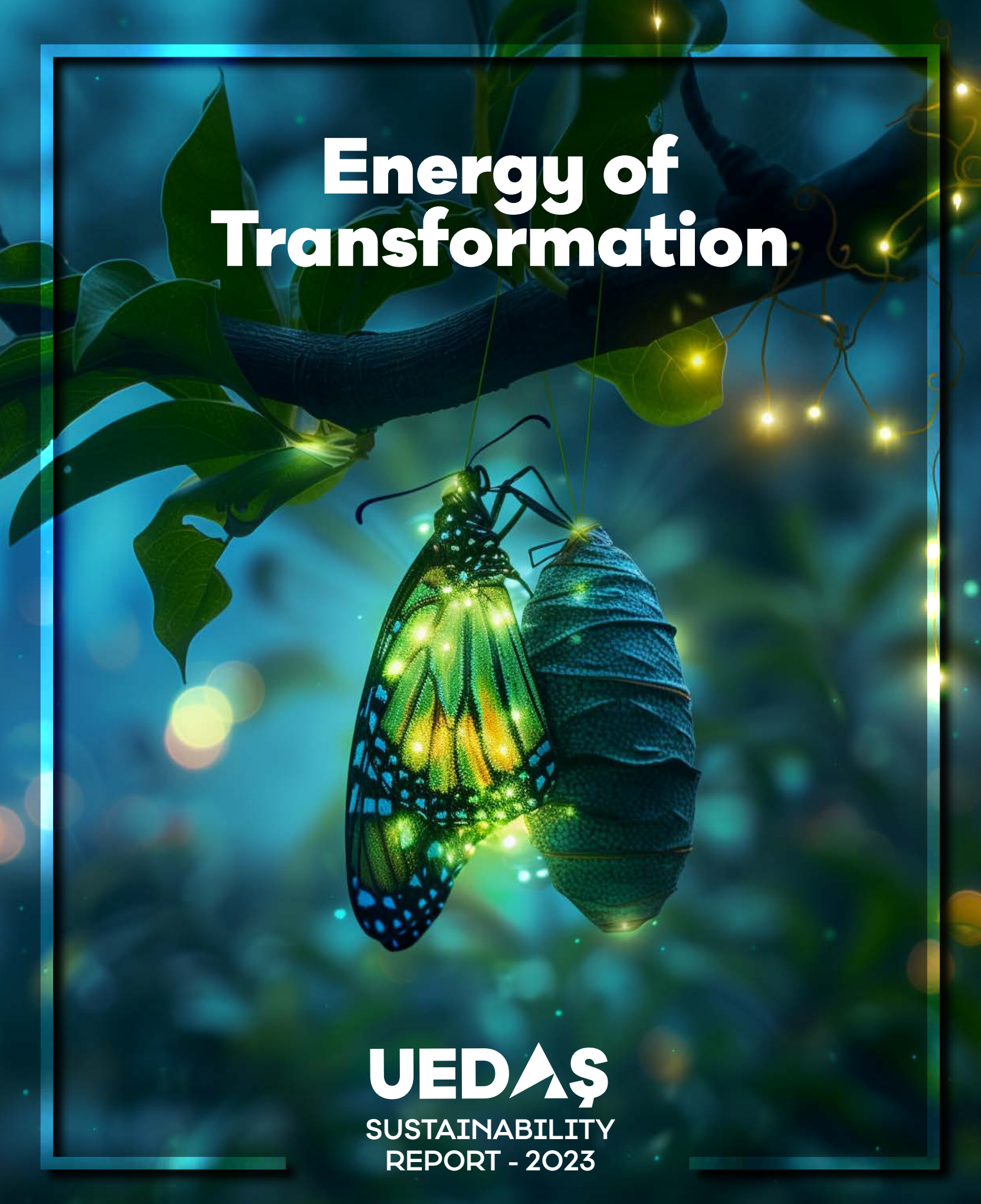


# Energy of Transformation

A glowing butterfly and its chrysalis are the central focus, hanging from a dark branch. The butterfly's wings are a vibrant mix of green, yellow, and blue, with a pattern of small, glowing dots. The chrysalis is a textured, blue-green color. The background is a soft, out-of-focus blue and green, with a string of warm, yellow lights hanging from the right side. The entire image is framed by a thin, glowing blue border.

**UEDAŞ**  
SUSTAINABILITY  
REPORT - 2023



Our sustainability journey is like the transformation of a cocoon into a butterfly. We will continue to be a guiding light with all our energy to leave a more livable world for future generations.

**Energy of Transformation**

**UEDA**  **\$**



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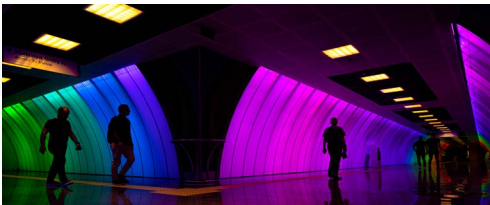


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## ABOUT THE REPORT

We are happy to share with our stakeholders and the general public our 2023 Sustainability Report which outlines Uludağ Elektrik Dağıtım A.Ş.'s (UEDAŞ) economic, social and environmental performance between 1 January 2023 and 31 December 2023.

The report reflects our values and approach to sustainability. First, it addresses the primary issues that have an impact on our operations and second, it outlines our goals, strategies and progress on these issues from a transparent and responsible perspective. It also includes the activities we carried out within the scope of the 10 Principles of the United Nations Global Compact ("UNGC").

The report has been prepared in accordance with the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB) standards.



**The year 2023 has been a time of change and transformation for our company as we embarked on a journey with the vision to become a “sustainability leader”.**



**David Grylls**  
Chairman of the Board of Directors

**Dear stakeholders,** we are delighted to share with you our first sustainability report, which summarizes our environmental, social and corporate governance performance in 2023.

Sustainability has become a central theme that every company needs to focus and integrate into its business strategy. Strong environmental, social and governance strategies are now critical and necessary elements to achieve social and corporate success. Companies that perform well in this area and manage their risks well are able to strengthen their corporate structures, increase employee loyalty, and build higher levels of trust, reputation and credibility.

Our environmental and social performance is closely monitored and actively supported by our shareholder Actis as well as local and international organisations that provide loan financing. We improve our sustainability performance every year based on the “Environmental and Social Action Plan” that we have prepared in accordance with international standards.

The year 2023 has been a time of change and transformation for our company as we embarked on a journey with the vision to become a “sustainability leader”. This goal is in line with the short and long-term goals of our corporate strategy.

Accordingly, we have rapidly initiated new projects and processes. In order to strengthen our sustainability muscles, we implemented new corporate practices and governance tools. We launched new communication channels such as the Ethics Hotline and UMAR (Uludağ Energy Happiness Tool), which are open to all of our employees as well as third parties. We also established policies on human rights, equal opportunities, gender equality, anti-bribery and anti-corruption.

In an effort to prioritise occupational health and safety, we declared 2023 as the “Year of Occupational Health and Safety”. We ensured that all our employees focus on risks with the slogan “Be aware, Make Aware. The senior management team initiated safety walks and visited our field employees in their workplaces. This action contributed to the strengthening of communication between senior management and employees, while increasing their

awareness of risks on the job. We will continue to implement additional training and change programs with the aim of eliminating occupational accidents. In addition, we organised our first “OHS Meeting where we shared information with our field managers and contractors to take our OHS performance to higher levels. We will continue to work closely with them to reduce accidents and mitigate risks. Within the scope of our Social Investment Strategy, implemented following its approval by the Board of Directors, we are conducting a program to raise awareness on energy saving and electricity safety. To this end, we are organizing trainings in primary schools, technical sessions in relevant professional chambers, awareness meetings in rural settlements and sharing informative messages with local headmen. We will expand and make these programs more comprehensive in 2024 and beyond.

**We act with the vision of being a leader in the sector with our environmental and social performance that we will continuously improve while providing uninterrupted energy to the society.**



**Gunter Seymus**  
Advisor to the Board of Directors and Chairman of the Sustainability Committee



## Our objective is to reach an exemplary level in health and safety by benefiting from technological developments.



**Gökay Fatih DANACI**  
General Manager

UEDAŞ supplies electricity to a total of 5.5 million people in the provinces of Bursa, Balıkesir, Çanakkale and Yalova.

Our service area, the South Marmara Region, is one of the rapidly growing regions of Turkey with a developing industry and increasing population. This leads to an annual increase in energy demand.. While the amount of energy distributed was 13.8 TWh in 2022, in 2023 this amount rose to 14 TWh. In the meantime, electrification and the spread of renewable energy sources to combat global warming are gaining momentum all over the world. Renewable energy investments are also increasing rapidly in our operating region, which has an extremely favorable climate for wind and solar power plants. We are investing in order to meet the increasing energy demand and to include clean energy sources into the grid. We plan to increase our investment amount from approximately 2 billion Turkish Liras in 2023 to 3.5 billion in 2024. In addition to our new investments, we continue our maintenance work that will strengthen our existing network.

Thanks to our investments, renewal and maintenance works, we will increase the durability of the network and reduce line losses, directly contributing to our country's 2053 net zero target in carbon emissions.

We closely follow the technological developments in order to keep up with the changes in our sector in a rapidly digitalising world. In this vein, we continue to develop a culture of innovation and R&D in our company. In 2023, we implemented many new applications such as remote reading systems, end-to-end digitalization of investment and project processes.

We experience the severe effects of climate change in our region as in the rest of the world. The number of extreme weather events, especially storms and floods, increases exponentially in our region every year. This being the case, we continue to increase our maintenance and renewal works to minimize the impact of climate change on our operations.

The health and safety of our employees and the larger public is of primary importance for us. We increase employees awareness on occupational health and safety and make our operations safe through

field inspections as well as theoretical, practical and technical trainings on safety that we organise periodically for our employees.

Our social investment projects allow us to contribute to the creation of a public awareness about these issues. Our objective is to reach an exemplary level in health and safety by benefiting from technological developments.

We have introduced practices such as hybrid working opportunity and health insurance for our employees, who have the biggest share in providing quality and uninterrupted energy to our customers. In addition, we have established the Ethics Line where employees can report their ethical concerns and the UMAR channel where they can convey their suggestions and requests that will add value to our business.

The most valuable output of our activity is customer satisfaction. According to surveys conducted by the Ministry of Energy and Natural Resources, we ranked first among

electricity distribution companies in terms of customer and call center satisfaction in 2023. In order to maintain this level , we are strengthening our team as well as our technological infrastructure in order to ensure that all channels used in customer communication work effectively and we are able to respond quickly to customer requests.

Yours sincerely,

**I am pleased to say that we have rapidly integrated sustainability goals into all our business processes. We will continue our efforts to contribute to our sustainability vision with our principle of being "everywhere in life".**



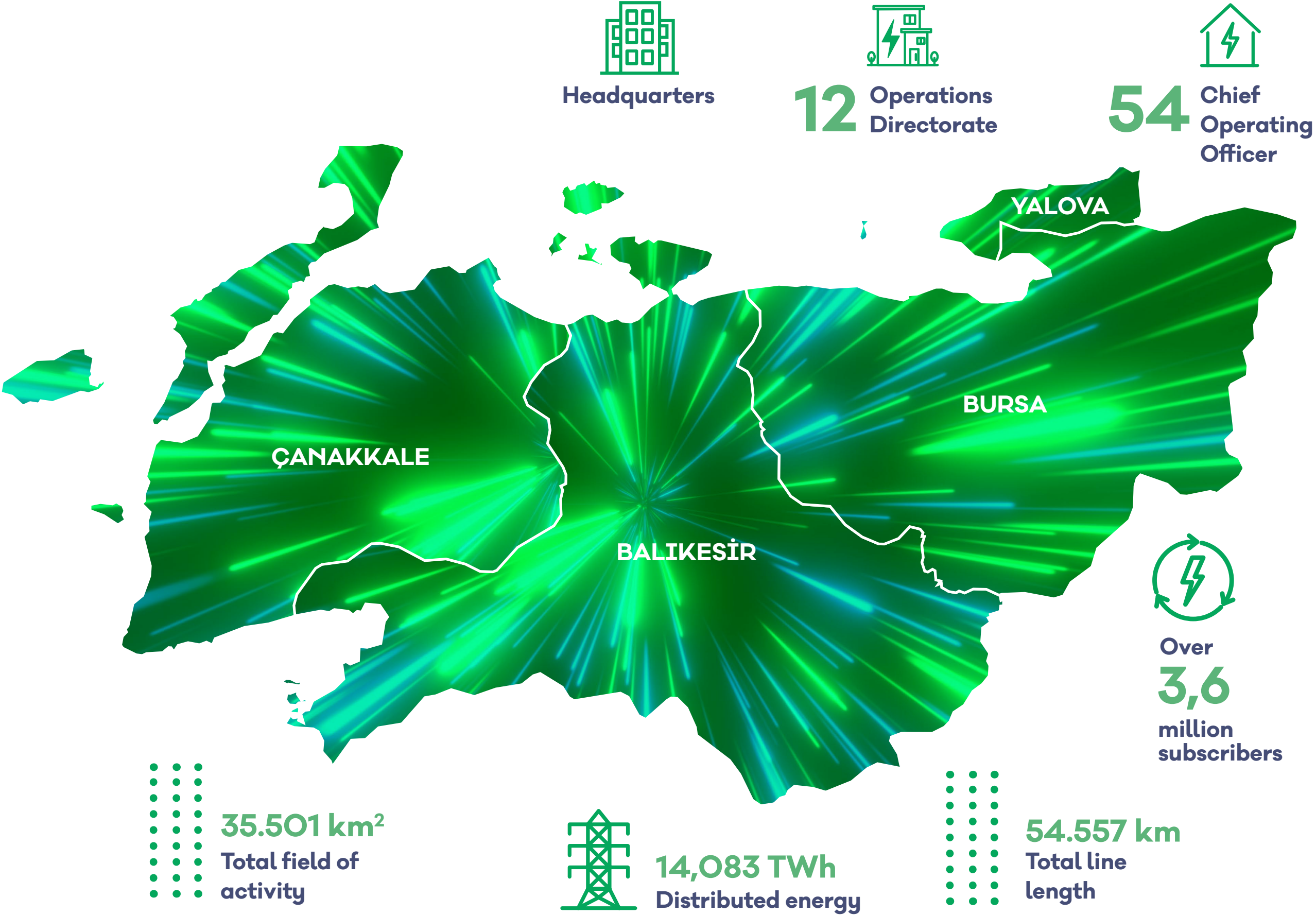
# CORPORATE PROFILE



# ABOUT US

The privatisation of UEDAŞ was completed on 01.09.2010 and all of its shares were transferred to ACTIS LLP ([www.act.is](http://www.act.is)) on 01.04.2022. UEDAŞ continues its operations to deliver a reliable and uninterrupted service in distribution region number 12 (UEDAŞ Region) covering Bursa, Çanakkale, Balıkesir and Yalova provinces among the 21 electricity distribution regions in Turkey.

Serving more than 3.6 million subscribers in South Marmara, the locomotive industrial region of Turkey, especially in automotive, textile and agricultural sectors, UEDAŞ continues its activities without slowing down while continuing to improve its infrastructure and provide a better service in direct proportion to the increasing number of subscribers.





# VISION

Our mission is to be not just an industry leader but also a social pioneer by serving our customers at every point of their lives with high quality energy distribution services and social responsibility projects.

# MISSION

To ensure the continuity of our service quality and increase customer satisfaction by distributing safe, efficient and uninterrupted energy in the regions we serve.

# VALUES

Honesty, transparency, trust and respect are the core values that guide us in our decisions and activities.



# COMPANY ACTIVITY AREAS

Electricity distribution networks and transformers are some of the most important building blocks of energy supply. Although power outages occur due to network failures, unfavourable situations may also be caused by climatic conditions and disasters. This leads UEDAŞ to focus on strengthening its electricity network through infrastructure improvements and various technological investments such as medium voltage regulators and SCADA systems, in line with its goal of uninterrupted, easily accesible and quality energy supply. Acting with the awareness of the importance of supply continuity, commercial and technical quality, customer satisfaction and corporate efficiency, the company makes the necessary reinforcements with the investment projects it creates by determining operational needs. It also uses alternative supply investments to increase the durability and efficiency of the grid. In this regard, new substations and power increases in existing substations are regularly discussed at network facility coordination meetings held with Türkiye Elektrik İletim A.Ş (“TEİAŞ”).

2023 investment amount  
**2.086.458.204 TL**

### Line Lengths (km)

Institution AG Overhead	19.391,43
Institution AG Underground	9.457,93
Institution MV Overhead	15.686,08
Institution MV Underground	3.530,41
Special AG Overhead	445,121
Special AG Underground	476,713
Special OG Overhead	4.460,62

### TOTAL NUMBER OF CONSUMERS (NUMBER)

	Balıkesir	Bursa	Çanakkale	Yalova	Genel Toplam
Lighting	5.745	7.361	2.730	1.061	16.897
Housing	882.950	1.565.485	362.007	207.058	3.017.500
Industry	1.592	5.402	420	294	7.708
Agricultural Irrigation	15.129	13.417	8.963	2.894	40.403
Public and Private Services Sector and Other Subscriber Group	167.484	290.478	75.677	35.393	569.032
General Total	1.072.900	1.882.143	449.797	246.700	3.651.540

The purpose of electricity distribution networks is to ensure the reliable, effective and efficient delivery of electrical energy to consumers. The investments we have planned and established in our network increase the network capacity in accordance with the increasing energy demand. In addition, to ensure the uninterrupted and safe operation of the distribution networks in our area of responsibility, we strive to renew and strengthen our infrastructure in order to reduce outage times and prevent energy interruptions. These investment activities are implemented in accordance with the legislation and provisions of the Ministry of Energy and Natural Resources, EMRA and TEDAŞ.



In determining network investments, projects are planned and realized by taking into account factors such as energy security, efficiency, sustainability, technological innovations and customer needs in order to increase the supply continuity and technical quality of the distribution networks in operation. Basically, investment demands can be divided into two categories: expansion investments, which include energy and lighting demands, and investments for supply continuity, whose aim is a continuous and secure energy supply.

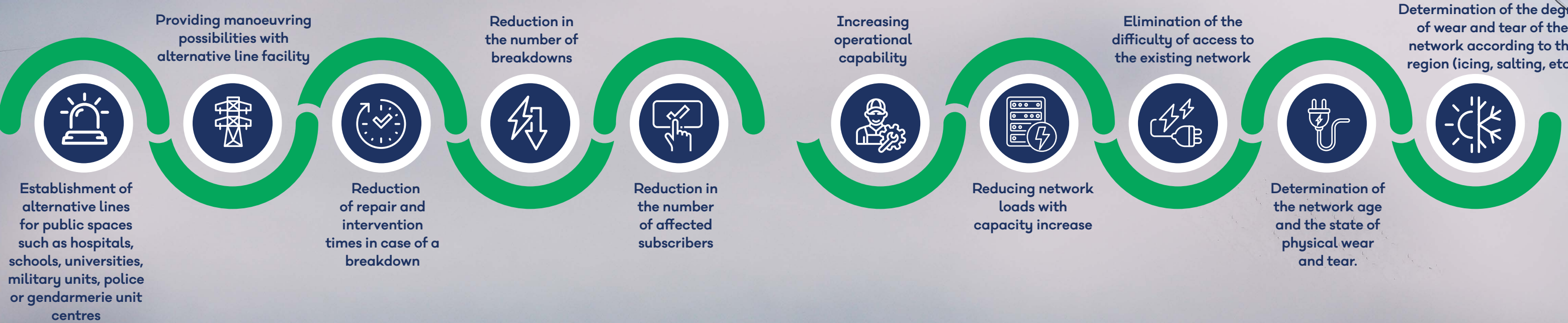
**EXPANSION INVESTMENTS:**

In our company, facility construction processes pertaining to energy permits are initiated and monitored through the digital system. To ensure customer satisfaction, we attach great importance to meeting energy demands within the periods specified by the legislation. Lighting requests are also digitised and can be tracked on the map. These requests are included in investment plans taking into account the status of total, construction, customer demands and complaints in the relevant region.

**INVESTMENTS FOR SUPPLY CONTINUITY:**

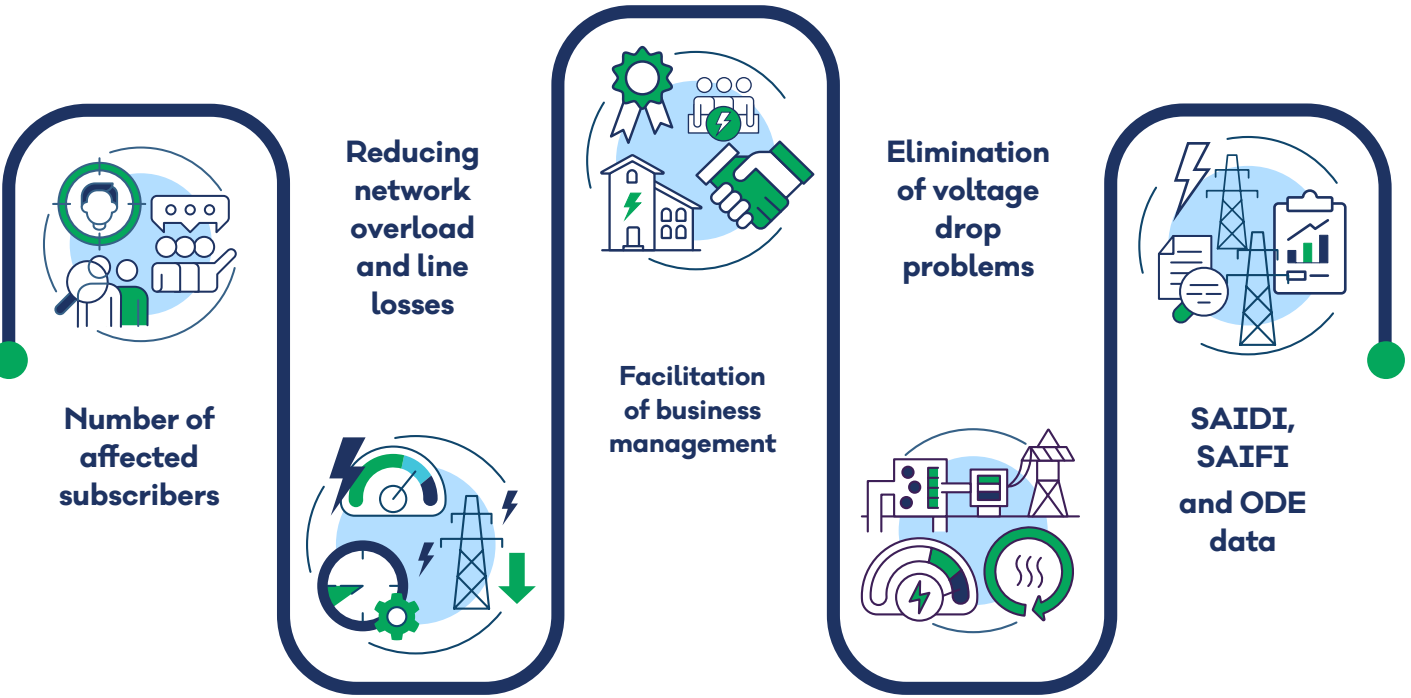
We evaluate the requests regarding supply continuity and the improvement of technical quality with a scoring system that we have created from a risk analysis perspective. The basic elements of the system are as follows:

CONTINUITY OF SUPPLY CRITERIA:

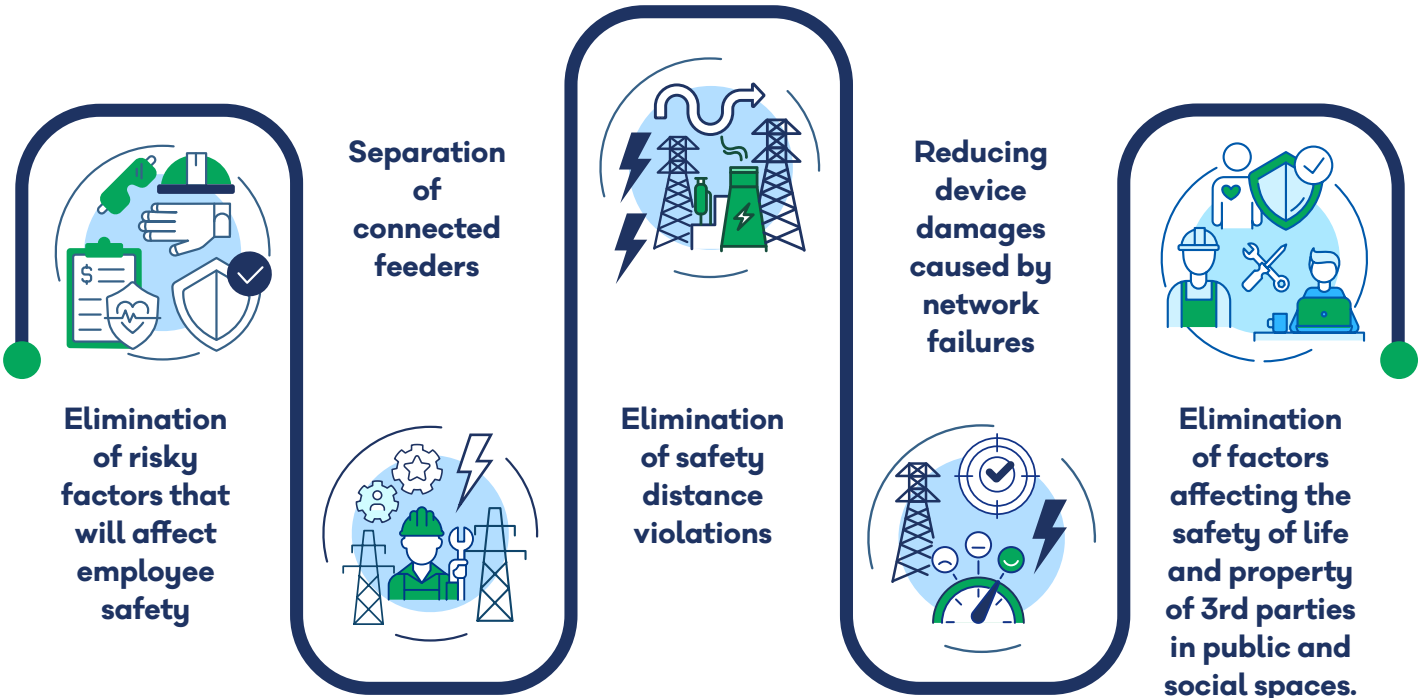




NETWORK TECHNICAL QUALITY CRITERIA:

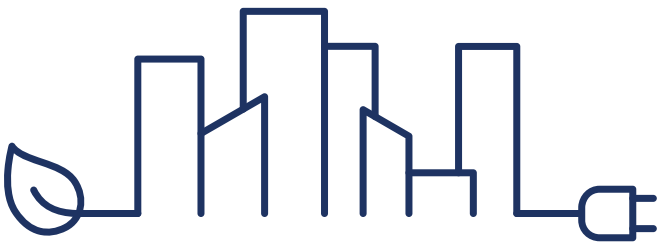


OHS AND SOCIAL SECURITY CRITERIA:



In addition to these criteria, social impacts such as customer feedback, official requests, regional potential, as well as the prevention of hazardous situations that may occur due to climatic and environmental impacts such as fire, earthquake, flood, landslide or other events that may adversely affect the environment are also considered as part of the evaluation system.



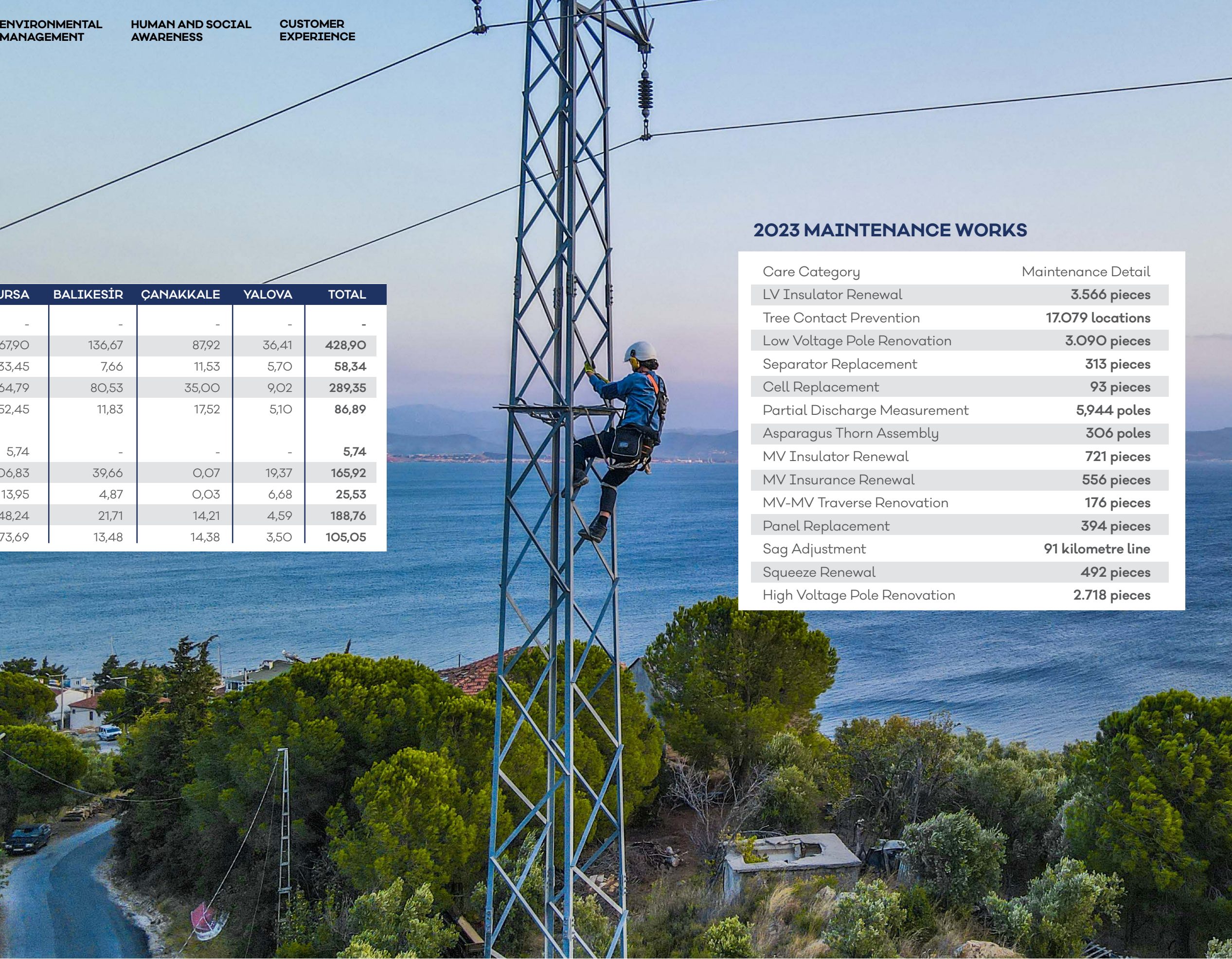


2023 NETWORK LENGTHS  
CONSTRUCTED (KM)

	KARAKTERİSTİK	BURSA	BALIKESİR	ÇANAKKALE	YALOVA	TOTAL
CAPACITY INCREASE INVESTMENTS	ENH	-	-	-	-	-
	LV Overhead Network	167,90	136,67	87,92	36,41	428,90
	MV Overhead Network	33,45	7,66	11,53	5,70	58,34
INVESTMENTS	LV Underground Wired Network	164,79	80,53	35,00	9,02	289,35
	MV Underground Wired Network	52,45	11,83	17,52	5,10	86,89
NETWORK RENEWAL INVESTMENTS	ENH	5,74	-	-	-	5,74
	LV Overhead Network	106,83	39,66	0,07	19,37	165,92
	MV Overhead Network	13,95	4,87	0,03	6,68	25,53
	LV Underground Wired Network	148,24	21,71	14,21	4,59	188,76
	MV Underground Wired Network	73,69	13,48	14,38	3,50	105,05

We continued our planned maintenance work with the objective to ensure an uninterrupted and continuous energy supply in 2023 by monitoring network resilience parameters.

As part of our planned maintenance works which aim to increase network durability, networks that have been damaged and reached the end of their economic life are identified and renewed in line with technical priorities. The objective of these works is to reduce the probability of interruptions, reduce the number of customers affected by interruptions, prevent operational difficulties and shorten the duration of interruptions.



2023 MAINTENANCE WORKS

Care Category	Maintenance Detail
LV Insulator Renewal	3.566 pieces
Tree Contact Prevention	17.079 locations
Low Voltage Pole Renovation	3.090 pieces
Separator Replacement	313 pieces
Cell Replacement	93 pieces
Partial Discharge Measurement	5,944 poles
Asparagus Thorn Assembly	306 poles
MV Insulator Renewal	721 pieces
MV Insurance Renewal	556 pieces
MV-MV Traverse Renovation	176 pieces
Panel Replacement	394 pieces
Sag Adjustment	91 kilometre line
Squeeze Renewal	492 pieces
High Voltage Pole Renovation	2.718 pieces



# QUALITY POLICY

UEDAŞ's understanding of **unconditional customer satisfaction** means that we aim to fully meet the uninterrupted and quality energy expectations of our customers and become a pioneer and leader in the electricity distribution sector;



To maintain and **continuously improve** the effectiveness of quality management systems in all spheres of our work.



To analyse all our processes from a **risk-oriented perspective** within the scope of the quality management system and to manage these processes by taking the necessary corrective actions when necessary,



To create a long term company loyalty by prioritizing **the development of our employees** and ensuring employee **satisfaction**,



To enable a long-term co-operation with our **suppliers** based on solid foundations, transparency and honesty,

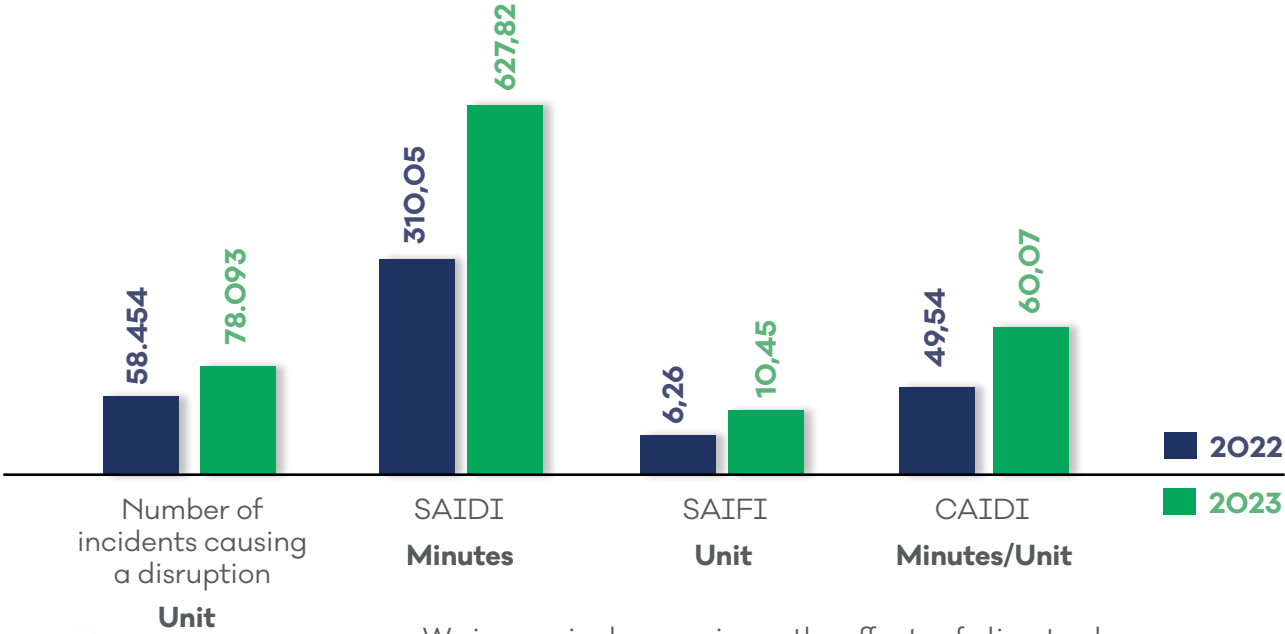


To maintain customer satisfaction **by providing quality and uninterrupted electricity distribution** along with with our employees, solution partners and suppliers in **possible disaster and crisis situations**,

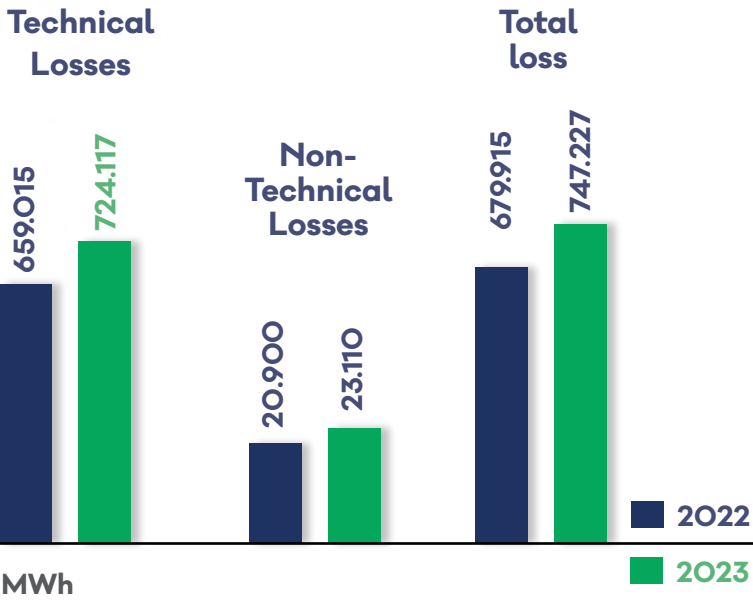


To act in **compliance** with national and international legal requirements

With the full **participation** of our **highly** motivated employees, we are committed to continuously improving the quality of electricity distribution and providing innovative services to our customers.



We increasingly experience the effects of climate change every year in the South Marmara region we serve. Extreme weather events cause damages such as pole collapses and line breaks in our network, causing disruptions in electricity distribution continuity. The overall effect is a performance decline in the number and duration of interruptions.



The data for the years analyzed shows that the amount of technical loss increased in 2023 compared to the previous year due to the addition of production facilities in the grid. In proportional terms, the loss rate of 5,15% remained below the 6,4% limit set by the Energy Market Regulatory Authority (EMRA). This number shows that we remained at the lowest level in terms of the technical loss rates of the energy transmission and distribution lines in our country. This success is the direct result of our efficiency efforts and infrastructural investments in the energy sector.



## AWARDS AND ACHIEVEMENTS



### BUIKAD Business Women's Association Women Supporting Company of the Year Award

UEDAŞ's long-term commitment to projects focusing on the social benefit and problems of women was awarded the Women Supporting Company of the Year award at the 14th Annual Bursa Business Women and Executives Association (BUIKAD) awards.

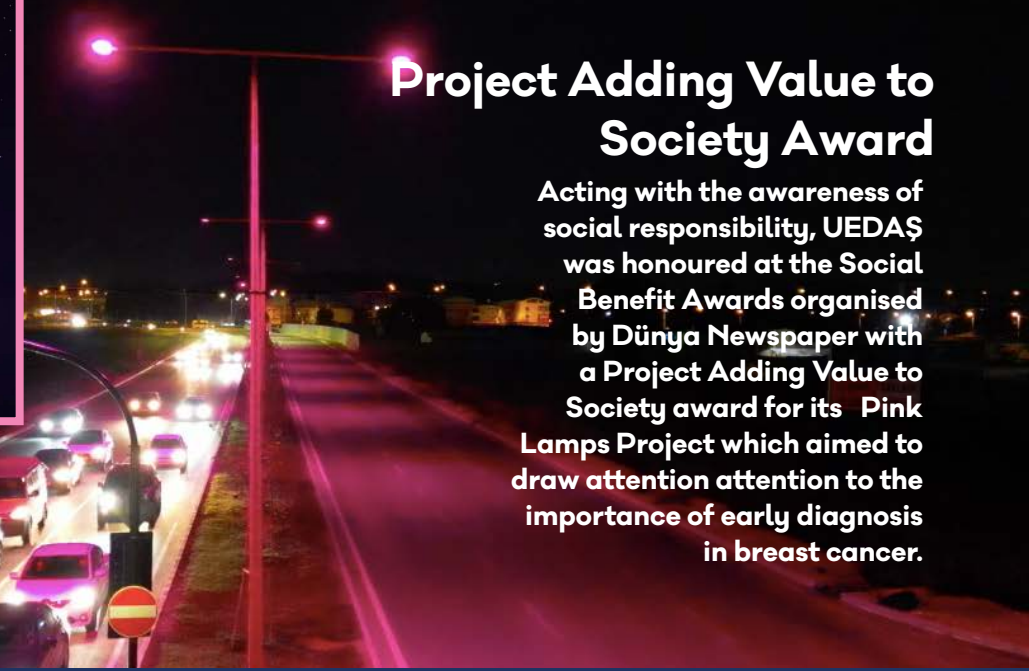
### Turkic States Electricity Mastery Competition Azerişiq Honour Award

UEDAŞ ranked 2nd in the Turkish States Electricity Mastery Competition organised by Azerbaijan Electricity Affairs Presidency Azerishiq for the 100th Birth Anniversary of Heydar Aliyev and received the honour award.



### Project Adding Value to Society Award

Acting with the awareness of social responsibility, UEDAŞ was honoured at the Social Benefit Awards organised by Dünya Newspaper with a Project Adding Value to Society award for its Pink Lamps Project which aimed to draw attention to the importance of early diagnosis in breast cancer.



### EMRA & ELDER R&D Workshop Product Design Jury Special Award

UEDAŞ was awarded the Special Jury Award in the Product Design category with the project "Automatic Voltage Regulator (Booster Transformer) Pilot Application for Voltage Regulation and Minimisation of Line Losses in MV Overhead Line and Cable Networks" at the second workshop held by EMRA & ELDER.





# GOVERNANCE



# STRATEGY AND OBJECTIVES

As UEDAŞ, our work strategy is to ‘integrate sustainability into all areas of our business’ by taking sustainable development goals as our guide. On the one hand, Our objective is to provide uninterrupted energy while prioritizing customer satisfaction and on the other hand, to ensure employee and community safety, while also contributing to social development. In this vein, we work with great devotion and continue to invest for the establishment of distribution lines that will ensure the transfer of renewable energy to electricity networks, the inclusion of new lines in the network, the renewal of existing network elements and the delivery of lines to new subscribers. Thanks to these investments, we actively contribute to our country’s 2053 zero carbon target by preventing losses arising from the network and reducing as much as possible the amount of emissions caused by losses and leakage. In the meantime, we also work to raise public’s awareness; on issues such as energy saving, preventing energy waste and the dangers caused by electricity.



We continue our efforts to provide sustainable, high quality and reliable electricity distribution services. We strengthen our technological infrastructure by developing an innovation-oriented approach thanks to our digitalisation and R&D projects. Contributing to the creation of a more liveable and safer world for future generations is one of our main goals.

Our most important priority while carrying out our activities is to observe employee and community safety. Therefore, we ensure employee safety by focusing on our operational risks, and raise the public’s awareness on energy saving and electricity safety.



	Important Topic	Description	Criteria and Key Performance Indicator	2023	2024 Target
OPERATIONAL TARGETS	Network Resilience	Uninterrupted Energy Monitoring	SAIDI (minutes)	627,82	420
			SAIFI (pcs)	10,45	7,1
	Prevention of Line Losses	Energy Management	Line Losses (MWh)	557.598	564.907
ENVIRONMENTAL OBJECTIVES	Environmental Management	Responsible Use of Resources	Electricity Consumption (kWh)	2.427.946	2.306.549
			Water Consumption (m³)	21.364	20.296
			Natural gas (m³)	199.344	199.344
			Fuel (lt)	2.144.448	2.175.205
	Compliance with Legal Requirements	Compliance with Environmental Legislation	Environmental Penalty (TL)	0	0
			Number of Environmental Accidents (number)	0	0
SOCIAL GOALS	Occupational Health and Safety	Accident Prevention	Number of Fatal Accidents	0	0
			Lost Time Accident Rate	0,89	0,71
	Customer Satisfaction	Increasing Satisfaction	Ratio of the number of customer complaints¹	% 0,008	%0,05
	Employee Satisfaction	Increasing Satisfaction	Satisfaction Rate (%)	65,3	70
	Gender Equality	Increasing the Number of Female Employees	Female Employee Ratio (%)	25,63	28
	Social Awareness	Raising Awareness about Energy Saving and Electrical Safety	Number of People Reached²	312.000	345.000

1- (Number of customer complaints/total number of subscribers) \* 100  
2- Face-to-face communication; meetings, student groups participating in the project, digital communication; social media, news and website



# RISK MANAGEMENT

Corporate risk management work within UEDAŞ strives to systematically and effectively identify, evaluate and optimally manage the critical risks and opportunities encountered during the Company’s operations. The objective is to raise employee awareness of risk management by creating a risk culture and make risk management an indispensable part of the corporate environment and strategic decision-making process.

Corporate Risk Management is the responsibility of every employee in the company starting from the Board of Directors and Senior Management. The authority to take decisions on corporate risk management and the ultimate responsibility for corporate risk management rests with the Board of Directors of UEDAŞ. The Risk Committee is responsible for documenting and maintaining the corporate risk management processes of the Company. UEDAŞ Senior Management is responsible for measuring and monitoring the performance of risk management within the Company. Department, business unit, function managers and process owners are responsible for the management of risks in their units.

Corporate Risk Management (CRM) processes are carried out within the framework of systematic and good practices within UEDAŞ. To this end, within the scope of CRM, corporate risks are identified and analysed in terms of risk categories (strategic, operational, financial, compliance, reputation), evaluated and prioritized by taking into account strategic and operational targets and regulatory requirements, and action plans are determined and monitored within the framework of risk response strategies.

Key corporate risks are reported to the Audit, Risk and Governance Committee, operational risks to the Technical Committee, and environmental, social and governance (ESG) risks to the Sustainability Committee. The risks discussed in the committees and the actions determined are evaluated by the Board of Directors.

Climate change risks are among the most important risks in the short and long term on a global scale.<sup>2</sup> We closely feel the environmental impacts of climate change in our region as well as all over the world. Increasing temperatures and extreme weather events have adverse effects on our working processes and cause disruptions especially in our energy service.

**While 15 extreme weather events (snow, blizzards, storms, floods, etc.) were recorded in our region in 2022, this number increased to 44 in 2023, a significant increase compared to the previous year. These natural events have a number of undesirable consequences: they damage the grid, disrupt uninterrupted energy supply, make maintenance and interventions to breakdowns difficult and lead to increased customer complaints.**

Climate change risks, which are among our operational risks, are regularly assessed by the relevant committees of the Board of Directors and reported to the Board of Directors.

<sup>2</sup> [https://www3.weforum.org/docs/WEF\\_Global\\_Risks\\_Report\\_2023.pdf](https://www3.weforum.org/docs/WEF_Global_Risks_Report_2023.pdf)



# MATERIALITY ANALYSIS

We are aware that we provide a service that touches the lives of every individual living in our geography. With this in mind, we built our strategy by taking into account our stakeholders’ expectations of sustainability in line with the rapidly developing society and investor needs.

While determining our material issues in our 2024 Materiality Analysis, we also considered how our activities affect the larger society just as we looked at how the relevant topic impacts UEDAŞ. We reached 10 different stakeholder groups (3) related to our material issues through both surveys and one-on-one interviews. The materiality analysis that we created by consolidating the data we obtained will be the most important input of our sustainability strategy.

<sup>3</sup> Press, Municipality, Employees, Financial Institutions, Muhtars, Customers, Chambers, NGOs, Senior Management, Contractors

## HIGH PRIORITY ISSUES



Network Resilience



Risk Management



Occupational Health and Safety



Ensuring Uninterrupted Energy



Compliance with Legal Requirements



Employee Satisfaction



Prevention of Line Losses



Environmental Management

## OUR PRIORITIES



Contractor Supplier Management



Social Awareness



Employee Rights



Customer Satisfaction



Road Safety



Digitalisation



# STAKEHOLDER RELATIONS AND COMMUNICATION

We conduct our operations together with a wide network of stakeholders. We ensure continuous and effective communication with each stakeholder group that interacts with our company in social and environmental terms through various communication methods and platform. We inform stakeholders about innovations and suggestions offer continue to work in co-operation by keeping the stakeholders in our value chain about all processes and developments.



One of the most important communication issues we carry out within the scope of stakeholder relations is expropriation processes which constitute a critical stage of our operations. We fully comply with legal requirements in the expropriation acts that we carry out on behalf of the General Directorate of Turkish Electricity Distribution Company (“TEDAŞ”). During the project phase of our investments, we take into account the current and future settlement conditions and ensure that the owners of the immovable property are not displaced. We take care to locate the network elements

primarily in non-registered areas, and to install the poles and transmission lines along roadways. However, if the route of the project coincides with the property of real and legal persons, our main goal is to determine the route and installation locations in a way that does not restrict the land use of the owners.<sup>4</sup> We participate in the meetings organised by TEDAŞ for consultation with the affected groups in the areas to be expropriated by TEDAŞ and contribute to the the process that aims to inform the property owners...

<sup>4</sup> The areas subject to expropriation have an average size of 6 - 6.5 m2 per pole.

Stakeholder	Contact Subject	Communication Channel	Frequency of Communication
Senior Management	Strategy, Crisis Management, Internal Communication	Face to Face / Oral	Diary
Company Shareholders	Strategy, Crisis Management, Communication Management, Financial Performance	Oral / Written	Daily/Monthly
Financial Institutions	Government Relations, Community Development, Sustainability and Environment, Stakeholder Relations, Investments, Finance	Face to Face Oral / Written	Monthly
Employees	Operation, Internal Communication, Motivation and Satisfaction Studies	Face to Face Oral / Digital	Continuous
Municipalities	Complaint and Request Management, Public Relations, Official Transactions	Face to Face Oral / Written	Continuous
Mukhtars	Complaint and Request Management, Public Relations	Face to Face / Written	Continuous
Chambers and Unions	Public Relations, Social Development, Official Transactions	Face to Face Oral / Digital	Weekly
Civil Society Organisations (CSO)	Social Development, Sustainability and Environment, Stakeholder Relations	Face to Face / Written	Weekly
Customers	Complaint and Request Management	Face to Face Oral / Digital	Continuous
Contractors	Internal Communication, Complaint and Demand Management, Operations, OHS and Sustainability	Oral / Written	Monthly
Suppliers	Supplier Relations, OHS and Sustainability	Oral / Written	Monthly
Press	Complaint and Demand Management, Public Opinion Communication, Media Relations	Face to Face Oral / Written	Continuous
Authorised Trade Union	Complaint and Demand Management, Public Opinion Communication, Media Relations	Oral / Written	Monthly
Official Institutions	Public Relations, Social Development, Official Transactions,	Face to Face Oral / Digital	Continuous
Universities, Schools	Social Development, Education	Face to Face Oral / Written	Continuous



# CORPORATE MEMBERSHIPS

In line with our sustainability strategy and goals, we attach importance to establishing collaborations to contribute to social sustainability. We act in line with sustainability goals. We contribute to a better quality in the energy sector by improving our environmental, social and governance practices with a risk and opportunity management perspective.

Member Associations and NGOs	Focus Topic	Work carried out during the reporting year
Electricity Distribution Services Association ("ELDER")	Electricity Distribution Companies	Studies that will contribute positively to the quality of electricity service at the national level.
World Energy Council Turkish National Committee	Energy Sector National Working Groups	Studies on New Energy Technologies, Risk Management, Cyber Security etc.
Sustainable Development Association («SDI») Turkey	Sustainability	Transition to Low Carbon Economy and Productivity, Sustainable Industry and Circular Economy, Social Inclusion and Comprehensiveness
Turkish Quality Association ("KALDER")	Quality and Excellence	Sustainability, OHS and Quality studies
Corporate Communicators Association of Turkey	Communication and Perception Management	University student meetings, contribution to the communication profession with KID academy
UN Global Compact	Global Compact	Reducing environmental and social impacts, community development and sustainable social responsibility



# SUSTAINABILITY MANAGEMENT AND STRUCTURE

In order to manage our sustainability strategy more effectively, we restructured our organization and made it coordinated and interactive with all departments. While providing a vital service to society such as electricity distribution, we equally support our strategy by adopting sustainable development goals at all stages of our business, taking into account environmental, social and governance issues.



The Board of Directors is responsible for the approval of strategies, targets and related commitments, including the sustainability organisational structure, investment decisions on health, safety, social and environmental issues and the transition to a low carbon economy. The Sustainability Committee, which reports directly to the Board of Directors, provides support to the Board of Directors by overseeing and reporting on these issues and ESG risks. It also makes recommendations to the Board of Directors in light of the results obtained through expert analyses and discussions. The main duties of the Committee are; (i) to help the Board of Directors set the strategy for the Company to be a sustainability leader; (ii) to review key senior management plans and initiatives in this regard; (iii) to request and review internal and external analyses; (iv) to monitor progress and report to the Board of Directors on significant developments; and (v) to make best practice recommendations to the Board of Directors. The Sustainability Committee, which meets regularly on a quarterly basis, consists of three Voting Members, namely the Company's Board Director, senior technical and operations expert and senior independent advisor appointed by the Board; two Presenting Members, namely the Company's Chairman and Sustainability Manager; the Secretary; and expert participants and observers invited to attend the committee meetings.

We ensure continuous improvement in our business processes through the actions we determine and the decisions we take at the monthly senior management meetings and the regular 'Management Review' (MGR) meetings held within the scope of the Management Systems.

We recognise two important tools as guides in developing our sustainability culture. The first one is the Management Systems, which includes leadership,, risk and opportunity approach and supports sustainability goals.



Environmental and Social Action Plan (ESAP)  
We have formed a committee for our work.

We became a member of the Sustainable Development Association (SKD).

On 8 August 2022, we adopted the Global Compact (United Nations Global Compact).

We see Management Systems as a key tool for the development and support of a culture of sustainability in our company. Management systems, which focus on a risk management-based approach, help us improve our processes by supporting a lifelong perspective. In 2023, the effectiveness and competence of our management systems were confirmed and re-certified through certification audits.

All policies published within the scope of management systems are shared with all of our employees through the quality document management system (QDMS). In addition, employees are informed about management systems policies through awareness trainings organised throughout the year.

In 2023, Our management systems completed Improvement and development work in the following areas;

- Redefining roles and responsibilities using the RACI method,
- Reviewing our processes and aligning them with our sustainability strategy,
- Compliance of our Information Security Management System with ISO 27001:2022 Information Security Management System Standard,
- Compliance with the Information and Communication Security Guide published by the Presidential Digital Transformation Office,



Management System	Certificate Validity Date
ISO 9001 Quality Management System	03.12.2024
ISO 14001 Environmental Management System	03.12.2024
ISO 45001 Occupational Health and Safety Management System	03.12.2024
ISO 27001 Information Security Management System	26.11.2024
ISO 27701 Personal Data Management System	26.11.2024
ISO 22301 Business Continuity Management System	03.12.2024
ISO 10002 Customer Satisfaction Management System	03.12.2024
ISO 18295 Call Centre Management System	03.12.2024

The second tool we use as a guide is internationally recognised environmental and social standards based on the “Equator Principles” within the scope of financing projects we carry out with local and international financial institutions.

The projects and process improvements we carry out within the framework of the Environmental and Social Action Plan (ESAP), are both strengthening the sustainability basis of our company and making management systems more effective. Within the scope of ESAP, in 2023, SA8000 Social Compliance Management System, Road and Traffic Safety System, Contractor and Supplier Management

System projects were initiated. In 2024, we plan to complete and implement these projects, as well as completing the projects on Carbon Footprint and Zero Carbon Strategy, Ecosystem Assessment (Biodiversity Management and Action Plan), Climate Risk Assessment (in the light of IFRS S2 criteria).

In the development of the sustainability culture of the company, it is of great importance that all units embrace sustainability and integrate it into their business processes in parallel with our strategy. In order to support this, in 2023

The “ESAP Committee” was established to ensure the

direct participation of the units in the ESAP process. While our Sustainability Manager coordinates the Committee, each unit directly manages the actions related to itself. The work of the Committee, which we carry out with the participation of employees, especially at the expert level, rapidly increases the sustainability capacity of the young talents and thus the overall sustainability capacity of our company. The ESAP process is included in the agendas of both the Sustainability Committee and monthly meetings and the current situation is shared with the Board of Directors and senior management of the company.

<sup>5</sup> The Equator Principles are the principles that the financial sector, under the leadership of the IFC, the private sector arm of the World Bank, has accepted as a precedent for managing social responsibility and environmental risk in project finance.



# ETHICAL MANAGEMENT

**UEDAŞ conducts all of its business processes within the framework of the values of honesty, trust and respect, and in light of the principles of justice, equal opportunity, transparency, responsibility, sustainability and accountability.**

Accordingly, UEDAŞ’s basic principle is to be fair and equitable in its relations with its employees and stakeholders. In line with this goal, UEDAŞ attaches great importance to ensuring an equality of opportunity and treatment in the workplace and the realisation of business processes within the framework of the principle of transparency. In addition, UEDAŞ works with an awareness of its responsibilities towards the larger society and carries out regular studies on issues such as bribery, corruption and prevention of proceeds of crime, which significantly harm the public good, with a “Respect for People” perspective in order to ensure business integrity. UEDAŞ endeavours to be an accountable company and to ensure that it acts in accordance with applicable national and international legislation and company rules. For all these reasons, UEDAŞ has established and meticulously implements its code of ethics and related policies, procedures and plans



to ensure compliance with the principles and values it has adopted in its corporate structure and relations as well as applicable national and international legislation. UEDAŞ’s compliance programme is planned specifically and comprehensively in line with the needs of the sector and the company. UEDAŞ conducts regular checks to ensure its effective functioning and updates the programme and its elements as necessary. As the basis of an effective compliance programme, UEDAŞ is firmly committed to complying with national

and international regulations and Internal Rules and has a corporate culture where behaviour contrary to these rules is not tolerated. Within this framework, UEDAŞ follows and implements international standards, particularly the United Nations Global Compact and the International Labour Organization Declaration on Fundamental Principles and Rights at Work, to protect human rights and ensure a positive working environment. In order to monitor UEDAŞ’s compliance with the legislation and ethical

principles and to ensure that all concerns within the company can be freely expressed, various communication channels have been established, chief of which is the UEDAŞ Ethics Line. All employees and those concerned can report any issues they identify or suspect to the UEDAŞ Compliance Team through these communication channels without any fear of reprisal.

**Our company’s ethical management page;**  
[www.remedetikhat.com.tr](http://www.remedetikhat.com.tr)

# ANTI-BRIBERY AND ANTI-CORRUPTION

**At UEDAŞ; bribery, corruption, cheating, embezzlement, extortion, theft, fraud, forgery, malfeasance and all other illegal activities, irregularities and all acts that are contrary to the UEDAŞ compliance programme, ethical principles and related policies and procedures are called “misconduct”**

Within the scope of its compliance programme, UEDAŞ has developed risk-based anti-fraud rules and is working to ensure a zero-tolerance culture for acts contrary to these rules throughout the company. Combating bribery and corruption is one of the most prominent issues in UEDAŞ’s zero tolerance culture. Through the misconduct risk assessment team established within the company, important scenarios with bribery and corruption potential are identified and possible interventions are planned with control mechanisms within the framework of the established risk mechanism. All employees, managers and business partners are obliged to immediately report suspicions and incidents of misconduct within the scope of the UEDAŞ Fraud Response Plan. In addition, gifts and hospitality, donations and sponsorship activities are carried out and regularly monitored within the framework of relevant policies and procedures and company rules. Regular trainings and awareness-raising activities are organised throughout the company to raise awareness about anti-bribery and anti-corruption rules, to explain the efforts to prevent abuse and to remind duties and responsibilities. All UEDAŞ employees are obliged to report any suspicion of misconduct, particularly allegations of bribery and corruption, to the UEDAŞ Compliance Team. To date, UEDAŞ has not received any ethics line application regarding bribery and corruption.

**Anti-Bribery and Anti-Corruption Policy:**  
<https://www.uedas.com.tr/tr/rusvet-ve-yolsuzlukla-mucadele-politikasi>

**Link to Fraud Prevention Policy:**  
<https://www.uedas.com.tr/tr/suistimalin-onlenmesi-politikasi>



# R&D AND DIGITALISATION APPLICATIONS

Secure and high quality energy supply is undoubtedly the most important element of the electricity sector, and building a more sustainable and innovation-oriented world for future generations is one of the top priorities today.

UEDAŞ considers R&D and digitalisation as critical building blocks in its sustainability journey and is a leader and pioneer in the sector with the projects and technologies it has implemented in these two areas. As an electricity distribution company, we are involved in many national and international R&D projects focused on sustainability, reduction of carbon emissions, energy transformation and renewable energy in light of innovative technologies in order to meet an increasing energy demand and ensure an uninterrupted and efficient energy supply.

# R&D PROJECTS

## VPP4Islands Project (European Union Project) “Network Operation”

The aim of the project, which was implemented with the concept of ‘self-sufficient islands’, is to ensure the continuity of electricity generation on designated islands with renewable resources and to use the electricity generated from these resources in the island. A 100 kW Battery Energy Storage System and IoT smart meters were installed in the Gökçeada island which was selected as the pilot region. With smart meters equipped with special software, access to the data on electricity production and consumption on the island has been established.



If the electricity generated on the islands is sufficient to meet local needs, the islands will become independent from the mainland in terms of electricity supply. In this case, the costs of transporting electricity to the island and the maintenance of undersea cables could be reduced.

**(VPP4ISLANDS - Virtual Power Plant for Interoperable and Smart Islands)**



## De-Risk Project (European Union Project) “Monitoring and Control”

The project, which will monitor and change consumer habits, aims to induce customers to consume less electricity, reduce the load on grid lines, and make more efficient and effective use of the investments made in electricity distribution. In the Çanakkale region, which was selected as the pilot region, Raspberry, Pi and IoT devices are installed in 20 households within the scope of the project, and studies are being carried out by monitoring the data.

**(DE-RISK - Adopting Local Flexibility Markets to Unlock Reliable Mass Deployment of Renewable Energy)**

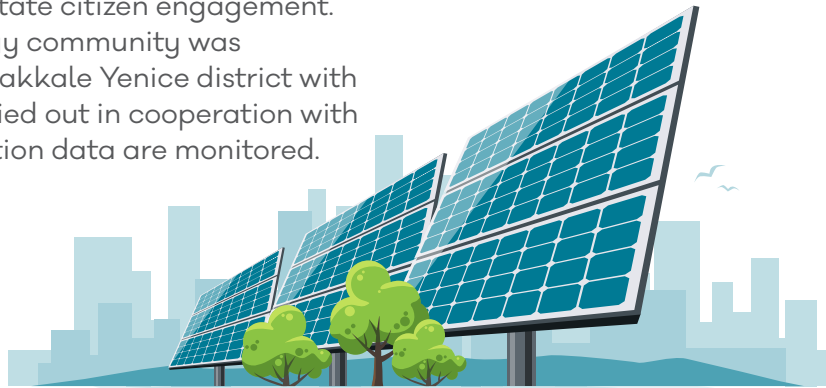


## MASTERPIECE Project (European Union Project) “Network Operation”

The MASTERPIECE project aims to create a modular service platform that enables cooperation and service provision for energy communities. Community members actively contribute to the development, enabling participatory solutions. In addition, technical and social innovations, new business strategies and incentive mechanisms are proposed to ensure the active participation of energy consumers in energy communities and to find user-oriented solutions that would facilitate citizen engagement. Within the scope of the project, a natural energy community was established in Aşağıçavuş forest village of Çanakkale Yenice district with solar power plants on its roofs. Studies are carried out in cooperation with households and their production and consumption data are monitored.

(MASTERPIECE - Multidisciplinary Approaches and Software Technologies for Participation, Recruitment and Engagement in Innovative Energy Communities in Europe)

Visits to the pilot region and information about the project information was provided to energy communities and citizens.

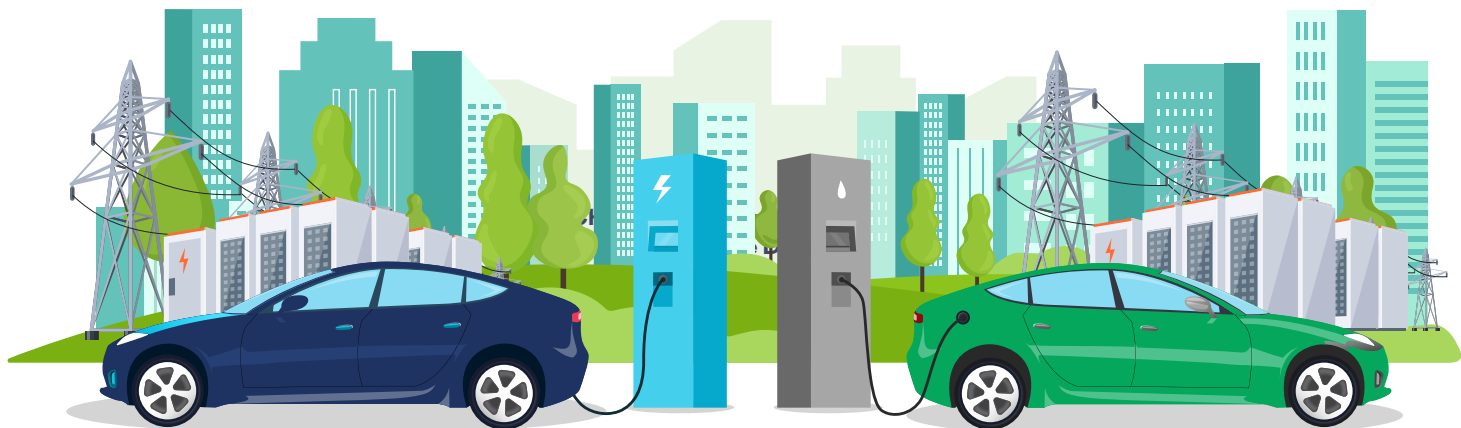


## FlexCHES Project (European Union Project) “Network Operation”

The main objective of the project is to provide a user-friendly platform through a simple interface that enables easy monitoring of various Energy Storage System technologies. By promoting open innovation and smart technologies, FlexCHES increases the storage capacity and competitiveness of smart grids in Europe. In addition, the project aims to ensure transparency, minimise both energy disruption and energy interruption, and enabling flexibility services through the



platform. Using Distributed Ledger Technology (DLT) and smart contracts, the project aims to build trust between participants, to accelerate its adoption and to facilitate network service delivery by reducing intermediaries. In the Gökçeada operation building, a 16 kW heat pump and a 22 kW AC electric vehicle charging station were installed. In addition, the previously installed 100 kW battery system and the equipment's data are also used in the project.

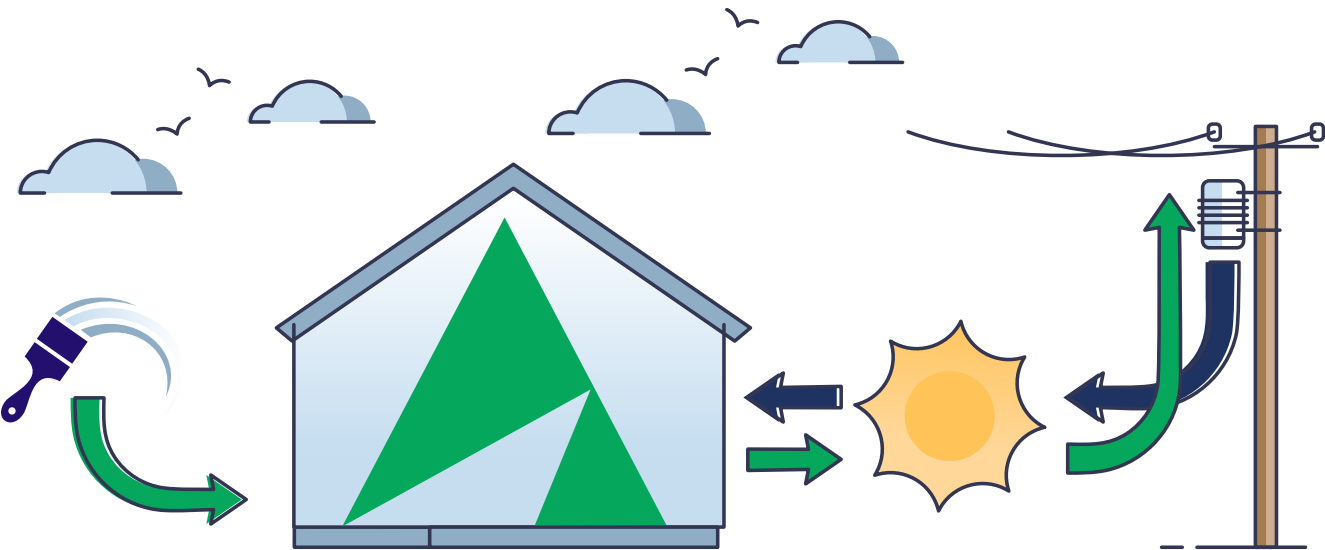


## Recyclable for Use in Energy Distribution Systems Composite Modular Pole Project to be Produced with Material

The main purpose of the project is to manufacture lighting poles from recycled materials. In this context, the project aims to develop various types of poles from recycled plastic and composite materials that are modular, lightweight insulating, resistant to combustion and environmental conditions. These will be environmentally friendly, safe, easy-to-apply and low-cost products in different functions. Within the scope of the project, prototype production of lighting poles is planned by using composite materials consisting of recyclable thermoplastic and thermosetting polymers. According to the analysis and field results to be obtained from the prototype lighting pole, it is aimed to determine its suitability for operation by evaluating whether it can be used in other energy distribution poles according to the existing TEDAŞ MYD specifications and technical specifications.



(Composite Modular Pole Project Produced from Recycled Materials for Energy Distribution Systems)



## Technical Losses Project

This project aims to create a selective surface by applying paint that can reflect solar energy and reduced emission to the outer surface of the substations and to make the substations more efficient.



# DIGITALISATION

With the digitalising world, the energy sector is also turning towards innovative business ideas and digitalisation-centric investments.

At UEDAŞ, we add value to our sector with environment and customer-oriented new technologies in the development of the energy distribution system and the strengthening of the infrastructure. Through actual and planned digitalisation works in our service area and our innovative corporate culture aiming for an interruption-free and efficient energy supply, we will continue our innovation-centred investments.



## Güre KKP (Enterprise Resource Planning, ERP)

With the Güre Local ERP project, it is aimed to develop a local enterprise resource planning software carried out by local companies. With the project, some modules of the currently used foreign enterprise resource planning software are planned to be developed and the domestic software is planned to be used. Thus, a significant reduction in software costs will be achieved. Another positive effect is that the project will provide potential income since UE- DAŞ will have a certain amount of intellectual property rights on the software developed as a result of the project. In the project; REDMINE project management software is used to monitor the project and the works are communicated to the relevant persons through the software.



## Digital Maturity Assessment Model Project

Within the scope of the project, the current status of the company in the field of digitalisation will be evaluated in comparison with all distribution companies in Turkey and a digitalisation roadmap will be presented to improve the current situation. With the project, the company's shortcomings and strengths in the field of digitalisation will be evaluated by an independent company and the areas and units to be invested in will be determined. In addition, the company's position and current situation in the field of digitalisation will be evaluated objectively by comparing the company with other distribution companies, and the company's digitalisation performance will be outlined from an objective perspective.



## PWIRE (Digital Project Approval System) Project

Within the scope of low voltage, high voltage connection requests and temporary acceptance processes, an average of 75,000 project applications are made to our company every year. The Pwire System is a platform that enables these projects to be sent in the digital environment and accessed instantly, and thanks to its archiving feature, projects can be stored without any printout.

With this system, The project aims to increase customer satisfaction by accelerating the application, follow-up and finalisation processes. In addition, by reducing the consumption of paper, fuel and toner, it contributes to the environment and indirectly to the economy. The provisional acceptance process, which we transferred to our online transactions page in January has reached a digitalisation rate of around 95%.



## Use of NB-IoT and PLC Communications on Remote Reading Systems (OSOS) Project

NB-IoT (Narrowband Internet of Things) is a communication technology that focuses on indoor coverage, low cost, long battery life and high connection density. Since it uses the GSM infrastructure, the coverage area is wide and it communicates from a network that can only transfer data, independent of 4G/3G/2G, which is the infrastructure of voice lines. Landis+Gyr E36O type meters are used in this technology, which offer low power consumption, extended range, easy installation and uninterrupted connection. It was applied to 881 subscribers in 2023.

PLC (Power Line Communication) is a communication method that provides data transfer over the power line. The purpose of this system is to provide data transfer without using a modem and GSM line for each meter. In this technology, ADD G3 PLC-DC (Data Concentrator), which allows multiple readings with a single SIM card, has 10 years of internal memory and is resistant to network-induced failures, and ADD Gama 150 (MF) and 350 (TF) meters, which are compatible with Turkey's tariff structure and have internal on-off feature, are used. It was applied to 65 subscribers in 2023. Both applications were integrated into our OSOS system, and a development was made to ensure that the opening-cutting operations are performed through the OSOS software. In this way, OHS risks that may occur during both reading and opening-cutting operations have been minimised.



# BE AWARE; MAKE AWARE





# OHS MANAGEMENT

Occupational Health and Safety is among the top priorities of UEDAŞ. While operating to provide uninterrupted energy to our customers, we face challenging work and weather conditions in the field. Even under these conditions, we continue by assessing the risks and taking the necessary precautions without compromising the rules and principles of Occupational Health and Safety.

Our goal in Occupational Health and Safety is to have an exemplary performance in the sector. In this context, our company has declared 2023 as the “Year of Occupational Health and Safety” with the aim of increasing the awareness of our employees about occupational health and safety. With the slogan “Make a Difference, Make a Difference!”, we ensure that our employees and contractors working at every stage of our operations in the field carry out their work in accordance with the proper rules and instructions under all conditions, using a risk assessment approach. We develop and expand OHS management within the framework of ISO 45001 management system and internationally recognised standards. Considering occupational health and safety as a natural part of our business, our main priority is to work in full compliance with the relevant laws and regulations. Our OHS system is based on our understanding of “people first” and we always prioritise employee and community safety.

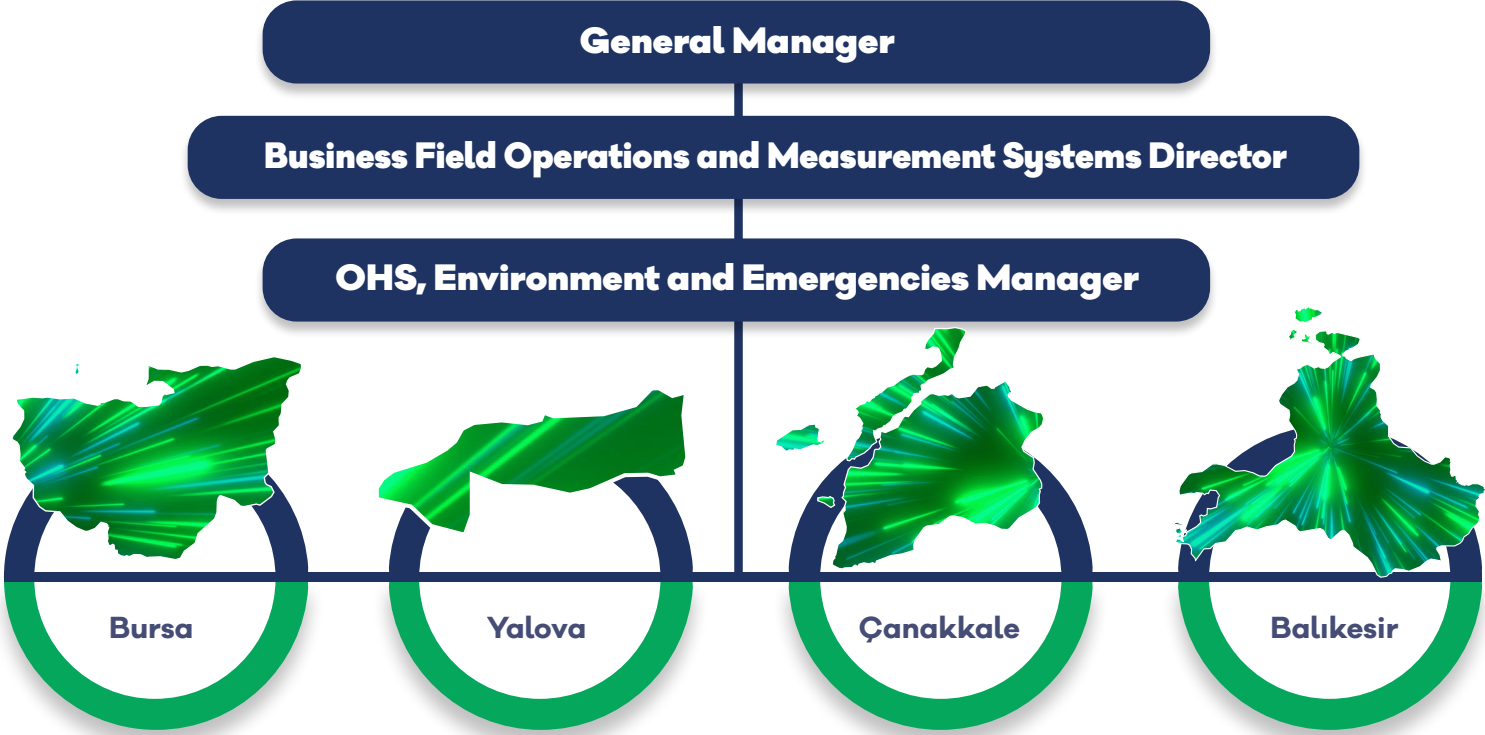


## We are committed;

- To create a broader awareness among our employees of “life health and security” rather than these two being limited to “work”.
- To take reasonable and feasible measures and actions to eliminate our operational OHS risks,
- To comply with OHS rules a part of our culture, regardless of the circumstances, and to be fair to all our employees in this matter,
- To share our OHS performance with all our stakeholders transparently and regularly.



# OHS Organisation structure



Within the scope of legislative requirements, UEDAŞ employs OHS specialists, full-time workplace physicians and other health personnel whose contracts are monitored through the OHS clerk. In addition, there are adequately equipped infirmaries in the operations directorates. UEDAŞ has a certified OHS management in line with ISO 45001:2018 Occupational Health and

Safety Management System. Our priority is to reduce occupational accidents, near-miss incidents and accident-related lost day rates. In 2023, all documentation, processes and field applications of the the ISO 45001 Management System was examined by an independent consultancy organisation and development areas, improvement and action plans were established.

The results of this study were conveyed to Senior Management and Sustainability Committee members at a workshop, and decisions were taken to implement the determined development roadmap and to make the necessary investments at the following Committee meeting.

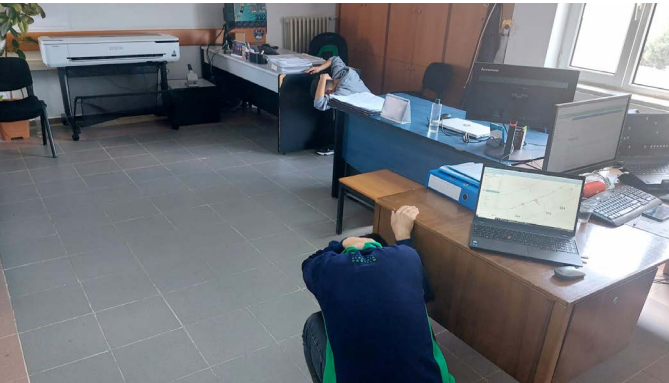
# OHS PRACTICES



It is our priority to comply with the laws and regulations regarding Occupational Health and Safety at every stage of our activities. We take reasonable and feasible measures to minimise potential risks and provide a safe working environment for our employees.

We use Fine-Kinney,, a method that complies with national regulatory requirements and international standards, in risk assessments the riskassessment process is then followed through along with with the operation managers and engineers. We ensure that our employees report hazardous situations and near-miss incidents directly or report them to their supervisors. We are preparing our action plans against emergency situations at the operations

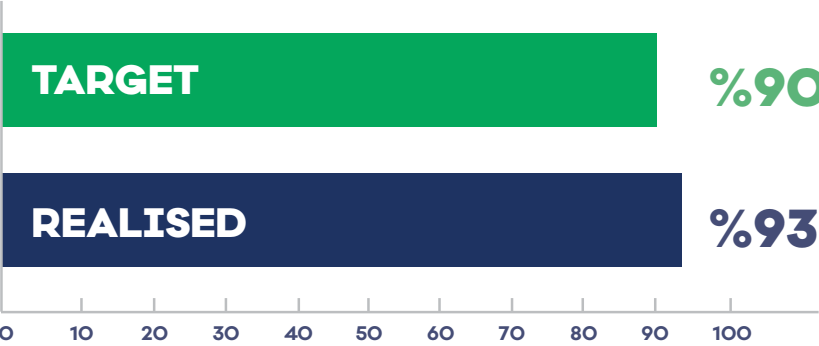
directorates level. We define emergency teams and provide them with the necessary training. We ensure both the adaptation of the teams and test our action plans with the drills we conduct throughout the year. Within the scope of emergency management, we participate in studies and drills conducted within the framework of the Turkey Disaster Response Plan, which is prepared on a provincial basis and coordinated by AFAD.





We monitor the OHS performance of the breakdown, repair, maintenance and contractor personnel through regular OHS inspections in the field. In addition, we also use the Video Verification System, a techno-logical tool that enables remote supervision of the operations that are carried out and acts as an instant bridge between the headquarters and the field. The Video Confirmation System was commissioned in May 2021, primarily covering our breakdown, repair and maintenance operations. In 2023, OSOS and partially Lost-Leakage teams were also included in its scope. In 2024, we plan to include all field activities within the scope of the application. This system constitutes the first phase of a larger monitoring mechanism developed by UEDAŞ. The second phase of the system covers the centralised infrastructure for operational assets, which is planned to be implemented primarily in Bursa. The final phase is aimed at improving the technology through image processing with a focus on PPEs throughout the entire study. In order to increase the effectiveness of the Video Verification System project and to carry out cyclical inspections more effectively, the necessary preparations for the establishment of a Field Coordination Centre (SAKOME) have been completed and will be commissioned in 2024.

VIDEO CONFIRMATION SYSTEM  
2023 REGIONAL PERFORMANCES



**Video Confirmation System in our company**  
**Developing OHS culture and minimising our operational OHS risks is an important tool.**  
**This**  
**Therefore, it is included in the annual performance targets of the business directorates and monitored on a monthly basis.**



The use of personal protective equipment has an important role in electricity distribution field operations. We attach importance to the complete and correct use of personal protective equipment (PPE) and the regular equipment by our employees. This issue is frequently reminded to employees through on-the-job talks. In addition, we ensure the control of PPE use through routine audits, Video Verification System and camera system in the vehicles.

According to the 2023 data, a total of 64 occupational accidents occurred; 31 of these were lost time accidents. There have been no fatal accidents in our operations since 2017. In 2023, there is a significant improvement in the Total Recordable Incident (TRI) and frequency (TRIR) and Lost Time Incident (LTI) and frequency (LTIR) performance of employees and contractors compared to the previous year. Thanks to the measures and improvement actions taken, a significant reduction in lost workday (LD) data has also been achieved.

**In 2023, the most common types of accidents were falls, slips, bumps and bruises, and animal attacks.**  
**As per legal compliance, necessary notifications regarding occupational accidents are made and records of them are kept in detail. Root cause analyses of accidents are conducted together with OHS experts and relevant unit managers, and areas for improvement are identified for each type of accident. The measures to be taken in order to prevent these accidents from occurring again and to minimise their effects are evaluated and the actions to be taken are decided.**



In accordance with our roadmap on occupational health and safety, we continued to raise awareness by implementing the following projects in 2023.

**“SAFETY WALKS”:** Within the scope of the leadership article of the management systems and our corporate goals, field safety walks were planned for our managers in 2023. In this way, we aim to identify the needs of our personnel working in the field, to support them as they carry out their work in line with the company’s goals by exemplifying effective leadership, and to carry out resource management effectively. Safety walks strengthen the interaction and bond between the field and management through direct communication and contribute to the development of a safety culture.



**“MOMENT OF SAFETY”:** Before the meetings held within the company, we organised “Safety Moment” themed executive speeches addressing health and safety issues.

**“OHS MEETING”:** With the participation of our managers, field employees and contractors, we held a meeting where we discussed the critical areas of our operations and shared information to reduce accidents and risks. As part of the event, we hosted expert speakers on Working at Heights and Road Traffic Safety.

**“OHS PROJECT GROUPS”:** “OHS Project Groups” were established and further studies were carried out in order to take effective action and seize improvement opportunities in risky areas of our operations. In this context, “Video Confirmation”, “Improvements for Hazardous Meters”, “Motorbike Use Safety”, “Animal Bites” and “Mobile Crane” projects were carried out in 2023. These projects make a great contribution to the adoption and development of OHS culture by benefiting from the experiences of the management team as well as our employees with different duties and responsibilities in our plants.

**“OHS TARGETS”:** We strengthened the development of OHS culture by spreading our short and long-term OHS targets, which we set in line with our sustainability goals, to the entire organisation, from senior management to the field teams.



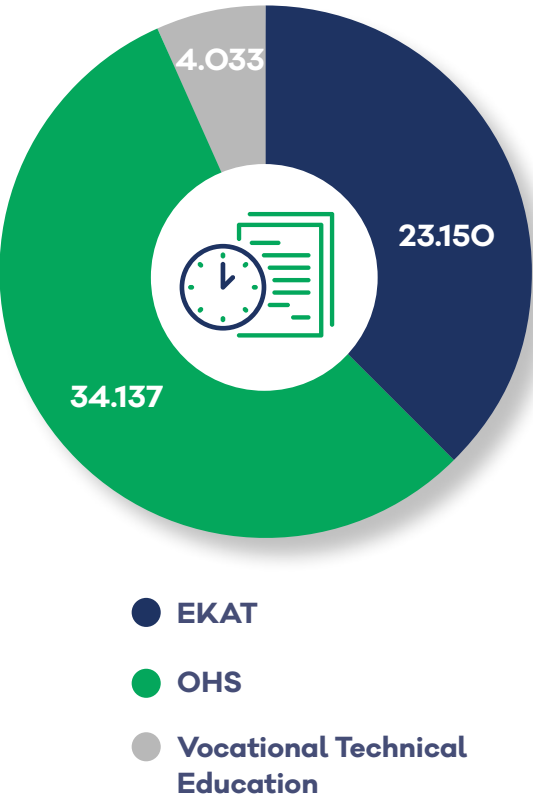
**“CONTRACTOR HEALTH AND SAFETY STUDIES”:** Contractors-

- Activities have been carried out to improve the OHS performance of our companies.
- Communication and interaction with OHS experts working with our contractors have been increased. In this context, periodic meetings are organised, accident analyses are conducted together and feedback given on their OHS performance.
  - “Hazardous Observations and Near Miss” reporting has been initiated for contractors.
  - Contractor OHS inspections were increased and online instant inspections were carried out.
  - On-the-job training materials prepared for the Company’s field employees were shared with contractor OHS specialists to ensure that contractor employees received the same training.



OHS TRAINING

We work hard to provide a safe work environment for our employees and to turn occupational health and safety practices into a corporate culture. We organise OHS training programmes regularly, ensuring that our personnel understand their responsibilities and develop a conscious approach towards their work, and raise their awareness. In 2023, a total of 61,319 hours of training, including mandatory OHS trainings, vocational technical trainings and EKAT training, were conducted. The distribution of trainings is given in the graph below.





# OHS GOALS

In order to improve our OHS culture and performance, we have established long-term goals, defined a roadmap to achieve these goals and also created interim goals and action plans. Annual goals were disseminated in such a way to ensure that the entire organisation embrace them. Specific OHS key indicators were included in the annual performance targets of senior management and the management team.

Indicator	Base Year	Target Year	Action
Employees and Contractors	2022	2025	
Total Accident Rate (TRIR)	2,33	% 50 Reduction	■ Improving 45001 Management System and increasing participation
Lost Time Incident Rate (LTIR)	1,15		■ Business processes reviewing and strengthening roles and responsibilities
Serious Injury Rate (SIR)	24,84		■ Effective integration of the system into field applications

Key Performance Indicators	Unit	2022 Realised	2023 Realised	2024 Target
Safety Walk (SW)	Quantity	-	136	420
Health and Safety Training (HST)	% (training hours/working hours)	24,18	22,51	26
Fatal Accident (FA)	Quantity	0	0	0
Total Accident Rate (TRIR)	(total number of accidents/working hours) x 200,000	2,48	1,85	1,48
Lost Time Incident Rate (LTIR)	(number of lost time accidents/working hours) x 200,000	1,13	0,89	0,73
Serious Injury Rate (SIR)	(number of serious injury accidents/working hours) x 200.000	24,36	15,66	14,24
Vehicle Accident Frequency Rate (VAFR)	number of vehicle accidents *1 M)/km travelled	7,22	5,40	4,41

\*Data covers employee and contractor field activities.



# COMMUNITY HEALTH AND SAFETY

While providing uninterrupted energy with quality service to the society, it is among our top priorities to achieve this without any damage to public safety. For this reason, in our Health and Safety policy we are committed to “prioritising public health and safety with the awareness of a public service while carrying out our activities and contributing to the public good by developing programmes”.

<https://www.uedas.com.tr/tr/is-sagligi-ve-guvenligi-politikasi>

In this direction, the following steps are implemented by our field teams as part of our safety culture while performing maintenance and intervention works in line, transformer and lighting systems.:

- Necessary information and hazard warnings are made with signage in the work area.
- The work area is bordered with a security strip to prevent third parties and unauthorised persons from entering the area.
- Prior to the works to be carried out in places with vehicle traffic, the road is closed to traffic when necessary, depending on the scope of the work. For this, permission is obtained from the UKOME unit of the relevant Municipality. Traffic safety is ensured with bollards on the side roads and on the main arteries with the help of a staff member who warns with a warning light, a warning trailer and a flag in accordance with the relevant regulation of the General Directorate of Highways.
- In works requiring excavation, necessary permits are first obtained from the relevant Municipality. Pits and canals are surrounded with safety netting and a pedestrian bridge with railings is placed over the canal in accordance with the standard for the passage of third parties.

In addition to these, planned maintenance teams in the field continuously check the network and provide the necessary repair and renewal operations in the network elements.

You can find detailed information about the programme we implemented to raise awareness about electricity safety in the society in the relevant section of the report (section 5.3 on social development projects).



# ENVIRONMENT MANAGEMENT







# ENVIRONMENTAL MANAGEMENT PRACTICES

In its operations UEDAŞ bears in mind the the potential impact of its work by taking into account the economic, environmental and social dimensions of sustainability. Environmental value awareness has become an important focal point in today’s business world. As an electricity distribution company, we continue our services with the awareness of our responsibility to protect natural resources, improve the ecosystem and leave a more liveable environment for future generations.

We assess and manage the potential environmental impacts and risks arising from our operations within the scope of our ISO 14001 Environmental Management System. We aim to minimise the negative impacts on ecosystems and living species during our operations and to prevent environmental pollution such as oil leakage and waste generation. We conduct environmental drills by scripting our prepared emergency response plans and raise the awareness of all our employees.



We also include in this vein all the operations carried out by our contractors on our behalf. We inform our contractors about environmental impacts and raise their awareness about waste management, emergency management and environmental accidents. We take precautions to prevent or minimise the environmental impact of leakage-debris, excavation wastes and other negative environmental incidents or accidents that occur or are likely to occur in contractor operations. Since the environmental performance of contractors plays an important role in achieving our company’s sustainability goals, we carry out our environmental audits without interruption.

While managing environmental aspects, we attach importance to fulfil all responsibilities defined in environmental legislation in a timely manner and to be fully compliant. In this context, in 2023;



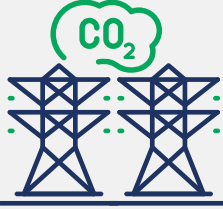
## WASTE STORAGE:

We have brought the physical conditions of our temporary waste storage areas in compliance with the legislation. We have completed the temporary waste storage permit processes for our 3 main warehouses (Balıkesir, Çanakkale, Yalova).



## PCB GOVERNANCE:

Within the framework of the Regulation on the Control of Polychlorinated Biphenyls and Polychlorinated Terphenyls and EBRD PR (performance requirements), we started to analyse the presence / absence of PCBs in the oil in transformers before 1993. Following the tests to be completed in 2024, we have created our road map for testing the suspicious transformer oils in accredited laboratories and taking the necessary measures.



## SF6 GAS GOVERNANCE:

Within the scope of the Fluorinated Greenhouse Gases Regulation, we updated the inventory (including gas quantities) of network elements containing SF6 for carbon footprint calculations.



## ASBESTOS GOVERNANCE:

Analysing parts of our old buildings such as the roof, porch, etc that are likely to contain asbestos and identifying the asbestos-containing ones. We placed warning signs in the identified buildings to prevent unauthorised interventions. We have initiated the procedures for a proper disposal within the plan we have prepared within the framework of the regulation and international standards.

UEDAŞ Environmental Policy link:  
<https://www.uedas.com.tr/tr/cevre-politikasi>

UEDAŞ Environmental and Social Sustainability Policy link:  
<https://www.uedas.com.tr/tr/cevresel-ve-sosyal-surdurulebilirlik-politikasi>





In 2023, within the scope of 5 June World Environment Day activities, a survey was conducted to create and reinforce environmental awareness among employees. At the end of the survey, a section was opened where employees could present their project proposals and they were given the opportunity to present their ideas. The proposed projects were evaluated by a jury consisting of managers and experts. The best 3 projects were selected and awarded, and the winning project owners were presented their awards at a ceremony.

- These projects are
- Collecting old, torn, worn out/unusable work clothes and recycling them
  - Sending general lighting invoices to municipalities in digitaly
  - Use of time relay in the illuminations used in the illuminated signs of the Business Directorate
  - Meter seals are collected and recycled.
- The best projects selected in 2023 are planned to be implemented in 2024.



# EMISSION MANAGEMENT

Highlights of GHG emissions in the electricity sector within the framework of the GHG protocol: Scope 1; fuels used for heating and transport, Scope 2; electricity used and electricity losses and leakages in transmission lines, Scope 3; purchased materials, activities carried out by third parties and transport activities. In 2023, we calculated our Scope 1, Scope 2 and Scope 3 emissions from our operations in accordance with The GHG Protocol Corporate Accounting and Reporting Standard. In 2024, we will work on a Net Zero Carbon Strategy.

As UEDAŞ, in addition to our efforts to reduce our level of exposure to climate change, we carry out investments and R&D work to reduce emissions from transformer and line losses, which are our highest emission sources, in order to reduce our carbon emissions.

2023 GREENHOUSE GAS EMISSION VALUES		
Greenhouse Gas Scope	Greenhouse Gas Emission Source	tCO2 <sub>e</sub>
SCOPE 1 (Direct Emissions)	Fuel Consumption (Fleet vehicles are included.)	6.123
	SF6 and Other Leaking Gases	615
	Total Scope 1	6.738
SCOPE 2 (Indirect Emissions)	Electricity (Transmission losses are included.)	296.755
	Total Scope 2	296.755
SCOPE 3 (Indirect Emissions)	Purchased Goods and Services	1.123
	Capital Goods	4.531
	Fuel and Energy Related Activities	372
	Wastes Generated in Operations	39
	Business Travel	56
	Final Logistics and Distribution Operations	76
	Total Scope 3	6.198
Total Scope 1, 2 & 3 Emissions		309.691



# WASTE MANAGEMENT

As UEDAŞ, we manage our processes with the awareness that we are a part of the natural life in the geography where we operate. With this in mind, we are starting a waste management program, which is the first step of environmental awareness, from the stage of efficient use of resources and take improvement steps by adopting a zero-waste approach. In this way, we contribute to the circular economy.

Waste reduction and recycling of waste into the economy play an important role in combating climate change. By adopting this approach, we realise our zero waste practices and

reduce waste from its source. We contribute to raising waste management awareness through waste reduction, reuse and recycling activities.

All kinds of materials that are used in our Company's operations and become defective and beyond repair and/or end their useful life and are classified as waste according to environmental legislation are collected in a manner that does not harm the environment and human health. These are then transported to temporary waste storage areas in the central warehouses, stored and recycled and/or disposed of at licensed waste management facilities.

## Our Operation Directorates in Balıkesir, Bursa, Çanakkale and Yalova provinces have Zero Waste Certificate.

■ 2022 ■ 2023

### HAZARDOUS WASTE (KG)

631.160

672.780

### NON-HAZARDOUS WASTE (KG)

3.966.367

2.879.347

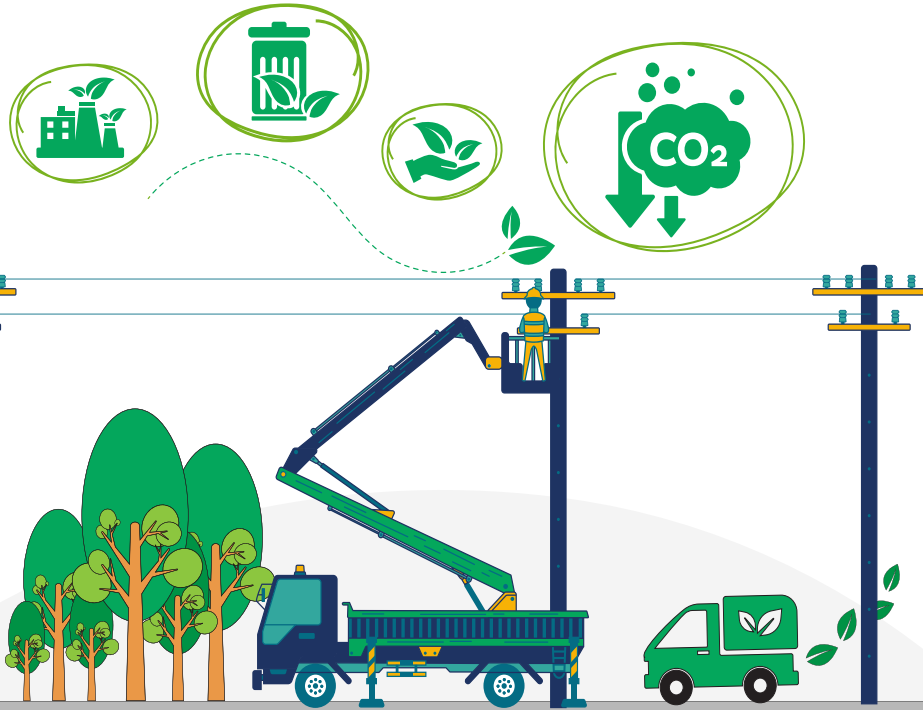
\* Waste data includes the data in MoTAT system and excludes the amount of waste in stock.



# ENVIRONMENTAL OBJECTIVES

Description	Unit	2023 Realised	2024 Target
Electricity Consumption	kWh	2.427.946	%5 reduction
Water Consumption	m <sup>3</sup>	21.364	
Natural Gas	m <sup>3</sup>	199.344	
Fuel	lt	2.144.448	2.175.205*
Environmental Penalty	TL	0	0
Number of Environmental Accidents	quantity	0	0

\*The vehicle fleet is growing and fuel consumption is increasing due to newly opened operation directorates and growing organisational structure.





# BIODIVERSITY

■ The potential impacts of climate change on natural resources and biodiversity is an issue that should not be ignored, It is important for both the non-human species living in the ecosystem and human life.

■ UEDAŞ manages the operation of the electricity grid covering a wide geographical area. The area of influence of the electricity grid inevitably overlaps with areas of high ecological importance in Turkey, designated as Ramsar sites, national parks and various nature conservation areas.

In 2023, the following activities were carried out within the scope of biodiversity:

To minimise the negative impact of construction works on the flora, fauna and various habitats and to show our awareness to our contractors in this regard, we have established the “Procedure for Construction Works in Forest Areas” and “Procedure for Construction Works in Marine Environments”.

In order to prevent bird strikes on the lines located on bird migration routes, conductor insulation, bird blocker installations and insulated jumper applications were done within the scope of planned maintenance works. Considering the dynamic structure of the network and the fact that the nesting places of birds change from time to time, these applications are updated and continued every year.

Application	2023
Conductor Insulation	5.000 m
Bird blocker installation	24.000 adet
Insulated Jumper Application	12.000 m

- In order to prevent birds from being harmed by the lines, planned interruptions are made on our lines on migration routes during migration times.
- Bird nests on our poles, which pose a risk for both electricity distribution and the birds themselves, are moved to suitable places.



In order to minimise the fire risks of our lines in forest areas, preventive measures such as opening fire corridors in these areas, pruning under the lines and creating sand pools at the bottom of the poles are implemented. While 1,550,000 m2 area was deforested in 2022, this figure was 1,463,530 m2 in 2023.

The ecosystem assessment project in the regions where our existing network is located will be realised in 2024 and biodiversity management and action plans will be created within this scope.



# HUMAN AND SOCIAL AWARENESS

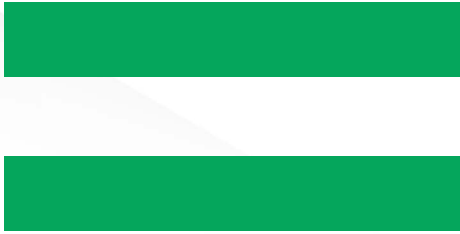


# EQUALITY, DIVERSITY AND INCLUSION

Without a doubt, one of the fundamental concepts of sustainability is awareness. With this in mind, UEDAŞ has developed a clear attitude by drawing attention to the importance of preventing all kinds of incidents of discrimination, acting with an equal opportunity approach in all processes, and creating a safe business environment.



It is an undeniable fact that our employees play a key role in achieving the sustainability targets of the company and in creating new success stories. For this reason, one of our main principles is to safeguard basic human rights and provide our employees with a fair working environment, equal rights and an inclusive workplace throughout their working life.



In line with the importance UEDAŞ attaches to equality of opportunity, diversity and inclusiveness, and the "UEDAŞ Code of Ethics"; language, religion, race, creed, colour, ethnic origin, philosophical belief, social or economic status, age, gender, marital status, political opinion, pregnancy, sexual orientation, dependents, disability, midwifery, military service status, trade union



activities or similar discrimination based on these grounds is not tolerated under any circumstances and equal rights are offered to all employees. The Company does not tolerate any form of discrimination in these matters and measures are taken against any behaviour that may lead to a violation of this principle. Furthermore, all human

resources practices are based on equality and opportunity. We support women's participation in the labour force by contributing to gender equality in all areas of our business. Within this scope, we are committed to equal opportunities for women and men and to increase the rate of female employment. Click here for UEDAŞ's policies

that guarantee the principle of gender equality and do not compromise on equal opportunities, which UEDAŞ expects to be accepted and implemented not only within the organisation but also by all subsidiaries and business partners of the company in all activities and practices.

**UEDAŞ Gender Equality and Policy link:**  
<https://www.uedas.com.tr/tr/cinsiyet-esitligi-politikasi>

**UEDAŞ Equal Opportunity and Inclusion Policy link:**  
<https://www.uedas.com.tr/tr/firsat-esitligi-ve-kapsayicilik-politikasi>

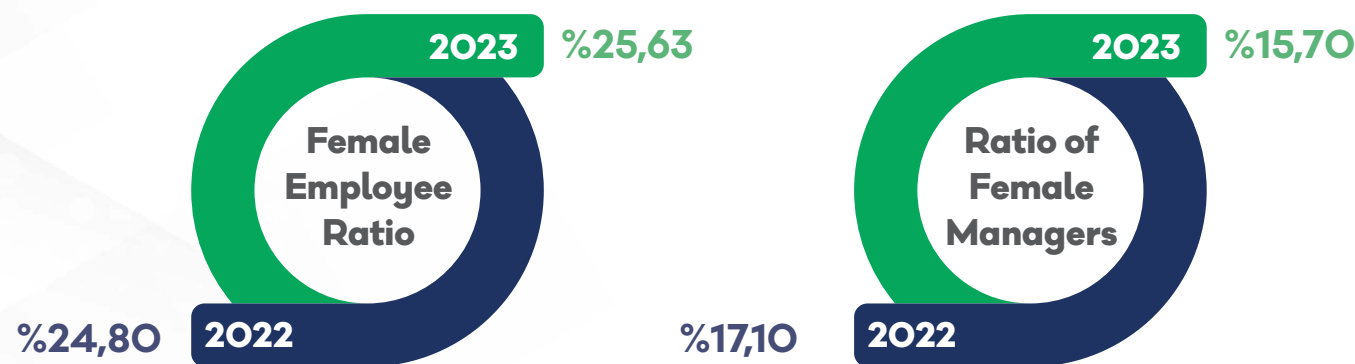
All employees can report any violation of UEDAŞ Code of Ethics, including any violation of equal opportunity, without fear of reprisal to the Ethics Line and the Legal Directorate, which is also responsible for the compliance process. They can also convey any idea or proposal they think will add value to UEDAŞ to the company's Human Resources and other relevant units through UMAR and similar channels.

UMAR Subject Headings	2023 Number of Notifications
Working Hours and Permits	14
Team work, solidarity, behaviours	1
Economic and Social Benefits (Wages, bonuses and fringe benefits)	34
Physical Working Environment & Conditions	7
Motivation, Reward and Recognition	3
General Total	59

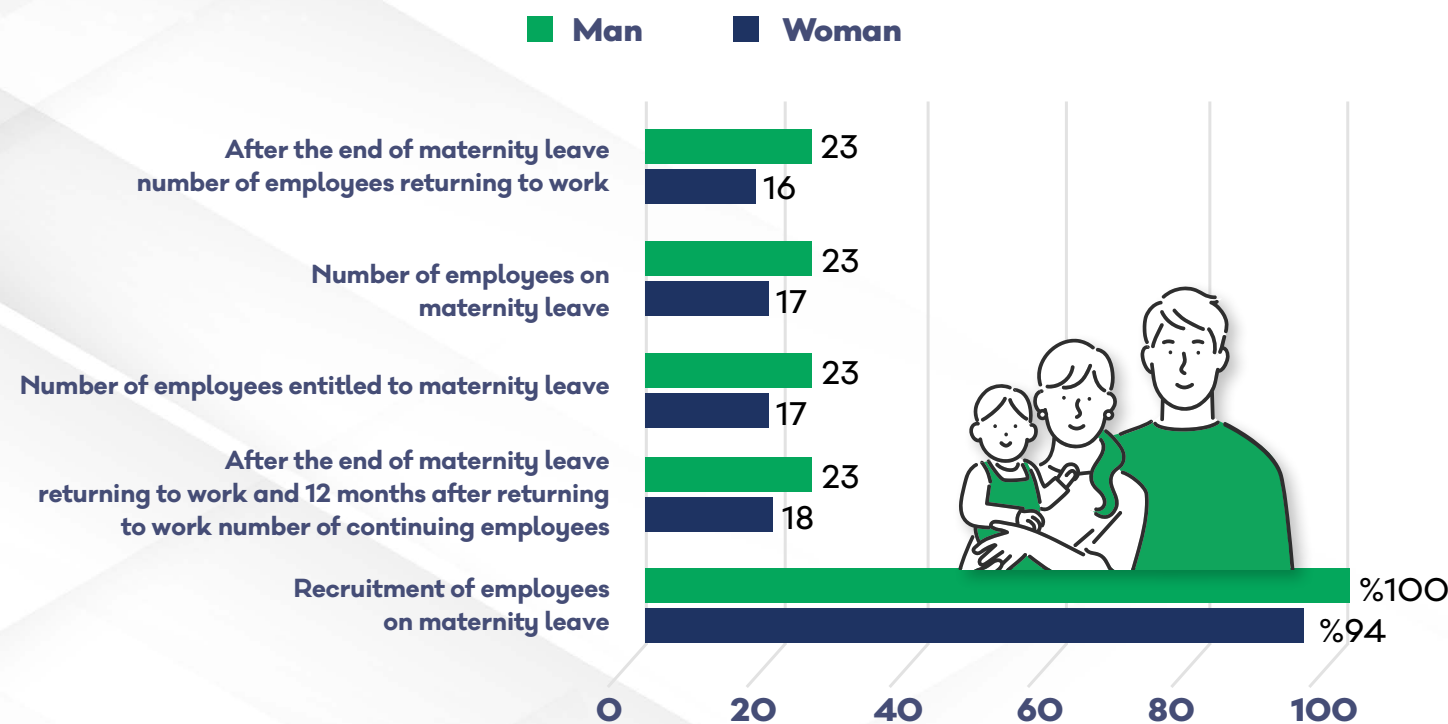
Ethics Subject Headings	2023 Number of Notifications
Related to Administrative & HR Practices	
Submissions on Topics	222
Other	52
General Total	274

Ethics Application Status	2023 Number of Notifications
Closed Files	69
Open Files	205
General Total	274



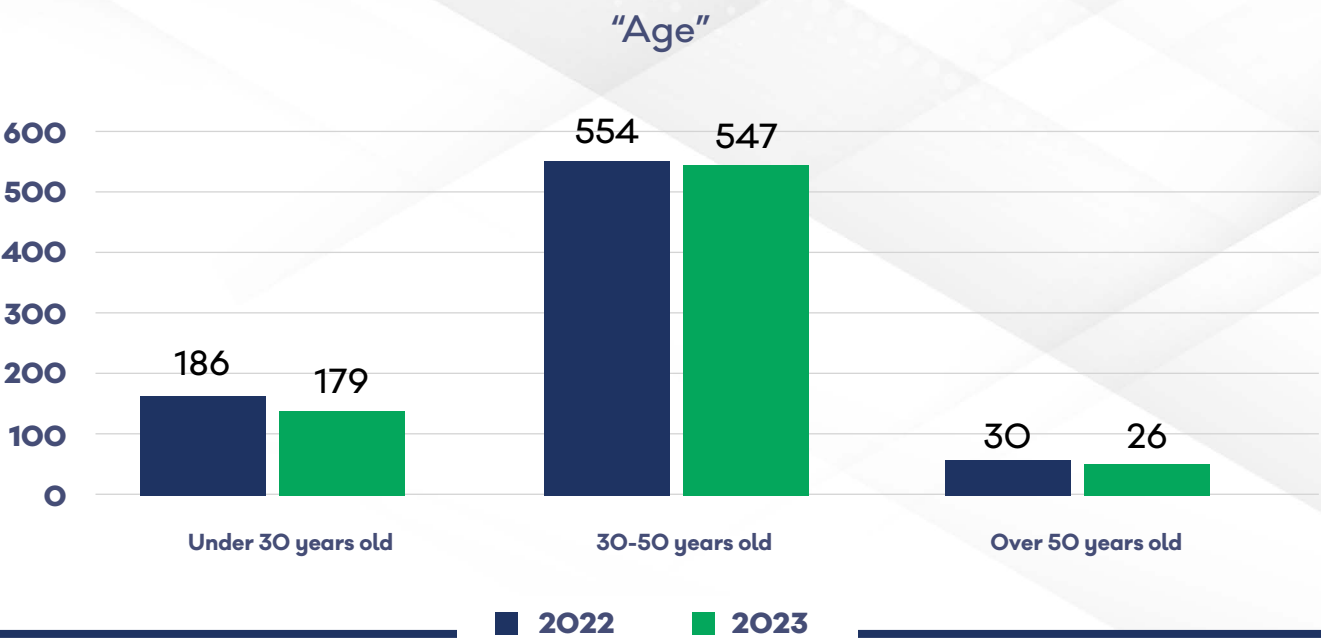


NUMBER OF EMPLOYEES ON MATERNITY LEAVE (2023)

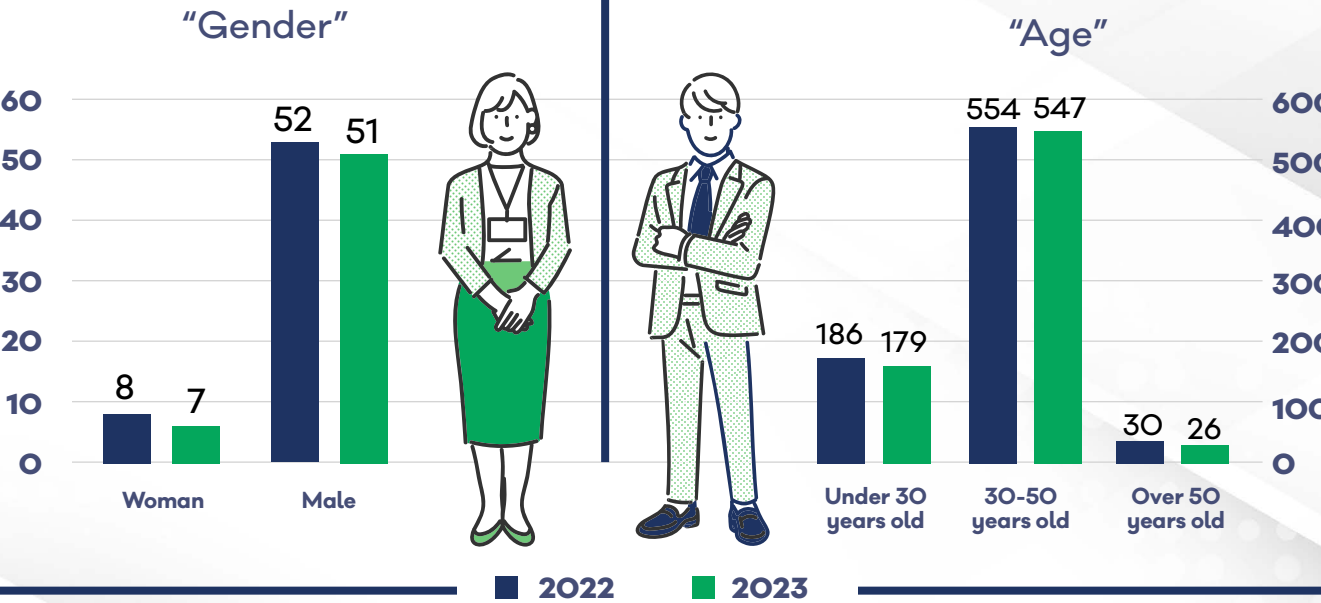


Our employees are informed about operations and changes in operations through different communication channels. All employees and representatives are informed via e-mail about significant operational changes (working hours, days off, meals, transport, structure changes, etc.) that may significantly affect employees and representatives before the implementation of the change.

EMPLOYEE STRUCTURE



MANAGEMENT STRUCTURE



The management structure includes director and above titles.







UEDAŞ Human Resources Policy link:  
<https://www.uedas.com.tr/tr/insan-kaynaklari-politikasi>



# EMPLOYEE ENGAGEMENT AND DEVELOPMENT

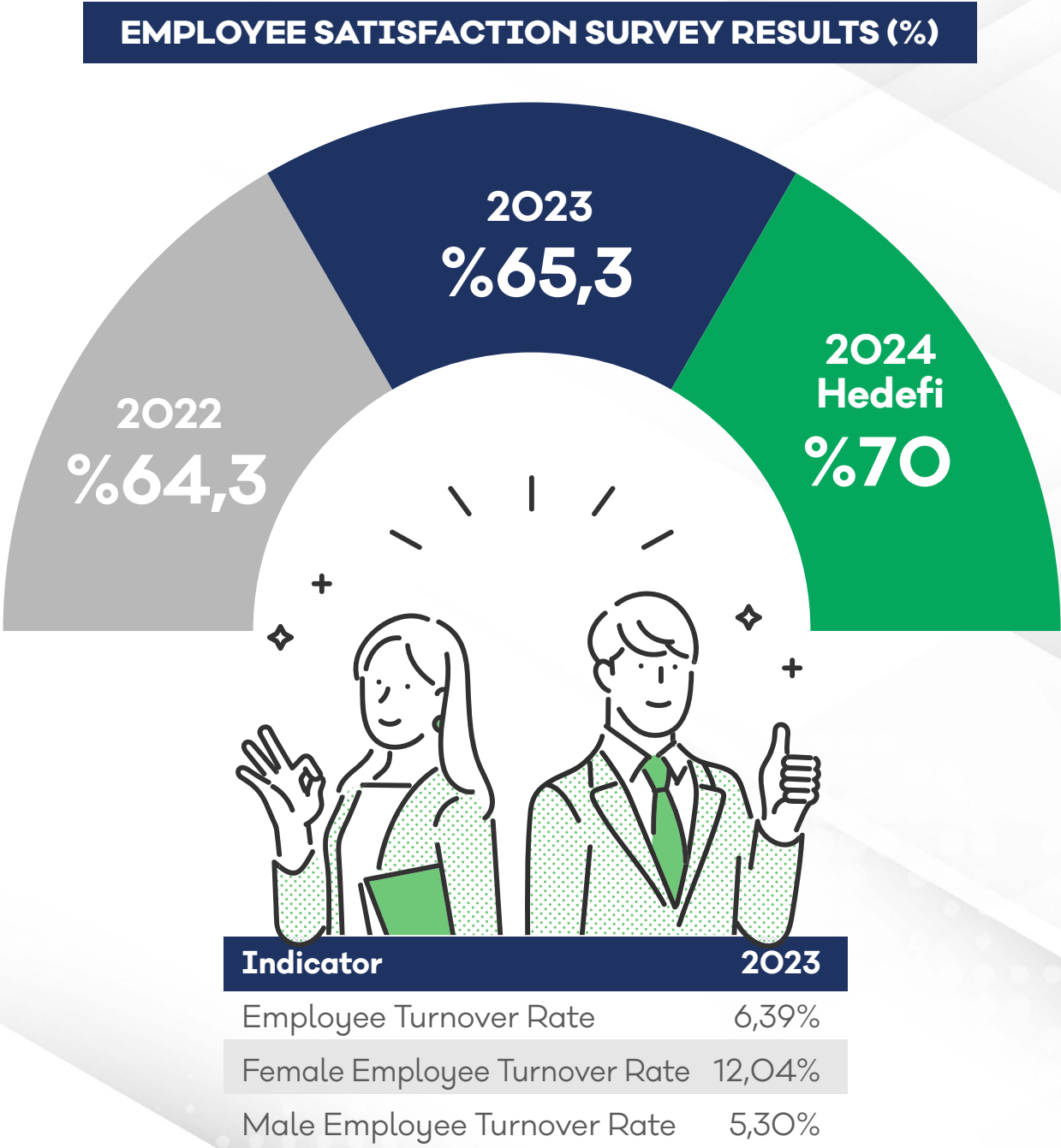
As UEDAŞ, we care about the loyalty and satisfaction of our employees. For this reason, we conduct an employee satisfaction survey every year to hear the opinions of our employees and to make the necessary changes and improvements.

At the end of each year, an employee satisfaction survey is conducted by the Human Resources Department amongst all our colleagues. According to the results of the surveys, we take the necessary actions in order to increase employee loyalty and to make the necessary improvements in the business environment. We are aware that our employees play an important role in achieving our strategic goals and we reach our targets by drawing strength from them. For this reason, we continue to make investments that create value in our corporate culture in order to motivate our employees.

Bu kapsamda 2023 yılında gerçekleştirdiğimiz uygulamalar şu şekildedir;		
 <p><b>WORKING FROM HOME:</b> For female employees, in addition to their legal rights until their children reach the age of 1, the practice of working from home 1 day extra per week has been put into effect.</p>	 <p><b>HYBRID WORK</b> Hybrid working opportunity has been provided for our administrative employees.</p>	 <p><b>NURSING ROOM:</b> Breastfeeding rooms provide a comfortable environment for female employees with children.</p>
 <p><b>NEWBORN CARE SERVICE:</b> Through an independent organisation, our colleagues were provided with 24/7 neonatal care service by telephone.</p>	 <p><b>FREE PSYCHOLOGICAL COUNSELLING SERVICE:</b> All employees were provided with 6 sessions of free face-to-face psychological counselling services.</p>	 <p><b>THE FIRST DAY OF SCHOOL OFF:</b> Paid administrative leave was introduced on the first day of school for working parents.</p>

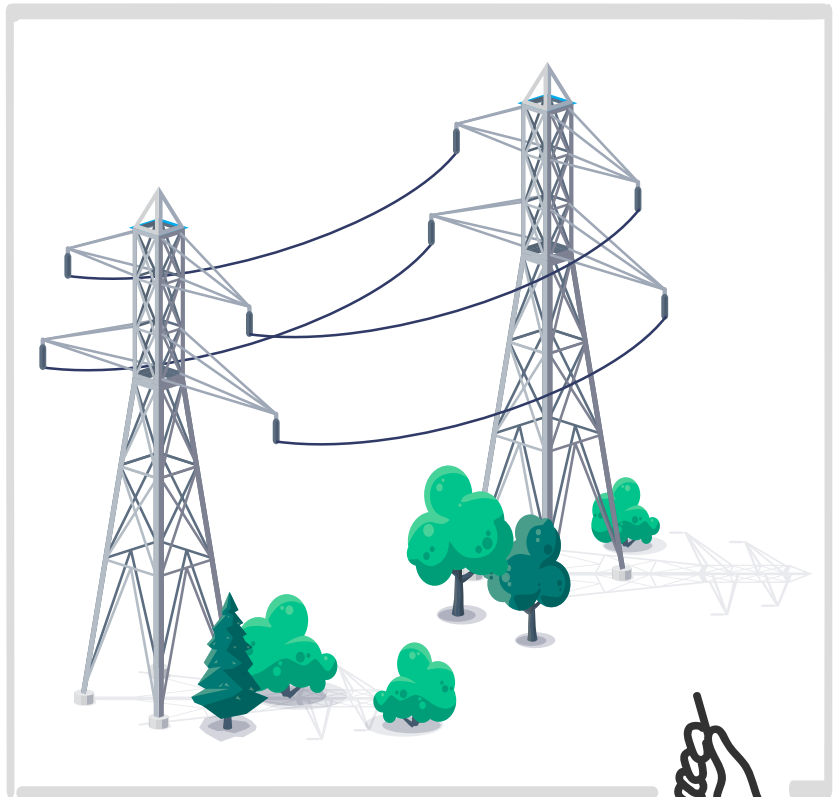
In addition to these, we implemented the following applications with the suggestions of our employees in 2023;

- Birthday Leave
- Welcome Kit application
- Pathway internal rotation programme
- Health Insurance (all employees)
- Special agreements for company employees
- Uedost Application





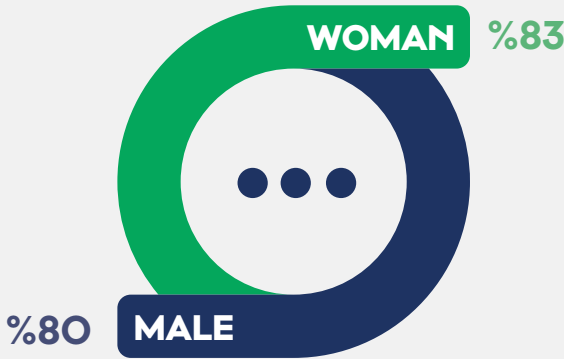
We plan trainings in order to improve the skills of the employees and help them with their personal development. In 2023, a total of 229 trainings on professional, technical and behavioural issues were held and more than 2,400 employees benefited from these trainings.



Within the scope of the Competence Development Academy project, employees in critical positions were provided with the necessary training and their development was completed in 2023. In addition, employees are regularly provided with feedback on their performance and career development. Every year, within the scope of the performance process, managers provide written feedback to employees via the application.

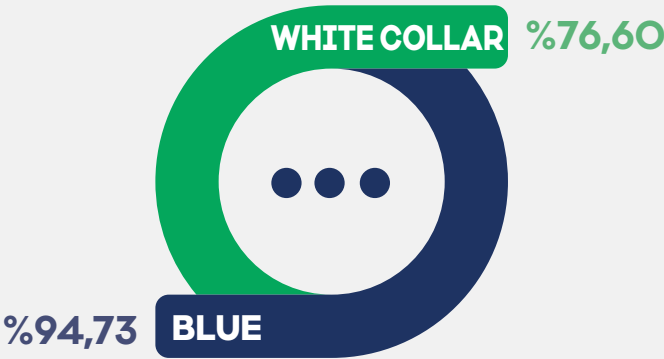


PERCENTAGE OF FEEDBACK GIVEN BY GENDER



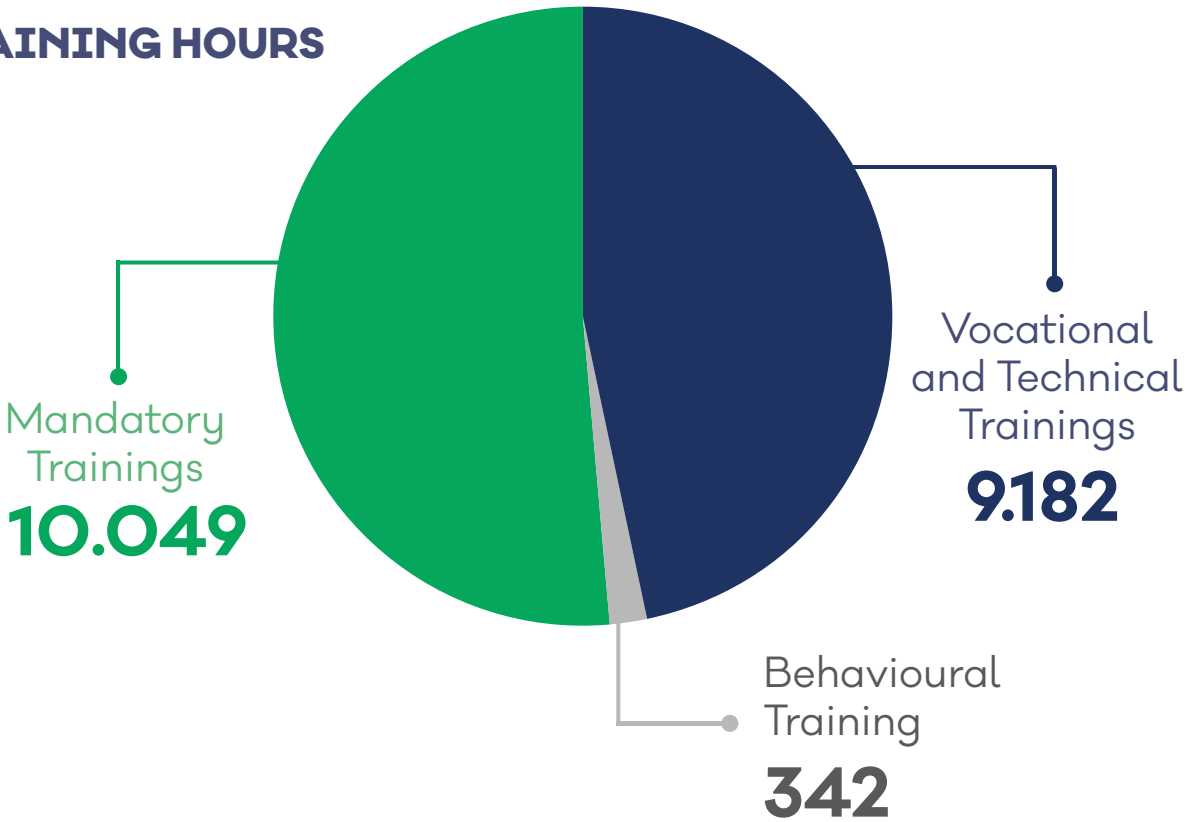
\* Female and male percentages do not include new recruits, employees on maternity leave and security unit employees.

PERCENTAGE OF FEEDBACK GIVEN BY EMPLOYEE CATEGORY



\* Female and male percentages do not include new recruits, employees on maternity leave and security unit employees.

TOTAL TRAINING HOURS





# COMMUNITY INVESTMENTS

We are aware that we bear a responsibility vis a vis the needs of the society that we serve with the slogan “Everywhere in life”. Our “Community Investment Strategy”, which we developed in this vein, was approved by the Board of Directors in 2023. With this strategy, we focus on two areas that will support the society in social, security and economic terms: “energy saving” and “electricity security.” We are conducting a programme to raise awareness in these two areas. The most important target group of our programme is primary school children; our greatest desire is to raise an awareness about energy saving and electricity safety among future generations. Through the trainings we provide at schools, we instil in students the importance of energy saving, what it will mean in the future and how they can be protected from the dangers of electricity at home, school and outdoors. For the same purpose, we aim to create a general public awareness in the society through short messages, press releases and village coffee meetings that we organize with local headmen at certain periods during the year. Within the scope of this programme, we will continue to produce many more projects in order to contribute to the healthier and safer upbringing of future generations.

In addition to our community investment projects, we also support the interaction of our company with its stakeholders through other social responsibility projects that we have been carrying out for many years.



# COMMUNITY INVESTMENT PROJECTS



Carry Your Energy to the Future Project

In order to emphasise the importance of energy conservation and efficiency for future generations, we carried out our “Carry Your Energy to the Future” project in Bursa, Balıkesir, Çanakkale and Yalova, with VR glasses prepared within this scope, we animated two different scenarios with and without energy savings for 100 years later, along with with entertaining and instructive games. This project reaches hundreds of students every year and aims to raise an awareness in children by explaining the importance of savings and efficiency in a fun and interactive language. All in all, we reached 466 students through this project in 2023.





CORPORATE SOCIAL RESPONSIBILITY PROJECTS



Search and Rescue Team Project

The UEDAS Search and Rescue Team, the first of its kind in the electricity distribution sector, was voluntarily established by our company employees within the framework of sustainable social responsibility. It continues its trainings and drills uninterruptedly in order to go wherever and whenever it is needed. On 6 February 2023, immediately after the Turkey and Syria Earthquake, our search and rescue team arrived in the region and participated in search and rescue operations. The team, consisting of 15 volunteers from among our employees, rescued two people alive from the rubble in the 89th hour. In addition to our search and rescue team, our technical teams took turns to work in the region every 15 days; under the leadership of the Ministry of Energy and Natural Resources and in coordination with AFAD and TEDAŞ, they provided maintenance and repairs in transformer areas, and supported energy continuity with works such as lighting, additional poles and conductors.



Don't Let my Sibling Get Cold

“Don't Let my Sibling Get Cold” Project, one of our sustainable social responsibility projects, was launched in 2013 to make rural students in need happy. Reaching at least one school in each district in Balıkesir, Bursa, Çanakkale and Yalova, we have witnessed the smiles and happiness on the faces of thousands of students to date. We have succeeded in leaving a trace, however small, in tiny hearts by instilling the awareness of sharing with “Let my brother not be cold”, which has spread to different regions. We will continue this project in the coming years to spread happiness even further. The number of students we have reached since the beginning of our project is approximately 400.



Bird Nest Project

Within the scope of the project, we built nests on street lamps and electricity poles, which are frequented by storks and other birds, to protect our little animal friends. We implemented the Bird's Nest Project in Balıkesir, Bursa, Çanakkale and Yalova, our service area, in order to protect the ecological balance and contribute to a sustainable nature.





## Pink Lamps Project

Launched in 2017, our project aims to raise an awareness and emphasise the importance of early diagnosis in the fight against breast cancer, which one in every 8 women in the world is at risk of developing. We come together with local stakeholders and turn street lighting into systems that give pink light in October every year, cover our lighting poles with pink fabrics and hang our breast cancer information messages on all poles where the project is implemented. We will continue to carry out our project, which we have been carrying out for years, at various points in our region in the coming years.



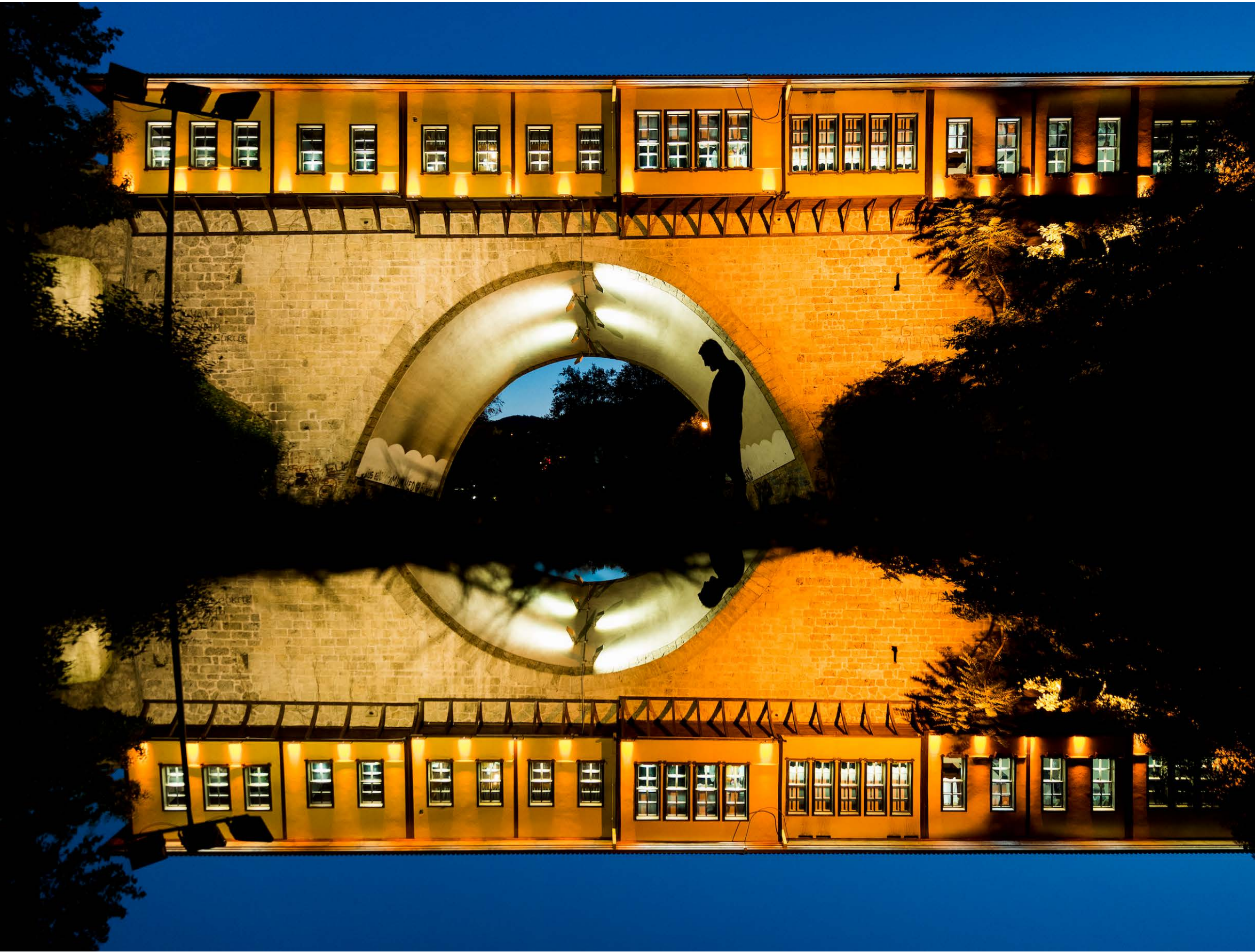
## Transformers Speak Project

We have opened the walls of transformer buildings to social responsibility since 2017 in order to raise awareness on social problems and to communicate them to the public through art. With the project, we continued our work with NGOs and Public Institutions, aiming to prevent uniformity and negative writings on transformers located within the provincial borders of Balıkesir, Bursa, Çanakkale and Yalova, and to raise the awareness of our citizens. Our project, which received two different awards, was broadcast on numerous national news channels. Among electricity distribution companies, UEDAŞ is the first company to use its transformers as a social message platform.

We cooperated with different institutions In each of the social messages featured on the transformers: , “Give Blood Give Life” with the Red Crescent, “10 Thousand Steps Every Day” with the Provincial Directorate of Health, “You Are Not Alone Against Addiction” with the Green Crescent, “Seat Belt Connects Life” with the Provincial Directorate of Security, “Substance Addiction Can Pull Your Plug” with Bursa Narcotem, We also collaborated with the Provincial Directorate of Gendarmerie for our “Stop Violence against Women” and with the Mor Çatı Women’s Solidarity Association for our “Do not remain silent against violence”, with the Astronomy Society of Uludağ University for “Science is the Light of Civilisations” and with BUIKAD for our “Labour has no gender, if women are empowered, Turkey is empowered”.







### Lights of the City Project



The Lights of the City project is the first international project of UEDAŞ, which has been taking place since 2013 and has been growing every year. The project is a photography competition harmony of night and light through the eyes of artists. In the competition held in 2023, the first 50 photographs were selected by the jury among thousands of photographs. The selected photographs were exhibited in many locales throughout the year and brought to the attention of the public.





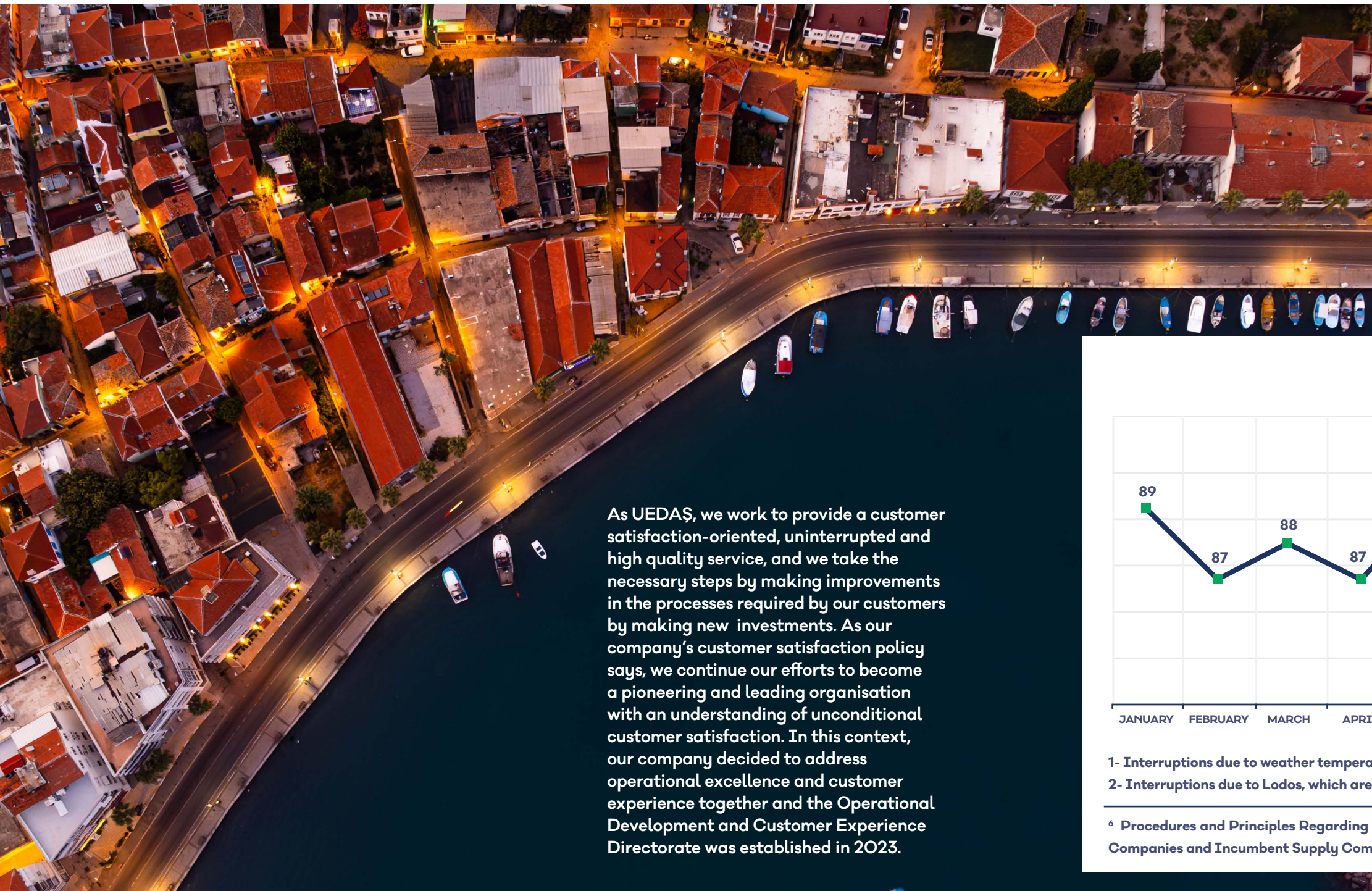


# CUSTOMER EXPERIENCE



# CUSTOMER MANAGEMENT APPLICATIONS

While providing reliable and high quality energy supply in the energy sector, we focus on keeping customer satisfaction at the highest level and offering innovative solutions in light of technological developments.



As UEDAŞ, we work to provide a customer satisfaction-oriented, uninterrupted and high quality service, and we take the necessary steps by making improvements in the processes required by our customers by making new investments. As our company’s customer satisfaction policy says, we continue our efforts to become a pioneering and leading organisation with an understanding of unconditional customer satisfaction. In this context, our company decided to address operational excellence and customer experience together and the Operational Development and Customer Experience Directorate was established in 2023.

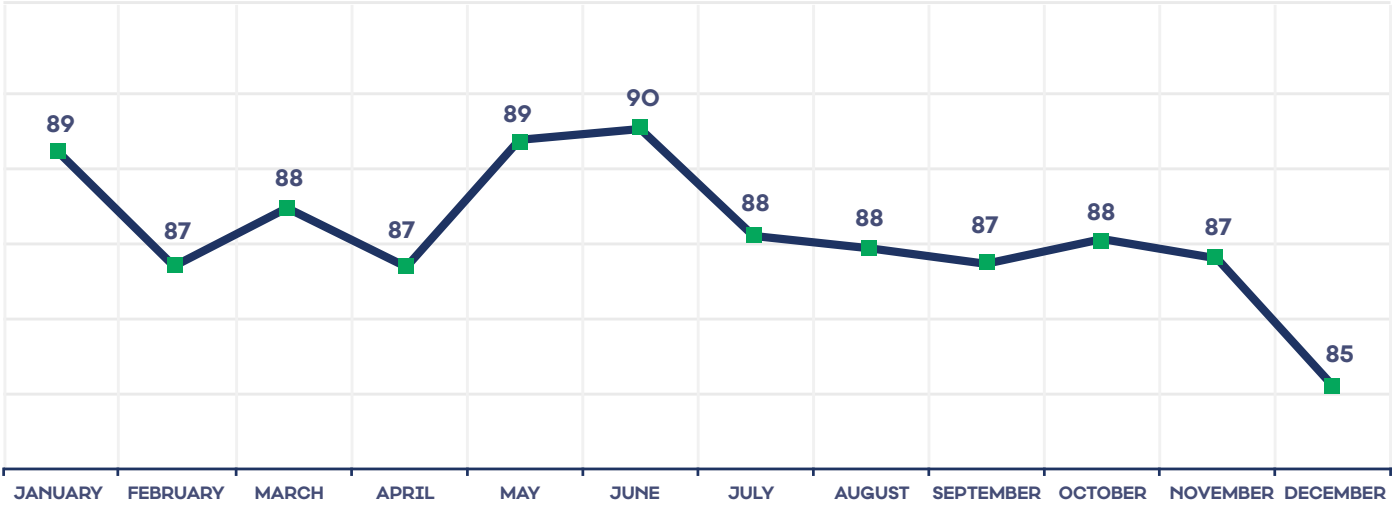
In our operating region, we resolve the requests of our customers and the problems they face with fast and innovative methods as a result of the meticulous work of our relevant operational units. Our customers can make

suggestions, or send applications or complaints through many communication channels, starting with our call centre. In 2023, the “White Desk (Customer Welcome)” application was launched, creating an environment where customers can come to the company and communicate face-to-face. All notifications received through designated communication channels are recorded in the CRM system by Customer Experience and directed to the relevant units through the system. The units take customer satisfaction and the principle of legal compliance into consideration.

In turn, the units meticulously examine and, analyse the notifications to produce solutions. The results of the work carried out are entered into the relevant record via CRM and communicated back to the notification owner in the method of their choice. We measure and report all our customer experience activities, especially the call centre, in line with the criteria set by the Energy Market Regulatory Authority (“EMRA”) by conducting monthly surveys<sup>6</sup> and determine the improvement steps in our operations according to the survey results.

Within this framework, in 2023, EMRA’s monthly customer satisfaction results were as follows:

## EMRA SATISFACTION SCORE



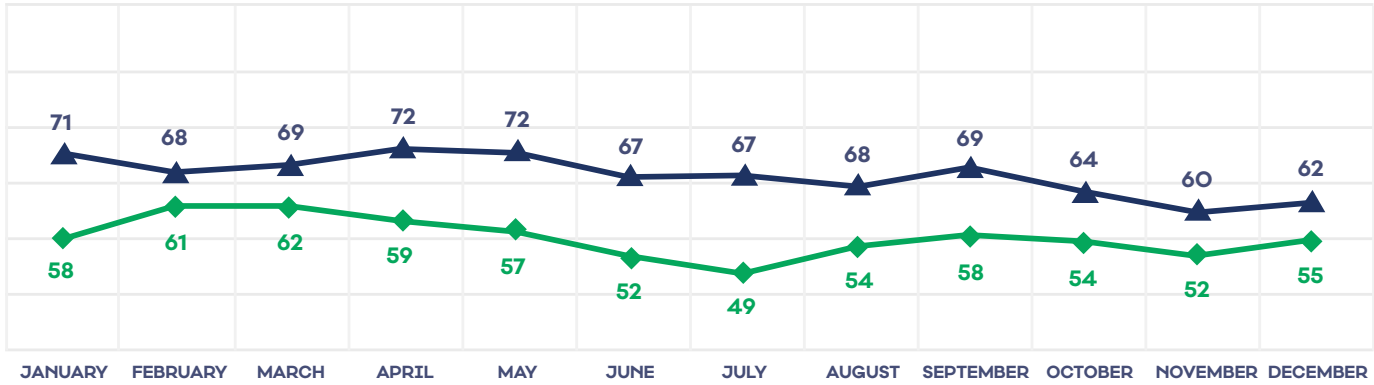
- 1- Interruptions due to weather temperatures above seasonal norms in July - August - September
- 2- Interruptions due to Lodos, which are effective in November and December

<sup>6</sup> Procedures and Principles Regarding Service Quality Standards for Call Centres of Electricity Distribution Companies and Incumbent Supply Companies

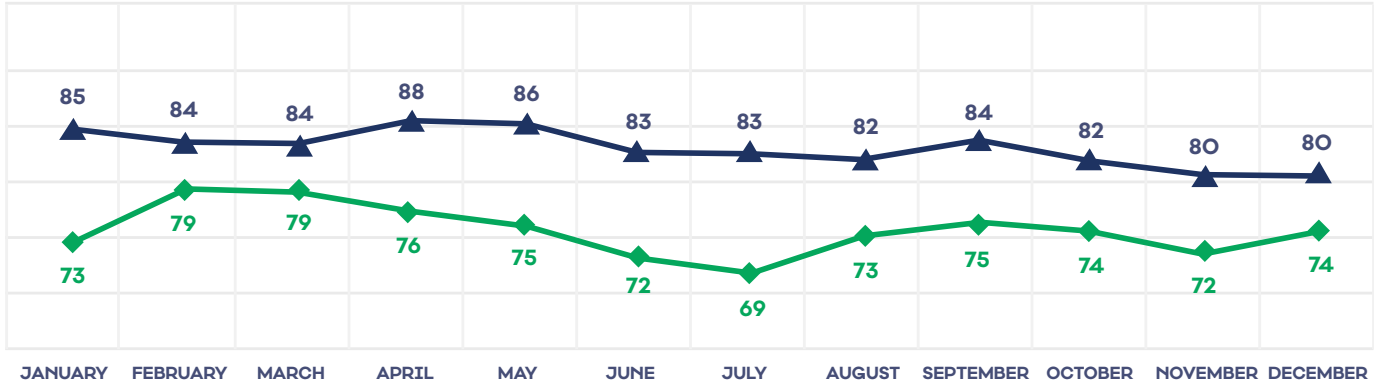


According to the polls taken by EPDK as well as TEDAŞ, our general customer and call centre satisfaction rates are as below.

Turkey Overall Satisfaction (TEDAŞ-Eltemtek)  
UEDAŞ Overall Satisfaction (TEDAŞ-Eltemtek)



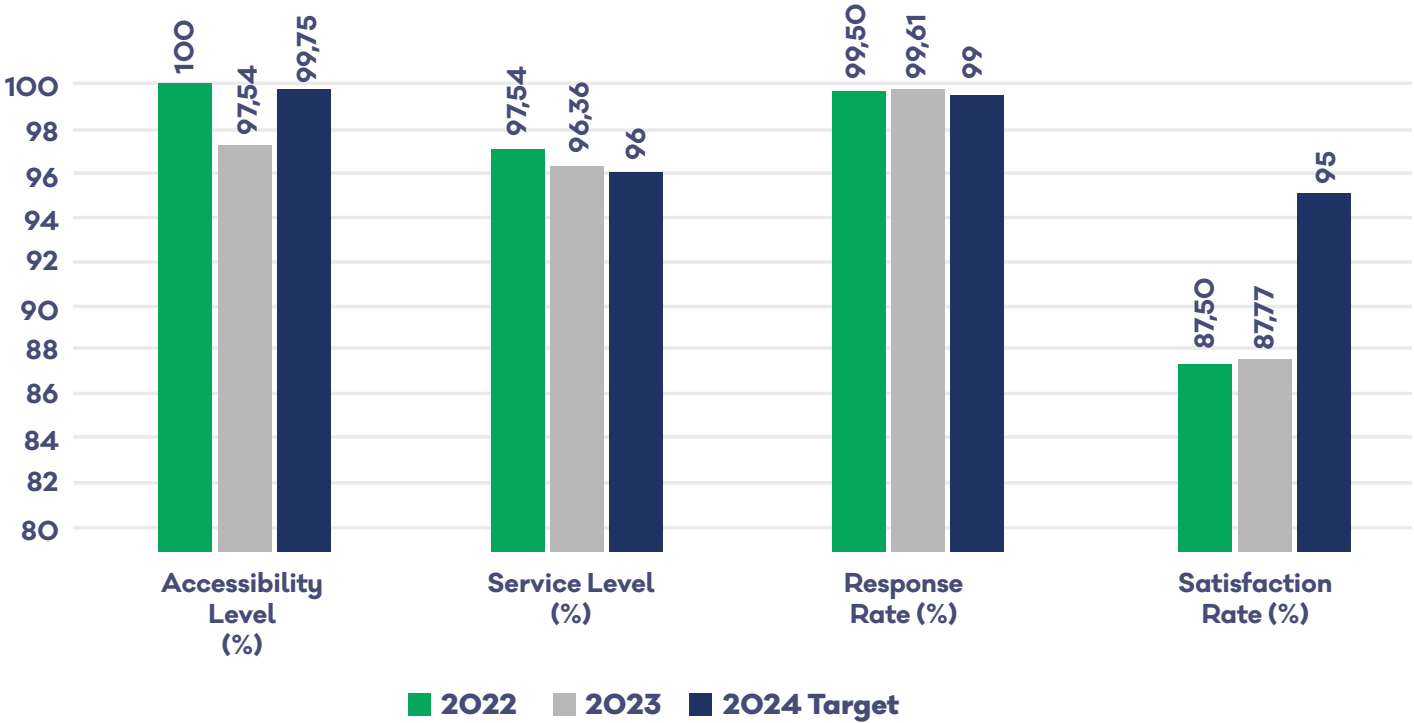
Turkey-wide Call Centre Satisfaction (TEDAŞ-Eltemtek)  
UEDAŞ Call Centre Satisfaction (TEDAŞ-Eltemtek)



In 2024, we aim to enable our customers to easily report their needs and communicate with the company faster by activating the WhatsApp line.



CALL CENTRE SERVICE QUALITY



In 2023, adverse weather conditions caused an increase in the number of non-routine outage days. The most severe weather events of the last 35 years were experienced in Bursa on 28-29 November 2023. The number of days with adverse weather warnings has increased since 2023. The number of these warnings increased from 16 in 2022 to 44 in 2023. Despite this, with the customer experience and communication actions taken, there was no serious loss in our call centre and customer satisfaction indicators.



# GRI CONTENT INDEX - UEDAŞ

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	2-2	Organisations included in sustainability reporting	About the Report6,7
	2-3	Reporting period, frequency and contact information	About the Report6,7
	2-4	Restatement of information	There is no restated information in the report.
	2-5	External audit	External Audit has not been conducted.
	2-6	Activities, value chain and labour relations	Company Areas of Activity18,25
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	2-13	Delegation of responsibility for managing impacts	Sustainability Management and Structure44-45
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	2-16	Communicating critical concerns	Ethics Management48
	2-17	Collective knowledge of the highest governance body	Sustainability Management and Structure44-45
	2-18	Evaluation of the performance of the highest governance body	Strategy and Objectives32-33
	2-19	Remuneration policies	Equality, Diversity and Inclusion82-83
	2-20	Wage determination process	Equality, Diversity and Inclusion82-83
	2-21	Annual total remuneration rate	Employee Engagement and Development86-89
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www.seemturkey.com  
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The background is a dark, nighttime scene featuring out-of-focus tree branches and leaves. Numerous bokeh light effects are visible, with a prominent bright blue circular light in the upper center and several warm yellow and orange lights in the lower right. The overall atmosphere is serene and artistic.

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