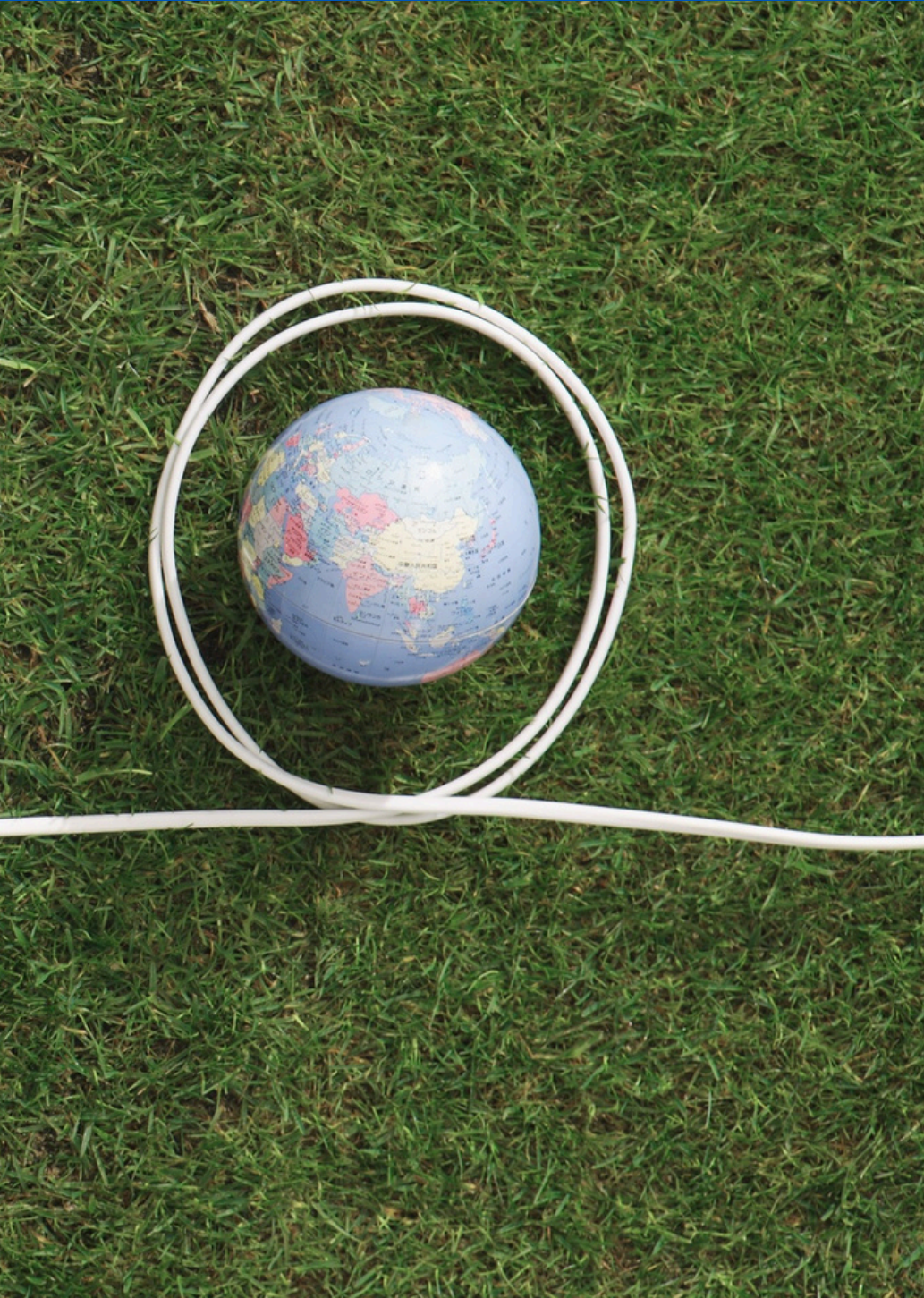




OEDAS

OSMANGAZİ ELEKTRİK DAĞITIM

SUSTAINABILITY REPORT
2024



This report presents the sustainability activities and targets carried out by OEDAŞ in 2024 and has been prepared by Enexion Group (Enexion Energy and Risk Consulting Inc.). All information and opinions presented in the report have been provided by OEDAŞ and do not claim to be exhaustive. The data and information included in the report have not been independently verified and are intended solely for informational purposes; they do not constitute investment advice.

OEDAŞ board members, employees, and reporting consultants shall not be held liable for any direct or indirect loss or damage that legal or natural persons may incur as a result of any data or information expressed in this report, the interpretations made within this context, or the assessments based on such interpretations. As of the date of preparation, all information and related documents presented in this report have been declared in good faith and are based on reliable sources.

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Enexion Group A.Ş.

TABLE OF CONTENTS

04 About The Report

05 Message from General Manager

06

About Company



- About Us
- Our Activities
- Economic Performance
- Our Awards
- Sustainability Milestones
- Memberships and Partnerships

16

Corporate Governance



- Vision, Mission and Values
- Board of Directors
- Executives
- Sustainability Approach
- Sustainability Governance
- Materiality Analysis
- Sustainability Goals
- Corporate Risk Management
- Ethics
- Information Security
- Stakeholder Relations

37

Environment



- Environmental Management Approach
- Energy Management
- Greenhouse Gas Emissions
- Climate Change
- Water and Wastewater
- Waste Management

53

Social



- Occupational Health & Safety
- Human Rights Approach
- Diversity, Equality and Inclusion
- Diversity, Equality and Inclusion Activities
- Gender Equality Program
- Human Resources Approach
- Community Relations
- Community Investments

68

Sustainable Service



- Customer Satisfaction
- R&D and Innovative Services
- Sustainable Supply

79

Appendices



- Performance Indicators
- GRI Content Index

ABOUT THE REPORT

We are committed to providing our stakeholders with comprehensive and up-to-date information about our activities through our annual sustainability reports. This year's OEDAŞ Sustainability Report reflects the social, governance, and environmental impacts of our operations and is aligned with the United Nations Sustainable Development Goals.

The OEDAŞ 2024 Sustainability Report highlights our initiatives and achievements between January 1, 2024, and December 31, 2024. Prepared in accordance with the GRI Standards, the information contained in this report is based on internal sources and has not been externally audited.

For any questions or feedback, please contact us at info@oedas.com.tr.

*This report is structured around 7 **high material** and 5 **material** issues identified as a result of the materiality analysis.*

These analyses guide us in achieving our long-term strategic goals by clarifying which areas we should focus on in our sustainability journey.





MESSAGE FROM GENERAL MANAGER

Dear Stakeholders,

The year 2024 has been a period in which OEDAŞ made tangible contributions to the environmental, social, and governance dimensions of sustainability and crowned its efforts with significant achievements. While providing uninterrupted energy to nearly 3 million people across Afyonkarahisar, Bilecik, Eskişehir, Kütahya, and Uşak, we continued to take firm steps toward a more sustainable future in line with Zorlu Holding's Smart Life 2030 vision.

Through our innovative solutions in energy distribution, we contributed to combating climate change. With our Partial Discharge Detection via Radio Frequency project, developed in the last quarter of 2023, we reduced network losses and emissions, earning the Low Carbon Hero Award at the 9th Istanbul Carbon Summit in 2024. Our smart grid investments and projects that enhance disaster resilience demonstrate both our environmental responsibility and our commitment to strengthening energy security across our service regions.

In the social sphere, we stood out with projects that prioritize social equity and community benefit. Through our Enerjimiz Eşit (Our Energy is Equal) project, we carried out initiatives to increase women's employment in the energy sector, receiving international recognition and awards. Our Can Dostlar (Dear Friends) project also became a symbol of our efforts to improve the living conditions of stray animals and migratory birds. From education to volunteerism, our wide range of social responsibility initiatives continued to create social value, starting from our region and extending across the country.

We strengthened our governance approach around the principles of transparency, accountability, and stakeholder engagement. Our distribution loss rates, which remained below the targets set by the Energy Market Regulatory Authority (EPDK), reflected the effectiveness of our operational management. The domestic software we developed in our R&D processes, along with our international collaborations and approved projects, further reinforced our pioneering role in the sector. By maintaining regular communication with our stakeholders, we enhanced our cooperation with local governments, universities, and public institutions, while fostering an inclusive management model that encourages employee participation.

The national and international awards we received in 2024 not only recognize our achievements but also reflect our unwavering commitment to sustainability. As we advance toward our net-zero emission targets — by 2030 for our operations and by 2040 across our entire value chain — we will continue to play a leading role in Turkey's energy transition through the value we create for the environment, society, and corporate governance.

I extend my sincere gratitude to my colleagues, whose dedication lies behind these accomplishments, as well as to our consumers, business partners, and all stakeholders who place their trust in us. Together, we will continue to build a sustainable energy system not only for today but also for the future.

Sincerely,

Fuat CELEPCI
General Manager, OEDAŞ



ABOUT COMPANY

OEDAŞ
OSMANGAZİ ELEKTRİK DAĞITIM



“ WE PROVIDE 24/7 UNINTERRUPTED SERVICE TO 2.85 MILLION PEOPLE. ”

ABOUT US

Osmangazi Elektrik Dağıtım A.Ş. (OEDAŞ), which was privatized on June 1, 2010, carries out electricity distribution activities across the provinces of Afyonkarahisar, Bilecik, Eskişehir, Kütahya, and Uşak. Our company was acquired by Zorlu Osmangazi Enerji Sanayi ve Ticaret A.Ş. in February 2017 and continues its operations under the umbrella of Zorlu Holding.

Operating across a total area of **49,419 square kilometers** and **serving approximately 2.85 million people**, OEDAŞ, with its **1,131 employees**, is dedicated to providing uninterrupted and high-quality energy throughout its region. As of 2024, there are over **2.1 million electricity subscribers** in our service area, the total energy entering the region is 9.7 billion kWh and a total distributed energy volume of **7.1 billion kWh**.

Our infrastructure consists of approximately **8,600 distribution transformers and 23,000 private transformers, along with 28,900 km of medium-voltage lines and 25,200 km of low-voltage lines**. With this robust grid structure, we aim to maintain the highest levels of energy supply security and customer satisfaction across our service regions.

All our activities at OEDAŞ are carried out in accordance with the regulations set by TEDAŞ (Turkish Electricity Distribution Corporation) and EMRA (Energy Market Regulatory Authority), both operating under the Ministry of Energy and Natural Resources of the Republic of Türkiye. Through recent updates to our corporate structure, we strive to conduct our processes in full compliance with technical standards and legislation—ensuring greater efficiency, effectiveness, and a stronger focus on sustainability.



OUR ACTIVITIES

As OEDAŞ, we operate in Region No. 15—one of Türkiye's 21 electricity distribution regions—providing exclusive electricity distribution services across the provinces of Afyonkarahisar, Bilecik, Eskişehir, Kütahya, and Uşak. Our services, reaching nearly 3 million people in the region, not only ensure uninterrupted energy supply but also contribute to the region's economic, environmental, and social development.

In carrying out our electricity distribution activities, we prioritize the principles of efficiency, reliability, and sustainability. Through continuous investments, we modernize our grid, strengthen our system with smart grid technologies, and enhance energy supply security.

By placing customer satisfaction at the core of our services, we aim to consistently elevate our quality standards. Supported by digitalization, innovation, and environmentally friendly practices, this approach positions OEDAŞ not merely as an electricity distribution company, but as a sustainable energy partner that creates lasting value for its region.



Operational Activities

- We aim to maximize consumer satisfaction by providing uninterrupted, high-quality energy to end-users.
- We prioritize ensuring the continuity of electricity supply.
- We plan and implement projects to minimize electrical outages and ensure service delivery.
- We work to reduce the duration and frequency of power outages.
- We construct additional facilities for existing networks.
- We plan and construct new distribution facilities.
- We carry out lighting projects.



Maintenance, Repair and Meter Activities

- We provide maintenance, repair, and troubleshooting services.
- We handle meter replacements.
- We manage consumer power on and off operations, as well as meter index readings.
- We manage project approval processes and meter calibration laboratories.



Customer and Supplier Processes

- We manage the processes related to the evaluation of connection applications.
- We evaluate new connection requests, monitor user complaints, and implement connection processes.
- We manage eligible consumer and supplier processes.
- We handle contracting and accrual processes for supply companies and generation companies that sell or intend to sell energy in our region.



Efficiency and Loss Management

- We monitor energy exchange in the region.
- We combat technical and non-technical losses.



R&D, Innovation and New Technologies

- We continue our R&D and innovation activities with a commitment to continuous improvement across all our service groups.
- We meet the energy demands of charging stations.



ECONOMIC PERFORMANCE

Investments

Number of Projects by Investment Type by Year			
	PROJECT COUNT (2022)	PROJECT COUNT (2023)	PROJECT COUNT (2024)
AG-OG	36		
LIGHTNING	5		
DM/ROOT	20		11
ENH	34		17
VOLTAGE TRANSFORMATION	4		
CONTACT	3		
KET	22	22	6
POWER QUALITY IMPROVEMENT		23	
VILLAGE NETWORK	17		39
UNDERGROUND	18		35
TOTAL	159	45	108

Total Cost Based on Investment Type by Year			
	2022	2023	2024
OSOS PHASE 4	27.206.034,53	-	-
BT INVESTMENTS	17.936.118,40	35.952.742,35	132.886.610,50
FACILITY TRANSFER	8.520.777,62	5.483.341,04	36.945.725,03
FEES PAID TO PUBLIC INSTITUTIONS AND ORGANIZATIONS	50.458.487,93	112.569.676,86	178.949.911,39
OTHER INVESTMENTS	36.063.014,07	19.930.649,37	6.912.804,89
BUILDING INVESTMENTS	-	-	273.324.396,43
ENH	501.970.012,44	-	231.034.999,53
DM/ROOT		-	47.578.148,15
VILLAGE NETWORK	260.495.152,91	-	244.439.352,82
CITY NETWORK UNDERGROUND	803.500.734,49	-	264.267.275,96
METER INVESTMENTS	-	48.855.049,95	97.114.272,40
POWER QUALITY IMPROVEMENT	-	253.693.251,23	-
KET	-	94.159.692,40	125.622.950,73
TOTAL	1.706.150.332,39	570.644.403,20	1.639.076.447,83

ECONOMIC PERFORMANCE

Highlighted Financials

Summary Income Table				
	2021	2022	2023	2024
Revenues	1.819.996.972	7.429.066.337	7.444.536.534	10.195.498.131
Gross Profit	833.846.175	1.158.167.835	2.707.658.325	2.836.213.329
Operating Profit/Loss	677.946.179	872.018.565	2.178.405.878	1.743.311.916
Operating Profit/Loss Before Financial Expense	771.720.140	1.158.580.722	2.763.140.508	2.786.928.064
EBITDA	844.660.337	1.407.889.002	1.839.362.227	3.689.808.015
Net Financial Expenses	421.767.369	701.523.571	1.250.807.905	2.240.686.261
Net Profit/Loss for the Period	237.512.021	325.087.180	1.132.853.160	-2.318.131.948
Gross Margin	0,28	0,28	0,36	0,28
EBITDA Margin	0,41	0,35	0,25	0,36

Economic Parameters				
	2021	2022	2023	2024
Divisional Assets	3.762.222.062	7.429.066.337	20.217.742.439	22.919.534.532
Revenues	1.819.996.972	4.034.705.057	7.444.536.534	10.195.498.131
Profits	324.309.902	424.050.040	1.444.885.260	-2.318.131.948
EBITDA	844.660.337	1.407.889.002	1.839.362.227	3.689.808.015

Summary Balance Sheet				
	2021	2022	2023	2024
Current Assets	1.475.863.197	3.219.207.027	3.926.441.629	2.319.531.425
Fixed Assets	2.286.358.865	4.209.859.309	16.291.300.811	20.600.003.107
Short-Term Liabilities	1.705.318.420	2.247.210.021	2.853.997.648	6.760.213.912
Long-Term Liabilities	1.122.578.997	3.365.102.144	2.388.445.144	584.431.988
Equity	934.324.644	1.816.754.172	14.975.299.647	15.574.888.632
Gross Financial Debt	1.525.457.409	3.519.187.020	2.734.232.549	1.483.568.110
Net Financial Debt	1.102.701.438	4.675.792.506	3.482.750.071	1.396.928.793

OUR AWARDS

Our sustainability journey continued to gain recognition both nationally and internationally in 2024. The initiatives we carried out in environmental, social, and governance areas—combined with our innovative projects, community-focused programs, and customer satisfaction practices—earned us several prestigious awards. These achievements stand as a strong testament to OEDAŞ's position not only as a leading energy distribution company but also as a pioneer contributing to sustainable development.



We Received the Low Carbon Hero Award!

The “Partial Discharge Detection via Radio Frequency” project developed by our R&D department was granted an award at the Low Carbon Heroes Award Ceremony held as part of the 9th Istanbul Carbon Summit. Through this system, which detects partial discharge faults in electricity poles, we prevent time and cost losses while also reducing our carbon footprint. By implementing this application—one of the few of its kind globally—we achieved a first in Türkiye. We take great pride in adding another award to our achievements with this innovative project that contributes to our sustainability vision.



Our Customer Satisfaction Was Crowned with a Stevie Award!



As we continue our electricity distribution operations in the provinces we serve, we prioritize customer satisfaction. Our efforts in this regard were recognized with a bronze award in the "Achievement in Customer Satisfaction" category of the Stevie International Business Awards, which received over 3,600 applications from around the world. Having received the "Best Technical Support Solutions" award last year, OEDAŞ achieved international success in customer satisfaction by winning its second Stevie award in a different category this year.



Another New Award for the Dear Friends Project!

Our Can Dostlar (Dear Friends) project, which continues to grow through the voluntary participation of our employees, achieved remarkable success at the 17th Gönülden Awards. Aiming to improve the living conditions of stray animals and protect migratory birds, our project quickly expanded with the support of local communities, NGOs, and municipalities. This meaningful achievement was recognized with an award from the Private Sector Volunteers Association. Reaching a total of five awards in 2024, this milestone demonstrates our continued commitment to setting an example by combining social and environmental responsibility with innovative approaches.

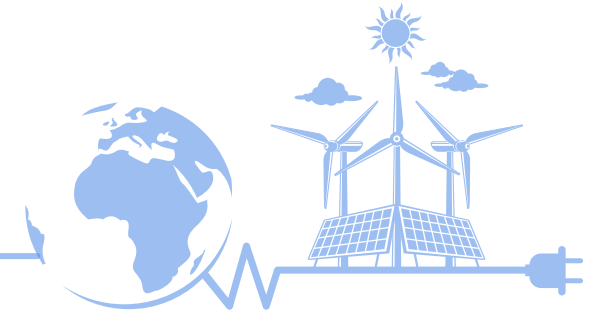




We Won Two International Awards for Our Projects!

We were honored with two awards at the United Kingdom's prestigious Best Business Awards. Our **Enerjimiz Eşit (Our Energy is Equal)** project received the **Equality, Diversity & Inclusion Program Award**, while our **Partial Discharge Detection** via Radio Frequency Emissions project earned the Climate Action Award.

Our Enerjimiz Eşit (Our Energy is Equal) project, which focuses on increasing women's employment in the energy sector, strengthening gender equality, and raising awareness through training programs in vocational high schools, stood out for its social impact. Meanwhile, our Partial Discharge Detection via Radio Frequency Emissions project was recognized for its innovative contribution to climate action, as it enables the detection of only faulty poles and prevents unnecessary inspections.



SUSTAINABILITY MILESTONES

2017

Our company was taken over by Zorlu Osmangazi Energy Industry and Trade Inc.

Management systems, including the ISO 14001 Environmental Management System, were installed and accreditation documents were obtained.

2018

Compliance and remediation activities for the sites have been completed within the scope of environmental legislation.

Necessary permits have been obtained pursuant to the legislation.

2019

Our carbon emissions have been verified for the first time.

Sustainability Working Groups have been established, and the publication of our Sustainability Report is planned.

2020

We offered OHS and Environmental Training to our employees through our Training Portal.

We published our first report on the CDP Climate Change Program.

We published our first sustainability report.

2021

Our CDP Climate Change Program score rose two notches to B.

We won a silver medal at the European Bank for Reconstruction and Development (EBRD) Sustainability Awards for our Gender Equality program in 2019-2020.

2022

As a result of our sensitivity to our suppliers, we achieved an A in the SER (Supplier Evaluation Risk Rating).

We maintained our score in the CDP Climate Change Program and were rated at level B.

2023

Our "Can Dostlar" project won two international awards in total, from the Best Business Awards and the Stevie International Business Awards.

Our "Energy is Equal" project won two awards from the Women-Friendly Brands Platform and the Social Benefit Awards.

We received a bronze award in the "Best Technical Support Solutions" category at the Stevie International Business Awards.

Our FlexiGrid project received the Visionary Project Jury Special Award from EMRA and ELDER. A Climate Change Vulnerability Assessment and Resilience Strategies were determined.

A Habitat Assessment and Mapping Project was conducted.

A Biodiversity Management and Monitoring Plan was developed.

A Biodiversity Action Plan was prepared.

2024

Significant success was achieved in project applications submitted to the Energy Market Regulatory Authority (EMRA) in January 2024, with a total of six projects accepted, two of which were domestic software ecosystems.

Our "Soul Friends" project was recognized by the Private Sector Volunteers Association at the 17th Heartfelt Awards.

We published our 4th Sustainability Report.

ISO 18295-1 and ISO 18295-2 accreditation certificates were received for our Call Center. The process of updating the Environmental Social Governance (ESG) strategy has begun.

Preparations for the Business Continuity Management System have begun.

We continued to maintain our CDP score.

MEMBERSHIPS AND PARTNERSHIPS

As OEDAŞ, the strong collaborations we build with our stakeholders and the memberships we maintain play a key role in amplifying the social, environmental, and economic impacts of our sustainability journey. The joint initiatives we carry out with a wide range of partners—from public institutions and non-governmental organizations to universities and professional chambers—enable us to enhance social benefit, contribute to regional development, and advance our mission of creating sustainable value. In this context, the partnerships and memberships we actively maintain at both local and national levels constitute one of the fundamental pillars of our corporate responsibility approach.

Non-Governmental Organizations, Municipalities, and Public Institutions We Collaborate With

- Afyon Kocatepe University
- Afyonkarahisar Municipality
- Afyonkarahisar Provincial Directorate of Environment, Urbanization, and Climate Change
- Afyonkarahisar Provincial Directorate of National Education
- Afyonkarahisar District Municipalities
- Afyonkarahisar District Governorships
- Afyonkarahisar Governorship
- Mother Child Education Foundation (AÇEV)
- Bilecik Provincial Directorate of Environment, Urbanization, and Climate Change
- Bilecik Provincial Directorate of National Education
- Bilecik Şeyh Edebali University
- Darüşşafaka
- Eskişehir Metropolitan Municipality
- Eskişehir Provincial Directorate of Environment, Urbanization, and Climate Change
- Eskişehir Odunpazarı Municipality
- Eskişehir Regional Directorate of Forestry
- Eskişehir Tepebaşı Municipality
- Animal Rights Federation (HAYTAP)
- Women's Labor Support Foundation (KEDV)
- Kütahya Governorship
- Forest Management Directorates
- Republic of Turkey Ministry of Culture and Tourism (Phrygia Project)
- Turkish Spinal Cord Paralytics Association (TOFD)

Institutions and Organizations We Are Members of

- Afyonkarahisar Chamber of Commerce and Industry
- Afyonkarahisar Governorship Women's Cultural Centers
- Bilecik Chamber of Commerce and Industry
- Electricity Distribution Services Association (ELDER)
- Chamber of Electrical Engineers (Bilecik, Eskişehir, and Kütahya Branches)
- Chamber of Electrical Technicians (Afyonkarahisar, Bilecik, Eskişehir, and Kütahya Branches)
- Eskişehir Chamber of Commerce
- Chamber of Industry (Bilecik, Eskişehir, and Kütahya Branches)
- Consumer Protection Association (TÜKODER)



CORPORATE GOVERNANCE

OEDAŞ
OSMANGAZİ ELEKTRİK DAĞITIM

VISION, MISSION AND VALUES



VISION

In electricity distribution services, we closely follow the latest technological developments, adapt them to our systems, and deliver them to our consumers to ensure the continuity of energy flow. By continuously monitoring our distribution systems, we work diligently to guarantee uninterrupted energy supply to end users. Guided by scientific advancements, we consistently update all our systems in line with contemporary needs, considering not only today but also the future. Through the training programs we provide to our employees, we aim to achieve excellence in delivering high-quality service.



MISSION

We ensure that electricity distribution services in our regions of Afyonkarahisar, Bilecik, Eskişehir, Kütahya, and Uşak are provided to all users equally—with quality, continuity, and environmental responsibility.



VALUES

As Osmangazi Elektrik Dağıtım A.Ş., we touch the lives of approximately 2.85 million people across our distribution region comprising Afyonkarahisar, Bilecik, Eskişehir, Kütahya, and Uşak, focusing on ensuring a sustainable energy supply. While serving the people whose lives we impact, we operate in full alignment with our Ethical Principles.

WE ARE INNOVATIVE AND PIONEER...

In all our activities aimed at providing the best service to our consumers within our service region, we value innovation and creativity. We invest in innovation, technology, design, and R&D, striving to be a pioneer of change and a leading address for firsts in our country.

WE ARE HONEST, HARD-WORKING AND RESPONSIBLE...

As Osmangazi Elektrik Dağıtım A.Ş., guided by our core principle — “Be honest, be hardworking, be responsible” — we work diligently to build a better future for our country and our people. In carrying out our work, we establish ethical and transparent relationships with all our stakeholders and conduct our business in full compliance with the law.

WE ARE RELIABLE, TRANSPARENT AND OPEN...

As Osmangazi Elektrik Dağıtım A.Ş., we operate with a corporate governance approach that upholds transparency and accountability in all our activities.

WE WORK WITH THE GOAL OF CREATING VALUE FOR THE COUNTRY AND SOCIETY...

We aim for all the work we do and every project we implement to create shared value for our country and society.

WE BELIEVE IN THE POWER OF PRODUCING TOGETHER...

Our employees are our greatest strength. We consider their training and personal development as an integral part of our corporate culture and strive to create a participatory work environment and culture where they can realize their full potential.

WE WORK TO ADD MORE STRENGTH TO OUR COUNTRY...

We believe that our existence depends on the existence of our country; we have full confidence in our nation and wholeheartedly embrace domestic production. Guided by this belief, we strive to ensure that all our activities contribute to the national economy and create added value.

WE MANAGE OUR ACTIVITIES WITH A SUSTAINABILITY CONCEPT...

We ensure that all our activities comply with our sustainability strategy for a more livable world.



BOARD OF DIRECTORS

The greatest strength behind EDAŞ's sustainable growth journey lies in its Board of Directors, which guides the company with its members' extensive experience and expertise across diverse fields. Our board members, with backgrounds ranging from the energy sector to finance, law, public administration, and international trade, play a pivotal role in shaping OEDAŞ's strategic vision.

Comprising four male and two female members, our Board of Directors reflects a governance approach that promotes diversity and inclusiveness. The valuable contributions of our female members in the fields of law and public administration bring a more balanced, inclusive, and innovative perspective to the Board's decision-making processes.

Each of our members, experts in their respective fields, bring years of sectoral experience, financial discipline, and national and international management expertise. This ensures that OEDAŞ operates with a strong culture of corporate governance, safeguarding not only our current operations but also our long-term sustainability goals.



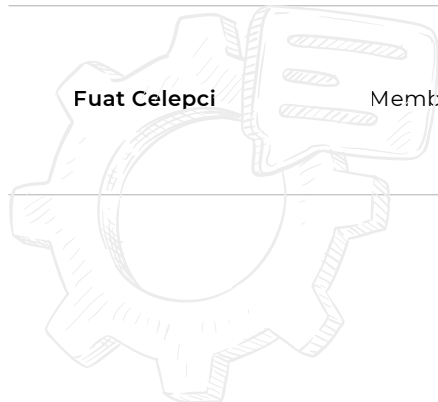
BOARD OF DIRECTORS MEMBERS

Boarf of Directors Member	Duty	Education / Sectoral Background	Financial Experience/Education	Experience	Career Summary
Özer Ekmekçiler	President	METU - Industrial Engineering	-	1980 - 45 Years	He started at Desa in 1980. He worked as the Financial Affairs GMO at Pınar Entegre Et. Since 1989, he worked as the Deputy General Coordinator and Cevher Casting GM at Cevher Group. In 1996, he became the Raksev GM.
Burhan Cahit Tokcan	Deputy President	ITU - Mechanical Engineering	-	1979 - 46 Years	He started working at the NATO Infrastructure Department in 1977. 1979-81 Profilo Teletrans Factory Department Manager. 1982-2000 Zorlu Brode-Boya Çorlu Facilities Founder General Manager.

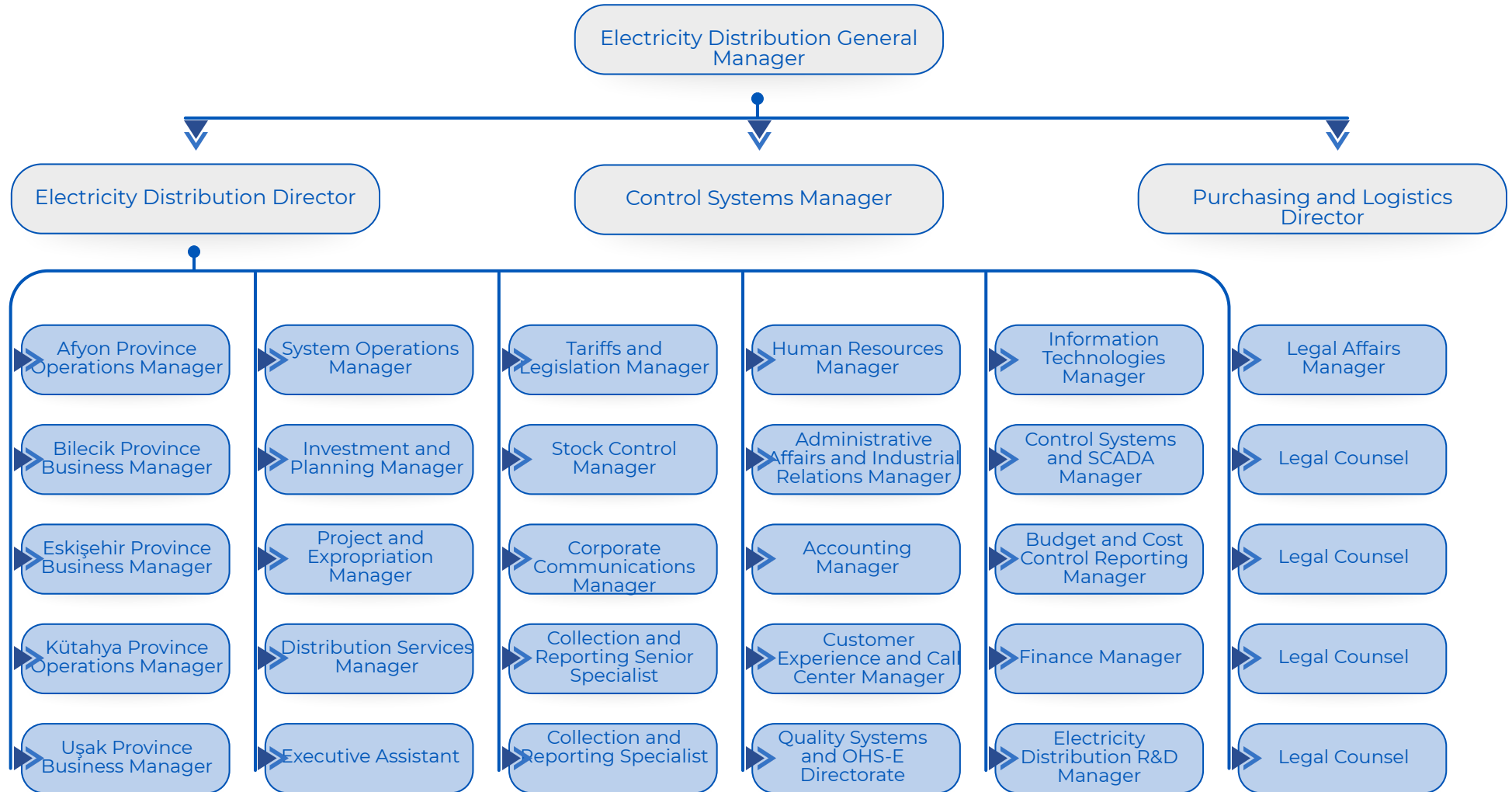


BOARD OF DIRECTORS MEMBERS

Boarf of Directors Member	Duty	Education / Sectoral Background	Financial Experience/Education	Experience	Career Summary
Hacı Ahmet Kılıçoğlu	Member	University of Essex – Economy	University of Essex – Economy	1979 – 46 Years	Ministry of Industry and Technology in 1979, İş Bankası specialist assistant in 1980, Türk Eximbank from 1987 to 2010, GM and Board Member from 1998 to 2010
Mine Hatice Taygun	Member	Ankara University Faculty of Law	-	2021 – 5 Years	İş Bankası, Garanti Bankası legal advisor; White & Case partner; HSBC Chief Legal Counsel. Freelance lawyer since 2010, mediator since 2017
Nilgün İpek	Member	Ankara University Faculty of Political Sciences – Economics/Finance	Ankara University Faculty of Political Sciences – Economics/Finance	2021 – 5 Years	Deputy of the Council of State in 1979. Investigating Judge in 1981. Senior Investigating Judge in 1994. Member of the Council of State in 2007. Member of the Supreme Electoral Council (YSK) from 2010–2016. Member of the 3rd and 9th Chambers of the Council of State after 2016.
Fuat Celepci	Member	METU – Civil Engineering, Bilkent University Master of Laws	-	1982 – 43 Years	1982 Turkish Electricity Authority Civil Engineer. 1984–2005 BOTAŞ (1999–2005 GMY & Board Member). Retired from BOTAŞ General Consultant in 2012



EXECUTIVES



SUSTAINABILITY APPROACH

As OEDAŞ, we operate in alignment with the ESG strategy of Zorlu Enerji and in full commitment to the Smart Life 2030 vision of Zorlu Holding, of which we are a 100% indirect subsidiary. Within this framework, while ensuring 24/7 continuity of energy supply, we regard sustainable economic growth as one of our top priorities.

Our sustainability strategy is built on conducting all our operations with respect for the environment, society, and stakeholder expectations, while delivering uninterrupted service through an ethical and innovative business model. In this direction, we enhance energy efficiency, reduce our environmental impacts through smart grid investments, and create long-term value for our service region.

At the same time, we align our actions with the United Nations Sustainable Development Goals (SDGs), ensuring consistency with the global sustainability agenda. We implement projects in key areas such as energy efficiency, climate change mitigation, gender equality, decent work, and economic growth—defining our goals in harmony with the SDGs.

Based on our prioritization analyses, we have identified our sustainability priorities by considering both stakeholder expectations and the critical issues of our sector. Fulfilling our environmental responsibilities, supporting the development of our employees, enhancing our social contribution, and strengthening our robust corporate governance structure form the foundation of these priorities.

In line with these priorities, we have set concrete goals in areas such as combating climate change, enhancing the resilience of our energy infrastructure, promoting women's employment, advancing digitalization, and increasing customer satisfaction. These goals not only guide the strategic direction of our company but also contribute to the social and environmental development of the regions we serve.



SUSTAINABILITY GOVERNANCE

At OEDAŞ, a robust governance structure has been established to ensure the effective management of sustainability efforts at the corporate level and to embed sustainability practices across the entire organization. At the core of this structure lies the Sustainability Committee, supported by eight thematic Working Groups operating under its umbrella in line with our focus areas. These Working Groups collaborate with five local Working Groups established across our service provinces—Afyonkarahisar, Bilecik, Eskişehir, Kütahya, and Uşak—to bring our sustainability approach into action on the ground.

Each Working Group is led by experienced leaders and operates directly under the authority of the Sustainability Committee. The Working Group Leaders, who also serve as members of the Committee, prepare biannual progress reports for senior management and play a crucial role in strategic decision-making processes.

The Sustainability Committee holds broad responsibilities—from defining the company's sustainability strategy and objectives to ensuring their effective implementation, monitoring progress, and evaluating performance. The Committee reviews and updates OEDAŞ's sustainability strategy annually, develops the necessary action plans, and conducts ongoing assessments to measure, monitor, and continuously improve the impact of its practices.

Working in close collaboration with senior management, the Committee shares key developments and potential financial impacts related to sustainability twice a year during dedicated meetings. This ensures that strategic decisions, budget planning, and new investments are shaped within a strong governance framework.

Through this structure, OEDAŞ's sustainability vision has evolved beyond being merely a strategic objective—becoming an integral part of our corporate culture, embraced and actively supported by all our employees.

SUSTAINABILITY COMMITTEE

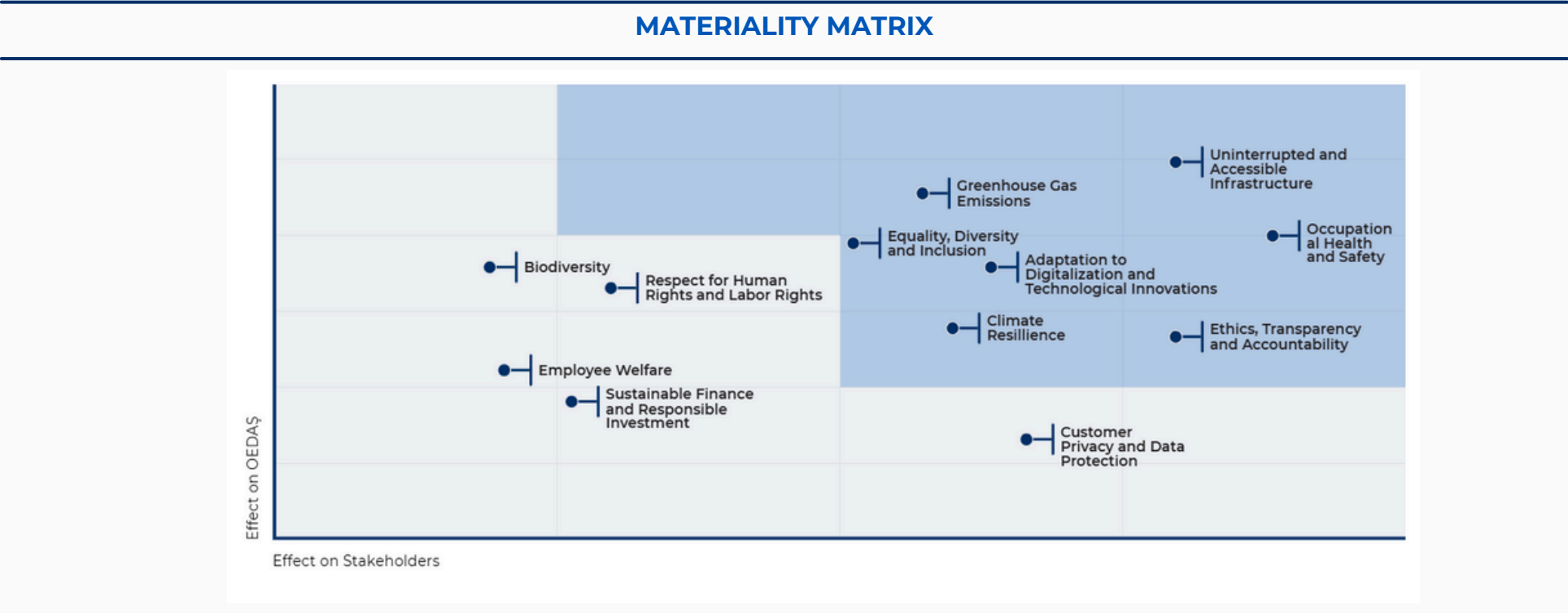


MATERIALITY ANALYSIS

To ensure that our sustainability strategy is built on a strong foundation and aligned with stakeholder expectations as well as global trends, we conducted a comprehensive materiality analysis. Throughout this process, we gathered insights from both our internal and external stakeholders to identify the most critical topics that influence our operations and areas of impact.





As part of the analysis, we carried out surveys with a broad group of stakeholders to assess their sustainability priorities and directly reflect their expectations in our strategic agenda.


In addition to local stakeholder input, we also incorporated global sustainability trends into our strategy by considering sector-specific priority topics outlined by international standards and indices such as S&P Global, MSCI, the World Economic Forum (WEF), and SASB. As a result of these efforts, we developed our Materiality Matrix, which evaluates both stakeholder expectations and the sustainability issues that hold strategic importance for our company. This matrix clearly identifies our priority areas and serves as a guide for shaping OEDAŞ's sustainability roadmap—covering a wide range of topics from environmental impact management and social contribution to governance transparency and digitalization.



SUSTAINABILITY GOALS

We view our sustainability approach as extending beyond our current operations, shaping our roadmap through concrete, forward-looking goals. The targets we have set—derived from our materiality analysis and stakeholder expectations—have been designed in alignment with the United Nations Sustainable Development Goals (SDGs). We aim to make every step we take in the environmental, social, and governance domains measurable, monitorable, and improvable, thereby advancing our sustainability vision through clearly defined and actionable objectives.

Topic	Related SDG	Goal Topic	Metric	Goal	Base Year	Target Year
Greenhouse Gas Emissions		Becoming net zero in operational activities (Scope 1 + Scope 2)	tCO2e	Net Zero	2021	2030
Greenhouse Gas Emissions		Becoming net zero across the entire value chain (Scope 1 + Scope 2 + Scope 3)	tCO2e	Net Zero	2021	2040
Biodiversity		Investing in protecting and improving biodiversity	TRY	10 Million TRY	2020	2040
Customer Satisfaction		To be one of the most desired electricity distribution companies to work with in our country and region.	There is no measurable metric.	-	2020	-

Topic	Related SDG	Goal Topic	Metric	Goal	Base Year	Target Year
Diversity and Inclusion		Increasing the proportion of female employees at management levels	%	40%	2020	2030
Occupational Health & Safety		Achieving the targeted workforce loss accident rate	Count	0	2020	2030
Community Relations		To continuously increase the local socio-economic benefits we create through our business model and social investments.	There is no measurable metric.	-	2020	-
Sustainable Growth		To provide all new project financing needs in Turkey from sustainable instruments.	There is no measurable metric.	-	2020	2030

CORPORATE RISK MANAGEMENT



Corporate Risk Processes

At OEDAŞ, we consider risk management an integral part of our business. Through our integrated risk management systems, we identify and assess risks, determine their potential impacts on our operations, and develop appropriate action plans to eliminate or minimize these effects. In doing so, we integrate our strategic plans into our business processes and maintain a consistent, measurable, and coherent risk management cycle aligned with our short- and long-term objectives. This approach also reflects the sustainability culture embraced by our senior management.

Our risk management procedure consists of the following steps: identification, assessment, impact analysis, action planning, monitoring, and improvement. At each stage, field findings and corporate performance indicators are evaluated together; the effectiveness of the measures taken is reviewed regularly and promptly updated when necessary. This enables us to detect early warning signals of potential risks and manage them effectively without causing disruptions to our processes.



Early Risk Detection Committee (ERSK)

Operating under the Corporate Risk Management Department (CRMD), the Early Risk Detection Committee (ERSK) functions as the early warning and coordination center of our risk management structure. The Committee's main responsibilities include:

- Early identification of risks,
- Monitoring the implementation of risk mitigation measures,
- Reporting risks to the Sustainability Committee.

Key decisions implemented based on the findings of the ERSK have significantly strengthened our resilience against potential risks. These include the renewal of physical infrastructure through 900 km of underground cabling, new energy investments and transformer station upgrades, and the initiation of academic modeling studies addressing climate risks with projections extending to 2070. These actions not only secure our operational continuity but also ensure that our investment plans remain aligned with our risk mitigation priorities.



Environmental, Social, Governance (ESG) Risks

At OEDAŞ, we place the effective identification, assessment, and management of environmental, social, and governance (ESG) risks at the core of our corporate priorities. We implement this approach through our integrated management systems, certified under ISO 9001, ISO 14001, and ISO 45001, which ensure a structured and accountable framework. Our system is designed in alignment with EBRD and IFC Performance Standards, serving as a critical tool to identify potential risks at an early stage, mitigate their impacts, and ensure sustainable operations.

Within this comprehensive framework, we ensure the active involvement of all our stakeholders—from employees to contractors and suppliers—while promoting a strong risk management culture across the organization through regular training and awareness programs. We also continuously assess potential impacts on biodiversity, climate change, and local communities, and implement preventive measures for social and environmental risks in a planned and transparent manner. Through this approach, we ensure full compliance with regulations and strengthen the trust of our stakeholders.

ESG Risk Table

Risk Area	Risk Type	Possible Impacts	Response / Taken Measures
Climate Change	Acute Risks: Flood, hail, fire	Damage to lines, power outages, decrease in customer satisfaction	Underground cabling, infrastructure reinforcements, disaster resilience projects
	Chronic Risks: Drought, precipitation changes	Excessive use of water pumps, transformer failures, increased maintenance costs	Infrastructure renewal investments, new investment program worth approximately 1.6 billion TL
Supply Chain	The proliferation of renewable energy sources	Capacity mismatches in transmission and distribution lines, supply security risks	Infrastructure renewals and updating of investment plans with TEDAŞ coordination
Product Safety & Technology	Intelligent systems (SCADA, MCR, BD4OPEM, BD4NRG)	Cybersecurity vulnerabilities, service interruptions, data security breaches	ISO 27001 Information Security Management System implementation, continuous auditing and updates





Risks from Climate Change

For OEDAŞ, climate change represents one of the most critical risk areas—not only from an environmental perspective but also in terms of operational and social impacts. Therefore, climate-related risks are categorized as “significant” or “highly significant” within the company’s risk management model.

Our risk management process operates as follows:

- Risks are first identified by the relevant departments.
- Department managers classify and conduct a preliminary assessment of these risks.
- Priority risks are reported to the Sustainability Committee.
- The Committee then shares these risks with the Corporate Risk Management Department (CRMD).

- The Corporate Risk Management Department (CRMD) re-evaluates the identified risks, assigns their severity levels, and places them within the risk matrix.
- Based on the matrix results, “significant” and “highly significant” risks are reported to the Executive Committee and the Board of Directors.
- The required actions, related budgets, and progress updates for these risks are presented to senior management through the Sustainability Committee’s periodic reports.
- When deemed appropriate, senior management approves and allocates budgets for these actions.

Through this systematic process, we proactively manage both acute and chronic risks associated with climate change, ensuring uninterrupted business continuity, operational safety, and customer satisfaction.

Risk Type	Risk Definition	Risk Degree	Action
Current Regulations	Existing binding regulations on emissions control	Low	There is currently no binding emissions regulation applicable to our organization. However, our emissions are calculated annually in accordance with the ISO 14064:2019 standard and verified by accredited institutions. As an electricity distribution company, we are required to comply with EMRA (Energy Market Regulatory Authority) service standards. In 2024, we successfully remained below EMRA’s target loss rate of 7.04%, achieving a loss ratio of 6.98%, which represents our largest source of emissions.
Potential Occuring Regulations	Possible and binding regulations regarding emissions control	Low	We carry out our investment activities within the framework of regulations set by the Ministry of Energy and Natural Resources, EMRA (Energy Market Regulatory Authority), and TEDAŞ (Turkish Electricity Distribution Corporation). Our emissions are calculated annually in accordance with the ISO 14064:2019 standard and verified by accredited institutions. In addition, a roadmap has been established to prepare for potential future emission reduction regulations.



Risk Type	Risk Definition	Risk Degree	Action
Technology	The technological infrastructure required for the transition to a low-carbon economy	High	To reduce loss and leakage rates, our lines are being renewed and our network is being rejuvenated. Remote interventions are being made through SCADA and AMR systems, resulting in fuel consumption savings.
Regulatory	The impact of climate-related regulations on operations	Low	Global legal regulations are being monitored, climate-related lawsuits and their outcomes are being monitored.
Market	Shifts that will disrupt the supply and demand balance, changes in consumer preferences and the need for adaptation	High	Energy efficiency projects are being implemented, and studies are being carried out to make it more suitable for distributed energy within the scope of regulations.
Reputation	Public perception of the company's contribution to the transition to a low-carbon economy	High	Stakeholder expectations are measured through surveys, and transparent communication is ensured through CDP and sustainability reports. Emission reduction projects are being implemented.
Acute Physical Risks	Physical damage caused by extreme weather events that may occur due to climate change	High	Electricity distribution networks are being renewed, lines are being moved underground, and projects are being carried out to increase the resilience of facilities.
Chronic Physical Risks	The impact of climate shifts and changes in parameters such as precipitation regime, wind and temperature	High	Forecasts and models are being made based on scenario analysis. Cable systems, transformers, and distribution lines are being renewed.



ETHICS

Ethical Approach

At OEDAŞ, we conduct all our operations with fairness, integrity, and transparency—without compromising our corporate values. We ensure full compliance with national legislation and international regulations, viewing the protection and advancement of ethical standards in the business world as a fundamental responsibility.

Respect for human rights, the protection of employee rights, the promotion of equal opportunities, and adherence to ethical principles are integral to our way of doing business. We strictly prohibit any form of discrimination, child labor, or forced labor within our workplace. Our employees are evaluated solely based on their performance and supported by a fair compensation system.

Our ethical approach extends beyond internal operations to encompass our relationships with business partners and all stakeholders. In every process, we act with honesty, transparency, and accountability, aiming to foster and strengthen a trust-based business culture.

Ethical Values and Regulations

At OEDAŞ, all our employees are required to comply with the Code of Ethics Regulation in all business processes. This regulation covers a broad range of topics, including donations, gifts, conflicts of interest, environmental awareness, occupational health and safety, dress code, and social media use. The rules outlined in the regulation apply not only to our employees but also to our suppliers, business partners, dealers, authorized resellers, and service providers.

The Ethics Committee is responsible for ensuring the implementation of ethical principles and evaluating potential violations. Acting under the authority of the General Manager and consisting of at least three members, the Committee works to promote and embed an ethical culture across the company. It is also responsible for reviewing violations, conducting investigations, and initiating disciplinary actions when necessary.

The Zorlu Holding Code of Ethics, to which we are bound as an affiliate, serves as a guiding framework for OEDAŞ. In this context, we maintain trust-based, transparent, and ethical relationships with all our internal and external stakeholders, contributing to the development of a shared ethical culture.



Notification Mechanisms

We have established a transparent reporting system at OEDAŞ to ensure that our employees can safely share situations they consider contrary to ethical rules, as well as their views, suggestions, and complaints on issues that require improvement.

Our employees can reach us at any time via the Ethics Hotline (0850 223 02 34) and the email address etik@oedas.com.tr. In addition, the suggestion boxes located in our offices and in-person reporting options support easy access for our employees.

The reporting process proceeds in four stages:

- Receipt of the report
- Registration
- Evaluation
- Determination of the actions to be taken

All these steps are carried out with the confidentiality of our employees protected. Furthermore, to enhance the accessibility of reporting mechanisms, we have implemented the Management Employee Ambassadors practice. Through this system, employees can convey their suggestions and complaints via designated ambassadors, and solutions to their issues are produced in the shortest possible time.



Strengthening Our Ethical Culture

At OEDAŞ, the sustainability of our ethical culture depends not only on having written rules but also on the commitment of all our employees to uphold these values. With this understanding, we regularly organize training programs and awareness activities to support the adoption and internalization of our ethical principles.

Under the supervision of the Ethics Committee, these initiatives raise awareness among our employees on a wide range of ethical topics—from conflict of interest and anti-corruption to occupational health and safety, and information security. We also conduct similar awareness activities for our business partners and suppliers to ensure that ethical standards are upheld throughout our entire value chain.

Guided by the principles of transparency, fairness, and accountability that lie at the heart of our corporate culture, we encourage every employee to take an active role in ethical processes. In this way, the ethical culture at OEDAŞ is not merely a principle—it has become an integral part of our daily way of doing business.



Our Global Compact Commitment

Since 2020, OEDAŞ has been a participant in the United Nations Global Compact (UNGC). Through this commitment, we pledge to uphold the ten universal principles in the areas of human rights, labor standards, environment, and anti-corruption, and we conduct all our operations in alignment with these principles.



INFORMATION SECURITY

Information Security Approach

At OEDAŞ, we recognize that in an increasingly digital world, information security is one of the most critical elements for ensuring business continuity and maintaining stakeholder trust. In this regard, we comply with international standards through our **ISO 27001 Information Security Management System (ISMS) certification** and protect all our information assets with the highest security measures.

Our management not only implemented this system but also allocated the **necessary resources for its continuous improvement**. To ensure that all employees embrace this approach, we organize awareness programs and promote a strong information security culture throughout the organization.



All our commitments, processes, and priorities regarding information security are safeguarded under the **OEDAŞ Information Security Policy**, which is publicly available.

Risk Management and Prevention of Violations

At OEDAŞ, we regularly **identify, assess, and control** information security risks. This process, carried out in accordance with the ISO 27001 standard, enables the early detection of potential threats and minimizes their impacts through appropriate preventive measures.

All our employees receive information security training, and any actual or suspected security breaches are promptly reported to the relevant departments for immediate action. In this way, we safeguard both our existing systems and our future digital transformation projects.



Our Physical and Digital Security Measures

Information security at OEDAŞ is not limited to our digital systems; physical security measures also constitute an essential part of our policy.

- All our buildings and facilities are protected by camera surveillance and on-site security measures, ensuring 24/7 protection.
- Access controls are meticulously implemented to prevent unauthorized entry, and after-hours employee access is carefully logged.
- High-value materials stored in warehouses and depots are safeguarded through both camera systems and security personnel.

In addition, to ensure the continuity of digital security, our systems undergo regular periodic checks, and all computers and devices are inspected after working hours to minimize potential vulnerabilities.

STAKEHOLDER RELATIONS

Stakeholder Compliance and Continuous Improvement

Our information security policy extends beyond internal operations to cover our relationships with business partners and suppliers. All contracts with third parties include carefully drafted provisions on information security, and our activities are carried out in accordance with the procedures of the ISO 27001 Information Security Management System.

At OEDAŞ, we regularly monitor legal requirements and industry standards, updating our information security processes accordingly. The effectiveness of our system is periodically reviewed by independent parties and continuously improved in line with our commitment to ongoing enhancement.

Through this approach, we not only secure our own operations but also build trust-based and sustainable relationships with our stakeholders.

Stakeholder Engagement

At OEDAŞ, we shape our sustainability journey not only through our internal processes but also through strong and transparent communication with all our stakeholders. We attach great importance to regularly informing all groups affected by or contributing to our activities, considering their views and suggestions, and involving them in our decision-making processes.

In this regard, we employ various communication methods and platforms for both our internal and external stakeholders, holding regular consultations in line with their expectations and needs. Through this approach, we not only enhance our operational transparency but also advance our social, environmental, and economic value creation goals with a shared vision.



Stakeholder Group	Stakeholder Type	Stakeholder Communication Platforms and Methods	Consultation Topics	Communication Frequency
Mukhtars in the Area of Influence	External	Meetings, Visits, Phone Calls, Website, Social Media, Brochures, Posters, SMS, Satisfaction Measurements	Environmental and social impacts, project activities, complaint management, land acquisition, expropriation and CSR activities, community health and safety, outage notifications	At least three times a year
Neighboring Communities and Businesses	External	Website, Media Announcements, Brochures, Flyers, Posters, Face-to-Face Meetings	Activities that may cause disturbance, project updates (traffic disruptions, dust/noise generation, public health and safety)	At least three times a year



Stakeholder Group	Stakeholder Type	Stakeholder Communication Platforms and Methods	Consultation Topics	Communication Frequency
Local Communities in the Business Area (Afyonkarahisar, Bilecik, Eskişehir, Kütahya, Uşak)	External	Meetings, Visits, Brochures, Public Meetings, Consultations, Website, Social Media, Bulletin Boards, Posters	Activities and project updates that may cause disturbance (traffic disruptions, dust/noise generation, community health and safety)	At least three times a year
Sensitive Groups	External	Meetings, Visits, Brochures, Public Meetings, Consultations, Website, Social Media, Posters, Posters, SMS	Proje aşamaları, şikâyet yönetimi, arazi edinimi, kamulaştırma ve KSS faaliyetleri, trafik güvenliği, toplum sağlığı ve güvenliği, ilerleme bilgisi, kesinti bildirimleri	At least three times a year
Media	External	Consultations, Press Releases, Press Conferences, Interviews, Social Media, Press Release	Project activities, CSR information, reputation management	At least four times a year
Financial Institutions	External	Meetings, Teleconferences, Reporting, Phone Calls	Project information and updates	At least three times a year
Official Institutions, Public Institutions, Municipalities and Regulatory Authorities	External	Meetings, Face-to-Face Meetings, Written Notifications to Local Authorities, Posters, Flyers, Brochures	Project updates, permits, information, interruption notifications, satisfaction, gender equality studies, joint CSR activities	At least three times a year



Stakeholder Group	Stakeholder Type	Stakeholder Communication Platforms and Methods	Consultation Topics	Communication Frequency
PAPs Directly Affected by Projects and Land Acquisition-Related Activities	External	Written Notices, Information Documents, Posters, Face-to-Face Meetings, Negotiations, Protocols	Legal rights of landowners, expropriation, easement procedures, project updates	At least three times a year
Directly Affected Relevant Professionals (Electrical Technicians / Engineers)	External	Face-to-Face Meetings, Phone, SMS, Mobile Application, Email, Website, Authorization Trainings	Project information and updates	At least two times a year
Customers	External	Website, Media Announcements, Brochures, Written Notifications to Administrative Authorities, Customer Services, Call Centers, Social Media, SMS	Project information and updates	At least three times a year
Worker Unions	External	Face-to-Face Meetings	Project information, workforce and working conditions	Once in a year
Civil Society Organizations and Professional Chambers	External	Face to Face Meetings, Telephone, Email, Postal Mail, Periodic Meetings, Website, Media Announcements, Press Releases	Project information and updates, gender equality studies, joint CSR activities	At least two times a year
Suppliers and Business Partners	External	Common Projects	Project/operation information and updates	At least two times a year
Educational Institutions	External	Web site, Common Projects	Project information and updates, gender equality studies, CSR activities	At least four times a year
Investors	External	Meetings, Teleconferences, Web Broadcasts, General Assembly, Website, Online Surveys	Project information and updates	At least three times a year
International Labor Organisation	External	Meetings, Visits, Email, Website	Project information and updates	As needed

Stakeholder Group	Stakeholder Type	Stakeholder Communication Platforms and Methods	Consultation Topics	Communication Frequency
Employees	Internal	Mobile Applications (Wellbees), Meetings, Face-to-Face Meetings, Trainings, Employee Satisfaction Surveys, Employee Evaluations, Internal Complaint Mechanism	Project updates, gender equality studies, CSR activities, ethics hotline	At least three times a year
Executives	Internal	Meetings, Reports	Project/operations information and updates, sustainability reports, IFC/EBRD commitments	At least three times a year
Contractors	Internal	Face-to-Face Meetings, Trainings, Internal Complaint Mechanism	Project information and updates, gender equality studies, ethics hotline	At least three times a year
Sustainability Committee	Internal	Meetings, Reports	Project information and updates, sustainability reports	At least four times a year



ENVIRONMENT

OEDAŞ
OSMANGAZİ ELEKTRİK DAĞITIM



ENVIRONMENTAL MANAGEMENT APPROACH

Our Environmental Policy and Compliance Approach

At OEDAŞ, we view the environment as one of the most valuable legacies to be passed on to future generations. Guided by this understanding, we conduct our operations with a strong sense of social responsibility, making the promotion of environmental awareness and the protection of natural resources one of our core priorities for a more livable world.

Accordingly, we prioritize materials and technologies that minimize negative environmental impacts and ensure the efficient use of energy and natural resources. We focus on preventing environmental pollution at its source and develop systems that reduce waste generation. We effectively manage the processes necessary to keep waste under control and ensure its safe and environmentally responsible disposal.

We maintain our environmental management approach in full compliance with national and international regulations and safeguard our systems through ISO 9001, ISO 14001, and ISO 45001 certifications. Additionally, by implementing an Environmental and Social Management System (ESMS) aligned with the EBRD and IFC Performance Standards, we manage the environmental impacts of our operations in accordance with the highest international standards.



For detailed information, you can review our [Environmental Policy](#) document.

Employee and Stakeholder Engagement

We shape our environmental management approach not only within our organization but also in collaboration with all our stakeholders. We organize regular training sessions to enhance our employees' environmental awareness and implement awareness programs to ensure that environmental responsibility is fully embraced across the organization.

We also subject our suppliers to environmental assessments, ensuring that our business partners act in alignment with our environmental sensitivity standards. For all new investments, we conduct environmental impact analyses and implement technologies designed to minimize such impacts.

By sharing our environmental and social management plans transparently with all stakeholders, we both strengthen community participation and foster a business culture guided by responsibility. Through our continuous communication channels with local communities, public institutions, NGOs, and other business partners, we adopt a collaborative approach to environmental management and promote the widespread adoption of best practices.



Management of Environmental Risks

At OEDAŞ, we consider compliance with international quality standards a fundamental priority in managing environmental risks. Through our Environmental and Social Management System (ESMS), implemented in accordance with our ISO 9001, ISO 14001, and ISO 45001 certifications, we aim to establish a sustainable balance across all stages of our operations.

In this context, we:

- Operate in full compliance with EBRD Performance Requirements and IFC Performance Standards,
- Continuously allocate the necessary human and financial resources for the implementation of our environmental and social management plans,
- Ensure adherence to all relevant Turkish regulations, international standards, and best practices.

Our employees, contractors, and suppliers are regarded as integral parts of this system, and we develop mechanisms to raise awareness of environmental issues among all stakeholders. We regularly assess environmental impacts throughout their life cycle and systematically implement action plans to reduce these impacts. Furthermore, the protection of ecosystems and biodiversity, mitigation of climate change impacts, support for local community development, and the strengthening of stakeholder trust through transparent communication mechanisms form the cornerstone of our environmental risk management approach.



Our [Environmental and Social Risk Management Policy](#) for all commitments and approaches of OEDAŞ in this area.



Environmental Goals

At OEDAŞ, we set measurable and time-bound environmental targets to translate our sustainability approach into concrete actions. These targets reflect our long-term vision in key areas such as combating climate change, protecting biodiversity, enhancing social benefit, and strengthening an inclusive corporate culture. In line with global trends and national regulations, our goals are shared transparently with our stakeholders and are regularly monitored and reported.

Environmental Goals:

- **Becoming net zero** in operational activities by 2030
- **Becoming net zero** across the entire value chain by 2040
- **Investing 10 million TL** to protect and improve biodiversity by 2030



ENERGY MANAGEMENT

Energy Management Approach

At OEDAŞ, we place energy efficiency at the core of our sustainability strategy and our roadmap for combating climate change. We view the efficient use of energy resources not only as an environmental responsibility but also as an integral component of our service quality and operational excellence.

- This approach is reinforced by our ISO certifications:
- ISO 9001 (Quality Management System): Contributes to preventing energy losses by ensuring efficient and continuously improving process management.
 - ISO 14001 (Environmental Management System): Directly supports our energy efficiency through reduced energy consumption, the use of efficient technologies, and control of environmental impacts.
 - ISO 45001 (Occupational Health and Safety Management System): Minimizes energy waste caused by operational disruptions through safe and uninterrupted processes, ensuring efficient performance.

Through these integrated systems, we plan, implement, and regularly review all our processes aimed at enhancing energy efficiency. In doing so, we make our operations lower-carbon, more resilient, and more sustainable.

Energy Efficiency

In line with our goal of minimizing the environmental impacts arising from our operations, all electricity consumed in 2024 was sourced from renewable energy. Within this scope, the entirety of our annual electricity consumption has been certified as 100% renewable energy through the Renewable Energy Guarantee of Origin (YEK-G) system operated by Energy Markets Operation Inc. (EPIAŞ). The consumption volumes covered by these certificates are presented below.



Location	Consumption (mWh)
Afyonkarahisar	424
Bilecik	168
Eskişehir	269
Kütahya	448
Uşak	249
Central - HQ	211

Network Modernization and Loss-Theft Reduction

One of the cornerstones of our energy efficiency goals is our grid modernization investments. At OEDAŞ, we continuously upgrade our electricity distribution infrastructure and maintain uninterrupted efforts to reduce loss and leakage rates.

As of 2024, our loss rate stood at **6.98%**, remaining below the **7.04%** target set by the Energy Market Regulatory Authority (EMRA). This achievement is a tangible result of our investments in grid modernization and our systematic efforts to minimize distribution losses.

These modernization investments not only help reduce energy losses but also enhance the security of electricity supply and strengthen the resilience of our infrastructure against extreme weather events caused by climate change.



Digitalization and Smart Systems

One of the most effective ways to enhance energy efficiency is through digitalization and smart grid applications. At OEDAŞ, we place technology at the core of our operations to both reduce energy losses and improve operational efficiency.

Within this scope:

- Through the **SCADA system**, we remotely monitor and control our grid, allowing faster response to failures—thereby reducing fuel consumption and lowering carbon emissions.
- With **OSOS smart meters**, we automatically collect consumption data, minimizing the need for field operations and significantly reducing vehicle use and related carbon emissions.
- Our **smart grid investments** enable us to manage the supply-demand balance more efficiently, prevent power outages, and enhance customer satisfaction.

The gains achieved through digitalization not only contribute to energy savings but also strengthen our climate change adaptation capacity.

Energy Efficiency Projects and Investments

At OEDAŞ, our approach to energy efficiency extends beyond infrastructure investments and is further supported by our innovative projects and continuously evolving practices. While ensuring the continuity of energy supply, we also prioritize building a lower-carbon and more efficient system.

Our energy efficiency projects directly contribute to our net-zero targets — 2030 for operations and 2040 for the value chain — and strengthen the resilience of the regional electricity infrastructure. Through these investments, we aim to:

- Reduce energy losses,
- Strengthen the supply-demand balance,
- Enhance infrastructure resilience against the risks posed by climate change.

Our investments in energy efficiency not only help reduce environmental impacts but also ensure the provision of uninterrupted, high-quality, and reliable energy for our customers.

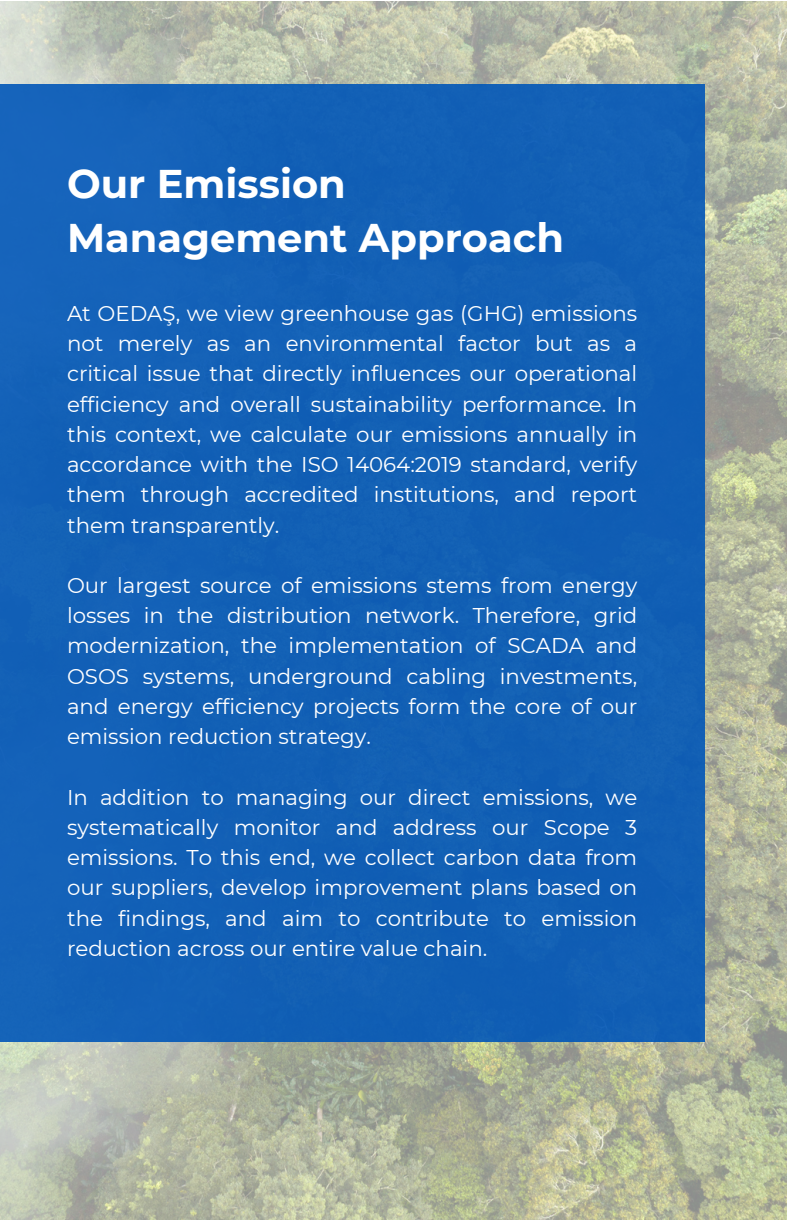
Monitoring and Reporting

We ensure our energy efficiency performance not only through implementation but also with a strong monitoring and reporting system. At OEDAŞ, we prioritize transparency as a core element of our sustainability approach.

As part of the biannual reporting conducted by the Sustainability Committee, our carbon emissions and energy efficiency performance are regularly evaluated, and the measures taken along with the results achieved are presented to the Board of Directors. Based on these reports, budgets for new investments are created and approval processes are carried out when deemed necessary.

This mechanism enables us to continuously monitor our progress in energy efficiency, identify areas for improvement, and share our results transparently with stakeholders. In this way, the impact of our energy efficiency investments not only secures today but also safeguards the future.

GREENHOUSE GAS EMISSIONS



Our Emission Management Approach

At OEDAŞ, we view greenhouse gas (GHG) emissions not merely as an environmental factor but as a critical issue that directly influences our operational efficiency and overall sustainability performance. In this context, we calculate our emissions annually in accordance with the ISO 14064:2019 standard, verify them through accredited institutions, and report them transparently.

Our largest source of emissions stems from energy losses in the distribution network. Therefore, grid modernization, the implementation of SCADA and OSOS systems, underground cabling investments, and energy efficiency projects form the core of our emission reduction strategy.

In addition to managing our direct emissions, we systematically monitor and address our Scope 3 emissions. To this end, we collect carbon data from our suppliers, develop improvement plans based on the findings, and aim to contribute to emission reduction across our entire value chain.

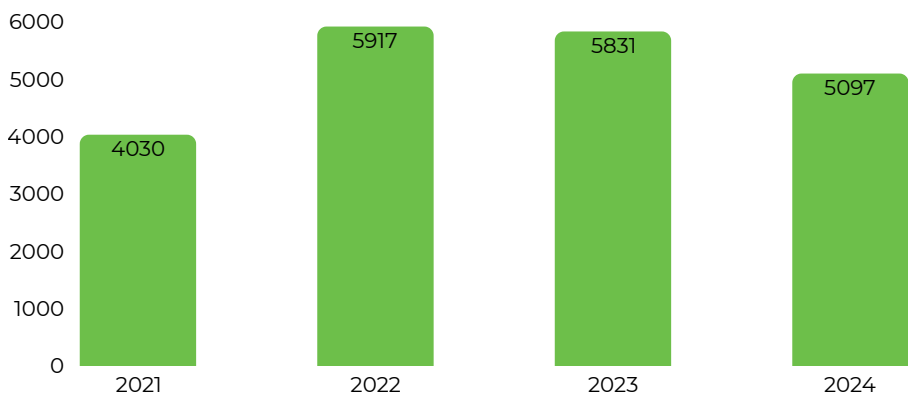
Emission Datas

OEDAŞ's greenhouse gas emission data for the 2021–2024 period are presented in the table below:

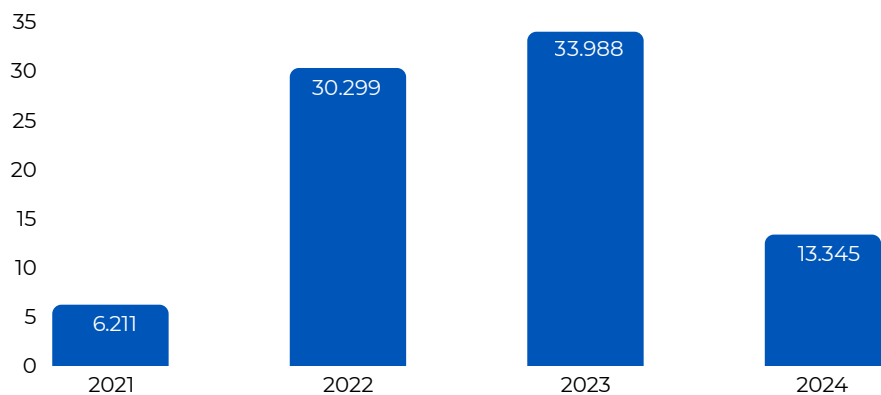
Year	Scope 1 (tCO ₂ e)	Scope 2 (tCO ₂ e)	Scope 3 (tCO ₂ e)
2021	4,030	223,472	6,211
2022	5,917	199,185	30,299
2023	5,831	221,788	33,988
2024	5,097	238,537	13,345



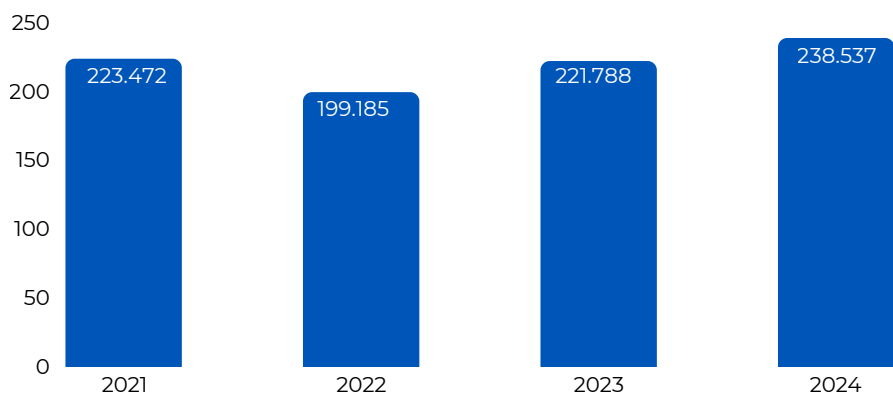
Scope 1 (tCO₂e)



Scope 3 (tCO₂e)



Scope 2 (tCO₂e)



Scope 1 emissions (direct emissions) reached their highest level in 2022 at 5,917 tCO₂e. However, through efficiency measures implemented in subsequent years, they were brought under control, decreasing to 5,097 tCO₂e in 2024.

Scope 2 emissions (indirect emissions) represent the largest share of our total emissions. After a notable reduction to 199,185 tCO₂e in 2022, they increased to 238,537 tCO₂e in 2024 due to rising electricity consumption. This increase is mainly attributed to the growing energy demand and changes in consumption intensity.

Scope 3 emissions showed a significant rise in 2022 and 2023, revealing the impact of indirect emissions across our value chain. However, in 2024, they decreased substantially to 13,345 tCO₂e, reflecting a marked improvement driven by enhanced supplier data collection and the implementation of carbon reduction plans.

Our Emission Reduction Strategy **Monitoring and Reporting**

At OEDAŞ, our greenhouse gas emission reduction strategy aims to enhance operational efficiency while progressing toward our long-term net-zero commitments. In this direction:

Net-Zero Commitments:

- Achieving net-zero emissions in operations by 2030.
- Achieving net-zero emissions across the entire value chain by 2040.

Grid Modernization: We continue to invest in infrastructure renewal, underground cabling, and transformer station upgrades to reduce energy losses.

Smart Systems: By expanding the use of SCADA and OSOS systems, we reduce vehicle use in field operations and consequently lower related carbon emissions.

Energy Efficiency Projects: Through projects that support supply-demand balance, we both minimize losses and enable more efficient energy management.

Scope 3 Emission Management: We regularly collect carbon data from our suppliers, develop improvement plans based on these insights, and contribute to emission reduction throughout the value chain.

Through this strategic roadmap, we aim not only to reduce today's emissions but also to build a climate-resilient energy infrastructure for the long term.

At OEDAŞ, we prioritize transparency and accountability in our emission management practices. Each year, we calculate our greenhouse gas emissions in accordance with the ISO 14064:2019 standard, have them verified by accredited organizations, and openly share the results with our stakeholders.

Our Sustainability Committee reports developments related to carbon and climate risks twice a year to senior management. These reports include the measures taken, progress achieved, allocated budgets, and potential investment needs, based on which the Board of Directors approves the necessary investments.

Through this process, we ensure not only the accurate measurement of greenhouse gas emissions but also their effective management and continuous improvement. Every step taken toward our emission reduction targets is systematically monitored and transparently disclosed to the public through our sustainability reports.



CLIMATE CHANGE



Risk Assessment

At OEDAŞ, we address climate-related risks through a comprehensive approach that considers both acute risks (such as extreme weather events and heat waves) and chronic risks (including changes in precipitation patterns and long-term temperature increases). In addition, we take into account supply chain and technological risks to ensure a holistic risk management perspective.

Risks are identified and classified by the relevant departments, then evaluated by the Sustainability Committee and the Corporate Risk Management Department (CRMD), where they are categorized as either “significant” or “highly significant.” The necessary measures and investment plans for these risks are implemented upon approval by senior management.

This section provides a general overview of climate-related vulnerabilities. Detailed information on risk assessment processes, evaluation methodologies, and management decisions can be found in the **Corporate Risk Management** section of this report.

Climate Vulnerability Assessment

At OEDAŞ, we conducted a climate vulnerability assessment across our operating provinces — Afyonkarahisar, Bilecik, Eskişehir, Kütahya, and Uşak. The study analyzed the climatic characteristics of these geographically diverse regions and evaluated projections extending to the year 2070.

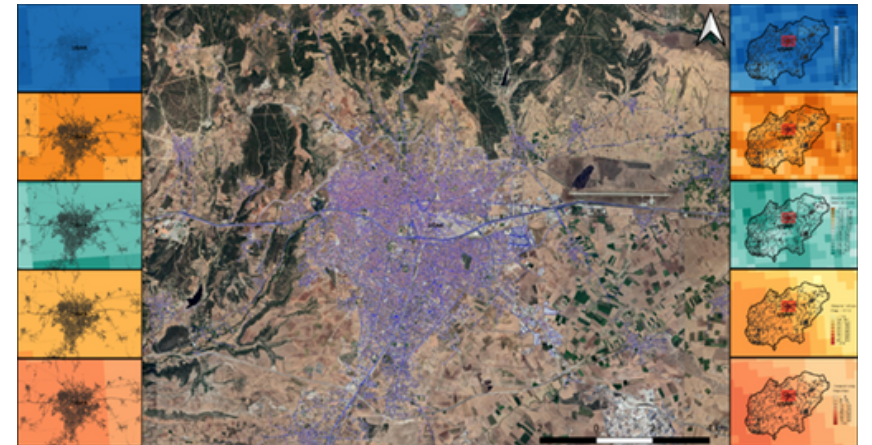
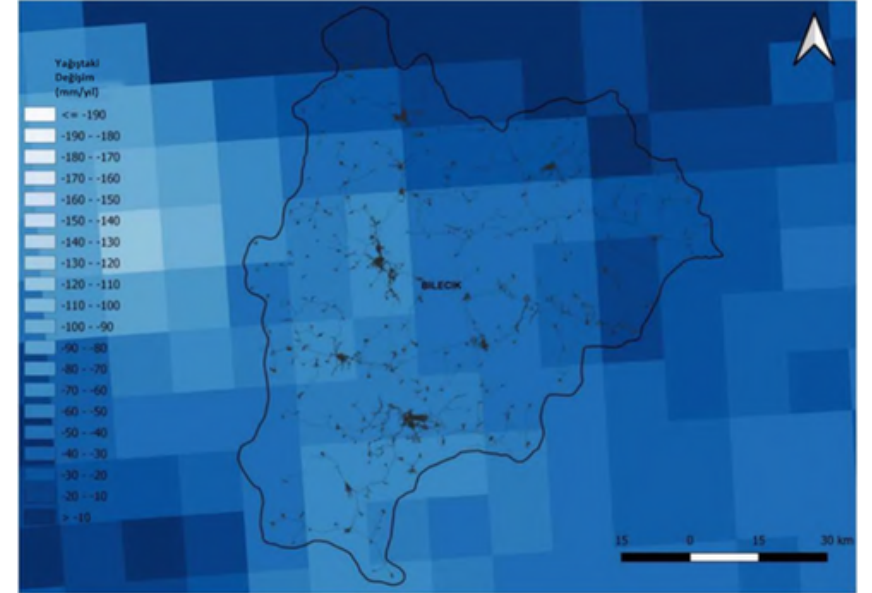
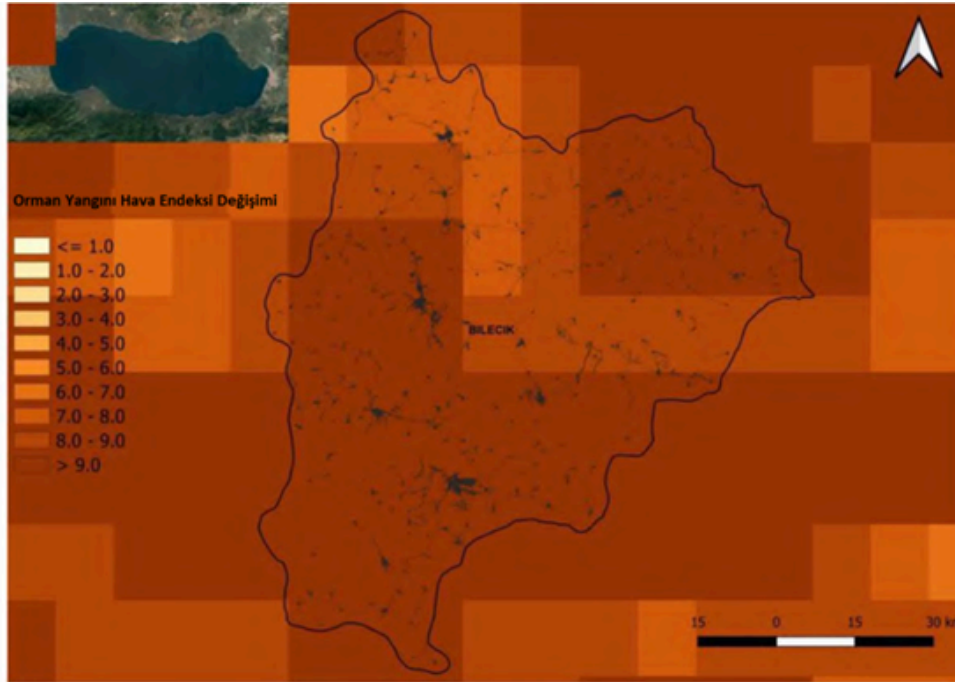
The results revealed that our service region exhibits diverse climate types and precipitation patterns. Afyonkarahisar, Uşak, and Bilecik are predominantly characterized by a Mediterranean climate with hot and dry summers, while Kütahya experiences a milder Mediterranean climate. In contrast, Eskişehir has a semi-arid steppe climate with more continental characteristics. This climatic diversity necessitates the evaluation of different regional risk scenarios.

The key findings of the assessment are summarized as follows:

- **Uncertainties in Planning Processes:** Climate projections are based on long-term forecasts and carry uncertainties across different geographies and infrastructures. Therefore, strategies must remain adaptable to evolving data and expectations.
- **Continuous Monitoring:** Regular tracking of milestones in resilience plans and gathering feedback from business units ensure an effective monitoring mechanism.
- **Evaluation of Implementation:** The cost-benefit balance, contribution to system performance, and degree of climate risk reduction of implemented actions must be analyzed. Reporting unexpected costs or benefits is also crucial.
- **Reassessment of Plans:** Plans should be periodically updated in response to new climate data, technological advancements, and operational feedback.
- **Long-Term Strategic Perspective:** A resilience vision extending beyond five-year plans — toward 10–50-year horizons — should be adopted. Pilot projects, phased transitions, and flexibility measures integrated into renewal projects present critical opportunities.
- **Research and Development Needs:** Developing new metrics for climate resilience, expanding the use of climate-resilient energy technologies, and producing cost-effective solutions are priority areas for future research.

- **Policy and Market Frameworks:** Supportive regulations and market mechanisms are essential to accelerate resilience investments. “No-regret” strategies and flexible policy structures will enhance long-term effectiveness and ensure adaptive capacity.

In conclusion, OEDAŞ’s climate change strategy aims not only to mitigate risks but also to strengthen the resilience of the energy infrastructure, thereby securing long-term social and economic benefits. This approach represents one of the fundamental pillars of our company’s sustainability vision.



WATER AND WASTEWATER

Management Approach

At OEDAŞ, we consider the protection and efficient use of water resources as one of the core elements of our environmental responsibility. Within the framework of our Environmental Policy and ISO 14001 Environmental Management System, we adopt a systematic approach aimed at reducing water consumption, minimizing the environmental impacts of wastewater, and promoting circular water use. We view water and wastewater management not only as a means of regulatory compliance but also as an integral part of our sustainability vision. In this context, we develop projects that encourage the efficient use of resources and engage our employees and business partners in the process to create lasting environmental benefits.

Water Savings

At OEDAŞ, we prioritize the sustainable use of water resources and take concrete steps to enhance water efficiency across our operations. Within the scope of our “Zero Waste” initiatives, a total of 102.54 m³ of water was saved in 2024, contributing to the preservation of natural resources and the reduction of our operational environmental impacts.

Our water management performance is monitored and reported annually. The volumes of water withdrawn over the past two years are as follows:

Years	Amount of Water Drawn (m ³)
2023	16.816,25
2024	15.247,06



The data indicate a **9.3% reduction** in the amount of water withdrawn in 2024, demonstrating the effectiveness of our water efficiency initiatives and paving the way for setting more ambitious targets in the coming years.

In addition, the **Energy Efficiency Project** launched during the year initiated the green transformation process in our buildings. Green building practices not only optimize energy use but also indirectly contribute to reducing water consumption. By adopting this holistic approach that integrates the water and energy cycles, we are taking strong steps toward the conservation of natural resources.



Our Waste Management Approach

At OEDAŞ, we consider waste management an integral part of our environmental responsibility. Efficient use of resources, prevention of waste generation, and promotion of recycling are among our top priorities across all operations. Within the framework of the ISO 14001 Environmental Management System, we continuously improve our processes and adopt a Zero Waste approach to minimize our environmental impact.

Our waste management strategies go beyond regulatory compliance and are structured in line with the EBRD and IFC Performance Standards. This enables us to systematically assess environmental risks and implement technologies and methods that minimize waste generated during operational processes.

As part of our sustainability approach, we raise awareness among all our employees and contractors about waste management and share our implemented policies transparently with all stakeholders. All our activities in this area are safeguarded under the [OEDAŞ Environmental Policy](#).

WASTE MANAGEMENT

Waste Reduction and Recycling

At OEDAŞ, our top priority in waste management is to reduce waste generation at its source and minimize the use of natural resources through recycling practices. Through our "Zero Waste" initiatives, we not only reduce the environmental impact of waste but also contribute to energy, water, and raw material conservation.

As a result of these practices implemented in 2024, we achieved **102.54 m³ of water savings, 62.93 trees saved, 5,273.05 liters of oil saved, 1.40 tons of raw material avoided, 790.73 kg of greenhouse gas emissions reduced, 27,394.01 kWh of energy saved, and 16.76 m³ of waste storage space saved.**



Continuous Monitoring and Reporting

At OEDAŞ, we regularly monitor and report our waste management performance. Waste quantities, disposal methods, and recycling rates are recorded annually and integrated into our environmental management system. Through this process, we ensure full compliance with legal regulations while transparently sharing information with our stakeholders. Our regular reporting not only supports the continuous improvement of waste management processes but also contributes to the establishment of performance targets for the coming years.



The Importance of Biodiversity and Our Approach

At OEDAŞ, the protection and enhancement of biodiversity form one of the cornerstones of our sustainability approach. The efficient use of natural resources, maintaining ecosystem balance, and combating climate change all depend on the preservation of biodiversity, which plays a critical role in our environmental efforts.

According to the 2024 Global Risk Report, biodiversity loss is identified as one of the most severe environmental risks of the coming decade. In this context, we position the protection of natural balance among our top priorities, ensuring full compliance with both national legislation and international regulations.

To minimize our potential impacts on ecosystems, we plan our investments and operations with this understanding, taking concrete steps to prevent species loss, habitat degradation, and the disruption of ecological systems.

Compliance with Policies and International Standards

OEDAŞ conducts its biodiversity conservation activities not only in compliance with local regulations but also in alignment with international standards. In this context, we shape our biodiversity management and ecosystem protection processes in accordance with the IFC (International Finance Corporation) Performance Standards and the EBRD (European Bank for Reconstruction and Development) requirements.

Additionally, by taking into account the environmental and social sensitivities of our partners such as the FMO (Dutch Development Bank) and the AIIB (Asian Infrastructure Investment Bank), we aim to foster a shared sense of responsibility among all our stakeholders.

This approach seeks to enhance biodiversity awareness and sensitivity not only within our own operations but also across our entire value chain.



Biodiversity Management and Monitoring Studies

At OEDAŞ, we consider compliance with international quality standards a fundamental priority in managing environmental risks. Through our Environmental and Social Management System (ESMS), implemented in accordance with our ISO 9001, ISO 14001, and ISO 45001 certifications, we aim to establish a sustainable balance across all stages of our operations.

In this context, we:

- Operate in full compliance with the EBRD Performance Requirements and IFC Performance Standards,
- Continuously allocate the necessary human and financial resources for the implementation of our environmental and social management plans,
- Ensure adherence to all relevant Turkish legislation, international standards, and best practices.

Our employees, contractors, and suppliers are regarded as integral parts of this system, and we develop mechanisms to raise environmental awareness among all stakeholders. We regularly assess environmental impacts throughout their life cycle and systematically implement plans to reduce these impacts.

Furthermore, the protection of ecosystems and biodiversity, the mitigation of climate change impacts, support for local community development, and the strengthening of stakeholder trust through transparent communication mechanisms form the cornerstone of our environmental risk management approach.



Studies for the Protection of Critical Species

At OEDAŞ, we prioritize the protection of critical species as one of our key agenda items to minimize the impact of our operations on natural habitats. We carry out dedicated efforts to **protect plant and animal species classified as Critically Endangered (CR), Endangered (EN), and Vulnerable (VU) according to the IUCN (International Union for Conservation of Nature) Red List.**

Among the critical plant species in our region are **Eber Sarısı, Dağ Kevkesi, Dağ Kayagöbeği, Som Ahlat, Bursa Pençesi, Ulu İğnelik, Solgun Yumak, Çevgen, Ulu Sasal, Yol Sığır Kuyruğu, Bulak Sığır Kuyruğu, and Ehrami Karaçamı.** Habitat assessments and monitoring studies are conducted to ensure the protection of these species and their living environments.

Similarly, protective measures are being developed for animal species that play a critical role in the regional ecosystem, such as the **Anatolian Rock Lizard, Tortoise, Otter, Marbled Polecat, Anatolian Ground Squirrel, and Brown Bear.** Within this scope, practices aimed at preventing the degradation of natural habitats are being expanded, and new conservation methods are being implemented under the guidance of experts.

Species Group	Species	Status
Plant Species	Thermopsis turcica	Critical / Endangered
	Ferulago pachyloba	Critical / Endangered
	Morchella elata	Critical / Endangered
	Pyrus elaeagnifolia	Critical / Endangered
	Acantholimon ulicinum	Critical / Endangered
	Juniperus excelsa	Critical / Endangered
	Globularia trichosantha	Critical / Endangered
	Gypsophila perfoliata	Critical / Endangered
	Prangos ferulacea	Critical / Endangered
	Verbascum roadii	Critical / Endangered
	Verbascum pycnostachyum	Critical / Endangered
	Pinus nigra	Critical / Endangered

Species Group	Species	Status
Animal Species	Anatololacerta anatolica	Critical / Endangered
	Testudo graeca	Critical / Endangered
	Lutra lutra	Critical / Endangered
	Vormela peregusna	Critical / Endangered
	Spermophilus xanthoprimum	Critical / Endangered
	Ursus arctos	Critical / Endangered



Social Participation and Projects

At OEDAŞ, our efforts to protect biodiversity go beyond technical and operational measures — we actively engage society in the process. In this context, we have expanded the scope of our “Can Dostlar” (Dear Friends) project, which aims to protect stray animals and improve the living conditions of migratory birds.

In the provinces along the migration route where we operate, we now carry out all initiatives aimed at enhancing bird safety under this project framework. In doing so, we integrate our efforts for both stray animals and migratory birds through a holistic approach, contributing to the preservation of the ecosystem and the enhancement of public awareness.

In projects implemented together with our local stakeholders, we encourage direct community participation and prioritize communication and awareness-raising activities to foster a sense of environmental responsibility across society.



Combating Forest Fires and Protecting Habitats

As OEDAŞ, we also take an active role in combating forest fires — one of the most significant threats posed by climate change. In forested areas intersected by power transmission lines, we regularly carry out vegetation clearing and tree pruning to reduce fire risks.

As of 2023, within the scope of the works initiated in Bilecik and Kütahya, a total of 50 kilometers of forest lines have been cleared, significantly reducing the risk of fire. Through these practices, we not only help protect forest ecosystems but also enhance the safety of habitats for the living species in the region.

OEDAŞ Region Forest Fire Prevention Efforts

In the OEDAŞ distribution region, approximately 12% of our total overhead line length passes through forested areas. The majority of our assets in these areas consist of medium-voltage (MV) facilities. To eliminate the risk of fires potentially caused by power lines passing through forested zones, all necessary preventive measures identified at both the investment and maintenance stages are implemented by our company.

In addition to regular maintenance activities such as tree trimming, insulator replacement, isolation of conductors on both sides of insulators, and sag adjustment, we also conduct planned maintenance prioritizing areas with dense forest cover and limited accessibility. Within these prioritized routes, we clear a corridor of at least 15 meters in width beneath the lines and perform ground-level cleaning of weeds and roots using heavy machinery.

As part of these efforts, we initiated corridor-clearing activities for lines passing through forested areas in 2024, completing approximately 125 kilometers of work in the provinces of Bilecik and Kütahya. We aim to exceed this figure in 2025, reaching a total of 350 kilometers of completed work across all provinces within our service area.

2024 Activities	AFYONKARAHİSAR	BİLECİK	ESKİŞEHİR	KÜTAHYA	UŞAK	Grand Total
MV (Vegetation Clearing)		10,00		10,31		20,31
MV (Root Clearing)		52,08		51,47		103,55

Additionally:

- In low-voltage (LV) networks of forest villages, all existing bare conductor lines passing through wooded areas are being replaced with Alpek cables. In 2024, a total of 80 kilometers of Alpek cables were installed as part of our Planned Maintenance Program.
- Trees that come into contact with power lines or pose a short-term contact risk are pruned and cleared.
- The bases of isolator poles located in agricultural and forested areas are reinforced with concrete in a radius of at least three meters.
- To minimize bird electrocution risks, we perform insulation (line covering) on at least 15 kilometers of lines annually, prioritizing high-risk sections. Additionally, bushing insulation of pole-mounted transformer substations included in the maintenance plan is completed.
- For lines passing through forested areas with limited accessibility due to geographical conditions, drones are used to detect fault points. Insulator replacements are carried out using composite silicone materials to further reduce fire risks.
- In regions where fire alerts are received, the power supply to affected lines is promptly and safely disconnected to ensure that firefighting operations can be conducted effectively.



SOCIAL

OEDAŞ
OSMANGAZİ ELEKTRİK DAĞITIM

OCCUPATIONAL HEALTH AND SAFETY

Our OHS Policy and Management Approach

At Osmangazi Elektrik Dağıtım A.Ş. (OEDAŞ), the health and safety of our employees, contractors, and visitors are among our top priorities. In line with the Occupational Health and Safety Law No. 6331 and our ISO 45001 Occupational Health and Safety Management System certification, we are committed to providing a safe and healthy working environment for all parties operating within our sites.

Our OHS practices are supported by comprehensive procedures, including the OEDAŞ OHS Policy, Emergency Management Procedure, Incident and Accident Management Procedure, Hazard Identification and Risk Assessment Procedure, LOTO (Lockout-Tagout) Procedure, Workplace Industrial Management Procedure, and 118 work instructions. Through these procedures, risks are identified in advance, necessary preventive measures are implemented, and continuous improvement of the system is ensured.

Our OHS approach is based on the following core principles:

- Identifying hazards in advance and minimizing risks in all our activities,
- Raising awareness among our employees and contractors through regular training,
- Reporting OHS performance to senior management through periodic reports,
- Learning from accidents and near-miss incidents to develop preventive actions,
- Continuously improving our system through independent audits.

As of 2024, no occupational disease cases were recorded at OEDAŞ, and a total of 117 occupational accidents were reported. In line with our “zero accident” target, we continue to pursue our efforts with determination.



Corporate Structure and Responsibilities

At OEDAŞ, occupational health and safety (OHS) is managed through a robust corporate structure with clearly defined responsibilities. OHS committees have been established in all our provincial operations, and these committees hold regular meetings to monitor and oversee occupational safety processes. The committees include employer representatives, OHS specialists, workplace physicians, employee representatives, contractor representatives, and relevant managers.

Each of our workplaces is staffed with an OHS specialist, workplace physician, and healthcare personnel. These teams regularly conduct risk analyses, prepare emergency response plans, and carry out on-site inspections. OHS representatives selected from among employees actively participate in these processes and provide feedback on behalf of their colleagues.

In addition, an OHS-E (Occupational Health, Safety, and Environment) Working Group has been established within OEDAŞ. This group monitors monthly site inspections, unsafe condition reports, and near-miss notifications. It aims to improve occupational safety performance in line with defined targets, and results are regularly reported to senior management.

In cooperation with our contractors, OHS briefing meetings are held at the start of each project, during which work permit systems are explained, and additional audits are conducted for contractors. These processes ensure that contractors operate in compliance with the same OHS standards as OEDAŞ.

Senior management plays an active leadership role in OHS practices by participating directly in field inspections and setting an example in occupational safety matters. Through this approach, OEDAŞ aims to foster a strong and deeply embedded safety culture across all levels of the organization.

Training, Awareness, and Participation

At OEDAŞ, we recognize that one of the most critical components of occupational health and safety (OHS) culture is education. In this regard, we implement continuous and systematic training programs for both our employees and contractors.

All our employees benefit from online training courses available through Zorlu Akademi as well as face-to-face practical training sessions conducted at our training facility in Eskişehir. Our training programs go beyond legal requirements, incorporating practical applications tailored to field operations.

In 2024, a total of 38,245 hours of training were delivered to OEDAŞ employees, corresponding to an average of 27.5 hours of training per person.

The training programs included:

- Basic Occupational Health and Safety Training: Labor legislation, occupational accidents, occupational diseases, first aid, and risk factors.
- OHS-E and Applied Technical Training:
- Electrical distribution networks and components, Occupational Health and Safety in field operations, Use of Personal Protective Equipment (PPE), LV-MV switching operations, grounding methods and their importance, first aid practices, safe driving, electricity meters, loss and theft detection,
- working on electrical distribution networks using Virtual Reality applications,
- safe working at heights in electrical distribution systems,
- use of visual communication systems.
- Emergency Response Training and Drills: Earthquakes, fires, occupational accidents, forest fires, environmental incidents, and first aid.
- On-the-Job Field Orientation Training.

Additionally, regular toolbox trainings are conducted for field employees, where task-specific risks and required preventive measures are integrated into daily work planning.

Participation in all trainings is mandatory. Senior management demonstrates leadership in OHS by holding periodic briefings and actively promoting awareness among employees.



Emergency Management and Drills

At OEDAŞ, we operate a robust Emergency Management System to ensure the safety of our employees, contractors, and stakeholders. This system is structured within the framework of the Emergency Management Procedure and the Incident and Accident Management Procedure.

Each year, across all our operational units, training sessions and drills are conducted on earthquakes, fires, occupational accidents, forest fires, environmental incidents, and first aid, with the participation of all employees. These exercises both raise awareness and strengthen the ability to respond quickly and effectively to potential risks.

Within the scope of Emergency Management:

- Emergency Action Plans have been prepared for all operational sites, and Emergency Response Teams have been established. These teams include personnel trained in first aid, firefighting, and rescue operations.
- Special scenarios have been developed for potential environmental incidents such as fires, leaks, and spills, with preventive measures integrated into the plans.
- Findings obtained from drills are analyzed to ensure continuous improvement of our systems.
- In coordination with the Disaster and Emergency Management Authority (AFAD) and provincial governorships, Local Level Working Groups have been formed, and the Turkey Disaster Response Plan (TAMP) has been prepared with stakeholder institutions and companies.
- A dedicated OEDAŞ High-Risk Rescue Team, composed of trained field personnel, has been established to respond to potential work-at-height incidents.

Through these measures, OEDAŞ adopts a proactive and participatory emergency management approach that supports both business continuity and employee safety.



Prevention of Occupational Diseases and Work Accidents

At OEDAŞ, we adopt a proactive approach to protecting employee health and preventing work accidents. Our policy is built on three key pillars: identifying risks in advance, implementing preventive measures, and ensuring continuous improvement.

Occupational Diseases

In 2024, no occupational disease cases were recorded within our company. This achievement is the result of regular health check-ups for our employees, guidance provided by workplace physicians, and the effective implementation of preventive health practices.

Work Accidents

A total of 117 work accidents occurred in 2024. The majority of these incidents involved minor injuries and short-term loss of workdays. There were no fatal or disabling work accidents recorded.

Preventive Practices:

- Field operations are monitored live through the **Visual Confirmation System**, allowing immediate intervention in risky situations.
- The **work permit system** enables regular monitoring of contractor employees' occupational safety performance.
- Monthly field inspections and near-miss reporting are carried out by the **OHS-E Working Group**.
- Employees receive **16-hour hands-on OHS-E training sessions** and **task-based toolbox trainings**.
- All field personnel are certified with the **EKAT (Electrical Work Authorization Certificate)** to ensure compliance with safe work standards in electrical operations.
- Real-time **WhatsApp groups** are used to share field inspection updates and facilitate follow-up processes.



Through these practices, OEDAŞ aims to maintain zero occupational disease cases, minimize work accidents, and ultimately achieve its “Zero Accident” goal.

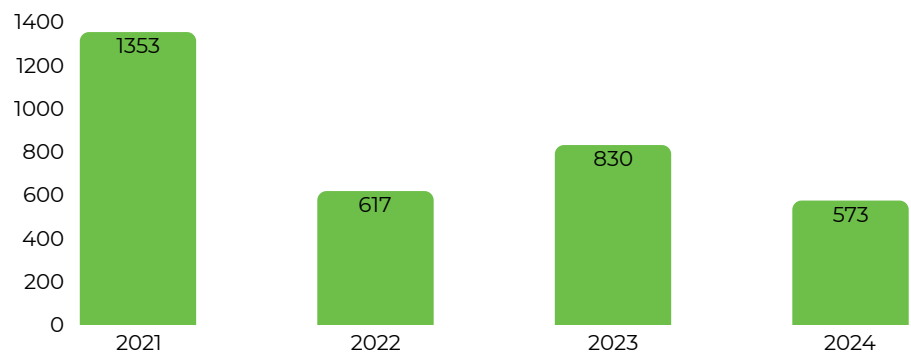


Occupational Health and Safety Performance

Monitoring and Tracking Mechanisms

- OHS performance is monitored daily, weekly, and monthly by the Workplace Health and Safety Unit.
- All work accidents, near-miss incidents, and non-compliances are recorded through digital platforms (e.g., Visual Confirmation System and QDMS) and reported to management in real time.
- The OHS Working Group conducts field inspections in line with monthly audit targets, and findings are reported to senior management.
- Monthly OHS evaluation meetings are held with contractor companies, and activities are recorded via the work permit system.
- Performance indicators (LTIF, ASR, AR, LDR, etc.) are regularly reviewed in senior management reports, and Corrective and Preventive Actions (CAPA) are implemented when necessary.
- Periodic surveillance audits conducted by independent auditors assess performance against international standards.

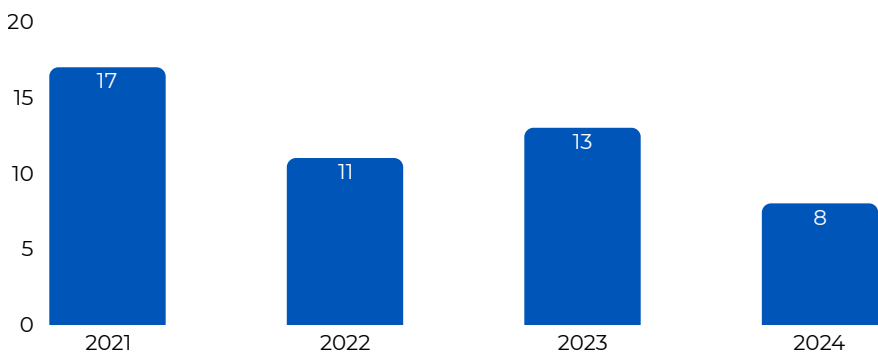
Absenteeism (Lost Workdays)



Performance

- Between 2021 and 2024, there were no fatal work accidents among both OEDAŞ employees and contractors, highlighting our zero-tolerance approach.
- The total number of serious injuries decreased from 17 in 2021 to 8 in 2024 for OEDAŞ personnel.
- Among contractors, serious injuries declined from 12 in 2021 to 5 in 2024.
- Lost workdays dropped from 651 to 331, indicating significant improvement.
- Recordable cases for OEDAŞ personnel increased from 17 in 2022 to 35 in 2024, while contractor cases rose from 48 in 2021 to 82 in 2024. This increase is attributed to stricter reporting and recording systems.
- No occupational disease cases were recorded for either OEDAŞ or contractor employees between 2021 and 2024.
- Lost workdays fell from 1,353 in 2021 to 573 in 2024, showing that incidents had less severe impacts.
- The Lost Time Injury Frequency (LTIF) decreased from 8.50 in 2021 to 7.67 in 2024.

Number and Rate of Work-Related Serious Injuries (%) (Injuries resulting in 10 or more lost workdays)





HUMAN RIGHTS APPROACH

Approach and Core Commitment

At OEDAŞ, we consider human rights to be a cornerstone of our corporate culture. Recognizing that our most valuable asset is our employees, we conduct all our business processes and practices with an ethical, fair, equitable, and respectful approach.

Our human rights approach goes beyond mere compliance with legal obligations; it also aims to protect the rights of our employees, contractors, and stakeholders by adhering to national and international standards. In this context, we comply with the principles of the International Labour Organization (ILO) and relevant national legislation, including Turkish Labour Law No. 4857.

Aligned with our corporate values, we ensure that our employees work in a safe, healthy, and equitable environment, adopting equal opportunity as a fundamental principle and showing zero tolerance for any form of discrimination. Respect for human rights is treated not only as an internal organizational commitment but also as a principle covering our entire value chain.

Governance and Responsibility

The protection and promotion of human rights form the foundation of OEDAŞ's corporate governance approach. All human rights-related policies and practices are defined within the framework of our Human Resources Policy, the Zorlu Holding Ethical Principles adopted under the Holding, and relevant procedures.

Within the company:

- The Board of Directors and senior management hold ultimate responsibility for the implementation of human rights policies.
- The Human Resources Department is responsible for safeguarding employee rights, ensuring equitable practices, and managing grievance mechanisms.
- Ethics hotlines and grievance mechanisms allow employees to report any violations of human rights safely, confidentially, and transparently.
- Contractors and subcontractors are required, under their contracts with the company, to comply with human rights principles, and adherence is monitored through regular audits.

OEDAŞ treats human rights not only as a compliance requirement but also as an integral part of responsible business conduct, ensuring that all employees are included in and aligned with this culture.



Principle of Non-Discrimination and Equality

At OEDAŞ, we place equality, diversity, and inclusion at the center of all our activities. We do not tolerate discrimination on any grounds, including language, religion, race, sect, belief, gender, age, physical disability, health status, union activity, or national origin.

- Our recruitment processes are entirely merit-based; all employees are evaluated according to their performance, competencies, and job requirements.
- Compensation and benefits are applied fairly, ensuring equal opportunities for all employees.
- Freedom of association is recognized as a fundamental right; union rights and freedoms are fully guaranteed.
- Any form of discrimination, favoritism, forced or compulsory labor is strictly prohibited in our workplaces.
- Child labor is strictly prohibited in accordance with the Constitution and the Labour Law and remains a core principle.

At OEDAŞ, equal opportunity is not merely a policy—it is an integral part of our corporate culture.

Respect for Fundamental Human Rights

Osmangazi Elektrik Dağıtım A.Ş. positions compliance with fundamental international human rights and their protection at the heart of its corporate principles. We ensure that all employees have equal opportunities regardless of race, origin, religion, gender, social class, age, disability, or other differences. Career development is assessed solely based on performance and competencies.



Work Environment and Privacy

Protecting employee privacy is a key priority. Personal data is accessed only by authorized personnel for work-related purposes and safeguarded according to confidentiality principles. Employees are never compelled to perform tasks outside their job descriptions. This approach contributes to a respectful and safe work environment.

Ethical Conduct Principles

OEDAŞ employees must not request or accept any gifts, privileges, or personal benefits that could create a conflict of interest. Personal connections that may harm the company's reputation are strictly avoided. Employees are prohibited from expressing personal or political opinions to the media on behalf of the company; such communications are made only through official corporate approval channels, ensuring transparency, impartiality, and ethical standards in business processes.

Collective Labor Agreements and Employee Rights Protection

The company secures employee rights through collective labor agreements, covering working hours, shift arrangements, compensation, leave, occupational health and safety, disciplinary regulations, and training. These agreements aim to balance employer-employee relations, enhance production and service quality, and maintain sustainable labor peace.



DIVERSITY, EQUALITY AND INCLUSION

Commitment to the Principle of Equality

Osmangazi Elektrik Dağıtım A.Ş. considers providing equal opportunities to all employees as a core principle of its corporate culture. We are committed to creating a fair, respectful, and inclusive work environment regardless of differences such as gender, age, disability, ethnicity, beliefs, or social status.

Empowering Women and Gender Equality

As a signatory of the United Nations Women's Empowerment Principles (WEPs) and the UN Global Compact, our company aims to enhance the visibility and active participation of women in the workplace. Through the "Enerjimiz Eşit" (Our Energy is Equal) initiative, we focus not only on increasing female employment but also on ensuring gender equality in corporate communication, discourse, and collaborative practices.



Promoting Diversity

OEDAŞ supports diversity by integrating profiles ranging from young talent to experienced professionals, believing that diversity contributes to corporate innovation. For new employees, mentorship and orientation programs are provided, while current employees benefit from rotation and leadership development programs, ensuring equal career development opportunities.

Inclusive Work Environment

We ensure that all employees have equal voice within working groups and can freely express their opinions through open communication channels, such as the Ethics Hotline. We also create environments where employees can access social support beyond work, offering inclusive solutions ranging from parental support to work-life balance initiatives.



DIVERSITY, EQUALITY, AND INCLUSION ACTIVITIES

International Commitments

OEDAŞ is a signatory of the United Nations Women's Empowerment Principles (WEPs) and the UN Global Compact. In this context, the company places increasing female employment, promoting gender equality, and embedding diversity and inclusion in all processes at the core of its corporate objectives.

Projects and Initiatives

- **“Enerjimiz Eşit” (Our Energy is Equal) Project:** A holistic approach that goes beyond female employment to embed gender equality in corporate language, communication, and collaboration practices.
- **Equal Opportunity Training:** Regular training programs are conducted to raise awareness among employees on gender equality.
- **Ethics Hotline:** A mechanism enabling employees to safely report any situations violating equal opportunity principles.

Career and Talent Management

- **Mentorship and Succession Planning:** Promotion criteria are defined with gender equality in mind and applied through a transparent process.
- **Internship and Mentorship Programs:** Programs for high school and university students encourage young women's participation in the sector.
- **Synergy Young Talent Program:** Initiatives designed for both female and male students to gain sectoral experience.
- **Orientation Coach Program:** Mentorship support is provided to help new female employees adapt to the workplace.



Leadership and Participation

- **Rotation Programs:** Female employees are given opportunities to gain experience across different departments.
- **Leadership and Mentorship Programs:** Designed to empower women in managerial roles.
- **Employee Satisfaction Surveys:** Updated to include equal opportunity and inclusion parameters, with regular measurement of employee perceptions to guide improvements.

GENDER EQUALITY PROGRAM

Osmangazi Elektrik Dağıtım A.Ş. launched its Gender Equality Program in 2019. The program aims to strengthen equal opportunities in the workplace, eliminate gender-based discrimination, and increase women's participation in the workforce. Operating under the motto "Change Starts With Us", the program covers a wide range of areas, from corporate communication to business processes and stakeholder collaborations.

Focus Areas

- **Communication:** All internal and external communications use gender-sensitive language. Training materials, press releases, and internal communication tools have been reviewed to reflect this approach.
- **Work Environment:** Gender equality training is provided to employees and made accessible to all personnel via OEDAŞ Academy. The concept of parental leave and responsibilities has been redefined with gender equality in mind.
- **Collaborations:** Mentorship and internship programs for young women in high schools and universities have been implemented to increase women's visibility in technical roles and encourage employment.



Training and Awareness Activities

- Employees have received **Equal Opportunity Training**, and gender equality parameters have been integrated into the **Employee Satisfaction Survey**.
- **Leadership development programs**, including male employees, ensure that the culture of equality permeates the entire organization.
- A **zero-tolerance policy** has been adopted for violence and harassment, supported by mechanisms such as the **Ethics Hotline** and the **Violence Prevention Support Committee**.

Practical Applications

- Leadership and mentorship programs specifically for female employees have been developed.
- Pilot field internship programs have been initiated to **increase female employment**.
- Rotation and succession planning programs support career development and allow female employees to gain experience across different departments.
- **Nursing** rooms have been established in workplaces to support women's **work-life balance**.

HUMAN RESOURCES APPROACH

Our Approach and Human Resources Policy

At OEDAŞ, we recognize that our employees are our greatest resource in achieving our goals. We build our human resources management on systems that support our vision, mission, and values. Within this framework, our key priorities are to provide a fair, transparent, and safe working environment, support employee development, and continuously improve our business processes.

Our Human Resources Policy is based on the following principles:

- Respecting the diversity of our employees,
- Upholding equality and equal opportunity in all processes,
- Ensuring freedom of association,
- Adopting a zero-tolerance policy toward child labor and forced labor,
- Protecting employees' privacy, personal rights, and dignity,
- Enforcing a zero-tolerance approach toward physical, sexual, or psychological violence and harassment.

In line with this approach, we expect the same principles to be followed not only within OEDAŞ but also by our contractors and suppliers. Promoting a work culture that respects human rights and ethical values across the organization is a fundamental pillar for achieving sustainable success.



For more detailed information, please visit the [Human Resources Policy link](#).

Employee Engagement and Participation Mechanisms

At OEDAŞ, we place great importance on enhancing employee motivation, participation in business processes, and sense of belonging. To achieve this, we provide channels—both digital and face-to-face—where employees can express their thoughts, submit suggestions, and share feedback.

- QDMS Quality Management Portal: Accessible to all employees, this platform records and safeguards all opinions, requests, and suggestions.
- Suggestion and Complaint Boxes: Located in offices, these boxes allow employees to easily submit ideas or complaints.
- Field Meetings: Organized by managers, these meetings facilitate two-way communication and feedback.
- Management Employee Ambassadors Application: Employees can share issues, suggestions, and expectations directly with management through designated ambassadors.
- Flexible and Hybrid Work Practices: Flexible working hours for white-collar employees support work-life balance.
- Birthday Leave: White-collar employees can take additional leave on their birthdays to boost motivation.
- Corporate Wellbeing Application (Wellbees): Supports employees' health, psychological, social, diversity, inclusion, and motivation, contributing to work-life balance.
- BI MOLA Events: Held at all locations, these events allow employees to socialize and strengthen internal belonging.
- Independent Surveys: Conducted every two years by an independent organization, the Employee Engagement and Satisfaction Survey measures perceptions and expectations, informing action plans.

The 2024 survey was conducted by the independent consultancy Kincentric from September 16–27. Results were shared in management and business unit meetings. Focus groups were established to involve employees in action planning, and progress on the action plans is monitored.

Through these mechanisms, feedback on management, compensation, performance evaluation, employee rights, and internal communication is collected, analyzed, and used to implement concrete improvements.

Employee Development

At OEDAŞ, supporting the personal, professional, and technical development of our employees and cultivating a competent workforce for the future are key priorities. Our training and development programs are designed to strengthen existing skills and provide new competencies required in business processes.

- **Training Needs Analysis:** We regularly analyze employees' development areas and prepare annual training plans based on the results.
- **Zorlu Academy & LinkedIn Learning:** These online platforms provide comprehensive training opportunities to support professional and personal development.
- **Professional and Technical Training:** Programs led by expert instructors enhance employees' technical knowledge and skills.
- **Personal Development Training:** Courses in communication, leadership, problem-solving, and time management help develop essential competencies.
- **Performance-Integrated Training:** Training outcomes are integrated into the performance evaluation system, allowing tangible tracking of development progress.
- **Career Planning and Recognition:** Employees achieving strong results are recognized and rewarded, with contributions reflected in compensation and career management processes.

This approach enables employees to utilize their competencies effectively, acquire new skills, and follow a development path aligned with their career goals.



Human Resources Practices

At OEDAŞ, recruitment processes are based on equality, transparency, and merit. Candidates are evaluated solely on their knowledge, experience, and competencies, with an emphasis on aligning individual goals with the company's objectives.

- **Equal Opportunity:** All candidates are treated fairly, and discrimination is strictly prohibited throughout the application process.
- **Competency-Based Evaluation:** Recruitment considers both technical knowledge and behavioral competencies, with interviews conducted when necessary.
- **Transparent Process:** Reference checks are performed to verify candidates' previous experiences.
- **Alignment with Goals:** Candidate personal goals are evaluated for compatibility with the company's long-term strategic objectives.
- **Internal Career Progression:** Human resources management prioritizes internal promotions and career growth by supporting the development of existing employees.

Through this approach, OEDAŞ not only attracts employees who meet position requirements but also builds a workforce that aligns with company culture, drives innovation, and creates value.



Performance Management

At OEDAŞ, employee performance is a key factor in achieving our strategic goals. Our performance evaluation system is transparent, measurable, and developmental.

- **Annual Evaluation:** All employees undergo a yearly performance review focused on aligning individual goals with corporate objectives.
- **Competency-Focused Approach:** Evaluations consider not only work outcomes but also behavioral and technical competencies.
- **Transparent Communication:** Results are shared in one-on-one meetings, providing feedback on areas for development.
- **Development and Recognition:** High-performing employees are supported through training, development, and career planning opportunities, with contributions reflected in compensation and promotion processes.

This system aims to boost motivation and ensure continuous individual and organizational growth.

Compensation

OEDAŞ structures its compensation system to be fair, transparent, and competitive, reflecting employee contributions and fostering motivation.

- **Fair and Transparent System:** Our compensation policies rely on internationally recognized management tools and adopt an equitable approach for all employees.
- **Sector and Economic Conditions:** Salary scales are determined based on national economic conditions and industry dynamics.
- **Competitive Structure:** Policies are designed to enhance employees' market value while remaining competitive.
- **Performance and Contribution:** Individual performance, competencies, and contributions to the company are key determinants in compensation decisions.

This approach supports both employee satisfaction and the company's sustainable success.

Career Management

Supporting employee career growth, providing opportunities to realize potential, and securing long-term success are top priorities at OEDAŞ.

- **Competency and Training Support:** Various programs enhance employees' technical and behavioral skills.
- **Internal Career Progression:** We prioritize internal promotions, offering position-based managerial training to prepare employees for higher roles.
- **Fair Evaluation:** Promotions are based on objective criteria including performance, work results, and experience within the company.
- **Rotation and Development:** Employees may rotate across departments as needed, receiving the necessary training and development support to adapt to new roles.

Through this approach, OEDAŞ ensures that employees are prepared not only for their current roles but also for future career steps.

COMMUNITY RELATIONS

Social Responsibility Projects

At OEDAŞ, we go beyond providing electricity distribution services in our regions by implementing social responsibility projects aimed at creating social value. Through these initiatives, we aim to generate environmental and social impact, build strong relationships with local communities, and contribute to sustainable development.

Can Dostlar Project

Launched in 2021, this project has achieved the following milestones:

- Distributed over 30 tons of pet food to date.
- Recycled scrap materials to support animal shelters.
- Opened a second treatment room in Afyonkarahisar after Eskişehir, equipped with modern veterinary tools such as surgical tables, intensive care units, operating lamps, and surgical sets.
- Donated two medical devices to earthquake-affected areas in collaboration with HAYTAP.
- Successfully treated over 10,000 stray animals and performed over 10,000 sterilization operations in OEDAŞ treatment rooms.
- Raised awareness among employees, media representatives, local leaders, and citizens by distributing pet food packages.

Plastic Cap Campaign

- Conducted in collaboration with the **Turkish Spinal Cord Paralytics Association**, under the slogan **“Plastic Caps Turn into Wheelchairs.”** Collected plastic caps are recycled to provide **wheelchairs** for those in need.
- The campaign raised awareness about spinal cord injuries while promoting **environmental consciousness**.
- In partnership with the Foundation for **Supporting Women’s Work (KEDV)**, women’s handmade products were purchased, supporting female labor.
- Provided educational support to **Darüşşafaka**, contributing to the future of young students.





COMMUNITY INVESTMENTS

At OEDAŞ, we make various investments to support social development in the regions where we operate. These initiatives go beyond electricity distribution infrastructure, encompassing the preservation of cultural heritage, education of youth, and raising social awareness.

Environmental Clean-Up and Volunteering Activities

In collaboration with the Afyonkarahisar Provincial Directorate of Environment and Urbanization and the Bilecik Provincial Directorate of Environment, voluntary employees participated in clean-up events in Urban Forests, collecting waste and delivering it to local municipalities.

Cultural Heritage and Tourism Investments

- Invested in electricity infrastructure for the Phrygia Valley as a tourism destination, supporting regional tourism.
- In cooperation with the Kütahya Governorship, lighting was installed at the Aizanoi Ancient City. Sensitive and international-standard practices are applied in new archaeological excavations to preserve the historical texture and promote cultural heritage.

Education and Youth Support

- Organized energy efficiency-themed competitions for primary and secondary school students, awarding laptops, bicycles, and tablets to winners.
- In collaboration with the Ministry of National Education and EBRD, provided energy sector education to 200 vocational high school students. Results of the project were shared with stakeholders during the closing meeting.
- Shared our equal opportunity vision with over 500 high school and university students through career days and promotional events, inspiring youth.

Regional Promotion and Sports Support

Participated in the Frig Ultra Marathon in the Phrygia Valley, one of Turkey's most important cultural and natural heritage sites, supporting regional promotion.

Social Awareness Activities

- Engaged 50 students at Başmakçı Cumhuriyet Primary School during Energy Saving Week, raising awareness on energy efficiency.
- Conducted social media campaigns to increase awareness on equal opportunity initiatives.



SUSTAINABLE SERVICE

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CUSTOMER SATISFACTION

Customer-Centric Approach and Policies

At OEDAŞ, customer satisfaction is at the core of our service approach. We conduct our operations in compliance with legal requirements and in accordance with ISO 9001 Quality Management System and ISO 10002 Customer Satisfaction Management System standards. Within this framework, we are committed to providing our customers with reliable, fast, and high-quality service while continuously focusing on improving service quality.

Our open communication policy in customer relations is based on a transparent, accessible, and solution-oriented approach. By regularly listening to our customers' needs and expectations, we shape our service processes accordingly and develop innovative and sustainable solutions.

Additionally, we continuously strengthen our technological infrastructure to enhance the customer experience, implement environmentally conscious improvements, and advance our services through R&D projects. This enables us to meet not only today's but also future energy needs reliably and sustainably.



For a more detailed overview of our customer-centric approach, you can access: [Our Customer Satisfaction Policy](#).

Communication Channels and Feedback Mechanisms

At OEDAŞ, we aim to ensure customer satisfaction and continuously improve service quality by maintaining an uninterrupted, multi-channel communication network with our customers. Within our open communication policy, customers can easily submit requests, suggestions, and complaints through various channels.

Key Communication Channels:

- **Call Center (186):** Approximately 1.85 million customer interactions occur annually. After each call, satisfaction is measured. In 2024, 27,043 customers provided feedback through the call center, with 88.7% expressing satisfaction with our services.
- **Mobile Application (OEDAŞ 186):** In 2024, 75,000 customers received SMS notifications, and 6% of requests were submitted via the mobile application.
- **Corporate Website and Online Channels:** Applications and complaints submitted via our official website and online portals are transparently tracked and processed.
- **Written Applications and Letters:** Written requests sent to relevant departments are quickly evaluated, and necessary guidance is provided.
- **Face-to-Face Meetings:** Customers can communicate directly with regional offices and field teams.
- **Social Media and Press:** Requests and complaints received through digital platforms are regularly monitored and resolved.

All feedback collected through these channels is carefully reviewed by the relevant teams, and resolution processes are promptly initiated. This approach ensures that our customer-centric mindset is applied not only in service delivery but also across feedback mechanisms at the highest standard.



Parameter	Definition	2024 Target	2024 Actual
Service Level	The ratio of customers connected to a representative within 20 seconds	96%	96,32%
Response Rate	The ratio of customers who were able to reach a representative	99%	99,39%
Accessibility Level	The ratio of customers able to reach the call center	100%	100%
EPDK Satisfaction Rate	Satisfaction rate according to EPDK quality factors	95%	95,16%

Customer Satisfaction and Performance Indicators

Evaluation of Feedback and Resolution Processes

At OEDAŞ, we systematically evaluate all feedback received from our customers, prioritizing the development of fast and effective solutions. Requests submitted through our call center, mobile application, written petitions, and other communication channels are carefully reviewed by the relevant teams and resolved with actions centered on customer satisfaction.

Satisfaction Measurement Results

In 2024, evaluations conducted with 27,043 customers revealed a customer satisfaction rate of 88.7%. This result demonstrates the strength of our customer-focused service approach and serves as an important guide for our continuous improvement goals.

Quality Assessments

Within the call center operations, an annual average of 12,738 calls were evaluated, achieving a quality score of 93.45%. Additionally, in an independent survey conducted by Eltemtek, OEDAŞ ranked 7th among 21 electricity distribution companies, showcasing our competitive performance in the sector.

Services for Special Customer Groups

Recognizing that our services directly impact the quality of life of the community, we prioritize customers dependent on life support devices. In this context, special procedures are implemented to ensure these users are registered and that any potential outages are addressed as a priority. Furthermore, notifications are made prior to scheduled outages to help them take necessary precautions.

Awards and Recognition

Our customer-oriented service approach has also been recognized internationally. At the Stevie International Business Awards, OEDAŞ won the Bronze Award in the category of Best Technical Support Solutions (Satisfaction 4.0). This award stands as proof of both our technical competence and our commitment to customer satisfaction.

Continuous Improvement and Future Goals

We aim to continuously enhance customer satisfaction by integrating feedback into our business processes. Through new technologies and R&D projects, we are improving our service quality while committing to environmentally responsible and sustainable customer service practices.



R&D AND INNOVATIVE SERVICES

R&D Vision

At OEDAŞ, the primary goal of our R&D activities is to continuously enhance service quality, reduce operational costs, increase energy efficiency, strengthen grid reliability, and maximize customer satisfaction. Furthermore, by developing sustainable and innovative solutions within the energy sector, we aim to create long-term value for both our country and the communities we serve. Our projects are designed not only to meet today's needs but also to address future energy demands, focusing on reducing environmental impacts, improving resource efficiency, and driving technological innovation.

R&D Governance, Strategy, and Roadmap

Our R&D projects are conducted in alignment with the company's overall strategy, following annual plans and structured roadmaps. The project selection process is managed through an integrated system that includes idea generation, preliminary assessment and feasibility studies, pilot applications, and productization stages. This approach allows us to implement projects that support both short-term operational efficiency goals and our long-term digitalization and sustainability vision. In addition, to contribute to sectoral transformation, we actively participate in EPDK-supported studies as well as international programs such as Horizon 2020 and ERA-NET, integrating global knowledge and experience into our business processes.

R&D Team and Competencies

R&D and product development (Ür-Ge) activities within OEDAŞ are coordinated by a team of experts. Our in-house team consists of five engineers and one financial specialist who are actively involved in project management, field monitoring, finance, and billing processes.

Thanks to their technical expertise, field experience, and project management capabilities, our team members develop projects that not only meet the company's operational needs but also contribute to the future of the energy sector. A multidisciplinary approach is adopted in project development, where engineering expertise is complemented by financial analysis and reporting capabilities to produce innovative solutions.

At OEDAŞ, we continuously invest in the professional growth of our R&D team through technical training programs, industry seminars, and participation in international knowledge-sharing platforms—ensuring that their expertise remains up to date and aligned with global standards.





Collaborations and Project Partnerships

OEDAŞ supports its R&D and product development (Ür-Ge) activities not only with in-house expertise but also through strong national and international collaborations. In this context, active projects are carried out on prestigious platforms such as EPDK, HORIZON 2020, and ERA-NET, developing innovative solutions that contribute to the transformation of the energy sector.

Through these collaborations:

- Access to international funding is ensured,
- Scientific and technological knowledge transfer is facilitated,
- Joint studies with academic institutions, private sector, and public stakeholders are conducted.

The projects in which OEDAŞ participates contribute to improving energy efficiency, enhancing grid reliability, accelerating digitalization, and strengthening our competitiveness in the sector, thereby supporting a sustainable energy future.

Completed Projects and Outcomes

In 2024, several significant R&D and Ür-Ge projects were successfully completed, yielding products that enhance our business processes:

- **Mobile Electric Field Measurement System for Leakage Voltage Detection:** A mobile measurement system was developed to detect potential leakage voltages in networks, increasing operational safety.
- **Partial Discharge Detection via Radio Frequency Emissions Project:** Partial discharges on overhead lines were detected using radio frequency emissions, allowing early identification of faults and reducing maintenance costs.
- **HASAT Project Phase 2:** Efficiency applications were developed for energy storage, compensation, DC networks, irrigation, and lighting. Algorithms were designed to optimally position distributed generation systems to reduce distribution losses.

Through these projects:

- Operational needs of business units are addressed more quickly and efficiently,
- Energy supply security and grid resilience are strengthened,
- Customer satisfaction and service quality are enhanced.

Although no patent applications have been filed yet, initiating patent processes for the developed products is planned as a key target for 2025.



International R&D Collaborations

As part of our goal to develop innovative solutions in the energy sector, OEDAŞ actively participates in internationally conducted R&D projects. These projects strengthen our technological capacity and contribute to our sustainable energy vision through global knowledge sharing and collaborations.



FlexiGrid Project (Horizon 2020)

The FlexiGrid Project, carried out under the European Union's Horizon 2020 program, aims to provide flexibility to small and medium-sized distribution system operators. OEDAŞ's service region in Turkey was selected as the pilot implementation area, and the project was successfully completed in 2023. Within this scope, smart grid technologies, Internet of Things (IoT), blockchain, and vehicle-to-grid energy transfer applications were implemented, contributing to sectoral transformation through transparent data management systems.



BD4OPEM (Big Data Solutions for Open Energy Marketplace)

Implemented across five countries, the BD4OPEM Project aims to develop big data-based solutions supporting the planning, monitoring, operation, and maintenance processes of electricity distribution networks. OEDAŞ participated as the Turkey pilot region, and the project, completed in 2023, contributed to increased efficiency in energy management and enhanced end-user engagement.



BD4NRG (Big Data for Next Generation Energy)

The BD4NRG Project, involving 35 partners from 11 countries, aims to optimize decentralized energy management processes in next-generation energy systems using big data and artificial intelligence. OEDAŞ played an active role, particularly in developing predictive maintenance applications at medium voltage levels. Supported by European Union funding and EPDK, the project was successfully completed in 2024.



PlaMES Project

Planning and modeling studies were conducted to support low-carbon energy systems and renewable energy integration.





National and EPDK-Supported Projects

OEDAŞ continues its R&D and innovation efforts not only on international platforms but also at the national level. Projects supported by EPDK make significant contributions to distribution infrastructure modernization, energy supply security, efficiency improvement, and customer satisfaction.

E-Depo: Energy Storage Systems Monitoring Portal

Developed to manage the application, evaluation, approval, and monitoring processes of energy storage projects through a digital platform. The system facilitates information flow between distribution companies, integrators, and storage system installers, and real-time monitoring of battery data is enabled through SCADA integrations.

SLF: Geo-Spatial Demand Forecasting Software

Forecasting systems have been developed for infrastructure development planning by considering the geographic location and load information of users in electricity distribution regions. This project allows high-accuracy predictions in planning and project development processes and ensures efficient use of resources.

MASS TQM: Collection and Analysis of Substation Data

Aims to collect data from measurement devices at distribution centers and transformer stations, perform real-time analysis, report via the MASS protocol, and provide flexibility in network management.

Digital Maturity Project

Analyzes the digitalization levels of different regions in Turkey's electricity distribution sector and prepares development roadmaps. Within this project, OEDAŞ has identified the specific digital investment needs of its region and developed strategic plans accordingly.

Remote Secure Activation System for Rural Area Street Luminaires

An innovative system that allows temporary faults in rural areas to be resolved remotely and safely without sending field teams. This enables rapid intervention, reduces customer inconvenience, and optimizes resource utilization.

E-Mobility Initiative Project (TR-EV Pro)

Aims to analyze potential challenges in the distribution infrastructure during the widespread adoption of electric vehicles in Turkey and to develop solutions and software to guide decision-makers.

YE3AP: Local Energy Ecosystem Integration and Master Data Management Platform

Designed to integrate the information systems used by electricity distribution companies, improve data quality, enhance security levels, and centralize data management.

Reception Data-Centric Security and Compliance Platform

Includes Dynamic Data Masking and User Behavior Analytics integrations to improve data security and compliance standards, ensuring the detection of malicious activities and the protection of data integrity.



Digitalization and Technology-Focused Investments

OEDAŞ develops its electricity distribution services through digitalization and advanced technology solutions. The goal is to ensure uninterrupted, safe, efficient, and sustainable energy supply, continuously enhance customer satisfaction, and increase operational efficiency. These investments contribute critically to both grid reliability and environmental performance.

Infrastructure Modernization and SCADA Applications

- Remote interventions via the SCADA system have improved customer satisfaction and reduced Scope 1 emissions by 1,087 tons of CO₂ annually.
- SCADAfence infrastructure has been deployed across 54 substations, ensuring secure and sustainable data flow between devices.

Energy Efficiency and Green Building Applications

- Under the “Energy Efficiency Project,” the transformation of our central buildings in five provinces to meet green building standards has been initiated.

Smart Meters and AMR (Automated Meter Reading) System

- Customers with an annual consumption capacity of 30 MWh/year have been integrated into the system via the Automated Meter Reading System (OSOS).
- 76% of smart meters in our network are actively monitored, with a short-term target of increasing this rate to 78%.
- As of 2024, 30,913 subscribers can be monitored remotely, representing 45–55% of regional consumption (up from 30–35% in 2020).
- Approximately 15,000 modems, 6,500 meters, and 5,000 antennas have been installed.





Digital Platforms and Operational Solutions

- The OEDAŞ Portal enables projects to be shared digitally, reducing unnecessary paper usage.
- Through the Drone Project, power transmission lines are monitored both from the ground and the air, allowing rapid fault detection and preventive maintenance in challenging terrains.
- The Video Verification System allows live and remote field inspections, strengthening occupational health and safety processes.
- The Digital Archive Project has digitized approximately 5 million subscriber documents with AI support, increasing operational efficiency.

Advanced Technology Investments and New Systems

- With the Magnetic Controlled Reactors (MCR) application, voltage on transmission lines has been increased, reducing distribution losses and preventing an average of 44 MVA technical loss daily.
- The Relay Management System autonomously executes grid protection scenarios, enhancing reliability.
- The Integrated Outage Management System monitors outage processes in real-time, coordinates field operations, and integrates systems for rapid resolution.
- The Meter Reading Project increases the reading rate and prevents customer inconvenience by sending notifications for unread meters.
- The Performance Management System transparently tracks and reports employee goals and performance.
- The Travel and Expense Management Project digitizes personnel expenses and approval processes, enabling fast and efficient use via a mobile application.
- The Unlicensed Producers Portal allows applications to be processed electronically, making the process transparent, fast, and sustainable.



SUSTAINABLE SUPPLY

Supply Chain Structure and Flow Diagram

OEDAŞ manages its supply chain based on transparency, efficiency, and sustainability principles. The structure of our supply chain consists of three main flows: upstream, downstream, and operational processes.

- **Upstream:** Covers the procurement of raw materials and goods. Products provided by our suppliers are evaluated by the procurement unit and directed to warehouses and production processes.
- **Operational Processes:** Represents our internal processes and activities. This stage considers procurement procedures, compliance with technical specifications, quality control, storage, occupational health and safety criteria, and sustainability standards.
- **Downstream:** Encompasses the delivery of produced or stored goods and services to our customers. This flow includes all steps from production to distribution and reaching the end customer.

Our supply chain flow can be summarized as:

Supplier → Procurement → Warehouse/Production → Distribution → Customer

This structure ensures traceability and control at every stage, maintaining quality, environmental sustainability, and customer satisfaction throughout the supply chain.

Policies and Strategic Approach

OEDAŞ prioritizes environmental, social, and ethical responsibilities in supply chain management. The policies we implement cover not only procurement processes but our entire value chain.

- **Supply Chain Policy:** We expect our suppliers to provide products and services that comply with environmental, social, and ethical standards, and are of high quality and sustainable.
- **Green Procurement Policy:** Emphasizes the selection of environmentally friendly products and materials, prioritizes equipment that saves energy and resources, and regularly evaluates the environmental performance of our suppliers.

For new and existing investments, energy efficiency, performance, and environmental impact are always considered in procurement, and these criteria are explicitly stated in technical specifications. Supplier assessments also consider compliance with international standards such as ISO 14001 and ISO 14064, while equal opportunity and ethical principles remain central to all processes.

With this strategic approach, we ensure the operational sustainability of our company while guiding our suppliers toward greener, more efficient, and responsible practices.



Procurement Processes and Procedures

At OEDAŞ, all procurement processes are conducted in accordance with quality, environmental, and ethical standards. These processes are managed through detailed procedures covering supplier selection, approval, ordering, and delivery.

- **Equal Opportunity and Ethical Principles:** Our procurement procedures ensure fair, transparent, and equal opportunities for all suppliers, with strict adherence to ethical rules.
- **Document and Certification Requirements:** Suppliers are required to provide environmental management system certificates such as ISO 14001 and ISO 14064, along with quality and compliance certifications.
- **Approval and Evaluation:** Supplier approval forms are regularly updated, and evaluations are conducted considering environmental and technical performance criteria.
- **Training and Awareness:** Trainings organized for our procurement team and suppliers increase awareness on environmental, quality, and ethical matters, strengthening the sustainable procurement approach.

Through this approach, we build trust-based relationships with our suppliers while prioritizing environmental and social responsibility in long-term partnerships.



Local Procurement and Resource Tracking

OEDAŞ prioritizes the use of local resources in procurement processes. Most required products and services are sourced through local suppliers within our operating regions, contributing to regional development and reducing logistics-related carbon emissions.

In 2024, out of 378 suppliers, 375 operated within Turkey, resulting in a local procurement rate of 99.21%. This clearly demonstrates that our supply chain strategy supports the local economy.

Additionally, the source, origin, and production conditions of procured products are carefully monitored, and verification certificates and documents are requested from suppliers. This approach ensures attention not only to cost and quality but also to sustainable production standards.

Appendices

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PERFORMANCE INDICATORS

Emissions

Scope 1 greenhouse gas emissions (tCO2e)			
2021	2022	2023	2024
4.030	5.917	5.831	5.097
Scope 2 greenhouse gas emissions (tCO2e)			
2021	2022	2023	2024
223.472	199.185	221.788	238.537
Scope 3 greenhouse gas emissions (tCO2e)			
2021	2022	2023	2024
6.211	30.299	33.988	13.345,07
Total greenhouse gas emission intensity (Scope 1+2) (tCO2e/MWh)			
2021	2022	2023	2024
0.0306	0.0282	0.0315	0.0339
Greenhouse gas emission reduction (tCO2e)			
2021	2022	2023	2024
	-1.887	86	734

GRI 305-1, 305-2, 305-3, 305-4, 305-5

Energy

Energy consumption in the organization (GJ)					
		2021	2022	2023	2024
From non-renewable sources	Natural Gas (sm ³)	7.998,49	8.008,49	6.867,54	6.726,47
	Coal (kg)	2.104,01	740,40	767,50	943,50
	Diesel (Motor)	43.564,82	41.351,72	42.648,02	30.294,24
	Gasoline (L)	71,54	177,85	366,56	2.698,08
	LPG (kg)	48,07	62,65	74,61	22,08
	Total	53.786,93	50.341,11	50.724,23	40.684,37
Indirect Energy Consumption (kWh)					
		2021	2022	2023	2024
Electricity Consumption (kWh)		1.611.375	1.650.808	1.822.658	1.765.298
Steam Consumption (kWh)		0,00	0,00	0,00	0,00
Total Energy Consumption (kWh)		1.611.375	1.650.808	1.822.658	1.765.298

GRI 302-1



PERFORMANCE INDICATORS

Water and Wastewater

Water Withdrawn by Source (m³)				
	2021	2022	2023	2024
Well Water (m³)	-	-	-	-
Tap Water (m³)	54.417,64	14.208,34	16.816,25	15.247,06
Total water withdrawn	54.417,64	14.208,34	16.816,25	15.247,06

Water discharge amounts by discharge points (m³)				
	2021	2022	2023	2024
Receiving Environment (m³)	-	-	-	-
Wastewater Channel (m³)	54.417,64	14.208,34	16.816,25	15.247,06
Recovered Water (m³)	-	-	-	-
Total Discharge	54.417,64	14.208,34	16.816,25	15.247,06

Recovered Water (m³)				
	2021	2022	2023	2024
Volume of recovered/reused water (m³)	-	-	-	-
Total water consumed (m³)	54.417,84	14.208,34	16.816,25	15.247,06

GRI 303-3, 303-4

Waste and Hazardous Waste

Hazardous Waste Quantities (ton)					
	2021	2022	2023	2024	
	Medical Waste (kg)	86	35	81	91
*Not recovered for energy purposes	Hazardous Particulate and Process Waste (kg)	1.219.103	836.766	1.706.987	594.988
	Cables (kg)	149.600	88.780	141.719	29.034
	Total (kg)	1.368.789	925.581	1.848.787	624.113

Non-Hazardous Waste Quantities (ton)					
	2021	2022	2023	2024	
	Copper (kg)	0	33.840	30.450	0
	Municipal Waste (kg)	2.552	1.371	4.536	1.657
	Aluminum (kg)	190.500	67.120	122.480	0
	Plastic Waste (kg)	798	1.629	555	0
	Iron and Steel (kg)	1.130.260	196.976	887.760	0
*Not recovered for energy purposes	Mixed Metals (kg)	222.270	60.004	278.300	0
	Packaging Waste (Paper-Cardboard) (kg)	11.584	2.952	4.333	0
	Concrete (kg)	10.216.890	3.420.590	8.318.790	0
	Wood (kg)	1.102.570	161.980	910.437	0
	End-of-Life Tires (kg)	3.680	0	2.140	0
	Total (kg)	12.881.104	3.946.462	10.559.781	1.657

GRI 306-3



PERFORMANCE INDICATORS



Percentage of Board Members and Senior Management by Gender (%)				
	2021	2022	2023	2024
Women	33%	33%	33%	40%
Men	67%	67%	67%	60%

Percentage of Board Members and Senior Management by Age Group (%)				
	2021	2022	2023	2024
Under 30	0	0	0	0
30–50	33%	30%	30%	33%
Over 50	67%	70%	70%	67%

Percentage of Employees by Gender (%)				
	2021	2022	2023	2024
Women	12%	12%	14%	18%
Men	88%	88%	86%	82%

GRI 405-1

Percentage of Employees by Age Group (%)				
	2021	2022	2023	2024
Under 30	11%	10%	11%	14%
30–50	86%	85%	84%	82%
Over 50	4%	5%	5%	4%

Percentage of Employees by Employment Type (%)					
		2021	2022	2023	2024
Total	Full-Time	1238	1229	1191	1148
	Part-Time	0	4	5	5
Specialist and above	Full-Time	271	364	390	371
	Part-Time	0	4	5	5
Operational level	Full-Time	967	865	801	777
	Part-Time	0	0	0	0

GRI 102-8



PERFORMANCE INDICATORS

Number and Percentage of New Hires by Age and Gender (%)

		2021		2022		2023		2024	
		Number	Ratio	Number	Ratio	Number	Ratio	Number	Ratio
<30 years	Women	14	29%	12	23%	15	18%	51	45%
	Men	22	46%	27	52%	31	37%	22	19%
30–50 years	Women	4	8%	5	10%	16	19%	21	18%
	Men	8	17%	7	13%	20	24%	20	18%
>50 years	Women	0	0%	0	0%	0	0%	0	0%
	Men	0	0%	1	2%	1	1%	0	0%
Total	Women	18	38%	17	33%	31	37%	72	63%
	Men	30	63%	35	67%	52	63%	42	37%

Number and Percentage of Departures by Age and Gender (%)

		2021		2022		2023		2024	
		Number	Ratio	Number	Ratio	Number	Ratio	Number	Ratio
<30 years	Women	5	9%	12	23%	15	18%	30	16%
	Men	18	23%	27	52%	31	37%	12	6%
30–50 years	Women	3	5%	5	10%	16	19%	20	11%
	Men	30	53%	7	13%	20	24%	93	50%
>50 years	Women	1	2%	0	0%	0	0%	1	1%
	Men	5	9%	1	2%	1	1%	29	16%
Total	Women	9	16%	17	33%	31	37%	51	28%
	Men	53	84%	35	67%	52	63%	134	72%

GRI 401-1

Number and Percentage of Departures by Age and Gender (%)

		2021		2022		2023		2024	
		Number	Ratio	Number	Ratio	Number	Ratio	Number	Ratio
Voluntary departures (employee turnover rate)	Women	6	21%	4	17%	9	16%	34	49%
	Men	22	79%	20	83%	46	84%	36	51%
Number of positions filled through rotation	Women	0	0	0	0	0	0	0	0
	Men	0	0	0	0	0	0	0	0

Number of Employees by Years of Service

		2021	2022	2023	2024
0-5 Years	Women	55	51	70	118
	Men	164	124	159	153
5-10 Years	Women	49	50	39	32
	Men	381	347	276	241
10 Years and above	Women	41	45	53	58
	Men	548	616	599	551

GRI 401-1



PERFORMANCE INDICATORS

Maternity Leave

		2021	2022	2023	2024
Number of employees who benefited from maternity/parental leave	Women	7	7	5	4
	Men	56	52	45	26
Number of employees returning to work after the end of maternity/parental leave	Women	0	4	5	3
	Men	56	52	45	26

Training Hours Provided to Employees

	2021		2022		2023		2024	
Average (employee/hour)	23,1	4,4	12,8	4,5	23,1	4,4	12,8	4,5
Total (hours)	11.884	13.354	11.999	16.270	11.884	13.354	11.999	16.270

Training Hours Provided to Employees

	2021	2022	2023	2024
Total training hours (excluding OHS trainings)	11.884	13.354	11.999	16.270
Annual average training hours per employee (hours)	23,1	4,4	12,8	4,5
Other trainings (specify if any)	-	-	-	-

GRI 404-1, 412-2, 403-8

Training Hours Provided to Female Employees

	2021	2022	2023	2024
Average (employee/hour)	20,25	4,1	2,3	4,08
Total (hours)	2.638	1.852	1.221	5.617

Training Hours Provided to Male Employees

	2021	2022	2023	2024
Average (employee/hour)	25,95	4,5	10,45	5,38
Total (hours)	10.716	11.502	10.778	10.652

Training Hours Provided by Employee Category

	2021	2022	2023	2024
Technical	10.520	11.650	10.357	15.298
Administrative	2.834	1.704	1.642	972
Operational	-	-	-	-

GRI 404-1, 412-2, 403-8



PERFORMANCE INDICATORS



Number of Employees and Contractors under Occupational Health and Safety

		2021	2022	2023	2024
Employees covered by occupational health and safety	Employee (OEDAŞ)	1.296	1.296	1.364	1.391
	Contractor	3.425	4.120	3.229	2.072
Employees covered by occupational health and safety audited internally	Employee (OEDAŞ)	1.296	1.296	1.364	1.391
	Contractor	1.073	1.162	901	717
Employees covered by occupational health and safety audited or certified by a third party	Employee (OEDAŞ)	1.296	1.296	1.364	1.391
	Contractor	1.073	1.162	901	717

Employee Training (hours)

	2021	2022	2023	2024
OHS Training	112.610	123.630	42.824	38.245

GRI 403-8, 403-9

Number and Rate of Work-Related Fatalities (%)

	2021		2022		2023		2024	
	Number	Rate (per 200,000 hours)	Number	Rate (per 200,000 hours)	Number	Rate (per 200,000 hours)	Number	Rate (per 200,000 hours)
Employee (OEDAŞ)	0	%0	0	%0	0	%0	0	%0
Contractor	0	%0	0	%0	0	%0	0	%0

Number and Rate of Serious Work-Related Injuries (%) (Lost workdays ≥10)

	2021		2022		2023		2024	
	Number	Lost Days	Number	Lost Days	Number	Lost Days	Number	Lost Days
Employee (OEDAŞ) (All incidents recorded)	5	198 days	1	20 days	2	127 days	3	32 days
Contractor (All incidents recorded)	12	651 days	10	518 days	11	504 days	5	331 days

GRI 403-8, 403-9



PERFORMANCE INDICATORS

Total Recordable Work-Related Cases and Rate (%) (TRC = Total recordable work-related injuries + Total recordable occupational disease cases)

	2021		2022		2023		2024	
	Number	Rate (per 200,000 hours)	Number	Rate (per 200,000 hours)	Number	Rate (per 200,000 hours)	Number	Rate (per 200,000 hours)
Employee (OEDAŞ) (All incidents recorded)	29		17		21		35	
Contractor (All incidents recorded)	48		61		68		82	

Main Types of Work-Related Injuries

1- Electric shock

2- Fall from height

3- Assault

Number of Deaths Due to Work-Related Illnesses

	2021	2022	2023	2024
Employee	0	0	0	0

GRI 403-8, 403-9

Number of Recordable Work-Related Illness Cases

	2021	2022	2023	2024
Employee	0	0	0	0
Contractor	0	0	0	0

Occupational Health and Safety Performance (Contractor Employees)

	2021	2022	2023	2024
Number of Accidents (All accidents including OEDAŞ)	77	78	89	117
Number of Fatal Cases	-	-	-	-
Absenteeism (Lost days) (All accidents including OEDAŞ)	1.353,00	617,00	830,00	573,00
Lost Time Injury Days (LTIF) (All accidents including OEDAŞ)	1.353,00	617,00	830,00	573,00
Accident Frequency Rate (LTIF) (All accidents including OEDAŞ)	8,50	6,32	6,10	7,67

GRI 403-8, 403-9



GRI CONTENT INDEX



**CONTENT INDEX
ESSENTIALS SERVICE**

2025

OEDAŞ reported in accordance with GRI Standards for the January-December 2024 period. As part of the Content Index Essentials Service, the GRI Services Team reviewed the information presented in accordance with GRI Standards reporting requirements and ensured that the information in the index was clear and accessible to stakeholders. The service was performed on the Turkish version of the report.

GRI STANDARD	DISCLOSURES	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWER
GENERAL DISCLOSURES		
GRI 2: General Disclosures 2021	2-1 Organization details	CEO Message p.05, About Us p.07
	2-2 Entities included in the report	About Us p.07
	2-3 Reporting period, reporting frequency, and contact person	About the Report p.04
	2-4 Restatement of information	No restated information is provided.
	2-5 Independent assurance / external verification	No external assurance has been conducted for the reporting period.
	2-6 Activities, value chain, and business partnerships	About Us p.07, Our Activities p.08, Memberships and Partnerships p.15
	2-7 Employees	Human Resources, Approach pp.63-65
	2-8 Workers not in employee status	Human Rights, Approach p.59
	2-9 Governance structure	Board of Directors pp.18-19, Executive Management p.20
	2-10 Nomination and selection of the highest governance body	Board of Directors p.18
	2-11 Chair of the highest governance body	Executives p.20
	2-12 Role of the highest governance body in overseeing the management of impacts	Executives p.20
	2-13 Delegation of responsibility for managing impacts	Executives p.20
	2-14 Role of the highest governance body in sustainability reporting	Sustainability Governance p.22
	2-15 Conflicts of interest	Ethics p.30
	2-16 Communication of critical concerns	Executives p.20
	2-17 Collective knowledge of the highest governance body	Executives p.20
	2-18 Evaluation of the highest governance body's performance	Human Resources Approach p.65
	2-19 Remuneration policies	Human Resources Approach p.65



GRI CONTENT INDEX

GRI STANDARD	DISCLOSURES	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWER
GENERAL DISCLOSURES		
GRI 2: General Disclosures 2021	2-20 Process for determining remuneration	Human Resources Approach p.65
	2-21 Annual total remuneration ratio	Human Resources Approach p.65
	2-22 Statement on sustainable development strategy	Sustainability Governance p.22
	2-23 Policy commitments	Sustainability Governance p.22
	2-24 Implementation of policy commitments across the organization	Sustainability Governance p.22
	2-25 Processes for remediation of negative impacts	Sustainability Governance p.22
	2-26 Consultation and grievance mechanisms	Ethics p.29, Human Resources Approach p.64
	2-27 Compliance with laws and regulations	No legal non-compliance or sanctions occurred during the reporting period.
	2-28 Memberships	Memberships and Partnerships p.15
	2-29 Approach to stakeholder engagement	Stakeholder Relations p.33
	2-30 Collective bargaining agreements	Human Rights Approach p.59
MATERIAL TOPICS		
GRI 3: Material Topics 2021	3-1 Process for determining material topics	Materiality Analysis p.23
	3-2 List of material topics	Materiality Analysis p.23



GRI CONTENT INDEX

GRI STANDARD	DISCLOSURES	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWER
CONTINUOUS AND ACCESSIBLE INFRASTRUCTURE		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and supported services	Economic Performance p.10
OCCUPATIONAL HEALTH AND SAFETY		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, Occupational Health and Safety p.54
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety p.54
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety p.56
	403-3 Occupational health services	Occupational Health and Safety p.54–57
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety p.55
	403-5 Worker training on occupational health and safety	Occupational Health and Safety p.55
	403-6 Promotion of worker health	Occupational Health and Safety p.55
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety p.54–57
	403-8 Workers covered by an occupational health and safety management system	Performance Indicators p.85–86
	403-9 Work-related injuries	Performance Indicators p.85–86
	403-10 Work-related ill health	Performance Indicators p.85–86



GRI CONTENT INDEX

GRI STANDARD	DISCLOSURES	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWER
ETHICS, TRANSPARENCY AND ACCOUNTABILITY		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, Ethics p.30
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	Ethics p.30–31
	205-2 Communication and training about anti-corruption policies and procedures	Ethics p.30–31
	205-3 Confirmed incidents of corruption and actions taken	Ethics p.30–31
DIGITALIZATION AND ADAPTATION TO TECHNOLOGICAL INNOVATIONS		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, R&D and Innovative Services p.74
CLIMATE RESILIENCE		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, Climate Change p.46
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Corporate Risk Management p.26
GREENHOUSE GAS EMISSIONS		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, Greenhouse Gas Emissions p.43–45
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Performance Indicators p.80
	305-2 Energy indirect (Scope 2) GHG emissions	Performance Indicators p.80
	305-3 Other indirect (Scope 3) GHG emissions	Performance Indicators p.80
	305-4 GHG emissions intensity	Performance Indicators p.80
	305-5 Reduction of GHG emissions	Performance Indicators p.80



GRI CONTENT INDEX

GRI STANDARD	DISCLOSURES	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWER
CUSTOMER PRIVACY AND DATA PROTECTION		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, Information Security p.32
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information Security p.32
EQUALITY, DIVERSITY AND INCLUSION		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, Diversity, Equality and Inclusion p.60
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Board of Directors p.18
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Diversity, Equality and Inclusion p.60
RESPECT FOR HUMAN RIGHTS AND LABOR RIGHTS		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, Human Rights Approach p.58
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Community Relations p.66
SUSTAINABLE FINANCE AND RESPONSIBLE INVESTMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, Sustainability Governance p.22
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	R&D and Innovative Services p.71-76
BIODIVERSITY		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, Biodiversity p.50-52
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas	Biodiversity p.50-52
	304-2 Significant impacts of activities, products, and services on biodiversity	Biodiversity p.50-52



GRI CONTENT INDEX

GRI STANDARD	DISCLOSURES	PAGE NUMBER, REFERENCE AND/OR DIRECT ANSWER
BIODIVERSITY		
GRI 304: Biodiversity 2016	304-3 Protected or restored habitats	Biodiversity p.50-52
	304-4 Species on the IUCN Red List and national conservation lists with habitats affected by company operations	Biodiversity p.50-52
EMPLOYEE WELL-BEING		
GRI 3: Material Topics 2021	3-3 Management of material topics	Materiality Analysis p.23, Human Resources Approach p.58-59
GRI 401: Employment 2016	401-1 Employment	Human Resources Management p.63-65
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Human Resources Management p.63-65
	401-3 Parental leave	Human Resources Management p.63-65

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