

**OUR FOCUS IS
THE FUTURE**

TEKNO



**2025
INTEGRATED
REPORT**

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About the Report

As Teknosa İç ve Dış Ticaret A.Ş. (Teknosa), in our third Integrated Report published this year, we transparently share our sustainability-focused activities and performance with all our stakeholders. In our report, we address our economic, environmental and social impacts from a holistic perspective and define the value we create through six capital elements: financial, manufactured, intellectual, human, social and natural capital.

We attach importance to ensuring that our report is accessible to all our stakeholders and is used as a transparent communication tool. In this context, you can access our current and previous reports through the Sustainability tab at <https://yatirimci.teknosa.com> and share your questions, opinions and suggestions regarding our report and activities with us via the e-mail address surdurulebilirlik@teknosa.com.

Reporting Scope and Standards

Unless otherwise stated, all data and information included in our report cover all of the activities (100%) carried out between 1 January and 31 December 2025 through our stores, Solar Energy Systems (SES) installation services, and teknosa.com and iklimsa.com.

We prepared our 2025 Integrated Report in accordance with the Global Reporting Initiative (GRI) 2021 Standards and the International Integrated Reporting Framework published by the International Integrated Reporting Council (IIRC). In addition, our report includes our contributions to the United Nations (UN) Sustainable Development Goals (SDGs), the Women's Empowerment Principles (WEPs), and the principles of the United Nations Global Compact (UNGC), which we signed in 2023.

Independent Assurance

We receive independent assurance services for selected environmental, social and economic indicators included in our report. In this context, the relevant indicators were verified by an independent auditor within the framework of 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).

The assurance statement regarding the scope and results of the independent assurance engagement is included in the [Appendices](#) section of our report.



Report Navigation

[External](#) links



2025

Data verified through independent audit



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Previous Years

Data verified through independent audit



Message from the Chairman of the Board of Directors

We regard sustainability not merely as a target, but as an integral part of our long-term strategic approach.

Dear Investors, Business Partners and Valued Employees,

At the heart of everything we do is our commitment to creating value for our business, our employees, our customers and the communities in which we operate. In 2025, we remained firmly committed to this approach, focusing with equal determination on both the challenges of today and the opportunities of tomorrow.

2025 was a year in which geopolitical tensions and increasing trade protectionism shaped the global agenda, while the Turkish economy progressed towards a more predictable environment through the economic program being implemented. At the same time, continued pressure on consumers' purchasing power led to a downward trend in the non-food retail segment and closely affected our sector as well. Against this backdrop, at Teknosa, we prioritised strengthening our financial resilience, enhancing operational efficiency and maintaining our focus on long-term value creation.

We regard sustainability not merely as a target, but as an integral part of our long-term strategic approach. Accordingly, we continued to integrate our environmental and social impact into the Company's strategic plans under the oversight of the Board of Directors and to transparently disclose climate-related risks and opportunities through reporting practices aligned with TSRS. This year's Integrated Report marks the second milestone in our journey to present our financial, environmental and social performance in an integrated manner.

In 2025, we continued to enhance the impact of the steps we took in sustainability. Through our energy efficiency initiatives, we achieved energy savings of 3,272 MWh. Through iklimsa, we reached an installed capacity of 32 MW across 138 solar power plant projects and contributed to the generation of 28,954.55 MWh of renewable energy through the plants commissioned. In the area of social impact, through our "Technology for Women" programme, we supported the development of digital skills of more than 4,000 women in 2025 and over 40,000 women since the programme was launched.

Teknosa's 25th anniversary. We embarked on this journey a quarter of a century ago with the vision of "Technology for Everyone", and today we continue with the same enthusiasm. In this direction, we will continue to strengthen our pioneering position in the sector, maintain our resilience in the face of changing conditions and create lasting value for our stakeholders.

On behalf of the Board of Directors, I would like to thank all our employees first and foremost, as well as our customers, business partners, investors and all our stakeholders who have supported us on this journey.

Yours sincerely,



MURAT PINAR
CHAIRMAN OF THE
BOARD OF DIRECTORS OF
TEKNOSA

CEO Message

We will continue to take bold steps that advance our focus on digitalization and sustainability in tandem.

Dear Stakeholders,

2025 was a period marked by global uncertainties and, in Türkiye, by a challenging macroeconomic environment and financing conditions. While progress was made in the fight against inflation, economic activity became more balanced and consumer behaviour remained cautious. As increasing competition, pricing pressure and changing spending habits shaped the retail sector, we continued our operations in line with our profitability-focused approach and operational discipline.

Increasing service-based revenues, focusing on high-margin categories, optimising costs and effectively managing working capital were among our priorities in strengthening our financial resilience. Within this framework, our revenue reached **TRY 83.5 billion** in 2025, while our digital channels continued to grow. Our marketplace continued its development with **nearly 1,400 sellers and more than 250,000 products**, while we reached **TRY 15.7 billion in Gross Merchandise Value (GMV)** in e-commerce.

Within the scope of our customer-centric “digital-first” strategy, we continued to transform our stores into experience-oriented environments. As of 2025, **74 of our stores were operating under the digital concept**, while we expanded our self-service solutions and integrated customer experience applications. Throughout this transformation process, we made a **total investment of TRY 954 million**, including renovations.

Our investments in digitalisation and artificial intelligence continued to be among the key levers of our business model this year. We actively used artificial intelligence solutions across a broad range of areas, from customer services and sales processes to the supply chain and employee support systems. While our AI-supported chatbots and speech analytics applications improved the quality of customer interactions, we achieved meaningful improvements in field performance through “Bilge”, which supports our sales teams, and its new version, “**Bilge 2.0 – Sales Wizard**”. Together with our data analytics and ERP transformation, we aim to further advance our operational efficiency.

We continued to position our sustainability approach at the centre of the way we do business. In line with our **2050 Net-Zero Emissions** target, we took concrete steps across a broad area of impact extending from our operations to customer solutions. While completing the LED lighting transformation across all our stores, we achieved **3,272 MWh of energy savings** through automation solutions implemented in our air-conditioning and lighting systems.

While supporting our energy efficiency practices with our renewable energy focus, we reached **32 MW** of installed capacity across **138 projects** through the end-to-end solar energy systems solutions offered under our İklimsa brand. Together with the **12.42 MW of new installations** completed in 2025, we generated **28,954.55 MWh** of energy through the solar energy systems we commissioned. During the same period, we enhanced our service capacity in this area through the İklimsa Solar Energy Systems Authorised Service and Authorised Pro Service structures we established. Through these efforts, we contribute to reducing our customers’ carbon footprints.

While maintaining our focus on inclusion and equal opportunity in the area of social impact, we continued our approach of supporting stronger representation of women at every level of the organisation. We also attach importance to extending this approach beyond our organisation. Within this scope, through the “**Technology for Women**” project that we continue in cooperation with the Habitat Association, we reached **more than 4,000 women** in 2025. Since the launch of the program, we have contributed to the development of the digital competencies of **more than 40,000 women**. By enriching our training content with next-generation topics such as artificial intelligence, we supported women’s more active participation in digital transformation.

Our sustainability approach and the outcomes of the practices we implemented accordingly were also reflected in national and international assessments. We achieved a performance above the sector average in the EcoVadis Index. While our LSEG ESG rating being in the highest percentile in our sector and our ‘A-’ score from the CDP Climate Change Program demonstrate our sustainability leadership performance, our inclusion in the Borsa Istanbul Sustainability Index has been a strong indicator of our approach to transparency and accountability.

2025 marked Teknosa’s 25th anniversary and was a period in which we reinforced our determination to carry our long-established heritage into the future. Drawing strength from the quarter-century we have left behind, we continued our approach of being a brand that not only follows transformation in technology, but also helps shape it. As someone who assumed the role of CEO as of 1 August 2026, I would like to thank all our colleagues, executives and stakeholders who have contributed to Teknosa’s sustainable growth journey to date. In the period ahead, together with our customers, employees, business partners, investors and all our stakeholders, we will continue to take strong steps that create value and advance digitalisation and sustainability together.



M.ÖGET KANTARCI
TEKNOSA CEO

I would like to thank all my colleagues who have contributed to this journey, our investors who place their trust in us, our business partners and all our stakeholders.

Yours sincerely,

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ABOUT TEKNOSA



Bringing technology
to Türkiye for
25 years

**Technology
for
everyone**

The core
approach of our
business model

**New-
generation
Teknosa**

Data-driven digital
transformation

**The Teknosa
of the future**
Long-term growth vision

Teknosa at a Glance

At Teknosa, we have been bringing technology to every corner of Türkiye for 25 years. We operate in accordance with the principles of transparency, fairness, responsibility, and accountability across all our business processes and stakeholder relationships, creating value through a robust corporate governance approach.

Since the day we were established under Sabancı Holding in 2000, we have been leading the transformation of technology retailing in Türkiye. As we celebrate our **25th anniversary**, we provide our customers with an uninterrupted, omnichannel shopping experience through **our 141 stores in 56 provinces**, our e-commerce platform **teknosa.com** and our mobile channels.

Acting with the understanding of **“Technology for Everyone,”** we offer our customers a wide range of products extending from consumer electronics to information technologies, from telecommunications products to home appliances. **As the first brand to introduce Türkiye to the technology retail store concept**, we maintain our strong position in the sector by managing our physical and digital channels within an integrated structure. Through artificial intelligence-supported analyses and our data-driven management approach, we continuously improve the customer experience and extend digital transformation to every layer of our business model, from the supply chain to after-sales services.

In addition to technology retailing, we also maintain a strong presence in the air-conditioning sector through our **İklimsa** brand. Through İklimsa, which operates with **more than 500 sales and service points** and five regional directorates across Türkiye, we go beyond air conditioning by offering end-to-end environmentally friendly and economical solutions for corporate projects in the solar energy systems field, while meeting all the electronic needs of companies from a single point through our **Corporate Electronics Sales model**.

By placing sustainability at the center of the way we do business, we regard creating long-term value for all our stakeholders, particularly our employees and customers, as our priority. Through our continuous investments in our brand and human resources, we are decisively bringing our **“Teknosa of the Future”** vision to life.

Vision

To act as the leading electronics retailer in the region through **“innovative”** and **“distinctive”** products and services.

Mission

To bring happy moments by providing the world’s technology to everyone.

Our Values

At Teknosa, we believe in six core values that shape the way we do business: Cooperation, Sincerity, Understanding, Trust, Happiness, and Proactivity. We place the needs of our customers and stakeholders at the center of everything we do, operating within a culture that is open to diverse perspectives and views mistakes as opportunities for growth. These values form the foundation of who we are—in every decision, every relationship, and every step we take.



Cooperation



Sincerity



Understanding



Trust



Happiness



Proactivity

Our Milestones

2000

- Teknosa was established.

2003

- We launched **teknosa.com**

2005

- We launched **Teknosa Academy**, our employee training platform.
- **İklimsa** joined our organization to carry out our activities in the air-conditioning field.

2006

- We established our dealer network and corporate structure under the **İklimsa** brand.

2007

- In cooperation with the Habitat Association, we launched the “**Technology for Women**” project to improve women’s digital literacy.
- Our **Gebze Logistics Centre** commenced operations.

2011

- **Türkiye operations** of US-based technology giant **Best Buy** joined our organization.

2012

- Our shares began trading on **Borsa İstanbul** under the ticker symbol **TKNSA**.

2013

- We launched our shopping-oriented mobile application.

2015

- We began offering products to our customers under our private-label brand **Preo**.

2019

- Following the infrastructure steps we took in 2016–2017, we launched the “**Teknosa of the New Generation**” transformation program and accelerated our journey from a product-selling company to a data-driven, customer-oriented digital technology platform.

2020

- We launched the “**Click & Drive**” service, a first in the sector.
- We launched the “**Video-Chat**” application, a first in Türkiye.

2021

- We launched our in-store digitalization projects **TeknoTAG** and **TeknoGO**.
- We launched our new loyalty program, **TeknoClub**

2022

- We launched **Teknosa Marketplace**, our technology-focused e-commerce platform.
- In line with our sustainability vision, we entered the **solar energy systems** market through our **İklimsa** brand and began offering turnkey energy solutions.
- We published our first **Sustainability Report**.
- We published our first **CDP Climate Change Report**.

2023

- We became a member of the **United Nations Global Compact Türkiye**.
- Our Gebze Logistics Centre received the **Zero Waste Certificate**.
- We held our first **Sustainability Committee** meeting.
- We determined our **Net-Zero Emissions target and roadmap**.
- We developed our target-setting strategy under the **Science Based Targets initiative (SBTi)**.

2024

- We began providing services to our customers **via WhatsApp**.
- **Bilge**, Türkiye’s first artificial intelligence-supported digital sales advisor, joined our team.
- We received an **A score at the “Leadership” level** in the CDP Climate Change Program.
- We published our first **CDP Water Security Report**.
- We published our first Integrated Report.

2025

- We published our first **TSRS 2 Climate-related Disclosures Report**, covering the impacts of climate change-related risks and opportunities on our activities.
- We were included in the **BIST Sustainability Index**.
- Following **Bilge**, Türkiye’s first artificial intelligence-supported digital sales advisor, **Bilge 2.0 – Sales Wizard**, equipped with advanced features, was launched.

Our Geographical Footprint

Technology
for everyone

In **81** provinces
teknosa.com

56 provinces
141 stores

500+
İklimsa Sales and
Service Network

İstanbul / Headquarters

Kocaeli / Logistics Center

İklimsa Regional Offices

Adana

Antalya

Ankara

İstanbul

İzmir

Our Activities

Acting with the understanding of **“Technology for Everyone,”** we operate across a broad range of areas through our extensive store network across Türkiye, our strong e-commerce platform teknosa.com and İklimsa, our leading brand in the air-conditioning sector. By managing our physical and digital channels within an integrated structure, we create a truly omnichannel shopping experience and offer our customers distinctive products through our private-label brand Preo. With our comprehensive range of activities extending from product sales to after-sales services, from the marketplace model to energy solutions, we continue to create value within Türkiye’s technology ecosystem.

Preo

Launched in 2015, Preo is one of Türkiye’s most comprehensive private-label brands. With our vision of offering high-quality and innovative technology at accessible prices, we closely monitor customer demands and continuously expand our Preo portfolio. We offer all Preo products to our customers with the assurance of Teknosa’s extensive service network and after-sales support.

With our wide product range extending from televisions to sound systems, from air conditioners to heaters, from small domestic appliances to personal care products, and from gaming equipment to telephone and computer accessories, we have reached **67 product groups** and **nearly 1,300 product varieties** across **five different categories**. As of 2026, with **more than 17 million** products sold, Preo continues to earn the trust of our customers.



You can access our Preo-branded products [here](#).



Retail Stores

As Teknosa, we have a strong physical presence across Türkiye, with **141 stores in 56 provinces** and a total sales area of **approximately 95,000 m²**. In our stores, which have an **average net sales area of 676 m²**, we offer our customers not only products but also a holistic technology experience.

Our new-concept stores, which we have been launching since 2022, stand out in the sector with their sustainability, accessibility and experience oriented approach. In these stores, which reflect the comfort of a home environment, our customers can experience smart home products in a real-life setting, while exploring a wide product range in our Smart Home areas, extending from lighting and air conditioning to entertainment systems and robot vacuum cleaners.

The digital kiosk solutions in our stores and Bilge, our artificial intelligence-supported sales advisor assistant, strengthen both the customer experience and the operational efficiency of our sales teams. While implementing special arrangements for customers with physical and visual impairments, we are transforming our stores into locations where sustainability awareness is promoted through electronic waste collection points and sustainability engagement areas.

141 stores
in **56 provinces**

95,000 m²
Total sales area



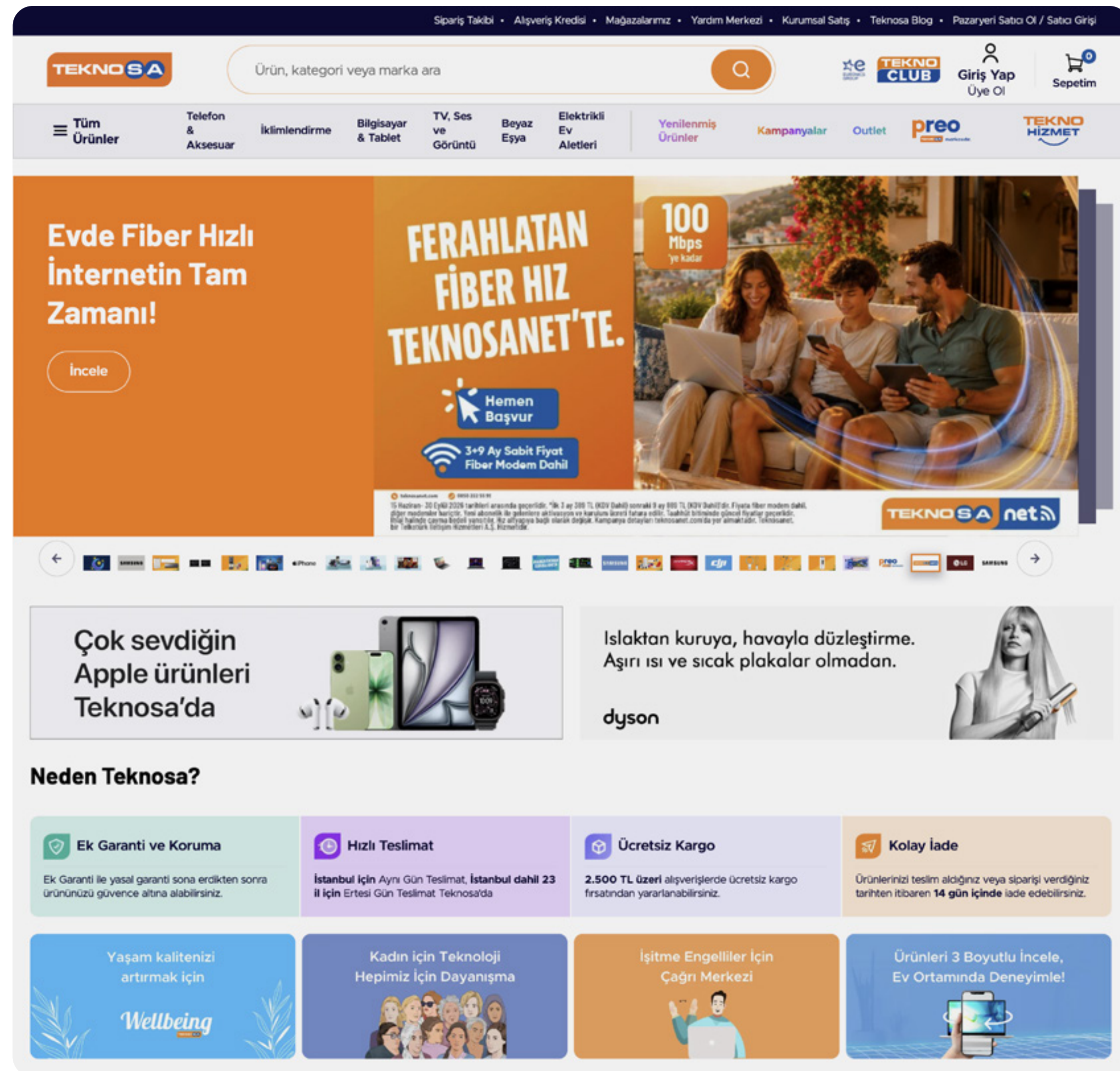
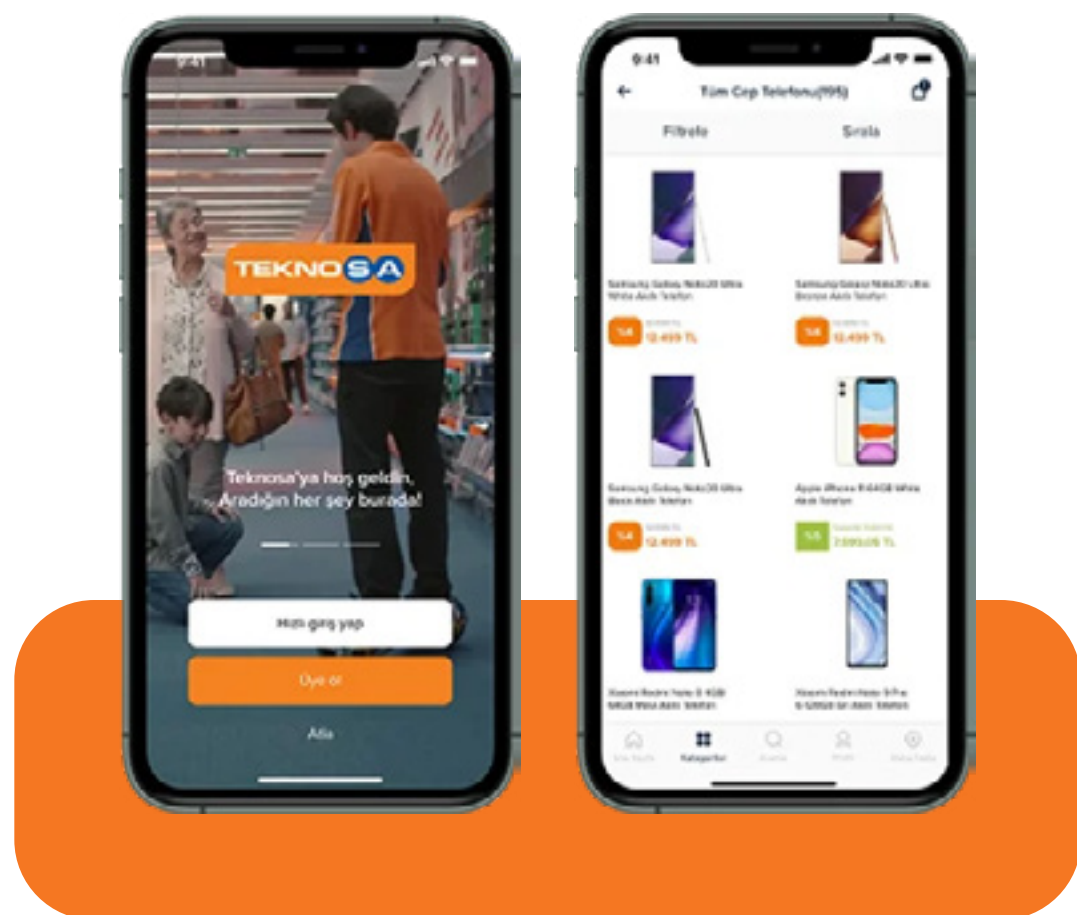
676 m²
Average
net sales area

E-Commerce and Marketplace

As Teknosa, we integrate physical retailing with a strong e-commerce structure and offer our customers an uninterrupted and seamless shopping experience across every channel. Through our **teknosa.com** website, we continuously improve the customer experience with rich product content, detailed comparison tools, personalized campaigns and easy return processes. By strengthening our omnichannel structure at every touchpoint, from pre-purchase to after-sales services, we ensure that our customers receive the same high-quality experience on every platform.

Our **mobile application** is one of our strongest channels, bringing the shopping experience into our customers' pockets and connecting our physical stores with the digital world. Through features such as marketplace integration, click-and-collect from stores and barcode scanning, we respond instantly to our customers' needs. Thanks to our data-driven infrastructure, we offer our customers personalized offers based on their shopping habits and TeknoClub privileges.

Through Türkiye's first technology-focused marketplace model, we offer our customers products from different sellers, in addition to our own inventory, with the assurance of Teknosa. As of 2025, we operate across **14 main categories** and **1,176 subcategories**, with **1,399 sellers** and **more than 256,000 active products**. In addition to electronic products, we continuously expand our product range with categories such as home and living, garden, decoration and furniture, thereby offering comprehensive solutions for our customers' daily needs.



İklimsa

"Türkiye's Sustainable Power"

İKLİMSA
Türkiye'nin Sürdürülebilir Gücü

İklimsa is one of Türkiye's leading brands in the air-conditioning field, with more than 40 years of sector experience. As Teknosa, within the scope of our İklimsa activities, we serve our retail and corporate customers through more than 500 sales and service points and five regional directorates across Türkiye.

We have a rich product portfolio that addresses a large part of the air-conditioning market, ranging from wall-mounted air conditioners to central air-conditioning systems, and from heat pumps to ventilation solutions.

In the retail segment, we offer products that stand out with their A+++ energy class, inverter technology and advanced hardware features through our private-label brand Sigma and the global brand Fujitsu. For large venues requiring project management, such as banks, hospitals, business centers and educational institutions, we provide professional solutions through Sigma and Samsung-branded VRF air-conditioning systems.

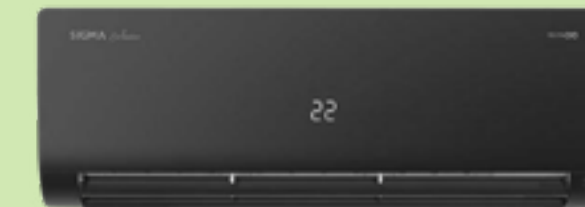
In after-sales services, we are also among those setting the standards in the sector through our expert service network and professional teams, standing by our customers with services ranging from standard installation to extended warranty options of up to six years.

Since 2022, we have also been operating in the **SES** field, our other business model, transforming our sustainability vision into tangible solutions. While carrying out industrial-scale rooftop and ground-mounted solar energy systems projects through an end-to-end turnkey model, we also implement battery and non-battery systems for residential customers with the same service quality. Through our expert engineering staff and project managers, we offer corporate services covering all processes from energy systems design to installation and maintenance.



You can access İklimsa's SES solutions [here](#).

SİGMA



Our private label brand, Sigma, reflects our experience and expertise in the HVAC industry. We offer our customers a comfortable and energy-efficient climate control experience through a wide product range that spans everything from wall-mounted air conditioners for residential use to VRF systems for large spaces, as well as heat pumps and ventilation solutions. Sigma products are manufactured to global quality standards in collaboration with the world's leading manufacturers. All Sigma products reach our customers backed by İklimsa's extensive service network and after-sales support.

Corporate Governance

We regard corporate governance as the fundamental assurance of sustainable growth and long-term value creation. The principles of **transparency, fairness, responsibility and accountability** lie at the center of all our business processes and the relationships we establish with our stakeholders. This approach, which is aligned with Sabancı Holding's vision and international corporate governance principles, strengthens both Teknosa's current performance and its preparedness for the future. In all our processes, particularly in our relations with shareholders, we act in compliance with the **Turkish Commercial Code, the Capital Markets Law and the Corporate Governance Principles of the Capital Markets Board (CMB)**.

* It has been decided to appoint Mr. Murat Pınar as Chairman of the Board of Directors, effective September 1, 2026.

** It has been decided to appoint Ms. Huriye Pandul as Vice Chairman of the Board of Directors, effective September 1, 2026.

Our Board of Directors



Murat Pınar*
Chairman of the
Board of Directors



Huriye Pandul**
Vice Chairman



Mustafa Kerem Tezcan
Board Member



Seçkin Yelmen
Board Member



Nevgül Bilsel Safkan
Independent
Board Member



Kamuran Uçar
Independent
Board Member



You can access the biographies of the members of our Board of Directors [here](#).

Areas of Experience and Expertise

International Experience – 4 people

Finance, Audit – 5 people

Retail – 4 people

Strategy and Planning – 6 people

Sustainability – 4 people

Risk Management – 1 person

Human Resources – 2 people

Marketing – 2 people

Demographic Structure

Average Professional Experience – 27 years

Average Sabancı Group Experience – 12 years

Average Teknosa Experience – 1 years

Educational Status

Bachelor's Degree – 33%

Master's Degree – 67%

Gender

Female – 50%

Male – 50%

Structure and Functioning of the Board of Directors

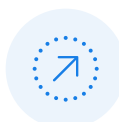
The structure, duties and representation authorities of our Board of Directors are regulated within the framework of the rules set out in our [Articles of Association](#). Our Board of Directors, which consists of six members elected by the General Assembly in accordance with the provisions of the Turkish Commercial Code and Capital Markets Legislation, is responsible for the management and representation of our company.

The term of office of the members of our Board of Directors is a maximum of three years, and a member whose term has expired may be re-elected. In the event that membership becomes vacant for any reason, the Board of Directors appoints a new member and submits this decision for the approval of the General Assembly at its next meeting. Two independent members serve on the Board. These members are selected in accordance with the Corporate Governance Principles of the Capital Markets Board and submit a declaration of independence before their appointment.

In our company, the positions of Chair of the Board of Directors and General Manager are held by different individuals. This separation strengthens the effectiveness and independence of management processes. Our Board of Directors meets at least four times a year. While our Chair of the Board of Directors determines the agenda of Board meetings in cooperation with the other members and the CEO, ensuring the effective participation of non-executive members in the meetings is given priority in this process. In addition, through an assessment conducted every December, our Board of Directors reviews its overall effectiveness during the year. Furthermore, directors' and officers' liability insurance is in place with coverage exceeding 25% of the company's capital against any losses that members of the Board of Directors may cause to the company while performing their duties.

Remuneration of the Board of Directors

Our remuneration policy is built on a fair, objective and competitive structure that recognizes high performance. Members of the Board of Directors are paid on a pro rata basis, taking into account the period during which they served as of their appointment and departure dates. The remuneration to be paid to members is determined each year at the Ordinary General Assembly. Performance-based payment plans linked to company performance are not used in the remuneration of independent members of the Board of Directors. Expenses incurred by members of the Board of Directors in relation to their contributions to the company, such as transportation, telephone and insurance expenses, are covered by our company.



You can access all details of our remuneration policy [here](#).

Equality, Diversity, and Inclusion on the Board of Directors

We embrace equality, diversity, and inclusion not merely as a policy commitment, but as an integral part of our corporate culture.

We prioritize the principle of diversity when selecting members of the Board of Directors. We build our candidate pool to encompass technical and strategic expertise—such as audit, risk management, and digital technologies—alongside industry experience. We aim to maintain the proportion of female members on our Board of Directors at a minimum level of 30%.



You can access our Equality, Diversity, and Inclusion Policy [here](#).

Committees of the Board of Directors

Corporate Governance Committee

The Corporate Governance Committee operates to ensure the continuity of our company’s management process based on ethical values, transparency and the protection of stakeholder interests. In this respect, it submits recommendations to the Board of Directors within the framework of the Capital Markets Board regulations and international corporate governance principles.

Committee Chair	Kamuran Uçar
Members	Nevgül Bırsel Safkan, Sibel Turhan
Proportion of Independent Members	66%
Number of Meetings in 2025	6
Meeting Attendance Rate	94%

Duties and Responsibilities

- Ensuring the implementation of the Corporate Governance Principles
- Overseeing and supervising the activities of Investor Relations Department
- Carrying out the principles and assessments regarding the performance and remuneration of members of the Board of Directors and senior executives*
- Reviewing the compliance of independent member candidates with the independence criteria and obtaining their written declarations

* Within the scope of Capital Markets Board legislation, the obligations attributed to the “Nomination Committee” and the “Remuneration Committee” are undertaken by the Corporate Governance Committee. Within this framework, remuneration decisions are evaluated by the Corporate Governance Committee and submitted to the Board of Directors.

Early Detection of Risk Committee

The Early Detection of Risk Committee operates to identify at an early stage the strategic, operational, financial and compliance risks that may endanger the existence, development and continuity of our company, to determine the necessary measures and to ensure the effective management of risk. The Committee’s decisions are reported to the Board of Directors in an advisory capacity.

Committee Chair	Kamuran Uçar
Members	Nevgül Bırsel Safkan
Proportion of Independent Members	100%
Number of Meetings in 2025	6
Meeting Attendance Rate	100%

Duties and Responsibilities

- Identifying in advance the risks that may threaten the continuity of the company and developing preventive models for these risks
- Determining measures to minimize the impacts of strategic, operational, financial and compliance risks and monitoring implementation processes
- Adopting a proactive approach towards potential risks by continuously strengthening the risk management strategy and systems
- Reporting regularly to the Board of Directors

Audit Committee

The Audit Committee oversees, on behalf of the Board of Directors, the functioning and effectiveness of our company’s accounting system, financial reporting, public disclosure of financial information, independent audit and internal control system. The Committee reports its findings and recommendations to the Board of Directors in writing. At least one member is expected to have a minimum of five years of experience in the fields of audit, accounting and finance.

Committee Chair	Nevgül Bırsel Safkan
Members	Kamuran Uçar
Proportion of Independent Members	100%
Number of Meetings in 2025	4
Meeting Attendance Rate	100%

Duties and Responsibilities

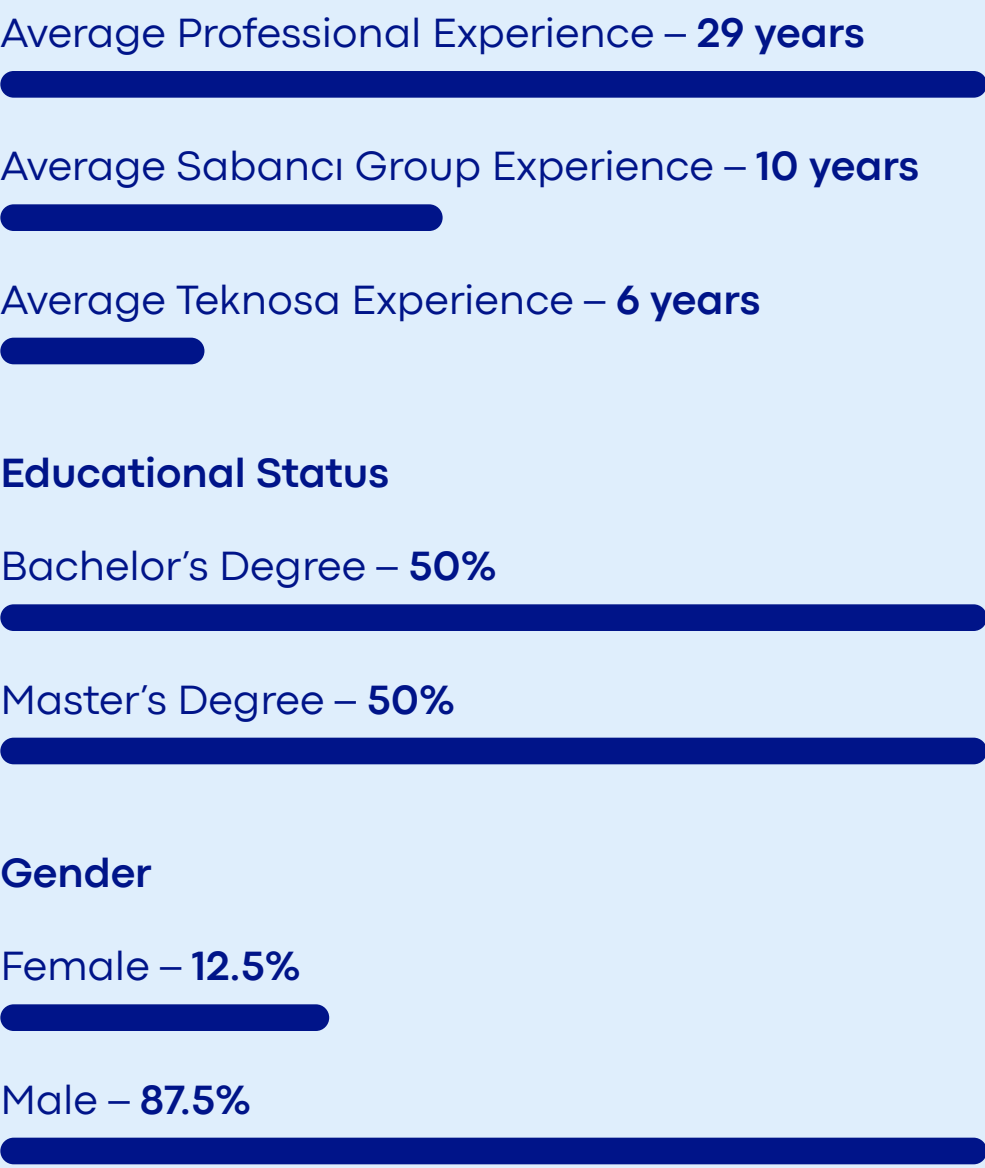
- Ensuring the accuracy and transparency of the accounting system and financial reporting
- Overseeing the processes for the public disclosure of financial information
- Monitoring financial risks that may arise from tax processes and reporting its findings and recommendations to the Board of Directors
- Supervising the effectiveness of the independent audit and evaluating the selection and performance of the independent audit firm
- Monitoring the effectiveness of the internal control system and the adequacy of internal audit activities

Our Senior Management

Areas of Experience and Expertise

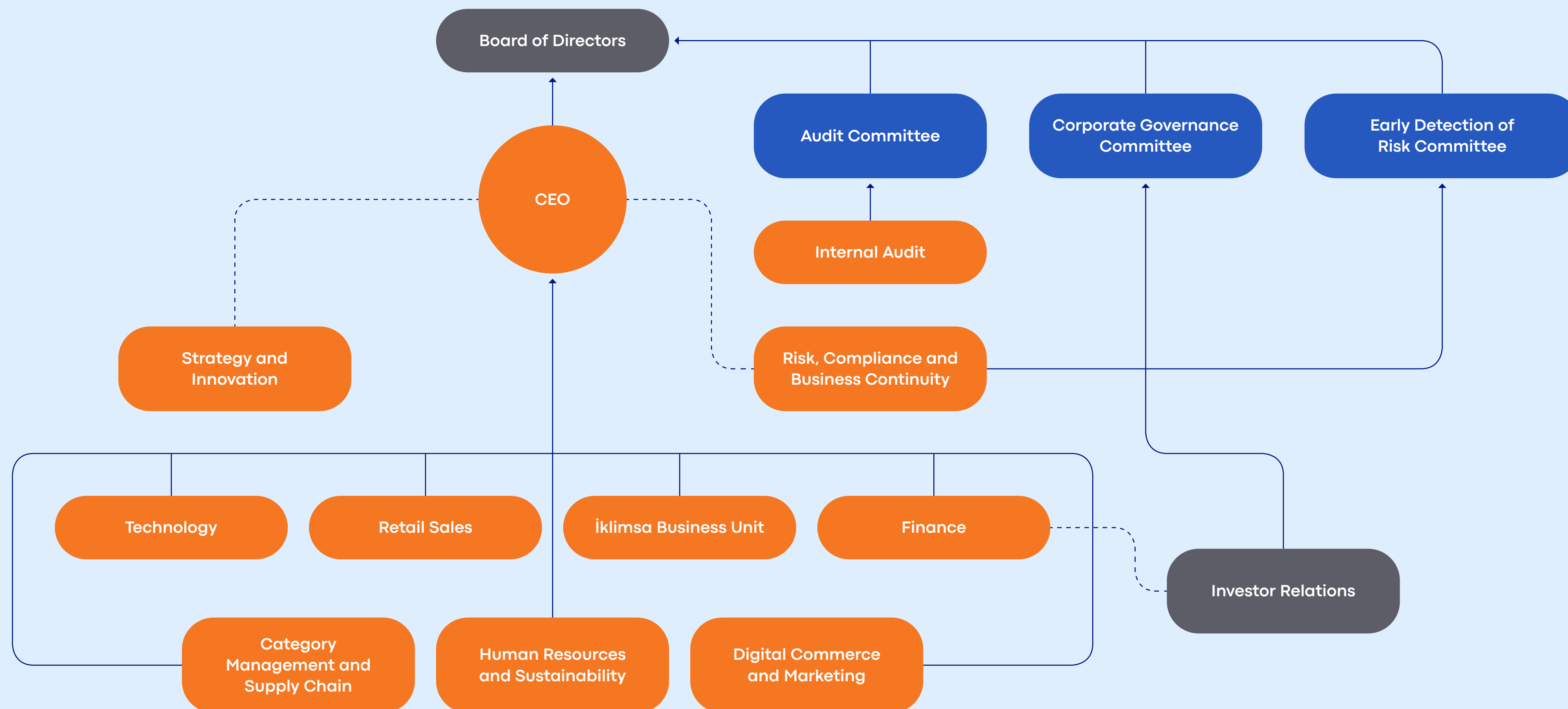


Demographic Structure



* In our company’s special disclosure dated April 13, 2026, it was announced to the public that until a new appointment is made to the General Manager position, our Chairman of the Board, Mr. Gökhan Eyigün, will assume the role of CEO in addition to his current duties, effective May 1, 2026. At the meeting of our Board of Directors held on July 8, 2026, it was decided to appoint Mr. M. Öget Kantarcı as General Manager, effective August 1, 2026.

Organization Chart



Affiliated Person

Reporting Line

Corporate Risk Management

As Teknosa, we regard risk management as a fundamental assurance of our growth and corporate resilience. The coordination of our risk management processes is undertaken by the **Risk, Compliance and Business Continuity Directorate**, which operates directly under our CEO. **The Early Detection of Risk Committee** oversees these processes at the Board of Directors level. While the Risk, Compliance and Business Continuity Directorate reports to the Early Detection of Risk Committee the Committee reports to the Board of Directors following each meeting.

The process within the scope of risk management is audited by our **Senior Internal Audit Directorate**. Our audit plan is prepared in line with risk analyses, and matters communicated by the Sabancı Holding Audit Department are also included in this plan. After completing process audits, our Senior Internal Audit Directorate reports its findings to the **Audit Committee**, which operates at the Board of Directors level. Through this structure, we ensure that our risk management processes are evaluated independently and that identified findings reach the highest decision-making body.

Our Risk Management Approach

We consider risk not only as a threat, but also as a concept that brings opportunities. In this context, we aim to identify potential threats at an early stage and respond to opportunities in a timely manner.

We carry out our risk management activities within the scope of our [Risk Management Policy](#), which serves as a guide for our processes. Our policy is shaped around five fundamental principles: **proactive approach, holistic management, value creation, continuous improvement, and culture and awareness**. We also assess the risks we identify and define under four main categories.

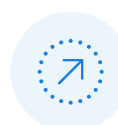
Strategic risks: These cover factors affecting our long-term objectives, such as market dynamics, competition, brand reputation and sustainability.

Financial risks: These include interest and foreign exchange rate fluctuations and liquidity management.

Operational risks: These cover matters relating to our daily operations, such as occupational health and safety, cybersecurity, supply chain and inventory management.

Compliance risks: These refer to risks related to compliance with legal and regulatory requirements.

Within the scope of our Risk Management Procedure, we define Key Risk Indicators (KRIs) for each risk we identify and assess risks based on probability and impact analyses. We monitor KRI results monthly and report them periodically to senior management and the Early Detection of Risk Committee. We renew our risk assessment at least once a year and implement the necessary mitigation strategies for the identified risks. In preparation for potential crisis situations, we use the Crisis Management Action Plan included in our Integrated Management System.



You can access more detailed information regarding our risk categorization on pages 90–91 of our [2025 Annual Report](#).



Internal Audit and Control

We conduct our internal audit and control processes in a manner that contributes to the sustainable growth and corporate reliability of our company. **Our Senior Internal Audit Directorate**, which is responsible for coordinating these processes, carries out audit, investigation and review activities at our headquarters, logistics center and stores within the framework of the principles of independence, impartiality and an evidence-based approach.

We conduct our headquarters and process audits within the scope of the audit plan approved by the **Audit Committee**, which reports to the Board of Directors. This plan is prepared on the basis of risk analyses in line with the strategies and objectives of the Board of Directors and senior management, as well as the guidance of the Sabancı Holding Audit Department. In the event of unforeseen developments, unplanned review and audit activities may also be carried out with the approval of the Audit Committee.

After the audits are completed, our Senior Internal Audit Directorate shares its draft report with the relevant function and department managers. After obtaining their opinions and action plans, the final report is submitted to the **Audit Committee**. Audit results and investigation/review activities are discussed at Audit Committee meetings held four times during the year.

In addition to our headquarters and process audits, investigation and review processes regarding matters such as ethical violations, corruption and bribery, and human rights are also carried out by our Senior Internal Audit Directorate.



You can access details regarding matters such as ethical violations, corruption and bribery, and human rights [here](#).

Store Audits

We carry out our store audits within the scope of the Store Audit Question List, which is updated each year following discussions with the relevant departments. This list covers training and awareness, service, security, cash registers, printed documents and inventory. We conduct at least one unannounced audit at each of our stores every year. By keeping the audit schedule confidential, we ensure the objectivity of the audits.

We score audit results out of 10 and assess our stores across four performance levels. In 2025, 29 of our stores scored **below 7.5**. We ensure that improvement plans are prepared for these stores and conduct two or, where necessary, more visits to the relevant stores within the framework of the audit plan in order to identify areas for improvement.

To identify potential irregularities or transactions contrary to procedures in advance, we conduct periodic data analytics studies within the framework of predefined scenarios. We use the findings obtained from these studies as data support for store audit processes. The findings we identify are shared with the relevant store managers through the Integrated Management System, and the follow-up of action plans is carried out regularly.

Our Tax Approach

As Teknosa, we regard tax as a fundamental part of our social responsibility towards the society in which we operate. In our tax management processes, which we carry out under the guidance of the [Sabancı Group Tax Policy](#), we adopt tax fairness, transparency and integrity as our fundamental principles. We are committed to paying the correct amount of tax at the correct time, in a manner consistent with our income and activities.

We conduct our tax planning processes with a responsible approach. We strictly refrain from artificial tax arrangements that produce outcomes contrary to the purpose of legislation and we commit not to establish companies in regions with significant tax advantages for tax planning purposes. We manage our transfer pricing policy in accordance with the arm's length principle and Organization for Economic Co-operation and Development (OECD) guidelines and fulfil all relevant reporting obligations in full.

Responsibility for actively identifying, assessing and managing tax risks is undertaken by the Audit Committee, which is responsible for overseeing the accuracy of our financial statements, and by our CFO, who manages our financial affairs processes. In addition, we publicly disclose our financial statements, including our tax payments, on a quarterly basis within the scope of capital markets legislation. These statements are audited by an independent audit firm* during the relevant periods. The independent audit firm also conducts on-site audits of our company twice a year.

We maintain an open and constructive dialogue with tax authorities and relevant public institutions, submit all our tax returns on time and provide the requested information and documents in full. The Sabancı Group Tax Policy is reviewed annually to ensure compliance with changes in legislation and enters into force with the approval of the Sabancı Holding Board of Directors.

* Pursuant to Article 400 of the Turkish Commercial Code No. 6102 and the provisions of the Public Oversight Authority's Regulation on Independent Audit, an independent audit firm can audit the same company for a maximum of seven years within a ten-year period; following the completion of this term, a break of at least three years is mandatory.

Transparent, Fair and Ethical Business Approach

As Teknosa, our ethical principles and approach guide all our operations and stakeholder relations. Our [Code of Business Ethics](#) and Ethics Regulation, which we developed in compliance with the [Code of Business Ethics of Sabancı Holding](#), to which we are affiliated, form the written basis of our ethical approach. We review and update our rules and regulations documents at least once a year. In addition, we do not limit compliance with ethical principles to our employees and also expect our suppliers and business partners to comply with these principles.

The Audit Committee at the Board of Directors level serves as the governance body responsible for overseeing our ethical rules. The Early Detection of Risk Committee is also regularly informed of updates regarding ethics programs and policies under the compliance heading of corporate risk reports.

Our Code of Business Ethics

Our Code of Business Ethics and Ethics Regulation, which are shaped around the principles of confidentiality, avoidance of conflicts of interest and compliance with competition law, clearly define obligations and disciplinary provisions regarding matters such as gifts and gratuities, unlawful conduct and the use of confidential information. We require all our employees to read and sign these rules before starting work.

In addition, in order to ensure that our Code of Business Ethics does not remain merely a written document, we strengthen our employees’ awareness through regular training. In 2025, we provided a **total of 1,090 hours** of training on ethical principles, anti-bribery and anti-corruption, and discrimination and harassment.

In addition to training, we have an ethics reporting mechanism that is open to all our stakeholders with whom we interact, particularly our employees, as well as our suppliers, our suppliers’ employees and our customers.

Reports received through our ethics lines are reviewed and investigated by our Senior Internal Audit Directorate in accordance with the principles of anonymity and confidentiality. Matters considered significant as a result of the reviews and assessments are reported to the Sabancı Holding Ethics Committee. Violations concerning manager-level and higher positions are handled directly under the guidance of the Sabancı Holding Ethics Committee. In such cases, the process is carried out under the supervision of our senior management to ensure that employees who submit reports are not subjected to any form of retaliation.

Training Topic	Training Hours
Ethic Principles	236
Anti-Bribery and Anti-Corruption	404
Discrimination and Harassment	450

2025 – Ethic Line Reports

Total Number of Reports	21
Anti-Bribery and Anti-Corruption	0
Fraud	6
Discrimination and Harassment	9
Other Matters	6
Number of Reports in Which No Adverse Finding Was Identified	6
Number of Employees Receiving Written Warnings as a Result of Reports	38
Number of Employees Whose Employment Contracts Were Terminated as a Result of Reports	9
Number of Employees Subject to Criminal Complaints as a Result of Reports	1
Number of Adverse Findings Identified in Discrimination and Harassment Cases	2
Number of Employees Whose Employment Contracts Were Terminated in Discrimination and Harassment Cases	2

OUR ETHICS VIOLATION REPORTING LINES



Website:
<http://teknosa.ethicspoint.com>
<http://sabanci.ethicspoint.com>



Telephone:
0800 621 2462

Human Rights

As Teknosa, we regard respect for human rights as a priority responsibility across all our activities and stakeholder relations. In all our processes, we act under the guidance of our Human Rights Policy, which covers our employees, suppliers and business partners and was prepared in line with the Universal Declaration of Human Rights, the United Nations Global Compact, the Fundamental International Labour Organization (ILO) Conventions, the OECD Guidelines for Multinational Enterprises and the UN Guiding Principles on Business and Human Rights.

As a company operating in the retail sector, we address with awareness the human rights impacts that we cause on our employees, suppliers, society and all our stakeholders and aim to minimize these impacts. The matters on which we focus in this context include overtime, fair remuneration, safe working conditions, child labor, discrimination and harassment.

Risk Area	Our Approach
Overtime	We apply working hours of a maximum of 45 hours per week within the scope of Labor Law No. 4857. We regard the prevention of overtime as one of our priority objectives and support our employees in maintaining their work-life balance through the balancing system.
Fair Remuneration	Our remuneration approach is grounded in the principles of fairness and equality. We determine employee compensation based on duties and responsibilities, competencies, experience, and performance, independent of gender, age, or similar personal characteristics. We support equal opportunity and pay equity by adopting a fair and consistent remuneration structure for roles with similar qualifications and responsibilities. We regard providing our employees with remuneration sufficient to sustain their livelihoods as one of our priority responsibilities. We offer our employees working for the minimum wage the opportunity to earn additional income through a bonus scheme and contribute to improving their living conditions.
Safe Working Conditions	We comply with occupational health and safety (OHS) legislation and commit to providing a safe and healthy environment for our employees and everyone present in the workplace.
Forced Labour and Child Labour	We apply a zero-tolerance principle against all forms of child labour, human trafficking and forced labour. We do not employ individuals under the age of 18 under any circumstances and fully comply with the relevant international conventions and national legislation.
Trade Union Rights	As a company, we continuously undertake various initiatives to protect and improve the rights of all our employees. We do not have any practices that would prevent any of our employees from exercising their trade union rights. Our fair and transparent remuneration policies and the fringe benefits we provide are designed to enhance the well-being and satisfaction of our employees. In this context, we remain committed to protecting all the rights of our employees and maintaining high motivation in the workplace.
Discrimination and Harassment	We do not tolerate discrimination or harassment on any grounds, including language, religion, race, gender, age, disability or sexual orientation. We assess violations within the scope of our disciplinary procedure.

In addition to our own activities, this approach is also reflected in our supply chain. We actively communicate with our suppliers on human rights matters within the scope of our sustainability assessment processes and verify whether they operate in compliance with our human rights criteria.



You can access details regarding the sustainability assessment we apply to our suppliers [here](#).

In addition, all our internal and external stakeholders, including our employees, suppliers and suppliers’ employees, can anonymously submit their human rights-related complaints through our **Ethics Violation Reporting Lines**.

Anti-Bribery and Anti-Corruption

As Teknosa, we resolutely apply a zero-tolerance approach to bribery and corruption across all our activities and business relationships. Our [Anti-Bribery and Anti-Corruption Policy](#), which covers our employees, suppliers and all third parties acting on behalf of Teknosa, sets out our criteria in this area.

Our **Corporate Governance Committee**, which is responsible for implementing the policy, regularly assesses developments, risks and implementation results in the field of anti-bribery and anti-corruption and reports its recommendations to the **Board of Directors**.

We address corruption risk systematically within the framework of our corporate risk management system. In addition to defining bribery and corruption as a separate risk item in our risk inventory, we separately monitor different dimensions of the matter, such as gifts and hospitality, conflicts of interest, third-party ethics and compliance, and donations and charitable contributions.

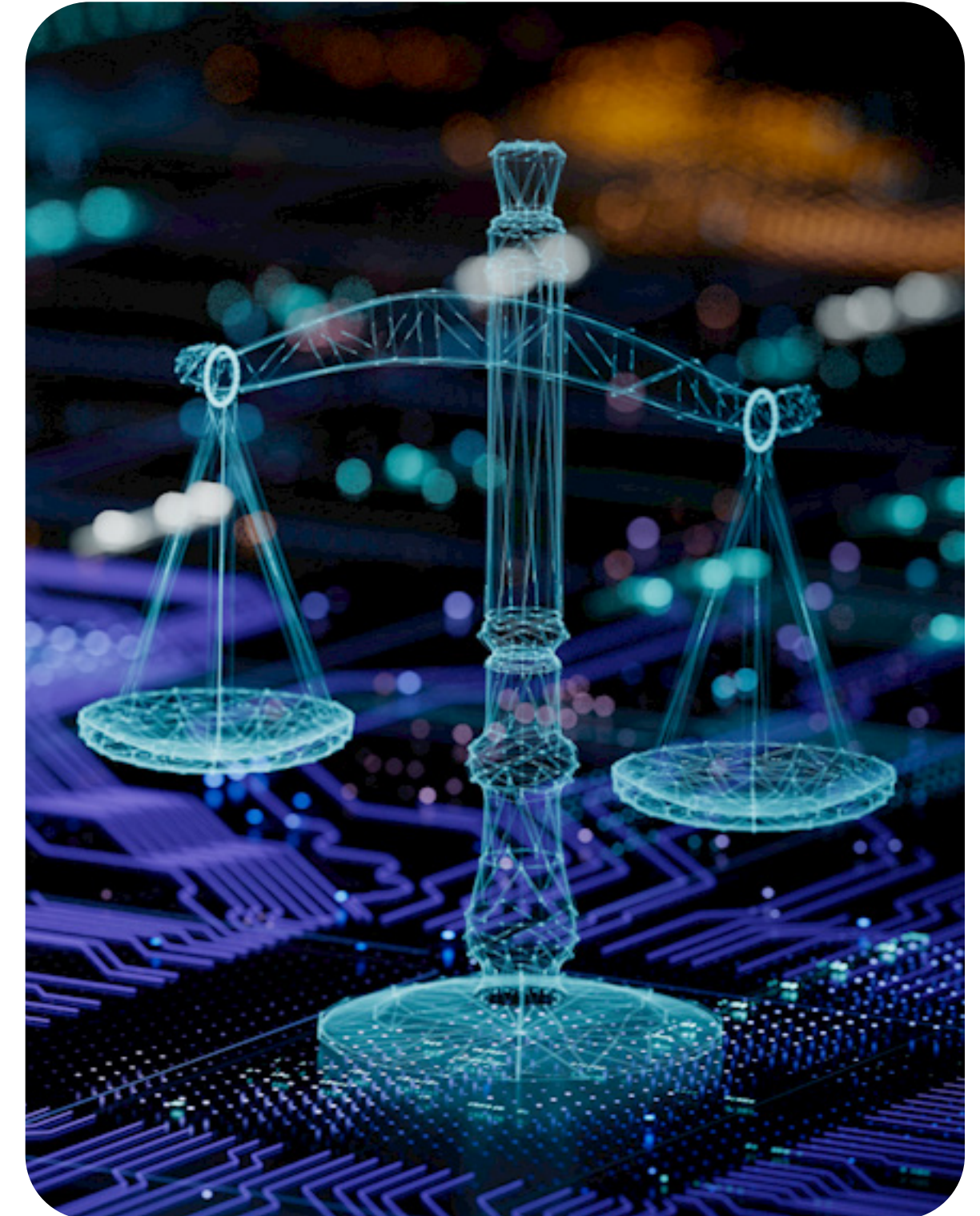
Within the scope of our activities, procurement, sales, public relations, financial processes, warehouse and logistics operations are among the areas to which we pay particular attention in terms of corruption and bribery. We conduct an annual data analytics-based closing transactions audit for these activities and share the audit report with the Audit Committee and Sabancı Holding.

In addition to our own operations, in order to manage third-party risks, we conduct ethical background screening and risk-level assessments of our suppliers and business partners through the **NAVEX platform**. During this process, the bribery and corruption history, compliance status and ethical risk profiles of our suppliers are systematically reviewed. By the end of 2025, we completed this screening for our critical suppliers. The employee is obliged to comply with written and/or verbal instructions issued by the employer regarding the conduct of work and workplace behavior; with working conditions, work discipline, and occupational health and safety rules established in legislation, the contract, and regulations or procedures constituting an annex to the contract; and with the Sabancı Business Ethics Rules (SA-Ethics).

Thanks to our zero-tolerance policy and high level of sensitivity in this area, **we did not receive any penalties related to corruption or bribery in 2025, as was also the case in the previous year.**

Anti-Competitive Conduct

As a key player in the technology retail market, we support fair competition and attach great importance to regulations concerning competition law and general compliance principles. We take the necessary measures to prevent any anti-competitive practices—such as price fixing, market allocation, and the abuse of a dominant market position. Such practices not only entail legal and reputational consequences for Teknosa but also create negative societal impacts, including higher prices for consumers, reduced product quality, and stifled innovation. Our legal, strategy, sales, and marketing teams work collaboratively to prevent these risks—which indirectly affect our employees, investors, and shareholders—from materializing.



Highlights of 2025

141

Stores

95,000 m²

Retail Sales Area

83,519 million TL

Net Sales

4,208 million TL

EBITDA*

12.5%

Scope 1+2 Emission Reduction

70.5%

Renewable Electricity (I-REC and YEK-G Certified) Usage Rate

42.38%

Waste Recycling Rate

10.1 billion TL

Revenue Generated from Energy-Efficient Products and Circular Services Extending Product Lifespan

27 million TL

Environment-Focused R&D Expenditure

226

Energy-Efficient Products and Circular Services Extending Product Lifespan

61

İklimsa SES Projects

2,514

Number of Employees

30.6%

Female Manager Ratio

30.5

Average Training Hours per Person

6.8 million TL

Investment in Employee Training

30.8%

Female Employee Ratio

79,222

Total Training Hours

249

Hours of Sustainability and Environmental Training

Indices

We are in the leadership category of the CDP Climate Change Program with an A- rating.



We are included in the Borsa Istanbul Sustainability Index.



We earned the “Committed” badge by achieving a score of 62 in the 2025 Ecovadis assessments.



* EBITDA: Earnings Before Interest, Taxes, Depreciation, and Amortization. The Adjusted EBITDA included in the financial report as of December 31, 2025, has been used as the basis.

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IMPACT FOR THE FUTURE



Our approach to
**Value
Creation**

863
million TL
Investment in
transformation

83.5
billion TL
Annual turnover

First
TSRS compliant
report

Sectoral Developments and Outlook

The dynamic nature of today's world makes companies' capacity to adapt to developments a fundamental determinant of both their competitiveness and their ability to create value. Technology retailing is positioned in a field where global and sectoral developments are directly felt.

As Teknosa, transformations across a broad spectrum, from changing consumer expectations to the global sustainability agenda, and from digital transformation to new business models created by artificial intelligence, directly affect our business model, operational decisions and long-term strategy. Therefore, systematically monitoring these developments and trends is an integral part of our sustainable growth journey and our efforts to create value for our stakeholders.

Sectoral Developments

The consumer technology products market operates through a five-channel structure consisting of chain stores, traditional channels, computer stores, telecommunications dealers and technology retailers. In 2025, the consumer electronics market contracted in real terms, with the highest contraction in TV and Imaging Systems and the most limited contraction in Information Technologies and Telecommunications, while tablets, air conditioners and smartphones were among the main product groups that recorded growth.¹

Unlike the physical channel, the online technology market recorded real growth during the same period, once again demonstrating that the weight of e-commerce in the sector continues to increase. The strengthening of the regulatory framework for e-commerce is also among the major developments deeply affecting the sector. New regulations implemented in Türkiye have significantly raised standards relating to transparency, product safety and consumer rights in e-commerce. On the other hand, the integration of artificial intelligence into technology products is also bringing about a fundamental transformation in the sector. While many product categories, particularly artificial intelligence-supported computers and smartphones, are being redefined, this development is profoundly shaping both the product range and customer expectations.

The sector is facing not only a channel transformation but also a comprehensive structural change. As the omnichannel retailing approach becomes more widespread, physical stores are evolving into experience-oriented concepts and expectations for personalized services are steadily increasing. Sustainability is no longer merely a preference but has become permanently embedded in the sector's agenda as a requirement of customer expectations and regulatory requirements.

¹ Technology Retail Panel Research, Growth from Knowledge (GfK)



Trends

Climate Change: Increasing Risk, Strengthening Regulatory Framework

Climate change has evolved from being solely an environmental issue into one of the most critical risk factors for the business world. Extreme weather events, water stress and drought, which are increasing together with global warming, directly affect companies’ supply chains, operational continuity and long-term financial performance. The annual cost of physical climate risks for the world’s largest companies is projected to reach USD 885 billion in the 2030s and USD 1.2 trillion in the 2050s.²

In parallel with this picture, the regulatory framework addressing climate change is also rapidly strengthening. The European Union’s Corporate Sustainability Reporting Directive (CSRD) and the Türkiye Sustainability Reporting Standards (TSRS), which entered into force in Türkiye in 2024, encourage companies to transparently disclose their climate risks, greenhouse gas emissions and transition plans to the public. In 2025, Türkiye’s Climate Law, the country’s first comprehensive legal regulation in the fight against climate change, was also added to this framework. This law, which provides legal assurance for Türkiye’s 2053 net-zero emissions target, includes critical steps such as the establishment of an Emissions Trading System, the regulation of carbon markets and concrete obligations for the public and private sectors. All these regulations indirectly affect not only companies directly within their scope but also business partners in the supply chain.

Assessing climate change not only as a risk but also as an opportunity for transformation is becoming an increasingly critical strategic approach. Energy efficiency investments, decarbonization strategies and climate-focused products and services both enhance operational resilience and strengthen stakeholder confidence.

Circular Economy: Redefining Consumption

Electronic waste continues to be the fastest-growing waste stream globally. The global amount of e-waste, which stood at 62 million tons in 2022, is expected to reach 82 million tons by 2030. However, only approximately 22% of this waste is formally collected and recycled.³ This situation creates both a significant responsibility and a tangible business opportunity for the retail sector, which is in direct contact with technology products.

The circular economy approach requires the entire value chain, from the design and production of products to their sale and after-sales processes, to be restructured. The refurbished products market is growing rapidly due to both economic pressures and increasing sustainability awareness. As consumers make increasingly conscious purchasing decisions, demand for services that extend product life and for second-hand options is also growing.

A significant transformation is also taking place in the regulatory dimension. As Extended Producer Responsibility policies become more widespread worldwide, binding targets are being set for e-waste collection rates. This trend encourages technology retailers to adopt a more proactive approach to e-waste management and circular business models.

The Workforce of the Future: Transforming Skills, Increasing Investment

The rapid maturation of artificial intelligence and automation technologies is bringing about a fundamental transformation in the business world. While 86% of employers expect artificial intelligence to transform their business models by 2030, it is estimated that approximately 120 million employees globally may require reskilling in the medium term.⁴

This transformation is bringing a significant skills gap to the forefront of the labor market. Sixty-three per cent of employers state that the skills gap remains the greatest obstacle to digital transformation. In addition to technical competencies, skills such as analytical thinking, adaptability and human-artificial intelligence collaboration are becoming increasingly important.

Companies responding to this situation are increasing their investments in human resources. Seventy-seven per cent of employers plan to reskill their employees so that they can work alongside artificial intelligence. Investments in talent development and employee well-being are regarded not merely as a necessity but as a fundamental component of long-term corporate resilience.

Artificial Intelligence: The New Competitive Ground of Retail

Artificial intelligence is accelerating a fundamental transformation in the retail sector. Eighty-nine per cent of retailers have implemented artificial intelligence projects or are testing them at the pilot stage.⁵ This rate demonstrates that artificial intelligence is no longer an experimental tool in the sector but has become an integral part of operations.

The scope of artificial intelligence is expanding each day, from demand forecasting and supply chain optimization to personalized customer experience, smart inventory management and after-sales services. Artificial intelligence agents are expected to account for between USD 3 trillion and USD 5 trillion of global retail revenues by 2030.⁶ This transformation demonstrates that competitive advantage in the retail sector is increasingly based on data and intelligence capabilities.

The impact of artificial intelligence on sustainability cannot be overlooked. Algorithms that optimize energy consumption, forecasting models aimed at reducing waste and digital systems that monitor carbon footprints are playing an increasingly critical role in enabling companies to achieve their climate targets. In this context, although artificial intelligence increases electricity and water consumption—the latter being used to cool the machinery—it stands out as a powerful catalyst for both business performance and sustainability strategies.

² For the world’s largest companies, climate physical risks have a \$1.2 trillion annual price tag by the 2050s, S&P Global

³ Global E-Waste Monitor 2024, United Nations Institute for Training and Research (UNITAR)

⁴ Future of Jobs Report 2025, World Economic Forum

⁵ State of AI in Retail and CPG Survey, NVIDIA

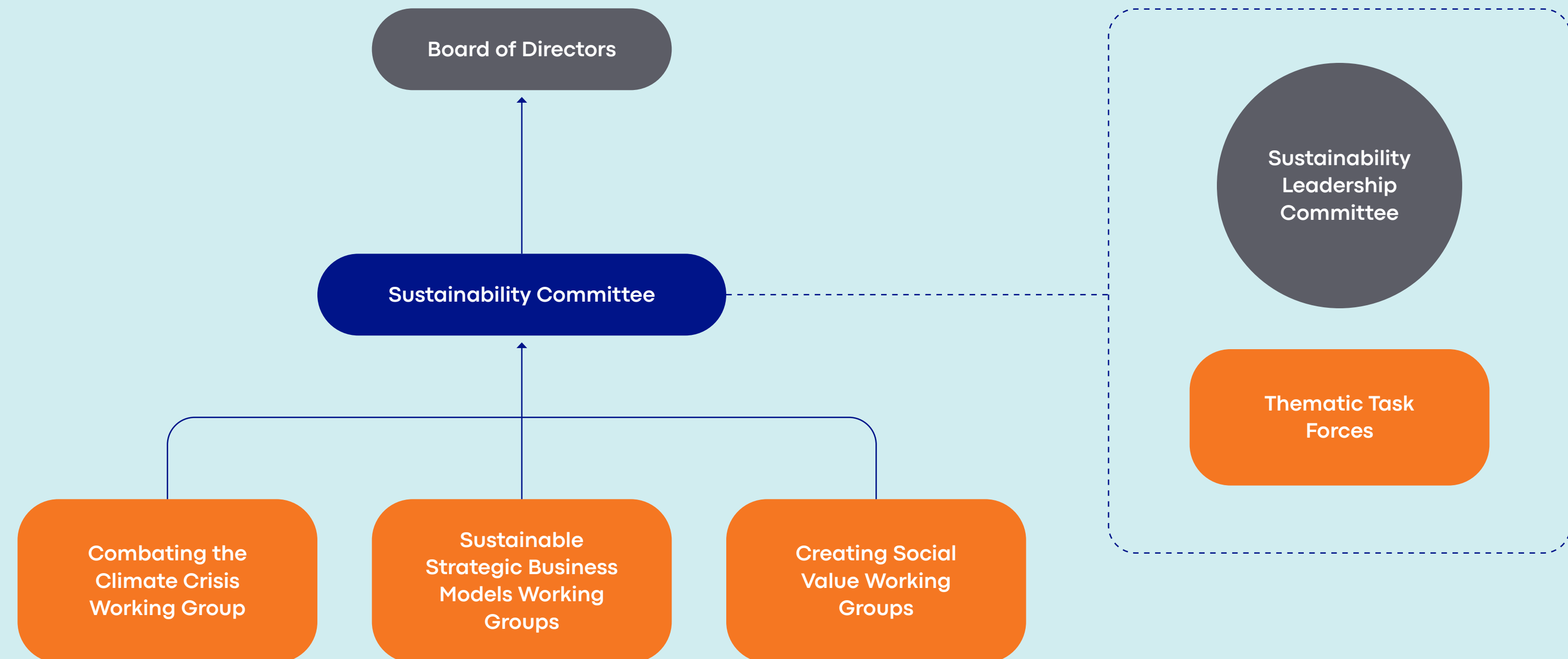
⁶ Merchants Unleashed: How Agentic AI Transforms Retail Merchandising, McKinsey & Company

Sustainability Management

As Teknosa, we carry out sustainability management under the oversight of the Board of Directors through an integrated and participatory approach in which different bodies within the company undertake specific responsibilities. As the highest decision-making body, the **Board of Directors** bears ultimate responsibility for all processes, from determining the sustainability strategy to overseeing its implementation. Our **Sustainability Committee**, which forms the operational pillar of this structure, operates under the Board of Directors and regularly reports the activities carried out, decisions taken and developments achieved to the Board of Directors.

Our Sustainability Committee is supported in governance processes relating to sustainability-focused matters by **three working groups: Combating the Climate Crisis, Sustainable Strategic Business Models and Creating Social Value**. Operating with an agile approach and with the participation of management-level representatives from different functions, these groups report the outputs of their work to the Sustainability Committee.

The Sustainability Leadership Committee, which operates within Sabancı Holding and monitors the progress of targets and actions under the Group's sustainability roadmap, contributes to the management of sustainability-focused matters, risks and opportunities across the Holding. The **Thematic Task Forces** supporting this structure meet regularly under the headings of Climate Emergency, Sustainable Business Models, and People and Society to assess current developments and the latest status of targets. As Teknosa, we actively participate in these meetings and implement the necessary actions within our company.



Sabancı Holding



Reporting Line

Our Sustainability Committee

Our **Sustainability Committee**, established by a decision of our Board of Directors in 2023, plays an active role in our company’s sustainability management and contributes to decision-making processes by providing technical support to our Board of Directors. Memberships of our Sustainability Committee are approved by the Board of Directors, while our Committee meets **at least twice a year**. Meetings are held with the participation of at least two-thirds of the members, and decisions are taken by simple majority.

Our Committee operates under the **chairmanship of our CEO**. As the highest-level leader and spokesperson on sustainability, our CEO is responsible for chairing committee meetings, coordinating the flow of data between the Board of Directors and corporate units, and providing strategic guidance to the Board of Directors. Within this scope, our CEO may seek support from external experts or consultants when necessary.

Our **Chief Human Resources and Sustainability Officer**, who serves as Vice Chair of the Committee, directs the Committee’s activities together with our CEO and ensures direct communication between senior management and the sustainability team.

Our **Sustainability and Occupational Safety Directorate**, which serves as the Committee rapporteur, prepares the agenda for Committee meetings and organises the meetings. It communicates the decisions taken at meetings to members and periodically monitors their implementation status. At the same time, our Directorate is responsible for determining sustainability targets and monitoring progress, developing strategies, conducting awareness activities, ensuring regulatory compliance and coordinating with the Sabancı Holding Sustainability Directorate.



You can access details regarding sustainability governance in the [Sustainability Procedure](#) document.

Key Duties and Responsibilities of the Committee

- To design our corporate sustainability strategy, monitor its implementation, and report to the Board of Directors as necessary,
- To integrate the concept of sustainability into all our business processes and ensure employee involvement in sustainability initiatives,
- To define sustainability performance metrics and targets and to facilitate the provision of resources required to achieve these targets,
- To identify, monitor, and report on sustainability-focused areas of impact, challenges, risks, and opportunities,
- To support the Board of Directors in fulfilling its governance and oversight responsibilities regarding sustainability,
- To regularly review sustainability-related policies, targets, and practices; monitor legal regulations; and submit proposals to the Board of Directors for approval when necessary,
- To implement projects aimed at reducing carbon emissions as part of the fight against the climate crisis, and to support the transition to a circular economy.



You can find detailed information regarding the duties and responsibilities of our Sustainability Committee in the [Sustainability Committee Procedure](#) document.



Our Sustainability-Focused Working Groups



Our Sustainability Committee is supported by three separate working groups. These groups, composed of management-level representatives from different functions, design and implement sustainability-focused programs and projects. The outputs obtained by the groups are reported to the Sustainability Committee through our Sustainability and Occupational Safety Directorate.

COMBATING THE CLIMATE CRISIS

WORKING GROUP

The Group regularly addresses local and global developments in environmental matters, climate change risks and our environmental performance targets. The units represented in this working group are as follows:

- Infrastructure Technologies and Operations
- Warehouse Operations
- Training and Development
- Visual Merchandising Control
- Administrative Affairs
- Construction and Design
- Logistics Operations
- Customer Audit, CRM and Data Analytics
- Marketing Communications
- Sustainability and Occupational Safety

SUSTAINABLE STRATEGIC BUSINESS MODELS

WORKING GROUP

The Group addresses sustainable product and service opportunities, sustainability risk management, the EU Green Taxonomy and responsible investment policies, and sustainability-related innovation activities. The units represented in this working group are as follows:

- Infrastructure Technologies and Operations
- IT Security and Compliance
- Finance and Investor Relations
- Internal Audit
- Internal Procurement
- Construction and Design
- Category
- Risk, Compliance and Business Continuity
- Strategy, Innovation and Entrepreneurship
- Sustainability and Occupational Safety
- Process Management

CREATING SOCIAL VALUE

WORKING GROUP

The impact measurement of our social investments, diversity and inclusion, ethical matters, remuneration policies, the gender distribution of STEM and revenue-generating roles, and national and international standards relating to human rights constitute the Group's main agenda items. The units represented in this working group are as follows:

- Infrastructure Technologies and Operations
- Training and Development
- Human Resources Business Partner and Career Management
- Internal Audit
- Corporate Communications
- Customer Experience Design and Management
- Marketing Communications
- Risk, Compliance and Business Continuity
- Sustainability and Occupational Safety

Our Sustainability Approach

At Teknosa, in alignment with the Sabancı Group's sustainability vision, we view sustainability not merely as an area of environmental responsibility, but as a fundamental element of long-term value creation. Minimizing our potential adverse impacts on society and the environment while maximizing our positive impacts lies at the heart of our sustainability strategy.

We shape our sustainability approach from a **double materiality** perspective. In this context, while assessing the impacts of our activities on the environment and society, we also consider the risks and opportunities that climate change, resource scarcity and global sustainability-focused developments may create for our business model.

By closely following the global sustainability agenda and international standards, we develop our policies and practices accordingly. We adopt the **UN Sustainable Development Goals** as an inclusive framework and establish links between the goals to which we contribute through our activities.

By accurately prioritizing and managing the impacts we create throughout our value chain, we attach importance to creating value for all our stakeholders, particularly our employees, customers and investors. As of 2025, in order to express the impact we create in a more tangible and meaningful manner, we updated our sustainability focus areas. We redefined the names of the focus areas used in the previous period as **Impact for the Future, Impact for Nature, Impact Together and Customer-Oriented Digital Impact**, which more accurately reflect our value creation approach.



Stakeholder View

We believe that the future is shaped by how we treat people and nature today.

The period we are in is one in which change is not only accelerating for companies, but also becoming more complex and multidimensional. Climate change is no longer merely an environmental issue; it is a tangible reality that directly affects companies' strategies, operations and daily decisions. At the same time, artificial intelligence and digitalisation are redefining working life, competencies and ways of doing business. This transformation places on companies not only the responsibility to adapt, but also the responsibility to design a more responsible, agile and inclusive future.

As Teknosa, we closely monitor the needs of a changing world and attach importance to taking responsible and value-oriented steps while adapting to this transformation. We regard sustainability as a fundamental approach that shapes our decisions throughout this journey.

One of the most important elements of this perspective is people. **We regard investing in the development of our employees, strengthening their competencies in line with the needs of the future and creating an inclusive working culture in which everyone feels valued as an integral part of our sustainability approach. This is because creating an impact for nature and adding value to society are only possible through people who embrace this transformation.** In line with this understanding, through Teknosa Academy, we continuously develop the knowledge and competencies of our employees and support sustainability transformation in becoming an integral part of our corporate culture.

We believe that the steps we take today shape the Teknosa of tomorrow and a better future, and we continue to work resolutely to add value to people, nature and society.

NİLÜFER DEĞİRMENCİ
Chief Human Resources and
Sustainability Officer

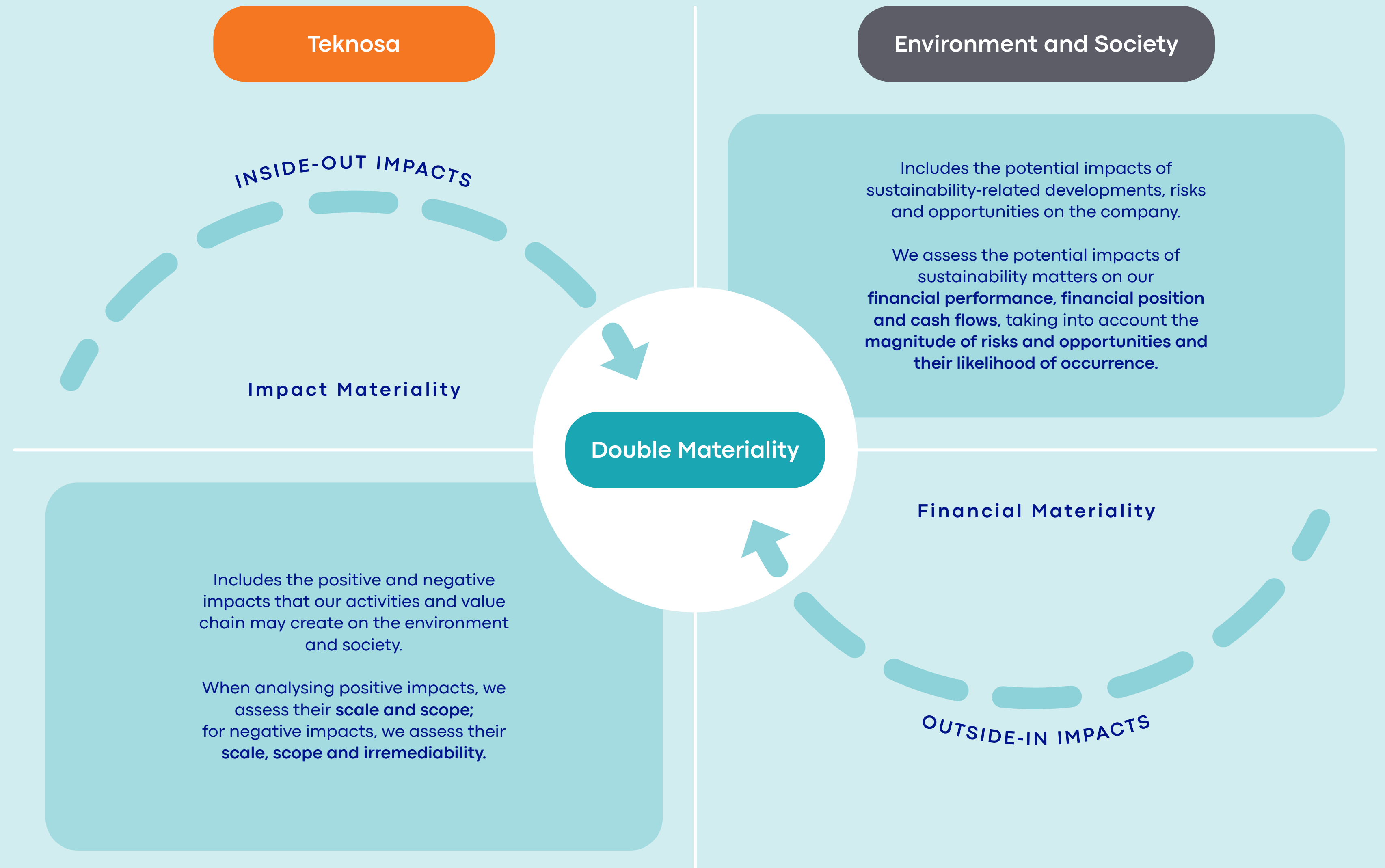
Double Materiality

Double materiality lies at the foundation of our strategic decision-making processes and reporting approach as a method that enables us to address sustainability matters from two different perspectives. This perspective allows us to assess both the footprint of our activities on the world and the implications of global developments for our business model within a holistic framework.

The first dimension, impact materiality, covers the positive and negative impacts of our activities on the environment and society from an inside-out perspective. We do not limit this dimension solely to our own operations but address it in a manner that covers our entire value chain.

The second dimension, financial materiality, covers the risks and opportunities that sustainability-focused matters may create for our company from an outside-in perspective.

These two dimensions are not independent of one another. Over time, our impacts on society and the environment may shape our financial performance through risks and opportunities. The double materiality perspective provides a basis for managing this dynamic relationship and addressing sustainability matters in alignment with our strategic priorities. At the same time, it ensures that the information we provide to our stakeholders is based on a transparent, comparable and reliable foundation.



Our Materiality Assessment

As Teknosa, with the support of our international consultancy firm, we conducted a double materiality assessment in 2024. Under the leadership of our Chief Human Resources and Sustainability Officer, numerous employees and managers within our company, as well as our external stakeholders, participated in the assessment process.

We began the assessment by drawing on previous studies conducted by our consultancy firm for consumer electronics retailers operating in Europe and bearing similarities to Teknosa in terms of their value chains. In the first stage of the process, we defined the boundaries of our value chain and identified potentially material topics relevant to our value chain, as well as **125 elements** related to these topics, by drawing on the **European Sustainability Reporting Standards (ESRS), Sustainability Accounting Standards Board (SASB) industry guidelines, Global Reporting Initiative (GRI)** standards and sector research.

At the next stage, we reduced this list to **64 elements** in line with our **impact materiality and financial materiality assessments**, and subsequently to **60 elements** through Teknosa-specific assessments carried out with our project team and consultancy firm.

We then included **23 internal stakeholders** consisting of our senior executives in the process in order to address each topic in a balanced manner from both financial and impact perspectives. We divided our stakeholders into four groups, organised explanatory workshops and obtained their written opinions.

At the final stage, following the preliminary validation by our project team, we incorporated the opinions of our external stakeholders into the assessment with the participation of Sabancı Holding, CarrefourSA, Sabancı Foundation and Lenovo. The process was completed with the **approval of our CEO** following the final validation session held with our project team and consultancy firm.

To determine impact significance for scoring purposes, we calculated the severity of the impact using criteria related to scale, scope, and for negative impacts irreversibility. For the financial materiality assessment, we based our evaluation on the potential magnitude and likelihood of occurrence of the risk or opportunity, taking into account short-, medium-, and long-term impacts.

Positive Impact Threshold:
5 or higher (out of 8)

Negative Impact Threshold:
8 or higher (out of 12)

Financial Materiality Threshold:
1.2 or higher (out of 4)

Our Material Topics

As a result of our materiality assessment process, we identified **29 material elements under 11 material topic headings**. We also determined that seven of the 29 elements were highly material elements exceeding both of the threshold values we had established, in terms of both the impact created by Teknosa and the financial impact these elements create for Teknosa.

High-Priority Sustainability Topics

- Greenhouse Gas Emissions
- Energy
- Resource Use – Product Packaging
- Circular Material Use
- Energy-Efficient Products and Circular Services Extending Product Lifespan
- Responsible Marketing Practices
- Data Security



Focus Area	Material Topics	Sustainability Elements	Related Value Chain Stage					
Impact for Nature	Climate Change	Greenhouse Gas Emissions	Storage	Sales	End Use			
		Energy						
	Resource Use and Circular Economy	Resource Use – Product Packaging	Resource Sourcing	Production	Repair	Storage	Sales	Recycling and Take-Back
		Circular Material Use						
		Resource Outflows – Waste						
	Responsible Business	Energy-Efficient Products and Circular Services Extending Product Lifespan	Sales	End Use	Maintenance and Servicing			
	Pollution	Air and Soil Pollution	Resource Sourcing					
		Substances of Concern						
	Water	Water Consumption	Production	Storage	Sales			
Impact Together	Our Employees	Occupational Health and Safety	Storage	Inventory Management and Shipment	Sales			
		Talent Development and Training						
		Violence and Harassment						
		Equality, Diversity and Inclusion						
	Value Chain Workers	Inadequate Wages	Resource Sourcing	Production	Repair			
		Forced Labour and Child Labour						
		Supply Chain Management						
Customer Oriented Digital Impact	Consumers	Customer Health and Safety	End Use					
		Responsible Marketing						
		Data Security						
Corporate Governance	Business Ethics	Corporate Culture	Storage	Inventory Management and Shipment	Sales	Maintenance and Servicing		
		Anti-Competitive Conduct						
	Economic Performance	Economic Performance	Entire Value Chain					

The tables relating to our sustainability targets, including those of our senior management, are presented on the side. The first table includes the targets set in the previous period and their achievement status during this period, while the second table includes the targets set in the current reporting period, the results of which will become clear in the forthcoming period. While the 2026 targets are shaped around circular economy and human rights, reducing greenhouse gas emissions, increasing the share of renewable electricity consumption and reducing total electricity consumption also remain on the agenda.

2025 Target Table

Target	Target Owner	Status	Explanation
Automation of 80% of TSRS reporting processes by the end of 2025	CEO	Achieved.	An automated monitoring infrastructure has been established for KPIs relating to Scope 1, 2 and 3 emissions, renewable energy and net-zero targets under TSRS. Calculations, performance monitoring and scenario analyses are conducted through this platform. Qualitative disclosures requiring management judgement and strategic context have not been included in full automation and are assessed and prepared by the relevant units.
Providing training, awareness-raising meetings or improvement support to 50% of high-risk suppliers/customers by the end of 2025	CEO Chief Category Management and Supply Chain Officer	Achieved.	Supplier sustainability performance was measured using a risk-based methodology, and the results were classified according to maturity levels. As a result of the assessments, all 13 suppliers at the low maturity level were contacted, a sustainability bulletin was shared and a structured improvement process was initiated. Awareness-raising content was also communicated to suppliers at the basic level. Engagement with suppliers continues through periodic bulletins, e-mail communications and online meetings.
Reviewing suppliers based on responsible investment criteria, completing the analyses and applying the Supplier Sustainability Assessment Methodology to all suppliers	Chief Category Management and Supply Chain Officer	Achieved.	
Increasing the number of energy-efficient products by 5% compared with the previous year (White Goods)	Chief Category Management and Supply Chain Officer	26% increase	2024: 119 2025: 150
Increasing the number of energy-efficient products by 8% compared with the previous year (Air Conditioners)	Chief İklimsa Business Unit Officer	15.6% decrease	2024: 83* 2025: 70
Conducting communication activities regarding environmentally friendly products and services	Chief Digital Commerce and Marketing Officer	Achieved.	Six posts have been made.
Ensuring that renewable electricity consumption accounts for 70% of total electricity consumption	Chief Retail Sales Officer	70.5%	You can access details regarding this topic under the Energy Management heading.
Reducing Scope 1 and Scope 2 greenhouse gas emissions by 10% compared with the previous year	Chief Human Resources and Sustainability Officer	12.50% decrease	You can access details regarding this topic under the Greenhouse Gas Emissions heading.
Publishing the CDP Climate Change report		Achieved.	An A- score was obtained.
Reaching a 50% proportion of female employees at headquarters		54.4%	You can access details regarding this topic under the Equality, Diversity and Inclusion heading.
Reaching a 25% proportion of female employees in stores		26,9%	
Ensuring the supply of products that support circularity	Internal Purchasing Manager	Achieved.	Throughout the year, contributions were made to eco-friendly practices by procuring products that support the circular economy, such as A4 photocopy paper and kraft bags.

* The actual figure of 105 from the previous reporting period has been revised and updated as part of the data verification process.

2026 Target Table

Target	Key Monitoring Indicator	Target Owner	Related Material Topic
Quantitatively disclosing circular economy performance to the public on the basis of procurement, product design and end-of-life processes within the scope of the metrics to be determined	Indicators defined for procurement, product design and end-of-life management; year-end performance against the indicators	CEO	Resource Use and Circular Economy
Conducting a human rights due diligence process for prioritised suppliers and publicly disclosing the results	Proportion of suppliers subject to risk screening; improvement and supporting actions identified		Value Chain Workers
Conducting a current-state analysis of circular input, circular design and circular output processes for the private-label product range and publicly disclosing the results	Proportion of active products (SKUs) analysed	Chief Category Management and Supply Chain Officer	Resource Use and Circular Economy
Assessing private-label suppliers in terms of priority human rights risks and establishing the necessary action mechanisms	Proportion of suppliers assessed; number of supporting activities implemented	Chief iklimsa Business Unit Officer	Value Chain Workers
Implementing a digital infrastructure through which customers can access information on e-waste management and be directed to the nearest store for e-waste delivery, and conducting awareness-raising activities	Engagement data for the digital information area; digital communication and social media activities conducted	Chief Digital Commerce and Marketing Officer	Resource Use and Circular Economy
Increasing the share of electricity procured from renewable sources in total electricity consumption to 76%	Renewable electricity consumption (MWh); share in total electricity consumption (%)	Chief Retail Sales Officer	Climate Change
Reducing total electricity consumption by 1% compared with 2025	Total electricity consumption (MWh); annual change (%)		
Reducing the total of Scope 1 and market-based Scope 2 greenhouse gas emissions by 10% compared with 2025*	*Scope 1 emissions – tCO ₂ e *Market-based Scope 2 emissions – tCO ₂ e *Total Scope 1 and market-based Scope 2 emissions – tCO ₂ e *Change compared with the 2025 base year – % *Location-based Scope 2 emissions – tCO ₂ e *Renewable electricity consumption rate – %	Chief Human Resources and Sustainability Officer	Climate Change
Developing the knowledge and competencies of designated employee groups on human rights due diligence and circular economy matters	Number of employees within the scope of training; proportion of employees who attended and completed the training (%)		Our Employees
Increasing the representation of female employees in stores and maintaining the company-wide proportion of female employees at no less than the 2025 level	Proportion of female employees in stores (%); company-wide proportion of female employees (%) and annual change		
Integrating the Supplier Code of Conduct into new and renewed contracts	Proportion of new and renewed HR contracts containing the Supplier Code of Conduct (%)		Value Chain Workers
Assessing the current and expected impacts of climate-related risks and opportunities on financial position, financial performance and cash flows in accordance with TSRS requirements	Climate risks and opportunities for which financial impacts are assessed; impacts linked to financial statement items; fulfilment rate of financial disclosures covering short-, medium- and long-term impacts	CFO	Climate Change
Integrating the Supplier Code of Conduct into new and renewed internal procurement contracts	Proportion of new and renewed Internal Procurement contracts containing the Supplier Code of Conduct (%)		Value Chain Workers
Defining minimum repairability and modularity criteria for use in new IT equipment procurement and integrating them into procurement assessments	Minimum criteria defined; number of items of equipment assessed against the criteria; proportion of equipment purchased that meets the criteria within total in-scope purchases (%)	Chief Technology Officer	Resource Use and Circular Economy
Integrating the Supplier Code of Conduct into new and renewed technology supply contracts	Proportion of new and renewed in-scope IT equipment supply contracts containing the Supplier Code of Conduct (%)		Value Chain Workers

* Scope 2 target performance is calculated using the market-based method. The renewable electricity procurement instruments and energy attribute certificates used in the calculation will be disclosed within the scope of the reporting methodology. Location-based Scope 2 emissions will also be reported separately.

The level of target achievement will be assessed following the completion of the 2026 annual activities period. For ratio-based indicators, the scope, denominator, base year, data source and calculation methods used will be disclosed together with the relevant results. Indicators relating to the product portfolio will be calculated based on product codes active during the reporting period, while contractual indicators will be calculated based on new and renewed in-scope contracts signed during the relevant period.

Renewable electricity consumption may include electricity generated on site, renewable electricity procurement and electricity quantities documented through valid energy attribute certificates. The procurement instruments used and the calculation approach will be disclosed together with the results.

Our Contribution to the Sustainable Development Goals

As Teknosa, the UN Sustainable Development Goals hold an important place in our sustainability approach. Within this scope, we map the SDGs to which we contribute through the activities we carry out in line with our strategic priorities.



- Since 2007, within the scope of the Technology for Women project carried out in cooperation with the Habitat Association, we have provided free digital skills training to many women across Türkiye.
- Within the scope of our cooperation with the “Askıda Ne Var” platform, we provide university students with the technological products they need and support the social development of young people by participating in various university events.



- We support the physical and mental health of our employees through fringe benefits such as private health and life insurance, ergonomic support, sports opportunities, and access to experts in meditation, yoga and psychology.
- We analyse the occupational accident risks frequently encountered in our sector together with past incidents and seek to eliminate hazards through a proactive approach. By keeping open the reporting channels through which our employees can easily communicate near-miss incidents and hazardous situations, we support a culture of continuous improvement.



- Through Teknosa Academy, which we established in 2015, we offer our employees modular training programs tailored to their functions and positions and support their professional development and career progression. We conduct our training and development processes transparently and fairly, taking gender equality into consideration.
- Within the scope of the Technology for Women project, carried out in cooperation with the Habitat Association since 2007, we provide free digital literacy training to women in need and support them in developing technology-based business ideas and participating in social life.
- Within the scope of our cooperation with the “Askıda Ne Var” platform, we support university students’ education by providing them with the technological products they need.



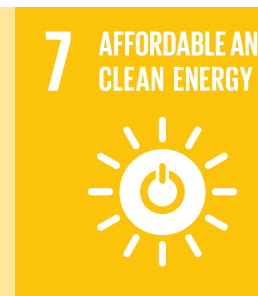
- By signing the UN Women’s Empowerment Principles (WEPs) in 2018, we committed to seven principles aimed at advancing gender equality and became the first technology retailer in Türkiye to become a WEPs signatory.
- Within the scope of the Teknosalı Mother Mentors (TAM) Project, which we launched in 2019, our volunteer mother employees mentor new mothers and expectant mothers and show them ways to balance working life and motherhood.
- As one of the participants in the Business Against Domestic Violence (BADV) project carried out by the Sabancı University Corporate Governance Forum, we support efforts to make violence against women in the workplace more visible.
- As a donor to the Foundation for the Support of Women’s Work (KEDV), we contribute to the economic and social empowerment of women.
- As a member of Lead Network, Yanındayız Association, Women in Technology Association and Women on Boards Association (YKKD), we support women’s leadership, gender equality in the technology sector and inclusive decision-making processes in the business world.
- As a donor and project partner of the Federation of Turkish Women’s Associations (TKDF), we support efforts to combat violence against women and strengthen solidarity among women.
- Within the scope of the Technology for Women project, which we have carried out in cooperation with the Habitat Association since 2007, we contribute to women’s ability to develop technology-based business ideas, generate income through social media and strengthen their economic independence through the digital literacy training we provide.



- At our main locations, we regularly monitor water consumption and periodically carry out leak and installation inspections. In appropriate areas, we evaluate the use of low-flow fixtures and optimise water use in our stores and cleaning processes. Through our employee awareness activities, we support a culture of responsible water use.



- As part of our decarbonisation strategy, we carry out renewable energy projects. Through the solar energy systems on the roof of the Sabancı Centre and the procurement of I-REC certificates, we continue our efforts to reduce our operational emissions through renewable energy generation and renewable electricity supply.



- Through our ethical business approach, performance and career management processes, occupational health and safety practices, and remuneration policies based on the principle of fair remuneration, we provide our employees with a safe and fair working environment.
- Through the Teknosa Step internship program, we provide university students with real work experience. Within the scope of our Future Leaders project, we include newly graduated young talents in our store management teams.

8 DECENT WORK AND ECONOMIC GROWTH



- Within the scope of the İklimsa solar energy systems business model, we offer turnkey solar energy systems services for residential, agricultural irrigation, industrial facility and ground-mounted projects.
- We collaborate with our suppliers in our efforts to develop our Energy-Efficient Products and Circular Services Extending Product Lifespan portfolio and increase our operational efficiency across all our processes within the scope of our digital transformation.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



- Through our targets aimed at increasing women's employment and our transparent and fair recruitment processes, we reduce gender inequalities within the organisation.
- Through our Technological Hands initiative, we offer special digital solutions to customers with hearing impairments.

10 REDUCED INEQUALITIES



- Through the “Askıda Ne Var” platform, we deliver the technological products needed by university students.

11 SUSTAINABLE CITIES AND COMMUNITIES



- Through the activities we carry out within the scope of our circular input-design-output approach, we increase our operational efficiency by improving waste management and reducing material consumption.
- Through our “Bring the Old, Take the New” program, TeknoHizmet Packages and repair/maintenance programs, we contribute to reducing resource use and waste generation.
- Through our memberships in the Sustainable Development Association and the Business Council for Sustainable Development Türkiye Circular Economy Platform, we work to promote sustainability practices in the business world in order to encourage sustainable development and contribute to environmental sustainability targets.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- We continue our efforts to combat climate change through our decarbonisation strategy, our 2035 reduction and 2050 net-zero emissions targets aligned with the Science Based Targets initiative (SBTi), and our energy management activities, including the LED transformation and transition to renewable energy.

13 CLIMATE ACTION



- Through the “Bring Your Old, Take Your New” program, we prevent electronic waste—and through our waste management practices, the waste we generate—from harming soil and water ecosystems.

15 LIFE ON LAND



- Through our transparent, fair and ethical business approach framework, Code of Business Ethics, corporate risk management, internal audit and control mechanisms, and data privacy and security practices, we maintain a strong and accountable governance structure.

16 PEACE AND JUSTICE STRONG INSTITUTIONS



- Within the scope of our cooperation with TEMA, we contribute to environmental sustainability by establishing the “Teknosa Memorial Forest” consisting of 10,000 trees.
- We have introduced the use of reusable crates in our store shipments, thereby strengthening circularity in our logistics operations.
- Within the scope of our İklimsa solar energy systems activities, we facilitate our customers' access to renewable energy through financing collaborations established with Akbank, Garanti, Vakıf Katılım and Şekerbank.
- We support the Business Against Domestic Violence (BADV) project carried out by the Sabancı University Corporate Governance Forum as a participant.
- Through our partnership with the Habitat Association under the Technology for Women project, which we have continued since 2007, we strengthen women's digital skills.
- As a member of Lead Network, Yanındayız Association, Women in Technology Association and Women on Boards Association (YKKD), we contribute to sectoral solidarity networks.
- In cooperation with the Aegean Forest Foundation, we support afforestation activities through our sapling donations.

17 PARTNERSHIPS FOR THE GOALS

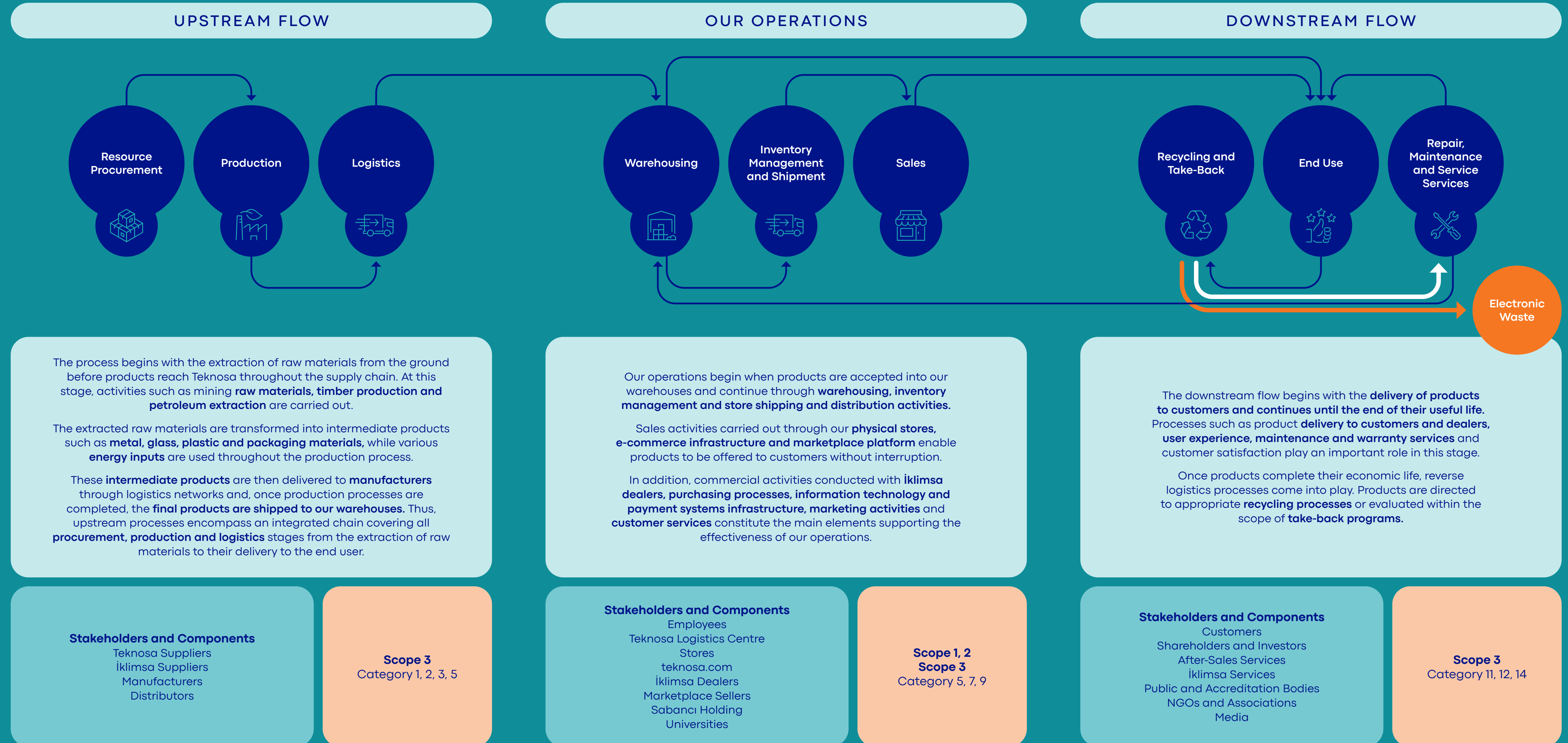


Value Creation

As Teknosa, we tangibly demonstrate the value we create through our activities and value chain within the framework of six fundamental capital elements: financial, manufactured, human, social and relationship, natural, and intellectual capital.

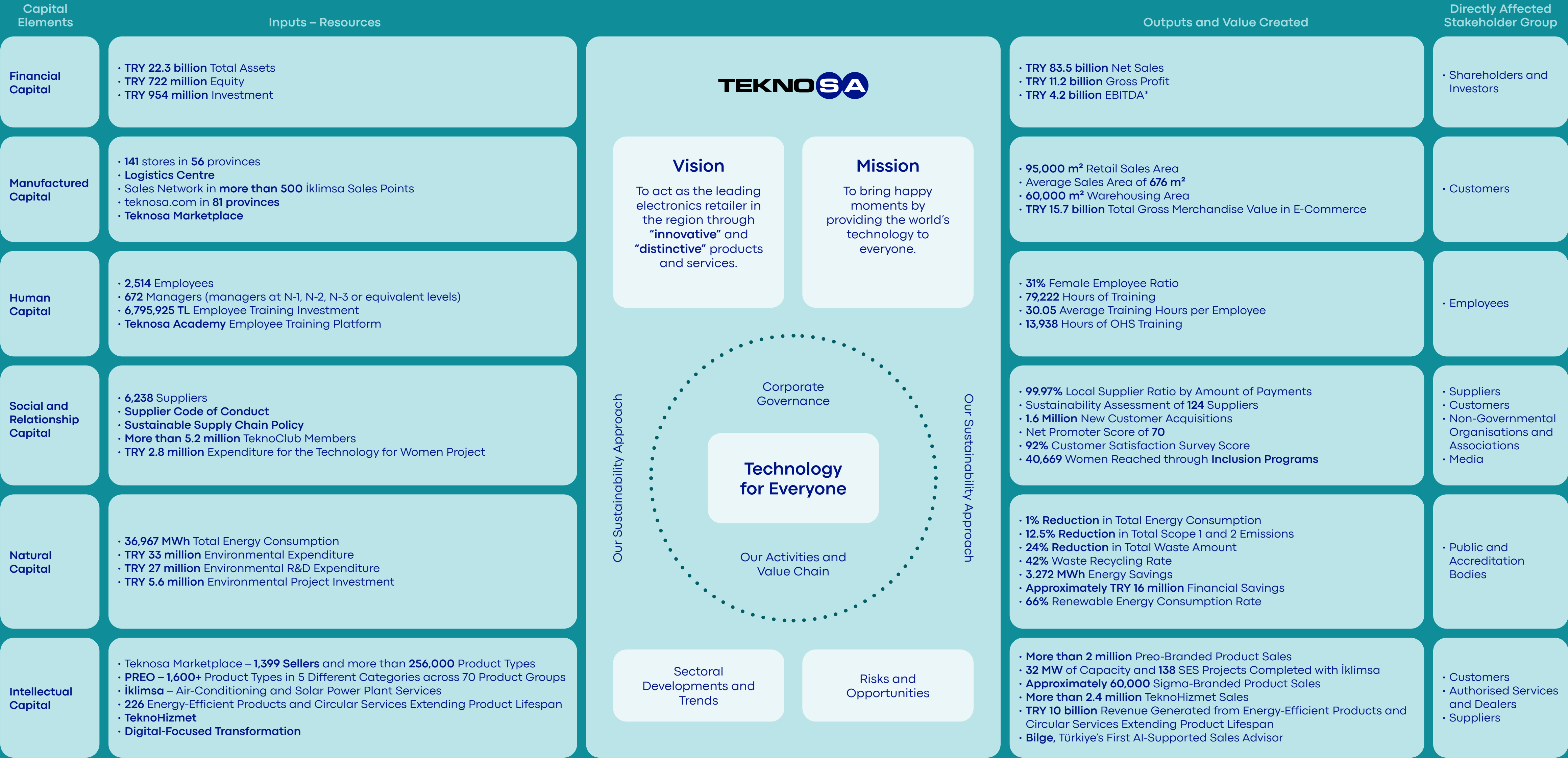


Our Value Chain



You can access details regarding our greenhouse gas emissions in the [Greenhouse Gas Emissions](#) section of our report.

Our Value Creation Model



* EBITDA: Earnings Before Interest, Taxes, Depreciation, and Amortization. The Adjusted EBITDA included in the financial report as of December 31, 2025, has been used as the basis.

Greenhouse Gas Emissions

→ 43

Energy Management

→ 47

Energy-Efficient Products and Circular Services Extending Product Lifespan

→ 50

Circular Economy and Waste Management

→ 54

Water Management

→ 60

IMPACT FOR NATURE



2050

Net Zero target

852

tons of CO₂
Emissions
avoided

42.38%

Waste
recycling rate

10.1

billion TL

Revenue from
Energy-Efficient
Products and
Circular Services
Extending Product
Lifespan

Greenhouse Gas Emissions

While climate change continues to be one of today's urgent global challenges, reducing greenhouse gas emissions lies at the heart of efforts to address this issue. Scientific findings indicate that the current pace of global policies and emissions reductions is not aligned with the Paris Agreement's 1.5°C target and that the risk of exceeding the 1.5°C threshold is increasing. In this context, the rapid, deep and sustained reduction of greenhouse gas emissions is critically important in combating climate change. In 2025, global greenhouse gas emissions reached a new record of 60.63 billion tons of CO₂e.⁷ This makes the measurement, management and reduction of greenhouse gas emissions a more critical priority for companies than ever before.



⁷ 2025 Annual Emissions Report, Climate Trace

Our Perspective

As Teknosa, we place the fight against climate change at the center of our sustainability strategy and measure, monitor and take concrete steps to reduce our greenhouse gas emissions in accordance with the GHG Protocol. In alignment with the Sabancı Group's net-zero emissions target, **we are committed to achieving net-zero emissions across all our operations by 2050.**

Our Decarbonisation Strategy

We structure our decarbonization strategy to cover the highest-impact areas of our value chain, going beyond the reduction of direct emissions arising from our operations. In line with our technology retailing business model, a significant portion of our climate impact is associated with the use phase of the products we sell, the supply chain and the product life cycle. We therefore address our decarbonization approach along the axes of operational emissions reduction, renewable electricity use, management of value chain and Scope 3 emissions, circular economy practices, and strengthening the digital data infrastructure. However, we support the development of science-based and predictable climate policies that are consistent with the goals of the Paris Agreement and the target of limiting global temperature increase to 1.5°C. We consider it important to contribute to policy development efforts by participating in consultation and feedback processes conducted by relevant public authorities.

Science-Based Targets

In order to place our sustainability strategy on a scientific basis, we continue our efforts to set targets aligned with the Science Based Targets initiative (SBTi) and to make progress in line with these targets.

As Teknosa, within the scope of our previous **target to reduce our Scope 1 and Scope 2 emissions by 42% by 2030 compared with the 2021 base year**, we succeeded in reducing our Scope 1 and Scope 2 emissions by 46.95% compared with 2021 as of this year. For this reason, we updated our targets for future periods.

Within this scope, **we aim to reduce our Scope 1 and Scope 2 greenhouse gas emissions by 46.2% in absolute terms by 2035 compared with the 2025 base year. Meeting 100% of our electricity consumption from renewable sources** by 2030 also constitutes an integral part of this target.

In order to reduce emissions arising from our value chain, we aim to reduce our **Scope 3 emissions intensity (tCO₂e/TRY million gross profit) by 66.3% by 2035 compared with the 2025 base year. Category 11 – Use of Sold Products** emissions, which constitute the largest share of our Scope 3 emissions, are among our priority focus areas under this target.

In line with these targets, while continuing our operational efficiency activities, we also continue to develop our supply chain and product portfolio in line with the low-carbon transition.



Our Activities and Performance

We calculate our greenhouse gas emissions within the framework of the **Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard**, based on the operational control principle. In addition, in order to more accurately reflect the impact of our renewable electricity use, we report our Scope 2 emissions separately using both the location-based and market-based methods.

In 2025, our Scope 1 emissions decreased by **10.3%** compared with the previous year and amounted to **2,724.27 tCO₂e**. We also recorded a significant improvement in our Scope 2 emissions. While our location-based Scope 2 emissions remained close to the 2024 level at **10,620.56 tCO₂e**, our market-based Scope 2 emissions decreased by **14.4%** compared with the previous year to **3,096.21 tCO₂e**.



You can access our activities and performance in the areas of energy efficiency and renewable energy in the [Energy Management](#) section.



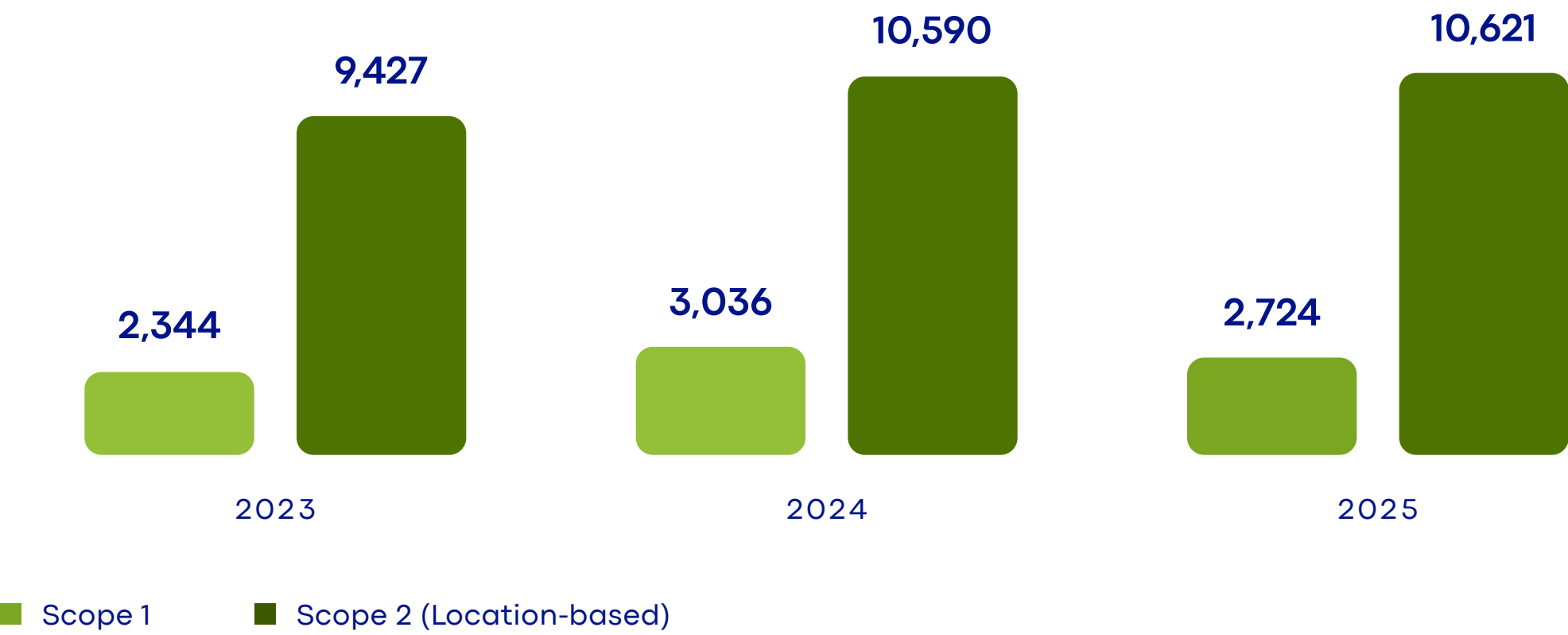
You can access details regarding our activities and performance in this area in the [Energy-Efficient Products and Circular Services Extending Product Lifespan](#) section.

In addition, in 2025, our Scope 3 emissions decreased* by **38%** compared with the previous year and amounted to **1,389,635.36 tCO₂e**. Looking at our emissions profile, Category 11 emissions arising from the use of sold products accounted for **71.2%** of total Scope 3 emissions, while Category 1 emissions arising from purchased goods and services accounted for **26.8%**. Emissions arising from customer use and the supply chain play a determining role in reducing our Scope 3 emissions.

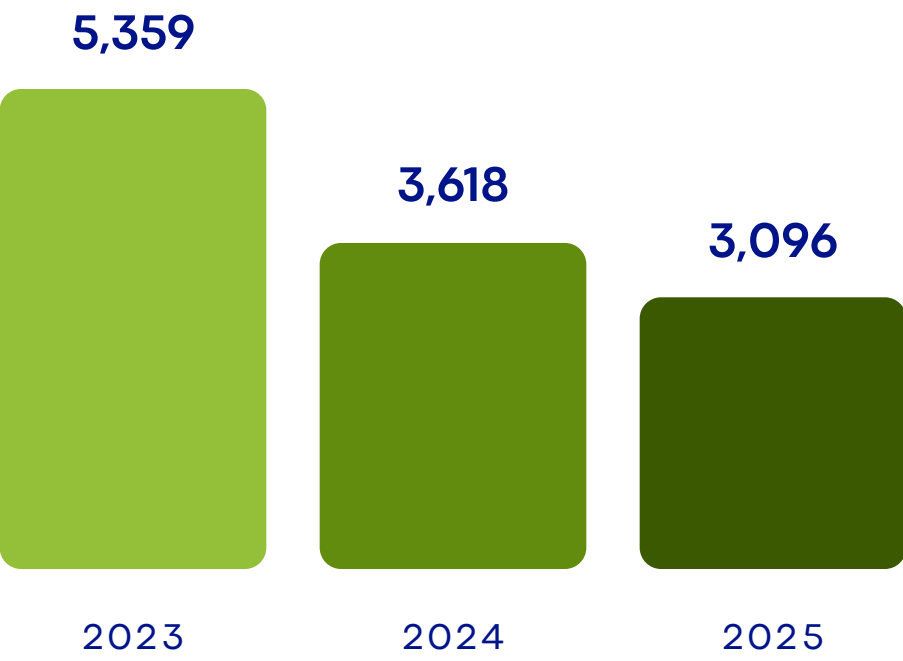


* During the reporting period, greenhouse gas emission data and calculation processes were reviewed in light of the GHG Protocol principles and the SBTi target-setting approach, and data quality and traceability were strengthened.

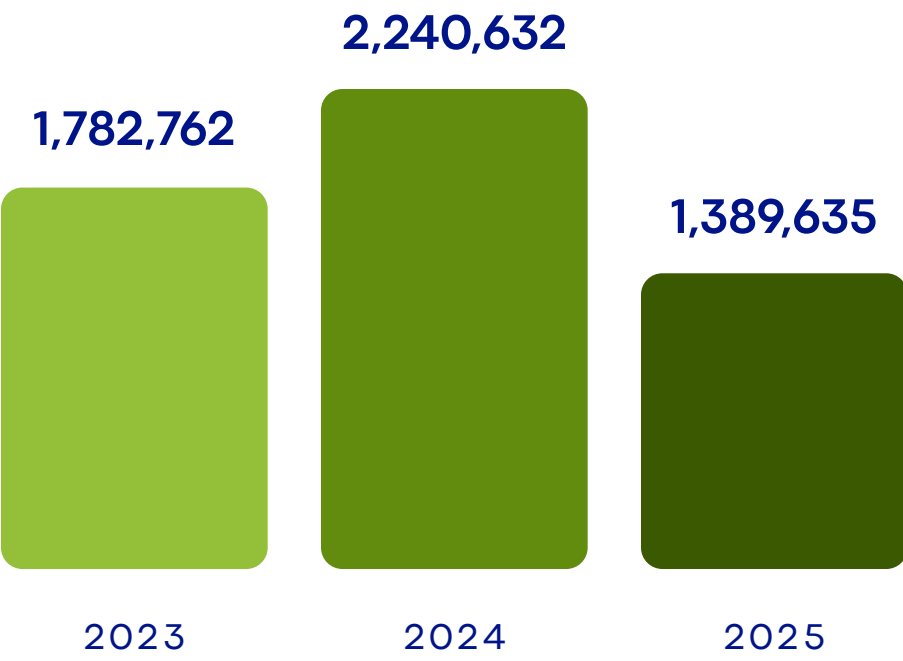
Greenhouse Gas Emissions (tons CO₂e)



Scope 2 Emissions
(Market-based - tons CO₂e)



Scope 3 Emissions
(tons CO₂e)



Scope 3 Categories

2025 Value

Category 1	Purchased Goods and Services	373,138
Category 2	Capital Goods	2,090
Category 3	Fuel- and Energy-Related Emissions from Activities	1,339
Category 4	Upstream Transportation and Distribution	-
Category 5	Waste Disposal and Recycling	72
Category 6	Business Travel	376
Category 7	Employee Commuting	545
Category 8	Upstream Leased Assets	-
Category 9	Downstream Transportation and Distribution	9,831
Category 10	Processing of Sold Products	-
Category 11	Use of Sold Products	989,644
Category 12	End-of-Life Treatment of Sold Products	11,385
Category 13	Downstream Leased Assets	-
Category 14	Franchises	1,215
Category 15	Investments	-

Energy Management

Energy consumption continues to be one of the most significant sources of global greenhouse gas emissions. In 2025, energy-related CO₂ emissions increased by approximately 0.4% compared with the previous year, reaching a new record level of 38.4 billion tons.⁸ This demonstrates that energy efficiency and the transition to renewable energy sources are critical elements in combating climate change.

Our Perspective

We regard energy management as one of the critical matters within the “Operational Emissions Reduction” pillar of our decarbonization strategy. Managing the energy consumed in our stores, Headquarters and Logistics Centre efficiently and responsibly directly contributes to reducing our greenhouse gas emissions. Within this scope, we shape our energy management approach around two focus areas: increasing energy efficiency and accelerating the transition to renewable energy.

Under the guidance of our [Integrated Management Systems Policy](#) and within the framework of the **ISO 14001 Environmental Management System** standard, we adopt as fundamental principles the consideration of energy efficiency in all our activities, the development of strategies to reduce greenhouse gas emissions and contribution to combating climate change.

Regarding the transition to renewable energy, we aim to meet 100% of our total electricity consumption from renewable sources by 2030. To achieve this target, we evaluate options such as purchasing renewable energy certificates, including International Renewable Energy Certificate “I-REC” and Renewable Energy Source Guarantee System “YEK-G”, and establishing on-site and off-site renewable energy installations.



⁸ Global Energy Review 2026, International Energy Agency (IEA)

Our Activities and Performance

Our Energy Efficiency and Renewable Energy Activities

As Teknosa, we continue our efforts to increase energy efficiency at both building and operational levels. The **LEED (Leadership in Energy and Environmental Design)** certification held by our Headquarters building stand out as tangible indicator of the importance we attach to energy-efficient building management.

At our Logistics Centre, we carried out a significant transformation to reduce dependence on fossil fuels. By replacing the forklifts used in our operations with electric models, we reduced both our direct fuel consumption and the emissions arising from this consumption.

We also continue to increase energy efficiency in our stores, which account for the majority of our electricity consumption. Within this scope, by completing the LED transformation of our lighting systems, we both significantly reduced our energy consumption and improved the quality of in-store lighting.

Automation Project

To manage energy consumption in our stores more efficiently, we implemented solutions based on automatic sensor technology in air-conditioning and lighting systems. In 2025, we made an investment of **TRY 5,605,232** within the scope of this project.

The project's energy, financial and environmental impacts complemented one another. While achieving approximately **3,272 MWh** of energy savings during the year, these savings also translated into a financial gain of approximately **TRY 16 million**. At the same time, by preventing **851.88 tons of CO₂e** emissions, we made a tangible contribution to our decarbonization targets.



We achieved financial savings of approximately
16 million TL
within the scope of the project.

Our Renewable Energy Practices

We take steps on both the generation and procurement sides to increase the use of renewable energy. Through our solar energy systems located on the roof of our Adana Sabancı Business Centre store, with a capacity of 175 MWh, we generated **174 MWh** of energy in 2025.

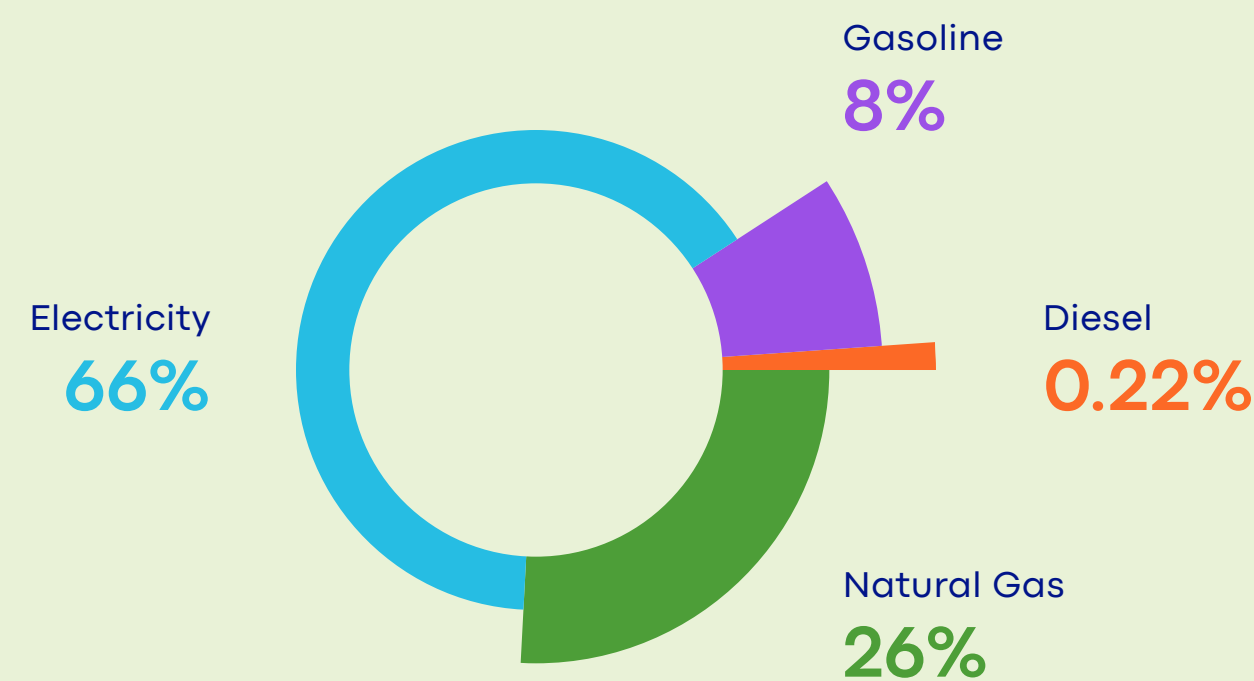
Within the scope of renewable energy procurement, in line with the budget allocated to reducing greenhouse gas emissions and in order to achieve our renewable electricity target under our decarbonization strategy, we procured a total of **17,337.21 MWh** of renewable energy in 2025, comprising **16,768.68 MWh** of I-REC and **568.53 MWh** of YEK-G. In this way, we prevented **7,524.35 tons of CO₂e emissions**.



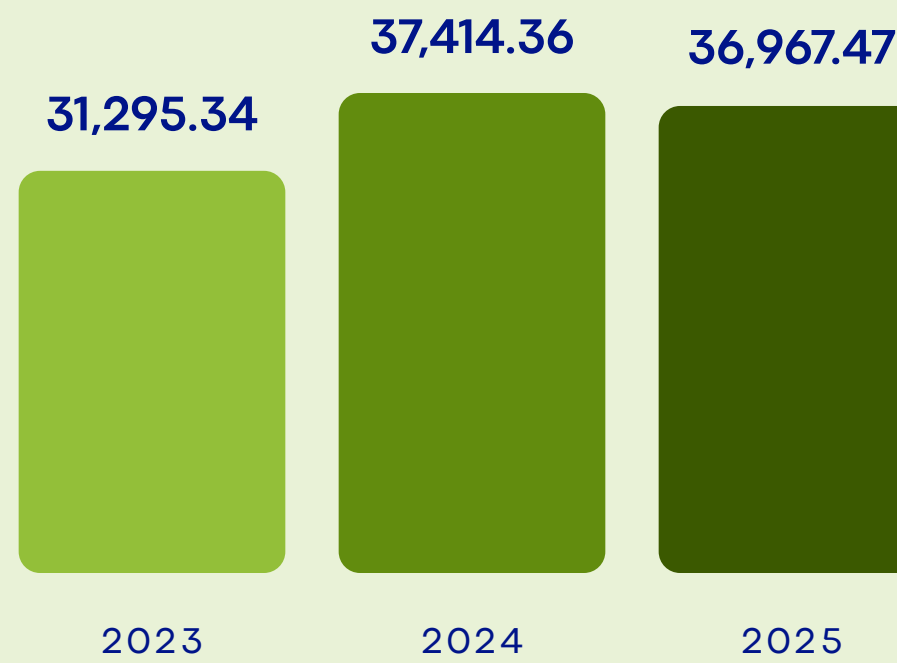
Our Energy Consumption Performance

In 2025, we reduced our total energy consumption by approximately **1.2%** compared with 2024. While our total energy consumption amounted to **36,967.47 MWh**, electricity consumption accounted for approximately **66%** of our total consumption. Natural gas stood out as the item with the second-highest share, at **26%**, while petrol and diesel consumption accounted for a limited share of our total consumption.

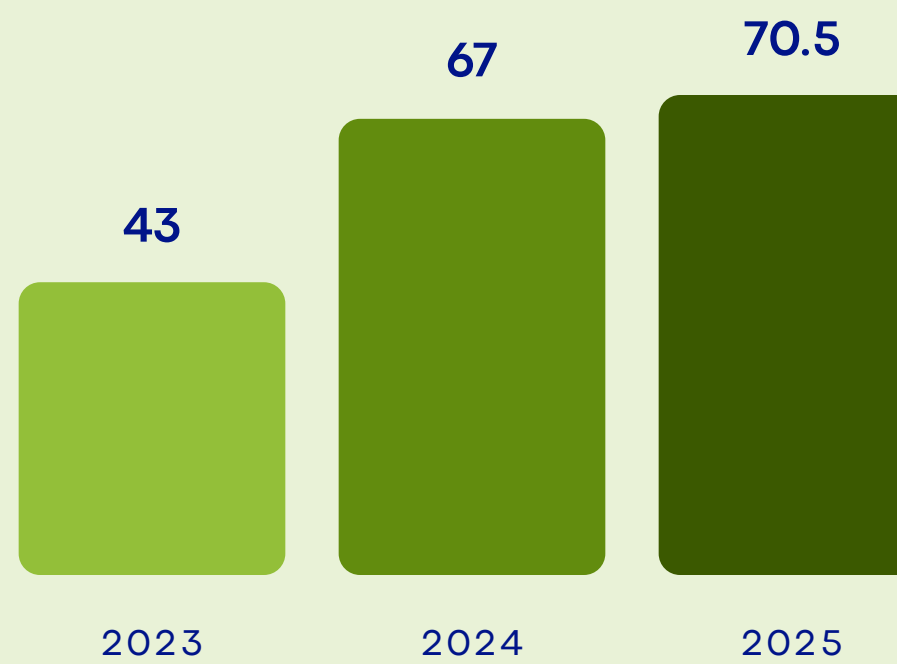
In line with our target, our renewable electricity consumption rate continues to increase each year. **Our renewable electricity consumption rate, which was 43% in 2023, increased to 67% in 2024 and to 70.5% in 2025.** This progress reflects the determined steps we are taking towards our target of meeting all our electricity consumption from renewable sources by 2030.



Total Energy Consumption (MWh)



Renewable Electricity Consumption Rate (%)



Stakeholder View



In the field of sustainability, companies are expected not only to set out their targets in concrete terms, but also to support these targets with governance structures, operations and performance indicators and present them transparently to their stakeholders. Today, while topics such as climate risks, resource efficiency and the circular economy have become an integral part of corporate strategies, reliable data, consistent performance monitoring and disclosures aligned with international reporting frameworks are also at the centre of stakeholder expectations. As COP31 approaches, the importance of transparent reporting practices that demonstrate how climate targets are translated into implementation is increasing further. Teknosa's regular public disclosure in its sustainability reports of its activities relating to climate, emissions management, energy efficiency, the circular economy and the efficient use of natural resources contributes to the traceability of this transformation. Continuing this approach with a focus on data quality and accountability in line with evolving reporting standards will remain important for long-term value creation.

ALI YÖRÜK
PwC Partner

Energy-Efficient Products and Circular Services Extending Product Lifespan

In today's world, sustainability is becoming an increasingly decisive purchasing criterion in consumer preferences. While 61% of consumers shape their purchasing behavior⁹ with the aim of having a positive impact on the environment, 53% of those purchasing white goods within the electronics retail sector consider sustainability in their purchasing decisions.¹⁰ The growing prominence of energy-efficient products, the expansion of repair and second-hand services, and e-waste management are among the most evident reflections of this transformation.

Our Perspective

We attach importance to developing our product and service portfolio with low-emission alternatives that make a positive contribution from a sustainability perspective. We also attach importance to offering our customers products and services within this scope.

This approach is also critically important for our decarbonization strategy. As of 2025, 71.2% of our Scope 3 emissions consist of Category 11 emissions arising from the use of sold products. This makes managing the environmental impact of our product and service portfolio a strategic priority.

⁹ Voice of the Consumer: Sustainability 2025, Euromonitor International

¹⁰ European Consumers Brace for More Uncertainty, Boston Consulting Group



Our Activities and Performance

As of 2025, our energy-efficient products and circular services extending product lifespan portfolio includes **220 white goods and air conditioners in energy class A and above**, and various services. We offer our customers **a total of 226 products and services**.

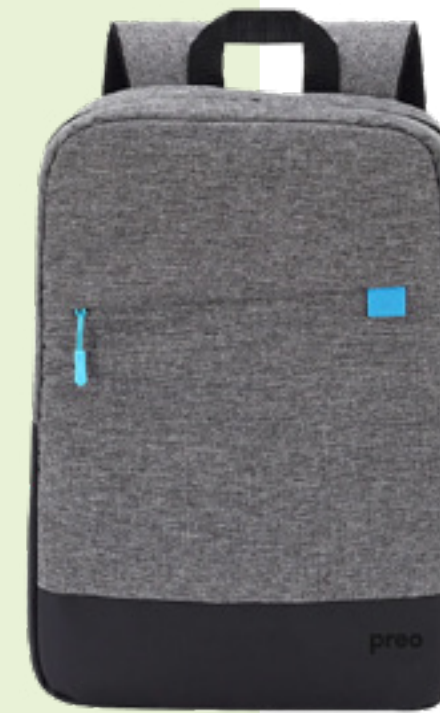
The revenue generated from our energy-efficient products and circular services extending product lifespan increased from TRY 4.4 billion in 2024 to **TRY 10.1 billion** in 2025, representing **growth of 129%**. The share of this revenue in our total revenues also increased from 6.39% to **12.14%** during the same period.

Our Products

Preo

Within our Preo bag product group, we offer our customers products from the Mycase Eco series, manufactured from recycled and water-repellent fabric. All models in the series are manufactured in Türkiye in accordance with European Union standards and contain no harmful substances. Diversified with different size, type and color options, the series appeals to a broad user base, from daily use to business life.

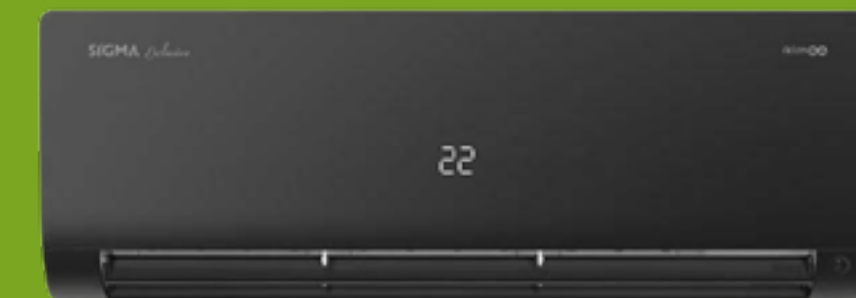
In addition, we use FSC-certified packaging for our case products. The Forest Stewardship Council (FSC) certification is an international standard certifying that the raw material used in packaging production comes from sustainably managed forest resources where illegal logging does not occur. By using materials with this certification, we seek to reduce the environmental footprint of our products while ensuring traceability at every stage of our supply chain. In the coming period, we aim to use FSC-certified packaging for our screen protector boxes as well.



Sigma

Within the scope of Sigma, one of our private-label brands, we have models in the air-conditioner product group with A+++ and A++ energy efficiency classes. In our product development and product selection processes, we assess not only the energy efficiency class, but also international energy performance indicators such as EER, COP, SEER and SCOP, together with the electricity consumption and operating costs of the devices. By selecting products that provide high energy efficiency in line with these criteria, we aim both to offer our customers low energy consumption and to contribute to our sustainability targets.

We also consider environmental impacts in our refrigerant selection. In our split air-conditioner product group, we completed our transition from R410A gas, which has a high global warming potential (GWP), to R32 refrigerant, which has a lower GWP value. In the VRF product group, R410A refrigerant continues to be used due to high operating pressures, system reliability and the limited range of currently available products. Nevertheless, in line with the development of the product range and the availability of suitable technical conditions, we plan to evaluate the transition to R32-based VRF technologies.



Our İklimsa SES Business Model

As Teknosa, within the scope of our İklimsa activities, we offer end-to-end SES for residential, industrial facility and land projects in order to transform solar energy into an accessible and applicable solution. To support our customers financially in the transition to renewable energy, we cooperate with Akbank, Garanti, Vakıf Katılım and Şekerbank.

In 2025, we completed installations with a total capacity of **12.42 MW** across 34 different land, industrial and residential projects. The **28,954.55 MWh** of energy generated through these installations corresponds to the annual electricity consumption of 19,303 households. In terms of environmental impact, we facilitated the prevention of **14,332.50 tons of CO₂** emissions. To date, we have implemented 60% of the projects we completed through our own service teams. With the İklimsa Solar Energy Systems Authorized Pro Service launched in 2025, we also strengthened our capacity to provide professional post-installation support to our customers.



You can access detailed information regarding our İklimsa solar energy systems business model [here](#).



Our Circular Services Extending Product Lifespan

Bring the Old, Take the New

At Teknosa, we offer a discount on new device purchases to customers who bring their functional old devices to our stores or send them via [teknosa.com](#), within the scope of specific product categories.

Through our "Bring the Old, Take the New" program, we support the repurposing of usable devices and the channeling of products that have reached the end of their economic life into appropriate recycling streams. In doing so, we contribute to reducing electronic waste and reintegrating products into the economy in line with circular economy principles.

We aim to direct a total of 500,000 devices into recycling or repurposing processes under this program by 2031. We estimate* that the total weight of devices collected under this program in 2025 will be approximately 40,383 kg.

We aim to recycle a total of 500,000 devices under this program by 2031.



You can access details regarding our Bring the Old, Take the New program [here](#).

Refurbished Phone Sales

Through our refurbished phone sales on [teknosa.com](#), we offer customers phones that have undergone necessary maintenance, repair, and testing by Ministry of Trade-approved Refurbishment Centers; these devices are fully functional and come with a 14-day return guarantee.

With this service, we support the reuse of functional devices and contribute to reducing the demand for new products and the generation of electronic waste. We view the sale of refurbished products as one of our circular economy initiatives, as it gives products a second life and promotes the more efficient use of resources.



You can access details regarding our Refurbished Phone Sales service [here](#).

TeknoGaranti

Through TeknoGaranti, we offer our customers the benefit of an extended warranty—which can be prolonged up to three years—for the products they purchase. Covering risks that go beyond the scope of standard manufacturer warranties—such as liquid contact, screen breakage, accidental damage, high voltage, and moisture exposure—this service supports the continued use of devices through repair.

TeknoGaranti enables us to extend the economic lifespan of devices, allowing customers to use their products for longer periods and reducing the need for premature product replacement. This approach represents a key initiative supporting the circular economy model within our services designed to extend product lifespans.

Repair and Maintenance Services

We offer repair services for repairable electronic devices—such as phones, tablets, laptops, and small home appliances—regardless of whether they were originally purchased from Teknosa.

In 2025, we facilitated the repair of approximately 265,000 products, helping our customers extend the life of their devices. Additionally, our expert team evaluated 19,357 returned items and resold those in usable condition through our outlet stores and the [teknosa.com/outlet](#) platform.

Through these services, we support extending product lifespans, repurposing items, and reducing electronic waste.

Tekno Service Packages

Our "Techno Service Packages"—which offer on-site installation, remote technical support, a 24/7 highly secure cyber service, free minor repairs, and dedicated on-site technical support under one roof—help ensure our customers can use their products efficiently for a longer period.

The opportunity to access our TeknoGaranti and out-of-warranty repair services at a discount encourages customers to continue using their products through repair rather than replacement.

With our Premium Service Package, we provide loaner devices while faulty units are being repaired and include services that extend product lifespan and usage efficiency, such as coffee machine maintenance and robot vacuum installation.

We consider these offerings to be key technical services that enhance the customer experience and extend the useful life of the products.

* The total device weight has been calculated as an estimate based on the number of collected devices and the average weight values associated with the respective device types.

Circular Economy and Waste Management

Circular economy and waste management are becoming determining factors not only for environmental responsibility, but also for economic and corporate sustainability. While global electronic waste generation is projected to reach 82 million tons in 2030, only 22% of this waste can be properly recycled.¹¹ This situation makes circularity not a choice, but a necessary area of transformation for all stakeholders, particularly the electronics retail sector.

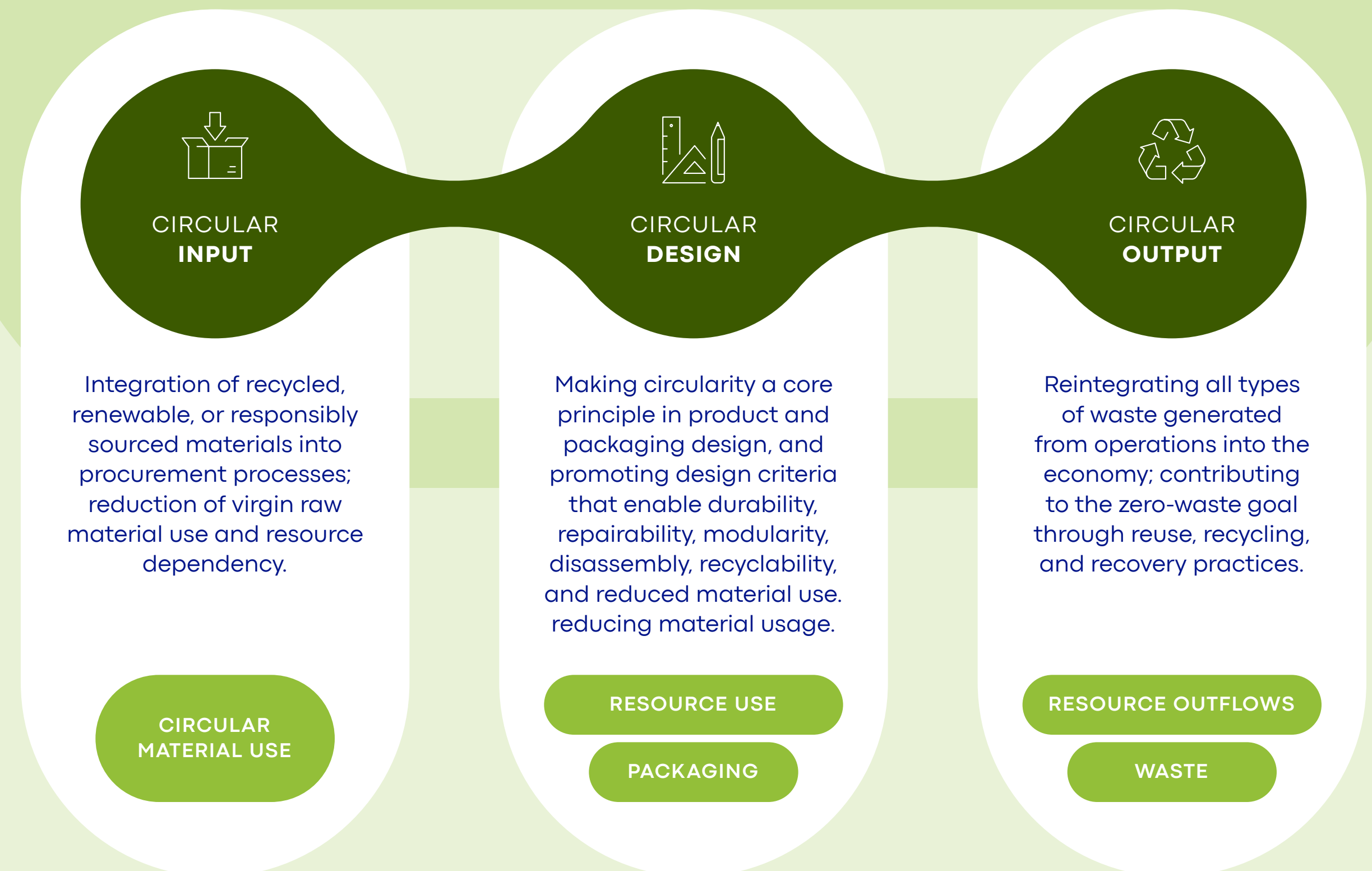
Our Perspective

As Teknosa, we believe that the circular economy is an indispensable area of transformation for the future of our planet. Within the scope of our [Integrated Management Systems Policy](#), we attach importance to sustainable resource use and adopt an effective waste management system by applying circular economy principles in our processes.

In order to implement circular economy principles throughout our company, we carry out activities to create conceptual awareness and plan processes. Our approach to the circular economy consists of three fundamental areas: **circular inputs**, **circular design** and **circular outputs**.

OUR CIRCULAR ECONOMY VISION

At every stage from procurement to after-sales, we take circularity as a basis and seek to add value both to our future and to our present.



¹¹ Global E-Waste Monitor 2024, ITU & UNITAR

Circular Material Use

We address the life cycle of our products and services from production to the end of their useful life from a holistic perspective. Minimising material use and the related waste, protecting resources and creating a positive environmental impact by reducing pollution are among the matters to which we pay attention within this scope.

We also evaluate compliance with evolving environmental and social regulations within this framework. We fully fulfil legal requirements and carry out activities to improve our environmental performance.

Resource Use – Packaging

We are aware that resource use in our operations is most intensive in product packaging processes. Therefore, we keep reducing material consumption and using sustainable packaging among our priorities as requirements of both our environmental responsibility and operational efficiency.

As we use large volumes of packaging materials in our retail and e-commerce operations, ensuring that these materials are recyclable or recycled is critically important for our objectives of reducing our environmental footprint.

By expanding sustainable packaging solutions, we aim to reduce carbon emissions and waste generation and increase efficiency in logistics processes through lighter and more resource-efficient designs. We expect this approach to support our circular economy targets and our stakeholders' sustainability expectations while optimizing our operational costs.

Resource Outflows – Waste

We regard waste management as an integral part of our circular economy approach. We continuously seek to improve our processes by taking into account legal compliance and economic efficiency. Our **Zero Waste** target lies at the center of our waste management approach. Within this scope, we aim to return all types of waste generated by our operations to the economy rather than sending them to disposal sites. Under the **Zero Waste Regulation**, we hold **Zero Waste Certificates for a total of 27 locations, including our Headquarters and Logistics Centre**.

We do not limit our waste management approach solely to waste arising from our operations; we also play an active role in electronic waste management. Through our “Bring the Old, Take the New” program, we take back our customers' functioning old electronic products within certain product groups and contribute to ensuring that these devices are handled without harming the environment. In addition, through the maintenance and repair services we offer our customers, we extend the useful life of products and seek to reduce waste generation at source.

The proper collection and recycling of electronic waste contributes to protecting natural resources and reducing environmental impacts by returning valuable raw materials to the economy. Accordingly, we offer an e-waste collection service in all our stores so that our customers can safely send their end-of-life electronic products for recycling. Across our operations, from our Headquarters and Logistics Centre to our stores, we manage all waste generated, particularly paper, plastic, packaging and electronic waste, in accordance with the waste hierarchy and circular economy principles, thereby supporting the efficient use of resources.



INTEGRATION OF THE CIRCULAR ECONOMY APPROACH INTO THE VALUE CHAIN



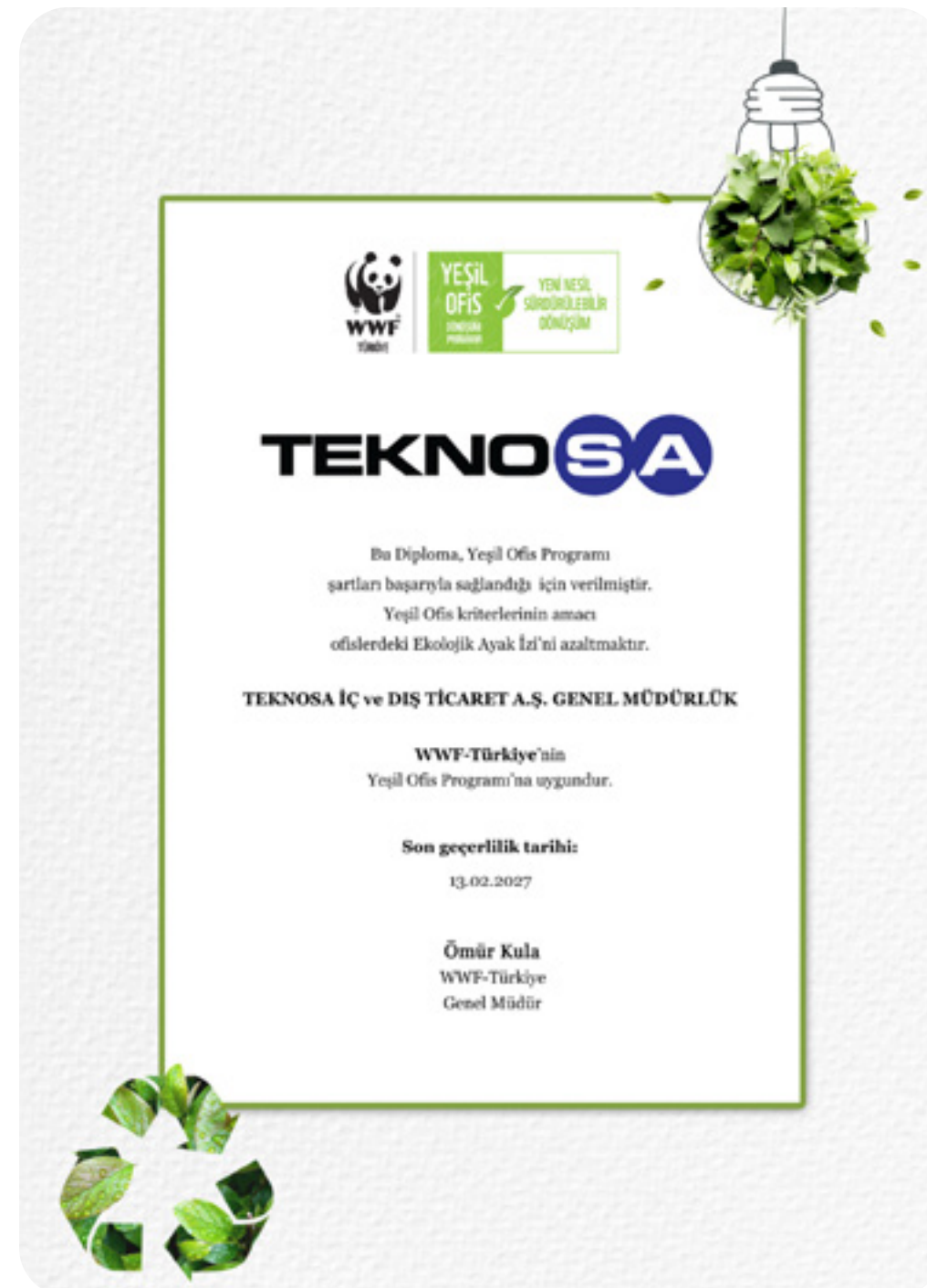
Our Activities and Performance

Our Practices

We reflect our circular economy and sustainable resource use approach across all areas of our operations. Accordingly, in 2025, we sourced all paper used in our operations from FSC-certified paper, while selecting notebooks and calendars used by our employees from alternatives produced with FSC-certified recycled paper. We selected the products included in the welcome kits provided to newly recruited employees from environmentally friendly alternatives made from sustainable materials. As for the notebooks we distributed to İklimsa dealers as promotional items, we opted for recyclable materials.

In addition, we have a Our Green Office – Green Transformation Diploma at our General Head Office building, which we received in collaboration with WWF-Türkiye.

In our stores, in addition to single-use plastic bags, we transitioned to kraft bags made from mixed paper as a more environmentally friendly option. This step not only made sustainability visible within the customer experience, but also contributed significantly to reducing our plastic consumption.



Sustainable Retailing and the Kraft Bag Practice

In the final quarter of 2024, we introduced FSC-certified kraft bags in all our stores and completely discontinued ordering plastic bags. As of 2025, none of our stores use plastic bags. Through this practice, we achieved a 54% reduction in total bag consumption in our stores. In this way, we both reduced single-use packaging consumption and created a basis for the more efficient use of resources.

The practice was not limited solely to reducing plastic use. Within the scope of our agreement with TEMA, we established the “Teknosa Memorial Forest” consisting of 10,000 trees. In this respect, our kraft bag practice not only serves as a tangible reflection of our sustainable retailing approach, but also functions as a contribution mechanism that creates environmental benefits.



Elimination of Cardboard Separators in Packaging Processes

We no longer purchase externally the supporting materials used to protect products in our retail order preparation operations. Instead, we process waste cardboard boxes generated by our operations using a shredding machine and produce these materials ourselves. In this way, we eliminate the consumption of externally procured cardboard materials while also making use of waste generated by our logistics operations.

The project, which reuses waste as an input, not only represents a tangible reflection of the circular economy approach in our operations, but also contributes to increasing environmental awareness among our employees.

We no longer purchase the support materials used for product protection from external sources; instead, we produce them ourselves by processing waste cardboard boxes from our operations using a shredding machine.

Use of Reusable Plastic Crates in Store Shipments

Through this project, we discontinued the use of single-use cardboard boxes in the distribution processes of our stores at certain locations. In place of these cardboard boxes, we transitioned to crate usage compatible with the Milk Run system and made from recycled and recyclable materials.

These crates, which circulate continuously between our Logistics Centre and certain stores, can be used without damage for long periods thanks to their high durability. In each cycle of use, the packaging waste and carbon burden created by single-use cardboard boxes are eliminated. This both reduces our environmental impact and increases resource efficiency in our logistics operations.

Electronic Waste Management and Biodiversity

At Teknosa, we assess that the direct impact of our operations on biodiversity is limited; our contribution in this area primarily stems from the proper collection, repurposing, repair, and channeling of electronic waste into recycling streams. Improper disposal of electronic waste can lead to the release of components into the environment that place stress on soil, water, and ecosystems.

In this context, through our "Bring the Old, Take the New" program, we collect customers' old electronic devices; we support the repurposing of usable products and direct devices that have reached the end of their economic life to appropriate recycling processes. As of 2025, we have directed a total of 306,615 devices into recycling or repurposing processes under this program. We aim to channel a total of 500,000 devices into recycling and reuse streams by 2031.

Furthermore, through services that extend product lifespans—such as refurbished phone sales, repair and maintenance services, TeknoGaranti, and Tekno Service Packages—we encourage the prolonged use of devices and help reduce the need for premature product replacement. With this approach, we aim to contribute to reducing electronic waste generation, reintegrating valuable raw materials into the economy, and minimizing the consumption of natural resources.



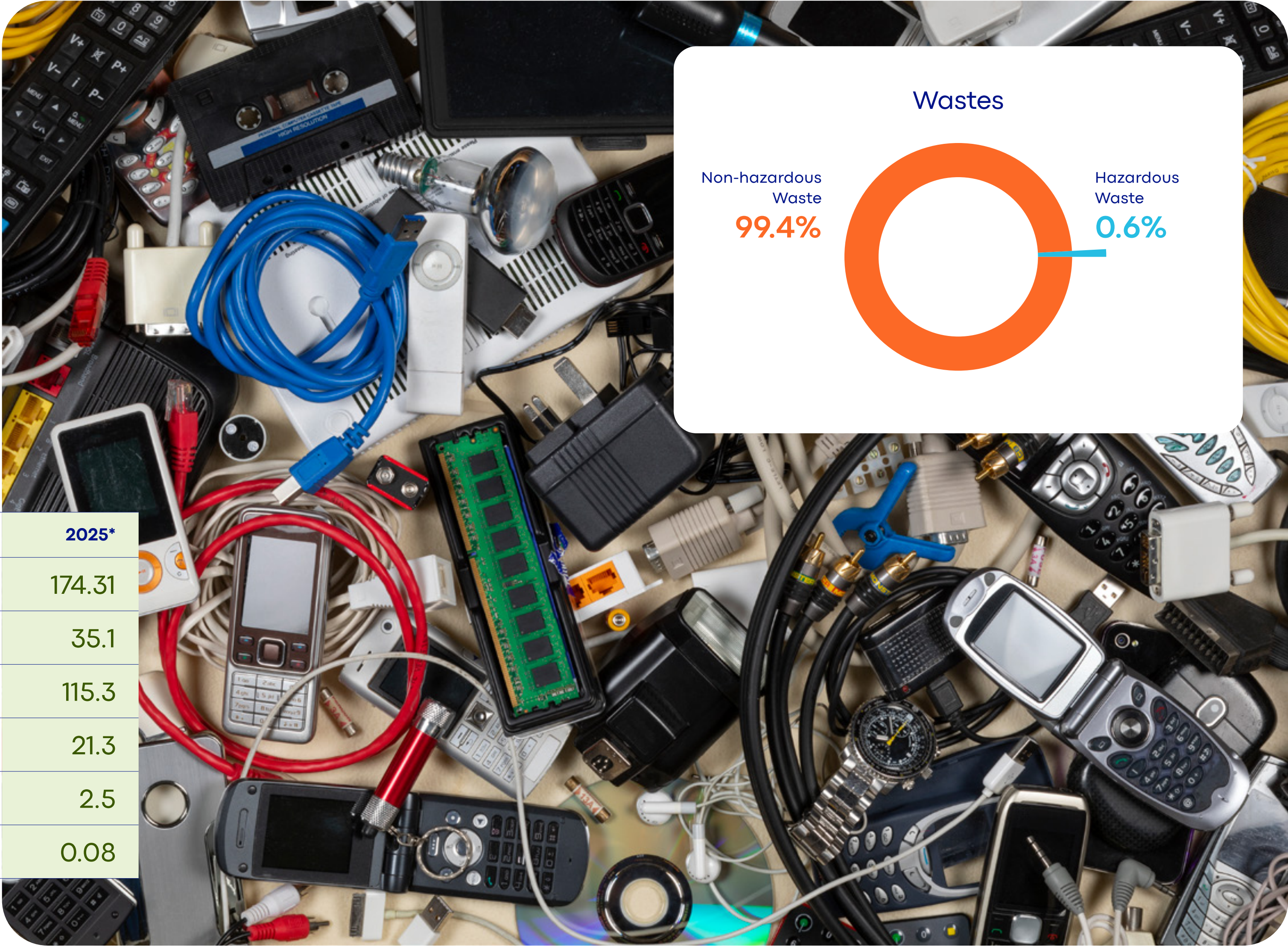
Our Performance

We regularly monitor and report our performance in waste management. In 2025, our total amount of waste was **411.264 tons**. Of this waste, **2.61 tons** were classified as hazardous waste and **408.65 tons** as non-hazardous waste. Our electronic waste amounted to **2.53 tons**, and we directed **all of our electronic waste to recycling**. In 2025, our **total amount of recycled waste** was **174.31 tons**, while our waste recycling rate was **42.38%**.

Within the scope of material use, **we reduced our total plastic consumption by 45% compared with 2024, bringing it down to 59.15 tons**. The most significant reflection of this decline was observed in single-use plastic consumption. Our single-use plastic consumption, which stood at **57.2 tons in 2024, decreased by 84.5% to 8.88 tons in 2025**. The expansion of the kraft bag practice across all our stores was the main driver of this reduction. We also achieved a positive performance in paper consumption. Our paper consumption, which stood at **149.6 tons in 2024, decreased by 35% to 97.2 tons**.

	2023	2024	2025*
Amount of Recycled Waste	772.0	385.8	174.31
Amount of Recycled Paper Waste	96.0	149.7	35.1
Amount of Recycled Mixed Packaging Waste	155.0	126.3	115.3
Amount of Recycled Plastic Waste	83.0	107.5	21.3
Amount of Recycled Electronic Waste	2.2	2.2	2.5
Amount of Recycled Batteries, Accumulators and Toners	0.02	0.23	0.08

* The change in the amount of recycled waste stems from a shift in the assumptions used in previous periods.



Water Management

Türkiye is among the countries facing increasing water stress pressure as a result of climate change. Declining precipitation levels, rising temperatures and increasing evaporation rates are making water resources increasingly limited, while urban growth and industrialization further intensify this pressure. For companies operating in the electronics retail sector, this situation makes water management a strategic issue not only from an operational perspective, but also in terms of supply chain security and long-term sustainability.

Our Perspective

As Teknosa, while water consumption in our operations arises from domestic-type needs in our stores, Headquarters and Logistics Centre, we do not have water-intensive industrial processes. Nevertheless, we are aware that significant amounts of water are used in the production processes of electronic products and components, particularly semiconductors, batteries and air-conditioning systems. We therefore address water management as a topic that is not limited solely to our direct operations, but also takes into account water use and water stress risks across our value chain.

We manage water-related matters under the coordination of **Sustainability and Occupational Safety Directorate** and the supervision of the **Construction and Design Senior Directorate**. We shape our principles and strategy within this scope under our [Water Efficiency Policy](#).

Our Water Management Plan

Risk Management and Operational Resilience

As Teknosa, we assess our locations using the **World Resources Institute (WRI) Aqueduct Water Risk Atlas** methodology across indicators including water stress, water depletion, drought risk, seasonal variability and groundwater levels. In addition to the current situation, our analysis also includes projections for 2030 and 2050.

Taking into account that Türkiye is under increasing water stress pressure due to climate change, we consider water-related physical risks, including operational disruptions, rising service costs and supply chain impacts, within our risk management processes.

Operational Water Efficiency

We regularly monitor water consumption at our main locations, conduct periodic leak and plumbing inspections and evaluate the use of low-flow fixtures in appropriate areas. We optimize water use in cleaning and maintenance processes. Through internal communications and awareness campaigns for our employees, we support a culture of responsible water use.

Value Chain and Water Footprint

Within the scope of water management, which emerged as a material topic for our value chain in our double materiality assessment, our circular economy activities and circular services extending product lifespan play an important role. Practices such as product repair services, refurbished product applications and electronic waste reduction contribute to reducing embedded water use across our value chain.

Within the scope of our sustainable supply chain approach, we also improve our communication with critical suppliers on water and environmental management and strengthen our sustainability assessment processes accordingly.

Continuous Improvement

We aim to develop our water management approach through continuous improvement. Accordingly, we will continue to regularly monitor our water consumption, improve our data quality and evaluate practices that support water efficiency in our operations. By promoting the efficient use of water resources, we aim to reduce our environmental impact.

Our Activities and Performance

We regularly monitor our water consumption and discharge data and disclose them transparently to the public through our reporting processes. In 2025, our total water withdrawal amounted to **14,918.18 m³**, while our total water discharge amounted to **14,172.28 m³**. We direct all our water discharge to the municipal wastewater system.

In addition, in 2025, we did not encounter any regulatory violation, non-compliance case, penalty or sanction relating to the quality or quantity of water discharge.

Water Stress Analysis

We use the World Resources Institute (WRI) Aqueduct Water Risk Atlas methodology to understand and monitor the water stress profiles of our operational locations. According to our 2025 analysis, **113 of our stores, our Headquarters, our Logistics Centre and four İklimsa Regional Offices** are located in areas with high* or extremely high** water stress, accounting for **82%** of our total locations. In addition, water withdrawal at these locations amounted to **14,117.58 m³**, corresponding to **94.6%** of our total water withdrawal.

Considering Türkiye’s geographical and climatic structure, we expect this rate to remain high in the forthcoming period. Although our water consumption is solely for operational use, we are currently prioritizing the strengthening of our data quality regarding the setting of quantitative and time-bound targets for locations facing high water stress. As we develop our data infrastructure, we will establish measurable targets based on a defined base year.

Location	2025 (Base Year)	2030	2050
Headquarters	High	High	Extremely High
Logistics Centre	High	High	Extremely High
İklimsa Regional Directorates	3 Regional Directorates: Extremely High 1 Regional Directorate: High	3 Regional Directorates: Extremely High 1 Regional Directorate: High	4 Regional Directorates: Extremely High
Stores	48 Stores: Extremely High 65 Stores: High	48 Stores: Extremely High 65 Stores: High	86 Stores: Extremely High 32 Stores: High



* According to the WRI (World Resources Institute) Aqueduct system, between 40% and 80% of the annual available water in the relevant region is consumed.
** According to the WRI (World Resources Institute) Aqueduct system, more than 80% of the annual available water in the relevant region is consumed.

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IMPACT TOGETHER



79,222
hours
Annual training

31%
female
employee
ratio

6,238
Suppliers

2.8
million TL
Investment
in the Technology
for Women project

Our Stakeholder Relations

As Teknosa, we regard accurately understanding the expectations and needs of our stakeholders as a priority responsibility. We do not merely listen to stakeholder perspectives; we systematically integrate them into our governance, strategy and operational processes, thereby continuously improving our corporate performance.

Reflecting the perspectives of different stakeholder groups in our decision-making mechanisms forms the foundation of an inclusive and transparent management approach. We regard open and honest communication as an indispensable condition for long-term relationships based on mutual respect and for a strong corporate reputation. Addressing opportunities and risks arising from stakeholder relations proactively enables us to develop strategic and coordinated responses to external challenges.

Stakeholder Group	Purpose of Communication	Communication Method	Communication Frequency
Employees	Increasing employee satisfaction, receiving feedback, and providing training and development	Training sessions, meetings, newsletters, suggestion system, TeknoBülten, satisfaction surveys, internal audit, e-mail	Continuous
Customers	Increasing customer satisfaction, monitoring service quality and collecting feedback	AI-powered analytics and reports, call center, teknosa.com, SMS, email, customer satisfaction surveys, digital platforms, social media accounts, mail.	Continuous
Suppliers	Monitoring supply chain performance and ensuring quality and sustainability	Meetings, reports, Icecat platform, email, audits, sustainability assessments, digital platforms, supplier code of conduct	Continuous
Sabancı Holding	Ensuring strategic alignment with the Holding and strengthening cooperation	Meetings, statements, reports, bulletins, digital platforms	At least once a month
Shareholders and Investors	Increasing confidence and stakeholder loyalty in the capital markets by disclosing the company's financial and operational performance transparently, in a timely manner and in compliance with legislation	Financial statements, annual reports, investor relations website, analyst and investor meetings, conference calls, Public Disclosure Platform notifications	At least once every three months
Authorized Services and Dealers	Monitoring the performance of authorized services and dealers, resolving problems, strengthening cooperation, increasing customer satisfaction, sharing sectoral developments and receiving feedback	Digital programs, field operations, visits, inspections, authorized service training, e-mail	Continuous
Universities	Attracting future talent and developing university-private sector cooperation	Career days and events, Teknosa Step internship program, sponsorships	Upon request; Step Internship Program when needed
Public and Accreditation Bodies	Ensuring compliance with legislation and managing accreditation processes	Meetings, declarations, digital platforms	Continuous
Non-Governmental Organisations and Associations	Developing social responsibility projects, increasing engagement with society and managing potential human rights risks that may arise within the scope of our activities	Strategic collaborations, conferences, panels, digital platforms, e-mail	At least once a month
Media	Managing the company's image and informing the public	Press releases	When needed

Equality, Diversity and Inclusion

It is estimated that only 68.8% of the global gender gap has been closed and that, at the current pace of progress, achieving full equality will take another 123 years.¹² This situation clearly demonstrates the magnitude of the responsibility placed on the business world. Equality, diversity and inclusion play an important role not only in fulfilling this responsibility, but also in enabling organizations to build stronger and more sustainable structures by drawing on different perspectives, experiences and talents.

Our Perspective

As Teknosa, we conduct all our human resources processes within the framework of the [Sabancı Group Equality, Diversity and Inclusion Regulation](#). Under the guidance of our [Equality, Diversity and Inclusion Policy](#), we are committed to creating an inclusive working environment in which every employee feels valued and a sense of belonging, differences are appreciated and biases are eliminated. In this way, we aim to attract the best talent from all segments of society.

We won the 'Gender Diversity Award' at the International TGC Retail Summit.

Equal Opportunity

We adopt equal opportunity as the basis of all our processes, including recruitment, remuneration, training and promotion. Within the scope of our [Human Resources Policy](#), we assess our employees solely according to their qualifications, performance and experience.

The empowerment of women in working life is one of our strategic priorities. As a signatory to the **UN Women's Empowerment Principles** since 2018, we hold the title of a pioneering technology retailer in Türkiye in this field. We are also among the corporate members of the **Yanındayız Association**, which supports the active involvement of men in the struggle for gender equality, and **Lead Network**, which contributes to the development of senior female executives.



Combating Violence, Harassment and Discrimination

We adopt a zero-tolerance policy towards violence, harassment and discrimination. Within the framework of our Human Rights Policy, we work to prevent physical, verbal, sexual or psychological harassment and all forms of discriminatory conduct, and we operate an effective grievance mechanism through which our employees can report situations they encounter in the workplace.

In order to raise awareness of domestic violence and develop workplace support mechanisms, we are also among the participants in the "Business Against Domestic Violence" project of the Sabancı University Corporate Governance Forum.



You can access detailed information regarding the grievance mechanism and reporting processes in the [Transparent, Fair and Ethical Business Approach](#) section of our report.



¹² 2025 Global Gender Gap Report, World Economic Forum (WEF)

Our Activities and Performance

Within the scope of our equal opportunity approach, we regularly monitor the ratio of female employees in our operations. In 2025, **the ratio of female employees was 31%, while it was 44% among white-collar employees and 27% among blue-collar employees.** In addition, **women accounted for 32% of all our new hires.** We aim to maintain and increase these rates in the forthcoming periods.

We do not limit this approach solely to recruitment processes and apply the same sensitivity in decision-making mechanisms and career development. Accordingly, we monitor the ratio of women in managerial positions and manage our promotion processes transparently and fairly. In 2025, the ratio of women in managerial positions was 36%, while women accounted for **67 of the 249 promotions** we implemented.

We attach importance to increasing the awareness of all our employees in order to create an inclusive environment across the company. Within this scope, in 2025, we provided a total of **424 hours** of training on equality, equal opportunity, gender equality and inclusion. We also put our inclusion principle into practice for persons with disabilities and, as of this year, provide employment opportunities **to 64 employees with disabilities.**

Female Employee Ratio

Female
31%



Male
69%

Female Employee Ratio – White-Collar*

Female
44%



Male
56%

* In terms of the industry literature, it covers employees of the Head Office.

Number of Newly Hired Female Employees

347

Number of Female Employees Promoted

67

Number of Female Employees in STEM Roles (IT, Engineers, etc.)

52

Number of Female Managers in Revenue-Generating Functions

46

Female Employee Ratio - Blue-Collar**

Female
27%



Male
73%

** In terms of the sector-specific literature, it covers store employees.

Teknosalı Mother Mentors (TMM)

The people who most closely understand the challenges faced by our female employees in working life are Teknosa mothers who have travelled the same path. Through the TMM program, which we launched in 2019, we bring together our experienced mother employees with colleagues who are new mothers or expectant mothers.

Under the program, which is based on volunteering, we first provide comprehensive mentoring training to senior mother employees who wish to become mentors and then match them with employees in need of guidance. Through face-to-face or telephone conversations, our employees share their work and motherhood experiences and develop practical solutions for balancing working life and motherhood throughout their career journeys.

With its inclusive structure, which also allows pet owners to participate, our TMM program stands out as a tangible reflection of the culture of solidarity at Teknosa. In 2025, 5 of our Mother Mentors held more than 15 hours of meetings with their mentees.



Talent Management

Our Perspective

Our employees are the fundamental source of our sustainable growth and competitiveness. With this understanding, we regard creating a working environment in which every employee can realize their potential, continue to develop and feel a sense of belonging as one of our priorities. We build all our processes, from performance management and career planning to training and employee experience, on this understanding.

Performance and Career Management

To support the achievements and development of our employees, we adopt an agile, transparent and feedback-based performance management approach. By linking individual targets with the company strategy, we directly reflect performance results in training, career planning and remuneration decisions.

We also regard career development as part of the same whole and manage internal promotion and lateral transfer processes transparently and based on clear criteria. We conduct our recruitment processes fairly and inclusively in accordance with our Human Resources Policy and attach particular importance to the employment and career development of young talent.

We structure our remuneration policy through a grading system based on a job evaluation methodology, taking into account the principle of equal pay for equal work and individual performance. In order to maintain the sustainability of our remuneration policy, we analyze the pay gap between female and male employees annually, with breakdowns extending from senior management to all employees, and close the gaps we identify through a roadmap of no more than two years. While sharing our remuneration policy with all employees through the relevant communication channels, we protect the confidentiality of individual remuneration information by restricting access solely to authorized employees.

Employee Development

We regard the development of our employees as the foundation of our competitiveness. By adopting the principles of “equal opportunity in training” and “continuity of training and development,” we are committed to offering equal development opportunities to all our employees. We design training content in a modular manner according to function and position, thereby ensuring equality of access, and monitor training effectiveness through regular measurement and feedback mechanisms.

Employee Experience

We regard supporting our employees’ work-life balance and creating a strong employee experience as among our priorities. We design flexible and hybrid working models, competitive fringe benefits and mechanisms that reflect employee opinions and suggestions in decisions as tangible reflections of this understanding.



Our Activities and Performance

Our Performance, Career and Recruitment Processes

We conduct our performance assessment process to cover all employees through the **Perfx** system, while applying a separate process for our field staff. Within this scope, **in 2025, we included all 2,514 of our employees** in the performance assessment process. Performance results directly provide data for determining training needs, career planning and remuneration management.

We offer our employees opportunities to transition between departments and work locations through our internal job posting system and lateral career movement mechanisms. We conduct promotion processes twice a year in a transparent manner, based on clear criteria such as performance, seniority, and training completion. Furthermore, within the scope of the **Organizational Success Plan**—implemented in integration with Sabancı Group Human Resources—we develop succession and career plans for all management levels and critical positions.

In our recruitment processes, we actively manage our Teknosa Career pages on LinkedIn, Facebook and Instagram and simultaneously share open positions and company news on these platforms. We measure recruitment quality through an annual assessment survey. **In 2025, this survey achieved a score of 4.73 out of 5.**

Our Young Talent Programs

We carry out various programs to support the employment and career development of young talent. Through these programs, we aim to include newly graduated young people and women in employment, create a talent pool within our organization and strengthen our employer brand.

Our **Teknosa Step Internship Program**, which we have operated since 2023, aims to provide university and high school students with real work experience in technology retailing. During the program, students have the opportunity to work in different departments, become closely acquainted with the sector and develop their professional skills. **In 2025, we included 45 students in the program.**

Through our **Future Leaders** project, which we launched in 2025, we aim to strengthen our store management teams with young talent. Within the scope of the project, we employed **13 newly graduated young talents** in our stores in Istanbul. These young people learn from the field by participating in store operations, while also gaining practical experience and undergoing a structured development process in store management.



Our Training and Development Programs

We conduct the training and development programs offered to our employees under the umbrella of **Teknosa Academy**. We offer our programs, which cover a broad range from managers to store employees and from technical content to leadership development, in both digital and face-to-face formats.

Teknosa Academy

We continuously improve Teknosa Academy, which we established in 2005, in terms of technological infrastructure and user experience. We reach our employees through six main channels under the **teknosaakademi.com** platform.

The **Teknosa Training Platform**, which functions as a learning management system, forms the center of all training processes. **TeknoTube** offers video-based learning, while **TeknoBlog** functions as a communication platform. **TeknoSözlük** contains terms and abbreviations specific to the retail sector, while **TeknoRehber** stands out as the platform through which on-the-job training and coaching processes are monitored.

In 2025, we continued our programs under Teknosa Academy, covering a broad range of content from leadership and manager development to technical skills, personal development and product competency.

Leadership and Manager Development Programs			
Training Program	Program Content	Number of Participants	Training Hours
All Star and Competent Manager	Leadership and competency development for senior executives	13	368
Management Training	Management skills for middle managers	45	3,444
Management and Leadership Development	Leadership approaches and team management	51	2,304
Department Manager Development	Operational development for department managers	63	441
Train-the-Trainer	Internal trainer development program	5	160
Technical and Personal Development Programs			
Training Program	Program Content	Number of Participants	Training Hours
Artificial Intelligence Workshop	Artificial intelligence applications and digital competency	385	2,386
English Training	Professional English language skills	53	683
Intergenerational Communication	Communication and relationship management between generations	25	200
Product-Focused Development	Product knowledge and sales techniques	631	634
Product Knowledge Development	Product competency for store employees	2,398	3,616



Stakeholder View



For me, Teknosa is not merely an employer; it is a journey where I took my first steps into the corporate world, learned, and grew. I continue the career I began in 2011 as a Trainee Sales Consultant in my current role as Training and Development Manager. My greatest motivation today is being able to extend the same development opportunities I once received to the journeys of my colleagues.

At every stage of my career, I have felt the trust placed in me and the support given to my professional growth. I take great pride in being part of an organization that embraces equal opportunity as a natural element of its corporate culture—a place where women draw strength from one another.

As I manage Teknosa Academy today, my greatest joy comes from contributing to my colleagues' development. My own story stands as a tangible reflection of the growth and equal opportunity found at Teknosa. I hope that, in the future, my colleagues will be able to say with that same sentiment: "I was trusted, I was supported in my growth, and today, I am lighting the way for others."

NESLİHAN KARABULUT

Training and Development Manager

Digital Library and Teknosa Development Workshop

We launched our Digital Library application to offer our employees the opportunity to learn at their own pace and whenever they wish. Through the application, our employees—who have access to 72 different types of content—can digitally engage with 12 product videos, 10 development videos, 10 blog posts, two digital books, and two articles each month. In 2025, **397 of our employees** completed **394 hours of digital learning** through the Digital Library.

We also continue the Teknosa Development Workshop in order to spread a culture of development across the company and reach a broad employee audience. As part of the workshop, we offer our employees **44 different types of content**. In 2025, **1,597 of our employees** completed **3,000 hours** of training through this workshop.

Orientation Program

We conduct a comprehensive orientation program to ensure the effective integration of newly recruited employees into our company. In 2025, we provided **646 employees with a total of 13,740 hours of orientation training across 14 different content areas**. Through the program, our employees are able to correctly grasp the Teknosa culture, processes, and job descriptions from day one.



Our Employee Experience Activities

We operate various mechanisms to increase the satisfaction and engagement of our employees. We regularly conduct employee engagement and satisfaction surveys through independent companies. We transform the data obtained into action plans for areas of improvement. We hold individual exit interviews with every employee who leaves the company and use the outputs of these interviews to improve satisfaction.



In January 2024, we launched TeknoThink through the cooperation of our Strategy, Innovation and Entrepreneurship team, Process Management team and Human Resources team in order to spread the culture of innovation across the company.

TeknoThink is positioned as an internal entrepreneurship platform that supports employees in sharing innovative ideas, participating in assessment processes and implementing feasible projects. To date, our employees have submitted a total of 152 suggestions and ideas to the platform. Ideas selected during the first two periods were added to our information technologies and customer experience project portfolios, contributed to the mentoring approach for sales teams and were transformed into tangible outputs such as the implementation of the corporate WhatsApp communication channel.

In addition, in order to extend our internal entrepreneurship ecosystem externally, we became a member of the Entrepreneurial Organizations Platform. Through ecosystem meetings attended throughout the year, we continued to develop cooperation opportunities.

TeknoBülten

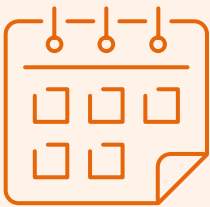
In order to ensure that our employees remain informed about company developments and strengthen their sense of belonging to the company, we continue to implement TeknoBülten. Within this scope, once a month, we share our company achievements, projects and news with all our employees via e-mail.

Our Fringe Benefits

As Teknosa, we design the fringe benefits offered to our employees in a manner that supports well-being and motivation.

Special Occasions and Leave

We offer our employees leave for birthdays and moving house, as well as leave on the first day of school and report card day for those with children of preschool or primary school age. In addition to these, we provide up to five days of administrative leave and two weeks of paid paternity leave—going beyond statutory requirements.



Health and Insurance

We offer our certain employee groups private health insurance fully covered by the company. This coverage includes access to online dietitian and psychologist services. Additionally, we secure our employees' future through life insurance and an employer-contributed Individual Pension System.



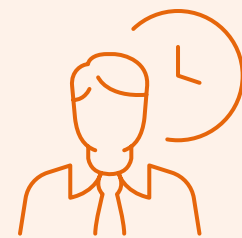
Economic and Social Benefits

We provide our employees with allowances for commuting and meals, fuel assistance, and—in the event of assignment to a different province—rental assistance. We offer a marriage allowance to employees who get married, and a childbirth package to employees who give birth or whose spouses give birth. Additionally, we provide childcare assistance to female employees with preschool-aged children, educational scholarships and support for the children of employees whose spouses have passed away, and support for master's degree studies to employees who meet the relevant criteria.



Work-Life Balance

We offer a hybrid work model to employees in eligible roles and support work-life balance through flexible working schedules. We provide ergonomic support for hybrid work arrangements and encourage employee participation in sports activities by covering half the cost of Multisport memberships.



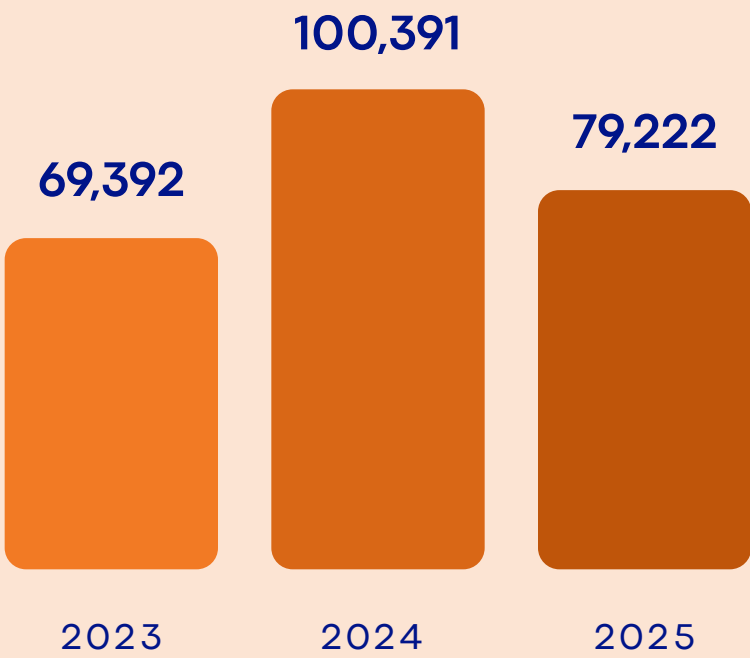
Our Performance

We also monitor our investments in employees and the impact created by these investments through data. In 2025, **we invested a total of TRY 6.8 million** in employee training, while our average training investment per employee amounted to **TRY 2,703**. In addition, in 2025, we provided our employees with a total of **79,222 hours** of training, corresponding to an average of **30** hours per employee.

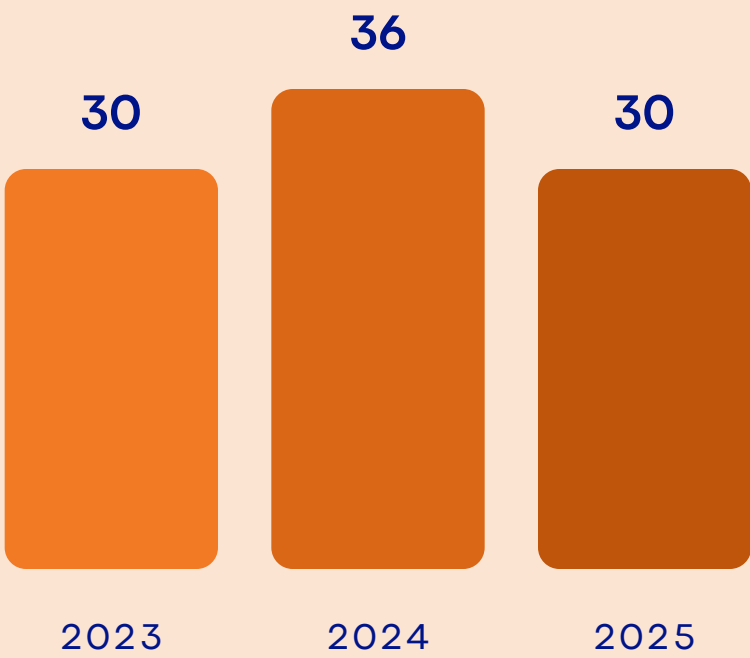
We also monitor our data in terms of employee engagement and satisfaction. Within this scope, in 2025, our voluntary employee turnover rate **declined from 41% to 33%**. We regard this decline as a reflection of the steps we have taken to strengthen the employee experience. The average length of service of our employees was **4.7 years**.

A strong picture also emerges in maternity and parental leave processes. In 2025, **100 of our employees took maternity or parental leave**. Of these employees, **99** returned to work after the end of their leave.

Total Training Hour



Average Training Hours Per Employee



Occupational Health and Safety

Occupational health and safety covers the measures and policies implemented to protect employees from hazards that may cause illness, injury or death. While a safe and healthy working environment supports employee well-being, it also increases productivity and strengthens corporate reputation. Therefore, occupational health and safety constitutes one of the cornerstones of a sustainable business model, beyond being merely a legal obligation.

Our Perspective

As Teknosa, we attach great importance to occupational health and safety, taking into account operational conditions in the retail sector such as heavy lifting, long working hours and working while standing. We carry out our OHS activities under the guidance of our [Integrated Management Systems Policy](#) and in accordance with the ISO 45001 Occupational Health and Safety Management System standards.

We update all our occupational health and safety procedures, forms and instructions once a year in terms of compliance with international standards. We digitally monitor the processes through the QDMS application and communicate updates and new procedures to our employees through QDMS, the corporate intranet, e-mail and noticeboards.

Our Risk-Based OHS Approach

In our sector, the most frequently encountered types of workplace accidents include tipping over, falls from heights, collisions, crushing, sprains, impacts, cuts, and burns. We analyze these risk factors in conjunction with past incidents and manage them using a proactive approach.

We immediately halt and bring under control any activities involving intolerable risks, always prioritizing engineering controls. For instance, at our Logistics Center, we reduced risk at the source by replacing the manual wheel chocks used at loading ramps with a ramp docking safety system. Furthermore, we initiate corrective and preventive actions for any identified non-conformities and track the process through our digital system.

**OHS Risk Score = Probability x
Frequency x Severity**

Our Organizational Structure and Responsibilities

We clearly define duties and responsibilities relating to OHS. Our senior management is responsible for developing occupational health and safety policies and procedures within our company and overseeing the effectiveness of the measures we take. Representing our senior management, our Chief Human Resources and Sustainability Officer for Headquarters and our Supply Chain Director for the Logistics Centre oversee OHS processes as employer representatives, while our Regional Managers serve as employer representatives in our stores. Employee representatives, determined according to the number of employees at each workplace, inform the OHS Unit and employer representative regarding requests received from employees.

At our workplaces with 50 or more employees, the OHS Committee, consisting of an occupational safety specialist, workplace physician, employee representatives and a human resources representative, meets at regular intervals. In addition, all our processes are audited at regular intervals by our Senior Internal Audit Directorate.

Our Suppliers and Business Partners

We do not limit our OHS approach solely to our own employees; we also include subcontractors, suppliers and promoters working in our stores within this scope. We have a **Contractor/Supplier OHS and Environmental Commitment** to ensure that contractor companies operating at all our workplaces comply with OHS legislation, our procedures and instructions. In addition, through our [Supplier Code of Conduct](#), we clearly regulate the responsibility of our business partners to provide a safe and healthy working environment.

Our Activities and Performance

Our Practices

As Teknosa, beyond creating a safe working environment, we also prioritize the general health and well-being of our employees. We closely monitor our employees' health through examinations conducted before they start work and at regular intervals, thereby creating opportunities for early intervention. We cover private health and life insurance for our certain employee groups. In addition to hospital services, our employees can also benefit from online dietitian and psychologist services. As we attach importance to mental well-being as well as physical health, we ensure that our employees can receive professional support whenever they need it.

Accident Reporting, Emergency Preparedness and Operational Safety

At all our workplaces, we manage processes relating to the reporting of occupational accidents, occupational diseases, near-miss incidents and hazardous situations within the scope of our Health and **Safety/Accident Reporting Procedure**. Our employees can report work-related hazardous situations and behaviors to their managers, the OHS Unit, or through the Integrated Management System without fear of retaliation. Each reported incident is assessed by our OHS Unit, corrective and preventive actions are initiated, and the process is monitored through our digital system. In the event of a workplace accident, necessary initial response and emergency procedures aimed at protecting the employee's health and safety are carried out first, and measures are taken at the scene to prevent the emergence of additional risks. Subsequently, relevant units are notified and the incident is recorded; necessary investigations and root cause analyses are conducted, and legal notifications are completed within the required timeframe.

We prepare Emergency Action Plans covering scenarios such as fire, earthquake, atmospheric events and occupational accidents for all our workplaces and update these plans at regular intervals. At all our locations, we establish firefighting, first aid, protection and rescue teams within the Emergency Coordination Team and prepare team members for potential emergencies through periodic training and drills. At our Logistics Centre, we systematically monitor equipment safety by applying daily inspection forms for work equipment.

In 2025, the proportion of our facilities where we conducted risk assessments within the scope of occupational health and safety reached 100%.

Occupational Health and Safety Training

We implement a comprehensive training program to strengthen our employees' OHS awareness and culture. In addition to basic OHS training and on-the-job orientation training, our program includes job-specific risk training, emergency team training, safe working at height training and first aid refresher training and similar training programs. We also offer special content such as breast examination, heart health seminars, cervical cancer seminars and breathing techniques for stress management to support our employees' general health and well-being. In 2025, we provided our employees with a **total of 13,938 hours** of OHS training.

Our Performance

As Teknosa, our target for 2025 was to reduce the accident frequency rate by 5% compared with the previous year. Despite this target, 51 occupational accidents occurred across all our locations in 2025, while our accident frequency rate stood at 1.79, representing a 49% increase compared with the previous year. Accident-related absenteeism decreased from 229 days in 2024 to 202 days, and no occupational diseases or fatal cases were recorded.

Although it is difficult to attribute the increase in the number of accidents to a single cause, the physical risks inherent in retail operations, employees' daily workloads and behavioral factors, as well as our formal reporting of incidents experienced by employees due to their own health conditions that were not related to work processes, are among the factors shaping this picture. Our performance falling short of the target reveals the need to place greater emphasis in the forthcoming period on field audits, risk assessments and activities aimed at ensuring that our employees internalize a culture of safe behavior. We will continue our efforts to protect the health and safety of our employees with determination.

Responsible Supply Chain Management

Our supply chain is one of the fundamental building blocks of our value creation process. We carefully manage all stages of this process, from raw materials being processed and transformed into products by manufacturers to the delivery of these products to our warehouses and stores through our suppliers. We deliver the products stored in our Logistics Centre, which has a total area of **60,000 m²**, to our stores in 56 provinces, iklimsa authorized dealers and customers through our online platforms.

Our Perspective

We manage our supply chain in line with the principles of quality, sustainability and efficiency. In our supplier selection and assessment processes, we consider quality, diversity and legal compliance as fundamental criteria. Our [Integrated Management Systems Policy](#), covering international standards such as ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018, constitutes the framework within which we manage our supplier relations.

We regard ensuring our suppliers' compliance with environmental, social and ethical standards as one of our fundamental responsibilities. Accordingly, our [Sustainable Supply Chain Policy](#) sets out our commitments to establishing fair and transparent relations with our suppliers, ensuring continuous communication, raising awareness and conducting performance assessments.

Our [Supplier Code of Conduct](#) defines the fundamental principles that all suppliers with which we cooperate must comply with in the areas of labor, health and safety, the environment, ethics and management systems. These rules are based on internationally recognized frameworks such as the OECD Guidelines for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights and the ILO fundamental conventions. We expect our suppliers to extend these rules to their own supply chains and act with an approach of continuous improvement

In addition to all these, where appropriate conditions are met, we support the local economy and contribute to sustainable development by preferring local suppliers.

6,238
Supplier

98%
Local Supplier
Ratio



Our Activities and Performance

Supplier Sustainability Assessment

In order to systematically measure our suppliers’ sustainability performance and proactively manage sustainability-related risks in our supply chain, we implemented a comprehensive supplier assessment process in 2025. Within this process, we divided our suppliers into categories according to the criteria of financial/supply dependency, operational criticality, access to personal data, customer contact and reputational risk, and regulatory applicability.

Within the initial stage of the assessment process, based primarily on supply dependency and operational criticality criteria, we included a total of 124 Tier 1 suppliers, including Iklimsa suppliers, in the assessment process. We determined the scope of inclusion in two stages.

For our product suppliers, we used category-based purchasing analyses conducted as of April 2025 as the basis. By including 19 category suppliers with a share exceeding 0.5% of total purchasing volume, we included 94% of the total amount in the assessment process.

For our service and critical operation suppliers, we used the business impact analyses conducted within the scope of the Business Continuity Management System project carried out throughout 2025. As a result of these analyses, we included 105 suppliers related to critical processes with third-party dependencies in the process due to their potential impact on business continuity.

As part of the assessment, we sent our suppliers a 23-question survey structured under four main categories: general sustainability approach, governance, environmental performance and social responsibility. Based on the responses received to our survey, which covered environmental topics such as combating climate change, environmental management, emissions measurement and reporting, as well as social and governance matters such as human rights, occupational health and safety, anti-bribery and anti-corruption, equality and inclusion, we classified our suppliers into four maturity levels by considering their total scores.

We designated suppliers with a low maturity level as the priority development group. We have planned improvement-oriented actions for these suppliers based on their needs and risk levels. These actions include supportive activities such as sharing guidance documents, self-assessment tools and good practice examples, as well as sustainability bulletins and e-mail communications, information meetings, online webinars, periodic progress monitoring and feedback mechanisms.

	Tier 1 – Critical	Tier 2 – Strategic	Tier 3 – Support
Financial/Supply Dependency	Single source or purchasing share ≥0.5% and collectively covering 80% of total procurement value	Purchasing share between 0.1% and 0.5%; substitution possible but would create cost or time impacts	Purchasing share below 0.1%; multiple suppliers/ easy substitution
Operational Criticality	Supports a critical process in the Business Impact Analysis; Recovery Time Objective ≤7 days; disruption would halt sales, profit or channel operations	Operational impact can be tolerated on average; disruption is manageable	Low operational impact; disruption does not affect business continuity

Total Score	Maturity Level	2025 Assessment Results
0-7	Low	13 Supplier
8-13	Basic	16 Supplier
14-17	Good	6 Supplier
18-20	Advanced	4 Supplier

Educational Activities for Suppliers

We do not merely assess our suppliers; we also regard supporting their development as part of our responsibility. Accordingly, in 2025, we prepared a comprehensive ESG Recommendation Set. This set provides our suppliers with tangible and applicable guidance on critical topics such as sustainability strategy and policy development, environmental performance management, carbon emissions measurement and reporting, renewable energy use, human rights policy, occupational health and safety and ethical rules. Answering the questions of “why it matters,” “how to begin” and “which international resources can be used” for each topic, this set provides a solid foundation for our suppliers’ sustainability journeys. Increasing sustainability maturity across our supply chain both reduces our risks and strengthens the positive impact we create throughout our value chain.

Supplier Code of Conduct Commitment

As an important step within the scope of our responsible supply chain approach, we began working to integrate the Supplier Code of Conduct Commitment into our supplier contracts. Through the implementation of the commitment, we will ensure compliance with our [Supplier Code of Conduct](#), which clearly defines the standards that our suppliers must follow in areas such as labor and human rights, occupational health and safety, environmental responsibility, management systems, ethical rules, bribery and corruption.

If we identify a situation contrary to the commitment, we reserve the right, without requiring a report or court decision, to immediately and unilaterally terminate contracts, cancel orders, suspend payments, blacklist the supplier, and suspend or completely terminate the commercial relationship. This mechanism clearly demonstrates that compliance with human rights, occupational health and safety and ethical standards in our supply chain is not merely an expectation, but a contractual obligation.



Sustainability Training for Procurement Employees

The effective implementation of responsible supply chain management requires not only our suppliers, but also our own procurement team to be competent in this field. In this context, in 2025, we provided 41 hours of training on sustainability-related topics to 10 employees working in our Internal Procurement and Category units. Establishing a team structure that has internalized sustainability in supply chain management will continue to be one of our strategic priorities.

Our OHS Practices at the Logistics Centre

We also assess suppliers that will carry out work at our Logistics Centre within the scope of our OHS requirements. Accordingly, before starting work, we request from all supplier employees a basic OHS training certificate, temporary assignment document, social security employment declaration, medical fitness report and personal protective equipment handover form. Depending on the scope of work, a Vocational Qualifications Authority certificate and safe working at height training certificate are also among the mandatory documents we request from supplier employees. We do not allow supplier employees who fail to provide the necessary documents to work at our logistics center.

Creating Social Value

Our Perspective

As Teknosa, we regard creating social value and improving the quality of life of different segments of society by facilitating access to technology as among our fundamental responsibilities. We focus our social investments on education, gender equality, health, youth development and economic development.

We carry out our corporate social responsibility projects and donations in alignment with the [Sabancı Holding Social Responsibility Policy and Principles](#) and within the framework of our [Social Responsibility Policy](#) and [Teknosa Donations and Aid Policy](#). Our Corporate Communications Directorate is responsible for coordinating these processes.

We provide our social contribution through donation- and volunteering-based projects. Apart from this, we do not make any financial contributions to political parties, political candidates or lobbying activities, nor do we provide financing or social credit to individuals, small businesses or communities with an expectation of economic return.

We manage our relations with local communities within the framework of the principles of respect, transparency and participation. By prioritizing local communities in store employment, we support regional development and seek to increase women's employment.



Our Activities and Performance

In 2025, we donated approximately **TRY 1.9 million** to public-benefit organizations. In addition to our donations, we continue our social contribution through projects carried out across a broad range of areas, from education and health to youth development and women's empowerment.

~1.9 million TL
donation amount
for 2025

Through the Technology for Women project, we have supported more than 40,000 women in gaining digital skills since 2007.

Technology for Women

Through the Technology for Women project, which we have carried out in cooperation with the Habitat Association since 2007, we aim to increase women's digital literacy levels across Türkiye and support them in becoming more effective users of technology. Through the free training provided within the scope of the project, we have developed the digital competencies of more than 40,000 women to date, contributed to their implementation of technology-based business ideas and strengthened their participation in social life.

According to an analysis conducted by an independent organization using the Social Return on Investment methodology, **every TRY 1 invested in the project creates TRY 4.16 in social value**. Taking this benefit into consideration, we update the training content each year according to participants' needs and expand the scope of the program. In 2025, we added training on social media use, e-services, safe internet use, career planning, mobile photography, Canva and artificial intelligence to the program. **In 2025, we provided 51 online training sessions to more than 4,000 women and organized 32 face-to-face workshops within the scope of the project.**

We also continue the "Inspirational Meetings" events, which aim to bring participants together with women who make a difference in the business world. The meeting we organized in Diyarbakır in 2025 attracted strong participation. We also reached more women by broadcasting the Istanbul recordings on online platforms. We plan to organize these events in different cities across Türkiye in the forthcoming periods.

Technology for Women, Solidarity for All

As part of our "Technology for Women" initiative, we are continuing the "Technology for Women, Solidarity for All" project in collaboration with the Sabancı Foundation and the Federation of Women Associations of Turkey (TKDF).

Through this project, anyone wishing to contribute can donate their unused smartphones, thereby helping women who have experienced violence and have limited access to technology make their voices heard. We collect the donated phones—either at our stores or via home pickup—refurbish and repair them, and then deliver them to women in need through the TKDF.

We have distributed a total of 566 phones over the past four years as part of this project.

We won the bronze award in the Best Corporate Social Responsibility Management Team category (PR section) at The Hammers Awards with our "Technology for Women" project.



Askıda Ne Var

We cooperate with the “Askıda Ne Var” and “Kampüste Ne Var?” platforms to support university students’ access to technology and contribute to their education. Through these platforms, we donate technological products to students in need and support their academic development. In 2025, by contributing **TRY 660,000** to the platform, we delivered **13 different products to 33 students** from various provinces of Türkiye through **nine campaigns**.

The Greatest Gift in the 101st Year: The Republic of Türkiye

In the 101st year, we took one step further with virtual reality technology the project we launched on the 100th anniversary of the Republic, in which we recreated Atatürk’s voice using artificial intelligence and presented his own words as a gift to the nation. Through the Teknosa Mobile Application, we offered users the opportunity to take a comprehensive tour of Anıtkabir either physically or virtually from anywhere in the world. We also sent special notifications via GPS technology to users near Anıtkabir, inviting them to experience the tour. Throughout the tour, we conveyed Atatürk’s legacy to visitors through carefully selected quotations specific to each part of Anıtkabir. In cooperation with BlindLook, we made the project accessible to users with visual and hearing impairments by providing subtitles for all videos. We also received numerous awards for this project in 2025.

Award Program	Category	Subcategory / Award Won
Martech	Technology Awards Section / Field Categories	Best Mobile Application Technology
	Usage Section	Best Use of Location-Based Technology
Mixx	-	Experimental and Innovative Campaigns
Brandverse Awards	Craft	User Experience Design (UX/UI) – Gold
	Media	Consumer Engagement Projects – Gold
	Social Media and Digital	Mobile-Focused Campaign – Gold
	Experience Design	Physical Customer Experience – Gold
Kristal Elma	D – Digital / DO – Special Categories	DO4 Technology Projects – Silver
	T – Design	T08 UI & UX Design – Crystal
	A – Outdoor / AO – Special Categories	AO02 Interactive Outdoor – Silver
Hammers Awards	Brand Experience, Media and Content Section	Best Technology-Focused Brand Experience Team
Felis	Design Felis	Digital Interface Design (UI-UX)
	Digital & Mobile Felis	Retail – FELİS
		User Experience Design / Interface Navigation

Digital-Focused Transformation

→ 82

Customer Satisfaction

→ 89

Customer Health and Safety

→ 92

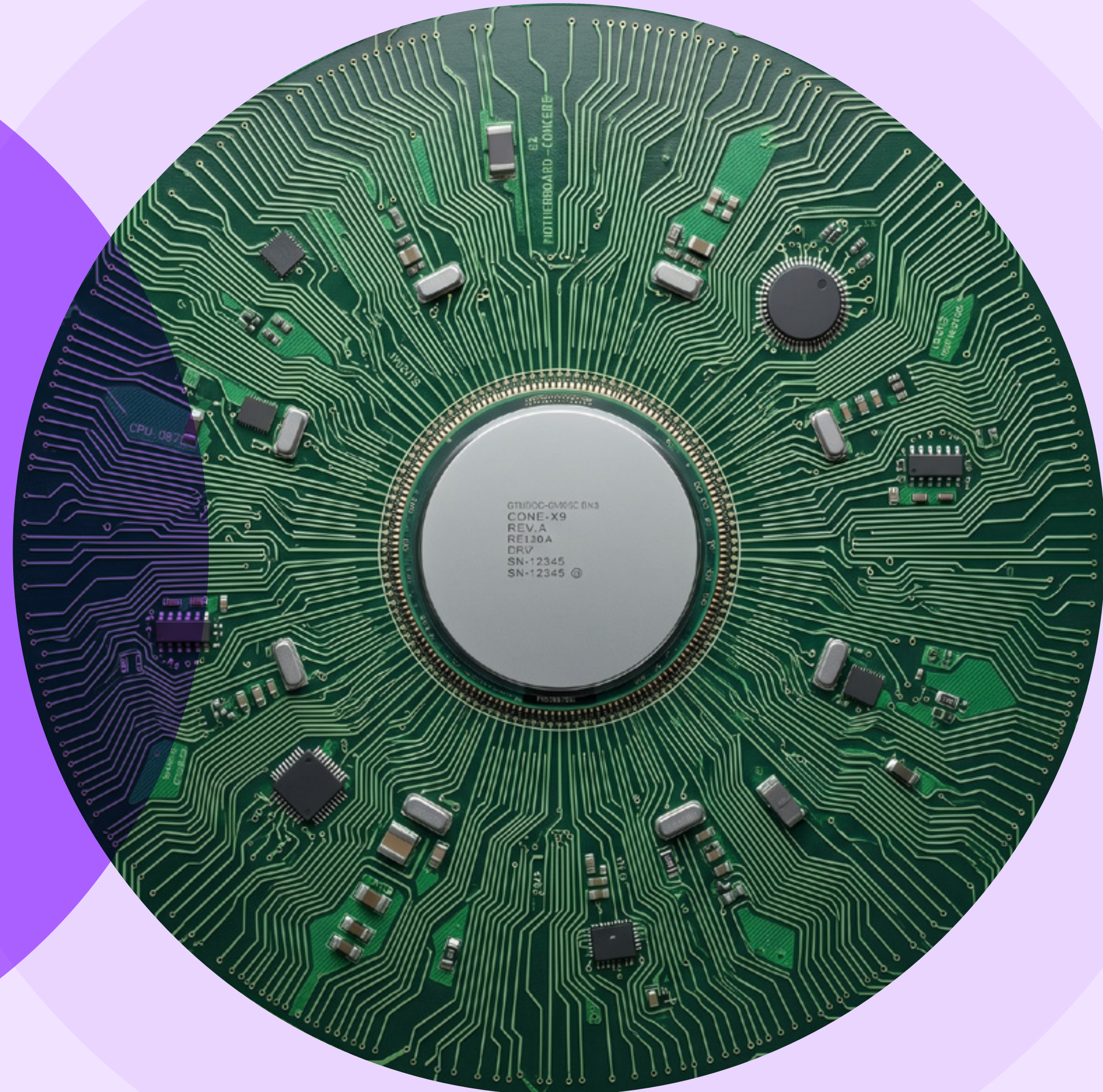
Responsible Marketing

→ 93

Data Privacy and Security

→ 94

CUSTOMER ORIENTED DIGITAL IMPACT



954
million TL
digitalization
investment

~6
million
active
customers

256,000
active SKUs
on the Teknosa
Marketplace

Nationwide
reach across
81
provinces

Digital-Focused Transformation

Our Perspective

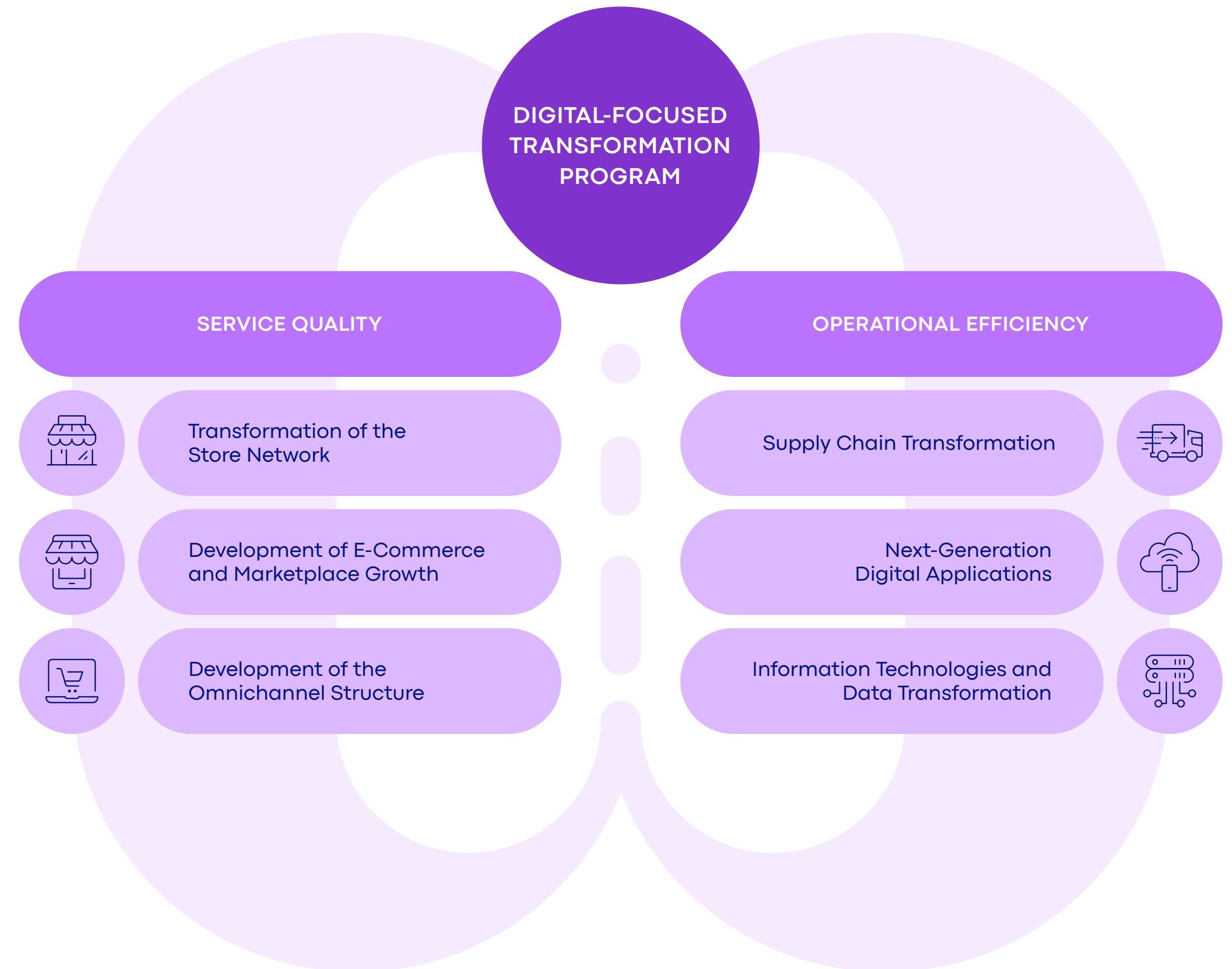
As Teknosa, throughout our 25-year technology journey, we have placed digital transformation at the center of the way we do business. Through the **“Next-Generation Teknosa”** transformation program launched in 2019, we clarified our objective of transforming from a company that sells products into a data-driven, customer-oriented digital technology platform. Accordingly, we extend digitalization across all our business processes, strengthen the use of advanced technologies and continuously increase our operational efficiency. We actively use artificial intelligence and data analytics at every stage of our business, from the supply chain and employee support systems to sales operations and customer experience.

We regard digital transformation not only as an operational priority, but also as a fundamental means of creating greater value for our stakeholders and strengthening our sustainability vision. While the electronic label system we have expanded in our stores reduces paper and printing consumption, digital kiosk solutions and accessibility practices bring technology to all segments of society. Through this approach, digitalization progresses in an integrated manner with operational efficiency and environmental responsibility.

Our Digital-Focused Transformation Program

Our Digital-Focused Transformation Program, covering the 2023–2026 period, forms the main backbone of our transformation journey. Shaped around the priorities of deepening our customer focus, extending digitalization across all business processes, strengthening the use of advanced technologies and increasing our operational efficiency, this program defines the framework of the digital transformation projects we implement. Our **Technology, Digital Commerce and Marketing, and Category Management and Supply Chain** Chief Officers play a direct role in the governance of the program.

We carry out our program across **two main pillars and six transformation areas**. Our **first pillar**, which aims to take the service we offer our customers to the most advanced level, consists of three transformation areas: transformation of the store network, development of e-commerce and marketplace growth, and development of the omnichannel structure. Our **second pillar**, which focuses on increasing company performance by making our operations more effective, covers three transformation areas: supply chain transformation, next-generation digital applications, and information technologies and data transformation.



Our Activities and Performance

In line with the structural transformation dynamics in our sector and our Digital-Focused Transformation Program, we continue our investments in digitalisation, omnichannel customer experience, technological infrastructure, information technologies and next-generation artificial intelligence solutions. Within this scope, in 2025, we made a **total investment of TRY 954 million**, including renovations.

954 million TL

The total investment amount we made in the field of digitalization in 2025

80% and +8 points

The difference in target achievement between Bilge's active field usage and those actively using the application.

Next-Generation Digital Applications

Bilge – Bilge 2.0 (Sales Wizard)

We see that when we deliver the right information to our field sales teams at the right time, we can offer our customers a more informed and faster shopping experience. Accordingly, in 2024, we broke new ground in the Turkish retail sector by launching Bilge, our artificial intelligence-based digital sales advisor assistant.

Bilge, which our field teams access through handheld terminals, provides real-time data flow on individual and store performance and offers more than 30 personalized **recommendations** regarding our employees' development areas. Through the Bilge application, we support our field teams under three main headings:

- **Information:** We provide coaching support through month-end performance and bonus forecasts.
- **Motivation:** We strengthen team motivation through competitions that encourage competition and by making achievements visible.
- **Guidance:** We develop sales competencies through campaign and cross-selling recommendations that support the achievement of KPI targets.

As of 2025, the active usage rate of Bilge in field operations reached 80%. The target achievement rate of sales representatives who actively use the application was eight percentage points higher than that of those who do not. This increase in efficiency translates directly into revenue growth through higher customer conversion rates and average basket size. In addition, the focus on a higher-margin product mix supports the improvement of our operational profitability.

Within this scope, we launched the Sales Wizard, which complements Bilge, in 2024 and continued development activities in 2025. The Sales Wizard, which enables our sales advisors to instantly access all the information they need while interacting with customers, supports our employees in many areas of their daily work processes.

We position Bilge and the Sales Wizard as an integrated digital management infrastructure that aligns our sales teams with company targets and supports performance by clarifying daily actions.

While supporting our field sales teams in the pre-sales process through Bilge, we also recognized that providing real-time information during the sale would directly contribute to conversion rates and customer satisfaction.

We won the 'Best Measurement Technology' award at the Martech Awards with the sales wizard Bilge.

Artificial Intelligence-Based Personalization

With the awareness that reaching our customers with the most appropriate offer is one of the fundamental elements strengthening customer satisfaction and loyalty, we accelerated our work under artificial intelligence-based personalization projects in 2025.

Within this scope, through models based on our customers’ online and in-store behaviors, we create targeted, location-based campaigns and product recommendations and offer every customer real-time and personalized advantages. Through product recommendation systems developed using generative artificial intelligence-based solutions, we enable our customers to reach the products they are looking for more quickly and easily.

The personalization activities and targeted campaigns we carried out contributed to the increase in our total and active customer numbers in 2025. In the forthcoming period, we aim to strengthen the customer experience by expanding our personalization infrastructure to more touchpoints.

We won first prize in the ‘Most Effective AI-Based Segment Usage’ category at the LIFT Awards 2025.

OneStore Application

Across our store network, we began using the OneStore application to establish a digital and verifiable communication structure among our field teams. Through this platform, our field teams began communicating with all our stores through a single application.

Through OneStore, we transferred the audit and visit forms carried out by our field teams to a digital environment. Through the visual tasks implemented within the application, we established a mutual and verifiable communication structure among our stores. While strengthening the information provided to field teams regarding current promotions through the campaign tab within the application, we enable our field teams to access all announcements quickly and easily in a mobile environment through the general announcements area.

Sales Equipment and Mobile Payment Infrastructure

We recognize that the speed and stability of in-store processes directly affect both employee experience and customer satisfaction. With this understanding, we are strengthening the hardware, connectivity and payment infrastructure in our stores.

Within this scope, we replaced devices that had reached the end of their useful life or experienced performance issues with next-generation hardware and equipped them with up-to-date operating systems. In addition, through the mobile payment infrastructure integrated into handheld terminals, our sales advisors began offering our customers instalment payment options from different banks.

Through the activities we carried out, we ensured terrestrial and mobile redundancy for the data lines in our stores, increasing our annual connectivity rate to above 99.85%. Through these infrastructure investments, we improved the in-store customer experience while also optimizing our operational processes.

Stakeholder View



Teknosa’s vision of placing artificial intelligence at the heart of the customer experience represents a powerful approach that shapes the future of the industry. Thanks to its innovative perspective and strategic investments in technology, customer interactions are becoming faster, smarter, and more proactive. The ability to analyze all calls using AI-powered analytics technologies enables teams to understand customer expectations more accurately and take action much more swiftly.

At SESTEK, we are delighted to be Teknosa’s technology partner on this transformation journey. It is highly valuable for us to be part of a vision that continuously enhances the customer experience, strengthens data-driven decision-making, and prioritizes operational excellence through our AI-powered analytics and automated quality management solutions. We believe that Teknosa’s innovation-led approach will continue to inspire the transformation of AI-driven customer experiences in Türkiye.

SELİN ÖZBALMUMCU
Sales Director, SESTEK Türkiye & Europe

Supply Chain Optimization

Transforming our supply chain into an end-to-end integrated, agile and data-driven structure both increases our competitiveness and enables us to deliver the right product to our customers at the right time. Accordingly, we launched a comprehensive supply transformation program by placing artificial intelligence-based digital solutions at the center of our business processes.

Through structural improvements implemented in our warehouse and logistics operations in 2025, we strengthened our inventory optimization and took significant steps towards increasing our inventory turnover rate.

In the forthcoming period, we will introduce new solutions in artificial intelligence-supported local assortment management, inventory replenishment planning and inventory acceleration. Through these activities, we aim to strengthen our operational and financial efficiency while optimizing our supply chain costs.

Information Technologies and Data Transformation

As one of the cornerstones of our digital transformation, we position data as a strategic asset that transforms our operational decisions into information and personalizes the customer experience. With this understanding, we work with an intelligent and predictive data management system that makes use of artificial intelligence algorithms.

Through our digital data platform investments in 2025, we strengthened our data-driven decision-making capabilities by consolidating corporate data within a reliable, integrated and manageable structure. Through the centralized data architecture, we increased speed, accuracy and transparency in reporting processes while creating a scalable digital infrastructure to support advanced analytics and artificial intelligence applications. This transformation contributes to increasing our operational efficiency and corporate agility.

ERP Transformation

In order to ensure that our operational processes are carried out efficiently, accurately and without interruption, we completed our **SAP S/4HANA transformation** in 2025 and advanced our ERP infrastructure to a higher level.

Within the scope of this transformation, we also updated the server infrastructure on which the ERP application operates with next-generation hardware. In this way, while accelerating access to corporate applications, we ensured that business processes were carried out continuously and securely. By reducing error rates in logistics, inventory and order processes and integrating our business processes end to end, we significantly strengthened data consistency and our reporting capability. In particular, we became able to manage inventory, order and financial processes in our e-commerce operations more quickly and accurately. While the real-time integrated data infrastructure directly supports our company's growth and profitability, the flexible and scalable system architecture enables us to integrate new digital solutions into our business processes in a shorter period.



Help Desk Support Operations

Making the internal support services offered to our employees faster, more efficient and more sustainable is among the fundamental priorities of our operational excellence and employee experience targets. Accordingly, in 2025, we successfully integrated a knowledge base, updated service catalogue and approval hierarchy into our Information Technology Service Management platform.

Through these integrations, we reduced our call center's first response time to below five seconds and increased our Service Level Agreement compliance rate to 98%. In addition, by increasing the effective use of our self-service portal, we enabled approximately 40% of our employees to resolve their requests independently without requiring any support.

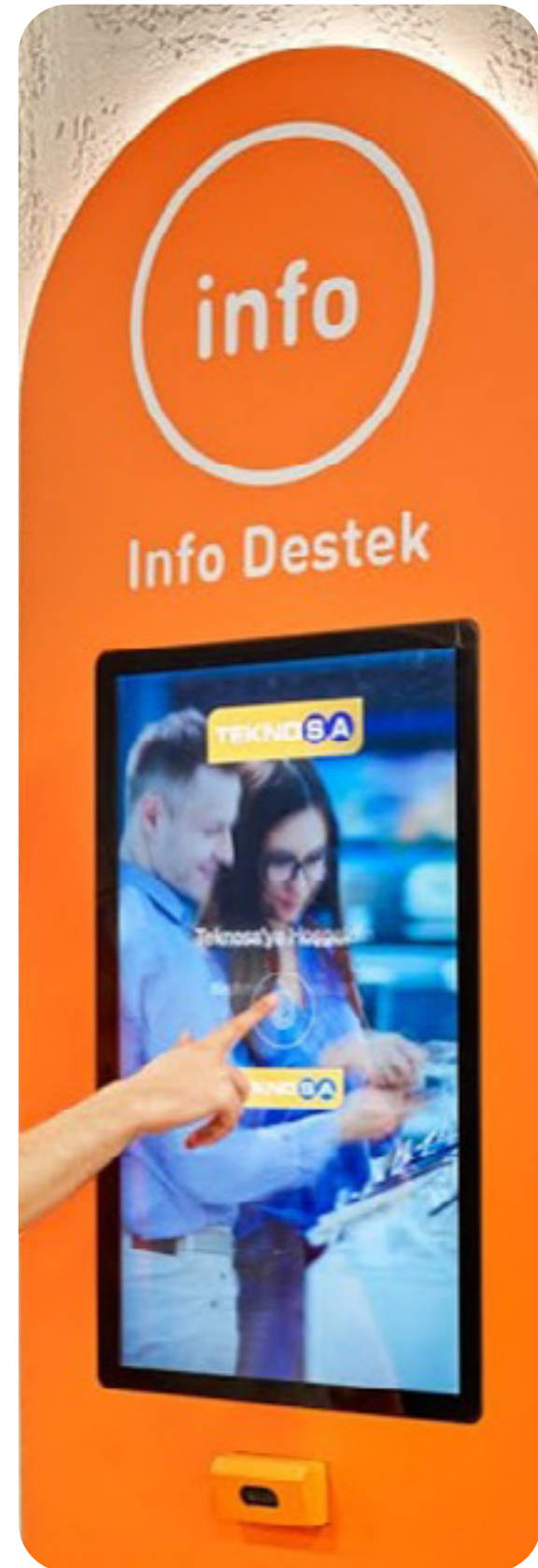
Through this digital transformation step, while increasing the speed and efficiency of our support operations, we continue to provide our employees with an uninterrupted, accessible and high-quality service experience.

Transformation of the Store Network: Experience-Oriented and Sustainable Store Concept

We design our physical stores as spaces where our customers can discover and experience technology. With this understanding, we continued to expand the sustainable, accessible and experience-oriented store concept that we launched in 2022 through new openings and renovations of existing stores in 2025. **As of 2025, a total of four flagship stores and 48 transformed stores were operating under this concept.**

In our new-concept stores, we offer our customers an experience reflecting the comfort of a home environment. Through the **Smart Home** experience areas implemented in six of our stores, we bring smart home solutions such as lighting, air conditioning, white goods, small domestic appliances and entertainment systems together with our customers in a real home atmosphere. Through the **Info Kiosk** applications made available in **44** of our stores, our customers can easily carry out transactions such as logging into their membership accounts, creating new memberships, comparing products, preparing shopping baskets and querying products by barcode. Through the contactless payment option offered by our sales advisors via handheld terminals, we accelerate shopping processes.

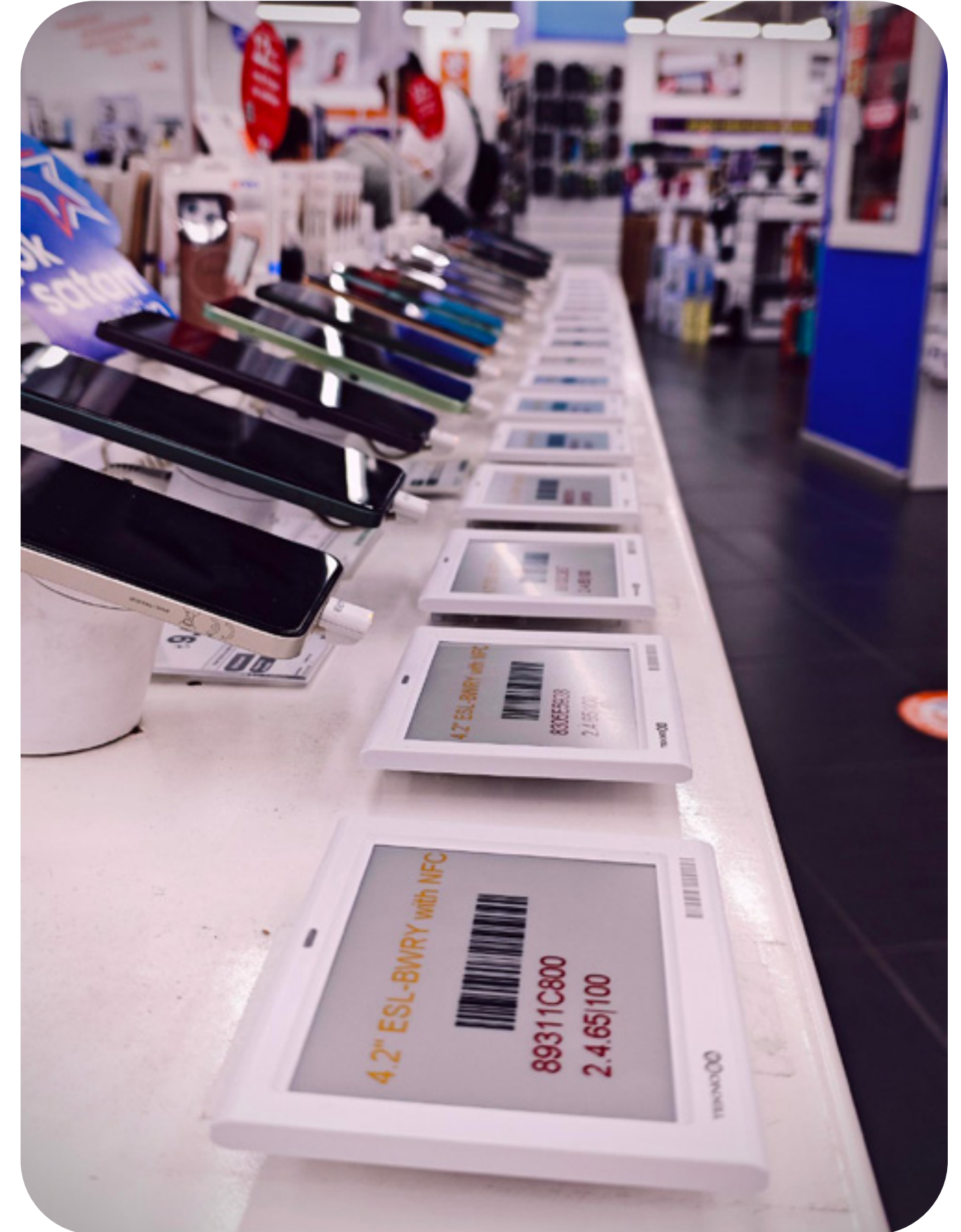
In addition to experience-oriented development, we also integrate our store concept with accessibility and sustainability principles. In this context, we launched **Sustainability Engagement Areas** in 32 of our stores, focusing on environmental sustainability, to raise awareness among our customers.



Electronic Label System

By transitioning to an electronic label system in our stores, we both increase our operational efficiency and reduce our environmental footprint. Through this system, while directing the time our sales advisors previously spent on manual label replacement processes towards value-added services that strengthen customer experience, we also minimise paper and printing consumption. In 2025, we introduced the electronic label system in 12 additional stores and converted seven stores from the old system to the new system. By the end of 2025, the number of stores equipped with electronic labels reached 106.

By expanding this practice, in 2025, we prevented the use of approximately 10,037,695 sheets of paper and 1,985 toners in total, corresponding to average of 94,695 sheets of paper and 18.7 toners/cartridges per store.



You can access the steps we have taken regarding accessibility in our stores [here](#).

Omnichannel Structure and E-Commerce

Integrating our strong position in physical stores with our digital channels forms the foundation of our omnichannel retail strategy. Accordingly, through teknosa.com, Teknosa Marketplace, our social commerce platform Bi'link and our Retail Media application, we offer our customers an uninterrupted shopping experience across different channels.

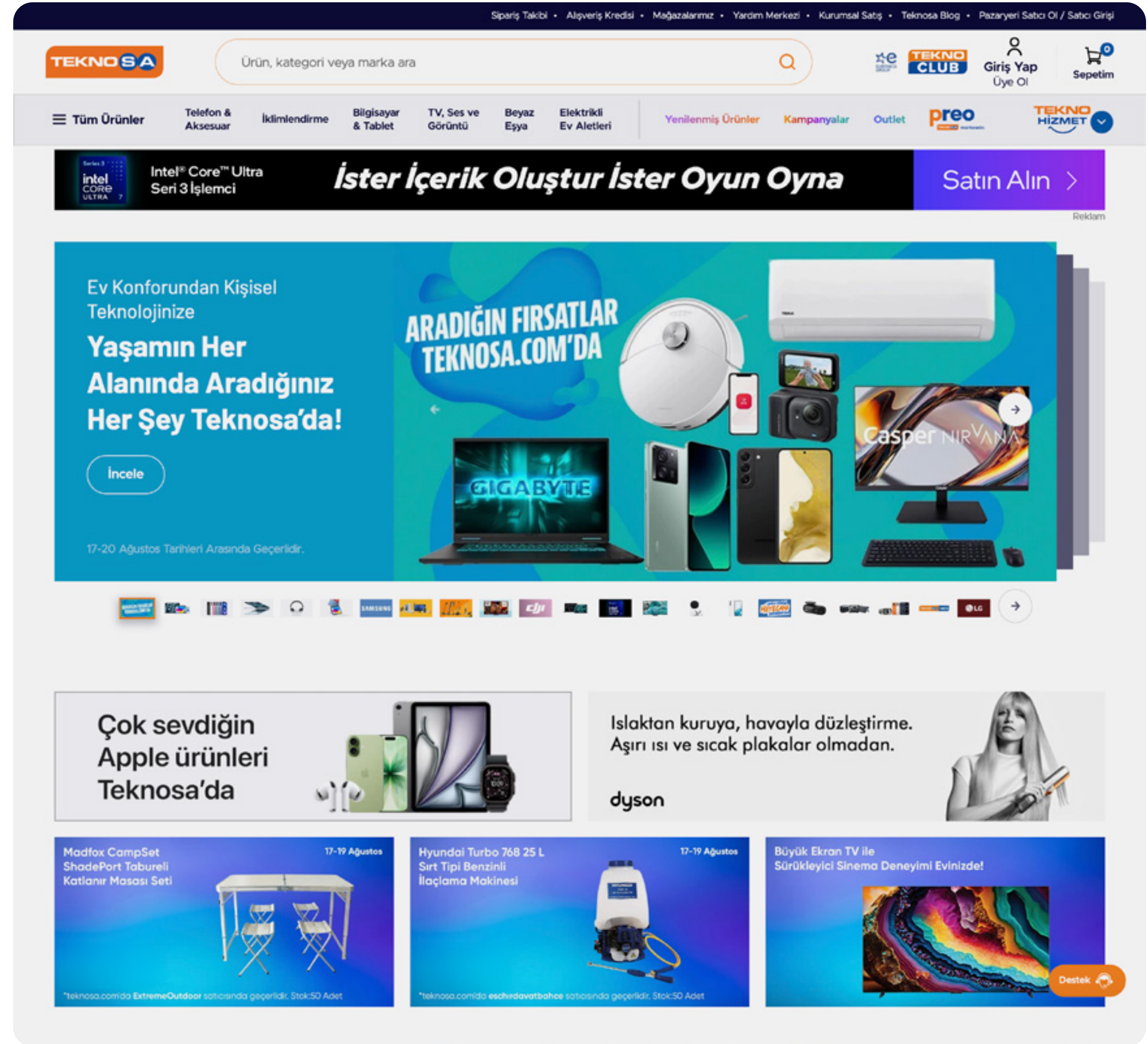
teknosa.com

In 2025, we resolutely continued developments aimed at advancing the customer experience on teknosa.com. Thanks to our strong technological infrastructure, rich product diversity and continuously improved digital applications, we reached a **total Gross Merchandise Value of TRY 15.7 billion** in our e-commerce activities. We increased the share of e-commerce in our total net sales compared with the previous year, bringing it to **approximately 11%**.

The SAP transformation completed in 2025 enabled us to manage inventory, order and financial processes in our e-commerce operations more quickly and accurately. Through integrations established with alternative sales channels, we reached a broader customer base with our products. By enabling returns and corporate gift vouchers issued in our stores to be used through online channels as well, we offered an uninterrupted and flexible experience across channels.

15.7 billion TL
Gross Merchandise
Volume (GMV) achieved
in our e-commerce
operations in 2025.

11%
Share of e-commerce
sales in our total net sales



Teknosa Marketplace

Expanding the product range offered to our customers and transforming into a comprehensive shopping platform that goes beyond the boundaries of technology retailing is one of the fundamental elements of our digital growth strategy. Accordingly, we continued to develop Teknosa Marketplace, which we launched in 2022 as Türkiye's first technology-focused marketplace model, in 2025.

By launching the Mirakl marketplace infrastructure in 2025, we began serving our customers in **14 main categories and 1,176 subcategories through 14 integrator companies**. By not limiting our product range solely to electronic products, we expanded our portfolio with categories such as home and living products, garden equipment, decoration and furniture. the diversity we provided in the cameras, drones, steam cleaners, refurbished products and gaming notebooks categories translated into significant growth compared with the previous year.

In order to provide our sellers with fast and effective support, we simplified the application processes through the partner.teknosa.com platform. In addition, through the Chatbot and Live Support applications, our sellers can communicate instantly with our representatives. As a result of these investments, the number of sellers **increased by 31% compared with the previous year to 1,399, while the number of active products exceeded 256,000**.

1,399 sellers
The total number of marketplace sellers reached, representing a **31% increase compared to the previous year.**

256,000 active SKUs
The number of distinct product varieties offered to our customers that are actively being sold on the marketplace.

Share and Earn with Bi'link

We regard social commerce as a sustainable part of our digital growth strategy. With this understanding, through the "Share and Earn with Bi'link" project launched in 2022, we implement an inclusive model that turns every user into a potential sales partner. Our users share product-specific links generated for products on the Teknosa website and mobile application and earn cash from sales generated through these shares.

Through this community-based structure, which differs from traditional commission-based sales models, we have made Bi'link a permanent and scalable part of our digital growth strategy over the past three and a half years. Whether or not they have a social media account, our users contribute directly to sales and revenue by sharing products through their personal networks. This structure both creates new traffic channels and brings the customer experience to a more interactive dimension.

Teknosa Retail Media

We position Retail Media as a strategic growth area that creates additional revenue while generating value for our customers. In 2025, we expanded our advertising portfolio by introducing the pop-up banner format in addition to sponsored product, sponsored banner and sponsored video formats. By expanding our advertiser ecosystem, we began serving **more than 160** advertisers.

While growing our advertiser ecosystem throughout the year, we offered brands measurable and performance-oriented solutions through Teknosa's strong customer traffic, category expertise and data-driven digital capabilities. Our Retail Media activities contributed both to enabling our business partners to reach their target audiences more effectively and to increasing Teknosa's digital revenue diversity.

Customer Satisfaction

Our Perspective

In the consumer electronics retail sector—characterized by constantly evolving customer expectations, diversifying channels, and intensifying competition—we treat customer satisfaction as a critical priority that both reinforces brand trust and customer loyalty and supports our sustainable growth.

With our pioneering identity that introduced the after-sales service approach to the sector, we aim to stand by our approximately 6 million active customers whenever they need us and to provide them with fast, high-quality and consistent service at every touchpoint, from our stores to our digital channels.

In order to manage customer satisfaction effectively, we carry out our activities within the framework of our [Integrated Management Systems Policy, Quality Policy and Complaint Management Policy](#). We also maintain our service quality within an auditable structure. Within this scope, we hold **ISO 9001 Quality Management System and ISO 10002 Customer Satisfaction Management System** certifications.

~6 million

Active customers

Our Customer Communication Channels

Communication Channel	Description
Teknosa Customer Services 0850 222 55 99	We respond to all requests and complaints received by our call center between 09:00 and 22:00, seven days a week.
Teknosa WhatsApp Support Line 0850 222 55 99	Our customer services team responds to all messages received through the Teknosa WhatsApp Support Line between 10:00 and 21:00, seven days a week.
Headquarters Customer Services 0216 468 36 36	We respond to the requests of customers calling the Headquarters switchboard number between 08:30 and 17:00 on weekdays.
Teknosa WebChat teknosa.com - Mobile Application Support Line	Our customer services team responds to all chat conversations received through the Teknosa website and mobile application between 10:00 and 21:00, seven days a week.
Corporate E-mail Addresses	We respond to all feedback received through the web contact form on Teknosa.com, our corporate e-mail addresses and the Sabancı website contact form.
Social Media Accounts App Store - Google Play - X Platform - Facebook - Instagram - LinkedIn - Youtube - Google My Business - Tiktok	We review notifications and comments received through our social media accounts and respond in all appropriate cases.
Other Digital Channels Şikayetvar - Ekşisözlük	As a corporate member of Şikayetvar, we resolve complaints concerning Teknosa and İklimsa shared through the platform. We also monitor customer comments on Ekşi Sözlük together with our agency business partner.
Technological Hands teknosa.com mobil site	We provide solutions for all matters needed by customers with hearing impairments between 09:00 and 19:00 on weekdays.
Teknosa Chatbot teknosa.com mobil – app – Whatsapp	We respond to requests and complaints received through the chatbot channel 24/7.

Our WhatsApp and TikTok Channels

We regard being present on channels that establish a sincere connection with our customers through technology as an important part of our omnichannel digital growth strategy. Accordingly, in 2025, we actively added the WhatsApp and TikTok platforms to our communication and engagement channels.

Through our official WhatsApp channel, we instantly share current campaigns, new products and developments in the world of technology with our customers. This channel reached more than 82,000 followers in a short period.

In order to establish a more natural and stronger connection with younger audiences, we adopted an original content strategy on our TikTok channel. Within this scope, through product promotions, trend videos and creative campaigns carried out with brand ambassador content creators, our TikTok account reached more than 105,000 followers as of 2025. Both channels contribute to strengthening our customer loyalty while increasing our digital engagement rates.

Our Activities and Performance

In order to accurately understand our customers’ expectations, we carry out regular measurements across all our communication channels. In addition to post-call surveys, we also monitor after-sales satisfaction through our virtual assistant application, thereby tracking the entire customer journey. In 2025, we received **543,393 customer notifications** and resolved 100% of them. We resolved 542,622 customer requests through our live support and chatbot channels. We responded to 65% of requests received through digital channels via chatbot without dependence on time or customer representatives. With an average Net Promoter Score of 70 covering our stores, online services, TeknoHizmet, call center processes and, in brief, all processes relating to customer satisfaction, we continued to rank among the companies with high scores in the sector.

We do not address customer experience solely from the perspective of satisfaction; we also support our customers in making more informed choices. Within this scope, we continue to integrate AI-supported solutions into our processes to provide a unique customer experience.



You can access details regarding our [Energy-Efficient Products and Circular Services Extending Product Lifespan here](#).

Fifth Diamond Award at the Şikayetvar A.C.E Awards

Our successful efforts in the field of customer experience were also recognized through external evaluations in 2025; we were awarded the Diamond Award for the fifth time in the "Technology Store Chain" category at the Şikayetvar A.C.E Awards.

‘Best Customer Experience Strategy’ and ‘Best Employee-Centric Customer Experience’ awards at the CX Awards

We won Gold awards in the ‘**Best Customer Experience Strategy**’ and ‘**Best Employee-Centric Customer Experience**’ categories, and Bronze awards in the ‘**Customer-Centric Approach**’ (for companies with over 1,000 employees)’ and ‘**Customer Experience Team of the Year**’ categories at the CX Awards.

TeknoClub

TeknoClub, our loyalty program through which we aim to transform our relationship with customers into a long-term bond, reached more than 5.2 million members in 2025. Within the scope of our tiered membership structure, we offer our customers personalized campaigns as well as privileges such as free shipping, fast delivery, priority at the call center and in servicing, extended returns and returns without an invoice.

Mobile Application and Click & Collect

Through our Teknosa mobile application, we combine our physical stores and digital channels into a single shopping experience. In 2025, we implemented significant improvements in the areas of performance, usability and personalized experience.

Through our application, we offer our customers features such as marketplace integration, barcode scanning and Click & Collect. We also enable our customers to access personalized offers and TeknoClub privileges through our website.

Our After-Sales Services and Value-Added Services

In line with our approach to making technology more accessible and sustainable, we take our relationship with customers beyond the point of sale and provide support for products throughout their life cycle. In addition to increasing customer satisfaction, our after-sales services contribute to sustainable consumption by supporting the longer, safer, more efficient and effective use of products.

Within our service ecosystem, through TeknoGaranti, which we developed to provide assurance after purchase, we offer our customers an extended warranty privilege of up to three years for the products they purchase. Going beyond the limits of the manufacturer’s warranty, we also provide coverage against risks such as liquid contact, screen breakage, accidental damage, high voltage and moisture. In this way, we ensure that devices are repaired and returned to the economy, minimizing the need for new product procurement and resource consumption.

We make our remote technology support, installation, maintenance and repair solutions accessible in our stores, at our customers’ homes or workplaces, through an on-site service model or by telephone. In this way, we provide a fast and easily accessible service experience suitable for different needs.

Our Premium Service Package, which offers on-site installation and repair, mobile device repair, on-site service and technical support under a single structure, aims to extend the useful life of products and maintain their performance. Through the replacement device support we provide during the repair process, we minimize potential disruptions to our customers’ daily lives and support their uninterrupted access to technology.

With our comprehensive service portfolio, we completed approximately 10 million service sales in 2025.

By integrating our customer-oriented service approach with practices that strengthen our environmental and social impact, we continue to create long-term value. While this approach increases customer trust and loyalty, it also supports our sustainable growth targets.

Inclusive and Accessible Service Experience

Within the scope of our **“Technology for Everyone”** understanding, we believe that making technology accessible to customers from all segments of society is an integral part of our customer satisfaction approach. Accordingly, we implement practices that embody our accessibility perspective in both our physical stores and digital channels.

We expanded the walking areas designed for customers with visual impairments and the special arrangements at checkout areas for customers with physical disabilities across many of our stores. In addition, in order to make the store experience more inclusive for individuals with visual impairments, we completed proof-of-concept studies under the Blind-Friendly Place concept in three of our stores.

In our digital channels, we continue to improve the accessibility of teknosa.com in cooperation with BlindLook. Through our activities, we reach an average of 50,000 visitors with visual impairments each month, while we included 172 identified accessibility findings in our improvement plans.

Within the scope of **Technological Hands**, we provide comprehensive support to our customers with hearing impairments on all matters they may need, from return and exchange processes and service requests to stock information and campaigns. Up to and including 2025, 205 customers have benefited from this service. Our customers with hearing impairments can also complete their orders quickly and securely using the secure-link payment method through WebChat and WhatsApp, which is the first and only service of its kind in the sector.

In the forthcoming period, we will continue to expand our accessibility activities across our physical and digital touchpoints.

50,000

The number of visually impaired users per month supported by our accessibility improvements on teknosa.com.

Through **“Technological Hands”**, our video call center launched as a first in the sector, we continue to provide services in sign language.



Customer Health and Safety

Our Perspective

As Teknosa, we regard ensuring that all products offered to our customers comply with legal regulations and international safety standards, preventing the sale of harmful or risky products and supporting consumers in making informed choices as our fundamental responsibility. We structure this approach within the framework of our **Customer Health and Safety Policy**. Within the scope of the policy, our Risk, Compliance and Business Continuity Directorate is responsible for monitoring and controlling the processes.

Although we do not act as the manufacturer or producer in the product safety processes, we bear the responsibility of verifying the safety and compliance standards of the products we supply and ensuring they reach the customer safely. Within this scope, in supplier selection, we work only with companies that hold the relevant regulatory conformity documents and international safety certifications, and through these documents we verify that products comply with safety, environmental and health standards.

The compliance of the products we offer for sale with safety, environmental and health standards is primarily managed within the framework of the responsibilities of our manufacturers and suppliers under the relevant national and international legislation. As Teknosa, we support our product safety approach through supplier selection processes, our Supplier Code of Conduct, our regulatory compliance expectations, customer feedback, announcements by authorized institutions and monitoring of recall processes.

We expect our manufacturers and suppliers to comply with applicable legislation on matters such as the use of hazardous substances in electrical and electronic products, product safety, labelling, instructions for use and technical conformity. Within this scope, potential product safety risks are monitored through customer complaints, service and after-sales notifications, supplier communications and regulatory authority announcements. In the event of non-compliance or the identification of a risk, the relevant supplier is contacted. Where necessary, actions such as suspending sales, informing customers, returns or exchanges, or supporting recall processes are evaluated.

We also ensure our suppliers' responsibilities in this area through our [Supplier Code of Conduct](#). Under these rules, our suppliers assume responsibility for presenting their products in compliance with all legal, sectoral and technical requirements and for complying with safety protocols throughout the entire life cycle, from design to distribution. Providing clear instructions for safe use and accurate product information covering potential risks also constitutes an integral part of this responsibility. Where products are found not to meet the required standards, our suppliers cooperate with Teknosa and regulatory authorities in recall processes.

Our Activities and Performance

As Teknosa, we address product safety at three main stages of the value chain:

Sales and Information

We ensure that customers can access accurate, clear and understandable information to use products safely. Through product labels, safety warnings and user manuals, we provide consumers with information aimed at preventing risks.

After-Sales Support and Technical Service

We ensure timely and accurate intervention in faulty products to prevent hazardous situations.

We regularly monitor and transparently report our product safety performance. In 2025, three recall cases occurred within the scope of product safety.

Responsible Marketing

Our Perspective

We regard presenting our products to customers through a responsible marketing approach and providing consumers with accurate and transparent information by avoiding misleading practices in our marketing, labelling and advertising activities as our fundamental responsibility. We structure this approach within the framework of our [Code of Business Ethics](#) and adopt ethical and lawful conduct as the basis of all our marketing and sales processes.

We regard consumers' full access to accurate information regarding our products as a requirement of both our legal obligations and our business approach that prioritizes customer trust.

Our Activities and Performance

In our marketing activities, we comply with the Consumer Protection Law and the requirements of the Price Tag Regulation and include information on product labels that observes transparency, accuracy and consumer rights. We strive to accurately label all information about the product—ranging from its place of manufacture and distinguishing features to its unit price and sales price (inclusive of all taxes). By also complying with legal obligations such as the domestic production logo, packaging charges and country-of-origin information for imported products, we provide consumers with a safe and transparent shopping experience.

In 2025, we received 36 administrative fines* for violations of the Price Tag Regulation and 10 administrative fines** for violations of the Consumer Protection Law. In order to prevent anti-competitive conduct and develop ethical business relations, we regularly renew our internal control and training processes and update our business processes accordingly.



* A total of 36 administrative fines were imposed in 2025 due to non-compliance with the Regulation on Price Tags, and the total amount paid is 336,075.00 TL.

** A total of 10 administrative fines were imposed in 2025 due to non-compliance with the Law on the Protection of Consumers, and the total amount paid is 22,539.00 TL.

Data Privacy and Security

As digitalization accelerates, data security and privacy are becoming both operational and strategic priorities for companies. While data security covers the protection of digital information against unauthorized access, corruption or breaches, privacy refers to individuals' right to control and protect their personal information. For technology retailers, this topic carries particular importance given the broad customer base and intensive digital interaction.



Our Perspective

As Teknosa, we regard all data and information belonging to our customers, employees and business partners as highly valuable assets and adopt protecting the confidentiality, integrity and availability of this information as our fundamental responsibility. We shape our approach to information security and personal data protection within the framework of our [Information Security Policy](#) and Personal Data Protection Law No. 6698.

We manage all information security processes under the coordination of our Information Security Directorate. Our policy and all related sub-policies and procedures cover everyone within Teknosa, from our employees and suppliers to our consultants and interns.

We assess information security risks through a risk-based approach and measure the effectiveness of security controls through periodic internal and independent audits. We address identified deficiencies through corrective and improvement actions. In order to respond rapidly and effectively to potential security incidents, we operate a structured process under our **Information Security Incident Management Procedure**. This process covers the identification, reporting, recording, analysis and resolution of incidents. We report potential breaches involving personal data or sensitive personal data to the Personal Data Protection Authority within the framework of the Personal Data Protection Law and relevant legislation.

The retention, protection and secure destruction of all records at the end of their defined retention periods also constitute an integral part of this approach. We carry out our records management processes within the framework of our **Records Management and Archiving Procedure** and ensure the security of electronic and printed records through both physical and digital infrastructure.

Our Activities and Performance

We safeguard our approach to information security and personal data protection through international standards. For our Headquarters, we hold **ISO/IEC 27001 Information Security Management System** and **ISO/IEC 27701 Privacy Information Management System** certifications.

To support these standards, we are conducting initiatives to strengthen the information security culture across the company. In 2025, the organization's training unit delivered a total of 40 hours of information security awareness training to two store employees. Additionally, we ensured that all employees completed an approximately one-hour information security awareness training course uploaded to our training portal.

We review notifications regarding data security and privacy through our Legal, Information Security and CRM units.

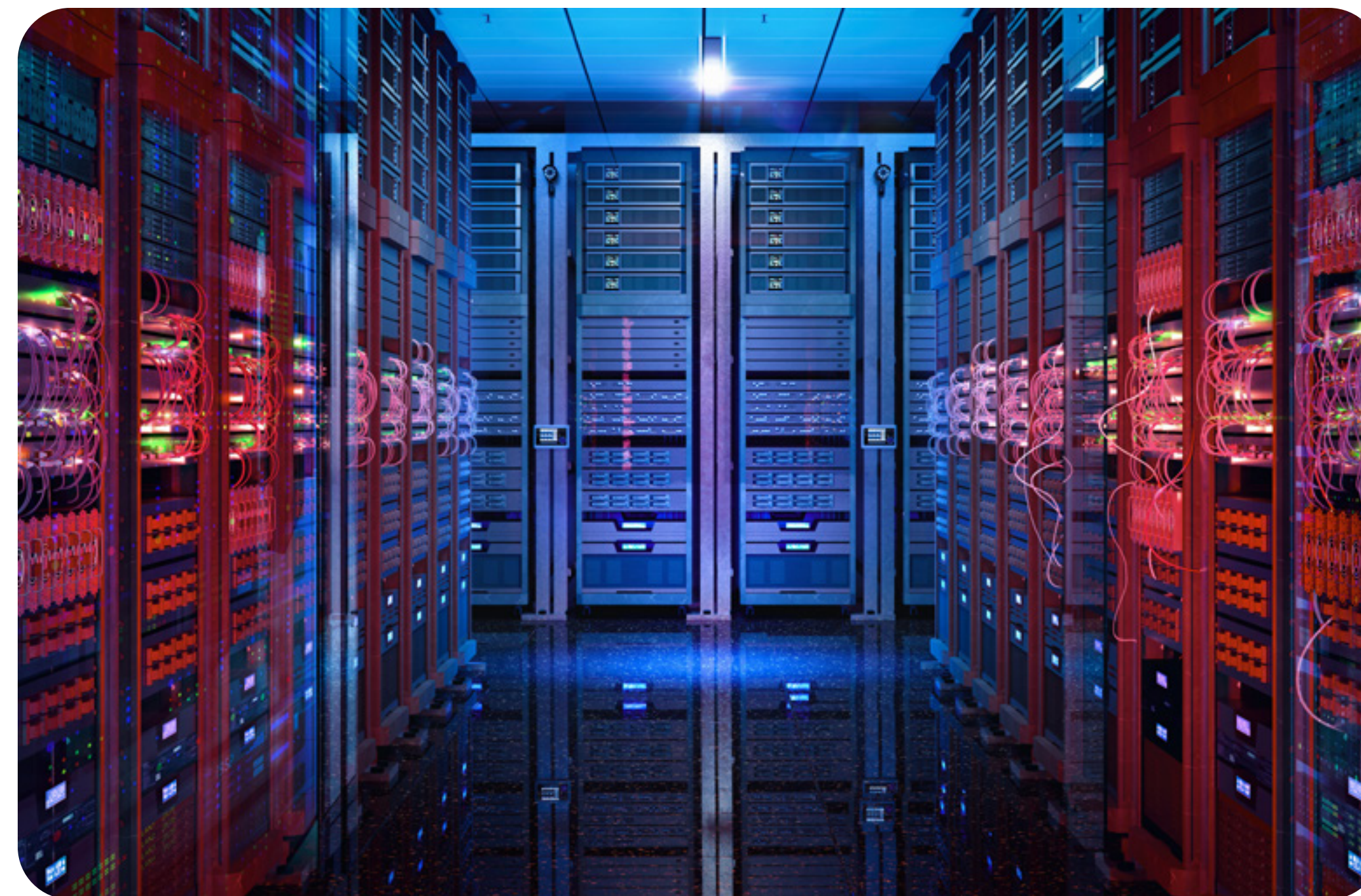
Technical Security Infrastructure

In order to minimize data security risks, we classify and analyze corporate data and prevent the uncontrolled extraction of data through Data Loss Prevention applications. We operate privileged account management processes to control transactions carried out through privileged accounts and ensure the correct assignment of authorizations. While system logs and logs maintained under Law No. 5651 in critical systems are addressed within the SIEM process, actions relating to exposed data are monitored within the scope of cyber threat intelligence processes. Through active monitoring processes in the databases where corporate applications store their data, we report data manipulation risks in real time.

Backup and Recovery Infrastructure

We believe that ensuring the sustainability of the gains achieved during our digital transformation journey requires a robust approach to data protection and business continuity. With this in mind, we elevated our data resilience to a new level in 2025 by upgrading our backup and data recovery infrastructure through a comprehensive modernization program.

As part of this transformation, we restructured our backup infrastructure in alignment with the "3-2-1-1-0" data protection approach—a globally recognized best practice. By integrating security-focused, next-generation backup technologies, immutable data capabilities, and air-gap solutions into our infrastructure, we significantly enhanced the effectiveness of our data protection, backup, and restoration processes. In doing so, we not only strengthened our critical data's resilience against cyber threats but also established a modern data protection infrastructure that supports the rapid, secure, and controlled restoration of systems in the event of potential outages or disasters.



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APPENDICES

Performance Indicators

Environmental Performance Indicators

Energy Consumption (MWh)	2023		2024		2025	
Total Energy Consumption	31,925	✓	37,414	✓	36,967	✓
Natural Gas Consumption	7,537	✓	10,291	✓	9,544	✓
Gasoline Consumption – Company Vehicles		✓	3,048	✓	2,870	✓
Diesel Consumption – Generators		✓	75	✓	30.8	✓
Electricity Consumption	21,475	✓	24,000	✓	24,471	✓
Renewable Electricity Procurement	9,108	✓	15,933	✓	17,337	✓
Non-Renewable Electricity Procurement	12,367	✓	8,067	✓	7,134	✓
SES– Electricity Generation	167.42	✓	75.15	✓	174.20	
Amount of Renewable Electricity Consumed	142.07	✓	65.88	✓	174.20	
Amount of Renewable Electricity Sold to the Grid	25.35	✓	35.31	✓	0	
Renewable Electricity Consumption	9,250		15,999		17,511	
Renewable Electricity Consumption Rate (%)	43%		67%		70.5%	✓
Energy Intensity (MWh/TRY)	0.00075		0.0000005		0.0000004	

Greenhouse Gas Emissions (tons CO ₂ e)	2023		2024		2025	
Scope 1	2,344	✓	3,036	✓	2,724	✓
Scope 2 – Location-Based	9,427	✓	10,590	✓	10,621	✓
Scope 2 – Market-Based	5,359	✓	3,618	✓	3,096	✓
Scope 1 + 2 – Location-Based	11,771	✓	13,626	✓	13,345	✓
Scope 1 + 2 – Market-Based	7,703	✓	6,654	✓	5,820	✓
Scope 3	1,782,762	✓	2,240,632	✓	1,389,636	✓
Scope 1 + 2 + 3 – Location-Based	1,794,533	✓	2,254,258	✓	1,402,980	✓
Scope 1 + 2 + 3 – Market-Based	1,790,465	✓	2,247,286	✓	1,395,456	✓
Scope 3 Greenhouse Gas Emissions Intensity (tons CO ₂ e/TRY million)	-		-		123.62	✓
Energy Intensity (MWh/TRY)	0.00075		0.0000005		0.0000004	

Scope 3 Greenhouse Gas Emissions (tons CO ₂ e)	2023		2024		2025	
Category 1 – Purchased Goods and Services	300,946	✓	308,977	✓	373,138	✓
Category 2 – Capital Goods	8,946	✓	8,748	✓	2,090	✓
Category 3 – Fuel- and Energy-Related Emissions from Activities (Not Included in Scope 1 and 2)	2,611	✓	2,994	✓	1,339	✓
Category 4 – Transportation and Distribution (Upstream)	-		-		-	
Category 5 – Waste Disposal and Recycling	297	✓	170	✓	72	✓
Category 6 – Business Travels	361	✓	333	✓	376	✓
Category 7 – Employee Commuting	133	✓	251	✓	545	✓
Category 8 – Leased Assets (Upstream)	-		-		-	
Category 9 – Transportation and Distribution (Downstream)	1,927	✓	2,531	✓	9,831	✓
Category 10 – Processing of Sold Products	-		-		-	
Category 11 – Use of Sold Products	1,461,479	✓	1,910,243	✓	989,644	✓
Category 12 – Waste Generated from Sold Products	1,544	✓	4,383	✓	11,385	✓
Category 13 – Leased Assets (Downstream)	-		-		-	
Category 14 – Franchises	4,518	✓	2,004	✓	1,215	✓
Category 15 – Investments	-		-		-	

Water Management (m³)	2023	2024	2025
Total Water Withdrawal	23,850	10,659	14,918
Headquarters*	-	3,165	1,471
Logistics Centre*	-	5,198	9,436
Stores*	-	2,263	4,011
İklimsa Regional Offices*	-	33	-
Total Water Discharge	23,850	10,126	14,172
Headquarters*	-	-	1,397
Logistics Centre*	-	-	8,964
Stores*	-	-	3,811
İklimsa Regional Offices*	-	-	-
Amount of Water Recycled	0	0	0

* Previous-year data could not be obtained.

Waste (tons)	2023	2024	2025
Total Amount of Waste	951	540	411.2
Amount of Hazardous Waste	2.0	2.4	2.61
Amount of Non-Hazardous Waste	949	537	409
Amount of Waste Recycled	772	386	174
Waste Recycling Rate	81%	71%	30%
Amount of Electronic Waste	2.2	2.2	2.5

Material Use (tons)	2023	2024	2025
Total Plastic Consumption	83	108	59
Single-Use Plastic Consumption	9	57	9
Other Plastic Consumption	64	7	2
Total Paper Consumption	96	150	97

General Environmental Data	2023	2024	2025
Environmental Expenditures (TRY)	11,586,815	24,021,239	33,052,822
Environmental Fines (TRY)	0	0	0
Number of Energy-Efficient Products and Circular Services Extending Product Lifespan (#)	207	230	226
Revenue Generated from Energy-Efficient Products and Circular Services Extending Product Lifespan (TRY)	1,986,835,610	4,433,679,281	10,139,349,999
Share of Revenue Generated from Energy-Efficient Products and Circular Services Extending Product Lifespan in Total Revenue (%)	4.6%	6.39%	12.14%
Percentage of Locations Holding ISO 14001 Environmental Management System Certification (%)	-	2.21	2.72

Social Performance Indicators

Employees	2023		2024		2025	
Female	816	✔	920	✔	774	✔
Male	2,052	✔	2,069	✔	1,740	✔
Total	2,868	✔	2,989	✔	2,514	✔

Employees by Age	2023		2024		2025	
Under 30	1,132	✔	1,189	✔	940	✔
Female	406	✔	448	✔	357	✔
Male	726	✔	741	✔	583	✔
Between 30–50 (ages 30 and 50 included)	1,719	✔	1,768	✔	1,528	✔
Female	407	✔	464	✔	404	✔
Male	1,312	✔	1,304	✔	1,124	✔
Over 50	17	✔	32	✔	46	✔
Female	3	✔	8	✔	13	✔
Male	14	✔	24	✔	33	✔

Employees by Category	2023		2024		2025	
Number of White-Collar Employees	614	✔	647	✔	559	✔
Female	254	✔	283	✔	248	✔
Male	360	✔	364	✔	311	✔
Number of Blue-Collar Employees	2,254	✔	2,342	✔	1,955	✔
Female	562	✔	637	✔	526	✔
Male	1,692	✔	1,705	✔	1,429	✔

Employees by Seniority	2023		2024		2025	
0-5 Years	1,824	✔	2,059	✔	1,742	✔
Female	586	✔	707	✔	586	✔
Male	1,238	✔	1,352	✔	1,156	✔
5-10 Years	368	✔	388	✔	283	✔
Female	90	✔	88	✔	76	✔
Male	278	✔	300	✔	207	✔
10 Years and Over	676	✔	541	✔	489	✔
Female	140	✔	125	✔	112	✔
Male	536	✔	416	✔	377	✔

Employees by Contract Type	2023		2024		2025	
Number of Employees with Indefinite-Term Contracts	2,830		2,939		2,499	
Female	798		894		768	
Male	2,032		2,045		1,731	
Number of Employees with Fixed-Term Contracts	38		50		15	
Female	18		26		6	
Male	20		24		9	

Employees with Disabilities	2023		2024		2025	
Female*	-	✔	-	✔	6	✔
Male*	-	✔	-	✔	58	✔
Total	54	✔	59	✔	64	✔

* Data for 2023 and 2024 could not be obtained.

Managers by Age and Gender	2023		2024		2025	
Under 30	40	✔	39	✔	40	✔
Female	21	✔	17	✔	17	✔
Male	19	✔	22	✔	23	✔
Between 30–50 (ages 30 and 50 included)	579	✔	633	✔	599	✔
Female	156	✔	181	✔	178	✔
Male	423	✔	452	✔	421	✔
Over 50	13	✔	24	✔	33	✔
Female	2	✔	8	✔	11	✔
Male	11	✔	16	✔	22	✔
Total	632	✔	696	✔	672	✔
Female	179	✔	206	✔	206	✔
Male	453	✔	490	✔	466	✔

Number of Hires by Age Group and Gender	2023		2024		2025	
Under 30	1,298	✔	1,187	✔	729	✔
Female	463	✔	434	✔	259	✔
Male	835	✔	753	✔	470	✔
30–50 (ages 30 and 50 included)	433	✔	503	✔	353	✔
Female	116	✔	152	✔	87	✔
Male	317	✔	351	✔	266	✔
Over 50	1	✔	1	✔	3	✔
Female	0	✔	0	✔	1	✔
Male	1	✔	1	✔	2	✔
Total	1,732	✔	1,691	✔	1,085	✔
Female	579	✔	586	✔	347	✔
Male	1,153	✔	1,105	✔	738	✔

Number of Employee Terminations by Age Group and Gender	2023		2024		2025	
Under 30	849	✔	1,002	✔	869	✔
Female	295	✔	346	✔	311	✔
Male	554	✔	656	✔	558	✔
Between 30–50 (ages 30 and 50 included)	470	✔	579	✔	694	✔
Female	108	✔	136	✔	185	✔
Male	362	✔	443	✔	509	✔
Over 50	3	✔	7	✔	4	✔
Female	0	✔	3	✔	0	✔
Male	3	✔	4	✔	4	✔
Total	1,322	✔	1,588	✔	1,567	✔
Female	403	✔	485	✔	496	✔
Male	919	✔	1,103	✔	1,071	✔

Employee Turnover Rates	2023		2024		2025	
Female	49%	✔	31%	✔	64%	✔
Male	45%	✔	69%	✔	62%	✔
Total	46%	✔	53%	✔	62%	✔
Voluntary Employee Turnover Rate	39%		41%		33%	
Involuntary Employee Turnover Rate	10%		8%		29%	

Maternity/Paternity Leave	2023		2024		2025	
Number of Employees on Maternity/Paternity Leave	153	✔	97	✔	100	✔
Female	24	✔	18	✔	29	✔
Male	129	✔	79	✔	71	✔
Number of Employees Returning to Work After Maternity/Paternity Leave	141	✔	102	✔	99	✔
Female	17	✔	21	✔	26	✔
Male	124	✔	81	✔	73	✔
Number of Employees Returning to Work After Maternity/Paternity Leave and Continuing to Work for at Least 12 Months	85	✔	66	✔	14	✔
Female	20	✔	7	✔	1	✔
Male	65	✔	59	✔	13	✔

Training (Hours)	2023		2024		2025	
Ethical Principles Training Hours	0	✔	2,094	✔	236	✔
Female	0	✔	581	✔	81	✔
Male	0	✔	1,513	✔	155	✔
Anti-Bribery and Anti-Corruption Training Hours	27	✔	2,094	✔	404	✔
Female	14	✔	581	✔	140	✔
Male	13	✔	1,513	✔	264	✔
Equality, Equal Opportunity and Inclusion Training Hours	0	✔	32	✔	424	✔
Female	0	✔	6	✔	146	✔
Male	0	✔	26	✔	278	✔
Discrimination and Harassment Training Hours	0	✔	0	✔	424	✔
Female	0	✔	0	✔	146	✔
Male	0	✔	0	✔	278	✔
Sustainability and Environmental Training Hours	195	✔	2,803	✔	249	✔
Female	54	✔	798	✔	88	✔
Male	141	✔	2,005	✔	161	✔
OHS Training Hours	13,378	✔	10,000	✔	13,938	✔
Total Training Hours	65,392	✔	100,391	✔	79,222	✔
Average Training Hours per Employee	30	✔	36	✔	30	✔

Occupational Health and Safety – Employees	2023		2024		2025	
Total Working Hours	5,774,989	✔	6,292,886	✔	5,688,911	✔
Total Number of Accidents	25	✔	38	✔	51	✔
Absenteeism Due to Accident	36	✔	229	✔	202	✔
Absenteeism	64,003	✔	69,389	✔	23,403	✔
Lost Workday Rate	1.25	✔	5.84	✔	7.10	✔
Injury Rate	4.33	✔	1.21	✔	1.79	✔
Lost-Time Injury Rate	129	✔	7.28	✔	3.69	✔
Accident Frequency Rate	0.9	✔	1.2	✔	1.79	✔
Number of Occupational Diseases	0	✔	0	✔	0	✔
Number of Fatal Accidents	0	✔	0	✔	0	✔

Occupational Health and Safety – Contractors	2023		2024		2025	
Total Working Hours	-		-		331,471	
Total Number of Accidents	5		1		9	
Absenteeism Due to Accident	0		0		46	
Absenteeism	32		0		0	
Injury Rate	1		4.15		5.43	
Lost-Time Injury Rate	-		-		6.03	
Accident Frequency Rate	-		-		0	
Number of Occupational Diseases	0		0		0	
Number of Fatal Accidents	0		0		0	

Occupational Health and Safety – Total	2023		2024		2025	
Injury Rate	5.02		1.24		1.99	
Lost-Time Injury Rate	6.03		7.28		0.76	
Proportion of Locations Certified under the ISO 45001 Occupational Health and Safety Management System (%)	-		2.21		2.74	

Our Corporate Memberships and Collaborations

Membership / Collaboration	Teknosa’s Role	Purpose	Output
Sabancı Foundation	Project Development	Promoting access to technology and solidarity for everyone, thereby supporting social development and expanding the use of technology	Technology for Women, Solidarity for Everyone
Sabancı Holding	Project Development / Active Participant	Creating social benefit and developing sustainable projects through cooperation with Sabancı Holding	Sabancı Holding Republic Mobilisation Sabancı Volunteers Business Plastics Initiative Commitment
UN Global Compact	Membership	Complying with the UN Global Compact in the areas of human and employee rights, business ethics and the environment, integrating these principles into business processes and implementing best practices	Active Participation
United Nations Women’s Empowerment Principles (WEPs)	Active Participant	Strengthening the role of women in business and ensuring gender equality	Participation as a Mentor
Entegre Raporlama Derneği Türkiye (ERTA)	Membership	To raise awareness of integrated reporting at the national level, strengthen institutional capacity, and support the spread of a culture of transparent and integrated reporting in Türkiye by facilitating the sharing of best practices among member institutions.	Active Participation
Women on Boards Association	Active Participant	Ensuring greater representation of women at management levels, thereby promoting gender equality and contributing to more inclusive business decision-making processes incorporating diverse perspectives	Active Participation
Entrepreneurial Organizations Platform	Active Participant	Developing stakeholder engagement and collaborations and promoting internal entrepreneurship	Stakeholder Engagement and Collaborations
Askıda Ne Var?	Active Participant	Facilitating young people’s access to technology and supporting their development in technology	Technology for Young People Association
Turkish Industry and Business Association – Environment and Net-Zero Policies Working Group	Active Participant	Raising awareness of environmental and climate change matters, disseminating sectoral best practices and contributing to sustainability targets	Active Participation
Habitat Association	Project Development	To support women in gaining stronger positions and equal opportunities in education and professional life by enhancing their access to technology and their digital competencies.	Technology for Women Project
The Boston Consulting Group	Project Development	Developing priority business development areas, projects and scalable structures	Business Development
Federation of Turkish Women’s Associations	Project Development / Donor	Combating violence against women and strengthening solidarity among women, thereby increasing women’s safety and ensuring gender equality	Technology for Women, Solidarity for Everyone Support for Combating Violence Against Women

Membership / Collaboration	Teknosa’s Role	Purpose	Output
Euronics	Membership	Following sectoral innovations and developing international collaborations as an active player in the European market	Active Participation
Category Retailers Association	Membership	Monitoring developments in category retailing and sharing best practices in the sector	Active Participation
United Brands Association	Membership	To monitor developments in the field of category retailing and share industry best practices.	Active Participation
Electronic Commerce Operators Association	Membership	Following innovations in the e-commerce sector and disseminating sectoral best practices	Founding Membership – Passive Participation
Informatics Industry Association	Membership	Promoting innovation in the information technology sector	Active Participation
Women in Technology Association	Membership	Strengthening the role of women in the technology sector and supporting gender equality	Active Participation
Advertisers Association	Membership	Promoting ethical practices in the advertising sector	Active Participation
Turkish Investor Relations Society	Membership	To increase the company’s transparency and improve investor relations practices.	Active Participation
Yanındayız Association	Membership	Supporting gender equality and combating gender roles, thereby creating a fairer and more equal society	Active Participation
Lead Network	Membership	Increasing the number of female leaders and ensuring gender balance in business, thereby supporting women’s career development and increasing workplace diversity	Active Participation
Air-Conditioning and Refrigeration Manufacturers’ Association	Membership	Actively participating in the air-conditioning and refrigeration sector and following and implementing sectoral innovations, thereby increasing energy efficiency and ensuring environmental sustainability	Active Participation
Building Services Research and Information Association	Active Participant	Measuring competitors’ sales performance and the total market within the sector	Active Participation
Eurovent	Active Participant	Measuring equipment performance in the air-conditioning and refrigeration sector and ensuring compliance with standards	Active Participation
Business Council for Sustainable Development Türkiye – Circular Economy Platform	Membership	Promoting sustainable development, achieving environmental sustainability targets and expanding sustainability practices, including circular economy practices, in the business world	Active Participation
Aegean Forest Foundation	Donor	Protecting the environment and supporting afforestation through sapling donations, thereby reducing the carbon footprint and protecting ecosystems	Sapling Donation
WWF-Türkiye	Green Office Program	Expanding environmentally friendly office practices and obtaining a sustainability diploma, thereby reducing environmental impacts in business processes and creating a sustainable working environment	Green Office Diploma

Shareholder Rights

Qualified Majority for Amendments to the Articles of Association

Amendments to our Articles of Association and decisions affecting shareholders’ rights are resolved by a qualified majority through a special resolution at the General Assembly, in accordance with the meeting and decision quorums stipulated under the Turkish Commercial Code and capital markets legislation.

Pre-Emptive Rights

In capital increases carried out within the registered capital system, we grant our existing shareholders the pre-emptive right to purchase newly issued shares in proportion to their existing holdings. Pursuant to Article 10 of our Articles of Association, our Board of Directors has the authority to restrict this right. However, we do not exercise this authority in a manner that would create inequality among shareholders.

Cumulative Voting

Pursuant to our Articles of Association, we grant one voting right for each share at the General Assembly and do not apply any voting privileges. We do not use the cumulative voting method in our company, including for the election of members of the Board of Directors.

Minority Rights

Although minority rights may be expanded through the Articles of Association, our Articles of Association do not contain a special provision expanding the scope of these rights. We determine the scope of minority rights within the framework of the relevant legislation.

Voting Rights in the Election of Members of the Board of Directors

Our shareholders have the right to vote at General Assembly meetings on the election and dismissal of members of the Board of Directors. We enable the exercise of this right within the framework of Article 12 of our Articles of Association and the provisions of the Turkish Commercial Code.

Fair Price Practice in the Event of a Change of Control

In the event of a change in the control of our company, our shareholders’ rights are protected under Article 26 of the Capital Markets Law and the Communiqué on Takeover Bids (II-26.1). Persons who directly or indirectly acquire management control are required to make a mandatory takeover bid to other shareholders. The takeover bid price is determined in accordance with the principles established under Article 15 of the Communiqué and is applied equally to all shareholders.

Adoption of Written Resolutions Without Holding a Meeting

Pursuant to the provisions of the Turkish Commercial Code concerning General Assembly meetings, General Assembly resolutions cannot be adopted through written approval without holding a meeting. We adopt our General Assembly resolutions in accordance with the convening and meeting procedures stipulated by law and Article 25 of our Articles of Association.

Approval of Share-Based Remuneration Plans

Our company does not currently have a share-based remuneration plan in force. Pursuant to Article 16 of our Articles of Association and capital markets legislation, all remuneration for members of the Board of Directors is subject to General Assembly approval. This principle will also apply to any share-based plans that may be established in the future.

Limitations Regarding Shareholders' Right to Remove Board Members

Pursuant to Article 364 of the Turkish Commercial Code, our Board members may be removed from office at any time by a resolution of the General Assembly, provided that the relevant item is included in the agenda; no cause need be shown for such a resolution. Our Articles of Association do not impose any additional limitations on this matter beyond the general framework stipulated by law.

Clawback Provisions

Our company has defined a bonus reduction and clawback framework for both short- and long-term bonus systems. Under this framework, bonuses may be reduced if certain conditions arise before vesting, while amounts already paid may be reclaimed if irregularities are identified following payment. This practice applies to all employees covered by the bonus system, including our CEO and senior management team.

UN Global Compact Content Index

United Nations Global Compact (UNGC) Index			Relevant Main Section
Governance			Corporate Governance - Pages 14-18
Human Rights	Principle 1	Human rights must always be respected and supported in the business world.	Transparent, Fair, and Ethical Business Approach - Page 22
	Principle 2	Any activity in the business world that violates human rights must be prevented; business practices must not be complicit in such violations.	
Employee Rights	Principle 3	Workers’ rights to organize and engage in collective bargaining must be respected and supported.	Transparent, Fair, and Ethical Business Approach - Page 22 Equality, Diversity, and Inclusion - Pages 64-66
	Principle 4	Forced labor must be prevented.	
	Principle 5	All forms of child labor are unacceptable; child labor must be prohibited everywhere and under all circumstances.	
	Principle 6	No discrimination should be made between individuals in hiring and in the workplace.	
Environment	Principle 7	Regardless of the sector, every company must always be sensitive to environmental issues.	Impact for Nature - Pages 42-61
	Principle 8	Support should be provided for activities related to environmental issues.	
	Principle 9	Every possible step must be taken and all manner of support provided for the development and widespread adoption of environmentally friendly technologies, products, and services.	
Business Ethics	Principle 10	All forms of corruption in the business world—such as bribery and extortion—must be prohibited, and all relevant parties must do their part.	Transparent, Fair, and Ethical Business Approach - Page 23

GRI Content Index

Statement of Use	Teknosa İç ve Dış Ticaret A.Ş. has reported in accordance with the GRI Standards for the period from 1 January to 31 December 2025.
GRI 1 Used	GRI 1: Foundation 2021
Applicable GRI Sector Standard	No sector standard was used, as a sector standard for the retail sector has not yet been developed.

GRI Standard	Disclosure	Disclosure Location
GENERAL DISCLOSURES		
	2-1	Organizational Details
		About the Report, page 3
		About Teknosa, page 7-9
	2-2	Entities Included in the Organization’s Sustainability Reporting
		About the Report, page 3
	2-3	Reporting Period, Frequency and Contact Point
		About the Report, page 3
	2-4	Restatements of Information
		No statement from the previous reporting period has been restated
	2-5	External Assurance
		About the Report, page 3
		Independent Assurance Statement, pages XX - XX
	2-6	Activities, Value Chain and Other Business Relationships
		About Teknosa, page 7-13
		Our Value Chain, page 40
GRI 2: General Disclosures 2021	2-7	Employees
		Equality, Diversity and Inclusion, page 64-66
		Performance Indicators, page 99
	2-8	Workers Who Are Not Employees
		Performance Indicators, page 99
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	2-15	Conflicts of Interest
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GRI 2: General Disclosures 2021	2-17	Collective Knowledge of the Highest Governance Body	Corporate Governance, page 14-19
	2-18	Evaluation of the Performance of the Highest Governance Body	Corporate Governance, page 14-19
	2-19	Remuneration Policies	Remuneration Policy
	2-20	Process to Determine Remuneration	Remuneration Policy
	2-21	Annual Total Compensation Ratio	Talent Management, page 67
	2-22	Statement on Sustainable Development Strategy	Remuneration Policy
	2-22	Statement on Sustainable Development Strategy	CEO Message, pages 4-5
	2-23	Policy Commitments	Website
	2-24	Embedding Policy Commitments	Website
	2-25	Processes to Remediate Negative Impacts	Transparent, Fair and Ethical Business Approach, page 21-23
	2-26	Mechanisms for Seeking Advice and Raising Concerns	Transparent, Fair and Ethical Business Approach, page 21-23
	2-27	Compliance with Laws and Regulations	Transparent, Fair and Ethical Business Approach, page 21-23
	2-28	Membership Associations	Our Corporate Memberships and Collaborations, page 102-103
	2-29	Approach to Stakeholder Engagement	Sustainability Approach, page 31-34
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MATERIAL TOPICS			
GRI 3: Material Topics 2021	3-1	Process to Determine Material Topics	Sustainability Approach, page 31-34
	3-2	List of Material Topics	Sustainability Approach, page 31-34
ECONOMIC PERFORMANCE			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Highlights of 2025, page 24
GRI 201: Economic Performance 2016	201-1	Direct Economic Value Generated and Distributed	Highlights of 2025, page 24
	201-2	Financial Implications and Other Risks and Opportunities Due to Climate Change	2025 TSRS-Compliant Sustainability Report
	201-3	Defined Benefit Plan Obligations and Other Retirement Plans	2025 Annual Report
	201-4	Financial Assistance Received from Government	2025 Annual Report
MARKET PRESENCE			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Sustainability Approach, page 31-34
GRI 202: Market Presence 2016	202-1	Ratios of Standard Entry-Level Wage by Gender Compared with Local Minimum Wage	Remuneration Policy
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GRI 3: Material Topics 2021	3-3	Management of Material Topics	Highlights of 2025, page 24
			2025 Annual Report
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure Investments and Services Supported	Creating Social Value, page 78-80
	203-2	Significant Indirect Economic Impacts	Creating Social Value, page 78-80
PROCUREMENT PRACTICES			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Responsible Supply Chain Management, page 75-77
GRI 204: Procurement Practices 2016	204-1	Proportion of Spending on Local Suppliers	Responsible Supply Chain Management, page 75-77
ANTI-CORRUPTION			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Transparent, Fair and Ethical Business Approach, page 21-23
GRI 205: Anti-Corruption 2016	205-1	Operations Assessed for Risks Related to Corruption	Transparent, Fair and Ethical Business Approach, page 21-23
	205-2	Communication and Training About Anti-Corruption Policies and Procedures	Transparent, Fair and Ethical Business Approach, page 21-23
	205-3	Confirmed Incidents of Corruption and Actions Taken	Transparent, Fair and Ethical Business Approach, page 21-23
ANTI-COMPETITIVE BEHAVIOR			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Transparent, Fair and Ethical Business Approach, page 21-23
GRI 206: Anti-Competitive Behavior 2016	206-1	Legal Actions for Anti-Competitive Behavior, Anti-Trust and Monopoly Practices	No legal action relating to anti-competitive behavior, anti-trust or monopoly practices was initiated during the reporting period.
TAX			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Corporate Risk Management, page 20
GRI 207: Tax 2019	207-1	Approach to Tax	Corporate Risk Management, page 20
	207-2	Tax Governance, Control and Risk Management	Corporate Risk Management, page 20
	207-3	Stakeholder Engagement and Management of Concerns Related to Tax	Corporate Risk Management, page 20
	207-4	Country-by-Country Reporting	About the Report, page 3
MATERIALS			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Circular Economy and Waste Management, pages 54-59
GRI 301: Materials 2016	301-1	Materials Used by Weight or Volume	Circular Economy and Waste Management, pages 54-59
			Performance Indicators, page 98
	301-2	Recycled Input Materials Used	Circular Economy and Waste Management, pages 54-59
			Performance Indicators, page 98
	301-3	Reclaimed Products and Their Packaging Materials	Circular Economy and Waste Management, pages 54-59
			Performance Indicators, page 98

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	302-1	Energy Consumption Within the Organization	Energy Management, page 47-49 Performance Indicators, page 97
GRI 302: Energy 2016	302-2	Energy Consumption Within the Organization	Energy Management, page 47-49 Performance Indicators, page 97
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	302-4	Reduction of Energy Consumption	Energy Management, page 47-49 Performance Indicators, page 97
WATER AND EFFLUENTS			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Water Management, page 60-61
GRI 303: Water and Effluents 2018	303-1	Interactions with Water as a Shared Resource	Water Management, page 60-61
	303-2	Management of Water Discharge-Related Impacts	Water Management, page 60-61
	303-3	Water Withdrawal	Water Management, page 60-61 Performance Indicators, page 98
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	303-5	Water Consumption	Water Management, page 60-61 Performance Indicators, page 98

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	305-1	Direct Scope 1 GHG Emissions	Greenhouse Gas Emissions, page 43-46
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	305-2	Direct Scope 1 GHG Emissions	Greenhouse Gas Emissions, page 43-46
			Performance Indicators, page 97
GRI 305: Emissions 2016	305-3	Other Indirect Scope 3 GHG Emissions	Greenhouse Gas Emissions, page 43-46
			Performance Indicators, page 97
	305-4	GHG Emissions Intensity	Greenhouse Gas Emissions, page 43-46
			Performance Indicators, page 97
305-5	Reduction of GHG Emissions	Greenhouse Gas Emissions, page 43-46	
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WASTE			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Circular Economy and Waste Management, page 54-59
GRI 306: Waste 2020	306-1	Waste Generation and Significant Waste-Related Impacts	Circular Economy and Waste Management, page 54-59
	306-2	Management of Significant Waste-Related Impacts	Circular Economy and Waste Management, page 54-59
	306-3	Waste Generated	Circular Economy and Waste Management, page 54-59
			Performance Indicators, page 98
	306-4	Waste Diverted from Disposal	Circular Economy and Waste Management, page 54-59
			Performance Indicators, page 98
	306-5	Waste Directed to Disposal	Circular Economy and Waste Management, page 54-59
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SUPPLIER ENVIRONMENTAL ASSESSMENT			
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GRI 308: Supplier Environmental Assessment 2016	308-1	New Suppliers Screened Using Environmental Criteria	Responsible Supply Chain Management, page 75-77
	308-2	Negative Environmental Impacts in the Supply Chain and Actions Taken	Responsible Supply Chain Management, page 75-77

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EMPLOYMENT			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Equality, Diversity and Inclusion, page 64-66
			Talent Management, page 67-72
GRI 401: Employment 2016	401-1	New Employee Hires and Employee Turnover	Talent Management, page 67-72
			Performance Indicators, page 100
	401-2	Benefits Provided to Full-Time Employees That Are Not Provided to Temporary or Part-Time Employees	Talent Management, page 67-72
	401-3	Parental Leave	Performance Indicators, page 101
LABOR/MANAGEMENT RELATIONS			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Talent Management, page 67-72
GRI 402: Labor/Management Relations 2016	402-1	Minimum Notice Periods Regarding Operational Changes	Talent Management, page 67-72
OCCUPATIONAL HEALTH AND SAFETY			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Occupational Health and Safety, pages 73-74
GRI 403: Occupational Health and Safety 2018	403-1	Occupational Health and Safety Management System	Occupational Health and Safety, pages 73-74
	403-2	Hazard Identification, Risk Assessment and Incident Investigation	Occupational Health and Safety, pages 73-74
	403-3	Occupational Health Services	Occupational Health and Safety, pages 73-74
	403-4	Worker Participation, Consultation and Communication on Occupational Health and Safety	Occupational Health and Safety, pages 73-74
	403-5	Worker Training on Occupational Health and Safety	Occupational Health and Safety, pages 73-74
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	403-7	Prevention and Mitigation of Occupational Health and Safety Impacts Directly Linked by Business Relationships	Occupational Health and Safety, pages 73-74
	403-8	Workers Covered by an Occupational Health and Safety Management System	Occupational Health and Safety, pages 73-74
	403-9	Work-Related Injuries	Occupational Health and Safety, pages 73-74
			Performance Indicators, page 101
	403-10	Work-Related Ill Health	Occupational Health and Safety, pages 73-74
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TRAINING AND EDUCATION			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Talent Management, page 67-72
GRI 404: Training and Education 2016	404-1	Average Hours of Training per Year per Employee	Talent Management, page 67-72
			Performance Indicators, page 101
	404-2	Programs for Upgrading Employee Skills and Transition Assistance Programs	Talent Management, page 67-72
	404-3	Percentage of Employees Receiving Regular Performance and Career Development Reviews	Talent Management, page 67-72

GRI Standard	Disclosure		Disclosure Location
DIVERSITY AND EQUAL OPPORTUNITY			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Equality, Diversity and Inclusion, page 64-66
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of Governance Bodies and Employees	Equality, Diversity and Inclusion, page 64-66
			Corporate Governance, page 14-18
	405-2	Ratio of Basic Salary and Remuneration of Women to Men	Value Creation, page 39-41
NON-DISCRIMINATION			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Transparent, Fair and Ethical Business Approach, page 21-23
GRI 406: Non-Discrimination 2016	406-1	Incidents of Discrimination and Corrective Actions Taken	Transparent, Fair and Ethical Business Approach, page 21-23
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Transparent, Fair and Ethical Business Approach, page 21-23
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and Suppliers in Which the Right to Freedom of Association and Collective Bargaining May Be at Risk	Transparent, Fair and Ethical Business Approach, page 21-23
CHILD LABOR			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Transparent, Fair and Ethical Business Approach, page 21-23
GRI 408: Child Labor 2016	408-1	Operations and Suppliers at Significant Risk for Incidents of Child Labor	Transparent, Fair and Ethical Business Approach, page 21-23
			Code of Business Ethics
FORCED OR COMPULSORY LABOR			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Transparent, Fair and Ethical Business Approach, page 21-23
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and Suppliers at Significant Risk for Incidents of Forced or Compulsory Labor	Transparent, Fair and Ethical Business Approach, page 21-23
			Code of Business Ethics
LOCAL COMMUNITIES			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Creating Social Value, page 78-80
GRI 413: Local Communities 2016	413-1	Operations with Local Community Engagement, Impact Assessments and Development Programs	Creating Social Value, page 78-80
	413-2	Operations with Significant Actual and Potential Negative Impacts on Local Communities	Creating Social Value, page 78-80
SUPPLIER SOCIAL ASSESSMENT			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Responsible Supply Chain Management, page 75-77
GRI 414: Supplier Social Assessment 2016	414-1	New Suppliers Screened Using Social Criteria	Responsible Supply Chain Management, page 75-77
	414-2	New Suppliers Screened Using Social Criteria	Responsible Supply Chain Management, page 75-77
CUSTOMER HEALTH AND SAFETY			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Customer Health and Safety, page 92
GRI 416: Customer Health and Safety	416-1	Assessment of the Health and Safety Impacts of Product and Service Categories	Customer Health and Safety, page 92
	416-2	Incidents of Non-Compliance Concerning the Health and Safety Impacts of Products and Services	Customer Health and Safety, page 92

GRI Standard	Disclosure		Disclosure Location
MARKETING AND LABELLING			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Responsible Marketing, page 93
GRI 417: Marketing and Labelling	417-1	Requirements for Product and Service Information and Labelling	Responsible Marketing, page 93
	417-2	Incidents of Non-Compliance Concerning Product and Service Information and Labelling	Responsible Marketing, page 93
	417-3	Incidents of Non-Compliance Concerning Marketing Communications	Responsible Marketing, page 93
CUSTOMER PRIVACY			
GRI 3: Material Topics 2021	3-3	Management of Material Topics	Data Privacy and Security, page 94-95
GRI 418: Customer Privacy 2016	418-1	Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data	Data Privacy and Security, page 94-95

Reporting Guidelines

Annex 1: Teknosa İç ve Dış Ticaret A.Ş. 2025 Integrated Report – Reporting Principles

This reporting principle (“Principle”) provides information on the methodologies used for the preparation, calculation and reporting of data relating to the indicators within the scope of independent assurance included in Teknosa İç ve Dış Ticaret A.Ş.’s (“Company”) Teknosa 2025 Integrated Report (“2025 Integrated Report”).

These indicators cover economic, social and environmental indicators. It is the responsibility of the Company’s management to ensure that appropriate procedures are applied to prepare the above-mentioned indicators, in all material respects, in accordance with the Guidelines.

The information included in these Guidelines covers FY25, the financial year ending on 31 December 2025 (1 January – 31 December 2025), and, as detailed in the “About the Report” section, only operations under Teknosa’s responsibility, excluding information relating to subsidiaries.

General Reporting Principles

The following principles have been taken into consideration in preparing this guidance document:

- In preparing the information – to emphasize the fundamental principles of relevance and reliability of the information for its users; and
- In reporting the information – to emphasize the principles of comparability/consistency with other data, including the previous year, and the principles of understandability/transparency that provide clarity to users.

Key Definitions and Reporting Scope

For the purposes of this report, the Company makes the following definitions:

Type	Indicator	Scope
Social Indicators	Occupational Health and Safety	
	Number of Accidents (#)	During the reporting period, this indicator refers to the number of accidents experienced by Company employees while carrying out activities defined under occupational safety laws and regulations and tracked through notifications submitted to the Social Security Institution.
	Number of Fatalities (#)	During the reporting period, this indicator represents the total number of accidents occurring during Company employees’ work activities that resulted in death and were tracked through notifications submitted to the Social Security Institution.
	Number of Occupational Diseases (#)	During the reporting period, this indicator refers to the total number of occupational diseases arising from the nature of the work or the working conditions of the enterprise and resulting in temporary or permanent illness, physical disability or mental disability. The number of occupational diseases is tracked through notifications submitted to the Social Security Institution.
	Accident-Related Absenteeism (days)	During the reporting period, this indicator refers to absenteeism resulting from accidents such as collision with machinery/ equipment, uncontrolled movement of materials, cuts caused by knives, entrapment between machinery and equipment, falls/slips/trips, vehicle collisions, descending, friction and entrapment between vehicles and equipment, and tracked through notifications submitted to the Social Security Institution.
	Lost Day Rate (%)	During the reporting period, this indicator refers to the lost day rate resulting from accidents such as collision with machinery/ equipment, uncontrolled movement of materials, cuts caused by knives, entrapment between machinery and equipment, falls/slips/trips, vehicle collisions, descending, friction and entrapment between vehicles and equipment, and tracked through notifications submitted to the Social Security Institution.
	OHS Training (hours)	During the reporting period, this indicator refers to the total number of hours of occupational health and safety training provided by the Company to its employees and tracked through the Human Resources Training Tracking Platform.
	Total Working Hours (hours)	During the reporting period, this indicator refers to the total working hours of Company employees tracked by the Company’s Human Resources function.
	Total Number of Employees	
	Total Number of Employees by Gender (#)	During the reporting period, this indicator refers to the number of female and male employees registered with the Social Security Institution and tracked through Human Resources platforms.
	Distribution of Female Employees	
	Employee Ratio by Gender (%)	During the reporting period, this indicator refers to the ratio of the Company’s total number of female and male employees to the total number of employees.
	Percentage of Female Managers (%)	During the reporting period, this indicator represents the ratio of the number of female managers in the Company at N-1, N-2 and N-3 levels to the total number of managers in the Company. N-1 refers to the management level reporting directly to the CEO, N-2 refers to the middle-management level two levels away from the CEO, and N-3 refers to the management level three levels away from the CEO.

Type	Indicator	Scope
Social Indicators	Number of Female Managers Working in Revenue-Generating Functions (#)	During the reporting period, this indicator refers to the number of female managers working in roles that directly affect the Company's revenue. Revenue-generating roles are defined as roles in which the Company would not generate any revenue if the role were vacant.
	Number of Female Employees in STEM Roles (IT, Engineers, etc.) (#)	During the reporting period, this indicator represents the number of female employees working in STEM (Science, Technology, Engineering and Mathematics) roles and tracked by the Company's Human Resources function.
	Number of Employees Taking Maternity Leave (#)	During the reporting period, this indicator represents the total number of employees who took maternity leave within the periods specified in the relevant regulation and were tracked by the Company's Human Resources function.
	Number of Employees Taking Paternity Leave (#)	During the reporting period, this indicator represents the total number of employees who took paternity leave within the periods specified in the relevant regulation and were tracked by the Company's Human Resources function.
	Number of Employees Returning to Work After Maternity Leave (#)	During the reporting period, this indicator refers to the number of female employees returning to work after maternity leave and tracked by Human Resources.
	Rate of Employees Returning to Work After Maternity Leave (%)	During the reporting period, this indicator refers to the ratio of the number of female employees returning to work after maternity leave and tracked by Human Resources to the total number of employees who took maternity leave.
	Training	
	Total Training Hours (hours)	During the reporting period, this indicator refers to the total number of training hours provided to Company employees and tracked through the Human Resources Training Platform.
	Average Training Hours (hours)	During the reporting period, this indicator refers to the ratio of total training hours provided by the Company to the total number of employees.
	Training Hours by Training Type (hours)	During the reporting period, this indicator refers to the breakdown by training type of the total training hours provided to Company employees and tracked through the Company's Human Resources Training Tracking Platform, including Sustainability and Environment and Anti-Bribery and Anti-Corruption.
	Total Training Cost (TRY)	During the reporting period, this indicator refers to the total cost of training provided to Company employees and tracked through the Human Resources Training Tracking Platform.
	Average Annual Training Cost per Employee (TRY)	During the reporting period, this indicator represents the average training cost per employee.
	Recruitment	
	Number of Employees Hired by Age, Gender and Management Level (#)	During the reporting period, this indicator refers to the breakdown of the total number of employees hired by the Company and reported to the Social Security Institution through employment declarations, by gender, age (under 30, between 30 and 50, and over 50) and management level (N-3, N-2 and N-1).
	Employee Departures	
	Number of Employees Leaving by Gender (#)	During the reporting period, this indicator refers to the number of female and male employees declared to the Social Security Institution through Employment Termination Declarations during the reporting year.
	Number of Employees Leaving by Age (#)	During the reporting period, this indicator refers to the breakdown of employees under 30, between 30 and 50, and over 50 declared to the Social Security Institution through Employment Termination Declarations during the reporting year.

Type	Indicator	Scope
Social Indicators	Number of Employees Leaving by Management Level (#)	During the reporting period, this indicator refers to the breakdown by N-3, N-2 and N-1 management levels of employees declared to the Social Security Institution through Employment Termination Declarations during the reporting year.
	Turnover Rate	
	Employee Turnover Rates by Gender, Age and Management Level (%)	During the reporting period, this indicator refers to the ratio of the number of employees leaving during the year by gender, age (under 30, between 30 and 50, and over 50) and management level (N-3, N-2 and N-1) to the total number of employees in the same categories.
	Total Employee Turnover (%)	During the reporting period, this indicator refers to the ratio of all employees leaving the Company and tracked through Social Security termination declarations to the total year-end number of employees.
	Number of People Reached Through Inclusion Programs (#)	During the reporting period, this indicator refers to the total number of vulnerable individuals reached by the Company through inclusion programs.
Environmental Indicators	Energy Consumption by Energy Source	
	Total Energy Consumption (MWh)	During the reporting period, this indicator refers to the MWh energy equivalent of the Company’s total consumption of natural gas, petrol, diesel and electricity.
	Total Natural Gas Consumption (MWh)	During the reporting period, this indicator represents natural gas consumption resulting from the Company’s activities at stores, the warehouse, iklimsa regional offices and Headquarters, tracked through purchase invoices received from service providers.
	Renewable Energy	
	Renewable Energy Purchased (MWh)	During the reporting period, this indicator represents the total electricity purchased by the Company and certified through I-REC and YEK-G certificates. It is reported in GJ and MWh energy units.
	Total Renewable Energy Consumed (MWh)	During the reporting period, this indicator refers to the total electricity purchased by the Company and certified through I-REC and YEK-G certificates, together with the electricity generated and used through the Company’s installed solar panels.
	Total Electricity Consumption (MWh)	During the reporting period, this indicator represents the total amount of electricity purchased by the Company and generated and consumed through the Company’s solar power plant unit, tracked through invoices received from service providers.
	Greenhouse Gas Emissions (tons CO ₂ e)	
	Scope 1 Greenhouse Gas Emissions (tones CO ₂ e)	During the reporting period, this indicator refers to greenhouse gas emissions arising from natural gas, diesel and petrol consumption, refrigerant gases and the use of fire extinguishing equipment at the Company’s relevant locations.
	Location-Based Scope 2 Indirect Greenhouse Gas Emissions (tons CO ₂ e)	This indicator refers to all greenhouse gas emissions arising from electricity consumption at the Company’s relevant locations during the reporting period.
	Market-Based Scope 2 Indirect Greenhouse Gas Emissions (tons CO ₂ e)	This indicator refers to greenhouse gas emissions arising from electricity purchased from non-renewable sources at the Company’s relevant locations during the reporting period that is not certified through I-REC or YEK-G.

Type	Indicator	Scope
Environmental Indicators	Scope 3, Category 1: Purchased Goods and Services (tons CO ₂ e)	During the reporting period, this indicator represents indirect greenhouse gas emissions arising from the production and life-cycle stages of goods and services purchased by Teknosa, Preo and Iklimsa up to the point of purchase by the Company. In 2025 calculations, a tiered emission-factor matching methodology was applied depending on data availability. Product-level life-cycle assessment (LCA) or product carbon footprint (PCF) data were prioritized. Where direct product-level data were unavailable, brand-subcategory, brand-category and category averages across all brands were used respectively. For products for which suitable data were unavailable at these levels, unit-based emission factors from the ecoinvent database were applied according to product type and material structure. For the remaining purchasing items where more detailed physical or product-level data were unavailable, a spend-based method based on the EXIOBASE economic input-output database was used. For spend-based calculations, the relevant purchase amount is matched to the appropriate economic activity class and multiplied by the corresponding emissions intensity. In this way, calculations priorities the most granular available product data and move to more general economic emission factors only where necessary. The 2025 methodology therefore uses a hierarchy extending from product-level LCA/PCF data to category averages, ecoinvent and finally EXIOBASE.
	Scope 3, Category 2: Capital Goods (tons CO ₂ e)	During the reporting period, this indicator represents indirect greenhouse gas emissions arising from the production of assets and investments purchased by Teknosa and classified as capital goods. This includes capital expenditures relating to office equipment, stores, logistics and other operational investments. A spend-based method is used in the calculations. Expenditures classified as capital goods are matched to relevant product or economic activity groups and appropriate EXIOBASE emission factors are applied. Emissions are calculated by multiplying the expenditure amount relating to the relevant capital goods group by the corresponding economic emissions intensity. The previous reporting methodology also used a spend-based approach and EXIOBASE for Category 2.
	Scope 3, Category 3: Fuel- and Energy-Related Activities (tons CO ₂ e)	During the reporting period, this indicator represents upstream energy emissions associated with Teknosa’s electricity, natural gas, diesel and petrol consumption that are not reported under Scope 1 or Scope 2. This includes well-to-tank (WTT) emissions relating to the extraction, production and transportation of fuels used, as well as emissions arising from transmission and distribution losses of purchased electricity. Teknosa’s electricity and fuel consumption data are used as activity data. Fuel-related WTT emissions are calculated by multiplying the relevant fuel consumption by the appropriate DEFRA well-to-tank emission factors, while electricity-related upstream emissions are calculated by multiplying electricity consumption by the relevant electricity generation, transmission and distribution factors. Electricity transmission and distribution losses are also taken into account separately. The previous methodology likewise calculated fuel and electricity WTT emissions and electricity T&D losses under this category.
	Scope 3, Category 5: Waste Generated in Operations (tons CO ₂ e)	During the reporting period, this indicator represents indirect greenhouse gas emissions arising from the recycling, recovery or disposal by third parties outside the Company of waste generated as a result of Teknosa’s operations. Waste type and waste quantity are used as activity data in the calculations, and each waste stream is classified according to the relevant disposal or recovery method. Emission factors from the DEFRA database are applied for the relevant waste type and treatment method. Total emissions are calculated by multiplying the amount of each waste type by the corresponding disposal/recycling emission factor and aggregating the results.

Type	Indicator	Scope
Environmental Indicators	Scope 3, Category 6: Business Travel (tons CO ₂ e)	During the reporting period, this indicator represents indirect greenhouse gas emissions arising from employees’ business travel and accommodation. In the 2025 calculations, rail travel, taxi use and accommodation related to business travel were included in addition to air travel. Transportation-related emissions are calculated using a distance-based method where possible, based on distance travelled and mode-specific emission factors. For flights, domestic and international flight distances and the corresponding flight emission factors are used; for train and taxi travel, activity data and emission factors relating to the relevant modes of transport are applied. Emissions from accommodation are calculated using accommodation activity data and appropriate accommodation emission factors. Where applicable, well-to-tank emissions associated with fuel and energy supply chains are also included.
	Scope 3, Category 7: Employee Commuting (tons CO ₂ e)	During the reporting period, this indicator represents indirect greenhouse gas emissions arising from Teknosa employees’ transportation between home and the workplace. Distance and/or fuel consumption data obtained from employee shuttle service providers are used as activity data. Distance travelled by shuttle vehicles and fuel consumed are matched with emission factors specific to the relevant vehicle and fuel types. In addition to direct combustion emissions from fuel consumption, where applicable, well-to-tank emissions arising from fuel production and the supply chain are also included in the calculation. Under the previous calculation approach, fuel data obtained from service providers also constituted the main activity data.
	Scope 3, Category 9: Downstream Transportation and Distribution (tons CO ₂ e)	During the reporting period, this indicator represents indirect greenhouse gas emissions arising from transportation activities carried out by third-party logistics service providers in connection with delivering products sold by Teknosa to customers. For road transportation services, expenditure paid to logistics companies is used as activity data. Expenditure amounts are matched with the relevant transportation activity and road freight transportation emissions intensities from the EXIOBASE database are applied. Total emissions are calculated using a spend-based method by multiplying expenditure on transportation services by the relevant economic emission factor.
	Scope 3, Category 11: Use of Sold Products (tons CO ₂ e)	During the reporting period, this indicator represents indirect greenhouse gas emissions expected to arise from customers’ use of energy-consuming products sold by Teknosa, Preo and İklimsa over their expected useful lives. In 2025, use-phase emissions of products were calculated using a tiered methodology that prioritizes the most detailed available product-level energy consumption data. Where a product model could be directly matched in the ENERGY STAR database, model-specific typical energy consumption values were used. Where no direct match was available, brand–subcategory and brand–category averages were used respectively. For smartphones, annual energy consumption was estimated using product-specific battery capacity data and relevant battery charging methodologies. For product groups where more detailed product data were unavailable, ENERGY STAR Data Book category averages and appropriate product-group assumptions were used. Annual energy consumption of products is multiplied by the emission factors of the relevant energy source and emissions over the expected useful life of the product are calculated. Services, passive accessories and similar products that do not directly consume energy during use are excluded from the calculation because they do not generate use-phase emissions.

Type	Indicator	Scope
Environmental Indicators	Scope 3, Category 12: End-of-Life Treatment of Sold Products (tons CO ₂ e)	During the reporting period, this indicator represents indirect greenhouse gas emissions expected to arise from disposal, recycling and other end-of-life treatment processes applied to electronic devices and other products sold by Teknosa, Preo and İklimsa after the end of their useful lives.
		In 2025, a two-stage hybrid methodology was applied to calculate end-of-life emissions of sold products depending on data availability. For electronic products where product-level or product-group-level end-of-life data were available, end-of-life emission factors reported in manufacturers’ environmental reports and product carbon footprint (PCF/LCA) studies were used.
		Where a direct product-level match was unavailable, emission-factor matching was performed at brand–subcategory, brand–category and all-brand category-average levels respectively. For other electronic products, accessories, cables, packaging and consumables where product-specific end-of-life emission factors were unavailable, relevant waste-treatment processes from the ecoinvent v3.12 database were used.
		Emissions for these products were calculated by multiplying the number of products sold, average product mass determined for the relevant product category and emission factors specific to the material/waste treatment type. In this way, product- and brand-level life-cycle data were prioritized where possible, while a mass-based secondary-data approach was applied to product groups where such data were unavailable, thereby expanding the coverage of the sales portfolio.
	Scope 3, Category 14: Franchises – Downstream (tons CO ₂ e)	During the reporting period, this indicator represents indirect greenhouse gas emissions arising from the activities of İklimsa authorized dealers that are outside Teknosa’s direct operational control.
		Electricity consumption/expenditure and vehicle fuel consumption data obtained from İklimsa authorized dealers are used in the calculations. Where direct electricity consumption data are unavailable, electricity expenditure is converted into estimated consumption using the average commercial electricity price applicable in Türkiye for the relevant period, and the national electricity grid emission factor is applied.
		Emissions arising from vehicle fuels are calculated using the relevant fuel consumption, vehicle-use parameters and appropriate fuel/vehicle emission factors. The fundamental structure of this approach was also based on electricity expenditure and vehicle fuel data under the previous methodology.
	Water Management	
	Freshwater Withdrawal (m ³)	During the reporting period, this indicator represents the amount of water withdrawn at the Company’s locations and tracked through invoices.
	Water Discharged (m ³)	During the reporting period, this indicator represents the amount of water discharged by the Company to a receiving environment (third-party discharge point).
	Waste Management	
	Waste Recycled (tons)	During the reporting period, this indicator represents the total amount of hazardous and non-hazardous waste generated as a result of the Company’s activities and defined with an “R” code by the Ministry of Environment, Urbanization and Climate Change.
	Waste Recycling Rate (%)	During the reporting period, this indicator refers to the ratio of recycled waste to the total amount of hazardous and non-hazardous waste.

Type	Indicator	Scope
Environmental Indicators	Total Hazardous Waste (tons)	During the reporting period, this indicator refers to the amount of hazardous waste at locations where the Company operates. Total hazardous waste consists of the sum of waste recycled/reused at the facility, including plastic and electronic waste; waste recycled/reused by a third party, including plastic and electronic waste; waste sent to landfill/solid waste disposal sites; waste incinerated with energy recovery; and waste incinerated without energy recovery.
	Total Non-Hazardous Waste (tons)	During the reporting period, this indicator refers to the amount of non-hazardous waste at locations where the Company operates. Total non-hazardous waste consists of waste recycled/reused by a third party, including plastic and electronic waste; waste sent to landfill/solid waste disposal sites; waste incinerated with energy recovery; and waste incinerated without energy recovery.
	Total Plastic Consumption (tons)	Total plastic consumption is calculated based on the purchased quantities of plastic products included in Teknosa’s internal purchasing records. Plastic products and plastic packaging are included within the scope. Purchased quantities are converted into mass using the weight information of the relevant products and the result is reported in tons. The calculation assumes that quantities purchased during the reporting period are consumed during the same period.
Economic Indicators	Sustainable Business Model	
	Number of Energy-Efficient Products and Circular Services Extending Product Life (#)	During the reporting period, this indicator refers to the number of products offered for sale by Teknosa that meet the defined energy efficiency criteria, together with circular services that contribute to extending the useful life of products, reuse, repair or refurbishment.
		For identifying energy-efficient products, the applicable energy efficiency classes and energy labels for the relevant product groups are taken as the basis. Circular services include services that support extending product life or returning products to use.
	Revenue from Energy-Efficient Products and Circular Services Extending Product Life (TRY)	During the reporting period, this indicator refers to revenue generated from products and services offered by the Company that provide environmental and social benefits and are classified as mitigation, transition and enabling products and services.
	Environmental R&D and Innovation Investments (TRY)	During the reporting period, this indicator refers to environment-focused R&D and innovation investments made by the Company. It is reported in TRY on a consolidated basis.
	Ratio of Environmental R&D and Innovation Activities (%)	During the reporting period, this indicator refers to the ratio of environment-focused R&D and innovation investments to the Company’s total R&D and innovation investments within its investment budget.
	Environmental Investments and Expenditures	
	Environmental Investments by Category (TRY)	During the reporting period, this indicator refers to environmental investments that create environmental and social benefits and have mitigation, transition or enabling impacts. Mitigation activities include products that directly reduce resource use or carbon emissions and activities that are considered unambiguously sustainable. Transition activities refer to products and services that are not inherently regarded as fully environmentally friendly but may be considered part of the transition towards more sustainable technologies. Enabling activities refer to products that are not regarded as direct resource- or carbon-emission-reduction activities but facilitate the wider adoption of technologies related to such reductions. These investments are reported in TRY on a consolidated basis.
	Environmental Expenditures by Category (TRY)	During the reporting period, this indicator refers to legally required and non-mandatory expenditures. It is reported in TRY on a consolidated basis.
	Savings and Reductions Achieved Through Environmental Investments (kWh, kgCO ₂ e, TRY)	During the reporting period, this indicator represents the kWh energy equivalent of energy savings achieved through LED transformation and automation projects, the corresponding emissions reductions in kgCO ₂ e and the amount of financial savings in TRY.

Preparation of Data

Social Indicators

Occupational Health and Safety (OHS) Indicators

The number of accidents and number of fatal accidents are tracked through tables listing Social Security Institution notifications. The following definitions and formulas are used in calculating occupational health and safety indicators.

Formulas:

Lost Day Rate = Injury-Related Absenteeism / Total Working Hours × 200,000

Calculation of Female Employee Ratio

Total number of employees refers to the total number of employees within the Company as of the end of the reporting year, based on information included in annual reports or human resources systems published as of 31 December 2025.

The following definitions and formulas are used in calculating female employee distribution indicators.

Formulas:

Female Employee Ratio = Number of Female Employees / Total Number of Employees

Female Manager Ratio

Management levels within the scope are defined as N-1, N-2 and N-3. N-1 is the level that reports directly to the CEO. N-2 is defined as the middle-management level two levels removed from the CEO. Similarly, N-3 is three levels removed from the CEO.

Formulas:

Female Manager Ratio (%) = (Total number of female managers at N-1, N-2 and N-3 levels / Total number of managers at N-1, N-2 and N-3 levels) × 100

Distribution of Female Managers in Revenue-Generating Roles

Revenue-generating roles are defined as roles where no revenue would be generated if the role were vacant.

Formulas:

Share of Female Managers in Revenue-Generating Roles (%) = (Number of female managers in revenue-generating roles / Total number of managers in revenue-generating roles) × 100

Distribution of Female Employees in STEM Roles

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

Formulas:

Share of Female Employees in STEM Roles (%) = (Number of female employees in STEM roles / Total number of employees in STEM roles) × 100

Parental Leave

Parental leave includes maternity and paternity leave during the reporting period.

Formulas:

Rate of employees returning to work after maternity leave and remaining for 12 months = Number of employees returning from maternity leave / Number of employees who took maternity leave

Training

This indicator represents training provided to employees during the reporting period. Total training hours are divided into four subcategories by gender (female and male) and by training type: ethics, diversity and inclusion, sustainability and environment, and anti-corruption and anti-bribery.

Total training cost refers to the total cost of all training provided by the Company to its employees.

Formulas:

Training Cost per Employee = Total Training Cost / Total Number of Employees

Total Number of Employees Hired

The number of employees hired during the reporting period is divided into three categories: gender (female and male), age (under 30, between 30 and 50, and over 50), and management level.

Total Number of Employees Leaving

The number of employees leaving during the reporting period is divided into three categories: gender (female and male), age (under 30, between 30 and 50, and over 50), and management level.

Total Employee Turnover Rate

Formulas:

Total Employee Turnover Rate:

- *Number of female employees who left / Total number of female employees (average)*
- *Number of male employees who left / Total number of male employees (average)*
- *Total number of employees who left / Total number of employees (average)*

Number of People Reached Through Inclusion Programs Within One Year

This indicator refers to the number of people from vulnerable groups, such as young people, women and persons with disabilities, reached by the Company through inclusion programs.

Environmental Indicators

Energy Consumption by Fuel Type

Primary energy sources reported under energy consumption data include natural gas, diesel, fuel oil, petrol, LPG and electricity. Data are obtained through meters, invoices, receipts and maintenance/repair forms provided by service providers.

Natural gas consumption for stores is calculated by dividing the TRY amount on service provider invoices by the unit price. Two separate unit prices obtained from the Turkish Statistical Institute are taken into account for the first and second periods of total consumption.

Natural gas consumption for the warehouse is obtained from meters, while natural gas consumption for the Head Office is obtained from CarrefourSA because consumption is shared and Teknosa is responsible for 30% of total consumption.

Electricity for stores is supplied by both Enerjisa and other providers. Electricity consumption from other providers is calculated using two separate unit prices obtained from the Turkish Statistical Institute. Electricity meters and invoices are used to calculate consumption obtained from Enerjisa.

Electricity consumption for the warehouse is obtained from meters, while electricity consumption for the Head Office is obtained from CarrefourSA because consumption is shared and Teknosa is responsible for 30% of total consumption.

Teknosa uses the following unit conversions for energy conversion calculations:

- As electricity supply is invoiced in kWh, the conversion factor of 1 kWh = 0.0036 GJ is used for conversion to GJ.
- As natural gas supply is invoiced in m³, the conversion factor [1 m³ × Net Calorific Value (GJ/m³)] / 1,000 is used.
- As diesel supply is invoiced in liters, the conversion factor [1 liter × Calorific Value (MJ/l)] / 1,000 is used for conversion to GJ.
- As petrol supply is invoiced in liters, the conversion factor [1 liter × Calorific Value (MJ/l)] / 1,000 is used for conversion to GJ.
- As all fuel consumption is reported in MWh, the conversion factor 1 GJ = 0.277777 MWh is used for conversion from GJ.

Purchased Heat/Steam/Cooling

Under the purchased heat/steam/cooling indicator, the amount of refrigerant gas consumed for purchased cooling is reported. For this indicator, total consumption of R22 gases and other gases, including R407C, R32, R410A and CO₂, is calculated based on maintenance/repair forms and relevant invoices.

Greenhouse Gas and Energy Intensity (tons CO₂e / TRY)

Greenhouse gas emissions intensity is calculated by dividing the sum of the Company’s Scope 1 and Scope 2 emissions by total TRY revenue during the reporting period.

Energy intensity is calculated by dividing the Company’s total energy consumption by total TRY revenue during the reporting period.

Total TRY revenue refers to the total revenue amount included in Teknosa’s 2025 financial report.

Formulas:

Greenhouse Gas Emissions Intensity = tons CO₂e / Total TRY Revenue

Energy Intensity = Total Energy Consumption / Total TRY Revenue

Share of Renewable Energy Consumption in Total Energy Consumption

Renewable energy consumption refers to the sum of electricity consumption from renewable sources purchased by the Company and renewable electricity generated.

Formulas:

Share of Renewable Energy Consumption in Total Energy Consumption (%) = (Renewable Energy Consumption / Total Energy Consumption) × 100

Scope 1, 2 and 3 Emissions

When measuring our greenhouse gas emissions, the “operational control approach” based on internationally recognized GHG Protocol standards is applied. This approach ensures that emissions arising from all activities over which our organization has operational control are included in the calculations.

Calculations cover Direct Emissions (Scope 1), Indirect Energy Emissions (Scope 2) and Other Indirect Emissions (Scope 3).

CO₂-equivalent factors for CO₂, CH₄, N₂O, and HFCs (SF₆ and refrigerant gases) were used in the calculations. The emission factors employed are detailed in the table below. Global Warming Potential (GWP) coefficients were calculated by multiplying the relevant quantities by the appropriate coefficients, based on the Intergovernmental Panel on Climate Change (IPCC) 6th Assessment Report (https://www.ipcc.ch/site/assets/uploads/2018/02/SYR_AR5_FINAL_full.pdf), to determine the aggregate CO₂-equivalent tonnage.

The total of Scope 1 and Scope 2 emissions is calculated using the following formulas:

Location-Based Total Emissions (Scope 1 and 2, tons CO₂e) = Scope 1 Greenhouse Gas Emissions + Location-Based Scope 2 Indirect Emissions

Market-Based Total Emissions (Scope 1 and 2, tons CO₂e) = Scope 1 Greenhouse Gas Emissions + Market-Based Scope 2 Indirect Emissions

Emission Source – Scope 1	Emission Factor References
Stationary Combustion	For natural gas used in stores and offices, DEFRA and IPCC 2006 guidelines, Net Calorific Value and density values are taken as the basis.
Mobile Combustion	Calculations for diesel and petrol used in Company vehicles are based on fuel characteristics determined in accordance with DEFRA and IPCC 2006 technical guidelines.
Generator Use	Diesel consumed in generators is also included in stationary combustion emissions.
Fugitive Emissions	Global warming potential (GWP) coefficients based on the IPCC Sixth Assessment Report have been used.
Emission Factors – Scope 2	Ton CO ₂ e/MWh
Türkiye Electricity – Grid-Sourced	In calculating emissions associated with electricity consumption, the emission factors for the 2023 calculation period—as set out in the “Turkey Electricity Generation and Electricity Consumption Point Emission Factors Information Sheet” published by the Ministry of Energy and Natural Resources in 2025—were used.
Emission Factors – Scope 3	Ton CO ₂ e/MWh
Category 1: Purchased Goods and Services	A tiered approach is applied in determining emission factors depending on data availability. Product-level LCA and PCF data are prioritized. Where there is no direct product match, brand–subcategory, brand–category and category averages are used. For products where data are unavailable at these levels, product/unit-based emission factors from the ecoinvent database are used, while spend-based emission factors based on the EXIOBASE economic input-output database are applied to the remaining purchasing items.
Category 2: Capital Goods	Purchases and investments classified as capital goods are matched to relevant economic activities or product groups and calculated using spend-based emission factors from the EPA database.
Category 3: Fuel- and Energy-Related Activities	DEFRA factors are used for fuel-related WTT emissions, while current factors relating to the relevant electricity grid and energy sources are used for upstream electricity and transmission-distribution emissions.
Category 5: Waste Generated in Operations	Waste generated in operations is classified according to waste type and applicable disposal/recovery method, and DEFRA emission factors relating to the relevant waste-treatment methods are used.
Category 6: Business Travel	For air travel, flight distance and flight-type-specific emission factors are used; for rail and taxi travel, distance-based DEFRA factors are applied; and for accommodation, relevant accommodation emission factors are used. Well-to-tank emissions are also included for applicable transportation modes.
Category 7: Employee Commuting	DEFRA emission factors appropriate to the vehicle and fuel type, together with relevant well-to-tank factors, are used in the calculations.
Category 9: Downstream Transportation and Distribution	Expenditures on logistics service providers are matched with EPA emission factors.
Category 11: Use of Sold Products	The ENERGY STAR Certified Products database is used for product/model matching; battery capacity data and the US DOE Battery Charger methodology are used for smartphones; and ENERGY STAR Data Book 2024 category averages are used for products where direct product data are unavailable.
Category 12: End-of-Life Treatment of Sold Products	For electronic products where product-level data are available, end-of-life emission factors obtained from manufacturer environmental reports and LCA and PCF studies are used. Where no direct product match is available, brand and category averages are used. For other products where such data are unavailable, average product mass and relevant waste-treatment and recycling emission factors from the ecoinvent v3.12 database are used.

Water Withdrawal

Water withdrawals and discharges are monitored through inlet and outlet meters at facilities, payment invoices and assumptions based on the Turkish Statistical Institute. Water consumption consists of the amount of water withdrawn from nature by facilities that is not directly discharged, including water incorporated into products, evaporated or lost through leakage. Total water withdrawal data are calculated based on water consumption amounts in store water invoices and the average 2025 water unit prices of the relevant provinces.

Reliable water consumption data cannot be obtained for our stores located in shopping centers. Shopping center managements issue invoices collectively and do not provide consumption-based breakdowns. In addition, our shopping center stores do not contain washbasins, and therefore there is no official direct store-related water consumption. As water consumption amounts allocated through common areas do not provide a reliable calculation, only water data relating to street stores were taken into account during the reporting period.

Formulas:

Water Consumption (m³) = Water Withdrawal by Source – Total Water Discharged

Waste

Hazardous waste is defined as waste containing substances that are hazardous to human health and the environment and have the potential to cause harm, while non-hazardous waste is defined as waste that does not cause harm to human health or the environment, pursuant to Article 4 of the Ministry of Environment, Urbanization and Climate Change Waste Management Regulation. The total amounts of hazardous and non-hazardous waste sent to landfill, recycled on-site/off-site, incinerated for energy recovery and incinerated without energy recovery are reported according to disposal method.

The total amounts of hazardous and non-hazardous waste are tracked through official documents such as Waste Declaration Forms of the Republic of Türkiye Ministry of Environment, Urbanization and Climate Change, Mass Balance Systems (MOTAT, KDS, etc.) and disposal delivery notes/records. The amount of recycled waste refers to waste sent to landfill/solid waste disposal sites or recycled by the Company or another organization, recovered for energy purposes and reused. Recycled waste includes waste treated as highlighted under the “R” code in Annex 1: Waste Code Identification Hierarchy and Waste Code Descriptions of the Republic of Türkiye Ministry of Environment, Urbanization and Climate Change Waste Management Regulation.

Formulas:

Recycled Waste Amount = Waste Recycled/Reused at the Facility + Waste Recycled/Reused by a Third Party + Waste Sent to Landfill + Waste Incinerated with Energy Recovery

Reused/Recycled Waste Ratio = Recycled Waste Amount / (Total Hazardous Waste + Total Non-Hazardous Waste)

Economic Indicators

The definitions and formulas below are used in calculating economic indicators.

Sustainable Business Model

Products and services identified as sustainable are grouped as:

- Products and services providing benefits through the direct reduction of environmental resource use/carbon emissions (mitigation),
- Products and services relating to reductions in environmental resource use/carbon emissions in technologies and activities that are not inherently considered sustainable (transition),
- Products and services that are not considered direct resource/carbon-emission reduction activities but facilitate the wider adoption of related technologies (enabling),
- Products and services creating a positive social impact.

Revenue generated from products and services is obtained from product-level sales lists, and the total revenue generated from the relevant product types is reported under this indicator. For the ratio of revenue generated from Energy-Efficient Products and Circular Services Extending Product Life to total revenue, total TRY revenue refers to the Company’s total revenue as of the end of the reporting year, as stated in annual reports or independently audited financial reports published as of 31 December 2025.

The total amount reported under R&D and innovation investment consists of investments made within the Company’s approved budget. The amounts reported under R&D and innovation investments refer to the total revenue amount stated in the Company’s annual reports or independently audited financial reports published as of 31 December 2025. The total amount reported under environment-focused R&D and innovation investment refers to environment-focused investments included within the Company’s approved R&D and innovation investment budget. Projects carried out within the scope of R&D and innovation investments also include R&D projects capitalized during FY2025. The Company’s energy savings arise from heating, cooling and lighting automation systems installed in Teknosa stores and workplaces.

The number of Energy-Efficient Products and Circular Services Extending Product Life consists of products and services assessed as mitigation and enabling products. Products assessed as mitigation products include low-energy-consumption A+++ white goods and air-conditioner models. Services assessed as enabling products include TeknoGaranti, Maintenance & Repair, Take-Back and refurbished products.

Formulas:

Revenue from Energy-Efficient Products and Circular Services Extending Product Life as a Share of Total Revenue = Revenue from Energy-Efficient Products and Circular Services Extending Product Life / Total Revenue

Environmental R&D and Innovation Investment as a Share of Total Revenue (%) = (Environmental R&D and Innovation Investment / Total Revenue) × 100

Savings and Reductions Achieved Through Environmental Investments

Within the scope of financial savings and environmental and social benefit indicators achieved through sustainable investments and/or activities, the Company reports electricity savings in MWh and financial savings in TRY. The financial and environmental benefits of energy-saving projects implemented in stores, specifically the installation of automation systems, are assessed under this indicator.

Environmental Investments and Expenditures

Environmental investments are reported as enabling investments. The total amounts reported under these indicators consist of expenditures made within the Company’s approved budget. Under this criterion, the Recycling Contribution Fee (GEKAP) and amounts relating to the installation of automation systems in Teknosa stores are evaluated within the scope of environmental expenditures. Environmental investments and expenditures are tracked through issued invoices.

Restatement Statement

The measurement and reporting of assured data inevitably involves a certain degree of estimation. Where there is a change of more than 5% in data at Company level, a restatement may be considered.

Independent Assurance Statement



DRT Bağımsız Denetim
ve Serbest Muhasebeci
Mali Müşavirlik A.Ş.
Maslak no1 Plaza
Eski Büyükdere Caddesi
Maslak Mahallesi No:1
Maslak, Sarıyer 34485
İstanbul, Türkiye

Tel : +90 (212) 366 6000
Fax : +90 (212) 366 6010
www.deloitte.com.tr

Mersis No: 0291001097600016
Ticari Sicil No : 304099

“CONVENIENCE TRANSLATION INTO ENGLISH OF PRACTITIONER’S LIMITED ASSURANCE REPORT ORIGINALLY ISSUED IN TURKISH”

INDEPENDENT ASSURANCE REPORT

DRT Bağımsız Denetim ve SMMM A.Ş. (“Deloitte”) independent auditor's limited assurance report to the Board of Directors of Teknosa İç ve Dış Ticaret A.Ş. (“Company”) on the 2025 Integrated Report for the year ended 31 December 2025.

Scope of Limited Assurance Engagement

We have been engaged to perform a limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) and Assurance Engagements on Greenhouse Gas Statements (ISAE) 3410 (“Standards”) on whether the Selected Sustainability Information listed below (the “Selected Information”) in the Company’s Integrated Report for the year ended 31 December 2025 (the “2025 Integrated Report”) has been prepared in accordance with the principles set out in the Reporting Guidance section of the Company’s Annual Report on pages 114 - 121.

Our assurance engagement does not cover information related to previous periods, other information included in the 2025 Integrated Report, or Sustainability Information or any other information related to the 2025 Integrated Report (including any images, audio files, documents embedded in a website or embedded videos).

Selected non-financial performance data for limited assurance

We have been engaged by the Company to perform limited assurance procedures on the accuracy of the following key performance indicators included in the 2025 Integrated Report for the year ended 31 December 2025. The scope of the indicators subject to limited assurance procedures and found on pages 97 - 101 marked with an ✓ of the 2025 Integrated Report for the year ended 31 December 2025 is as follows:

Social Indicators

- Occupational Health and Safety Indicators**
- Number of Accidents (#)
- Number of Fatal Accidents (#)
- Number of Occupational Diseases (#)
- Absenteeism Due to Injury (#)
- Lost Workday Rate (%)
- OHS Trainings (hours)

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Social Indicators (cont’d)

Employees by Category

- Total Number of Employees (#)
- Number of Employees by Nationality (#)
- Female Employee Ratio (%)
- Female Manager Ratio (%)
- Female Manager Share in Revenue -Generating Roles (%)
- Female Employee Share in STEM Roles (%)
- Total Number of Employees on Maternity Leave (#)
- Total Number of Employees on Paternity Leave (#)
- Number of Employees Returning to Work After Maternity Leave (#)
- Return to Work Rate After Maternity Leave (%)
- Number of Hires by Age Group (#)
- Number of Employee Terminations by Gender (#)
- Number of Employee Terminations by Age Group (#)
- Employee Turnover Rate by Gender (%)

Inclusion Programs

- Number of People Reached Through Inclusion Programs Within One Year (#)

Training

- Total Training Hours (hours)
- Total Training Hours by Training Type (hours)
- Total Training Cost (TRY)
- Average Training Cost per Employee (TRY)

Environmental Performance Indicators

Energy Consumption

- Total Energy Consumption (MWh)
- Renewable Energy Consumption (MWh)
- Purchased Heat/Steam/Cooling (kg)

Intensity Indicators

- Energy Intensity (MWh / Million TRY)
- Greenhouse Gas Emission Intensity (ton CO2e / Million TRY)

Greenhouse Gas Emissions

- Greenhouse Gas Emissions (ton CO2e)
- Scope 1 (ton CO2e)
- Scope 2 (Location -Based) (ton CO2e)
- Scope 2 (Market -Based) (ton CO2e)
- Scope 3 (ton CO2e)



Environmental Performance Indicators (cont’d)

Waste

- Hazardous Waste (ton)
- Non -Hazardous Waste (ton)
- Non -Hazardous Waste Including Ash Waste (ton)
- Total Waste Excluding Ash Waste (ton)
- Total Waste Including Ash Waste (ton)
- Rate of Reused and Recycled Waste (%)
- Rate of Reused and Recycled Waste Including Ash Waste (%)
- Plastic Consumption (ton)

Economic Performance Indicators

Sustainable Business Model

- Number of SDG -Linked Products and Services (#)
- Revenues from SDG -Linked Products and Services (TRY)
- R&D and Innovation Investments Linked to SDGs (TRY)
- Ratio of R&D and Innovation Activities Linked to SDGs (%)

Environmental Investments and Expenditures

- Environmental Investments by Category (TRY)
- Environmental Expenditures by Category (TRY)
- Savings and Reductions Achieved from Environmental Investments (MWh – ton CO2e)

Structural constraints

All assurance engagements have inherent limitations due to the selective testing of the information under review. Fraud, error or non-compliance may therefore occur and not be detected. In addition, non-financial information, such as non-financial information contained in reporting documents, is subject to more structural limitations than financial information, given the nature and methods used to identify, calculate and sample or estimate such information.

Our assurance engagement provides limited assurance as defined in ISAE 3000 (Revised) and (ISAE) 3410 (“Standards”). The procedures performed as part of a limited assurance engagement differ in nature and timing - and to a lesser extent - from a reasonable assurance engagement. The level of assurance obtained in a limited assurance engagement is therefore significantly narrower than the scope of a reasonable assurance engagement.

Special Purpose

Our work has been undertaken to inform the Company's Board of Directors of the matters we are required to report in this report and for no other purpose. To the extent permitted by law, we accept no responsibility to any person or entity other than the Company's Board of Directors for the assurance audit we have conducted or the conclusion we have reached.

Our Independence and Competence

We comply with the independence and other ethical provisions of the *Code of Ethics for Accounting Professionals* published by the International Ethics Standards Board for Accounting Professionals, which sets out the basic principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

We apply the International Standard on Quality Management 1 (ISQM 1) and accordingly maintain a robust system of quality control, including policies and procedures that document compliance with relevant ethical and professional standards and requirements in laws or regulations.



Responsibilities of Management

The Company Management is responsible for the preparation, accuracy and completeness of the sustainability information and statements in the report. The Company Management is responsible for setting the Company's sustainability goals, establishing and maintaining appropriate performance management and internal control systems from which the reported information is derived.

Responsibilities of the Practitioner

Our responsibility is to reach a conclusion on the Selected Information based on our procedures. We conducted our limited assurance engagement in accordance with International Standards on Assurance Engagements and, in particular, International Standard on Assurance Engagements (ISAE 3000) (Revised) and Assurance Engagements on Greenhouse Gas Statements (ISAE 3410) on Assurance Engagements Other than Independent Audits.

The assurance engagement performed represents a limited assurance engagement. The nature, timing and extent of the procedures performed in a limited assurance engagement are limited compared to those required in a reasonable assurance engagement. As a result, the level of assurance obtained in a limited assurance engagement is lower.

Our Key Assurance Procedures

We carried out limited assurance on the accuracy of the selected key performance indicators specified below in the section “Selected non-financial performance data for limited assurance” related to 2025 year and included into the Report.

To achieve limited assurance, the ISAE 3000 (Revised) and (ISAE) 3410 (“Standards”) requires that we review the processes, systems and competencies used to compile the areas on which we provide our assurance. Considering the risk of material error, we planned and performed our work to obtain all of the information and explanations we considered necessary to provide sufficient evidence to support our assurance conclusion.

To form our conclusions, we undertook the following procedures:

- Analyzed on a sample basis the key systems, processes, policies and controls relating to the collation, aggregation, validation and reporting processes of the selected sustainability performance indicators;
- Made inquiries with employees of the Company responsible for sustainability performance, policies and corresponding reporting;
- Performed selective substantive testing to confirm the accuracy of received data to the selected key performance indicators;
- Made inquiries of management and senior executives to obtain an understanding of the overall governance and internal control environment, risk management, materiality assessment and stakeholder engagement processes relevant to the identification, management and reporting of sustainability issues; and

We believe that our evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Limited Assurance Conclusion

Based on our work and the assurance procedures performed, nothing has come to our attention that causes us to believe, in our opinion, that the Selected Information referred to above in the Company's 2025 Integrated Report for the year ended 31 December 2025, for which we were engaged to provide limited assurance, has not been prepared, in all material respects, in accordance with the Reporting Manual, as described in the “Auditor's Responsibilities” section above.



Restrictions on Use

This Report, including the conclusion, has been prepared for the Board of Directors of Teknosa İç ve Dış Ticaret A.Ş. to assist in reporting the Company's performance and activities related to the Selected Information. We hereby authorize the inclusion of this report in the Integrated Report prepared for the year ending 31 December 2025, to enable Teknosa İç ve Dış Ticaret A.Ş. Board of Directors to demonstrate that it has fulfilled its responsibilities by preparing an independent limited assurance report on Selected Information. Except to the extent permitted by law and in cases where prior written approval has been obtained and expressly agreed upon, we do not accept or assume any responsibility to anyone other than the Board of Directors of Teknosa İç ve Dış Ticaret A.Ş. and Teknosa İç ve Dış Ticaret A.Ş. in connection with the work we have performed or the report we have prepared.

DRT BAĞIMSIZ DENETİM VE SERBEST MUHASEBECİ MALİ MÜŞAVİRLİK A.Ş.
Member of **DELOITTE TOUCHE TOHMATSU LIMITED**



Osman Arslan
Partner

İstanbul, 11 September 2026



REPORT CONTACT

Integrated Report and ESG
surdurulebilirlik@teknosa.com

TEKNOSA CONTACT INFORMATION

Telephone: +90 (216) 468 36 36
Fax: +90 (216) 478 53 47
Website: <https://yatirimci.teknosa.com>
E-mail: bilgilendirme@teknosa.com
Investor Relations: yatirimciiliskileri@teknosa.com

Report Consultant
Sustaine Sürdürülebilirlik Yönetim Danışmanlığı
info@sustaineeco.com

Report Design
Editoryal
editorial@editorial.com.tr

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