



KAMUYU AYDINLATMA PLATFORMU

TÜRK HAVA YOLLARI A.O. Sustainability Compliance Report 2022 - Annual Notification

Summary

2022 Sustainability Principles Compliance Report





Sustainability Compliance Report

Related Companies

Related Funds

	Company Compliance Status				Explanation	Report Information on Publicly Information (Page number, menu website)
	Yes	Partial	No	Not Applicable		
Sustainability Compliance Report						
A. GENERAL PRINCIPLES						
A1. Strategy, Policy and Goals						
A1.1. The prioritised environmental, social and corporate governance (ESG) issues, risks and opportunities have been determined by the Company's Board of Directors.	X				The information provided in this section covers only Turkish Airlines Inc. Risk Management, Sustainability Management Structure, Sustainability Priorities, C1.Governance, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, C2.Risks and Opportunities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report Our Sustainability Approach Financial Risk Management	Information disclosed to the public the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website Sustainability Management, 2021 Sustainability Report, 23,24 Sustainability Management Structure Sustainability Report, Page 29-31 Sustainability Priorities, 2021 Sustainability Report https://investor.turkishairlines.com/sustainability/2021-sustainabilityreport/governance, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 2-4 Opportunities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 5-1 investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange2022.pdf Our Sustainability Approach, Turkish Airlines 2022 Annual Report, Page 140 Financial Management, Turkish Airlines 2022 Annual Report, Pages 152, 153
A1.1. The ESG policies (Environmental Policy, Energy Policy, Human Rights and Employee Policy etc.) have been created and disclosed to the public by the Company's Board of Directors.	X				The information provided in this section covers only Turkish Airlines Inc. OUR POLICIES; Sustainability Policy Our Environmental Policy Supplier Code of Conduct Policy Public Disclosure Policy Human Resources Policy Code of Business Conduct and Ethics Manual Dividend Policy Donation Policy Remuneration Policy Our Safety Policy Our Quality Policy Our Security Policy Our Occupational Health and Safety Policy Training Policy Our Customer Satisfaction Policy Energy Policy Information Security Policy	Information disclosed to the public the Turkish Airlines Inc. Policies website POLICIES; Sustainability Policy, https://www.turkishairlines.com/en-int/pressroom/about-us/our-policy/index.html Our Policy, https://www.turkishairlines.com/press-room/about-us/our-policy/index.html Supplier Code of Conduct Policy, https://investor.turkishairlines.com/documents/sustainability/supplier-code-of-conduct-policy.PDF Disclosure Policy, https://investor.turkishairlines.com/documents/genelraporlar/public_disclosure_policy.pdf Human Resources Policy, https://investor.turkishairlines.com/documents/boardsactivity-report/4q2020-boards-activityreport-06012022.pdf Code of Business Conduct and Ethics Manual, https://investor.turkishairlines.com/documents/code-of-business-conduct-and-ethics-manual.pdf Dividend Policy, https://investor.turkishairlines.com/en/corporate-governance/dividend-policy/ Donation Policy, https://investor.turkishairlines.com/en/corporate-governance/donation-policy/ Remuneration Policy, https://investor.turkishairlines.com/en/corporategovernance/remuneration-policy/ Safety Policy, https://www.turkishairlines.com/en-int/pressroom/about-us/ourpolicy/ Our Quality Policy, https://www.turkishairlines.com/en-int/pressroom/about-us/our-policy/index.html Our Policy, https://www.turkishairlines.com/pressroom/about-us/our-policy/index.html Occupational Health and Safety Policy, https://www.turkishairlines.com/en-int/pressroom/about-us/our-policy/index.html Training Policy, https://www.turkishairlines.com/pressroom/about-us/ourpolicy/index.html Customer Satisfaction Policy, https://www.turkishairlines.com/en-int/pressroom/about-us/our-policy/index.html Energy Policy, https://www.turkishairlines.com/pressroom/about-us/ourpolicy/index.html

						Information Security Policy, https://www.turkishairlines.com/en-int/pre-about-us/our-policy/index.html
A1.2. The short and long-term targets set within the scope of ESG policies have been disclosed to the public.	X				The information provided in this section covers only Turkish Airlines Inc. We aim to develop and continue our sustainability efforts in line with the United Nations Sustainable Development Goals by integrating them into all areas where our Incorporation operates. In addition, in the light of our responsible business approach, we, as Turkish Airlines, adopt the targets set by the International Air Transport Association (IATA), of which we are a member, and work devotedly to achieve this target. Adopting the principles of transparency, fairness, responsibility and accountability in all its activities, our Incorporation carries out efforts to ensure that its brand goals and values are adopted by its stakeholders, and will continue to develop good governance practices and develop collaborations in line with its vision of adding value to its stakeholders.	Publicly disclosed information is available in the Corporate Governance and Financials, Operational Data tabs of the Turkish Airlines Investor Relations website. C2.Risks and Opportunities, C2.1a Short, Medium and Long-Term Time Horizons, Turkish Airlines Disclosure Project (CDP) 2022 Report, Targets and Performance, Turkish Airlines Disclosure Project (CDP) 2022 Report, https://investor.turkishairlines.com/surdurulebilirlik/cdp-climatechange-report-2021.pdf Management of Climate Change, Sustainability Report, Page 46 Climate Change Goals, 2021 Sustainability Report, Page 47 Efficiency in Ground Operations, Page 48 Environmental Targets, 2021 Sustainability Report, Page 58 Fleet Modernization, 2021 Sustainability Report, Page 68 Sustainable Bio-fuel, 2021 Sustainability Report, Page 55 Gender Equality 2025by2025- Advancing Gender Balance, 2021 Sustainability Report, Page 88 investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf PROJECTIONS ABOUT THE INCORPORATION, Board’s Activity Report, Page 21 https://investor.turkishairlines.com/documents/boards-activity-report-3q2022-eng.pdf
A2. Implementation/Monitoring						
A2.1. The responsible committees and/or business units for the implementation of ESG policies and the senior officials related to ESG issues in the Company and their duties have been identified and disclosed to the public.	X				The information provided in this section covers only Turkish Airlines Inc. The management of the social, economic and environmental impacts arising from the activities of Turkish Airlines and the assessment of sustainability risks and opportunities that may impact the activities of the Incorporation are under the responsibility of the Board of Directors and the Executive Committee. In order to carry out these responsibilities effectively at all levels of the Incorporation’s activities, the Sustainability Committee, whose members are Turkish Airlines senior executives, was established in 2021. The Chairman of the Sustainability Committee is the CEO of Turkish Airlines, and the Vice Chairman is the Chief Investment and Technology Officer. The Sustainability Committee carries out its activities to determine, review and continuously improve the sustainability management strategy, sustainability policy and short, medium and long-term sustainability targets, and to decide on improvement projects that will increase the sustainability performance of Turkish Airlines. The Sustainability Committee reports to the Board of Directors the risks and opportunities regarding material sustainability issues, its evaluations of the performance results obtained as a result of its establishment activities, the feedback from internal and external stakeholders ,and the practices it has decided to increase the sustainability performance of the Incorporation in light of this information.	Publicly disclosed information is available in the Corporate Governance and Financials, Operational Data tabs of the Turkish Airlines Investor Relations website. Sustainability Management, Sustainability Management Structure, 2021 Sustainability Report, Duties and Responsibilities of the Sustainability Committee, 2021 Sustainability Report, 31 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf Governance, (C1.1) Board-level overview of climate-related issues, Turkish Airlines Disclosure Project (CDP) 2022 Report, https://investor.turkishairlines.com/surdurulebilirlik/cdp-climatechange-report-2021.pdf Sustainability Management, Turkish Airlines 2022 Annual Report, Pages 141-143
A2.1. The activities carried out within the scope of policies by the responsible committee and/or unit have been reported to the Board of Directors at least once a year.	X				The information provided in this section covers only Turkish Airlines Inc. Continuing to shape the sustainability strategy under the umbrella of the Sustainability Committee, which was established in 2021, Turkish Airlines' Sustainability Committee Chairman is CEO of Turkish Airlines and Vice President is Chief Investment and Technology Officer. The Sustainability Committee is chaired by the General Manager, with the participation of the Assistant General Managers and the Head of Subsidiaries, and meets at least once quarterly. The Sustainability Committee carries out its activities in order to determine, review and continuously improve the sustainability management strategy, sustainability policy, short, medium and long-term sustainability targets, and to decide on improvement projects that will increase the sustainability performance of the Incorporation. Turkish Airlines Sustainability Committee reports risks and opportunities regarding material sustainability issues, its evaluations of the performance results obtained as a result of its establishment activities, the feedback received	Publicly disclosed information is available in the Corporate Governance and Financials, Operational Data tabs of the Turkish Airlines Investor Relations website. Sustainability Management, Sustainability Management Structure, 2021 Sustainability Report, Duties and Responsibilities of the Sustainability Committee, 2021 Sustainability Report, https://investor.turkishairlines.com/sustainability/turkish-airlines-sustainability-report-2021.pdf Sustainability Management, Turkish Airlines 2022 Annual Report, Pages :

				from internal and external stakeholders and the practices it has decided to increase the sustainability performance of the Incorporation to the Board of Directors.	
A2.2. In line with the ESG targets, the implementation and action plans have been formed and disclosed to the public.	X			<p>The information provided in this section covers only Turkish Airlines Inc. C2. Risks and Opportunities, Turkish Airlines Carbon C3. Business Startegy, Turkish Airlines Carbon C4. Targets and Performance, Turkish Airlines Carbon Energy and Emission Management, 2021 Sustainability Report, Environmental Management, 2021 Sustainability Report, Responsible Catering, Fleet Modernization, Customer Satisfaction, Gender Balance, Talent Management, Sustainability Management, Combating Climate Change, Greenhouse Gas Emissions Management, Environmental Management Systems,</p>	<p>Publicly disclosed information is available in the Corporate Governance and Financials and Operational Data tabs of the Turkish Airlines Investor Relations website. C2. Risks and Opportunities, Turkish Airlines Carbon C3. Business Startegy, Turkish Airlines Carbon C4. Targets and Performance, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Pages 4-18 https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange-report-2022.pdf Emission Management, 2021 Sustainability Report, Page 47-55 Environmental Management, 2021 Sustainability Report, Page 56-64 Responsible Catering, 2021 Sustainability Report, Page 67, 68 Customer Satisfaction, 2021 Sustainability Report, Pages 82- 84 Gender Balance, 2021 Sustainability Report, Page 85 Talent Management, 2021 Sustainability Report, Pages 47-55, 90-97 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf Sustainability Management, 2021 Turkish Airlines 2022 Annual Report, Pages 143-145 Greenhouse Gas Emissions Management, Turkish Airlines 2021 Annual Report, Pages 145, 146 Environmental Management Systems, Turkish Airlines 2021 Annual Report, Page 146</p>
A2.3. The Key ESG Performance Indicators (KPI) and the level of reaching these indicators have been disclosed to the public on yearly basis.	X			<p>The information provided in this section covers only Turkish Airlines Inc. Performance Indicators, Economic Indicators, Total Traffic Figures, Direct Economic Impact, Contribution to Gdp of Türkiye, Contribution To Public Finance, Connectivity, Contribution Of Supply Operations, Environmental Indicators, Energy Consumption and Greenhouse Gas Emissions, Non-Aviation Fuel Energy Consumption, Greenhouse Gas Emissions, Fuel Savings and Greenhouse Gas Emission Reduction Achieved by Basic Practices, Carbon Offset Practices, Environmentally Friendly Material Preferences, Social Indicators, Code of Ethics Training, Reporting Abuses, Uçuş Emniyeti Faaliyet Verileri, Reporting Performance, Safa Rate, Flight Security Awareness Studies, Occupational Health and Safety Data, Disaster and Emergency Preparedness, Number of OHS Training Participants, R&D Activity Data, Customer Satisfaction Rate</p>	<p>Publicly disclosed information is available in the Corporate Governance tab of the Turkish Airlines Investor Relations website. Performance Indicators, 2021 Sustainability Report, Page 103 Economic Indicators, Revenue Emissions Category, 2021 Sustainability Report, Page 13 Total Traffic Figures, 2021 Sustainability Report, Page 13 Direct Economic Impact, 2021 Sustainability Report, Page 14 Contribution to Gdp of Türkiye, 2021 Sustainability Report, Page 15 Contribution To Public Finance, 2021 Sustainability Report, Page 15 Connectivity, 2021 Sustainability Report, Page 17 Contribution Of Supply Operations, 2021 Sustainability Report, Page 18 Environmental Indicators, Energy Consumption and Greenhouse Gas Emissions, 2021 Sustainability Report, Page 50 Fuel Energy Consumption, 2021 Sustainability Report, Page 50 Greenhouse Gas Emissions, 2021 Sustainability Report, Page 50 Fuel Savings and Greenhouse Gas Emission Reduction Achieved by Basic Practices, 2021 Sustainability Report, Page 54 Carbon Offset Practices, 2021 Sustainability Report, Page 54 Environmentally Friendly Material Preferences, 2021 Sustainability Report, Page 26 Reporting Performance, 2021 Sustainability Report, Page 27 Reporting Performance, 2021 Sustainability Report, Page 73 Safa Rate, 2021 Sustainability Report, Page 73 Flight Security Awareness Studies, 2021 Sustainability Report, Page 75 Occupational Health and Safety Data, 2021 Sustainability Report, Page 76 Disaster and Emergency Preparedness, 2021 Sustainability Report, Page 77 OHS Training Participants, 2021 Sustainability Report, Page 77 R&D Activity Data, 2021 Sustainability Report, Page 80 Customer Satisfaction Rate, 2021 Sustainability Report, Page 84 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
				<p>The information provided in this section covers only Turkish Airlines Inc. The main objective of Turkish Airlines' Sustainability Strategy is to create a successful business model where sustainability impacts are managed along the value chain. Our stakeholder base consists of stakeholder groups that are significantly affected by our operations, as well as parties that have the potential to influence Turkish Airlines' successful</p>	<p>Publicly disclosed information is available in the Corporate Governance tab of the Turkish Airlines Investor Relations website.</p>

A2.4. The activities for improving the sustainability performance of the business processes or products and services have been disclosed to the public.	X				implementation of its strategy. With a transparent and accountable management approach, we take into account the expectations of stakeholders in our materiality analysis studies and decision-making processes to identify the material issues that form the basis of our Sustainability strategy, and we aim to meet these expectations with the studies carried out. For this reason, taking the opinions of our internal and external stakeholders regarding the improvement of our business processes, products and services is at the core of our sustainability understanding. Our activities to improve our sustainability performance regarding our business processes or products and services in managerial matters are publicly disclosed in the sections detailed below in our 2021 Sustainability Report. Our activities to improve our sustainability performance regarding our business processes or products and services in environmental matters are publicly disclosed in the ""RESPONSIBLE COMPANY"" section of our 2021 Sustainability Report. Our activities to improve our sustainability performance regarding our business processes or products and services in operational and social matters are publicly disclosed in the ""RELIABLE OPERATOR ve FAIR EMPLOYER"" sections of our 2021 Sustainability Report.	Inc. Investor Relations website. Stakeholder Engagement, 2021 Sustainability Report, Page 41 Contribution of Supply Operations to Sustainability Report, Page 18 Internal Control, 2021 Sustainability Report, Page 25 Approach to Business Ethics, 2021 Sustainability Report, Page 25 Code of Ethics Training, 2021 Sustainability Report, Page 26 Reporting, 2021 Sustainability Report, Page 27 Anti-Corruption, 2021 Sustainability Report, Page 28 Sustainability Management, Sustainability Management Committee, 2021 Sustainability Report, Page 31 Responding to Changing Customer Expectations, 2021 Sustainability Report, Page 41 Sustainability Management, SUSTAINABILITY MANAGEMENT STRUCTURE, Pages 2-3 Responsible Company, 2021 Sustainability Report, Pages 45-68 Reliable Operator, 2021 Sustainability Report, Pages 70-84 Fair Employer, 2021 Sustainability Report, Pages 85-97 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-2021.pdf
A3. Reporting						
A3.1. The information about the sustainability performance, targets and actions have been given in annual reports of the Company in an understandable, accurate and sufficient manner.	X				The information provided in this section covers only Turkish Airlines Inc. In the Annual Reports of the Incorporation, the information regarding the sustainability performance, targets and actions of the Incorporation is provided in accordance with the Capital Markets Board's decision dated 23.06.2022 and numbered 34/977 and the Corporate Governance Communiqué numbered II - 17.1; It is explained in accordance with the Sustainability Report template.	Publicly disclosed information is available on the Corporate Governance and Financials and Operational Data tabs of the Turkish Airlines Inc. Investor Relations website. Our Sustainability Approach, Turkish Airlines 2022 Annual Report, Page 140 Sustainability Management, Turkish Airlines 2022 Annual Report, Pages 141-142 Combating Climate Change, Turkish Airlines 2022 Annual Report, Pages 143-145 Greenhouse Gas Emissions Management, Turkish Airlines 2022 Annual Report, Pages 145, 146 Environmental Management Systems, Turkish Airlines 2022 Annual Report, Page 146 Sustainability Management Compliance Statement, Sustainability Management Compliance Report, Turkish Airlines 2022 Annual Report, Pages 169-197
A3.2. The information about activities which are related to the United Nations (UN) 2030 Sustainable Development Goals have been disclosed to the public.	X				The information provided in this section covers only Turkish Airlines Inc. As part of its sustainability program, Turkish Airlines supports the Sustainable Development Goals (SDGs) announced by United Nations member countries in 2016 with the aim of reaching them by the end of 2030. Sustainable Development Goals, consisting of 17 global goals, were handled within the scope of Turkish Airlines' prioritization study, and SDG5, SDG7, SDG8, SDG9, SDG12, SDG13, SDG16, SDG17 were identified as working areas to be targeted in the future. In addition, considering Turkish Airlines' sphere of influence and the breadth of its value chain, it is seen that the work carried out also contributes to many other SDGs.	Information disclosed to the public is available on the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Turkish Airlines' contribution to the Sustainable Development Goals https://investor.turkishairlines.com/documents/sustainability/support-to-the-sustainable-development-goals
A3.3. The lawsuits filed and/or concluded against the Company about ESG issues which are material in terms of ESG policies and/or will significantly affect the Company's activities, have been disclosed to the public.	X				The information provided in this section covers only Turkish Airlines Inc. Turkish Airlines shares information about the important lawsuits brought against it and their possible consequences in the Other Matters section of its Annual Report every year. In addition, information on the findings regarding the violation of our Incorporation's bribery and corruption policy, and the implementation of administrative or fines or criminal sanctions are shared in the Sustainability Reports every year in line with the principle of transparency.	Publicly disclosed information is available on the Corporate Governance and Financials and Operational Data tabs of the Turkish Airlines Inc. Investor Relations website. 1 JANUARY - 31 DECEMBER 2022 BOARD'S ACTIVITY INFORMATION https://investor.turkishairlines.com/documents/2022_04_board_activity-information-1 JANUARY - 31 DECEMBER 2022 Anti-Corruption, 2021 Sustainability Report, Page 28 Legal Compliance and Fair Competition, 2021 Sustainability Report, Page 28 Environmental Management, 2021 Sustainability Report, Page 28 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-2021.pdf
A4. Verification						
					The information provided in this section covers only Turkish Airlines Inc. Selected indicators in our 2021 Sustainability Report have been audited by PWC Türkiye at a limited level in accordance with the ISAE 3000 (revised) standard. The Independent Assurance Statement, which includes the list and scope of the assurance indicators, can be accessed on pages 110 and 111 of the Turkish Airlines 2021 Sustainability Report. Our Incorporation's ""Greenhouse Gas Statement"" , prepared on the basis of the period of January	

A4.1. The Company's Key ESG Performance metrics have been verified by an independent third party and publicly disclosed.	X			1, 2021 - December 31, 2021, has been verified by the independent organization at ""Reasonable Assurance Level"" in accordance with the requirements of TS EN ISO 14064-3: 2019 Standard. The Verification Statement is available on page 107 of the Turkish Airlines 2021 Sustainability Report. In order to reduce the effects of greenhouse gas emissions arising from its operations, Turkish Airlines has its emissions verified within the scope of mandatory and voluntary designs and projects, and fuel consumption and greenhouse gas emissions are subject to internal control and independent audit processes. In this context, greenhouse gas emissions originating from fuel consumption, Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) implemented by the International Civil Aviation Organization (ICAO), European Union Emissions Trading System (EU-ETS) and the UK Emissions Trading System (UK-ETS) and verified by audits carried out by authorized third-party independent organizations. Within the scope of National and Regional trade systems, carbon emissions arising from flights are monitored and reported and offset applications are carried out. In addition to the European Union Emissions Trading System (EUETS) and the Swiss Emissions Trading System (CH-ETS), emissions reports were also prepared for the first time in 2021 within the scope of the UK Emissions Trading System (UK-ETS). In this context, emission credits corresponding to emissions verified by a third-party independent institution were purchased and delivered to the authorities of the relevant Emission Trading Systems. In 2022, a total of 13,968 Tons of CO2 has been offset. The amount of offset emissions under EU ETS and UK ETS in 2022 is explained in Article B23. Turkish Airlines has committed to voluntarily implement the CORSIA, which was implemented by ICAO as a global solution in order to reduce the effects caused by carbon emissions from flight activities, from the pilot phase. Accordingly, carbon emissions from flights in 2019, 2020 and 2021 have been verified by a third-party independent audit firm. In the coming years, it is aimed to offset the emissions that are above the base year emission values with the carbon credits to be obtained from the projects in accordance with the CORSIA.	Information disclosed to the public the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. 2021 Sustainability Report, 2021 Sustainability Report, 2021 Sustainability Report, 2021 Sustainability Report, 2021 Sustainability Report, Pages 110, 111 Energy and Environment Management, 2021 Sustainability Report, Carbon Offsetting Practices, 2021 Sustainability Report, Page 54 GHG Verification Statement, 2021 Sustainability Report, Page 107 http://investor.turkishairlines.com/documents/sustainability/turkish-airlinesustainability-2021.pdf
B. ENVIRONMENTAL PRINCIPLES					
B1. The policies and practices, action plans, environmental management systems (known by the ISO 14001 standard) and programs have been disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. TS EN ISO 14001 Environmental Management System which we have held and in line with the principle of ""Continuous Improvement"" that we have adopted, we aim to go beyond compliance with the requirements while carrying out our activities . In this direction; We strengthened the ISO 14001 Environmental Management System, which we have been implementing since 2013, with a management model specific to the aviation industry in 2020, we participated to the IATA Environmental Assessment-IEEnvA Management System Program, which was specially designed by the International Air Transport Association (IATA) for airline companies. We have successfully completed the audit conducted by an independent thirdparty organization authorized by IATA and have earned the IEnvA Program Stage 2 certification, the highest level certificate of the program, which made Turkish Airlines the first airline to directly obtain the ""Stage 2 Certificate"". Greenhouse gas emissions have been voluntarily monitored, calculated and reported since 2016 in accordance with the TS EN ISO 14064-1 Standard for Calculation of Greenhouse Gas Emissions and Removal at the Enterprise Level. And also; Incorporation started to implement the 50001 Energy Management System in 2022 and was awarded the Energy Management System Certificate. Turkish Airlines' practices within the scope of sustainability are given in detail in the report under the heading ""Our Sustainability Approach"" and in the question no B14 in the Sustainability Principles Information Form.	Information disclosed to the public the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Policies webpage. Environmental Policy investor.turkishairlines.com/en/corporate-governance/environmental-policy https://www.turkishairlines.com/en/press-room/about-us/our-policy/index.html Environmental Sustainability Policy https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Environmental Sustainability Policy https://www.turkishairlines.com/en/press-room/about-us/our-policy/index.html Responsible Company, 2021 Sustainability Report, Pages 44-69 https://investor.turkishairlines.com/documents/sustainability/turkish-airlinesustainability-report-2021.pdf Turkish Airlines Carbon Disclosure Project 2022 Report https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climate-report-2022.pdf Our Sustainability Approach Turkish Airlines 2022 Annual Report

				by the expert food engineers at high hygiene standards as per ISO 22000 Food Safety Management System, and we prefer the products of ISO 22000 certificated suppliers in raw material supply. All suppliers are evaluated in detail under the “Supplier Risk Evaluation Procedure”, and thereby, we ensure that accurate suppliers are preferred. Together with the implementation of COVID-19 precautions in our internal processes sensitively, we follow the works in this context closely. The Incorporation also expects its suppliers to comply with the commitments set forth in our Environmental Policy and Sustainability Policy, as well as the rules set forth in 6.5 Maintaining a Safe and Secure Workplace in the Code of Business Conduct and Ethics Manual.	67 Support of Turkish Airlines to the Development Goals, 2021 Sustainability Report Pages 35-37 https://investor.turkishairlines.com/en/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf Environmental Policy https://www.turkishairlines.com/en/press-room/about-us/our-policy/index.html Energy Policy https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html
B8. Whether the Company have been involved to environmental related organizations and non-governmental organizations' policy making processes and collaborations with these organizations has been disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. Carrying out all of its operations with a sense of responsibility towards society, economy and the environment, Turkish Airlines' service areas within the framework of the social responsibility principles it has adopted are; education, environment, science and technology, culture and art, employee engagement, humanitarian aid and equality of opportunity. In this direction, the majority of the studies carried out in the country and abroad consist of non-governmental organizations and various associations/foundations working for disadvantaged individuals/groups and children, universities, humanitarian organizations, institutions working in the field of disaster and famine. The main purpose of the studies carried out is to maintain the unity consciousness of our country and to raise awareness about the solution of global problems. Turkish Airlines develops collaborations, takes part in international organizations and initiatives, and plays an active role in setting sector standards in order to develop sectoral activities and achieve common goals in terms of sustainability priorities . In the corporate social responsibility area, we often collaborate with disadvantaged individuals / groups, NGOs working for children, various associations/foundations, universities, humanitarian aid organizations, associations and foundations working in the field of disaster and poverty, official institutions, and organizations such as sports clubs and federations. Within the scope of these works, as Türkiye’s flag carrier, we provide cargo support for blood transport and aid for the Red Crescent, the largest charity in our country.	Publicly disclosed information is available in the Corporate Governance and Financial Operational Data tabs of the Turkish Airlines Investor Relations website. Stakeholder Engagement, 2021 Sustainability Report Pages 42-42 Corporate Memberships, 2021 Sustainability Report, Page 42 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf Corporate Social Responsibility, 2021 Sustainability Report Page 38 Climate Change, Turkish Airlines 2021 Sustainability Report Pages 143-145 Greenhouse Gas Management, Turkish Airlines 2021 Sustainability Report, Pages 145, 146 C12. Engagement, Turkish Airlines Carbon Disclosure Project (CDP) 2021 Sustainability Report Pages 42-47 https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange-report-2022.pdf Turkish Airlines to the Sustainable Development Goals https://investor.turkishairlines.com/documents/sustainability/support-to-the-sustainable-development-goals.pdf
B9. In the light of environmental indicators (Greenhouse gas emissions (Scope-1 (Direct), Scope-2 (Energy indirect), Scope-3 (Other indirect), air quality, energy management, water and wastewater management, waste management, biodiversity impacts)), information on environmental impacts is periodically disclosed to the public in a comparable manner.	X			The information provided in this section covers only Turkish Airlines Inc. Energy and Emission Management, Climate Action Goals, Fuel Efficiency, Carbon Offsetting Practices, Environmental Targets, Resource Efficiency, Waste Management, Fleet Modernization, Performance Indicators, Environmental Performance,	Information disclosed to the public is available in the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Climate Action Goals and Emission Management, 2021 Sustainability Report, Page 47 Climate Action Goals, 2021 Sustainability Report, Pages 48-50 Fuel Efficiency, 2021 Sustainability Report, Pages 51-52 Offsetting Practices, 2021 Sustainability Report, Page 54 Environmental Targets, 2021 Sustainability Report, Page 58 Resource Efficiency, 2021 Sustainability Report, Pages 59-60 Waste Management, 2021 Sustainability Report, Page 61 Fleet Modernization, 2021 Sustainability Report, Pages 67, 68 Performance Indicators, 2021 Sustainability Report, Pages 69-70 Environmental Performance, 2021 Sustainability Report, Pages 99, 100 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf
B10. Details of the standard, protocol, methodology, and baseline year used to collect and calculate data has been disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. The cross-reference table regarding the Global Reporting Initiative (GRI) standards, which was referenced in the preparation of the 2022 Sustainability Report, is included in the report in detail. Detailed explanations on the calculation methodologies and verifications carried out in the emissions management body are included in the CDP Report.	Information disclosed to the public is available in the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Climate Action Goals and Emission Management, 2021 Sustainability Report, Page 47 Climate Action Goals, 2021 Sustainability Report, Pages 48-50 Fuel Efficiency, 2021 Sustainability Report, Pages 51-52 Offsetting Practices, 2021 Sustainability Report, Page 54 GRI Content Index, 2021 Sustainability Report, Pages 104-106 GHG Verification, 2021 Sustainability Report, Page 107 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf C2.Risk and Opportunities, 2021 Sustainability Report, Page 10 Yolları Carbon Disclosure Project (CDP) Raporu, Pages 9, 10 C10.Verification, 2021 Sustainability Report, Page 10 Yolları Carbon Disclosure Project (CDP) Raporu, Pages 37-39 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf

					investor.turkishairlines.com/docum surdurulebilirlik/cdp-climatechange pdf
B11. The increase or decrease in Company's environmental indicators as of the reporting year has been comparatively disclosed with previous years.	X			The information provided in this section covers only Turkish Airlines Inc. Performance Indicators	Information disclosed to the public the Corporate Governance tab of the Airlines Inc. Investor Relations website Performance Indicators, 2021 Sustainability Report, Pages 99-101 https://investor.turkishairlines.com/documents/sustainability/turkish-airlinesustainability-2021.pdf
B12. The short and long-term targets for reducing the environmental impacts have been determined and the progress compared to previous years' targets has been disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. Due to the fact that the aviation industry is highly related to regulations and the need for more time compared to other sectors in order to implement investments and technological developments, Turkish Airlines has determined the short term as 0 to 3 years, the medium term as 10 years, and the longer term period of more than 10 years, taking into account the shaping period of the factors affecting aviation, considering the dynamics of the sector. In our analyses, we consider the long-term forecasts of national and international organizations (IATA, ICAO, ACI, Boeing, Airbus, etc.) in the sector. We consider the possibility of the impact of long-term expectations to emerge in a shorter time depending on technological developments and government policies, so we follow long-term goals and expectations closely and reflect them on our medium and short-term goals depending on the developments. The short, medium and long term targets determined by the partnership in this direction are stated in the CDP Report; short-term targets and their realization status are included in our Sustainability Reports every year.	C2.Risk and Opportunities,Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report Targets and Performance, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange.pdf Climate Action Goals, 2021 Sustainability Report, Page 48 Environmental Targets Sustainability Report, Page 58 Fleet Modernization, 2021 Sustainability Report, Page 61 investor.turkishairlines.com/documents/sustainability/turkish-airlinesustainability-2021.pdf
B13. A strategy to combat the climate crisis has been created and the planned actions have been publicly disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. While the responsibility for Turkish Airlines' impact on the economy, environment and society rests with the Board of Directors and the Executive Committee, a Sustainability Committee was established in 2021, the members of which are Turkish Airlines Senior Executives. The issues related to the fight against climate change are handled by the Sustainability Committee and the responsibility of the Corporate Sustainability Management Department to monitor and report the activities carried out. Practices highlighted by both the IPCC and sectoral initiatives, such as efficient energy and emission management, sustainable biofuel studies, fleet modernization and resource efficiency studies throughout the partnership activities, form the basis of Turkish Airlines' efforts to combat climate change. In this direction, the Corporation adopts the targets set by the International Air Transport Association (IATA) and takes decisive steps towards eliminating the effects of climate change, primarily reducing greenhouse gas emissions resulting from its activities. Turkish Airlines' strategies and action plans in combating the climate crisis are explained in detail in the ""COMBATING CLIMATE CHANGE"" section of the 2021 Sustainability Report and in the C3.Business Strategy and C4.Targets and performance sections of the 2022 Carbon Disclosure Project (CDP) Report.	Publicly disclosed information is available in the Corporate Governance and Financials and Operational Data tabs of the Turkish Airlines Investor Relations website. Combating Climate Change, 2021 Sustainability Report, Pages 45-55 Fleet Modernization, 2021 Sustainability Report, Pages 67, 68 Responsible Capitalism Sustainability Report, Pages 65, 66 investor.turkishairlines.com/documents/sustainability/turkish-airlinesustainability-2021.pdf C3.Business Strategy, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report Pages 11-13 C4. Targets and Performance Hava Yolları Carbon Disclosure Project (CDP) Raporu, Pages 14-18 https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange.pdf Fleet, 2022 Annual Report, Page 143 Combating Climate Change, 2022 Annual Report Pages 143-145
				The information provided in this section covers only Turkish Airlines Inc. Turkish Airlines, which connects more countries than any other in the world; operates its flights with a sense of responsibility towards the environment and society. The products and services offered by the global airline to its passengers with a sustainability perspective are as follows: •USE OF SUSTAINABLE AVIATION FUEL (SAF): With Türkiye's ratification of the Paris Agreement and its commitment to net zero in carbon emissions until 2053, we are reconsidering our strategies, taking into account the global requirements and the expectations of our stakeholders. With the awareness that Sustainable Aviation Fuel (SAF) plays a key role in reducing carbon emissions caused by the aviation industry, Turkish Airlines continues its support for the development of Sustainable Aviation Fuels which play a key role in reducing carbon emissions. In this manner, as	

of 2022 we have started using SAF for the first time, which is one of the most prominent indicators of our Incorporation’s determined stance on combating climate change, in our Istanbul Airport- Paris Charles De Gaulle route. We plan to expand the use of this fuel, which is being used once a week on the Paris, Oslo, Gothenburg, Copenhagen, Stuttgart, Stockholm, Brussels and Lyon lines, to increasing frequencies and different destinations in the following processes. In addition to these lines, we use sustainable aviation fuel in return flights from Lyon, Marseilles, Oslo, Strasbourg, Bordeaux and Toulouse to Istanbul Airport. Thanks to the clean combustion realized with the use of sustainable aviation fuel; a reduction of up to 87% in greenhouse gas emissions will be achieved compared to the same amount of traditional kerosene fuel and it will contribute to the reduction of global greenhouse gas emissions. Our Incorporation, within this framework, plans to increase SAF usage to the highest levels in line with the technical, regulatory, safety and financial feasibility. With the awareness that the climate change is a global problem which can only be solved with global cooperation, so that we carry out our work in cooperation with many national and international organizations. In this context; we support sustainable aviation fuel research and development studies in order to reduce and eliminate the factors that may have an impact on climate change. Together with Boğaziçi University, we are running the " Microalgae Based Sustainable Bio-Jet Fuel Project (MICROJET)" supported by TUBITAK (scientific and technological research council of Türkiye). Within the scope of the project, it is aimed to pilot production of synthetic bio-kerosene from microalgae using hydrotreated fatty acids and hydrothermal liquefaction methods. We will use this biofuel, which will be obtained from sustainable sources, in our flights after the engine tests to be carried out by Turkish Technic. With the biofuel to be obtained in this project, our Incorporation will be one of the rare global companies that use the cleanest type of biofuel. • CO2MISSION PROGRAM: On August 1, 2022, the “CO2mission”, a program where passengers can offset the carbon footprint of their flights with carbon credits, was launched by purchasing from worldwide certified, carbon credit generating climate change and social development projects. With the project; not only with Turkish Airlines; are offered the opportunity to offset the emissions of all flights with other airlines. Within the scope of the CO2mission program, which offers passengers 3 different portfolio options, namely “Renewable Energy”, “ Social Benefit” and “Green World”, in order to offset emissions; duty flights of our employees are offsetted by Turkish Airlines. • USE OF BIODEGRADABLE PACKAGING: With all travel and toy sets being offered without any plastic packaging, we prevent the use of millions of plastics on our flights. We offer headphones and blankets that our passengers may need on flights, in packages made of corn starch in accordance with the "TS EN 13432 Packaging-Recyclable packaging properties by biodegradation and composting" Standard. Although it has higher production costs compared to traditional plastic packaging; we prefer these packaging as it is a product that will contribute to the prevention of plastic waste generation at all points of our flight and increase the awareness of stakeholders on sustainability issues. • FSC (FOREST STEWARDSHIP COUNCIL) CERTIFIED TOYS: We offer our child passengers wooden toys with the concept of "Play Natural,” which are made of forest products certified by the "Forest Stewardship Council (FSC)." While the concept was being designed, opinions were received from psychiatrists and leading companies in the sector on the concept of wooden toy production. Kindergartens were also visited by us and the preferences of the children were taken into consideration. We carried out this project in cooperation with WWF (World Nature Conservation Foundation), in which we aimed to

					<p>raise awareness in children from an early age in order to protect nature.</p> <ul style="list-style-type: none"> • MOBILE BOARDING PASS: The Mobile Boarding Pass application, a digital document that passengers can use by creating a QR code format using their mobile devices, was launched instead of printed boarding passes. Ensuring both paper savings with the application; It is also aimed to ensure that passengers pass to the plane in a fast, practical and comfortable way. • PRESS READER APPLICATION: With the Press Reader application, more than 7000 newspapers and magazines are provided digitally in more than 60 languages to our passengers. Passengers can access the Press Reader application, which contributes significantly to paper savings, 1 day before their flight and an additional 48 hours to their flight time. • COMPENSATION CARD: The Compensation Card, which was implemented to strengthen passenger satisfaction, is a physical compensation card given to passengers whose dissatisfaction has not been resolved despite all the efforts of the cabin crew. The card, in which materials certified by the Forestry Stewardship Council (FSC) are used, has started to be implemented as the Business Compensation Card for Business passengers; a similar application is planned to be implemented in the economy class in the future. • LOCAL PRODUCT SUPPLY: 76.80% of inflight refreshments are procured from local suppliers, supporting sustainable development throughout the value chain. • RELAX SETS, RENEWED BY REDUCING THE AMOUNT OF PLASTIC: By making changes that will not affect passenger comfort and satisfaction, the amount of plastic is reduced from the outer packaging to the products inside. In this context; In 2019, plastic combs and shoe horns were removed from relax sets. In the last quarter of 2022, the following practices were implemented: <ul style="list-style-type: none"> *Hackett Branded ER BC Unisex Relax Set contains; toothbrushes started to be produced from 37% wheat straw and 63% recycled polypropylene. By removing the piping on the eye patch and using the eye patch produced by laser cutting, fabric wastage was prevented. The plastic earplugs have been discontinued. Thanks to these applications, 80% plastic reduction has been achieved in this relax set offered to the passenger . *In total, the plastic outer packaging of 6 out of 8 relax set has been discontinued. *The "Do Not Disturb" labels in travel sets have been gradually removed from all comfort sets. • OEKO-TEX 100 CERTIFIED BLANKETS: OEKO-TEX 100 certified blankets are offered to our passengers, which are produced without the use of chemicals. • SAFETY CARDS USING 100% RECYCLED PAPER: Passenger information within the scope of safety is made with safety cards produced from 100% recyclable paper. • The electronic headphones we offer to our passengers are sterilized and reused. Those that are broken and cannot be repaired are delivered to our licensed recycling company and iron, plastic and copper raw materials are recycled. In addition to these applications in its flights, the national airline applied a special design consisting of leaf patterns to the Airbus 321 type TC-JSU aircraft, which it made a flight to Stockholm on April 27, 2022 with the TK1795 flight using biofuel. A special concept called "Green Class" was designed for this flight, which was carried out in accordance with the zero waste principle. During the flight, which was carried out within the framework of the “Green Class” concept, environmentally friendly practices specific to this flight were carried out. Cardboard cups and napkins made from recycled paper were used. Porcelain salt shakers and pepper shakers were served in Business Class, while healthy green drinks were served to all passengers. The plastic promotional sticks used in welcome drink beverages have been discontinued. Menu cards and catering tray cover made of Forest Stewardship Council (FSC) certified paper were used, and a natural paper tape seal was applied instead of the plastic outer packaging of the covers. Breads presented in plastic packaging in economy class were distributed in baskets instead of plastic 	<p>Publicly disclosed information is available in the Corporate Governance and Financials, Operational Data tabs of the Turkish Airlines Investor Relations website. Support Airlines to the Sustainable Development Goals, 2021 Sustainability Report, Page 35 Emission Management, 2021 Sustainability Report, Pages 47, 48 Fuel Efficiency, 2021 Sustainability Report, Pages 51-53 Carbon Offset Projects, 2021 Sustainability Report Sustainable Bio-fuels, 2021 Sustainability Report, Page 55 Environmental Management Programı, 2021 Sustainability Report Resource Efficiency, 2021 Sustainability Report, Pages 59-63 Waste Management, 2021 Sustainability Report, Page 64 Responsible Catering, 2021 Sustainability Report Fleet Modernization, Noise Management, 2021 Sustainability Report, Page 67 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-2021.pdf C4.3c, (C4.3c) Using methanol in investment in emissions reduction at Turkish Airlines Carbon Disclosure Form 2022 Report, Page 17 (C4.5a) Products and services that classified as low-carbon at Turkish Airlines Carbon Disclosure Form 2022 Report, Page 18 (C6.5) Account for the organization’s gross global Scope 3 emissions by disclosing and explaining any exclusions at Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Pages 23, 24 https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange-form-2022.pdf Sustainability Management, 2022 Sustainability Report, Pages 141-143</p>
B14. The programs/procedures to prevent or minimize the potential negative impact of products and/or services on the environment have been established and disclosed.	X					

				<p>packaging. In addition, nature-friendly blankets and pillowcases that save water by using 100% recycled certified yarns during production were also offered to passengers. FSC certified wooden toys made of natural materials were presented to the child guests. Turkish Airlines; • FSC certified: o Business menu cards, o Sandwich packaging, o Boxes in which hot sandwiches are distributed, o Cutlery set packaging, o Non-slip tray covers, o Paper cup holders used in business class service, o Disposal bags, • Compostable, biodegradable, plastic free or PEFC (Forest Certification Approval Program) certified cardboard cups, • PLA-based products used in place of the plastic identification stirrers used in the “Welcome Drink” glasses offered to Business Class passengers (* PLA: It is a plant-based and biodegradable plastic derivative.), • Slippers made of 100% recycled material with GRS (Global Recycling Standard) certificate and made of 80% recycled material, • In-cabin garbage collection bags with reduced polyethylene density, • Wooden mixers, • Recycled yarn used blankets and pillows, • Relax sets that include eye patch and socks made of recycled raw materials, earplugs made of recycled plastic, toothbrush head, recycled packaged toothpaste box, toothbrush with wheat straw and FSC certified labels by adding it to the "Green Class" concept in 2023, it will enrich its sustainable products and services and will implement this special flight concept in all its flights. With the realization of the Green Class concept in 5 flights using sustainable aviation fuel and the completion of communication studies on this subject, it was decided to implement this special flight concept in all flights. While Turkish Airlines carries out its flight operations with the Green Class concept with a sense of responsibility towards the environment and society; aims to provide its passengers with a sustainable travel experience. As we have committed in our environmental policy; We prioritize energy and resource efficiency, and by working to reduce our electricity and natural gas consumption, we aim to meet at least 5% of the energy in our new buildings from renewable sources. We prioritize energy and resource efficiency, design our buildings to be energy efficient and water efficient, healthy and high-performance compared to conventional buildings, and pay attention to energy and environmental friendliness. In this context, 9 different buildings at Istanbul Airport have been registered with the elementary LEED (Leadership in Energy and Environmental Design) v4 BD+C certificate by the American Green Building Council, while the Turkish Airlines Domestic Lounge and Main Lounge buildings have been registered with the silver LEED v4 ID+C certificate. In addition, Turkish Airlines became the third airline in the world and the first in Europe to have a platinum operating certificate, following the LEED Certification process completed for the OC-Flight Crew Terminal Building.</p>	
<p>B14. The actions to reduce greenhouse gas emissions of third parties (suppliers, subcontractors, dealers, etc.) have been carried out and disclosed.</p>	X			<p>The information provided in this section covers only Turkish Airlines Inc. Carbon Offsetting Practices, Carbon Offset Project, (C6.5) Account for your organization’s gross global Scope 3 emissions, disclosing and explaining any exclusions, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report</p>	<p>Information disclosed to the public the Corporate Governance tab of the Airlines Inc. Investor Relations website Offsetting Practices, 2021 Sustainability Report, Page 54 Carbon Offset Project, 2021 Report, Page 54 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-sustainability-2021.pdf (C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report https://investor.turkishairlines.com/surdurulebilirlik/cdp-climatechange.pdf</p>
				<p>The information provided in this section covers only Turkish Airlines Inc. C2.4 Climate-related</p>	<p>Publicly disclosed information is available in the Corporate Governance and Financial Operational Data tabs of the Turkish Airlines Investor Relations website C2.4 Climate-related risks and opportunities with the potential to have a substantive financial or strategic impact on the company's strategy, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 10 C3.3 Influence of the climate-related risks and opportunities on the company's strategy, Turkish Airlines</p>

B15. The environmental benefits/gains and cost savings of initiatives/projects that aims reducing environmental impacts have been disclosed.	X			opportunities with the potential to have a substantive financial or strategic impact, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, C3.3 Influence of the climate-related risks and opportunities on the company's strategy, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, C4.3c.Investment in emissions reduction activities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Fuel Efficiency, 2 Energy Efficiency in Ground Operations, Carbon Offsetting Practices, Resource Efficiency, Environmentally Friendly Material Preferences, Responsible Catering, Fleet Modernization, Performance Indicators, Environmental Performance, Combating Climate Change	Disclosure Project (CDP) 2022 Report, C4.3c.Investment in emissions reduction activities, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 17 https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange-2021.pdf Fuel Efficiency, 2021 Sustainability Report, Pages 51-53 Energy Efficiency in Ground Operations, 2021 Sustainability Report, Carbon Offsetting Practices, 2021 Sustainability Report, Page 54 Resource Efficiency, 2021 Sustainability Report, Pages 59-61 Environmentally Friendly Material Preferences, 2021 Sustainability Report, Page 62, Responsible Catering, 2021 Sustainability Report, Pages 65, 66 Fleet Modernization, 2021 Sustainability Report, Pages 67, 68 Performance Indicators, Environmental Performance, 2021 Sustainability Report, Pages 99, 100 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-2021.pdf Combating Climate Change, 2022 Annual Report, Pages 146-147
B16. The data related to energy consumption (natural gas, diesel, gasoline, LPG, coal, electricity, heating, cooling, etc.) has been disclosed as Scope-1 and Scope-2.	X			The information provided in this section covers only Turkish Airlines Inc. C6. Emissions data, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, C7. Emissions breakdowns, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Energy Consumption and Greenhouse Gas Emissions, Performance Indicators, Environmental Performance	Information disclosed to the public in the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Emissions data, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Pages 22-23 Emissions breakdowns, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange-2021.pdf Energy Consumption and Greenhouse Gas Emissions, 2021 Sustainability Report, Performance Indicators, Environmental Performance, 2021 Sustainability Report, https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-2021.pdf
B17. The information related to production of electricity, heat, steam and cooling as of the reporting year has been disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. C.8.2 Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Resource Efficiency, Energy Consumption and Greenhouse Gas Emissions, Performance Indicators, Environmental Performance	Information disclosed to the public in the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Pages 32-36 https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange-2021.pdf Resource Efficiency, 2021 Sustainability Report, Pages 59-61 Energy Consumption and Greenhouse Gas Emissions, 2021 Sustainability Report, Page 50 Performance Indicators, Environmental Performance, 2021 Sustainability Report, Page 99 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-2021.pdf
B18. The studies related to increase the use of renewable energy and transition to zero/low carbon electricity have been conducted and disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. Climate Action Goals, Sustainable Bio-fuels, Resource Efficiency, C3.3Influence of the climate-related risks and opportunities on the company's strategy.Investment in R&D, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, (C4.2a) Provide details of your target(s) to increase low-carbon energy consumption or production, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, C8. Energy, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Environmental Management Systems, Combating Climate Change	Information disclosed to the public in the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Climate Action Goals, 2021 Sustainability Report, Sustainable Bio-fuels, 2021 Sustainability Report, Page 55 Resource Efficiency, 2021 Sustainability Report, Page 59 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-2021.pdf C3.3Influence of the climate-related risks and opportunities on the company's strategy.Investment in R&D, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Page 13 (C4.2a) Provide details of your target(s) to increase low-carbon energy consumption or production, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Pages 16-17, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Pages 34, 35 https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange-2021.pdf Environmental Management Systems, 2022 Annual Report, Page 146 Combating Climate Change, 2022 Annual Report, Pages 146-147
	X			The information provided in this section covers only Turkish Airlines Inc. As committed in its environmental policy, our airline prioritizes energy and resource efficiency and works to reduce electricity and natural gas consumption. Our Incorporation carries out studies to achieve the targets it has set for meeting the energy used	Publicly disclosed information is available in the Corporate Governance and Financials and Operational Data tabs of the Turkish Airlines Inc. Investor Relations website. C8. Energy Efficiency, Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report, Pages 34, 35 https://investor.turkishairlines.com/documents/surdurulebilirlik/cdp-climatechange-2021.pdf Support of Turkish Airlines to the Sustainable Development Goals, 2021 Sustainability Report, Page 14

B19. The renewable energy production and usage data has been publicly disclosed.				in its buildings from renewable sources. In this context, all of the electrical energy we received in our buildings in the Atatürk Airport region in 2022 was provided from renewable sources, and 47,067 GJ of renewable electricity was used. There is a YEK-G certificate that the electricity supplied is obtained from renewable sources.	Pages 35-37 Energy Efficiency in Grc Operations, 2021 Sustainability Rep Sustainable Bio-fuels, 2021 Sustaina Page 55 <a (c4.3c)="" (cdp)="" -2021.pdf="" 13="" 17,="" 18="" 202="" 2022="" 31="" <a="" a="" activities,="" airlines="" and="" c3.3)="" carbon="" climate-related="" dis="" disclosure="" docum="" emissions="" href="https://investor.turkishairli documents/surdurulebilirlik/cdp-climatechange-report-2022.pdf" https:="" in="" investment="" investor.turkishairlines.com="" methods="" opportuni="" p="" page="" pages="" project="" reduction="" report,="" risks="" strategy,="" sustainability="" the="" to="" turki="" turkish="" turkish-airlinessustai="" using="">https://investor.turkishairli documents/surdurulebilirlik/ cdp-climatechange-report-2022.pdf
B21. The water consumption, the amount, procedures and sources of recycled and discharged water from underground or above ground (if any), have been disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. Network line is used for clean water supply and waste water discharge; The actual amount of water consumption is included in the performance indicators in the environmental sections of our Sustainability Reports. Wastewater generated because of water use is only discharged into wastewater channels. In this context 357,345 m3 of wastewater generated in Turkish Airlines operations in 2021 was discharged into wastewater channels in compliance with legal regulations. Through the efficiency studies carried out, we aim to gradually reduce the amount of wastewater. In this framework, a recycling system project that will ensure the reuse of 65% of the blowdown water of the cooling towers in the energy buildings has been implemented during the year. Thanks to the system to be implemented in 2023, our target is to reduce the makeup water requirement of the cooling towers by 16-17%, thus reducing the amount of wastewater.	Information disclosed to the public the Corporate Governance tab of th Airlines Inc. Investor Relations webs Efficiency, 2021 Sustainability Repo Performance Indicators, Environme Performance, 2021 Sustainability Re 100 https://investor.turkishairlines. documents/sustainability/turkish-airlinessustainability-report
B22. The information related to whether Company's operations or activities are included in any carbon pricing system (Emissions Trading System, Cap & Trade or Carbon Tax).	X			The information provided in this section covers only Turkish Airlines Inc. Turkish Airlines has its emissions verified within the scope of mandatory and voluntary designs and projects in order to reduce the effects of greenhouse gas emissions arising from its operations. In addition to the European Union Emissions Trading System (EU-ETS) and the Swiss Emissions Trading System (CH-ETS), emissions reports were also prepared for the first time in 2021 within the scope of the UK Emissions Trading System (UK-ETS). Within the scope of National and Regional trade systems , carbon emissions arising from flights are monitored and reported and offset applications are carried out. Turkish Airlines has also committed to voluntarily implement the Carbon Offsetting and Reduction Scheme for International Aviation, which has been implemented by the International Civil Aviation Organization (ICAO) as a global solution to reduce the effects caused by carbon emissions from flight activities, starting from the pilot phase. Accordingly, carbon emissions from flights in 2019, 2020 and 2021 have been verified by a third-party independent audit firm. In the coming years, it is aimed to offset the emissions that are above the base year emission values with the carbon credits to be	Information disclosed to the public the Corporate Governance tab of th Airlines Inc. Investor Relations webs and Emission Management, 2021 Su Report, Page 48 Carbon Offsetting P Sustainability Report, Page 54 <a cdp-climatechange-report-2022.pdf"="" documents="" href="https://investor.turkishairlines.com/docum sustainability/turkish-airlinessustai -2021.pdf C11. Carbon Pricing, Turki Carbon Disclosure Project (CDP) 202 Pages 39-42 https://investor.turkish documents/surdurulebilirlik/ cdp-climatechange-report-2022.pdf

				<p>national and international indices and sustainability rating agencies, such as DJSI, FTSE4Good, MSCI, EcoVadis, Sustainalytics, TPI and Borsa Istanbul Sustainability Index, to which we participated voluntarily in previous years. As a result of these evaluations made by the world's leading rating agencies, our Incorporation succeeded in raising its scores, both on company basis and sector average, in 2021 compared to 2020. With the Sustainalytics ESG (environmental, social and governance) Risk Rating score, Our Incorporation; ranked 1st in the lowest risk ranking, among 69 participants in the airline sub-sector, it achieved a sectoral success rate of 1%, which represents the lowest risk segment. Our Incorporation, which was deemed worthy of an award in the ""Bronze"" category by Ecovadis in 2021, was deemed worthy of an award in the “Silver” category in consequence of its 2022 score and sustainability success. In this regard, our Incorporation aims to raise its scores to higher levels in the coming years with the works it plans to carry out.</p>	
C. SOCIAL PRINCIPLES					
C1. Human Rights and Employee Rights					
<p>C1.1. The Institutional Human Rights and Employee Rights Policy has been established in the ligh of the Universal Declaration of Human Rights, ILO Conventions ratified by Turkey and other relevant legislation. The policy and the officals that responsible for the implementation of it have been determined and disclosed.</p>	X			<p>The information provided in this section covers only Turkish Airlines Inc. As Turkish Airlines Inc., the flag carrier of the State of the Republic of Tükiye, we are committed to respecting human rights in all our activities (scheduled and unscheduled commercial passenger and cargo air transport services and training services on domestic and international routes) in accordance with Universal Declaration of Human Rights, International Labor Organization's (ILO) Declaration of Fundamental Principles and Rights at Work, United Nations Global Compact, United Nations Guiding Principles on Business and Human Rights, United Nations Women's Empowerment Principles (WEPs), Child Worst Forms To operate in compliance with the international principles, standards and national legislation specified in the Labor Convention (ILO /No.182). The purpose of our Human Rights and Employee Rights Policy (“Policy”) is to create a guide that reflects our Incorporation's approach and standards on human rights, and to emphasize the importance it attaches to human and employee rights in this way. All internal and external stakeholders, including its employees, customers, suppliers, contractors and business partners, are responsible for complying with this Policy and for implementing and supporting our Incorporation's relevant procedures and controls in line with the requirements in this Policy.</p>	<p>Information disclosed to the public the Corporate Governance tab of th Airlines Inc. Investor Relations webs Our Policies webpage. Our Human F Employee Rights Policy https://www.turkishairlines.com/en-int/pre/about-us/our-policy/index.html Coc Conduct and Ethics Manual https://investor.turkishairlines.com/document/code-of-business-conductand-ethic Human Rights and Employee Rights Sustainability Report,Page 89 https://investor.turkishairlines.com/document/sustainability/turkish-airlinessustain-2021.pdf</p>
<p>C1.2. Considering the effects of supply and value chain, fair workforce, improvement of labor standards, women's employment and inclusion issues (gender, race , religion, language, marital status, ethnic identity, sexual orientation, gender identity, family responsibilities, union activities, political opinion, disability, social and cultural differences, etc., such as non-discrimination) are included in its policy on employee rights.</p>	X			<p>The information provided in this section covers only Turkish Airlines Inc. Our Human Rights and Employee Rights Policy, Supplier Code of Conduct Policy, Code of Business Conduct and Ethics Manual</p>	<p>Information disclosed to the public the Corporate Governance tab of th Airlines Inc. Investor Relations webs Our Policies website. Our Human Ri Employee Rights Policy https://www.turkishairlines.com/en-int/pre/about-us/our-policy/index.html Sup Conduct Policy https://investor.turkishairlines.com/document/sustainability/pl_10_80_003-supplier-code-of-conduct-policy_er Business Conduct and Ethics Manua https://investor.turkishairlines.com/document/code-of-business-conductand-ethic</p>
				<p>The information provided in this section covers only Turkish Airlines Inc. Turkish Airlines contributes to the social and environmental development of its suppliers in order to support sustainable development across the value chain. In the contracts signed with the suppliers, articles regarding the protection of the social rights of the employees are included. Employee resources from different countries and cultures play an important role in the construction of Turkish Airlines' international success story. Turkish Airlines carries out various practices aimed at facilitating the work life of female employees and enriching their career opportunities. As a result of this approach, as of 2022, 13,804 female employees are among our 29,520 employees. Focusing on increasing the number and effectiveness of women in decision-making</p>	<p>Information disclosed to the public the Corporate Governance tab of th Airlines Inc. Investor Relations webs Contribution of Supply Operations, Sustainability Report, Page 18 Supp Employment, 2021 Sustainability Re , 88 Supporting Disabled Employme Sustainability Report, Page 89 Hum Employee Rights, 2021 Sustainabilit 89 Fair Remuneration, 2021 Sustain Page 89 Talent Management, 2021 S</p>

C1.3. The measures taken for the minority rights/equality of opportunity or the ones who are sensitive about certain economic, environmental, social factors (low income groups, women, etc.) along the supply chain have been disclosed.	X			processes in aviation management, Turkish Airlines employs around 572 female executives in the senior and middle management structure. Turkish Airlines is also determined to employ disabled people and to offer them the opportunity to show their talents with the various flexibility it provides. In this direction, working conditions are facilitated by making work areas suitable for the needs of disabled employees, and separate messages are prepared for visually impaired employees in internal communication correspondence. As of 2022, there are 206 disabled employees within the Incorporation and 26 of our disabled employees are in the position of chief. Turkish Airlines purchases products and services from many suppliers and business partners operating in various countries in order to carry out its activities. In order to support sustainable development across the value chain, Turkish Airlines also contributes to the social and environmental development of its suppliers, and suppliers and stakeholders are expected to comply with the Human Rights and Employee Rights Policy, which reflects the Incorporation's approach and standards on human rights.	Report, Pages 90-97 Support of Turk the Sustainable Development Goals Sustainability Report, Pages 35-37 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-sustainability-2021.pdf Occupational Health And Airlines 2022 Annual Report, Pages : Human Rights and Employee Rights www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Code of Conduct and Ethics Manual https://investor.turkishairlines.com/documents/code-of-business-conductand-ethics-supplier-code-of-conduct-policy-https://investor.turkishairlines.com/documents/sustainability/pl_10_80_003-supplier-code-of-conduct-policy_en
C1.4. The developments regarding preventive and corrective practices against discrimination, inequality, human rights violations, forced and child labor have been disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. Turkish Airlines employees have an Ethics Line, where they can openly share and ask questions about behaviors or suspicious situations that violate our corporate ethical principles, particularly discrimination, bribery and corruption, conflict of interest, and anti-competitive practices. All notifications received through this communication channel, which is managed by an independent third party organization, are evaluated by the Ethics Committee. Turkish Airlines respects the rights of its employees to organize and collective bargaining. Accordingly, in 2022, a total of 22,594 employees are among the labor force working under the collective agreement. General recruitment rules and principles, type and duration of employment contracts, social rights and wages are clearly stated in the Collective Bargaining Agreement and the internal procedures of Turkish Airlines. The Collective Bargaining Agreement is being developed day by day to improve employee rights, and protocols are signed between the Incorporation and the authorized union to protect the economic and social rights and interests of the employees. Adopting the principle of equal pay for equal work, Turkish Airlines' procedures followed in the remuneration of employees are transparently accessible to all employees. Wage differences among employees depend only on seniority and level, and there are no gender-based differences. Carrying out its activities in line with the principle of respecting Human Rights, Turkish Airlines secures all the rights of the employees of the Incorporation with its ethical principles and policies. It provides a working environment where any practices contrary to human rights such as modern slavery and forced labor, including human trafficking, cannot be found under the umbrella of the Partnership. One of the most important factors behind the success of our partnership is the dynamic and young staff. 6,973 of our employees are in the age group of 18-30, 21,117 are in the age group of 30-50, and 1,529 are in the age group of 50 and above.	Information disclosed to the public the Corporate Governance and Financial Operational Data tabs on the Turkish Investor Relations website. Reportir 2021 Sustainability Report, Page 27 Health and Safety, 2021 Sustainability Pages 76-78 Supporting Female Employment, 2021 Sustainability Report, Pages 87 Supporting Disabled Employment, 2021 Sustainability Report, Page 89 Human Rights, 2021 Sustainability Report, Page 89 Fair Remuneration, 2021 Sustainability Report, Page 89 Talent Management, 2021 Sustainability Report, Pages 90-97 Support of Turk the Sustainable Development Goals Sustainability Report, Pages 35-37 T ' performance on Human Rights is d ""Employee Demographics and Soc " section of the ""Performance Indicators, 2021 Sustainability Report, Page 101- 103 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-sustainability-2021.pdf Our Human Rights and Environmental Policy, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Code of Business Conduct and Ethics Manual https://investor.turkishairlines.com/documents/code-of-business-conduct-and-ethics-human-resources-policy , 1 JANUARY-31 DECEMBER 2022 BOARD's ACTIVITY I https://investor.turkishairlines.com/documents/04_board_activity_report.pdf Occupational Health and Safety, Turkish Airlines 2022 Sustainability Report, Pages 138, 139
C1.5. Investments in employees (education, development policies), compensation, fringe benefits, right to unionize, work/life balance solutions and talent management are included in the employee rights policy.	X			The information provided in this section covers only Turkish Airlines Inc. Our human rights and employee rights policy The purpose of our Human Rights and Employee Rights Policy is to create a guide that reflects our Incorporation's approach and standards on human rights, and thus to emphasize the importance it attaches to human and employee rights. Within the scope of the policy; our principles are explained under the headings of Respecting Human Rights, Diversity and Equal Opportunity, Forced Labor, Modern Slavery, Human Trafficking, Bullying and Harassment, Child Labor, Working Conditions and Work-Private Life Balance, Remuneration, Training and Development Opportunities, Freedom of Association and Collective Bargaining Right, Protection of Personal Data, Safe and	Information disclosed to the public the Our Policies webpage. https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html Trafficking and Modern Slavery, https://www.turkishairlines.com/en-int/press-room/about-us/our-policy/index.html

				Healthy Workplace,Environmental Consciousness and Implementation Principles.	
C1.5. The mechanism for employee complaints and resolution of disputes have been established and related solution processes have been determined.	X			<p>The information provided in this section covers only Turkish Airlines Inc. The Ethics Committee, consisting of five representatives, one of whom is the Chairman and four members, determined by the CEO, is responsible for the adoption of the ethical values throughout the Incorporation and their reflection on the working culture, making it a habit for the employees to question whether their discourse and behavior in the business environment is in line with ethical values, and guiding the employees when they encounter suspicious situations, and resolving the conflicts that arise. The Ethics Committee aims to create a positive, diverse, open and inclusive work environment where employees and others can ask questions, raise concerns about work-related ethical issues, request an investigation or report violations without fear of retaliation. Turkish Airlines employees have access to Ethics Line, where they can openly share and ask questions about behaviors or suspicious situations that violate our corporate ethical principles, particularly discrimination, bribery and corruption, conflict of interest, and anti-competitive practices. Notification owners can make their notifications anonymously if they wish, and all notifications are handled with complete confidentiality. All notifications received through this communication channel, which is managed by an independent third party organization, are evaluated by the Ethics Committee. As a result of the evaluation, the Ethics Committee determines the measures to be taken. In 2022, 436 notifications were made to the ethics reporting line, 63 of which are related to discrimination, harassment, mobbing, oppression and violence.</p>	<p>Information disclosed to the public the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Our Policies webpage. Our Occupational Health and Safety Policy https://www.turkishairlines.com/en-int/press-room/about-us/our-policies index.html Employee Health and Safety Sustainability Report, Page 76 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-2021.pdf https://tkethics.com/</p>
C1.5. The activities carried out within the reporting period which related to ensure employee satisfaction have been disclosed.	X			<p>The information provided in this section covers only Turkish Airlines Inc. In order to keep the employee turnover rate low in our Incorporation, the needs and expectations of the employees are analyzed and solutions are produced for their needs, thus it is aimed to benefit from the trained workforce to the highest extent. Managers are periodically informed and encouraged to establish healthy relations with employees, to see the problems experienced by the employee at work, to give feedback, to evaluate performance and to reward. Managers and higher managers are given targets in the Corporate Performance System with the Employee Satisfaction Compliance Map. In addition, developments in the sector, new human resources trends and policies in the world are followed. With these studies, the employee turnover rate for 2022 was 3%. It is aimed to further increase employee satisfaction by improving the employee experience. The prerequisite for operating in the aviation sector is to have the highest level of trained and professionally developed human resources. With its international competencies, experience and technical infrastructure, Turkish Airlines plays an important role both in the training of its own employees and in bringing new professionals to the sector. In this context, in 2022, a total of 254,242 person*hours were provided to our 468,596 employees and 27,940 person*hours of training was provided to our 38,423 contractor employees. Some of the trainings we provide for our employees are mentioned in Article C1.10.</p>	<p>Information disclosed to the public the Corporate Governance and Financial Operational Data tabs on the Turkish Airlines Inc. Investor Relations website. Career Development Sustainability Report, Page 90 Employee Experience , 2021 Sustainability Report, Page 96 Employee Retention, 2021 Sustainability Report, Page 97 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-2021.pdf Human Resources, Employee Experience, 2022 Annual Report, Page 10</p>
C1.6. The occupational health and safety policies have been established and disclosed.	X			<p>The information provided in this section covers only Turkish Airlines Inc. Turkish Airlines Senior Management; declares its Occupational Health and Safety Policy in order to bring together its employees, customers, suppliers, subcontractors, affiliates, all business partners and shareholders for the same purpose. The most senior manager responsible for occupational health and safety management throughout the company is the General Manager. The Occupational Health and Safety Board, in which employee representatives take charge, ensures the direct participation of employees in decisionmaking processes related to health and safety. All occupational health and safety data generated throughout the activities of the partnership are reported through online</p>	<p>Information disclosed to the public the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Our Policies webpage. Our Occupational Health and Safety Policy https://www.turkishairlines.com/en-int/press-room/about-us/our-policies index.html Employee Health and Safety Sustainability Report, Page 76 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-2021.pdf</p>

					reporting systems, and root causes are analyzed, and studies are carried out to continuously improve performance by taking necessary measures.	
C1.6. The measures taken for protecting health, preventing occupational accidents and related statistics have been disclosed.	X				The information provided in this section covers only Turkish Airlines Inc. Support of Turkish Airlines to the Sustainable Development Goals, Occupational Health And Safety Performance, Occupational Health And Safety Trainings, Covid-19 Measures Performance Indicators, Social Performance, Occupational Health And Safety, Considering the People While Growing, Flight Operations	Information disclosed to the public the Corporate Governance and Financial Operational Data tabs on the Turkish Airlines Investor Relations website. Support of Turkish Airlines to the Sustainable Development Goals, 2021 Sustainability Report, Page 35 Occupational Health And Safety Performance, 2021 Sustainability Report, Page 76 Occupational Health And Safety Trainings, 2021 Sustainability Report, Page 77 Covid-19 Measures Performance Indicators, Social Performance, 2021 Sustainability Report, Pages 102, 103 investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf Occupational Health And Safety Trainings, 2021 Sustainability Report, Pages 122-126
C1.7. The personal data protection and data security policies have been established and disclosed.	X				The information provided in this section covers only Turkish Airlines Inc. Turkish Airlines ensures the security and destruction of all kinds of information assets (electronic records, video recordings, pictures, printed documents, verbal information, etc.) that belong to it or that it is obliged to protect in accordance with national and international laws, regulations, contracts, standards and ethics. declares the Information Security Policy for the purpose of anonymization or anonymization.	Information disclosed to the public the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Our Policies webpage. Information Security Studies, Turkish Airlines 2021 Sustainability Report, Pages 98, 99 Information Security Policy, 2021 Sustainability Report, Page 24 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf Privacy Notice on the Protection and Processing of Personal Data https://www.turkishairlines.com/en-int/legal-privacy-policy/index.html
C1.8. The ethics policy have been established and disclosed.	X				The information provided in this section covers only Turkish Airlines Inc. Turkish Airlines Code of Ethics can be defined as the set of basic policies, principles and rules that all managers and employees are obliged to comply with. These rules have been introduced in order to ensure that Turkish Airlines managers and employees behave in accordance with high ethical standards and act with awareness of the effects of their attitudes and behaviors. The Code of Ethics covers various issues such as compliance with the legislation, bribery and corruption, anti-competitive behavior as well as our basic principles and values. Code of Business Conduct and Ethics Manual can be accessed via https://investor.turkishairlines.com/documents/code-of-business-conduct-and-ethics-manual.pdf	Information disclosed to the public the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Business Conduct and Ethics Manual can be accessed via https://investor.turkishairlines.com/documents/code-of-business-conduct-and-ethics-manual.pdf
C1.9. The studies related to social investment, social responsibility, financial inclusivity and access to finance have been explained.	X				The information provided in this section covers only Turkish Airlines Inc. Our corporate social responsibility focus areas are “Education, Science and Technology, Culture and Art, Sports, Employee Engagement, Humanitarian Aid and Equal Opportunity”. In this direction, we often collaborate with disadvantaged individuals/groups, NGOs working for children, various associations/foundations, universities, humanitarian aid organizations, associations and foundations working in the field of disaster and poverty, official institutions, and organizations such as sports clubs and federations.	Information disclosed to the public the Corporate Governance and Financial Operational Data tabs on the Turkish Airlines Investor Relations website. DONATION POLICY, 2021 Sustainability Report, Page 14-15-16-17-18 STRATEGIES AND STRATEGIC FOCUSES, 2022 Annual Report, page 14-15-16-17-18 SUSTAINABLE DEVELOPMENT GOALS, 2021 Sustainability Report, Page 36, 37 CORPORATE SOCIAL RESPONSIBILITY, 2021 Sustainability Report, Page 38 Passenger Satisfaction Sunflower Badge, 2022 Annual Report, Page 97 https://investor.turkishairlines.com/documents/sustainability/2021-sustainability-report.pdf Our social projects can be seen with details in the following link. https://www.turkishairlines.com/en-us/press-room/our-social-responsibility/index.html Our sponsorships can be seen in the following link. https://www.turkishairlines.com/en-us/press-room/sponsorships/
					The information provided in this section covers only Turkish Airlines Inc. The information provided in this section covers only Turkish Airlines Inc.	Information disclosed to the public the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Our Policies webpage. Code Of Ethics, 2021 Sustainability Report, Page 26

C1.10. The informative meetings and training programs related to ESG policies and practices have been organized for employees.	X			Airlines Inc. Turkish Airlines organizes training activities on various topics for its employees. Ethical Rules and Ethics Committee training was assigned to our 9,463 employees in 2022, and the total training hours provided was 4,416 person* hours. 8,425 employees received environmental training, 3,586 employees received greenhouse gas awareness training, and 5,851 employees received waste management training. Corporate Sustainability Training was given to 13,227 employees and the total training hours were 4,409 person*hours.	Compliance And Fair Competition, 2021 Sustainability Report, Page 28 Environmental Management, Environmental Training, 2021 Sustainability Report, Page 56 Waste Management, 2021 Sustainability Report, Page 75 Occupational Health And Safety Trainings, 2021 Sustainability Report, Page 77 Human and Employment, 2021 Sustainability Report, Page 89 Indicators, 2021 Sustainability Report, Page 103 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf
C2. Stakeholders, International Standards and Initiatives					
C2.1. The customer satisfaction policy regarding the management and resolution of customer complaints has been prepared and disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. Aiming to keep customer satisfaction at the highest level since its establishment, Turkish Airlines receives customer expectations and demands through many communication channels and continuously improves its activities, products and services in this direction. Customers are contacted through many channels in order to learn about their expectations and respond effectively. Applications are developed with the feedback obtained. Another important aspect of improving customer satisfaction is to learn about the problems experienced by the customers, to correct this problem if possible, and to take measures to ensure that it does not happen again when it is not possible. Unavoidable disruptions are managed in line with the Flight and Service Disruptions Procedure. In this context, the response time to customers regarding the problems experienced in 2022 was 6.7 days. According to the results of the research we conducted in order to better understand our passengers, to identify their needs more accurately and to produce more accurate solutions for these needs, our Incorporation's customer satisfaction rate in 2022 was 83%.	Information disclosed to the public on the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Our Policies webpage. Public access to the customer satisfaction policy, which is available on the Turkish Airlines corporate website, can be accessed via the https://www.turkishairlines.com/en-int/press-room/about-us/our-policies/index.html link. Customer Satisfaction, 2021 Sustainability Report, Pages 82-84 https://investor.turkishairlines.com/documents/sustainability/turkishairlines-sustainability-report-2021.pdf
C2.2. The information about the communication with stakeholders (which stakeholder, subject and frequency) have been disclosed.	X			The information provided in this section covers only Turkish Airlines Inc. Sustainability Priorities, Stakeholder Engagement	Information disclosed to the public on the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Sustainability Priorities, 2021 Sustainability Report, Page 32 Stakeholder Engagement, 2021 Sustainability Report, Pages 38-41 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf
C2.3. The international reporting standards that adopted in reporting have been explained.	X			The information provided in this section covers only Turkish Airlines Inc. The content of the 2021 Turkish Airlines Sustainability Report consists of data on the activities of the Incorporation between 01.01.2021 and 31.12.2021, and the report has been prepared in accordance with the GRI Standards: Core option. The greenhouse gas statements for 2021 announced in our 2021 Sustainability Report have been verified by an independent organization in accordance with the TS EN ISO 14064-3: 2019 Standard. Selected indicators in the report have been audited by PwC Türkiye at a limited level in accordance with the ISAE 3000 (revised) standard. Our priorities within the scope of sustainability were reconsidered in the reporting period of 2021. In this process, global megatrends, international initiative and reporting standards and prominent practices in the aviation industry were taken into account. As a result, social, economic and environmental issues specific to the Turkish Airlines Sustainability Program were determined. In this process carried out to determine the material issues, 17 Sustainable Development Objectives were evaluated in terms of the effects, risks and opportunities they may have on Turkish Airlines activities, products and services. In addition, the priority issues determined by the Sustainability Accounting Standards Board (SASB) for our industry, the Climate-Related Financial Disclosures Task Force (TCFD) expectations, and our national and international aviation sector stakeholders, the General Directorate of Civil Aviation (SHGM), the International Civil Aviation Organization (ICAO) and the International Air Transport Organization (IATA) expectations and decisions were taken into	Information disclosed to the public on the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website. Our Policies webpage. GRI Content Index, 2021 Sustainability Report, Pages 104-105, 2021 Sustainability Report, Page 32 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf Turkish Airlines Carbon Disclosure Project (CDP) 2022 Report https://investor.turkishairlines.com/documents/sustainability/cdp-climate-change-report-2022.pdf

				consideration. Within the framework of the transparency, accountability and honesty principles we adopt, we regularly participate in the Carbon Disclosure Project (CDP) Climate Change Program, the world's most respected reporting platform on climate change.	
C2.4. The principles adopted regarding sustainability,the signatory or member international organizations, committees and principles have been disclosed.	X			<p>The information provided in this section covers only Turkish Airlines Inc. Our Incorporation has made a commitment to increase the number of female employees in pilot and senior managerial roles by 25% until 2025 by participating in the “ 25by2025- Advancing Gender Balance by 2025 initiative carried out by the International Air Transport Association (IATA). Our Incorporation took its place among the participants of the UN Global Compact, the world's largest corporate sustainability initiative, in 2022. Our Incorporation has strengthened the ISO 14001 Environmental Management System, which it has been implementing since 2013, in line with the "" Continuous Improvement"" principle it has adopted, by being included in the IEnvA (IATA Environmental Assesment) Program, which has been specially designed for airline companies by the International Air Transport Association. Our Incorporation regularly participates in the Carbon Disclosure Project (CDP) Climate Change Program, the world's most respected reporting platform on climate change. Our climate change governance structure, strategy, risk and opportunity management methods and metrics related to carbon emissions are reported transparently to institutional investors and to the public. Our Incorporation's CDP Climate Change score, which was evaluated as "B-" in 2021, increased in 2022 and was announced as "B". Accordingly, our Incorporation's 'B' score is higher than the 2022 average sector score, which is 'B-'. Our partnership cares about the ecosystem impact of using natural resources sustainably and protecting biodiversity; By signing the "" United for Wildlife Buckingham Palace Declaration (UFW)"" , which aims to prevent the illegal trade of wild animals supported by IATA and to increase sectoral awareness on this issue, it ensures that the species that are in danger of extinction in the wild are transported to their natural habitats. Our buildings at Istanbul Airport have been registered as LEED Certified by the American Green Building Council. In addition, we became the 3rd airline in the world and the 1st in Europe with the LEED platinum operating certificate. As Turkish Airlines, we continue to support projects that contribute to the development of Sustainable Aviation Fuels (SAF), which play a key role in reducing carbon emissions. Our Incorporation, which started to use Sustainable Aviation Fuel actively in its operations as of 2022, underlines the importance it attaches to the subject by signing the Global SAF Declaration. The Global Sustainable Aviation Fuel (SAF) Declaration aims to decarbonize the aviation industry together with all industry stakeholders by accelerating the production and use of sustainable aviation fuels.</p>	<p>Information disclosed to the public the Corporate Governance tab of th Airlines Inc. Investor Relations webs Our Policies webpage. Gender Balar Sustainability Report, Pages 87, 88 (Memberships, 2021 Sustainability R https://investor.turkishairlines.com sustainability/turkish-airlinessustai -2021.pdf</p>
C2.5. The improvements have been made and studies have been carried out in order to be included in the Borsa Istanbul sustainability indices and/or international index providers.	X			<p>The information provided in this section covers only Turkish Airlines Inc. In 2022, our Incorporation was also included in the BIST Sustainability Index, which includes companies traded on Borsa Istanbul with a high level of corporate sustainability performance. In the 4th Quarter of 2022 Sustainability Evaluation conducted by the BIST Sustainability Index Evaluator institution “Refinitiv”, with its high sustainability performance; It has succeeded to be the 1st in the passenger transportation sector and the 1st in the Airline Industry among 47 airline companies. In addition, it is listed in the “ BIST Participation Sustainability Index”, which was started to be calculated in 2021 and includes only 21 companies. Our Incorporation has also succeeded in being listed in the BIST Sustainability 25 Index, which was published by Borsa Istanbul on November 21, 2022 and determined by selecting the 25 shares with the highest sustainability performance and at the same time the highest trading volume and market value among the companies listed in the BIST Sustainability Index. Turkish Airlines also</p>	<p>Information disclosed to the public the Corporate Governance tab of th Airlines Inc. Investor Relations webs Management Fundamentals, 2021 S Report, Page 30 https:// investor.turkishairlines.com/docum sustainability/turkish-airlinessustai -2021.pdf</p>

				voluntarily participates in the performance evaluations of international indices such as DJSI, FTSE4Good, MSCI, EcoVadis, Sustainalytics, TPI and sustainability rating agencies.	
D. CORPORATE GOVERNANCE PRINCIPLES					
D1. The opinions of stakeholders have been sought in the determination of measures and strategies related to sustainability field.	X			<p>The information provided in this section covers only Turkish Airlines Inc. Our stakeholders are at the core of our sustainability understanding. The success of our partnership is equal to the satisfaction of our stakeholders and the added value we create for them. By improving our sustainability strategy day by day with new regulations, we continue to focus on the most important issues that our stakeholders attach importance to and that may affect our operations . While determining these material issues, we take into account the general mission and strategy of our Incorporation, legal regulations, global trends, the views and concerns of our stakeholders, broad social expectations and our impact on the supply chain. In our reporting process for 2021, our priorities within the scope of Sustainability were reconsidered. In this process, global megarisk trends, international initiative and reporting standards, and prominent practices in the aviation industry were taken into account, and as a result, social, economic and environmental issues specific to the Turkish Airlines Sustainability Program were determined. In this process carried out to determine the material issues, 17 Sustainable Development Objectives were evaluated in terms of the effects, risks and opportunities they may have on Turkish Airlines activities, products and services. A total of 1,434 Turkish Airlines employees, including 98 managers, 857 office workers, 479 flight crew, and 281 external stakeholders, including investors and shareholders, customers, financial institutions, subsidiaries, suppliers, insurance and brokerage companies, participated in the study. After the results of the study were re-evaluated in a workshop with broad participation of company executives, priority issues were determined by submitting them to the approval of the senior management. In the coming years, we will continue to update our material issues in line with global developments and feedback from our stakeholders.</p>	<p>Information disclosed to the public the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website Stakeholder Engagement, 2021 Sustainability Report, Pages 38-41 Sustainability Framework Sustainability Report, Page 32 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf</p>
D2. The social responsibility projects, awareness activities and trainings have been carried out to raise awareness about sustainability and its importance.	X			<p>The information provided in this section covers only Turkish Airlines Inc. Within the scope of our wide flight network, the most frequently asked expectation of our Incorporation is to support training-oriented studies at the flight points. Transportation support is provided to the projects developed within this scope within the scope of the Incorporation strategies and possibilities. The training program requests and graduate program collaborations submitted by many universities during the term were responded to in line with the possibilities. Internship and employment requests were also responded positively, as long as it was deemed appropriate in line with the evaluations. Corporate Sustainability training was given to 13,227 Incorporation employees in order to provide our Incorporation employees with basic information on sustainability and to increase their awareness on this issue, and the total training duration was 4,409 person*hours. In addition, training activities are carried out to increase the environmental awareness level of Turkish Airlines employees, and within this scope, 8,425 employees participated in environmental training and 3,586 Incorporation employees participated in greenhouse gas training activities in 2022. In addition, 5,851 employees received 4,442 person*hour waste management training.</p>	<p>Information disclosed to the public the Corporate Governance tab of the Turkish Airlines Inc. Investor Relations website Stakeholder Groups, 2021 Sustainability Report, Page 41 Waste Management, 2021 Sustainability Report, Page 64 Employee Volunteer Sustainability Report, Page 97 https://investor.turkishairlines.com/documents/sustainability/turkish-airlines-sustainability-report-2021.pdf Our social responsibility projects are publicly shared on the Turkish Airlines website https://www.turkishairlines.com/press-room/our-social-responsibility</p>