of the highest governance body	<a href="https://yatirimci.teknosa.com/max-speur-eng">https://yatirimci.teknosa.com/max-speur-eng</a>			
	2-12 Role of the highest governance body in overseeing the management of impacts	Our Corporate Governance Approach, page: 15			
	2-13 Delegation of responsibility for managing impacts	Our Corporate Governance Approach, page: 15-17; Our Sustainability Management, page: 32-33			
	2-14 Role of the highest governance body in sustainability reporting	Our Sustainability Management, page: 32-33			
	2-15 Conflicts of interest	Compliance with Ethical Principles, page: 19			
	2-16 Communication of critical concerns	Compliance with Ethical Principles, page: 19; Our Engagement with Our Stakeholders, page: 59			
	2-17 Collective knowledge of the highest governance body	<a href="https://yatirimci.teknosa.com/max-speur">https://yatirimci.teknosa.com/max-speur</a>			
	2-18 Evaluation of the performance of the highest governance body	<a href="https://yatirimci.teknosa.com/ucret-politikasi">https://yatirimci.teknosa.com/ucret-politikasi</a>			
	2-19 Remuneration policies	GRI Content Index: The principle of “equal pay for equal work” is applied.			
	2-20 Process to determine remuneration	GRI Content Index: It is determined in accordance with legal obligations by using macroeconomic data, applicable remuneration policies in the market, wage policies established in line with the company’s long-term goals and taking into account employee’s volume of work and performance as well as internal and external remuneration balance.			
	2-21 Annual total compensation ratio	GRI Content Index: This information is not disclosed due to confidentiality reasons.	2-21 a; 2-21 b; 2-21 c	Confidentiality constraints	Teknosa does not disclose this information as there is no law which requires disclosure of wages in Turkey.
	2-22 Statement on sustainable development strategy	Our Sustainability Strategy, page: 36			



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# GRI Content Index



GRI Standard/Other Source	Disclosure	Disclosures and Page Numbers	Exclusions		
			Excluded Requirements	Reason	Comment
<b>GRI 2: General Disclosures 2021</b>	2-23 Policy commitments	Our Sustainability Strategy, page: 36; Equity, Diversity and Inclusion, page: 51			
	2-24 Embedding policy commitments	Our Sustainability Strategy, page: 36; Equity, Diversity and Inclusion, page: 51			
	2-25 Processes to remediate negative impacts	Our Risk Management, page: 24-26; Our Sustainability Management, page: 32-33			
	2-26 Mechanisms for seeking advice and raising concerns	Compliance with Ethical Principles, page: 19; Our Engagement with Our Stakeholders, page: 59			
	2-27 Compliance with laws and regulations	Responsible Marketing, page: 21			
	2-28 Membership associations	Our Memberships and Collaborations, page: 82-86			
	2-29 Approach to stakeholder engagement	Our Engagement with Our Stakeholders, page: 59			
	2-30 Collective Bargaining Agreements	GRI Content Index: There is no collective bargaining agreement.			
<b>Material Topics</b>					
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	Our Material Topics, page: 34			
	3-2 List of material topics	Our Material Topics, page: 35			
<b>Strong Financial Performance</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Financial and Operational Performance, page: 22-23			
<b>GRI 201: Economic Performance 2016</b>	201-1 Economic value generated	Our Financial and Operational Performance, page: 22-23; Economic Performance Indicators, page: 81			
	201-2 Risks and opportunities due to climate change	Our Risk Management, page: 24-25			
	201-4 Incentives and supports received from government	Economic Performance Indicators, page: 81			



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# GRI Content Index



GRI Standard/Other Source	Disclosure	Disclosures and Page Numbers	Exclusions		
			Excluded Requirements	Reason	Comment
<b>GRI 207: Tax 2019</b>	207-1 Approach to tax	Our Financial and Operational Performance, page: 23			
	207-2 Tax governance, control and risk management	Our Financial and Operational Performance, page: 23			
<b>Our Transparent, Fair and Ethical Business Approach</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Ethical Way of Doing Business, page: 19-21			
<b>GRI 205: Anti-Corruption 2016</b>	205-1 Operations assessed for risks related to corruption	Anti-Bribery and Anti-Corruption, page: 20			
	205-2 Communication and training about anti-corruption policies and procedures	Social Performance Indicators, page: 80			
	205-3 Confirmed incidents of corruption and actions taken	Anti-Bribery and Anti-Corruption, page: 20			
<b>GRI 206: Anti-Competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Responsible Marketing, page: 21			
<b>Risk and Crisis Management</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Risk Management, page: 24-26			
<b>Responsible Supply Chain</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Supply Chain, page: 68-69			
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	Our Supply Chain, page: 68			
<b>Digitalization</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Digital Transformation Journey, page: 45-46			



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# GRI Content Index



## Exclusions

GRI Standard/Other Source	Disclosure	Disclosures and Page Numbers	Exclusions		
			Excluded Requirements	Reason	Comment
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Our Digital Transformation Journey, page: 46			
<b>Our Customer-Focused Approach</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Unique Customer Experience, page: 65-67			
<b>GRI 417: Marketing and Labeling 2016</b>	417-1 Requirements for product and service information and labeling	Responsible Marketing, page: 21			
	417-2 Incidents of non-compliance concerning product and service information and labeling	Responsible Marketing, page: 21			
	417-3 Incidents of non-compliance concerning marketing communications	Responsible Marketing, page: 21			
<b>Stakeholder Engagement and Collaborations</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Engagement with Our Stakeholders, page: 59			
<b>Fight Against the Climate Crisis</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Fight Against the Climate Crisis, page: 40-41 Our Environmentally Friendly Products and Services, page: 44			
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	Our Fight Against the Climate Crisis, page: 41			
	302-3 Energy intensity	Our Fight Against the Climate Crisis, page: 41			
	302-4 Reduction of energy consumption	Our Fight Against the Climate Crisis, page: 40-41; Environmental Performance Indicators, page: 76			
	302-5 Reductions in energy requirements of products and services	Our Fight Against the Climate Crisis, page: 40; Our Environmentally Friendly Products and Services, page: 44			



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# GRI Content Index



GRI Standard/Other Source	Disclosure	Disclosures and Page Numbers	Exclusions		
			Excluded Requirements	Reason	Comment
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Our Fight Against the Climate Crisis, page: 41			
	305-2 Energy indirect (Scope 2) GHG emissions	Our Fight Against the Climate Crisis, page: 41			
	305-3 Other indirect (Scope 3) GHG emissions	Our Fight Against the Climate Crisis, page: 41			
	305-5 Reduction of GHG emissions	Our Fight Against the Climate Crisis, page: 40; Our Environmentally Friendly Products and Services, page: 44			
<b>Effective Waste Management</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Waste Management Practices and Approach to Circular Economy, page: 42-43 Our Fight Against the Climate Crisis, page: 41			
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	Our Waste Management Practices and Approach to Circular Economy, page: 42-43			
	306-2 Management of significant waste-related impacts	Our Waste Management Practices and Approach to Circular Economy, page: 42-43			
	306-3 Waste generated	Our Waste Management Practices and Approach to Circular Economy, page: 42			
<b>GRI 303: Water and Effluents 2018</b>	303-1 Interactions with water as a shared resource	Our Fight Against the Climate Crisis, page: 41			
	303-5 Water Consumption	Our Fight Against the Climate Crisis, page: 41			
<b>Environmentally Friendly Products and Services</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Environmentally Friendly Products and Services, page: 50-52			
<b>Equality and Inclusion</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Equity, Diversity and Inclusion, page: 50-52			



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# GRI Content Index



## Exclusions

GRI Standard/Other Source	Disclosure	Disclosures and Page Numbers	Exclusions		
			Excluded Requirements	Reason	Comment
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	Equity, Diversity and Inclusion, page: 52; Social Performance Indicators, page: 77-78			
	405-2 Ratio of basic salary and remuneration of women to men	Equity, Diversity and Inclusion, page: 50			
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	Equity, Diversity and Inclusion, page: 50			
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	Equity, Diversity and Inclusion, page: 50			
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Equity, Diversity and Inclusion, page: 50			
<b>Development and Satisfaction of Our Employees</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Employee-Centric Approach, page: 48-49; Performance and Talent Management, page: 53-56			
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	Social Performance Indicators, page: 78-79			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our Employee-Centric Approach, page: 48			
	401-3 Parental leave	Social Performance Indicators, page: 79			
<b>GRI 404: Training and Education 2016</b>	404-2 Programs for upgrading employee skills and transition assistance programs	Performance and Talent Management, page: 54-56			
	404-3 Percentage of employees receiving regular performance and career development reviews	Performance and Talent Management, page: 53			
<b>Health and Safety of Our Employees</b>					
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Health and Safety of Our Employees, page: 57			



# GRI Content Index



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

GRI Standard/Other Source	Disclosure	Disclosures and Page Numbers	Exclusions		
			Excluded Requirements	Reason	Comment
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	Health and Safety of Our Employees, page: 57			
	403-2 Injury types and injury rates, occupational diseases, lost days, absenteeism and number of work-related deaths	Health and Safety of Our Employees, page: 57; Social Performance Indicators, page: 80			
	403-3 Occupational health services	Health and Safety of Our Employees, page: 57			
	403-4 Worker participation, consultation, and communication on occupational health and safety	Health and Safety of Our Employees, page: 57			
	403-5 Worker training on occupational health and safety	Health and Safety of Our Employees, page: 57			
	403-6 Promotion of worker health	Health and Safety of Our Employees, page: 57			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health and Safety of Our Employees, page: 57			
	403-9 Work-related injuries	Health and Safety of Our Employees, page: 57			
	403-10 Work-related ill health	Social Performance Indicators, page: 80			
	<b>Creating Social Value</b>				
<b>GRI 3: Material Topics 2021</b>	3-3 Management of the material topic	Our Material Topics, page: 35; Our Social Contributions, page: 60-64			





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Reporting Guidance



## Appendix-1: Teknosa 2022 Sustainability Report- Reporting Principles

This reporting principle (the “Principles”) provides information on the data preparation and reporting methodologies of indicators within the scope of the limited assurance in the Teknosa İç ve Dış Ticaret A.Ş.’s (the “Company” or “Teknosa”) Teknosa Sustainability Report 2022 (“Sustainability Report”).

The indicators include **social indicators, environmental indicators, and economic indicators**. It is the responsibility of the Company’s management to ensure that appropriate procedures are in place to prepare the indicators mentioned above in line with, in all material respects, the Principles.

The data included in this guideline is for the FY 22 (1 January – 31 December 2022), fiscal year ended December

31, 2022, and as detailed in the “Key Definitions and Reporting Scope” section comprises only the relevant operations of the Company in Turkey that are the responsibility of the Company by excluding information about subcontractors.

### General Reporting Principles

In preparing this document, consideration has been given to following principles:

- Information Preparation – to highlight to users of the information the primary principles of relevance and reliability of information; and
- Information Reporting – to highlight the primary principles of comparability / consistency with other data including prior year and understandability / transparency providing clarity to users.

### Key Definitions and Reporting Scope

For the purpose of this report, the Company defines:

Type	Indicator	Scope
<b>Social Indicators</b>	<b>Occupational Health and Safety</b>	
	Number of Incidents (#)	This indicator indicates the total number of accidents which occurred during a work-related activity of the employee and monitored through notifications made to the Social Security Institution during the reporting period.
	Number of Fatalities (#)	This indicator reflects the number of fatal accidents resulted in deaths which occurred during a work-related activity of the employee and monitored through notifications made to the Social Security Institution during the reporting period.
	Number of Occupational Diseases (#)	This indicator reflects the total number of occupational diseases that refer to temporary or permanent illness, physical or mental disability, which occur due to the nature of the work, or the operating conditions of the business. This is followed up through notifications made to the Social Security Institution during the reporting period.
	Injury-related Absenteeism (#)	This indicator refers to absenteeism as a result of accidents that are machine/equipment collision, uncontrolled material movement, cutting with blades, getting stuck between machine equipment, falling/sliding/ tripping, car crashes, landings, rubbing, getting stuck between car and equipment, resulting loss of working days and followed up through notifications made to the Social Security Institution during the reporting period.
	Total Working Hours (h)	This indicator reflects total working hours of the employees that is tracked by Human Resources of the Companies during the reporting period.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Reporting Guidance



Type	Indicator	Scope	
<b>Social Indicators</b>	Lost Day Rate (%)	This indicator means the rate of lost workdays due to work accidents that are machine/equipment collision, uncontrolled material movement, cutting with blades, getting stuck between machine equipment, falling/sliding/ tripping, car crashes, landings, rubbing, getting stuck between car and equipment, and monitored through notifications made to the Social Security Institution during the reporting period.	
	OHS Training Hours (h)	This indicator represents the total hours of the OHS trainings, delivered to the employees and sub-contractors, that is tracked monitored through the training tracking platform of Human Resources of the Companies during the reporting period.	
	<b>Total Number of Employees</b>		
	Total Number of Employees (#)	This indicator means the total number of female and male employees who were monitored through Human Resources and were reported to the Social Security Institution.	
	<b>Distribution of Female Employees</b>		
	Female Employees' Rate (%)	This indicator means the ratio of the total number of female employees of the Company to the total number of employees during the reporting period.	
	Distribution of Female Managers (%)	This indicator represents the ratio of the female managers (N-1; executive level who directly reports to the CEO, N-2; middle level which is two degrees away from CEO and N-3; managerial level is three degrees away from CEO) during the reporting period.	
	Share of Women Managers in Revenue-Generating Roles (%)	This indicator means the ratio of the female managers worked in the roles that have an impact on the Companies revenue directly. Revenue-generating roles defined as the roles that when vacant, no revenue is generated.	
	Share of Women Employees in STEM Roles (%)	This indicator represents the ratio of female employees worked in STEM (Science, Technology, Engineering, Mathematics) roles and tracked by Human Resources of the Companies during the reporting period.	
	Total Number of Employees on Maternity Leave (#)	This indicator means the number of female employees on maternity leave within the periods specified in the regulation and tracked by Human Resources of the Companies during the reporting period.	
	Total Number of Employees on Paternity Leave (#)	This indicator means the number of male employees on paternity leave within the periods specified in the regulation and tracked by Human Resources of the Companies during the reporting period.	
	Total Number of Employees Returned to Work After Maternity Leave (#)	This indicator means the number of female employees returned to work after maternity leave and tracked by Human Resources of the Companies during the reporting period.	
Total Number of Employees Returned to Work After on Paternity Leave (#)	This indicator means the number of male employees returned to work after paternity leave and tracked by Human Resources of the Companies during the reporting period.		
Ratio of the Employees who Returned to Work After Maternal Leave (%)	This indicator represents the ratio of the females left and returned to work after maternal leave during and tracked by Human Resources of the Companies the reporting period.		



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Reporting Guidance



Type	Indicator	Scope
Social Indicators	<b>Trainings</b>	
	Total Hours of Trainings by Gender (h)	This indicator reflects the total hours of training provided to employees that is monitored through the training tracking platform of Human Resources during the reporting period.
	Total Hours of Trainings by Age (h)	This indicator reflects the total hours of training provided to the employees that is monitored through the training tracking platform of Human Resources during the reporting period. It is tracked by age groups as under 30, between 30 and 50, and over 50.
	Total Hours of Trainings by Managerial Level (h)	This indicator reflects the total hours of training provided to the managers that is monitored through the training tracking platform of Human Resources during the reporting period. It is tracked by managerial levels as N-1, N-2 and N-3.
	Total Hours of Trainings by training types (h)	This indicator reflects the total hours of training provided to the employees that is monitored through the training tracking platform of Human Resources during the reporting period. It is tracked by types (ethics, diversity and inclusion, sustainability and environment and anti-bribery and corruption).
	Total Training Cost (TL)	This indicator reflects the total costs of the trainings provided to the employees that is monitored through the training tracking platform of Human Resources during the reporting period.
	Average Training Costs per Person (TL)	This indicator reflects the average training costs per employee during the reporting period.
	<b>Total Number of Employees Hired</b>	
	Number of Employees Hired by Gender (#)	This indicator reflects the total number of female and male employees hired and declared to the Social Security Institution with the Employment Declaration during the reporting period.
	Number of Employees Hired by Age (#)	This indicator reflects the total number of employees hired and declared to the Social Security Institution with the Employment Declaration during the reporting period. It is tracked by age groups as under 30, between 30 and 50, and over 50.
	Number of Employees Hired by Managerial Level (#)	This indicator reflects the total number of managers hired and declared to the Social Security Institution with the Employment Declaration during the reporting period. It is tracked by the managerial levels as N-1, N-2 and N-3.
	<b>Total Number of Employees Left</b>	
	Number of Employees Left by Gender (#)	This indicator reflects the total number of female and male employees left and declared to the Social Security Institution of the Companies with the Declaration of Leaving Employment during the reporting period.
	Number of Employees Left by Age (#)	This indicator reflects the total number of employees left and declared to the Social Security Institution of the Companies with the Declaration of Leaving Employment during the reporting period. It is tracked by age groups as under 30, between 30 and 50, and over 50.
Number of Employees Left by Managerial Level (#)	This indicator reflects the total number of managers left and declared to the Social Security Institution of the Companies with the Declaration of Leaving Employment during the reporting period. It is tracked by managerial levels N-1, N-2 and N-3 .	



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Reporting Guidance



Type	Indicator	Scope
<b>Social Indicators</b>	<b>Turnover Rates</b>	
	Turnover Rates by Gender (%)	This indicator means the ratio of the number of employees who quit their jobs declared by the Companies to the Social Security Institution with the Declaration of Leaving Work to the total number of employees within the reporting period. It is monitored in gender breakdown.
	Turnover Rates by Age (%)	This indicator means the ratio of the number of employees who quit their jobs declared by the Companies to the Social Security Institution with the Declaration of Leaving Work to the total number of employees within the reporting period. It is monitored in age breakdown as under 30, between 30 and 50 and over 50.
	Turnover Rates by Managerial Level (%)	This indicator means the ratio of the number of managers who quit their jobs declared by the Companies to the Social Security Institution with the Declaration of Leaving Work to the total number of managers within the reporting period. It is monitored in managerial level breakdown as N-1, N-2 and N-3.
	People Reached Through Inclusion Programs in Reporting Period (#)	It refers to the number of people of the vulnerable groups (elderly, youth, women, socioeconomically disadvantaged people and disabled people, etc.) reached by the Company through inclusion programs during the reporting period.
<b>Environmental Indicators</b>	<b>Energy Consumption by Fuel Type</b>	
	<b>Total Energy Consumption (MWh)</b>	
	Natural Gas Consumption (m <sup>3</sup> )	This indicator reflects the total purchased natural gas (volume – m <sup>3</sup> ) consumption used for heating, cooking and other business operations that require natural gas, at the relevant locations of the Company during the reporting period. It is reported in MWh.
	Diesel Consumption (L)	This indicator reflects the total purchased diesel (volume – l) consumption used for generators and company-owned cars at the relevant locations of the Company during the reporting period. It is reported in MWh.
	Gasoline (L)	This indicator reflects the total purchased gasoline (volume – l) consumption used for company-owned cars at the relevant locations of the Company during the reporting period. It is reported in MWh.
	Electricity Consumption (MWh)	This indicator reflects the total purchased electricity consumption used for air conditioning, lighting, electrical equipment uses and other business operations that require electricity, at the relevant locations of the Company during the reporting period. It is reported in MWh.
	<b>Share of Renewable Energy Consumption in Total Energy Consumption</b>	
	Renewable Energy Generation (MWh)	It represents the total of renewable energy sourced electricity produced by the Company during the reporting period. It is reported in MWh.
Renewable Energy Consumption (MWh)	This represents the Companies renewable energy consumption figures by the end of the reporting period. It is reported in MWh.	
Purchased Renewable Energy (MWh)	It represents the total purchased renewable energy (by I-REC, YEK-G certificates etc.) during the reporting period. It is reported in MWh.	



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Reporting Guidance



Type	Indicator	Scope
Environmental Indicators	<b>Intensity Indicators</b>	
	Energy intensity (MWh/ Million TL)	It means energy consumption per revenue-million TL within the reporting period. It is reported in MWh/Million TL.
	<b>Greenhouse Gas Emissions (ton CO<sub>2</sub>e)</b>	
	Scope 1 (tCO <sub>2</sub> e)	This indicator reflects the emissions of greenhouse gases due to the use of natural gas, diesel, gasoline consumption, SF6 and refrigerant gases and fire extinguishing devices at the relevant locations of the Company during the reporting period. It is reported in tonCO <sub>2</sub> e on a consolidated basis.
	Scope 2 (tCO <sub>2</sub> e) (Location Based)	This indicator reflects the emissions of greenhouse gases due to the use of purchased electricity at the relevant locations of the Company during the reporting period. It is reported in tonCO <sub>2</sub> e on a consolidated basis.
	Scope 2 (tCO <sub>2</sub> e) (Market Based)	This indicator reflects the greenhouse gas emissions caused by electricity purchased by the Company's relevant locations, which is not certified for renewable energy (I-REC, YEK-G, etc.) or is not obtained from renewable sources.
	<b>Water Consumption</b>	
	Water Consumption (m <sup>3</sup> )	This indicator reflects the total water consumption by source (volume – m <sup>3</sup> ) as mains water, fresh water, well water, third party sources, reused water at the relevant locations of the Company during the reporting period. It is reported in m <sup>3</sup> .
	<b>Waste</b>	
	Percentage of waste reused and recycled (%)	It represents the ratio of the amount of waste recycled in the reporting period to the total amount of hazardous and non-hazardous waste.
	Hazardous Waste (ton)	It means the amount of hazardous waste where the Companies operations take place during the reporting period. It is reported in ton.
	Non-Hazardous Waste (ton)	It means the amount of non-hazardous waste where the Companies operations take place during the reporting period.
Total waste (ton)	It means the total amount of hazardous and non-hazardous waste where the Companies operations take place during the reporting period.	
Plastic consumption (ton)	Total plastic consumption is followed up with invoices; represents the consumption amount of plastic products, pet bottles, bags and plastic packaging.	



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Reporting Guidance



Type	Indicator	Scope
<b>Economic Indicators</b>	<b>Sustainable Business Model</b>	
	Number of SDG-linked Products and Services (#)	It refers to the number of mitigation (Products that directly reduce resource use or carbon emissions. Includes activities that are considered unquestionably sustainable.), transition (Products and services that are not considered entirely environmentally friendly in nature, but can be considered as a transition to more sustainable technologies, such as cement and rubber products produced using alternative raw materials and/or fuels.) and enabler (Products that are not considered as direct source/carbon emission reduction activities, but facilitate the dissemination of related technologies.) products and services offered by the Company during the reporting period that provide environmental and social benefits.
	SDG-linked Product and Service Revenue (TL)	It refers to the income obtained from the products and services offered by the Company during the reporting period, which provide environmental and social benefits, and have a mitigation, transitional and facilitating nature. It is reported as TL.
	SDG-Linked R&D and Innovation Investments (TL)	It refers to the sustainability-oriented R&D and innovation investments of the Company made during the reporting period. It is reported as TL.
	<b>Environmental Investments and Expenditures</b>	
	Environmental Investments by Type (TL)	It refers to the mitigation (Products that directly reduce resource use or carbon emissions. Includes activities that are considered unquestionably sustainable.), transition (Products and services that are not considered entirely environmentally friendly in nature, but can be considered as a transition to more sustainable technologies, such as cement and rubber products produced using alternative raw materials and/or fuels.) and enabler (Products that are not considered as direct source/carbon emission reduction activities, but facilitate the dissemination of related technologies.) environmental investments carried out by the Company during the reporting period that provide environmental and social benefits. It is reported as TL.
	Savings and Reduction Based on Environmental Investments (TL)	It refers to the financial savings and environmental/social benefits through SDG-linked investments and/or operations during the reporting period. It is reported as TL.
	Environmental Expenditures by Type (TL)	It refers to expenditures that are legally required and not legally required in the reporting period. It is reported as TL.



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Reporting Guidance



## Data Preparation

## Social Indicators

### Occupational Health and Safety (OHS) Indicators

The number of incidents and fatalities are checked by the SGK declarations. There were 22 incidents, no occupational disease cases and no fatalities were reported during the relevant period.

The following definitions and formulas are used in the calculation of occupational health and safety indicators.

Formulas:

$$\text{Lost Days Rate} = \text{Accidental Absence} / \text{Total Working Hours} * 200,000$$

### Distribution of Female Employees Data

The total number of employees represents the total number of employees that the companies have as of the end of the reporting year and that are based on the information included in the annual reports or human resources systems published as of 31 December 2022.

The following definitions and formulas are used in the calculation of female employee distribution indicators.

Formulas:

$$\text{Female Employees' Rate} = \text{Number of Female Employees} / \text{Total Number of Employees}$$

Managerial levels in the scope are defined as N-1, N-2 and N-3. N-1 level is an executive level who directly reports to the CEO. N-2 level is defined as the middle level which is two degrees away from CEO. Similarly, N-3 is a managerial level is three degrees away from CEO.

Formulas:

$$\text{Ratio of female managers (N-1)} = \text{number of N-1 level female managers} / \text{total number of N-1 level managers}$$

$$\text{Ratio of female managers (N-2)} = \text{number of N-2 level female managers} / \text{total number of N-2 level managers}$$

$$\text{Ratio of female managers (N-3)} = \text{number of N-3 level female managers} / \text{total number of N-3 level managers}$$

### Distribution of Female Employees in STEM Roles

STEM roles are directly related to Science, Technology, Engineering and Mathematics.

Formulas:

$$\text{Share of Women Employees in STEM Roles} = \text{Number of female employees in STEM roles} / \text{total number of employees in STEM roles}$$

### Parental Leaves

Parental leaves include maternity and paternity leaves during the reporting period.

Formulas:

$$\text{Ratio of the Employees who Returned to Work After Maternal Leave} = \text{Number of employees returned from maternity leaves} / \text{Number of employees left due to maternity leave}$$

### Trainings

It represents the trainings provided to the employees during the reporting period. Total training hours is divided into four sub-categories. Total training hours by gender (female and male), by age (under 30, between 30 and 50, over 50), by managerial levels (N-1, N-2 and N-3), by training types (ethics, diversity and inclusion, sustainability and environment and anti-bribery and corruption).

Total cost of the trainings represents the total cost of all the trainings provided by the Companies to their employees.

Formulas:

$$\text{Average Training Costs per Employee} = \text{Total cost of all the trainings} / \text{the number of employees}$$

### Total Number of Employees Hired

The number of employees hired during the reporting period is divided into three categories as gender (female and male), age (under 30, between 30 and 50, over 50) and managerial level (N-1, N-2 and N-3).

### Total Number of Employees Left

The number of employees left during the reporting period is divided into three categories as gender (female and male), age (under 30, between 30 and 50, over 50) and managerial level (N-1, N-2 and N-3).

### Turnover Rates

Formulas:

Turnover rates by gender:

- Number of female employees left / total number of female employees
- Number of male employees left / total number of male employees



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Reporting Guidance



Turnover rates by age:

- Number of employees under 30 left / total number of employees under 30
- Number of employees between 30 and 50 left / total number of employees between 30 and 50
- Number of employees over 50 left / total number of employees over 50

Turnover rates by managerial level:

- Number of managers (N-1) left / total number of managers (N-1)
- Number of managers (N-2) left / total number of managers (N-2)
- Number of managers (N-3) left / total number of managers (N-3)

## Sensitive Groups Reached Trough Inclusion Programs

Within the scope of the "Technology for Women" project, the number of female participants who attended digital literacy training was evaluated. Additionally, "Yarının Farkında", "AÇEV" and "Fixfest" projects was held for the students and young groups and others.

## Environmental Indicators

### Energy Consumption by Fuel Type

Natural gas consumption for stores is obtained by dividing the unit price over the TL amount of the invoices of the service providers. There are two different unit price for natural gas as 1.07 TL/m<sup>3</sup> and 2.06 TL/m<sup>3</sup>, obtained by TÜİK, for semester one and two respectively. Natural gas consumption for warehouse is obtained from meters and natural gas consumption for headquarters is obtained from Carrefoursa since the consumption is mutual and Teknosa is responsible from the 30% of the total consumption.

Electricity for stores is provided by both Enerjisa and other providers. Electricity consumption from the other providers is calculated by considering the unit price as 2.8019 TL/kWh for the average of 12 months of 2022. On the other hand, electricity meters are used to calculate the consumption from the Enerjisa. Electricity consumption for warehouse is obtained from meters and electricity consumption for headquarters is obtained from Carrefoursa since the consumption is mutual and Teknosa is responsible from the 30% of the total consumption.

### Company use the following conversion factors in their energy consumption calculations:

- Since the electricity supply unit is billed in kWh, a conversion factor of 1 kWh=0.0036 GJ is used for conversion to GJ;
- Since the natural gas supply unit is billed in m<sup>3</sup>, a conversion factor [1m<sup>3</sup> \* (34.52) MJ/m<sup>3</sup>]/1000 is used;
- Since the diesel supply unit is billed in liters, the conversion factor [1l \* (35.42) MJ/l] /1000 is used for conversion to GJ;

- Since the gasoline supply unit is billed in liters, the conversion factor [1l \* (31.98) MJ/l] /1000 is used for conversion to GJ;
- Since the unit of all fuel consumption is reported as MWh, a conversion factor of 1GJ=0.277777 MWh is used for conversion to GJ.

### Purchased Heat/Steam/Cool

The amount of refrigerant consumed for cooling purposes is reported within the scope of purchased heat/steam/cooling indicator. For this indicator, the total consumption amount of R22 gases and other gases such as R410A and R32 have been calculated based on maintenance/repair forms and the invoices. Total consumption amount for CO<sub>2</sub> gas was obtained from the provider.

Formulas:

Amount of Refrigerant released = Total Amount in the inventory \* Release Factor

### Greenhouse Gas Intensity and Energy Intensity (tCO<sub>2</sub>-e / million TL)

Greenhouse gas intensity was calculated by dividing the sum of scope 1 and 2 emissions by the total TL revenues in the reporting period.

Energy intensity was calculated by dividing the total energy consumption by the total TL revenues in the reporting period.

Total TL income refers to the combined revenue of the Group in the Sabancı Holding Annual Report .

Formulas:

Greenhouse Gas Intensity = t CO<sub>2</sub>-e / Revenues in million TL

Energy Intensity = Total energy consumption / Revenues in million TL





About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Reporting Guidance



## Share of Renewable Energy Consumption in Total Energy Consumption

Renewable energy consumption refers to the renewable energy sourced electricity consumption purchased by the Company.  
Renewable energy consumption is followed by I-REC certificates.

## Total Yearly Business Air Travel in Kilometers

It represents the total kilometers of air travels made by the Company's employees during the reporting period. Company is followed up with the information provided by the tourism agency they work for.

## Total Yearly Employee Commuting in Kilometers

It represents the total kilometers covered by the services provided for the Company employees during the reporting period. These data are followed in line with the information shared by the tourism agency which the Company works with.

## Scope 1, 2 and 3 Emissions

Scope 1, Scope 2 and Scope 3 emissions have been calculated in accordance with ISO 14064-1, with the principle of operational control within the framework of the "Greenhouse Gas Protocol: Corporate Accounting and Reporting Standard".

In the calculations, CO<sub>2</sub> equivalent factors consisting of CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs (SF<sub>6</sub> and refrigerant gas) CO<sub>2</sub> equivalent emission factors were used. The emission factors used are detailed in the table below. Global Warming Potential (GWP) coefficients are from 5<sup>th</sup> Assessment Report of the Intergovernmental Panel on Climate Change (IPCC) and Greenhouse Gas Protocol (<https://www.gov.uk/government/publications/greenhouse-gasreporting-conversion-factors-2020>) and the

resultant ton CO<sub>2</sub>-e value is calculated by multiplying with the appropriate coefficients.

### Emission Sources – Scope 1 Emission Calculation Methodology

Stationary	IPCC 2006 guidelines, fuel NCV and density values are from regulations published by Energy Ministry. IPCC GWP coefficients are from 5 <sup>th</sup> assessment Report.
Mobile	IPCC 2006 guidelines, fuel NCV and density values are from regulations published by Energy Ministry. IPCC GWP coefficients are from 5 <sup>th</sup> assessment Report.
Fugitive	IPCC 2006 guidelines. IPCC GWP coefficients are from 5 <sup>th</sup> assessment Report.
Processes	IPCC guidelines, Global Cement and Concrete Association – Cement CO <sub>2</sub> and Energy Protocol V3.1, Cement Sustainability Initiative.

### Emission Factors – Scope 2 Ton CO<sub>2</sub>-e/MWh

Türkiye Electricity (from grid)	IEA Emissions Factors 2022, TEIAS 2022 published data for electricity generation.
---------------------------------	---

### Emission Factors – Scope 3 (Holding) kg CO<sub>2</sub>-e/km

Business Travels (Domestic Flights) (km)	DEFRA 2022 GHG conversion factors.
Business Travels (International Flights - Europe) (km)	
Business Travels (International Flights - Overseas) (km)	
Personnel Services (km)	

## Water Consumption

Consumption data for the total water withdrawal and water discharge indicators are obtained by dividing the unit price over the TL amount of the service providers' invoices. Within the scope of this criterion, the total consumption used as mains water is evaluated as discharged water.

## Waste

Hazardous wastes are defined as wastes containing substances that are dangerous for human health and the environment and that have the potential to be harmful, while non-hazardous wastes are defined as wastes that do not cause any harm to human health and the environment. The total amount of hazardous waste and non-hazardous waste is tracked through the waste declaration forms.

The amount of recycled waste refers to the amount of waste that goes to the Company's waste site or is recycled by itself or another organization, recovered for energy purposes and reused. It is followed through the waste declaration forms.

Formulas:

Reused / recycled waste ratio = Amount of Recycled Waste / (Total Hazardous Waste + Total Non-Hazardous Waste)



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes

# Reporting Guidance



## Economic Indicators

The following definitions and formulas are used in the calculation of economic indicators.

### Sustainable Business Model

Products and services identified as sustainable are;

- Products and services that provide benefits related to the direct reduction of environmental resources / carbon emissions (mitigation),
- Products and services related to the reduction of environmental resource use / carbon emissions in technologies and activities that are not considered sustainable in nature (transition),
- Products and services that are not considered as direct source / carbon emission reduction activities, but facilitate the dissemination of related technologies (enabler)
- Grouped as products and services that create positive social impact.

Revenues from products and services were obtained through product-based sales lists, and total revenue from related product types was reported within the scope of this indicator.

Within the scope of the ratio of SDG-linked product and service revenues to total revenues, total TL revenues represent the total revenues of the companies as of the end of the reporting year, which are stated in the annual reports published as of 31 December 2022 or in the financial reports subject to independent audit.

The number of sustainable products and services consists of 170 products and services, which are considered as mitigation and enabler products. The products evaluated within the scope of mitigation products are 165 types are low energy consumption A+++ white appliances and air

conditioner models. The service evaluated within the scope of enabler products are Teknogaranti, Maintenance&Repair, Rental, Buyback and renovated products.

Projects carried out within the scope of R&D and innovation investments include R&D projects capitalized in the 2022 financial year.

Within the scope of the financial savings and environmental and social benefit indicators realized through sustainable investments and/or operations, the Company's electricity savings in kWh and savings in TL are reported. The financial and environmental benefits of energy saving projects (LED conversion and Automation system installation) realized in stores are evaluated regarding this indicator.

The Amount of Sustainable Product and Service Revenues represents the Company's revenues from the products and services covered by the above-mentioned sustainable products and services.

Revenues from products and services were obtained through product-based sales lists, and total revenue from related product types was reported within the scope of this indicator.

The total amount reported within the scope of R&D and innovation investment consists of the investments made within the approved budget of the Company.

The total amount reported within the scope of sustainability-focused R&D and innovation investment represents the sustainability-focused investments included in the Company's approved R&D and innovation investment.

Formulas:

Ratio of SDG-linked Product and Service Revenues to Total Revenue =  $\frac{\text{SDG-linked Product and Service Revenues}}{\text{Total Revenue}}$

Ratio of All R&D and Innovation Investment to Total Revenue =  $\frac{\text{R\&D and Innovation Investment}}{\text{Total Revenue}}$

Ratio of SDG-linked R&D and Innovation Investment to Total Revenue =  $\frac{\text{SDG-linked R\&D and Innovation Investment}}{\text{Total Revenue}}$

### Environmental Investments and Expenditures

Environmental investments are reported as enabler investments. The total amounts reported in these indicators are constituted by the expenditures made within the approved budget of the Company. In this criterion, investment expenditures made for teknosa.com under facilitating investments within the scope of environmental investment were evaluated, and within the scope of environmental expenditures, the Recycling Contribution Share (GEKAP) and the amounts of LED conversion and automation system installation in Teknosa stores were evaluated. Environmental investments and expenditures are tracked through invoices issued.

### Savings and Reduction Based on Environmental Investments

Environmental and financial savings are consisted of LED projects and heat insulation projects realized in 2022. Savings in m<sup>3</sup> is calculated by dividing kwh savings to 10.64.

### Restatement

The measuring and reporting of sustainability-related data inevitably involves a degree of estimation. Restatements are considered where there is a change in the data of greater than 5 percent at the Company level.

# Assurance Statement

(GRI 2-5)



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes



## Limited Assurance Report to the Board of Directors of Teknosa İç ve Dış Ticaret A.Ş.

We have been engaged by the Board of Directors of Teknosa İç ve Dış Ticaret A.Ş. (the “Company”) to perform a limited assurance engagement in respect of the Selected Sustainability Information (the “Selected Information”) stated in the Teknosa 2022 Sustainability Report (the “2022 Sustainability Report”) for the year ended 31 December 2022 and listed below.

### Selected Information

The scope of the Selected Information for the year ended 31 December 2022, which is subject to our limited assurance work, set out in the pages 11, 38, 41, 42, 44, 48, 52, 54, 57, 62, 73, 74, 75, 76, 77, 78, 79, 80 and 81 of the 2022 Sustainability Report with the sign “” is summarized below:

### Environmental Indicators

- Natural Gas Consumption (m3)
- Diesel Consumption (L)
- Gasoline (L)
- Electricity Consumption (MWh)
- Renewable Energy Generation (MWh)
- Renewable Energy Consumption (MWh)
- Purchased Renewable Energy (MWh)
- Energy intensity (MWh/ Million TL)
- Scope 1 (tCO2e)
- Scope 2 (tCO2e) (Location Based)
- Scope 2 (tCO2e) (Market Based)
- Water Consumption (m3)
- Percentage of waste reused and recycled (%)
- Hazardous Waste (ton)
- Non-Hazardous Waste (ton)
- Total waste (ton)
- Plastic consumption (ton)



### Social Indicators

- Total Number of Employees (#)
- Female Employees' Rate (%)
- Distribution of Female Managers (%)
- Share of Women Managers in Revenue-Generating Roles (%)
- Share of Women Employees in STEM Roles (%)
- Total Number of Employees on Maternity Leave (#)
- Total Number of Employees on Paternity Leave (#)
- Total Number of Employees Returned to Work After Maternity Leave (#)
- Total Number of Employees Returned to Work After on Paternity Leave (#)
- Ratio of the Employees who Returned to Work After Maternal Leave (%)
- Total Hours of Trainings by Gender (h)
- Total Hours of Trainings by Age (h)
- Total Hours of Trainings by Managerial Level (h)
- Total Hours of Trainings by training types (h)
- Total Training Cost (TL)
- Average Training Costs per Person (TL)
- Number of Employees Hired by Gender (#)
- Number of Employees Hired by Age (#)
- Number of Employees Hired by Managerial Level (#)
- Number of Employees Left by Gender (#)
- Number of Employees Left by Age (#)
- Number of Employees Left by Managerial Level (#)
- Turnover Rates by Gender (%)
- Turnover Rates by Age (%)
- Turnover Rates by Managerial Level (%)
- People Reached Through Inclusion Programs in Reporting Period (#)

### Economic Indicators

- Number of Incidents (#)
- Number of Fatalities (#)
- Number of Occupational Diseases (#)
- Injury-related Absenteeism (#)
- Total Working Hours (h)
- Lost Day Rate (%)
- OHS Training Hours (h)

Our assurance was with respect to the Selected Information marked with “” in the 2022 Sustainability Report, and we have not performed any procedures with respect to earlier periods or any information other than Selected Information marked with “” in the 2022 Sustainability Report and, any other elements included in the 2022 Sustainability Report and, therefore, do not express any conclusion thereon.

PwC Bağımsız Denetim ve Serbest Muhasebeci Mali Müşavirlik A.Ş.  
Kılıçalı Paşa Mah. Meclis-i Mebusan Cad. No:8 İç Kapı No:301 Beyoğlu/İstanbul  
T: +90 212 326 6060, F: +90 212 326 6050, [www.pwc.com.tr](http://www.pwc.com.tr) Mersis Numaramız: 0-1460-0224-0500015



# Assurance Statement

(GRI 2-5)



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes



## Criteria

The criteria used by the Company to prepare the Selected Information is set out in section Appendix-1: Teknosa 2022 Sustainability Report-Reporting Principles (the “Reporting Principles”) on pages between 97 and 106 of the 2022 Sustainability Report.

## The Company’s Responsibility

The Company is responsible for the content of the 2022 Sustainability Report and the preparation of the Selected Information in accordance with the Reporting Principles. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of Selected Information that is free from material misstatement, whether due to fraud or error.

## Inherent Limitations

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining such information.

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities. The precision of different measurement techniques may also vary. Furthermore, the nature and methods used to determine such information, as well as the measurement criteria and the precision thereof, may change over time. It is important to read the Selected Information in the context of the Reporting Principles.

In particular, the conversion of different energy measures to megawatt-hour (MWh) and energy used to carbon emissions is based upon, inter alia, information and factors generated internally and/or derived by independent third parties as explained in the Reporting Principles. Our assurance work did not include examination of the derivation of those factors and other third-party information.

## Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Management 1 and accordingly maintains a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.



## Our Responsibility

Our responsibility is to form a limited assurance, based on limited assurance procedures, on whether anything has come to our attention that causes us to believe that the Selected Information has not been properly prepared in all material respects in accordance with the Reporting Principles. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements 3410, *Assurance Engagements on Greenhouse Gas Statements*, issued by the International Auditing and Assurance Standards Board.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement under ISAE 3000 (Revised) and ISAE 3410. Consequently, the nature, timing and extent of procedures for gathering sufficient appropriate evidence are deliberately limited relative to a reasonable assurance engagement.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- made inquiries of the persons responsible for the Selected Information;
- understood the process for collecting and reporting the Selected Information. This included analysing the key processes and controls for managing and reporting the Selected Information;
- evaluated the source data used to prepare the Selected Information and re-performed selected examples of calculation.
- performed limited substantive testing on a selective basis of the preparation and collation of the Selected Information prepared by the Company and
- undertook analytical procedures over the reported data.



# Assurance Statement

(GRI 2-5)



About the Report

Message from the Management

About Teknosa

Aware of the Value of the Future

Aware of the Value of the World

Aware of the Value of the Employees

Aware of the Value of the Society

Annexes



## Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Company's Selected Information for the year ended 31 December 2022, is not properly prepared, in all material respects, in accordance with the Reporting Principles.

## Restriction of use

This report, including the conclusion, has been prepared for the Board of Directors of the Teknosa İç ve Dış Ticaret A.Ş. as a body, to assist the Board of Directors in reporting Teknosa İç ve Dış Ticaret A.Ş.'s performance and activities related to the Selected Information. We permit the disclosure of this report within the 2022 Sustainability Report for the year ended 31 December 2022, to enable the Board of Directors to demonstrate they have discharged their governance responsibilities by commissioning a limited assurance report in connection with the Selected Information. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Board of Directors of Teknosa İç ve Dış Ticaret A.Ş. as a body and Teknosa İç ve Dış Ticaret A.Ş. for our work or this report save where terms are expressly agreed and with our prior consent in writing.

PwC Bağımsız Denetim ve Serbest Muhasebeci Mali Müşavirlik A.Ş.

Mehmet Cenk Uslu, SMMM  
Independent Auditor

Istanbul, 1 December 2023

## TRADE REGISTRY INFORMATION

Trade Registry Number: 434426-0, Istanbul  
Trade Name: Teknosa İç ve Dış Ticaret A.Ş.  
Ticker Symbol at Borsa Istanbul (BIST): TKNSA  
Address of Headquarters: Carrefoursa Plaza  
Cevizli Mah. Tugay Yolu Cad. No:67 Blok B  
34846 Maltepe-Istanbul  
Mersis No.: 0-8360-1443-9300012

## CONTACT

Phone: +90 (216) 468 36 36  
Fax: +90 (216) 478 53 47  
Website: <https://yatirimci.teknosa.com/>  
Mail: [bilgilendirme@teknosa.com](mailto:bilgilendirme@teknosa.com)  
Investor Relations: [yatirimciiliskileri@teknosa.com](mailto:yatirimciiliskileri@teknosa.com)  
Sustainability Report and ESG: [surdurulebilirlik@teknosa.com](mailto:surdurulebilirlik@teknosa.com)  
Report Design: Grafidea Reklam ve Danışmanlık

## DISCLAIMER

The data, information and analyzes contained in the Teknosa Sustainability Report (Report) are provided for informational purposes only using sources and information believed to be accurate and reliable as of the reporting period. They are not intended to form the basis for any investment decision. The Company, its directors, employees or any other person or institution contributing to the Report may not be held responsible for any damages that may arise from the use of the information contained in this Report. All rights of the Report are reserved by Teknosa.

# 2022 Sustainability Report

TEKNO**SA**