



**SUSTAINABILITY**



# PREFACE

As Emlak Konut GYO, sustainability and improving our performance in related fields among our key operational priorities. We have continued our work within this scope in 2022 as well.

In line with our sustainability priorities, which we have determined as the Sustainability Committee, we have taken the first steps in 2022 to determine our performance by determining our key performance indicators. In this context, we are pleased to present a brief summary of our 2022 performance on these material issues to our stakeholders' opinion in this report you are reading.

In 2022, we held field visits, workshops and meetings in order to measure our key performance indicators more efficiently and to improve ourselves in these areas. In 2023, we plan to implement systems that will efficiently measure our impact and performance in these areas.

We also plan to implement practices aimed at consolidating and spreading the awareness of sustainability throughout our value chain. In this regard, our committee, which continues its

activities with the support of the Board of Directors, will continue to actively implement communication channels to receive feedback from our internal and external stakeholders in order to improve our performance on our sustainability priorities.

With the awareness that sustainability is a whole formed by long-term efforts, we have firmly established these foundations in our company. It is our most important goal to make our efforts to create a continuous one. We would like to thank all our stakeholders who have supported us on this journey for their support.

**Emlak Konut GYO  
Sustainability Committee**



## GOVERNANCE AT EMLAK KONUT

As Emlak Konut, we adopt the principles of "Equality", "Transparency", "Accountability" and "Responsibility" as the basic principles for all of our operations in order to continuously improve our corporate governance approach. In this regard, we accept compliance with the "Corporate Governance Principles" and practices of the Capital Markets Board (CMB) as the main management principle. In line with these principles, our main goal is to maintain the sustainability of our operations by increasing the added value we create for our stakeholders.

The highest management structure of Emlak Konut is the Board of Directors. The Board of Directors consists of 7 members, 3 of which are independent members. Our General Manager also serves as an Executive Board Member. The "Sustainability Committee", "Corporate Governance Committee", "Audit Committee", "Nomination Committee" and "Early Detection of Risk and Risk Management Committee" consist of Members of the Board of Directors, and they continue their activities. The Corporate Governance Committee also fulfills the duties of the "Remuneration Committee" and "Nomination Committee".

For more information about our Corporate Governance Committee's Duties and Working Principles, please visit:



<https://www.emlakkonut.com.tr/tr-TR/kurumsal-yonetim-komitesi>

Emlak Konut Gayrimenkul Yatırım Ortaklığı A.Ş. continues its activities in line with the regulations of the Capital Markets Legislation, Istanbul Stock Exchange Legislation, Turkish Commercial Code and other relevant legislation. Necessary structure are created to adapt to the new obligations brought by the amendments.

Since it is a publicly traded company operating on the stock exchange, it submits data that must be disclosed to the public and that does not contain insider information and trade secrets, for the information of shareholders, investors and stakeholders. In this regard, methods and tools used for the purpose of information policy are the special circumstances disclosures, Financial Statements and Footnotes that are periodically submitted to Istanbul Stock Exchange, Independent Audit Report, quarterly reports, Annual Activity Reports, corporate website, investor and analyst meetings, press bulletins and press conferences.

Emlak Konut Gayrimenkul Yatırım Ortaklığı A.Ş. continues its activities in line with the Personal Data Protection Law No. 6698 and other relevant legislation provisions. Personal data is processed with the express consent in order to carry out transactions such as title deed transactions, notary public transactions, subscription transactions.

## BUSINESS ETHICS

Our ethical policy is one of the cornerstones of how we should do our work in all processes of our activities. Our principles in this context are the most important guides of our business conduct and relations. We expect all our employees to act within the framework of our ethical principles and we expect them to implement exemplary behaviours honoring the ethical principles. We expect our stakeholders to accept these values that we have.

### Ethical Values

- » Adherence to Turkish Constitution and Laws
- » Respect for human and human rights
- » Reliability
- » Impartiality
- » Transparency
- » Accountability
- » Accessibility
- » Work Ethics
- » Scientificness and Innovation
- » Environmental Awareness
- » Customer Satisfaction
- » Privacy of Personal Data
- » Social Responsibility



Emlak Konut Gayrimenkul Yatırım Ortaklığı A.Ş. is a private legal entity with 51% of its shares open to the public, operating as a Real Estate Investment Trust, subject to the provisions of the Turkish Commercial Code and the Capital Markets Law. While purchasing any real estate or evaluating the real estate in its portfolio by tender or sale, it acts completely in accordance with the provisions of private law and its own internal regulations/regulations.

In this regard, we have issued "Duty, Authority and Responsibility, Personnel and Discipline Regulation", "Information Security Management System Regulation", "Procurement and Rental Works Regulation", "Service Procurement Works Regulation", "Construction Works Tender and Contract Regulation", "Revenue Sharing in Return for Land Sales, Tender and Contract Regulation" and "Real Estate Purchase, Sale, Rental and Lease Regulation", and all Company activities

are managed within a professional management approach that ensures effectiveness, efficiency, profitability and quality. The implementation of the regulations is based on openness, competition, equal treatment, reliability, confidentiality, public scrutiny, effectiveness, efficiency and meeting the needs on time and under appropriate conditions.

In accordance with the Capital Markets legislation, the "Audit Committee" has been formed to ensure the sound supervision of financial and operational activities. Working under the Board of Directors, the Committee ensures the supervision of the company's accounting system, the disclosure of financial information to the public, the independent audit and the operation and effectiveness of the internal control system, as well as taking all necessary measures to ensure that any internal or independent audit is carried out adequately and transparently.

## RISK MANAGEMENT

The Early Detection of Risk and Risk Management Committee is the most authoritative body of our company in terms of the early detection and evaluation of all kinds of strategic, operational, financial and other risks that may endanger the existence, development and continuation of our company, calculation of their impact and probability, management and reporting of these risks in accordance with the corporate risk-

taking profile, implementation of the necessary measures regarding the identified risks, in decision mechanisms, and taking into account and establishing and integrating effective internal control systems in this direction. The Committee makes recommendations and recommendations directly to our Board of Directors.

For more information about The Early Detection of Risk and Risk Management Committee, please visit:



<https://www.emlakkonut.com.tr/tr-TR/riskin-erken-saptanmasi-ve-risk-yonetimi-komitesi>

## OUR STAKEHOLDERS

Our stakeholders are our most important resource both in determining our main sustainability issues and in improving our performance on these issues. Feedback from

our stakeholders is of particular importance in order to further our sustainability performance. With this understanding, as Emlak Konut, we implement practices that will increase our communication efficiency by improving our communication methods with our stakeholders.

Stakeholder Group	Communication Method	Communication Frequency
Employees	Emlak Konut Bizz Intranet Portal- Meetings	Daily
Customers	Call Center-Corporate Website Individual Applications	When needed
Shareholders	Informative Meetings-Mails	Periodically monthly
Society	Social Responsibility Projects- Meetings	When needed

## SUSTAINABILITY MANAGEMENT AT EMLAK KONUT

Sustainability is an important element of Emlak Konut's way of doing business. In our company, a Sustainability Committee and a working group working under this committee have been established in order to manage sustainability studies more efficiently under a single roof and to carry out studies within the scope of the CMB Sustainability Principles Harmonization Framework, which we comply with. The Committee works directly under the Board of Directors.

For more information about the Sustainability Committee, please visit:



<https://www.emlakkonut.com.tr/tr-TR/surdurulebilirlik-komitesi>

The duties and responsibilities of the Sustainability Committee are as follows:

1. To establish the sustainability strategy, policy and objectives of our company in the fields of social, environmental and corporate governance; to execute, monitor, audit and review regularly the practices, working principles and management systems; to process and rearrange when necessary and submit them to the approval of the Board,
2. To follow national and international developments on sustainability,
3. To carry out studies in order to integrate sustainability into our company structure and to develop projects in this direction,
4. To review the environmental policy and practices of our company with the relevant managers and/or personnel at regular intervals, to inform the Board of Directors about the decisions taken and the process,
5. Within the scope of combating the climate crisis, to develop projects to reduce carbon emissions in our company's activities and support the transition to a low-carbon economy,
6. To determine and evaluate performance criteria in sustainability practices,
7. To ensure stakeholder participation for sustainability strategy, policy, objectives and practices,
8. To authorize and direct the Sustainability Working Group.

Aiming to implement active stakeholder engagement practices within the scope of all these duties and responsibilities, our committee and working group continue to work on the sustainability strategy in 2021, determining the short-medium-long-term targets, the relevant basic key indicators and reporting the performance in this context. In this context, our company has determined the sustainability priorities as a result of the studies it has carried out in 2021 by reviewing the sector and all the benchmark applications that may be relevant, including the views of internal and external stakeholders. Our priority sustainability issues that emerged as a result of this study are as follows:

- » Reducing Environmental Footprint
- » Sustainable Buildings
- » Corporate Governance
- » Employee Development and Satisfaction
- » OHS
- » Digitalization
- » Customer Satisfaction and Welfare
- » Contribution to Social Development

We aim to increase the added value we create for our stakeholders with our sustainability management practices day by day. Our most important guide in this journey is our company's corporate management practices, our company strategy and sustainability management practices.

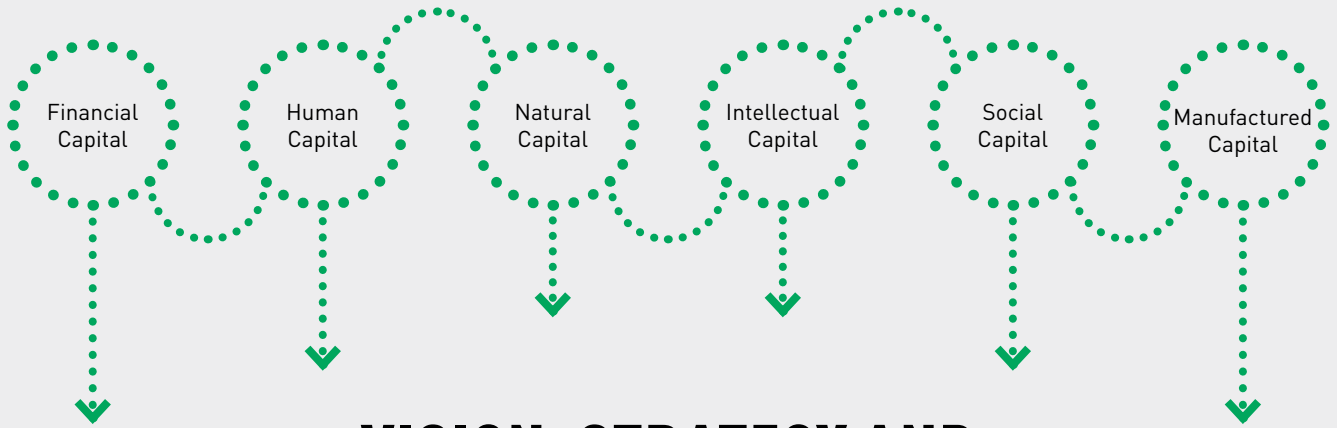
Regulations, procedures and internal regulations regarding ESG policies have been prepared and announced within the Company. ESG policies created by the Board of Directors Decision have been disclosed to the public. In addition, the progress achieved during the year was presented to the Board of Directors.

Efforts to identify key performance indicators and verify the results obtained continue within the scope of the ESG Working Group.

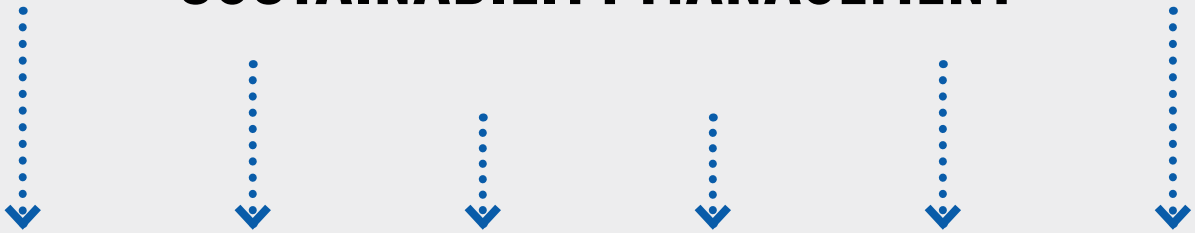
Information meetings and training programs were organized for employees on ESG policies and practices.



## OUR VALUE CREATION MODEL



# VISION, STRATEGY AND SUSTAINABILITY MANAGEMENT



## CRATED VALUE



## Ourcomes

<p>Approximately <b>15,000</b> Employees</p>	<p><b>4 Billion TL</b> Dividend</p>	<p>Turkey's <b>biggest</b> and EMEA's <b>11<sup>th</sup></b> biggest <b>Reit</b></p>	<p><b>6</b> Health Facility, <b>32</b> Mosques <b>5</b> Kindergarten, <b>45</b> Schools <b>5</b> Nation's Garden</p>
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# ENVIRONMENTAL FOOTPRINT

We manage our operations in an environmentally-friendly way and we try to keep our environmental footprint at minimum levels. We are aware of this responsibility on our part, and we are making maximum efforts to implement innovative practices to improve our environmental performance. In the fight against climate change, one of the

most critical risks of our era, we implement the necessary efficiency studies, taking into account the data specific to our sector. With this understanding, we not only try to make our processes more environmentally friendly, but also implement settlements that consume less natural resources and contribute to making them renewable.

## OUR GOALS AFTER 2022

1. Reviewing and harmonizing our technical documents such as specifications, site list, etc. with the innovations, changes and indirect sanctions to be brought by the Green Agreement and the Paris Climate Agreement
2. Ensuring that the following plans are in compliance with the green building certification guidelines in accordance with the sustainability principles:
  - » the mobilization plans covering the entire region from the construction site to construction management offices and workers' camps in the construction process
  - » environmental management plans that foresee the pollution of the construction site not to be carried beyond the borders
  - » the waste management plans that include processes such as the separation of wastes and bringing them back to circular economy
3. Designing our qualified residences in accordance with the EKB-A Class to include renewable energy systems and building them as almost zero energy buildings (NSEB) in compliance with the greenhouse gas emission targets specified in the Green Agreement and the Paris Climate Agreement
4. Obtaining at least EKB-B Certificate in all of our projects and establishing renewable energy systems where technical and financial feasibility is appropriate,
5. Establishing a zero waste system by determining the locations of the accumulation equipment in all built parcels in accordance with the Zero Waste Regulation.



Studies to adapt, obtain and apply TS EN ISO 14001:2015 – Environmental Management Systems, TS ISO 10002:2018 Customer Satisfaction Management System and TS ISO

45001:2018 – Occupational Health and Safety Management System standards certified by the Turkish Standards Institute (TSE) started in order to improve our sustainability performance.



## WATER MANAGEMENT

Doğal kaynakların verimli kullanılması önemi gün geçtikçe artan bir husustur. Bu kapsamda gerek projelerimizde gerekse hizmet bi namızdaki uygulamalarımızla suyun verimli kullanılmasına yönelik projeleri hayata geçiriyoruz.

Hizmet Binamızda, yağmur suyu, yağmur suyu kanallarının gri su depolarında toplanarak arıtım

işleminde geçirilmekte ve fiziki şartlar uyarınca depolanmaktadır. Yağmur suyu binada bulunan tüm rezervuarlarda kullanılarak değerlendirilmektedir. 2016 yılından itibaren uygulanan proje kapsamında yıllık yaklaşık 300 ton su tasarrufu gerçekleştirilmektedir. Bu uygulamanın yanı sıra suyun verimli kullanımına yönelik olarak tüm hizmet binamızda sensörlü bataryalar kullanılmaktadır.



### OUR GOAL UNTIL THE END OF 2023;

- » 10% additional savings from the use of mains water in reservoirs by collecting and treating all waste water in the quality of Gray Water, including air conditioning condensate in buildings, and use the excess water for common area cleaning and garden irrigation,
- » Protecting biodiversity and conserving water by using local or adapted vegetation that requires a certain amount of zero or minimum water in landscape planning,
- » Ensuring 10% additional savings from the mains water by establishing warehouses and systems that harvest rainwater at least 2 times the amount required to be collected as per the regulation, of the rain water falling on the roof area and the hard floors in the parcel, and by using it for cleaning the reservoirs and common areas in rainy seasons, and for landscape area irrigation in dry times,

Contributing to the sustainable management of water resources by reducing the need for network water by 50% in total, by producing buildings where water is used more efficiently and waste is prevented.

BY THE END OF MARCH 2023,

**1.559.220** M<sup>3</sup>

GRAY WATER TREATMENT ENABLED US TO SAVE WATER

EQUAL TO **22.780.200** TL.

### PREVENTION OF WATER POLLUTION WITH OIL SEPERATOR SYSTEMS

By making 141 tons of waste oil suitable for the use of biodiesel with oil separation systems used

in the completed 51,147 housings, we prevented the pollution of 157 million liter of water annually.

## ENERGY MANAGEMENT

The importance of energy efficiency in the fight against climate change is increasing day by day. In this regard, as Emlak Konut, we obtained the

Energy Identity Certificate obtained in all our projects until today, pursuant to the Regulation published in 2011. In the projects to be carried out after 2020, we plan to obtain Class A Energy Performance Certificate and aim to construct buildings with maximum energy efficiency.



### OUR GOAL;

Our Goal is to increase energy saving, to use EPD (Environmental Product Declaration) Certified Products, to increase Renewable Energy Usage Share, and to build more Green and Green Buildings with less Greenhouse Gas Effect;

- » By initiating and supporting R&D studies by cooperating with manufacturers to make at least 10 materials or products used in our constructions environmentally friendly, with reduced greenhouse gas effect and EPD certified within the scope of the European Union Green Agreement,
- » By choosing at least 20 environmentally friendly materials or products in our constructions, or by choosing at least 20% of the construction material budget (excluding mechanical, electrical) from construction

materials with 'Environmental Product Declaration (EPD) certification,

- » By making it obligatory to have or buy service from a Green Building Specialist in the staff of our Project Designers and Contractors, with whom we carry out our work from the design stage to the construction,
- » By generating at least 10% of the electrical energy demand of our residential buildings from renewable energy sources,
- » By installing at least 10% of the electric vehicle charging units, which make up 5% of the number of parking lots in residential parking lots, and by planning the entire electricity and data infrastructure according to this capacity.

In our projects that we have completed to date, we have constructed buildings that are 20% more efficient than specified by the legislation and regulations, with Energy Efficient Electrical and Mechanical systems (such as condensing boilers, frequency-controlled pumps, LED lighting fixtures, automation systems, etc) and Roof GES systems that we have installed. Thus, we have prevented the release of 18,900 tons of carbon dioxide to nature annually.

By the end of march 2023, with energy efficiency applications, we will save the electric energy consumed by approximately 14,980 residential houses in one year.

We aim to gain 14,928,340 tl for the country economy by generating electric energy to be consumed by approximately 4740 houses with our solar power plants until the end of march 2023.

By the end of march 2023, we are building electric charging stations with its infrastructure by preventing the use of 100.220.000 liter of fossil fuel and the release of 301.000 tons of carbon dioxide to the nature.



We save energy equivalent to the annual electricity consumption of **14,980** residences.



With our SPP power plants, we produce energy equivalent to the annual consumption of **5,000** residences.



With energy efficiency projects, we bring **10,000,000 TL** annually to the national economy.



With electric vehicle charging stations, we prevent the use of **408 tons** of fuel and **2,433 tons** of carbon dioxide emission every year.

### Energy Performance Certificate in Buildings:

According to the "Energy Efficiency Law No. 5627" and the "Energy Performance Regulation in Buildings" issued accordingly, it is a document that contains information about the use of energy, prevention of energy waste, at least the energy need and energy consumption classification of the building, insulation properties, efficiency of heating and/or cooling systems. Preliminary reports of the Çekmeköy project have been prepared in this context, and the design of the Avcılar Firuzköy project is also prepared within this scope.

### LEED Certification:

It is an environmentally friendly building certification system that has been implemented since 1998 and developed by the American Green Building Council (USGBC). Istanbul Maslak 1453, Andromeda Gold, Metropol Istanbul and Istanbul Finance Center projects have LEED certificates.



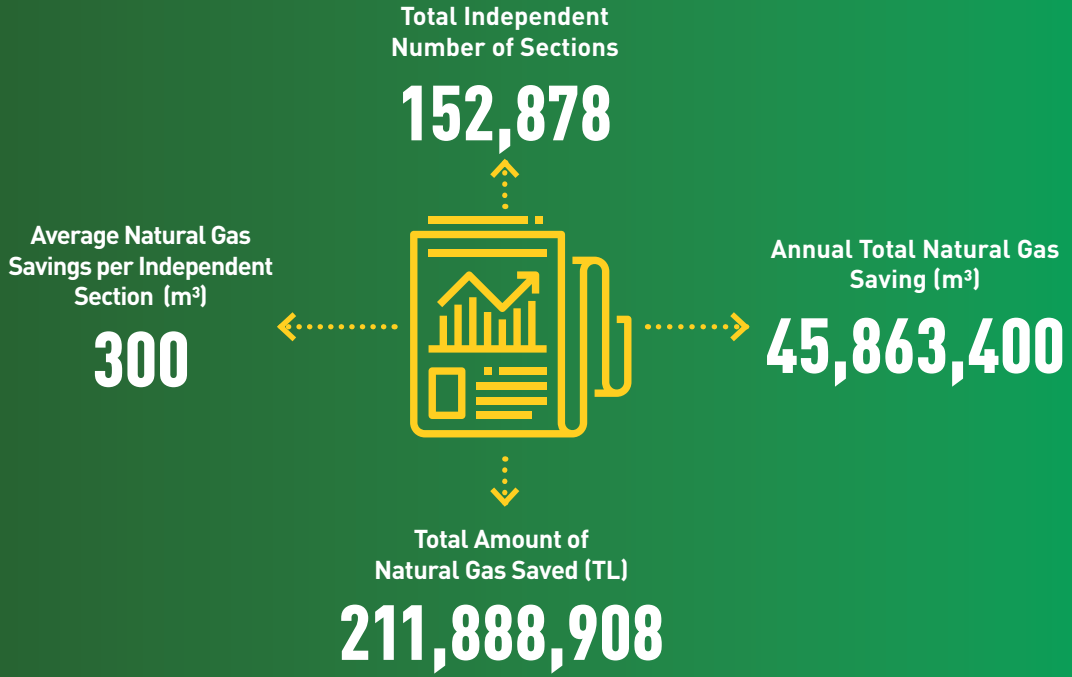
## EMISSION MANAGEMENT

Climate change is the most critical risk threatening humanity now and in the near future. In this regard, the business world should actively monitor and minimize all of the risks of climate change in all operations. In Turkey, efforts in this direction are increasing day by day. As Emlak Konut, we aim to carry our performance to higher levels by showing full legal compliance in this regard. As a result of this understanding, we produced

60,000 independent sections between 2014 and 2021 in accordance with the relevant regulations, standards, science and art rules in force, and performed heat and sound insulation in these buildings.

According to the data of IGDAS, it is stated that 300 m<sup>3</sup> of savings per independent section is achieved for fuel (heating - hot water) on a yearly basis in a 12-month period between October and April, which are the months that 10-year natural gas consumption is the highest.

### Contribution of Thermal Insulation in Buildings to the Economy on an Annual Basis



By the end of march 2023, it is acceptable that 300 m<sup>3</sup>/year natural gas consumption per department has been saved on average for 152,878 independent departments, and the total natural gas savings

will be 45.863.400 m<sup>3</sup>/year. With this savings to be provided, we aim to contribute 211.888.908 TL on an year basis to the country's economy.

## WASTE MANAGEMENT

Our company has been supporting the Zero Waste project since January 2019. As part of this project, hazardous and non-hazardous wastes are separated and collected in our temporary storage area in the parking lot. These wastes are collected by the relevant municipality periodically. In addition, our organic wastes generated in our cafeteria are separated and composted in the Compost Machine in our temporary storage area. The compost product is used as fertilizers in our garden landscapes. We received a Zero Waste Certificate



# ZERO WASTE

on 06.10.2020 as a result of our activities. In all of our projects, we create infrastructure for waste management such as Garbage Room, Garbage Shot, waste separation systems, etc. and deliver it to the management in the buildings.

### OUR GOAL UNTIL THE END OF 2023;

is to contribute to the circular economy by establishing environmentally friendly waste management systems in our construction sites and in the buildings we will produce

- » By establishing zero waste systems in all of our ongoing and upcoming projects,
- » By being leader in the sector by establishing a

zero waste system in every 50 projects that we have completed and delivered,

- » By ensuring the recycling of recyclable wastes such as packaging, metal, glass, etc,
- » And by making it mandatory in our technical specifications and contracts to compost organic wastes (dining hall wastes, etc.) to obtain fertilizer.



### From 2019 Until Today



**38,198**  
Kg Paper



**11,764**  
Kg Glass



**6,570**  
Kg Plastic



**1,094**  
Kg Metal

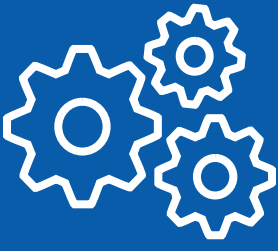
waste A total of **57,626 Tons of Recyclable Waste** were collected.

### In 2021, only with the Zero Waste System we have established in our company building;

- » **6.3 tons of raw materials** were saved from metal and glass recycling,
- » With the separation of waste paper, **210 trees** were prevented from being cut,
- » With the recycling of waste plastics, approximately **4,000 liters of oil consumption** is prevented,

and the release of 2.440 kg of Greenhouse Gas Emission to nature has been prevented.





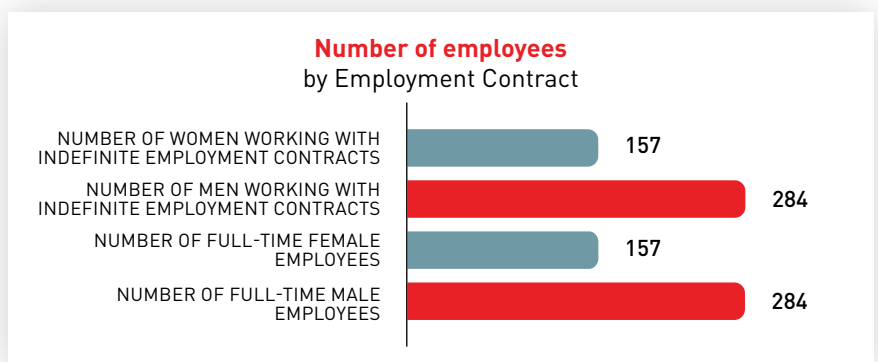
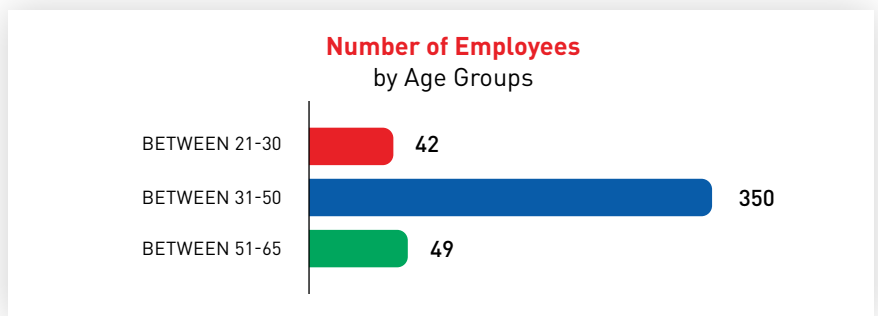
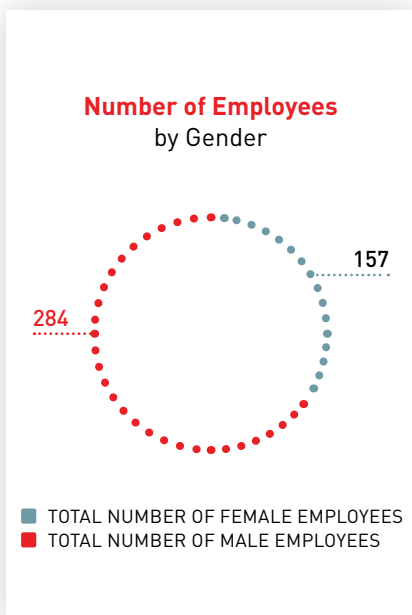
# WORK LIFE

Our employees are the architects of the success we have achieved and will achieve in the future. It is among our primary responsibilities to provide our employees with a working environment where they can work in peace and safety, and to provide opportunities that will contribute to their development and competencies. In this regard, we give high importance to fully meet the fundamental rights of our employees. We show zero tolerance to any form of discrimination. We pay great importance to equal pay; age, gender and other factors do not have any influence in remuneration of our employees.

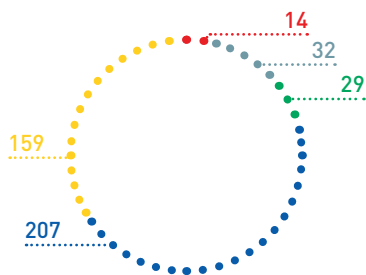
The benefits we provide to our employees are private health insurance, performance bonus,

premium, maternity grant, death support, marriage grant, postgraduate/doctoral education/foreign language assistance, game room, gym, male/female hairdresser, dietitian, occupational physician, shuttle service, travel subsistence, cafeteria, and prepaid meal cards.

We do not allow any kind of child labor in our operations. We expect these principles to be accepted in our value chain, and we take these elements into consideration in our business relations. In this context, we make sure with contracts that our suppliers are not allowed to employ uninsured workers, children or force employees to work in bad conditions.

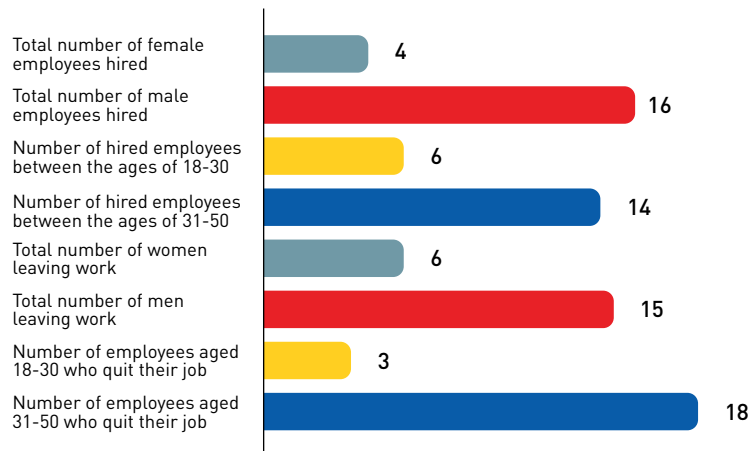


### Number of Employees by education level



- PRIMARY SCHOOL
- HIGH SCHOOL/VOCATIONAL HIGH SCHOOL
- ASSOCIATE DEGREE
- COLLEGE DEGREE
- MASTER'S DEGREE

### Employees hired / leaving by age and gender



### Number of Blue Collar-White Collar Employees



## EMPLOYEE TRAINING AND DEVELOPMENT

We give great importance to creating a working environment that our employees can improve themselves. Creating an environment where our employees can work safely is one of our important goals. By applying this understanding in our training and development approach, we aim to keep the awareness and knowledge level at the highest level by providing 8 hours of Occupational Health and Safety Training to all our employees. We also provide first aid training and other necessary training for emergencies.

The trainings we provided in 2021 are as follows:

- » Labor Law Practices, Social Security Systems, Personnel Services and Payrolls, Termination of Contracts
- » M-FILES Training
- » Information Security Training
- » Occupational Health and Safety Training
- » First Aid Training

In the reporting period, we provided 6,454 hour\*person trainings to our employees.

## EMPLOYEE SATISFACTION

Employee satisfaction is of particular importance to ensure the sustainability of our business. Therefore, we measure the satisfaction of our employees periodically and evaluate their suggestions.

We have an employee recommendation system, where we receive feedback with open-ended questions through the Employee Satisfaction/Loyalty Survey and through the Corporate Intranet portal. During the reporting period, we conducted an electronic satisfaction/loyalty survey to 400 employees, in which we used multiple choice and open-ended answering methods. 215 employees participated in the survey and the participation rate was 53.75%.

## OCCUPATIONAL HEALTH AND SAFETY

We carry out systematic and scientific studies in order to ensure that our employees work safely and to prevent conditions that may harm their health during the execution of our operations.

We proactively detect possible dangers or non-conformities and take corrective and preventive actions thanks to the field control at all our locations. In order for our occupational health and safety approach to become a part of our culture, we attach

great importance to the training of our employees, the effectiveness of the working environment, efficient management of resources, continuous improvement of processes, and analysis of possible risks and opportunities. We implement the Contractor and Visitor HSE Procedure in order to provide a safe working environment for the employees of subcontractors. We apply the Risk Assessment Procedure in order to evaluate the hazards and risks and to complete the necessary controls and measures. There is an Occupational Health and Safety Committee in our General Directorate consisting of 11 members, 4 of which are employee representatives.

### THE BASIC ELEMENTS OF OUR UNDERSTANDING OF OCCUPATIONAL HEALTH AND SAFETY ARE AS FOLLOWS :



- » To prevent accidents with loss of labor or workdays,
- » To achieve zero accident target
- » To ensure a 100% rate for the use of personal protective equipment by employees in the required workplaces
- » To ensure planned and timely maintenance of the equipment to eliminate occupational health and safety risks,
- » To prevent potential risks in the workplace.

Occupational safety practices and their successful management play a significant role in protecting our stakeholders, employees and assets. For this reason, we carry out audits with programs that will cover the applied and related studies. Occupational safety management is an integral part of our Code of Business Conduct, our risk management and internal controls. In addition to the audits and controls we carry out, we organize occupational health and safety trainings to increase the awareness of our employees on occupational health and safety. In this context, 8 hours of basic occupational health and safety training is given to each of our employees. In addition to these training sessions, we organize additional updating trainings every 3 years.

We also prepared an emergency plan within our company, and we update it periodically and when necessary, we formed up emergency teams and provided necessary trainings.

Emlak Konut GYO A.Ş., within the scope of sustainability studies, maintains integrated

measurements and surveillance in all operating business areas. It makes maximum efforts to carry out an effective audit that prevents all accidents, occupational diseases, environmental damages and non-compliances, and to provide continuous improvement and development. Occupational health and safety risks are proactively managed in order to comply with all relevant legal regulations and other applicable standards. In this regard, all measurable OHS targets will be regularly observed and shared transparently with all stakeholders within the scope of Sustainability Studies.

The actual working hours at our ongoing construction sites in 2022 were 93,217 hours. OHS indicators for the same period were as follows:

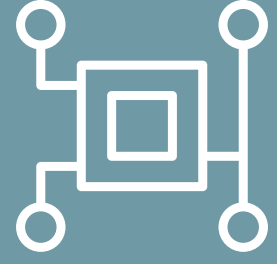
**Accident frequency rate: 1,490**

**Accident severity rate: 3,7**

**Number of occupational accidents: 1,032**

**Loss working days: 2,275**





# DIGITALIZATION

We are actively using the benefits of digitalization in our daily operations, thus making our processes more efficient and achieving significant savings.

As of November 2020, we started using the new Document Management System (M-Files), to minimize the circulation of printed documents throughout our company. In addition, while every incoming and outgoing document was printed out by the directorates before, starting from November 2020 we are keeping them in the digital environment, and they are only printed out and made available when needed. Due to the growth of Emlak Konut GYO A.Ş., the amount of paper used has increased by an average of 15% each year. Although the company continued to grow after the M-Files Document management system was adopted, no increase was observed in paper consumption. This indicates a savings of around 15% (150 packages of A4 paper) per year. It has been confirmed by the figures that the use of A4 paper for the years 2020 and 2021 is the same as 1,000 packages per year. With the use of DYS (M-Files); The place of duty or job description of 15 personnel whose main duty is to follow up documents in company directorates has been changed. A part of the personnel employment needed for the 2020 - 2021 periods (15 people) was met in this way. The number of personnel in the correspondence unit, which carries out the circulation of documents within the company, was reduced by 1/3 and the personnel working there were assigned to other units in need. A part of the personnel employment needed for the 2020-2021 periods (3 people) was met in this way.

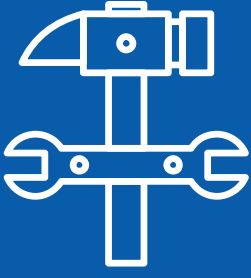
When the number of printer prints taken out throughout the company is analyzed; In the last 1-year period, there has been only a 5% increase in the number of prints compared to 2021. It is calculated that this increase is due to the increase in the number of personnel and printers due to the growth of the company. This paper saving also affects the printer consumables and the amount of electricity consumed by the printers.

Nearly half of the 500 computers used throughout the company are laptops and the other half are desktop models. As a result of the adjustments, computers that are not used even though they are turned on or that are not forgotten and turned off at the end of the working day, switch to energy saving mode after a certain period of time and reduce electricity consumption. For similar saving methods, nearly 55 printers and photocopiers of various sizes have been adjusted. When the computers switch to the lock screen mode, the personnel are informed with visuals emphasizing environmental sensitivity.

## CUSTOMER SATISFACTION

We give particular importance to customer satisfaction for the sustainability of our services. We aim to improve our services and processes continuously in line with the feedback we receive from our customers. With this understanding,

we strive to measure customer satisfaction with different communication methods. Our customers are provided with products and services and we conduct a survey called the "Customer Satisfaction Measurement and Evaluation Procedure" as part of the agreements we have with them. In addition, we receive and evaluate customer complaints, requests and suggestions through the "Call Center" service.



# CONTRIBUTION TO SOCIAL DEVELOPMENT

Contributing to the development of our country and society is among our main sustainability priorities. We implement projects to increase social welfare in line with the needs of the society.

## NATION'S GARDENS

As Emlak Konut, we added value to Istanbul by building the first nation's gardens. With nation's gardens that allow cities to breathe, everyone has access to green areas, from the age of 7 to 70.

### Başakşehir Nation's Garden - A Unique Living Space of 360,000 Square Meters

Başakşehir Nation's Garden is one of the first nation's gardens of Istanbul with its social and cultural areas, and is a city park where Istanbul meets green, with its biological pond that hosts the natural ecosystem, its fragrance and thematic garden, 6 km walking and cycling path, and social facilities that bring together people of Istanbul of all ages. In addition to the 42 thousand square meter grassland, which will host many cultural and artistic activities, the project includes Nation's Tea House (Millet Kiraathanesi), 15,600 square meters of biological ponds, scent gardens, camellias and a total of 5,570 trees of 24 different species.



## Hoşdere Nation's Garden - Perfect Harmony of Blue and Green in the Center of the City



Hoşdere Nation's Garden, which was built on the basis of sustainability, is the second natural, activity and tranquility point of Başakşehir and it is established on an area of 142 thousand m<sup>2</sup>, surrounded by water on 3 sides, a mosque for 4,000 people, 75 thousand m<sup>2</sup> of green space, 7,400 m<sup>2</sup> of biological pond, energy-generating solar panels and charging station, bicycle and walking paths, picnic areas, thematic and fragrance gardens. Hoşdere Nation's Garden, one of the social meeting centers of our nation, produces its own resources; presents it gracefully back to nature what it takes from nature.

## Halkalı Nation's Garden - Healthy Living Place of Küçükçekmece

Halkalı Nation's Garden with an area of 98 thousand square meters, offers all the beauty of nature together with sports, entertainment and playgrounds. In addition to 40 thousand square meters of forest, 1,600 meters of bicycle path, approximately 4 thousand meters of walking path, kite greenland and adventure parks; Halkalı Nation's Garden, which also contains 4 thousand 483 trees, is the meeting point of Küçükçekmece residents from 7 to 70.



## Ayazma Nation's Garden - Where Nature Is A Visual Feast!



Ayazma Nation's Garden, is as big as 41 thousand m<sup>2</sup> area which is approximately the size of 6 football fields, and 31 thousand square meters of which is protected as a green area, enriched with sports, picnic and playgrounds, and offering an insatiable visual feast with its viewing terraces. It offers more than a city park without harming the natural valley view.

## PLANTS IN NATION'S GARDENS

Nation's gardens, where Istanbulites come together in social and cultural areas, are gardens with endemic trees. In addition to endemic species, many kinds of trees, herbaceous plants and shrubs meet the visitors in the National Gardens.

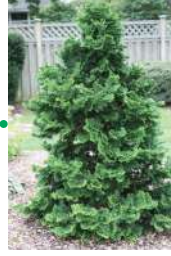
### AĞAÇLAR



*Picea excelsa*



*Cupressocyparis leylandii 'Spiral'*



*Chamaecyparis obtusa 'Bonsai'*



*Abies nordmanniana*



*Picea pungens ball*



*Cupressus arizonica 'Tige'*

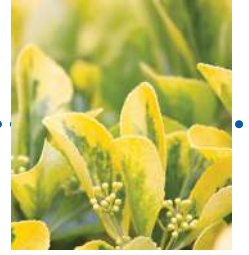


*Ilex bonzai*

### ÇALILAR



*Abelia grandiflora*



*Euonymus japonica*



*Chrysanthemum jasuda*



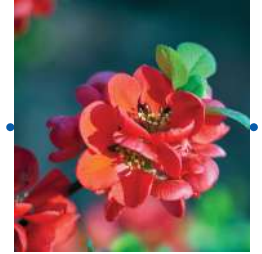
*Pittosporum tobira*



*Rosa meiland*



*Buxus sempervirens ball*



*Chaenomeles japonica*



*Cornus alba 'Sibirica'*



*Cortaderia selloana*



*Gaura Lindheimeri*



*Salvia*



*Rosa rugosa*



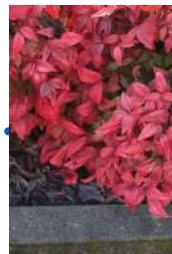
*Mahonia media*



*Ilex x altaclerensis lawsoniana*



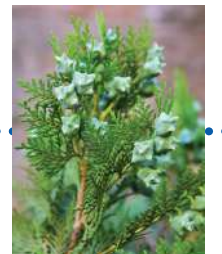
*Nandina domestica*



*Nandina domestica 'Fire Power'*



*Thuja occidentalis 'Danica'*



*Thuja occidentalis*

## OTSU BİTKİLER



Agapathus africanus



Carex bronze



Carex elata



Yucca filamentosa



Agapathus africanus



Erica carnea



Euryops pectinatus



Lavandula angustifolia



Stipa tenuissima



Thymus vulgaris



Rosmarinus officinalis

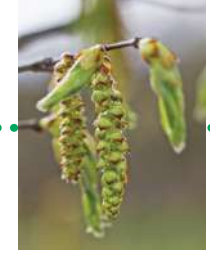


Santolina chamaecyparissus

## YAPRAKLI AĞAÇLAR



Acer saccharum



Carpinus betulus



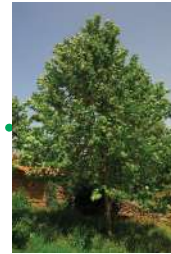
Acer platanoides 'Crimson King'



Fraxinus excelsior



Prunus serrulata  
'Kanzan'



Platanus acerifolia



Liriodendron tulipifera



Tilia pallida



Catalpa bignonioides



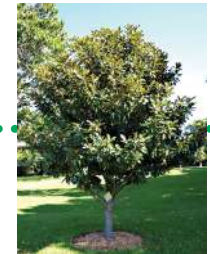
Quercus robur



Quercus palustris



Quercus suber



Magnolia grandiflora  
'Tige'



Platanus acerifolia hispanica



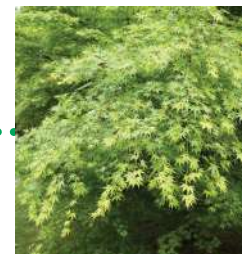
Rhus glabra



Magnolia grandiflora  
'Pyramidalis'



Acer palmatum  
'Dissectum' 'Pyramidalis'



Acer palmatum

## Emlak Konut Bizim Mahalle- ATA SPORTS CENTER

Ata Sports Center, which will host traditional Turkish sports such as archery, javelin, wrestling, as well as Olympic sports such as basketball, tennis, volleyball, boxing, squash, taekwondo and swimming, is designed to appeal to people of all ages from 7 to 77. Established on an area of 25.147 m2 in order to support an active life, this center is located adjacent to the 98.000 m2 Halkalı National Garden.



## Emlak Konut Bizim Mahalle- KÜLLİYE

Emlak Konut Bizim Mahalle Religious Facility and Kulliyeye Project, whose design decisions were taken with the urban design project, and designed in accordance with the needs of the project planned to be developed in the surrounding area and the region, will come to life on an area of 21,205 m2. In this project, which was inspired by the historical city walls in its architecture, besides the main function of the mosque, the library, museum, soup kitchen, tea garden, areas for women and youth were designed together.



## EMLAK KONUT SPORTS CLUB

With our Emlak Konut Sports Club, we aim to both open up a space for young athletes and contribute to Turkish sports. Our club was established as Emlak Konut Sports Club Association in 2017, within the scope of a social responsibility project under the sponsorship of the Emlak Konut GYO A.Ş. It has been serving Turkish Sports with its registered brand and logo since its establishment. Our aim is not only to train successful sportspeople on the path that started out as the biggest social responsibility project of Emlak Konut GYO A.Ş.; but also to train young athletes who are strong in humanity, beneficial to the society, self-confident and who can represent the Turkish identity in the best way in every field in the world. In line with this goal, our club, which initially started its activities in the basketball branch, has a total of 15 teams and 224 licensed athletes between the ages of 9 and 18 in our girls' and boys' infrastructure, as well as a Women's Basketball A team that competes in the Turkish Women's Basketball 1st League.

Our Sports Club carries out its training and activities in two gyms located in Bayrampaşa district of Istanbul. After its establishment, all the sports and social areas where activities are carried out have been readjusted in a way to provide a professional discipline to our infrastructure athletes. Thus, we aim that our athletes and personnel will be able to compete with the infrastructures of other successful countries. Since its establishment, our club has appeared in national teams, local leagues and Turkey Championships in every generation, especially in girls.

The main subject of our mission and vision is to have athletes at the level of national teams by training athletes from the infrastructure. Based on this ambition, our club has been the club that

sent the most athletes with a total of 15 athletes in the girls category to the Youth National Teams in the 2019-2020 season. At the same time, by sending 1 male athlete to the Men's Youth National Teams, our club became one of the few clubs that sent players to the national teams in both categories. After our club's first national success in youth infrastructure in 2018, it became one of the clubs that contributed the most to the country's basketball in the following seasons. Our team, which won the undefeated Istanbul Championship in the U16 Girls A League, which ended before the pandemic period, is among the most successful teams in the youth girls category, finishing 3rd in the U18 Girls A League, despite competing in the same generation in the upper league. More than half of the athletes in its squad are National Athletes, and our team took part in the Women's Basketball Youth League, sponsored by Garanti BBVA, which was organized for the first time in 2021.

Our Women's Basketball A Team, which was established in 2018 with the support of the players trained by our club from the infrastructure, was promoted to the Turkish Women's Basketball 1st League at the end of the season, from the Women's Regional Basketball League in 2018. Our A Team, with its 6 infrastructure players in the 2019-2020 season and its staff aiming to reach the top league, has completed the ranking of the unfinished season among the top 2 due to the pandemic. Our A team, which started the season with 4 athletes born in 2004, who were included in the A team from our infrastructure in the ongoing 2020-2021 season, won the 2020-2021 Season Women's Federation Cup, with its current experience and strong planning.



# EMLAK KONUT REIC SUSTAINABILITY PRINCIPLES COMPLIANCE REPORT

PUBLICLY DISCLOSED REPORT ON INFORMATION INFO / CONNECTION

		STATUS OF COMPLIANCE				DESCRIPTION	
		YES	NO	PARTIALLY	IRRELEVANT		
<b>A. General Principles</b>							
<b>A1. Strategy, Policy and Targets</b>							
A1.1	Priority environmental, social and corporate governance (ESG) issues, risks and opportunities have been determined by the Company's board of directors.	✓				"Risks and opportunities identified (Risk Identification and Assessment According to the Procedure (PRSD 35) Regarding the Company Scope Activity Risks Chart (TBL 14)). ESG policies established (Staff, Salary, Quality, Customer Satisfaction, Information Security, Donations and Aid, Social Responsibility policies)."	Sustainability Management <a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
	ESG policies (e.g. Environmental Policy, Energy Policy, Human Rights and Employee Policy, etc.) have been determined by the Company Board and publicly disclosed.	✓					
A1.2	Short and long-term targets set within the scope of ESG policies were disclosed to the public			✓		A Strategic Plan is created every five years. The determined short-term sustainability targets are shared in the relevant sections.	
<b>A2. Implementation/Monitoring</b>							
A2.1	The committees and/or units responsible for the implementation of ESG policies and the highest level officials in the partnership related to ESG issues and their duties have been identified and disclosed to the public.	✓					<a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
	Activities carried out within the scope of policies by the responsible committee and/or unit were reported to the board of directors at least once a year.	✓					
A2.2	In line with the ESG targets, implementation and action plans were created and disclosed to the public.			✓		The implementation and action plan will be developed and publicly released. After the determined KPIs and performance data are obtained, the relevant statement will be made.	
A2.3	The ESG Key Performance Indicators (KPI) and the level of reaching these indicators on a yearly basis were disclosed to the public.			✓		KPIs were determined and started to be measured. Data will be released from the next period.	<a href="https://www.emlakkonut.com.tr/en-US/sustainability-report">https://www.emlakkonut.com.tr/en-US/sustainability-report</a>
A2.4	It discloses the innovation activities that improve the sustainability performance for business processes or products and services.			✓		It will be determined within the scope of KPIs and will be shared as of the next reporting period.	
<b>A3. Reporting</b>							
A3.1	In the annual reports, information regarding the sustainability performance, targets and actions of the partnership is given in an understandable, accurate and sufficient manner.	✓					<a href="https://www.emlakkonut.com.tr/en-US/sustainability-report">https://www.emlakkonut.com.tr/en-US/sustainability-report</a> keynote 12
A3.2	It provides information about which of its activities are associated with the United Nations (UN) 2030 Sustainable Development Goals	✓					
A3.3	Lawsuits filed and/or concluded against ESG issues, which are important in terms of ESG policies and/or will significantly affect activities, have been disclosed to the public.	✓					<a href="https://www.emlakkonut.com.tr/en-US/financial-reports">https://www.emlakkonut.com.tr/en-US/financial-reports</a>
<b>A4. Verification</b>							
A4.1	The Partnership's ESG Key Performance metrics have been verified and publicly disclosed by an independent third party.			✓		The ESG Working Group started to work on the relevant item. Following the measurement of the performance indicators obtained, the verified data will be shared.	Sustainability Management <a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
<b>B. Environmental Principles</b>							
B1	It discloses the policies and practices, action plans, environmental management systems (known by the ISO 14001 standard) and programs in the environmental management field.			✓		The ESG Working Group started to work on the relevant item. Operations are carried out in accordance with the ISO 14001 target and will be publicly disclosed upon receipt of the certificate.	Sustainability Management <a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
B2	The scope of the report, the reporting period, the reporting date, and the limitations regarding the reporting conditions were disclosed to the public regarding the environmental reports prepared to provide information on environmental management.	✓					<a href="https://www.emlakkonut.com.tr/en-US/sustainability-report">https://www.emlakkonut.com.tr/en-US/sustainability-report</a>
B3	It is given in A2.1.						
B4	Environmental targets included in the rewarding criteria within the scope of performance incentive systems on the basis of stakeholders (such as members of the Board of Directors, managers and employees) have been disclosed to the public.	✓					<a href="https://www.emlakkonut.com.tr/en-US/remuneration-policy">https://www.emlakkonut.com.tr/en-US/remuneration-policy</a>
B5	How the priority environmental issues are integrated into business goals and strategies has been disclosed to the public.			✓		The ESG Working Group started to work on the relevant item. Relevant short-term targets are shared in the relevant sections of the report.	Sustainability Management <a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
B6	It is given in A2.4.						
B7	It has been publicly disclosed how environmental issues are managed and integrated into business objectives and strategies throughout the partnership value chain, including the operational process, including suppliers and customers.			✓		The ESG Working Group started to work on the relevant item. Applications directly to the company are shared in the relevant sections of the report.	
B8	Whether the relevant organizations and non-governmental organizations are involved in the policy-making processes on the environment and the collaborations with these institutions and organizations have been disclosed to the public.			✓		It can be disclosed after activities with NGOs, associations and municipalities on environmental issues such as zero waste, etc.	
B9	In the light of environmental indicators (Greenhouse gas emissions (Scope-1 (Direct), Scope-2 (Energy indirect), Scope-3 (Other indirect) 1), air quality, energy management, water and wastewater management, waste management, biodiversity impacts), it reports information on its environmental impacts in a periodically comparable manner.			✓		The ESG Working Group started to work on the relevant item. With the base year to be determined, it is aimed to share the environmental impact in a more comparable way.	
B10	It discloses the standard, protocol, methodology and base year details used to collect and calculate its data.	✓				The ESG Working Group started to work on the relevant item. With the base year to be determined, it is aimed to share the environmental impact in a more comparable way.	
B11	It discloses the status (increase or decrease) of the environmental indicators for the reporting year in comparison with previous years.	✓				The determination of KPIs was completed within the reporting period. Measurement studies will be implemented in the next reporting period, and the amount of increase and decrease in this scope will also be disclosed to the public.	
B12	Short and long-term targets have been determined to reduce their environmental impacts, and the progress of these targets and the targets determined in previous years has been disclosed to the public.			✓		While the short-term targets have been shared in the relevant sections of the report, the ESG Working Group continues its activities to determine the long-term targets.	
B13	A strategy to combat the climate crisis has been created and the planned actions have been publicly announced.	✓					
B14	Programs or procedures have been established and disclosed to the public in order to prevent or minimize the potential negative impact of products and/or services on the environment.			✓		The determination of KPIs was completed within the reporting period. In this direction, efforts to mitigate impacts will be determined in detail by the ESG Working Group.	
	Actions have been taken to reduce greenhouse gas emissions of third parties (eg suppliers, subcontractors, dealers, etc.) and these actions have been disclosed to the public.			✓		The determination of KPIs was completed within the reporting period. In this direction, the work for third parties will be determined in detail by the ESG Working Group.	
B15	The environmental benefits/benefits and cost savings of initiatives and projects aimed at reducing environmental impacts have been disclosed to the public.	✓					Sustainability Management <a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
B16	Energy consumption (natural gas, diesel, gasoline, LPG, coal, electricity, heating, cooling, etc.) data are publicly disclosed as Scope-1 and Scope-2.	✓					<a href="https://www.emlakkonut.com.tr/en-US/sustainability-report">https://www.emlakkonut.com.tr/en-US/sustainability-report</a>
B17	It provides information on electricity, heat, steam and cooling generated and consumed throughout the reporting year.			✓		The amount of renewable energy produced by SPPs is shared.	
B18	It conducts and discloses research on increasing the use of renewable energy, transition to zero or low-carbon electricity.			✓		Within the scope of the reporting, the consolidated results of the studies on renewable energy use and emission reduction under the headings of "Energy Management" and "Emission Management" and project information are included.	
B19	It discloses the renewable energy production and usage data.			✓		The ESG Working Group started to work on the relevant item. The amount of energy produced by SPP power plants is shared within the scope of the report.	
B20	Energy efficiency projects have been carried out and the amount of energy consumption and emission reduction achieved through energy efficiency projects has been disclosed to the public.			✓		The ESG Working Group started to work on the relevant item. The energy savings achieved through energy efficiency practices in the projects carried out since 2014, and the amount of CO2 emissions that have been prevented, are shared under the "Energy Management" heading.	
B21	Water consumption, if any, amounts of water drawn, recycled and discharged from underground or above ground, its sources and procedures have been disclosed to the public.			✓		In accordance with the contract, water should be recycled in each project (wastewater from blocks other than the gray water-toilet closet should be used in garden irrigation). Some contracts also refer to the collection and use of rainwater for garden irrigation. The partnership aims to put both conditions in each contract from now on and make their implementation compulsory.	
B22	It discloses whether its operations or activities are included in any carbon pricing system (Emission Trading System, Cap&Trade or Carbon Tax).				✓	In the reporting period, it has not been included in the carbon pricing system and carbon trading.	
B23	It discloses information on the carbon credit accumulated or purchased during the reporting period.				✓	It is not included in the carbon pricing system and carbon trading.	
B24	It discloses the details if carbon pricing is applied within the partnership.				✓	In the reporting period, it has not been included in the carbon pricing system and carbon trading.	
B25	The platforms where the partnership discloses its environmental information are publicly disclosed.			✓		The ESG Working Group started to work on the relevant item. The relevant performance shared with the public through sustainability reports.	
<b>C. Social Principles</b>							
<b>C1. Human Rights and Employee Rights</b>							
C1.1	The Institutional Human Rights and Employee Rights Policy has been established in a way to cover the Universal Declaration of Human Rights, ILO Conventions ratified by Turkey and other relevant legislation, those responsible for the implementation of the policy have been determined and the policy and those responsible have been disclosed to the public.			✓			<a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
C1.2	Considering the effects of supply and value chain, fair workforce, improvement of labor standards, women's employment and inclusion issues (gender, race, religion, language, marital status, ethnic identity, sexual orientation, gender identity, family responsibilities, union activities, political opinion, disability, social and cultural differences, etc., such as non-discrimination) are included in its policy on employee rights.	✓				It is covered in the Human Resources Policy and Remuneration Policies.	
C1.3	It discloses the measures taken along the value chain for the protection of groups sensitive to certain economic, environmental, social factors (low-income groups, women, etc.) or minority rights/equality of opportunity.	✓					
C1.4	It reports developments regarding preventive and corrective practices for discrimination, inequality, human rights violations, and forced labor.	✓					
C1.5	It discloses policies regarding investment in employees (training, development policies), compensation, vested benefits, right to unionize, work/life balance solutions and talent management.	✓				It is disclosed in the Personnel Policy and Wage Policy.	<a href="https://www.emlakkonut.com.tr/en-US/remuneration-policy">https://www.emlakkonut.com.tr/en-US/remuneration-policy</a>
	It identifies dispute resolution processes by creating employee complaint and dispute resolution mechanisms.	✓				It was determined by the Duties, Authorities, Responsibilities, Personnel and Discipline Regulation (OSPDYON 01) and announced within the Company.	<a href="https://www.emlakkonut.com.tr/en-US/human-resources-policy">https://www.emlakkonut.com.tr/en-US/human-resources-policy</a>
	Activities carried out within the reported period to ensure employee satisfaction were disclosed to the public.	✓					<a href="https://www.emlakkonut.com.tr/en-US/corporate-governance-committee">https://www.emlakkonut.com.tr/en-US/corporate-governance-committee</a>
C1.6	It develops and publicly discloses occupational health and safety policies.	✓				The relevant articles in the contracts should be amended in order to make them more concrete and deterrent than the current situation. The basic elements of Occupational Health and Safety are shared in the annual report.	
	It discloses the precautions taken and accident statistics to prevent occupational accidents and health.	✓					
C1.7	It develops and publicly discloses personal data protection and data security policies.	✓				Relevant studies are underway.	
C1.8	Ethics policy is established and disclosed to the public			✓		The ESG Working Group started to work on the relevant item.	Sustainability Management <a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
C1.9							<a href="https://www.emlakkonut.com.tr/en-US/sustainability-report">https://www.emlakkonut.com.tr/en-US/sustainability-report</a>
C1.10	It organizes informative meetings and training programs for employees on ESG policies and practices.	✓					Sustainability Management <a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
<b>C2. Stakeholders, International Standards and Initiatives</b>							
C2.1	It develops and publicly discloses a customer satisfaction policy regarding the management and resolution of customer complaints.	✓				Customer Satisfaction Policy was developed and publicly disclosed.	
C2.2	Information about the communication with stakeholders (which stakeholder, subject and frequency) is publicly disclosed.	✓					
C2.3	International reporting standards adopted in reporting are explained.			✓		The ESG Working Group started to work on the relevant item.	Sustainability Management <a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
C2.4	Principles adopted, signatory or member international organizations, committees and principles regarding sustainability have been disclosed to the public.			✓		The ESG Working Group started to work on the relevant item.	
C2.5	Improvements have been made and studies have been carried out in order to be included in the sustainability indexes of Borsa Istanbul and/or international index providers.	✓				The ESG Working Group started to work on the relevant item.	
<b>D. Corporate Governance Principles</b>							
D1	It takes the the opinions of stakeholders in determining sustainability-related measures and strategies.	✓					Sustainability Management <a href="https://www.emlakkonut.com.tr/en-US/sustainability-committee">https://www.emlakkonut.com.tr/en-US/sustainability-committee</a>
D2	It works on raising awareness on the sustainability issue and its importance through social responsibility projects, awareness activities and trainings.	✓					<a href="https://www.emlakkonut.com.tr/en-US/sustainability-report">https://www.emlakkonut.com.tr/en-US/sustainability-report</a>