



## KAMUYU AYDINLATMA PLATFORMU

# KAFEİN YAZILIM HİZMETLERİ TİCARET A.Ş. Sustainability Compliance Report 2022 - Annual Notification

### Summary

Sustainability Principles Compliance Report 2022



# Sustainability Compliance Report

Related Companies

Related Funds

|                                                                                                                                                                                                                                | Company Compliance Status |         |    |                | Explanation                                                                                                                                                                                                                                                                                                | Report Information on Publicly Disclosed Information (Page number, menu name on the website)                                                     |
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|                                                                                                                                                                                                                                | Yes                       | Partial | No | Not Applicable |                                                                                                                                                                                                                                                                                                            |                                                                                                                                                  |
| Sustainability Compliance Report                                                                                                                                                                                               |                           |         |    |                |                                                                                                                                                                                                                                                                                                            |                                                                                                                                                  |
| A. GENERAL PRINCIPLES                                                                                                                                                                                                          |                           |         |    |                |                                                                                                                                                                                                                                                                                                            |                                                                                                                                                  |
| A1. Strategy, Policy and Goals                                                                                                                                                                                                 |                           |         |    |                |                                                                                                                                                                                                                                                                                                            |                                                                                                                                                  |
| A1.1. The prioritised environmental, social and corporate governance (ESG) issues, risks and opportunities have been determined by the Company's Board of Directors.                                                           | X                         |         |    |                |                                                                                                                                                                                                                                                                                                            | Activity Report: "Sustainability Strategy Material Topics" ( Page 80-83)                                                                         |
| A1.1. The ESG policies (Environmental Policy, Energy Policy, Human Rights and Employee Policy etc.) have been created and disclosed to the public by the Company's Board of Directors.                                         | X                         |         |    |                | All our policies, including Corporate Human Rights and Employee Policy, Corporate Social Responsibility Policy, Corporate Sustainability Policy, Code of Conduct ( Environmental Title), are presented on the company's website under the heading " Investor Relations - Corporate Governance - Policies . | Company Website: “Investor Relations > Corporate Governance > Policies”                                                                          |
| A1.2. The short and long-term targets set within the scope of ESG policies have been disclosed to the public.                                                                                                                  | X                         |         |    |                |                                                                                                                                                                                                                                                                                                            | Activity Report: “Performance Evaluation and Goals for the Next Period” (Page 108-112)                                                           |
| A2. Implementation/Monitoring                                                                                                                                                                                                  |                           |         |    |                |                                                                                                                                                                                                                                                                                                            |                                                                                                                                                  |
| A2.1. The responsible committees and/or business units for the implementation of ESG policies and the senior officials related to ESG issues in the Company and their duties have been identified and disclosed to the public. | X                         |         |    |                | The Corporate Governance Committee has been assigned to carry out “Environmental, Social, Corporate Governance (ESG)” studies, to implement and monitor the relevant policies.                                                                                                                             | www.kap.org.tr/en/Bildirim/892863                                                                                                                |
| A2.1. The activities carried out within the scope of policies by the responsible committee and/or unit have been reported to the Board of Directors at least once a year.                                                      | X                         |         |    |                | Annual reporting was made to the Board of Directors about the activities through the "Sustainability Report" and " Corporate Governance Principles Compliance Report", which were published integrated within the activity report.                                                                         | Company Website: “Investor Relations > Activity Reports"                                                                                         |
| A2.2. In line with the ESG targets, the implementation and action plans have been formed and disclosed to the public.                                                                                                          | X                         |         |    |                |                                                                                                                                                                                                                                                                                                            | Activity Report: “Kafein Sustainability Strategy” (Page 84) &“ Performance Evaluation and Goals for the Next Period” (Page 108-112)              |
| A2.3. The Key ESG Performance Indicators (KPI) and the level of reaching these indicators have been disclosed to the public on yearly basis.                                                                                   | X                         |         |    |                |                                                                                                                                                                                                                                                                                                            | Activity Report: “Sustainability Strategy Material Topics” ( Page 80-83) & “Performance Evaluation and Goals for the Next Period” (Page 108-112) |
|                                                                                                                                                                                                                                |                           |         |    |                | Information is stated under the title of “ Sustainability Practices Based on Supply Chain” within Sustainability Report. Within the scope of monitoring products and services in accordance with integrated                                                                                                |                                                                                                                                                  |

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| A2.4. The activities for improving the sustainability performance of the business processes or products and services have been disclosed to the public.                                                                  | X |   |   |   | management system standards, RBA Commitment, ISO 9001, ISO 22301, ISO 27001, ISO 37001, ISO 14064-1, ISO 5001, ISO 10002 certifications were obtained. Stakeholders Policy ( Relations with Customers and Suppliers Title) and Quality Management System Policy are available on the website.                                                                                                                                                                                                                                                                                                      | Activity Report: “Sustainability Practices on the Basis of Supply Chain” (Page 100) & “International Standards, Initiatives and Certifications” (Page 101-107) Company Website: “Investor Relations > Corporate Governance > Policies > Stakeholder Policy" Company Website: “Investor Relations > Corporate Governance > Policies > Quality Policy" |
| A3. Reporting                                                                                                                                                                                                            |   |   |   |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                      |
| A3.1. The information about the sustainability performance, targets and actions have been given in annual reports of the Company an understandable, accurate and sufficient manner.                                      | X |   |   |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                      |
| A3.2. The information about activities which are related to the United Nations (UN) 2030 Sustainable Development Goals have been disclosed to the public.                                                                | X |   |   |   | The company has complied with the UN SDGs 3, 4, 5, 8, 9, 10, 12, 13, 16 and 17 and the relevant sections are explained in the sustainability report.                                                                                                                                                                                                                                                                                                                                                                                                                                               | Activity Report: “Sustainability Strategy Material Topics (Page 80-83)                                                                                                                                                                                                                                                                               |
| A3.3. The lawsuits filed and/or concluded against the Company about ESG issues which are material in terms of ESG policies and/or will significantly affect the Company's activities, have been disclosed to the public. |   |   |   | X | There has been no lawsuit in this content. The material judicial decisions that are finalized against the company due to liability related to occupational accidents and violation of employee rights are published in the Sustainability Report. Significant lawsuits filed against the company that may affect the financial condition and activities of the company and the administrative or judicial sanctions against to the company and to the members of the Board of Directors, due to practices contrary to the provisions of the law and legislation, are published in Activity Report. | Activity Report: “Occupational Health and Safety” (Page 95-96) “Information about the On-going Legal Procedures” (Page 24) & “Sanctions Imposed Under the Regulations” (Page 24)                                                                                                                                                                     |
| A4. Verification                                                                                                                                                                                                         |   |   |   |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                      |
| A4.1. The Company's Key ESG Performance metrics have been verified by an independent third party and publicly disclosed.                                                                                                 |   |   | X |   | The Partnership's ESG Key Performance metrics have not been verified by an independent third party.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                      |
| B. ENVIRONMENTAL PRINCIPLES                                                                                                                                                                                              |   |   |   |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                      |
| B1. The policies and practices, action plans, environmental management systems (known by the ISO 14001 standard) and programs have been disclosed.                                                                       |   | X |   |   | Corporate Sustainability Policy is published on the website. Although the company doesn’t have ISO 14001 Environmental Management Standard; ISO 14064-1: Corporate Greenhouse Gas Standard and ISO 5001 Energy Management System Standard certifications were                                                                                                                                                                                                                                                                                                                                      | Company Website: “Investor Relations > Corporate Governance > Policies > Corporate Sustainability Policy" Activity Report: “International Standards, Initiatives and Certifications” (Page 101-107)                                                                                                                                                  |

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|                                                                                                                                                                                                                                                                                                                                                                 |   |   |   | obtained in 2022 and included in the Sustainability Report.                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                         |
| B2. The environmental reports prepared to provide information on environmental management have been disclosed to the public which is including the scope, reporting period, reporting date and limitations about the reporting conditions.                                                                                                                      | X |   |   | The scope and period of the report are shared in the "Kafein Carbon Footprint Report 2022" under the title of “Purpose and Scope” in the Sustainability Report. Relevant constraints are explained in the “Uncertainty Calculation” heading in the Carbon Footprint Report.                                     | Activity Report: “Kafein Technology 2022 Carbon Footprint Report – Purpose and Scope” (Page 86-87) Company Website: “Investor Relations > Sustainability > Carbon Footprint Report: “Uncertainty Calculation” (Page 18) |
| B4. The environmental targets within the scope of performance incentive systems which included in the rewarding criteria have been disclosed to the public on the basis of stakeholders (such as members of the Board of Directors, managers and employees).                                                                                                    |   |   | X | The rewarding system is currently performance-based and there are no environmental targets in the rewarding criteria.                                                                                                                                                                                           |                                                                                                                                                                                                                         |
| B5. How the prioritised environmental issues have been integrated into business objectives and strategies has been disclosed.                                                                                                                                                                                                                                   | X |   |   | It is shared under the heading of “Targets and Compliance Studies” of the Sustainability Report. In addition, the company is a participant in the Electronic Industry Citizenship Coalition (EICC, newly named RBA) Code of Conduct. The Code of Conduct committed by Kafein has been published on the website. | Activity Report: “Targets and Compliance Studies” (Page 89) Company Website: “Investor Relations > Corporate Governance > Policies > Code of Conduct: Environmental (Page 6)”                                           |
| B7. The way of how environmental issues has been managed and integrated into business objectives and strategies throughout the Company's value chain, including the operational process, suppliers and customers has been disclosed.                                                                                                                            | X |   |   |                                                                                                                                                                                                                                                                                                                 | Activity Report: “Sustainability Practices on the Basis of Supply Chain” (Page 100)                                                                                                                                     |
| B8. Whether the Company have been involved to environmental related organizations and non-governmental organizations' policy making processes and collaborations with these organizations has been disclosed.                                                                                                                                                   |   | X |   | The company is not involved in national, sectoral, and regional policy making processes. However, it is a signatory member of the United Nations Global Compact. It is explained in the “Associated National and International non-Governmental Organizations” section of the Sustainability Report.            | Activity Report: “Associated National and International non-Governmental Organizations” (Page 105-106)                                                                                                                  |
| B9. In the light of environmental indicators ((Greenhouse gas emissions (Scope-1 (Direct), Scope-2 (Energy indirect), Scope-3 (Other indirect), air quality, energy management, water and wastewater management, waste management, biodiversity impacts)), information on environmental impacts is periodically disclosed to the public in a comparable manner. |   | X |   | Greenhouse Gas Inventory Report and Energy Consumption data are published in the Sustainability Report. Data on air, water and waste management are not presented.                                                                                                                                              | Activity Report: “2022 ISO 14064:2019 Greenhouse Gas Inventory Report” (Page 86-89) “Energy Management: Total Energy Consumption” (Page 85)                                                                             |
| B10. Details of the standard, protocol, methodology, and baseline year used to collect and calculate data has been disclosed.                                                                                                                                                                                                                                   | X |   |   | It is shared in the “Information About the Study” heading of Carbon Footprint Report.                                                                                                                                                                                                                           | Company Website: “Investor Relations > Sustainability > Carbon Footprint Report: “Information About the Study” (Page 6)                                                                                                 |
| B11. The increase or decrease in Company's environmental indicators as of the reporting year has been comparatively disclosed with previous years.                                                                                                                                                                                                              | X |   |   |                                                                                                                                                                                                                                                                                                                 | Activity Report: “Protect: Environmental Principles” (Page 84-89)                                                                                                                                                       |
| B12. The short and long-term targets for reducing the environmental impacts have been determined and the progress compared to previous years' targets has been disclosed.                                                                                                                                                                                       | X |   |   |                                                                                                                                                                                                                                                                                                                 | Activity Report: “Performance Evaluation and Goals for the Next Period” (Page 108-112)                                                                                                                                  |
| A strategy to combat the climate crisis has been created and the planned actions have been publicly disclosed.                                                                                                                                                                                                                                                  | X |   |   | It is shared in the “Climate Change Adaptation Studies” heading of Carbon Footprint Report.                                                                                                                                                                                                                     | Company Website: “Investor Relations > Sustainability > Carbon Footprint Report: “Climate Change Adaptation Studies” (Page 15)                                                                                          |

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| B14. The programs/procedures to prevent or minimize the potential negative impact of products and/or services on the environment have been established and disclosed.  | X |  |   | The software industry is directly dependent on electricity consumption and therefore the main source of greenhouse gas emissions is energy consumption. In this context, the targets determined to prevent or reduce the negative effects are presented in the Sustainability Report under the title of “Performance Evaluation and Goals for the Next Period”.                                                 | Activity Report: “Performance Evaluation and Goals for the Next Period” (Page 108-111)                                                                                                                          |
| B14. The actions to reduce greenhouse gas emissions of third parties (suppliers, subcontractors, dealers, etc.) have been carried out and disclosed.                   | X |  |   | “Sustainability and Environment” clause has been added to Customer and Supplier Agreements. In this context, third parties accept, declare and undertake in our contracts that they will act in accordance with environmental laws and other regulations, will make maximum efforts to reduce the effects of their products and services on the environment, and will try to make use of resources responsibly. | Activity Report: “Sustainability Practices on the Basis of Supply Chain” (Page 100)                                                                                                                             |
| B15. The environmental benefits/gains and cost savings of initiatives/projects that aims reducing environmental impacts have been disclosed.                           |   |  | X | The Company's Practices within the Scope of Reducing Paper Waste and Environmentally Friendly Practices Developed in-house are disclosed in the Sustainability Report. However, Environmental benefits and cost savings achieved have not been measured numerically or quantitatively.                                                                                                                          |                                                                                                                                                                                                                 |
| B16. The data related to energy consumption (natural gas, diesel, gasoline, LPG, coal, electricity, heating, cooling, etc.) has been disclosed as Scope-1 and Scope-2. | X |  |   | It is shared in the “Carbon Footprint Calculating Procedure” heading of Carbon Footprint Report.                                                                                                                                                                                                                                                                                                                | Company Website: “Investor Relations > Sustainability > Carbon Footprint Report: “Carbon Footprint Calculating Procedure” (Page 10-13)                                                                          |
|                                                                                                                                                                        | X |  |   | In the calculations made within the Carbon Footprint Report, Scope II includes greenhouse gas emissions from electricity, heating/cooling or steam purchased for consumption. In addition, the “Energy Management: Total Energy Consumption” heading of the Sustainability Report includes detailed data on total electricity consumption.                                                                      | Company Website: “Investor Relations > Sustainability > Carbon Footprint Report: “Carbon Footprint Calculating Procedure” (Page 10-13) Activity Report: “Energy Management: Total Energy Consumption” (Page 85) |
| B18. The studies related to increase the use of renewable energy and transition to zero/low carbon electricity have been conducted and disclosed.                      |   |  | X | There is no project yet on renewable energy, zero or low carbon electricity transition.                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                 |
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| B19. The renewable energy production and usage data has been publicly disclosed.                                                                                                                                                                                                                                                                                                                                                                       |   |   | X |  | There is no renewable energy production or consumption.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                        |
| B20. The Company conducted projects about energy efficiency and the amount of reduction on energy consumption and emission achieved through these projects have been disclosed.                                                                                                                                                                                                                                                                        |   | X |   |  | In-house Developed Environment-Friendly and Healthcare-Oriented Practices and Company Practices in Reducing Paper Waste are disclosed in the Sustainability Report, but the amount of energy consumption and emission reduction achieved has not been measured numerically or quantitatively.                                                                                                                                                                                                                                                                                           | Activity Report: “In-House Developed Environment-Friendly and Healthcare-Oriented Applications” (Page 102) & “Company Practices in Reducing Paper Waste” (Page 86)                                     |
| B21. The water consumption, the amount, procedures and sources of recycled and discharged water from underground or above ground (if any), have been disclosed.                                                                                                                                                                                                                                                                                        |   |   | X |  | Water data is not measured.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                        |
| B22. The information related to whether Company's operations or activities are included in any carbon pricing system (Emissions Trading System, Cap & Trade or Carbon Tax).                                                                                                                                                                                                                                                                            |   |   | X |  | Company’s activities are not included in any carbon pricing system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                        |
| B23. The information related to accumulated or purchased carbon credits within the reporting period has been disclosed.                                                                                                                                                                                                                                                                                                                                |   |   | X |  | No carbon credits accumulated or purchased during the reporting period.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                        |
| B24. If carbon pricing is applied within the Company, the details have been disclosed.                                                                                                                                                                                                                                                                                                                                                                 |   |   | X |  | There is no Carbon Pricing Mechanism.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                        |
| B25. The platforms where the Company discloses its environmental information have been disclosed.                                                                                                                                                                                                                                                                                                                                                      | X |   |   |  | Company Website – Investor Relations – Sustainability & UNGC Website<br>Company Card                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Company Website: “Investor Relations > Sustainability<br>unglobalcompact.org/what-is-gc/participants/141725-Kafein-Yaz-l-m-Hizmetleri-Ticaret-A-S-#                                                    |
| C. SOCIAL PRINCIPLES                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |   |   |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                        |
| C1. Human Rights and Employee Rights                                                                                                                                                                                                                                                                                                                                                                                                                   |   |   |   |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                        |
| C1.1. The Institutional Human Rights and Employee Rights Policy has been established in the ligh of the Universal Declaration of Human Rights, ILO Conventions ratified by Turkey and other relevant legislation. The policy and the officals that responsible for the implementation of it have been determined and disclosed.                                                                                                                        | X |   |   |  | The Corporate Human Rights and Employee Rights Policy and Ethics Policy, which includes the relevant commitment, are published on the website. The Corporate Governance Committee has been assigned to carry out “Environmental, Social, Corporate Governance (ESG)” studies, to implement and monitor the relevant policies. In addition, by the Board of Directors, the Ethics Committee is formed by appointing one independent member from the Corporate Governance Committee, one representative from HR department and one representative from the Investor Relations department. | Company Website: “Investor Relations > Corporate Governance > Policies > Corporate Human Rights and Employee Rights Policy & Ethical Principles and Behavior Policy" www.kap.org.tr/en/Bildirim/892863 |
| C1.2. Considering the effects of supply and value chain, fair workforce, improvement of labor standards, women's employment and inclusion issues (gender, race , religion, language, marital status, ethnic identity, sexual orientation, gender identity, family responsibilities, union activities, political opinion, disability, social and cultural differences, etc., such as non-discrimination) are included in its policy on employee rights. | X |   |   |  | Relevant issues are covered in the Corporate Human Rights and Employee Rights and in the Electronic Industry Citizenship Coalition ( EICC, now RBA) Code of Conduct which are stated on the company website.                                                                                                                                                                                                                                                                                                                                                                            | Company Website: “Investor Relations > Corporate Governance > Policies > Corporate Human Rights and Employee Rights Policy & Code of Conduct"                                                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |   |   |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                        |



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| C1.3. The measures taken for the minority rights/equality of opportunity or the ones who are sensitive about certain economic, environmental, social factors (low income groups, women, etc.) along the supply chain have been disclosed. | X |  |   | The Company’s Corporate Human Rights and Employee Rights Policy is based on providing equal opportunities to people with equal conditions in recruitment, training and development, remuneration and career planning. In addition, the number of women working in our company is reported on a yearly basis under the heading “ Increase in the Number of the Women Employees” of the Sustainability Report. | Company Website: “Investor Relations > Corporate Governance > Policies > Corporate Human Rights and Employee Rights Policy" Activity Report: “Increase in the Number of the Women Employees” (Sayfa 90-91) |
| C1.4. The developments regarding preventive and corrective practices against discrimination, inequality, human rights violations, forced and child labor have been disclosed.                                                             | X |  |   |                                                                                                                                                                                                                                                                                                                                                                                                              | Activity Report: “Empower: Social Principles” (Page 90-100)&“ Fight against Child Labour”(Page 91)                                                                                                         |
| C1.5. Investments in employees (education, development policies), compensation, fringe benefits, right to unionize, work/life balance solutions and talent management are included in the employee rights policy.                         | X |  |   | Investments in employees ( University Collaborations, HR Training and Development Portal, Kafein Academy, Bonus System, Rewarding Practices, Internship Opportunities, Club Activities) are explained in the “ Empower: Social Principles” heading of the Sustainability Report. Remuneration Policy and Compensation Policy are available on our website.                                                   | Activity Report: “Empower: Social Principles” (Page 90-100) Company Website: “Investor Relations > Corporate Governance > Policies > Remuneration Policy & Compensation Policy                             |
| C1.5. The mechanism for employee complaints and resolution of disputes have been established and related solution processes have been determined.                                                                                         | X |  |   | The “I Have an Idea” application on our company portal is an in-house application where our employees can share their suggestions, suggestions and complaints regarding commercialization and improvement.                                                                                                                                                                                                   | portal.kafein.com.tr/#/                                                                                                                                                                                    |
|                                                                                                                                                                                                                                           | X |  |   |                                                                                                                                                                                                                                                                                                                                                                                                              | Activity Report: “Empower: Social Principles” (Page 90-100)                                                                                                                                                |
| C1.6. The occupational health and safety policies have been established and disclosed.                                                                                                                                                    | X |  |   |                                                                                                                                                                                                                                                                                                                                                                                                              | Company Website: “Investor Relations > Corporate Governance > Policies > Occupational Health and Safety Policy                                                                                             |
| C1.6. The measures taken for protecting health, preventing occupational accidents and related statistics have been disclosed.                                                                                                             | X |  |   |                                                                                                                                                                                                                                                                                                                                                                                                              | Activity Report: “Occupational Health and Safety” (Page 95-96)                                                                                                                                             |
| C1.7. The personal data protection and data security policies have been established and disclosed.                                                                                                                                        | X |  |   |                                                                                                                                                                                                                                                                                                                                                                                                              | Company Website: "About GDPR"                                                                                                                                                                              |
| C1.8. The ethics policy have been established and disclosed.                                                                                                                                                                              | X |  |   |                                                                                                                                                                                                                                                                                                                                                                                                              | Company Website: “Investor Relations > Corporate Governance > Policies > Ethical Principles and Behavior Policy                                                                                            |
| C1.9. The studies related to social investment, social responsibility, finansal inclusivity and access to finance have been explained.                                                                                                    |   |  | X | There is no practice in terms of Financial Inclusivity.                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                            |
| C1.10. The informative meetings and training programs related to ESG policies and practices have been organized for employees.                                                                                                            | X |  |   | Various trainings are offered to our employees about the ESG policies and practices through the Kafein Development and Training Portal.                                                                                                                                                                                                                                                                      | edu.kafein.com.tr                                                                                                                                                                                          |
| C2. Stakeholders, International Standards and Initiatives                                                                                                                                                                                 |   |  |   |                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                            |
|                                                                                                                                                                                                                                           |   |  |   | Quality Management System policy is disclosed on the website, and feedbacks are taken into consideration. In                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                            |



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| C2.1. The customer satisfaction policy regarding the management and resolution of customer complaints has been prepared and disclosed.                                             | X |   |  |  | addition, the Stakeholders Policy, which regulates relations with customers and suppliers, is published on website .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Company Website: “Investor Relations > Corporate Governance > Policies > Quaiity Policy & Stakeholder Policy                                                                                                                                                                                                                                                                                                                        |
| C2.2. The information about the communication with stakeholders (which stakeholder, subject and frequency) have been disclosed.                                                    | X |   |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Activity Report: “Communication with Stakeholders” (Page 106-107)                                                                                                                                                                                                                                                                                                                                                                   |
| C2.3. The international reporting standards that adopted in reporting have been explained.                                                                                         |   | X |  |  | Although the Company's Sustainability Report is not based on the global sustainability reporting standards ( Carbon Disclosure Project (CDP), Global Reporting Initiative ( GRI), International Integrated Reporting Council (IIRC), Sustainability Accounting Standards Board ( SASB), CTask Force on Climate-Related Financial Disclosures (TCFD) etc.), it is based on the 17 UN Sustainable Development Goals ( SDGs) and the 10 Principles of the UN Global Compact.                                                                                                                                                                                                                                                                                                                                                                                   | Activity Report: “The Principles for the Preparation of the Report” (Page 72-73) & “Financial Reporting Standards (Page 106)                                                                                                                                                                                                                                                                                                        |
| C2.4. The principles adopted regarding sustainability,the signatory or member international organizations, committees and principles have been disclosed.                          | X |   |  |  | The company is on the signatory status of United Nations Global Compact ( UNGC).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <a href="http://www.unglobalcompact.org/what-is-gc/participants/141725-Kafein-Yaz-l-m-Hizmetleri-Ticaret-A-S-#cop">www.unglobalcompact.org/what-is-gc/participants/141725-Kafein-Yaz-l-m-Hizmetleri-Ticaret-A-S-#cop</a>                                                                                                                                                                                                            |
| C2.5. The improvements have been made and studies have been carried out in order to be included in the Borsa Istanbul sustainability indices and/or international index providers. |   | X |  |  | To be included in the Borsa Istanbul Corporate Governance Index has been determined as one of the company's ESG targets, and infrastructure studies and preparations continue to be included in the Sustainability Index.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | “Performance Evaluation and Goals for the Next Period” ( Page 108-112) > Target 3: To be listed in “Corporate Governance Index” on Istanbul Stock Exchange in the Long Run                                                                                                                                                                                                                                                          |
| D. CORPORATE GOVERNANCE PRINCIPLES                                                                                                                                                 |   |   |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| D1. The opinions of stakeholders have been sought in the determination of measures and strategies related to sustainability field.                                                 | X |   |  |  | Stakeholders can submit their opinions and suggestions via the e-mail <a href="mailto:info@kafein.com.tr">info@kafein.com.tr</a> , or via the contact tab on our company website <a href="http://www.kafein.com.tr/home/contact#">www.kafein.com.tr/home/contact#</a> . For the notifications or reporting to Ethics Committee <a href="mailto:gizli@kafein.com.tr">gizli@kafein.com.tr</a> is in use . Opinions and requests regarding GDPR can be conveyed through the forms available at the link <a href="http://www.kafein.com.tr/home/kvkk">www.kafein.com.tr/home/kvkk</a> . Shareholders can convey their opinions and requests via the e-mail address of <a href="mailto:yatirimci@kafein.com.tr">yatirimci@kafein.com.tr</a> and through General Assemblies. In addition, the “I Have an Idea” application on our Company's portal is an internal | <a href="mailto:info@kafein.com.tr">info@kafein.com.tr</a> <a href="http://www.kafein.com.tr/home/contact">www.kafein.com.tr/home/contact</a> <a href="mailto:gizli@kafein.com.tr">gizli@kafein.com.tr</a> <a href="http://www.kafein.com.tr/home/kvkk#">www.kafein.com.tr/home/kvkk#</a> <a href="mailto:yatirimci@kafein.com.tr">yatirimci@kafein.com.tr</a> <a href="http://portal.kafein.com.tr/#/">portal.kafein.com.tr/#/</a> |



|                                                                                                                                                              |   |  |  | application where<br>our employees can<br>share their<br>suggestions and<br>complaints regarding<br>commercialization<br>and improvement                                                                                                                    |                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| D2. The social responsibility projects, awareness activities and trainings have been carried out to raise awareness about sustainability and its importance. | X |  |  | Various trainings are provided to employees on the "Kafein Development and Training Portal". Social Responsibility Projects and Awareness Events are shared with employees through company's online magazine (Kafein Bulletin), and HR information e-mails. | edu.kafein.com.tr/Home/Login |