



2022

● **1. ABOUT THE MANAGEMENT MESSAGE AND REPORT**

- 1.1 MESSAGE FROM MANAGEMENT
- 1.2. ABOUT THE REPORT

04

10

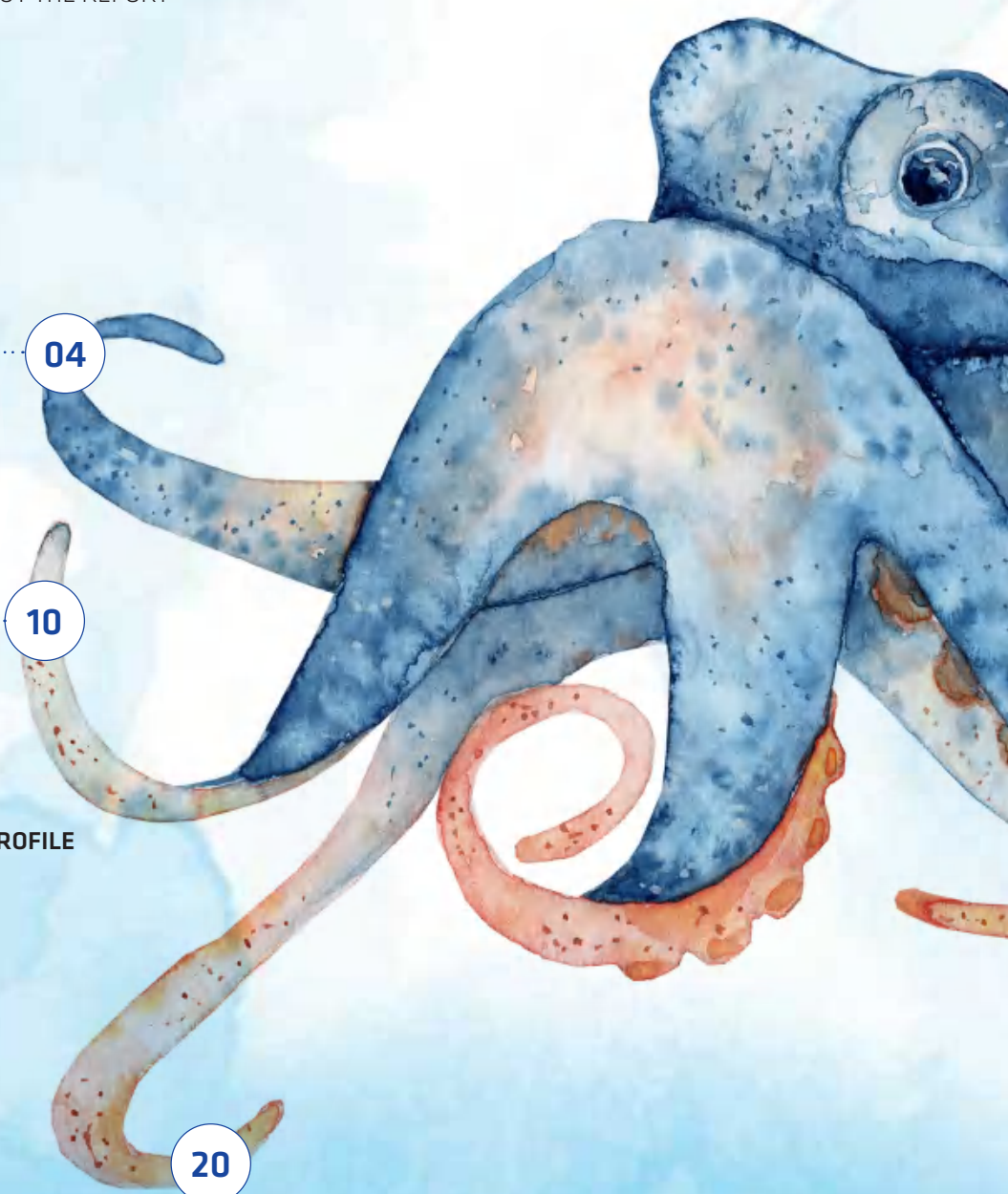
● **2. KUMPORT CORPORATE PROFILE**

- 2.1. CORPORATE PROFILE

20

● **3. CORPORATE GOVERNANCE**

- 3.1. OUR APPROACH TO SUSTAINABILITY
- 3.2. STAKEHOLDER DIALOGUE
- 3.3. OUR SUSTAINABILITY PRIORITIES
- 3.4. CORPORATE MANAGEMENT
- 3.5. ETHICS AND COMPLIANCE





● **4. ECONOMIC PERFORMANCE**

- 4.1. OUR ECONOMIC PERFORMANCE
- 4.2. OPERATIONAL PERFORMANCE
- 4.3. CUSTOMER FOCUS AND INNOVATION
- 4.4. SUPPLY MANAGEMENT

38

● **5. ENVIRONMENTAL PERFORMANCE**

- 5.1. ENVIRONMENTAL MANAGEMENT
- 5.2. ENERGY MANAGEMENT AND EMISSIONS
- 5.3. WATER MANAGEMENT
- 5.4. WASTE MANAGEMENT

52

66

● **6. OUR SOCIAL PERFORMANCE**

- 6.1. EMPLOYEES
 - 6.1.1. EMPLOYEE RIGHTS
 - 6.1.2. EMPLOYEE TRAINING AND DEVELOPMENT
 - 6.1.3. EMPLOYEE PARTICIPATION AND SATISFACTION
- 6.2. OCCUPATIONAL HEALTH AND SAFETY
- 6.3. SOCIAL INVESTMENT
- 6.4. PORT SECURITY

Message From The Management and About The Report



● 1.1 MESSAGE FROM THE MANAGEMENT
● 1.2 ABOUT THE REPORT

1.1 MESSAGE FROM THE MANAGEMENT



Kaan Anul
CEO

Dear Stakeholders,

Kumport Port has been serving its customers as the center of trade in its region for nearly half a century. On the one hand, it offers shipping operations and terminal services with its many years of experience in the sector, expert staff, and import and export warehouses equipped with modern systems. On the other hand, it contributes to the sustainable development policy with all its involvement and goals.

The way for Kumport to successfully serve its customers for long years ahead is to become a customer-oriented, strong, efficient and sustainable port that strikes a balance between financial, social and environmental responsibilities.

In this regard, we have committed strong investments, primarily in digitalization and the environment, that shall enable us to reach this goal. One of the ways to increase the sustainability, productivity and efficiency of a port is through digitalization. As Kumport, we have come a long way in technological transformation with accelerated steps in the last few years. The Port Automation Software (TOS) that we have developed entirely with domestic and national resources is the first and exemplary application in the sector. Thus, our daily port operations have become more practical. By downloading the Kumport Compass application to their phones, TIR drivers can easily pre-register their vehicles at the port entrance and proceed with their transactions without waiting. We continue to develop our digital business ecosystem with up-to-date technologies such as IoT, Big Data and cloud systems in port applications.

Combating all kinds of pollution

Due to increasing social and economic demands, as well as regulations such as the Green Agreement, it has become mandatory for ports to establish effective environmental and energy-related systems. As a company that realized this global reality and took pioneering steps, we established our Waste

Management System in 2013-14. Then we obtained our ISO 14064 Carbon Footprint, ISO 14046 Water Footprint, ISO 14001 Environmental Management System and Green Port/Eco Port certificates. We established our compost facility to ensure the recycling of organic wastes, and we became the first establishment in Istanbul to receive a Zero-Waste Certificate.

We carry out various activities in our port, such as protecting the ecosystem and marine environment, reducing air pollutants, cooperation with stakeholders and awareness of the level of knowledge, reducing energy consumption by utilizing renewable energy, as well as using environmentally friendly energy. Regarding port services, one of the priorities is preventing environmental pollution. For a sustainable environment, issues such as air pollution, sea pollution and waste management are also among our priorities. However, in fighting all kinds of pollution indiscriminately in order to be an environmentally friendly port, we also aim to ensure proper use of resources with a sustainable environmental management system.

In 2022, we commenced our support in the 'Blue Climate Ambassadors' project, an initiative for women working in the maritime sector in order to draw attention to climate change and find solutions to environmental problems. In selecting three of our female employees as 'Blue Climate Ambassadors,' employees were provided climate change awareness training. With the coastal cleaning event held within the scope of the project, waste, especially plastic, metal, paper and glass, were collected on the shores of Istanbul, thus allowing our seas to breathe a bit easier.

Leading the Way with Happy Employees

Proceeding with motivated employees requires a strong set of values. We are a business where core values are collaboration, sustainability, innovation and reliability. Our workplace is inclusive; everyone feels safe and is treated equally, regardless of gender, ethnicity or other basis of discrimination.

Proceeding with motivated employees requires a strong set of values. We are a business where core values are collaboration, sustainability, innovation and reliability.

We believe that being a workplace with happy and motivated employees is a prerequisite for achieving our goal of growth and becoming Turkey's leading port. The investments we make in our employees, as well as the development and career opportunities we offer are the finest indicators of this approach. We meet the expectations of both our employees and our company with in-house course programs, leadership development program, personal and vocational training opportunities. We have confirmed the accuracy of our investments in this field by obtaining a certificate from the Great Place to Work Institute in 2021, which conducts the most extensive research in this field in the world.

Our greatest passion is to always lead change for the better. With the vision of being an organization that guides and inspires the sector with its services and solutions, our goal is to continue our strategies with determination and continue to contribute to our country and stakeholders.

I would like to take this opportunity to thank especially all of our employees, and our customers, business partners, shareholders, Board members and stakeholders, whose support we feel at every step we take.

Sincerely yours.

1.2 ABOUT THE REPORT

This 2022 report, which constitutes the sixth of Kumport's sustainability reports, reflects its economic, environmental and social performance. We offer our stakeholders the opportunity to evaluate steps we have taken to manage the efficiency that stems from our operations.

In our quest for excellence, we aim to render our sustainability reports one of the most important communications tools through which we convey our good practices and goals to our stakeholders. Unless otherwise stated, the information contained in this report encompasses Kumport's activities between 1 January 2022 and 31 December 2022.

Gathering the data related to the report was conducted under the leadership of Kumport HSE, Quality and Safety Department, as well as the contributions of the relevant units of the company. The report has not passed external audit. This report has been prepared in accordance with the "Basic" option of the GRI Standards.

Sustainability priorities determined by Kumport with inclusive stakeholder participation are presented under the title of "Our Material Sustainability Issues."





02

Corporate Profile



● 2.1 CORPORATE PROFILE

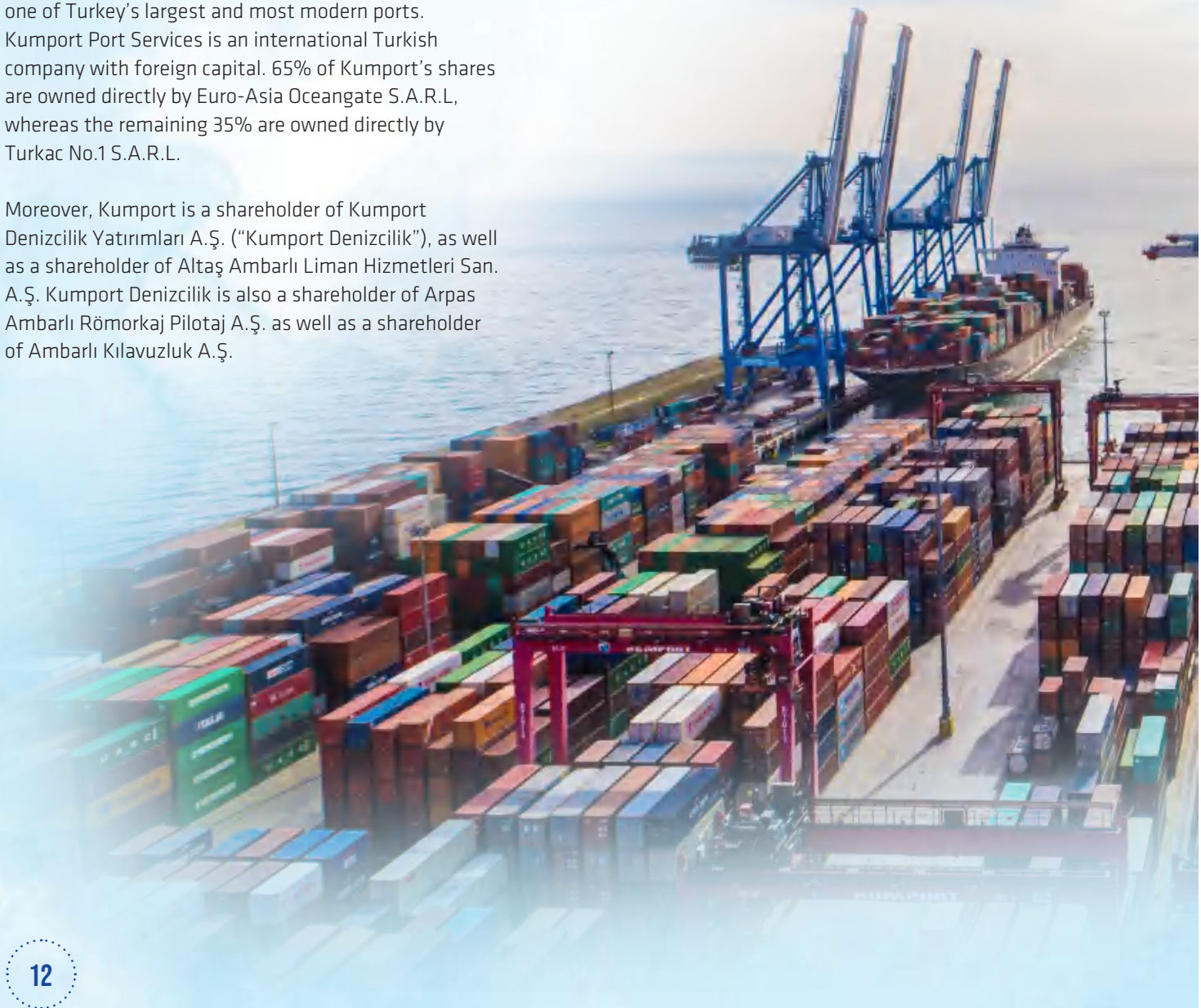
2.1 CORPORATE PROFILE

Thanks to its experience and expertise of more than 40 years in the port services sector, Kumport provides value-added services to partial and project cargoes with its imports warehouse equipped with modern systems and duty-free storage area in the KLP zone, collaborating with Turkish importers and exporters to provide a wide line option.

Furthermore, with its qualified human resources, modern machinery and port automation system investments that support high business volume, it is one of Turkey's largest and most modern ports. Kumport Port Services is an international Turkish company with foreign capital. 65% of Kumport's shares are owned directly by Euro-Asia Oceangate S.A.R.L, whereas the remaining 35% are owned directly by Turkac No.1 S.A.R.L.

Moreover, Kumport is a shareholder of Kumport Denizcilik Yatırımları A.Ş. ("Kumport Denizcilik"), as well as a shareholder of Altaş Ambarlı Liman Hizmetleri San. A.Ş. Kumport Denizcilik is also a shareholder of Arpas Ambarlı Römorkaj Pilotaj A.Ş. as well as a shareholder of Ambarlı Kılavuzluk A.Ş.

It also functions as a transit and hub port.



65%

Euro- Asia
Oceangate S.A.R.L



35%

Turkac
No.1 S.A.R.L

2.1 CORPORATE PROFILE

SERVICES AND MARKETS

Kumport is one of the leading ports of the Marmara Region, which plays a crucial role in the Turkish economy, and provides shipping operations and terminal services.

Ship Operation Services

Container offloading/loading, bulk cargo unloading/loading, reefer container services, container fixing services, general cargo offloading/loading, project offloading/loading, yacht offloading/loading, ship services (sheltering, water supply, vehicle services/Ro-Ro).

Terminal Services

Import and export customers are offered the opportunity to serve in separate areas as Import and Export CFS zones in the bonded area within the port. Services such as container stuffing, unstuffing, full inspection, partial inspection, sampling and X-Ray scanning are provided. Regarding the storage of partial imported cargo, services are provided with Closed Warehouses in Import status within the Bonded Area, and eight line port gates in total, four entrances and four exits at three separate main entrance and exit gates. Moreover, storage facilities are offered for special project cargoes in the duty-free area.

Existing and Future Markets

Import/export container handling services market over the Marmara Region. Also the transit container handling market. The Ro-Ro transport market. Services market for Logistics needs of local exporters, importers and forwarders. Open cargo, general cargo and project cargo handling/port services market.

Current and Potential Customer Groups

Global and regional container and ship operators, companies dealing with RoRo operations, forwarders dealing with full and partial transport, importers, exporters, companies dealing with bulk operations.

Kumport Logistics Park (KLP)

At KLP, we support our customers in terms of empty container storage services with large empty container storage areas. We provide added value with additional services such as PTI, container washing, container sweeping, classification. Concurrently, storage facilities are also offered for special project cargoes in our duty-free enclosed storage area located in this zone.

2.2 KUMPORT IN FIGURES

**1st
PLACE**

1st in Import container handling and local business volume (TEU); 1st in Marmara Region in 2022 (10% growth in import business volume (TEU))

**%2
GROWTH**

2% growth in export business volume (TEU)

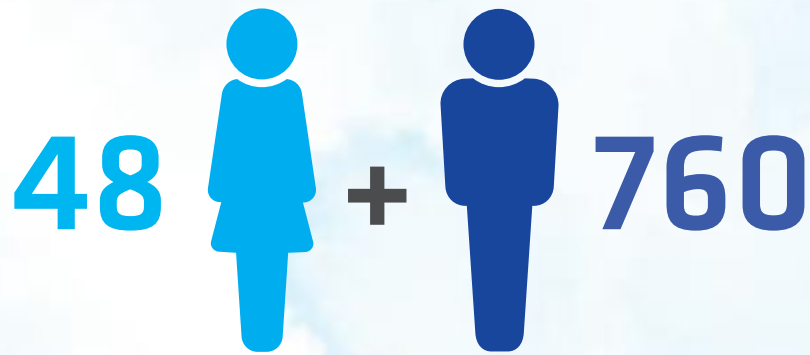
**%7
GROWTH**

7% growth in local business volume (TEU)

**1.175.741
BUSINESS
VOLUME**

1,175,741 Business Volume Total container business volume in 2022: 1,175,741 TEU

Thanks to its investments in human resources and innovative activities, and its practices that focus on employee satisfaction and development, Kumport has achieved another first in its sector by being entitled to receive a certificate from the Great Place to Work Institute, which offers the world's best employee experience platform for measuring company culture.



808
EMPLOYEES

Total Number of Employees 808; Men: 760; Women: 48

03

Corporate Governance



- 3.1. OUR APPROACH TO SUSTAINABILITY
- 3.2. STAKEHOLDER DIALOGUE
- 3.3. OUR SUSTAINABILITY PRIORITIES
- 3.4. CORPORATE MANAGEMENT
- 3.5. ETHICS AND COMPLIANCE

3.1 OUR SUSTAINABILITY APPROACH

Kumport's vision of being the best port operator in Turkey in quality, process and cost management, within the scope of the "Corporate Governance" strategy, complying with all relevant laws and regulations, attaching importance to occupational safety for both its own employees and business partners in the Kumport zone, ethical in the eyes of the public, provides a high society perception with its stance which doesn't compromise on a transparent, fair and accountable management approach.

With the mission of providing port services at high standards and creating sustainable value for all our stakeholders as the regional logistics base of the world container transportation, Kumport aims to grow through agile and innovative approaches while maintaining its profitability in all market conditions.

By increasing physical and technical capacity with an innovative, ethical and transparent port management approach that considers continuous development, respecting the environment and people, Kumport aims to provide quality services that create common value to all its stakeholders. In implementing them in its customer relations, these values are our most important feature that distinguishes us in the sector we're in.

We continue down the path of excellence we embarked upon by taking part in the National Quality Movement (UKH) since 2014. The EFQM (European Foundation for Quality Management) Turkey Excellence Award we received in 2018 is a testament to Kumport's commitment to a high-quality business approach, innovation capability and excellent service for a "Sustainable Common Future."





3.2 DIALOGUE WITH OUR SHAREHOLDERS

Strong, participatory and efficient stakeholder dialogue is one of the cornerstones of Kumport's way of doing business, and therefore of its sustainability approach. All persons, groups and organizations directly or indirectly affected by Kumport's activities, goals and policies and have an impact on them are defined as company stakeholders. In this context, Kumport's main stakeholders are classified as; employees, customers, suppliers, social stakeholders and sectoral stakeholders. Kumport is committed to ensuring the communication it establishes with its stakeholders is effective and transparent, and accordingly, it creates structures that will ensure stakeholder diversity in its processes and decision-making mechanisms. With this in mind, Kumport develops communication channels specific to the relevant stakeholder group, determining the frequency of communication in its dialogue with all its stakeholders. Kumport declares its Corporate Strategy to all stakeholders through various communication channels. Announcing and disseminating to employees is envisaged in the details of strategies and strategic actions.

A number of feedback mechanisms, proactive and reactive, are used to identify the needs of its main stakeholders. By conducting stakeholder analyses within the scope of the Strategic Planning Process; queries and needs of stakeholders are answered through satisfaction surveys (Employee Satisfaction Survey, Customer Satisfaction Survey, Community Satisfaction Survey). Actions are planned and implemented accordingly.

Many of the implemented projects are conducted with the participation and cooperation of stakeholders:

- Support to develop supplier capabilities in investment projects and technology management realized in cooperation with suppliers
- Training support for subcontractor employees (e.g., daily on-the-job training, OHS training, OHS and defense techniques training for security company employees, subcontractor IMDG and professional qualification training for employees of companies that provide forklift and container services operations)
- By taking an active role in the bodies of sectoral stakeholders (e.g.; taking part in the evaluation teams of KalDer, working groups of TÜRKLİM, DTO, Türklım, YASED etc.) the stakeholders with whom Kumport is in contact, communication platforms utilized, communication methods and communication frequency are provided in the table below:





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45G1

MAX. GROSS 32,500 KGS
71,650 LBS
TARE 3,700 KGS
8,160 LBS
NET 28,800 KGS
63,490 LBS
CU. CAP. 76.4 CBM
2,700 CUFT

TGBU 584497 2
45G1

MAX. WT. 32,500 KGS
71,650 LBS
TARE WT. 4,100 LBS
PAULDAD 28,400 KGS
62,600 LBS
CU. CAP. 2,700 CUFT

CAUTION

TRHU 682621 5
45G1

MAX. GROSS 32,500 KGS
71,650 LBS
TARE 3,700 KGS
8,160 LBS
NET 28,800 KGS
63,490 LBS
CU. CAP. 76.4 CBM
2,700 CUFT

831691
45G1

MAX GROSS 32,500 KGS
TARE 3,700 KGS
NET 28,800 KGS
CU. CAP. 76.4 CBM

CAUTION
HIGH TRAILER

EITU 9103106
45G1

GROSS 32,500 KG
TARE 3,700 KG
NET 28,800 KG
CU. CAP. 76.4 CBM

3.2 DIALOGUE WITH OUR SHAREHOLDERS

Communication Platforms with Our Stakeholders

Stakeholder Group	Stakeholders	Communication Platform	Communication Methods	Communication Frequency
Customers	Customers	Customer Satisfaction Survey, One-on-One Meeting, Customer Visits, Customer Back Notifications, Website	Written, Oral	Yearly Survey When Meetings Are Necessary
Employees	Employees	Employee Satisfaction Survey (ESS), Suggestion System, Employee Voice Meetings, Social Organizations	Training, Instruction Procedure, Voice, Announcement, Written, E-Mail, Meeting etc.	Biennial Survey Quarterly Employee Voice Meetings
Suppliers	Suppliers	Supplier Visits	Written, Oral	Whenever Necessary
Social Stakeholders	Regulatory Public Institutions (Ministries)	Community Satisfaction Survey (Reputation Management - CSS)	Written, Oral	Biennial
	NCO's		Written, Oral	Biennial
	Local Authorities		Written, Oral	Biennial
	Universities and Research Institutions		Written, Oral	Biennial
Sectoral Stakeholders	National Sectoral Stakeholders		Written, Oral	Whenever Necessary
	International Sectoral Stakeholders		Written, Oral	Whenever Necessary

The primary internal communication channels are; e-mail, posters, general announcements, SMS, and the 'Kumport Bulletin.' News regarding Kumport, developments, general announcements about the company, developments regarding management systems, internal procedures and updates, etc. matters are regularly shared with all employees via general announcements and SMS. Kumport's corporate website is its primary external communication channel. Comprehensive information and news about all Kumport's fields of activity and services is available to all its stakeholders over the Kumport corporate website and social media.

Memberships



3.3 OUR MATERIAL SUSTAINABILITY TOPICS

An inclusive prioritization study was conducted with the participation of internal and external stakeholders in order to determine Kumport's sustainability priorities. The stages of stakeholder engagement activities conducted within the scope of prioritization are as follows:

Preparation Phase

Sectoral dynamics, due diligence meeting outputs, GRI sectoral sustainability issues and relevant internal/external resources were examined whereas 13 sustainability issues that could be prioritized for Kumport were determined.

Determining Strategic Priorities

The Senior Management personnel participated in a two-stage online survey in order to determine the strategic sustainability priorities for Kumport.

Identification of Priorities for Stakeholders

Face-to-face workshops were held with employees from stakeholder groups, whereby online surveys were conducted with Kumport Senior Management, public institution stakeholders, customers and suppliers in order to identify sustainability issues considered important to Kumport stakeholders and to receive stakeholder feedback.

Along with these stakeholder dialogue efforts, a total of 65 stakeholder representatives contributed in determining Kumport's sustainability priorities. **'Waste Management'** was added to the priority topics by re-evaluating the sustainability priorities matrix in the light of our current corporate priorities, local and global trends, and current material issues concerning our industry.



Kumport Priority Sustainability Issues

<p>Occupational Health and Safety</p>	 
<p>Employee Training and Development</p>	
<p>Agility and Engagement</p>	 
<p>Energy Management and Emissions</p>	  
<p>Economic Performance Reasonable Working Conditions Employee Engagement</p>	
<p>Port Security</p>	 
<p>Customer Focus</p>	
<p>Ethics and Compliance</p>	
<p>Waste Management</p>	   

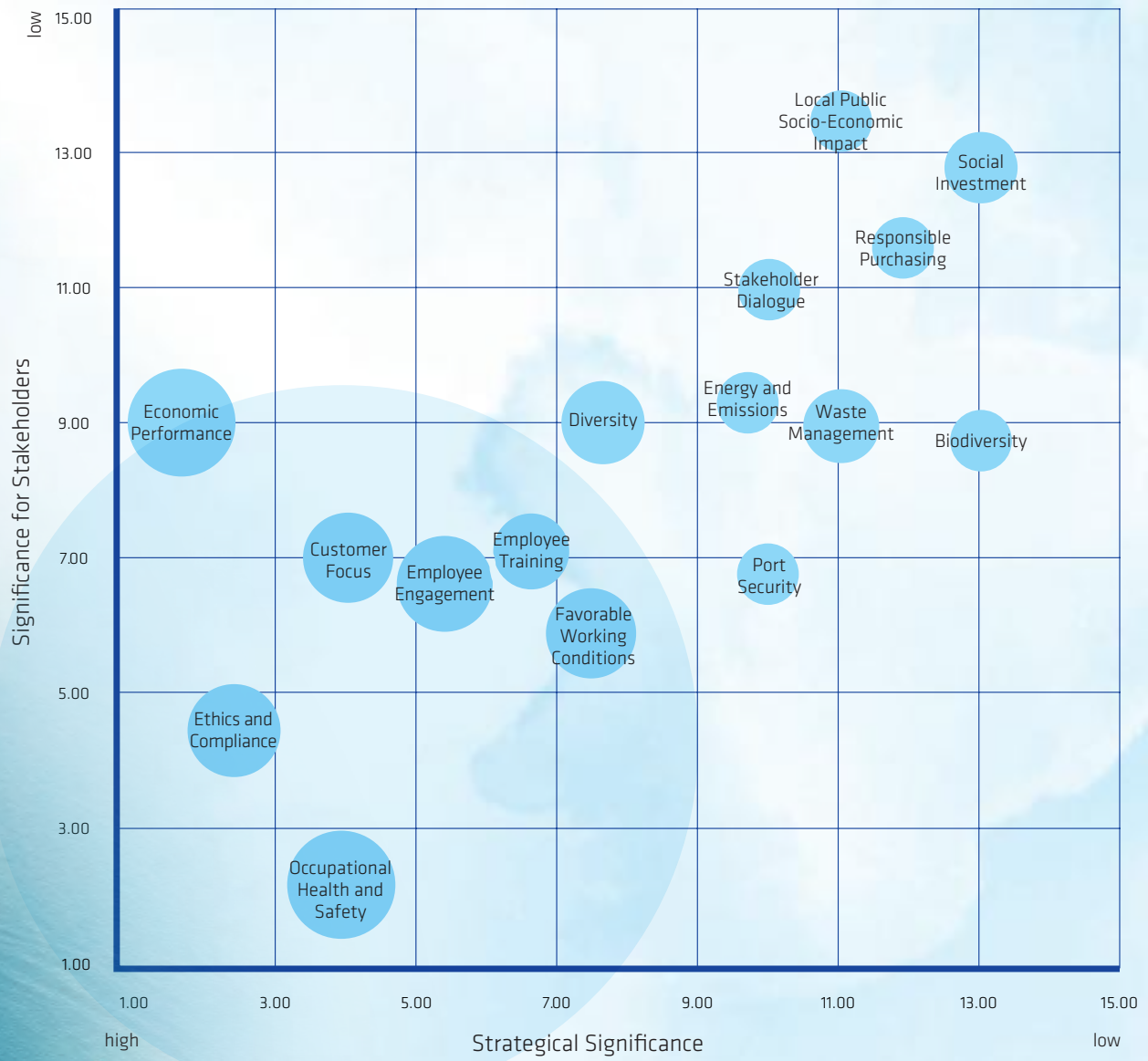
* No prioritization has been made for the above issues.

3.3 OUR MATERIAL SUSTAINABILITY TOPICS

As Kumport, we continue to implement our sustainability priorities in line with the UN Sustainable Development Goals. Our material issues directly or indirectly encompass the 14 Sustainable Development Goals (SDGs).



MATERIALITY MATRIX



3.4 CORPORATE MANAGEMENT

Kumport conducts its activities with an ethical, transparent, fair, responsible and accountable management approach within the scope of its "Corporate Governance" strategy.

EXECUTIVE BOARD

Senior Management represents a total of 11 members, including 1 CEO and 4 Deputy General Managers, Operations Senior Manager, Finance Senior Manager, Trade Senior Manager, HSE, Quality and Security Manager, HR and Corporate Communications Manager, Insurance and a Legal Affairs Manager.

The Board of Directors consists of 8 (eight) members elected by the General Assembly in accordance with the provisions of the Turkish Commercial Code. The committees and their members affiliated to the Board of Directors and within the scope of sustainability are as follows:

OCCUPATIONAL HEALTH AND SAFETY BOARD

CEO
Deputy GM
Employee Representatives
OHS Specialist
Workplace Doctor
Department Managers
Subcontractor Representatives

DISCIPLINARY BOARD

Human Resources and Corporate Communications Manager
Security Manager
HSE, Quality and Security Manager
Operations Manager and Deputy Managers
Technical Maintenance and Repair Manager
Legal and Insurance Affairs Manager
Employee Representative

PORT FACILITY SECURITY COMMITTEE

CEO,
HSE, Quality and Security Manager
ISPS Specialist (LTGS)
Security Manager
Operations Manager
Deputy GM

EMPLOYEE VOICE PLATFORM

CEO,
Employee Representatives
Human Resources and Corporate Communications Manager
Administrative Affairs Manager

SOCIAL RESPONSIBILITY PROJECTS BOARD

Human Resources and Corporate Communications Manager
HSE, Quality and Security Manager
Project Execution Manager
Purchasing Manager and Related Deputy General
Manager

MANAGEMENT REVIEW MEETING

Held on a quarterly basis, under the leadership
of the CEO, Deputy GM and all with the participation
of department managers.

CUSTOMER VOICE MEETING

Customer Service Manager and Related Department
Managers

RECOMMENDATION BOARD

HSE, Quality and Security Manager
Human Resources and Corporate Communications
Manager and Related Department Managers

3.5 ETHICS AND COMPLIANCE

Kumport puts its 'Ethical Principles,' which rise above the corporate values of transparency, honesty and accountability, at the foundation of all its activities and the relationship it establishes with its internal and external stakeholders. With its Ethics and Compliance management, Kumport is committed to a business manner which complies with the relevant national and international laws in its relations with all its stakeholders, especially its employees and customers.

The goal of the "Ethical Principles and Blizzard" procedure is to define the ethical principles and anti-corruption policies determined within Kumport, and to ensure they are known and effectively implemented by all stakeholders. Employees can report behavior and practices adverse to ethical principles stipulated in the Ethical Principles and Whistleblowing Policy via the e-mail address (etik@kumport.com.tr).

Although the policy is accessible to all employees, it is communicated to every hired employee. Ethical Principles and Whistleblowing training is provided to all newly recruited employees as part of the Kumport Orientation Program. Reports made through the Kumport ethics hotline (etik@kumport.com.tr) are evaluated by the Ethics Committee. The Ethics Compliance Committee is comprised of; The Senior Management of the Human Resources and Corporate Communications Manager and the Secretary of the Board of Directors. Moreover, the Board may establish an investigation commission if required.

A special webpage has been allocated on the corporate website in order to ensure that the policies defined within the scope of ethical principles and anti-corruption are known and effectively implemented by Kumport employees, and to follow up and provide feedback to customers, suppliers and third parties.



An aerial photograph of a large port facility, likely Kumport, showing numerous ships docked at piers, extensive stacks of colorful shipping containers, and various industrial buildings and infrastructure. The port is situated along a coastline with mountains visible in the background under a bright, cloudy sky.

Our Ethical Principles

- Zero Tolerance Commitment
- Anti-Bribery
- Gift Acceptance
- Meal and Event Invitations
- Donations and Grants

The Zero Tolerance Commitment is at the core of the Kumport Code of Ethics. Another critical issue for Kumport Management is that all company employees and/or third parties are not involved in any acts of corruption in their activities with Kumport. For our employees, the Ethics Committee completes the evaluation process on such matters and, if necessary, forwards the process to the Disciplinary Committee for discussion. The necessary legal regulations are followed and implemented for third parties.

04

Economic Performance



- 4.1. OUR ECONOMIC PERFORMANCE
- 4.2. OPERATIONAL PERFORMANCE
- 4.3. CUSTOMER FOCUS AND INNOVATION
- 4.4. SUPPLY MANAGEMENT

4.1 OUR ECONOMIC PERFORMANCE

As a port operator aiming to develop new services every year based on continual improvement of its operational processes, Kumport aims to boost its business volume with its investments.

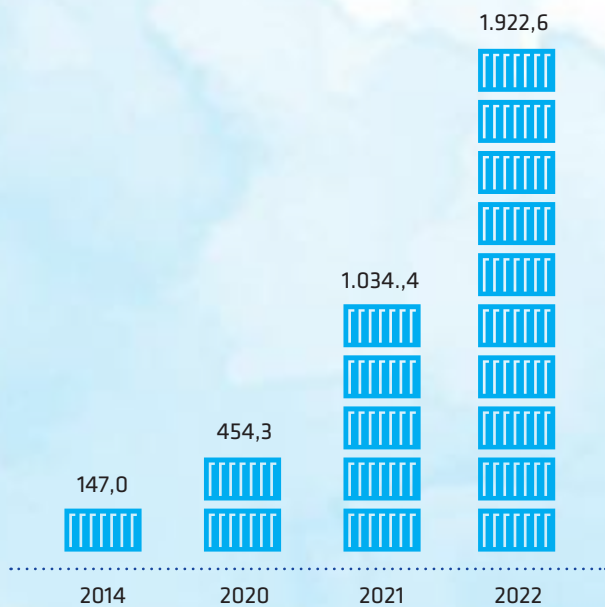
As a first step, Kumport took initiatives in 2018 to boost the capacity and quality of the port with an investment of a valuable amount, the berth was extended and new cranes were purchased. Two SSG quay cranes and eight RTG type field cranes were commissioned in the second half of 2019. Having added approximately 15,000 m2 to its port zone in 2019 - 2020, Kumport continues to serve at full capacity.

In this context, additional field investments were completed when it subsequently began to be used as a stacking area.

Kumport contributes to local and regional growth and secures sustainable employment with its investments and sustainable performance.

Due to the noticeable growth of Kumport's business volume, there has been a parallel increase in taxes paid every year. It creates added value for the country's economy by paying the taxes it is obliged to on time and one hundred percent.

Taxes Paid (Index)



Our Economic Contribution to Society

Kumport continues to contribute towards the education, sports, civic organization and other areas in the local community. Support activities include; infrastructure support to schools, donations to non-governmental organizations instead of sending flowers, planting trees for each newborn baby of the employees, environmental donations to suppliers in contracts, and complimentary storage for aid containers. Total financial donations (indexed) are as follows:

Our Donations (Index)



4.2 OUR OPERATIONAL PERFORMANCE

With “Operational Excellence” as one of its eight strategic goals, Kumport has pioneered many firsts in the port services sector since its establishment. Operational performance is reported on a weekly, monthly and annual basis and is evaluated at relevant management meetings. Process improvement, corrective and preventive actions, suggestion system and teamwork approaches are applied to improve performance.

Besides being an operationally agile port with its high/upgradable field/warehouse/dock capacity, Kumport has operational advantages that can meet potential growth demands with its efficient site layout, high technical capacity dependable equipment, and high ship operation efficiency.

With vast empty container storage areas provided at Kumport Logistics Park, customers are supported in terms of empty container storage services. Moreover,

added value is provided by additional services such as Pre-Trip Inspection-(PTI), container washing, container sweeping and classification.

With the project cargo operations carried out in June, 2023, two full wind vane sets were discharged. Of these pieces, 44.5 m. long wind turbine blades were offloaded by using two cranes (tandem crane) simultaneously. An operation requiring very sensitive and superior coordination has been successfully completed. Thanks to investments made in the field and equipment, high fuel consumption has been achieved. New operational process applications are introduced.

The Pin Station application used in ship ops is also an improvement study within the scope of Kumport OHS studies. Moreover, a tarpaulin opening / closing station was set up so tarpaulin vehicles can perform tarpaulin ops safely.



We continue to provide sustainable improvements in operational processes in line with customer demands, suggestions and expectations. For more details of practices conducted in 2022, refer to the report heading “4.3 Customer Focus and Innovation.”

Operations

1. In terms of its Logistics Park (KLP) area square meter improvements, Kumport offers its customers empty and full container storage washing, PTI and repair operations in KLP with wide empty container stacking areas and empty container storage service support. In addition, it offers additional services such as PTI, container washing, container sweeping and classification.

2. With the Container Pin Station application, our port service staff now have safer work space.

3. In June 2022, an important project cargo operation was realized in which two full wind turbine sets were offloaded.

4. With the decision to change our terminal operations system in September 2022, an agreement was signed with a company used in global and modern container terminals and the pioneer of its sector. The system is slated to come online in 2024.



4.3 CUSTOMER FOCUS AND INNOVATION

Regarding sustainable customer satisfaction at Kumport, recently developed services are provided through improvements in operational processes as well as effectively managing the customer relations management process.

Some of Kumport’s important features include; providing customer service with product and service (IMDG handling, customs-free zone storage), remote monitoring operations using high-tech equipment.

Customer Relations

Communications with customers and customer feedback are managed at Kumport by the Customer Service Directorate within the framework of the “Customer Relationship Management” process. Many applications for activating communications have been developed in line with the strategy of “increasing customer satisfaction.”

The process management approach at Kumport has come a long way thanks to the integration of ISO 10002 Customer Satisfaction Management System. The ISO 10002 standard forecasts the fulfillment of management commitments regarding the formation of a customer-oriented environment, which is open to feedback (including complaints), to resolve each complaint and improve customer service. With this management system, the corporate goal is to establish longer-term relationships with customers and to develop these relationships.

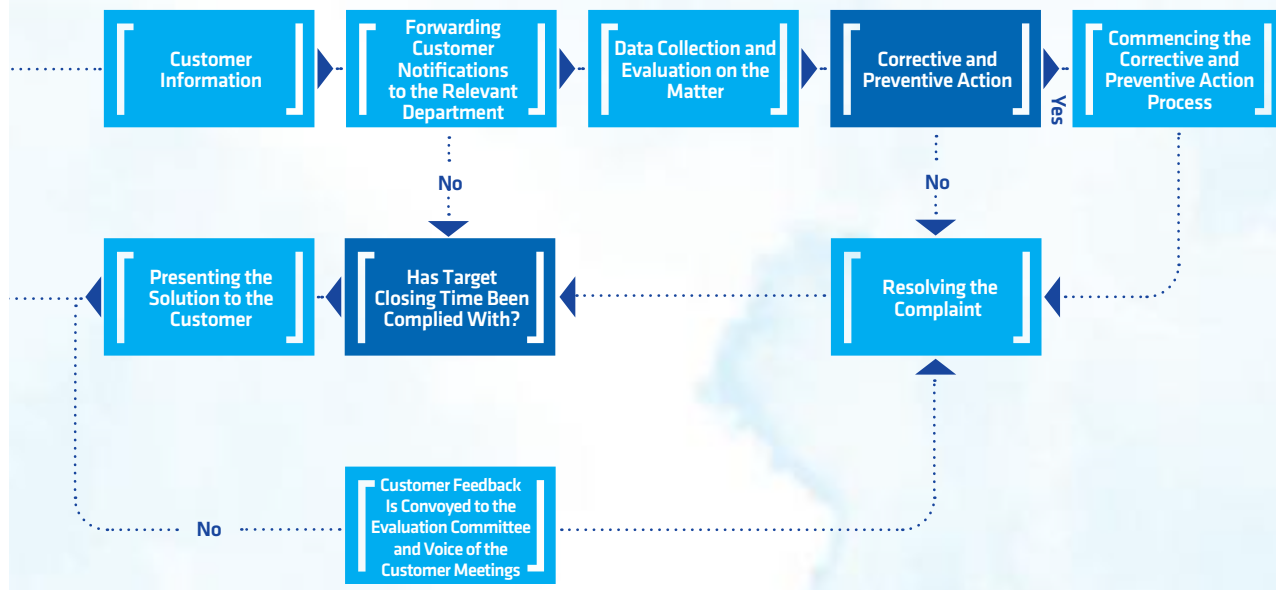
Customer Satisfaction

At Kumport, customer notifications are managed within the scope of the customer feedback procedure. Notifications filed through customer service are passed to the pertinent managers and teams of the business units as per the notification subject and are registered



in the electronic format. If there are actions that need to be taken, the action step is opened and followed up, and the action is closed after it is determined that satisfaction is achieved. Within the scope of Kumport’s ISO 10002 Customer Satisfaction Management System Certificate, the satisfaction survey for the complaints recorded in the QDMS program is re-organized by customer service employees. Based on their notifications, customers are responded to in writing, verbally, over the phone and via e-mail.

Customer satisfaction surveys (CSS) have been conducted regularly annually since 2006 to determine



the expectations of customers and measure their perceptions. The surveys are conducted with agencies, transportation work organizer companies, imports and export companies, customs consultants, customs brokers and transport companies by an independent market research company in order to secure reliable and accurate results. The results of the survey are shared with the participation of senior management and unit managers, whereupon the survey feedback is converted into action. If there are complaints among the survey results, data that contributes to the analysis of these and the management of our complaint process are obtained.

The main points measured by customer satisfaction survey are as follows;

- Cognizance and perception**
- Satisfaction**
- Communication**
- Process satisfaction**
- Company image**
- Business partnership, values and brand promise**
- Communication in Kumport Units**
- Loyalty**

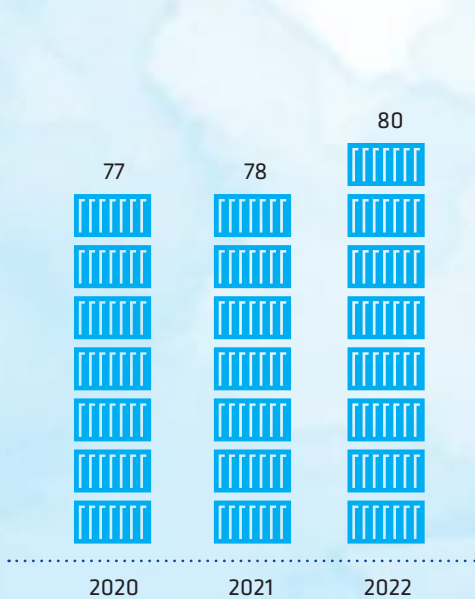
4.3 CUSTOMER FOCUS AND INNOVATION

We continue to increase our customer satisfaction index with new services developed over the years, improvements made in operational processes and effective management of the Customer Relationship Management process. Our goals are determined for the next year at the end of each calendar year.

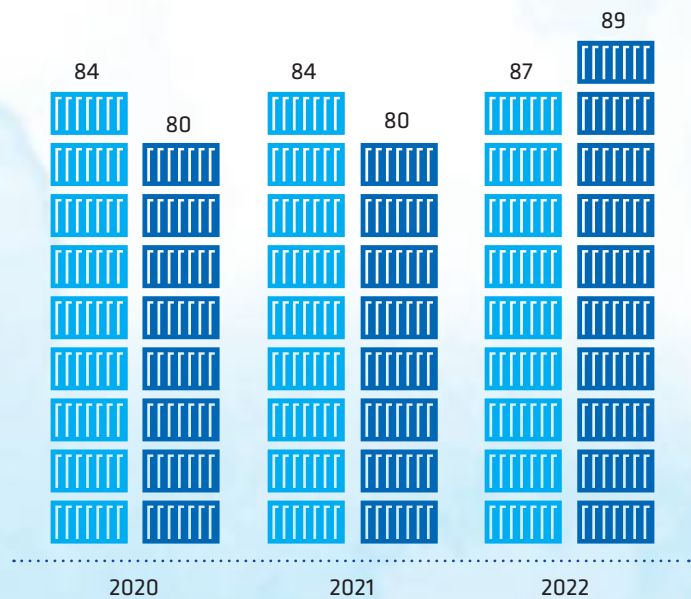
Despite the Covid-19 pandemic, which started in 2019 and spread all over the world, all services as Kumport continued 24/7 unabated. In 2022, our staff started working remotely to provide face-to-face service in our offices again with the decrease in the effect of the pandemic.

Customer visits, which could not be made face-to-face in 2021 due to the pandemic, continued to be carried out through the Teams Program in 2022. In this regard, a total of 56 interviews were conducted in 2022. Moreover, Kumport's reputation and perception of sustainability in the society has been followed up with the Satisfaction Surveys held annually for its stakeholders through surveys conducted by an independent market research company since 2015. The results of the customer satisfaction survey on OHS and environmental issues according to years are provided below.

Customer Satisfaction Index



CSS (Customer Satisfaction Survey)



Respecting the Environmental and People
Occupational Safety

4.4 SUPPLY MANAGEMENT

The Kumport chain was set up in a manner that offers transparency, correctness and suppliers can access the company's decision-making chain-of-command.

Since Kumport is situated in the service sector, there are no raw material suppliers that can be a direct input to the realization of the product/service. Therefore, its suppliers include service suppliers, operational suppliers, subcontractors, office and spare part consumable suppliers. The approved supplier list is updated annually.

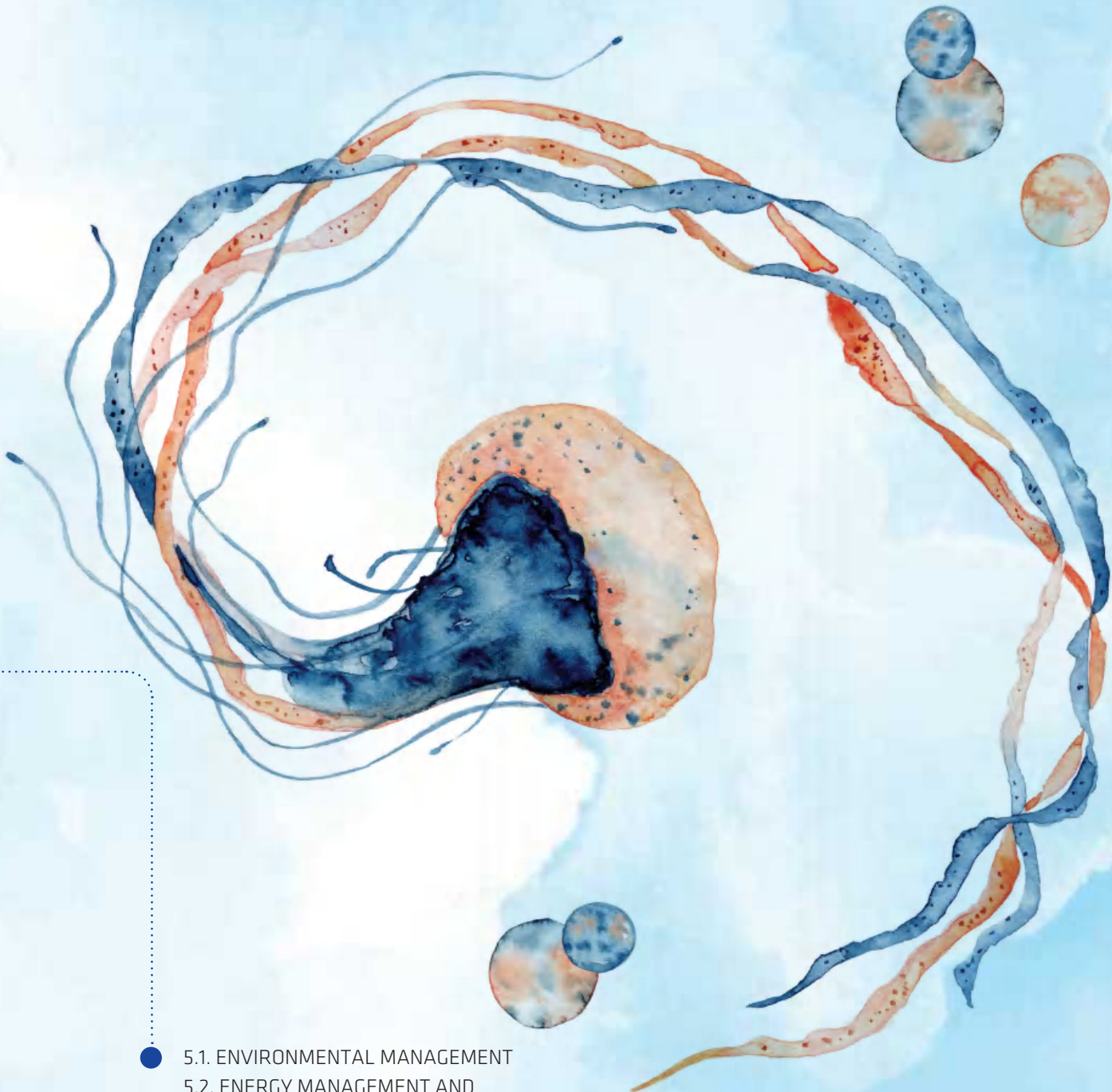
In order to ensure the continuity in the goods purchased and the services provided, the goods/service quality, price policies, delivery performances of the suppliers are evaluated along with the relevant departments under the coordination of the Purchasing Department, and necessary actions are determined according to the performance results. Care and attention are paid to meeting occupational safety and environmental legislation and standards in all purchases of goods and services. Supplier visits are made with the Purchasing and other relevant departments, feedback from the surveys made to the suppliers is followed up regularly, and sustainability is ensured in process development studies based on the feedback given to Kumport.

The ratio of e-tenders made through the e-tender portal, utilized to ensure transparency, to the total purchasing volume was 43.4% for calendar year 2022. Local companies are preferred in order to reduce their carbon footprint in purchases made from suppliers, and 99.7% of the suppliers approved in 2022 were preferred from local suppliers.

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05

Environmental Management



- 5.1. ENVIRONMENTAL MANAGEMENT
- 5.2. ENERGY MANAGEMENT AND EMISSIONS
- 5.3. WATER MANAGEMENT
- 5.4. WASTE MANAGEMENT

5.1. ENVIRONMENTAL MANAGEMENT

Kumport Port Services and Logistics Industry. ve Tic. A.Ş. as the regional logistics base of the world container transportation with the Integrated Management Systems and Accident Prevention (<https://www.kumport.com.tr/tr-TR/yonetim-politikamiz/313639>) Policy created in line with its vision, mission and values. Kumport aims to provide port services at high standards and create sustainable value for all its stakeholders. ISO 14001 Environmental Management System, ISO 14064 Greenhouse Gas Calculation and Verification Management System and ISO 14046 Water Footprint Calculation and Verification Documents were obtained as part of Kumport's commitment to prevent the negative environmental impact arising during its activities. Environmental management processes are managed on the basis of these standards and legal regulations. Some of the priority areas in all of Kumport's activities and investments are; contributing to the environment, society and human health by prioritizing sustainability, investing in clean technologies and preventing environmental pollution through waste management, as well as reducing energy and natural resource consumption and greenhouse gas emissions.

At Kumport, the environmental dimension assessment is updated annually and environmental impacts are determined. Legal legislation is followed on a daily basis and the continuity of compliance is ensured by preparing a monthly evaluation report. Coastal Facilities and Pollution Compulsory Liability Insurance Policy is renewed every year, and possible environmental pollution material damages are covered. Moreover, the compulsory hazardous goods and waste financial insurance policy is renewed every year.

Kumport port facility is audited by the Ministry of Environment, Urbanization and Climate Change, Ambarlı Regional Port Authority, Istanbul Metropolitan Municipality, Beylikdüzü Municipality, accredited certification bodies at different times, planned and unplanned.

As a result of said inspections carried out within the scope of Environmental Legislation, the port has never been subjected to any monetary or administrative penal sanctions.

Our Environmental Management Objectives are;

1. To comply with all environmental legislation and not be slapped with penal sanctions,
2. To use eco-friendly products by reducing consumption of environmentally polluting fuels,
3. To reduce or control natural resource consumption,
4. To develop environmental awareness and sensitivity in all port workers,
5. To measure and report greenhouse gas emissions as a result of activities,
6. To monitor the amount of water used during the activities, measuring and reporting the water footprint,
7. To primarily ensure that waste is eliminated at its source and to reduce the amount of waste generated, as well as to ensure that waste is sent to recycling within the scope of waste management.

Budget plans are made annually for waste disposal, environmental analysis (waste water analysis, etc.), absorbent material management and environmental management consultancy services, and the use of clean technologies.

Apart from routine environmental trainings, trainings such as environmental leak drills and marine pollution response drills are provided annually.

Our Environmental Targets

Years	Forecasted (2020)	Realized Performance (2020)	Forecasted (2021)	Realized Performance (2021)	Forecasted (2022)	Realized Performance (2022)
Waste disposal rate / TEU	0,032	0,032	0,0010	0,00007	0,0010	0,000113
Recycling rate / TEU	0,2	0,199	0,35	0,222	0,35	0,20240
NUMBER OF TREES SAVED	278	329	270	277	270	280



5.2. ENERGY MANAGEMENT AND EMISSIONS

Being aware of the devastating effects of climate change and increase in greenhouse gas emissions, Kumport is committed to conducting its operations in a way which has the least negative impact on the climate and environment.

Necessary plans and investments are implemented and managed in line with the objectives of protecting natural resources and reducing the damage to the environment. In choosing equipment, its objective is to reduce carbon footprint by choosing electrical energy equipment instead of fossil fuel. A few examples of energy efficiency, reducing electricity and fuel consumption are as follows:

- To minimize the idle running losses of mobile cranes; when the equipment is inoperative, energy loss is minimized by keeping the MV energy shut off.
- In 2022, led lighting products were started in reefer platform and mobo lighting, thus achieving a 50% savings compared to previous consumption figures.
- IREC Certification, which states that energy utilized by the port is supplied from renewable energy sources, was obtained from the energy supplier company.
- An energy monitoring- and meter-reading system was set up in 2022, with the goal of producing efficiency-enhancing projects from data to be obtained in the upcoming periods.

Minimum central generator operation was ensured through partnering with the electricity supplier institution and optimizing maintenance. (3 generators, 34 hours total)

In 2022, led lighting products were started in reefer platform and mobo lighting, thus achieving a 50% savings compared to previous consumption figures.

- Kumport Operations Department maintains the policy of hybrid machines in order to conduct minimum movements with diesel.

Aware of the fact that eco-friendly buildings utilize resources more responsibly, Kumport provides less consumption with its management buildings designed in a way that saves energy at the maximum level and a preference for eco-friendly lighting and air conditioning systems. The Operations Building has been designed in such a way that offices benefit from daylight at the maximum level.

Energy Consumption (Index)

	2020	2021	2022
Electricity (kWh)	137	146	148
Heating (kWh)	2,05	2,76	3,24
Cooling (kWh)	1,23	1,81	1,79
Steam	0	0	0
Total Energy Consumption (TEP)	327	349	375



5.2. ENERGY MANAGEMENT AND EMISSIONS

GREENHOUSE GAS EMISSIONS

Studies on climate change are conducted in accordance with ISO 14064 Greenhouse Gas Calculation and Verification Management System. Carbon emission calculations that constitute emission sources are made regularly. Reports are prepared by evaluating the data on an annual basis, and verification service continues to be received from the accredited institution.

Calculation methodologies published by international organizations such as International Panel Climate Change (IPCC) and Greenhouse Gas Protocol (GHG Protocol) and DEFRA calculation tables are used as emission sources described in the greenhouse gas inventory.

Calculation and measurement methodologies are followed through IPCC and legislation throughout the year. IPCC methodologies valid during the inventory period, DEFRA calculation tables and national reference calculations were taken as basis in generating the inventory.

To extrapolate the CO₂ equivalent of the emissions, CH₄, N₂O and HFC emissions are multiplied by the global warming potential. Emissions calculations are based on; Category-1 (Direct greenhouse gas emissions-IPCC), Category-2 (Indirect greenhouse gas emissions calculations from imported energy-IPCC), Category-3 (Calculations of indirect greenhouse gas emissions in transportation-IPCC and DEFRA), Category-4 (Calculations of indirect emissions from products used by our facility-IPCC and DEFRA), Category-5 (There is no product production since our facility does not have a production facility.), Category-6 (Emissions calculated indirectly from other sources-IPCC). Category-1, Category-2, Category-3, Category-4, Category-5 (not formed) and Category-6 greenhouse gas emissions arising from Kumport operations in the 2022 period are provided in the following table. Emissions from marketplace instruments, ships and waste disposal/recovery from the port, which we hadn't previously include in the calculation, are included in the 2022 calculations, as per the change in the calculation method. Due to the change of categories, 2022 data is presented in a separate table.

Greenhouse Gas Emissions (ton CO₂)	2020	2021
Category 1		
CO ₂	6,054.83	6.517,67
CH ₄	8.27	8.62
N ₂ O	505.17	535.18
Category 2		
CO ₂	6,173.32	5,991.289
CH ₄	0	0
N ₂ O	0	0
Total	12,741.59	13,052.759

Category	2022 (tCO₂e)
Category 1	7,261.66
Category 2	0,00
Category 3	25,707.71
Category 4	262.15
Category 5	0.00
Category 6	0.00
Overall Total	33,231.52

Both fuel consumption and carbon emissions from direct activities have dropped, within the scope of the converting existing equipment from fossil fuel to electrical energy. The amount of emissions per TEU was calculated for 2021, with the determination this figure was 0.011 tCO₂e, which was the same for 2020.

Year	2020	2021	2022
Emissions (tCO₂/TEU)	0,010	0,011	0,027
	0.010508138	0.01077391	0.02748985

5.3. WATER MANAGEMENT

Kumport adopts a responsible water management approach with the aim of minimizing the environmental impact arising from its operations. While there is no water consumption in Kumport due to operational activities, water consumption from office and maintenance activities is monitored in accordance with the ISO 14001 Environmental Management System.

The water footprint not only indicates the volume of water, but also the type and source of water used (blue, green, gray), as well as when and where it was used. Quantity is only one dimension of water use. Since we are in the service sector, we conduct a water footprint inventory study resulting from our processes subject to water consumption. The water footprint calculation has been and continues to be evaluated annually since 2020.

The calculation made for 2022 was verified, whereas the ISO 14046 Water Footprint Calculation and Verification Certificate was obtained.

2020 year grey water footprint: 28,286 m³

2021 year grey water footprint: 3,434 m³

2022 year grey water footprint: 5,283 m³

While water is consumed for washing purposes in maintenance-repair activities in Kumport, there is water consumption for domestic uses (sink, WC) throughout the port.

Water used in the port is supplied from the mains. There is no use of groundwater.

In addition to the routine maintenance of the water pipes conducted by our technical team, water consumption reduction

28.286
m³

2020 year grey water footprint

3.434
m³

2021 year grey water footprint

5.283
m³

2022 year grey water footprint

studies are carried out by taking the necessary precautions without neglecting leakage controls.

Besides providing environmental training within Kumport to boost employee awareness, necessary information is provided on water management, for which both environmental and treatment plant consultants are responsible.

There are no risks that will limit access to clean water. Waste water stemming from domestic use and vehicle washing activities conducted on port premises is treated as per pertinent quality values and discharged to appropriate treatment environments. There is both a Biological Waste Water Treatment Plant as well as a Chemical Waste Water Treatment Plant on port premises. Waste water from domestic use is treated and discharged at the Biological

Wastewater Treatment Plant with a flow rate of 200 m³/day. Wastewater from washing vehicles and grounds is treated at the Chemical Waste Water Treatment Plant and then Biological Waste Water Treatment Plant with a flow rate of 4 m³/day and discharged within the scope of the Environmental Permit. The sampling frequency of the chemical treatment plant is once every four months.

Waste water analysis results must meet the limit values stipulated in the Water Pollution Control Regulations. The biological treatment plant sampling frequency is every two months. Analyzes are regularly performed by accredited laboratories at specified periods. Sampling and analyzes are also conducted by official institutions through snap inspections.

The table of total water consumption within Kumport in 2022 is provided below.

Year	2019	2020	2021	2022
Total Water Consumption (m³/TEU)	0,0177	0.0162	0.0186	0.0217

5.4. WASTE MANAGEMENT

Kumport manages its waste management process as per the requirements of ISO 14001 Environmental Management System, ISO 14064 Greenhouse Gas Calculation and Verification Management System and Green Port Management Systems, and by following legal regulations. All waste generated in the port is based on the waste hierarchy and is defined in accordance with the regulations of the Ministry of Environment. All generated waste is classified and collected at the source, according to their types and stored in temporary waste storage areas in accordance with the legislation. Stored waste is kept within the legal period and sent to recycling or waste disposal facilities by means of licensed companies. Hazardous Waste Management is specified in the Waste Management Plan. Efforts are made to minimize environmental impact by reducing hazardous waste at its source, through the use of effective absorbent materials, environmental training and constant inspections. The department responsible for waste management is the Environmental Unit. The department manager is an Environmental Engineer, whose team includes personnel

in charge of waste shipment and organization, as well as an Environmental Ministry-trained Environmental Officer. Furthermore, environmental consultancy services are outsourced. The OHS and Environmental Unit organizes field work and discrepancies can be dealt with immediately. Continuous training activities related to reducing waste are organized. To the extent as is possible, waste is shipped out for recycling.

Our port facilities are Green Port/Eco Port certified. Moreover, ISO 14064-1 Greenhouse Gas Calculation and Verification Certificate and ISO 14046 Water Footprint Calculation and Verification Certificate were voluntarily obtained, whereas the Greenhouse Gas Emission Inventory and Water Footprint Verification Reports were prepared and verified by accredited companies.

The amount of waste generated within Kumport during 2022 and its disposal methods are provided in the following table.

Packaging Waste and Number of Trees Saved

Year	2020 (kg)	2021 (kg)	2022 (kg)
Hazardous Waste Disposal	38,878	80	137
Hazardous Waste Recycling	109,278	142,270	140,401
Non-Hazardous Waste Recycling	132,970	126,430	104,275

Hazardous waste is transported by Ministry-authorized companies. Compliance within the scope of both the Ministry of Environment and ADR (UN Agreement Regulating the International Transport of Hazardous Goods) is monitored and checked by assigned officials.

Furthermore, Kumport renews its Compulsory Hazardous Substances and Hazardous Waste Responsible Insurance annually as per the decision of the Council of Ministers, as well as the timetable and instructions of the council.

Total Waste Weight by Type and Disposal Method

Year	2020	2021	2022
Packaging Waste (Kg)	19,350	16,300	16,475
Amount of Packaging Waste Corresponding to 1 Tree (Kg)	58.82	58.82	58.82
Number of Trees Saved	329	277	280

Within the scope of Kumport Waste Management Plan, the number of trees saved thanks to packaging waste recovery through recycling is at significant levels. Within the scope of Kumport's current waste management system; reducing the amount of waste and increasing recycling efficiency are issues that are tracked closely and regularly. Kumport is aware that waste which cannot be regularly disposed of or recycled poses a threat to all life, especially to water resources. With this awareness, it is the first facility to realize the Zero Waste Project with practices it initiated within the scope of the 'Zero Waste Regulation,' and to be awarded the Zero Waste Certificate amongst Istanbul-based organizations. Within the scope of its Waste Management program, and in cooperation with Beylikdüzü Municipality, leftover food from the cafeteria was collected and handed out at homeless shelters in 2022.

BLUE CLIMATE AMBASSADORS PROJECT

Kumport began supporting the Blue Climate Ambassadors project, which was initiated in 2022 for women working in the maritime sector in order to draw attention to climate change and find solutions to environmental problems. The three female employees selected as Blue Climate Ambassadors were provided climate change awareness training. With a coastal clean up event organized within the scope of the project, waste, especially plastic, metal, paper and glass, was collected and removed from our seas along Istanbul's coastline.

06

Our Social Performance



- 6.1. EMPLOYEES
 - 6.1.1. EMPLOYEE RIGHTS
 - 6.1.2. EMPLOYEE TRAINING AND DEVELOPMENT
 - 6.1.3. EMPLOYEE PARTICIPATION AND SATISFACTION
- 6.2. OCCUPATIONAL HEALTH AND SAFETY
- 6.3. SOCIAL INVESTMENT
- 6.4. PORT SECURITY

6.1 EMPLOYEES

The tenet, 'Respect for People' ranks first amongst Kumport's corporate values. In regarding its employees as the most crucial value in the company's success, Kumport provides continuous training and a self-development environment for its employees. Its Human Resources Policy is based on systems and practices which offer opportunities and contributions towards employee development. Kumport deems it vitally important to spread a corporate culture that combines an innovative, customer-oriented, flexible, transparent and multi-dimensional perspective at all levels. All human resources

decisions, such as hiring, promotion, etc., are rendered by adopting an egalitarian approach, free from all forms of discrimination, with the principle of placing the right people in the right job in line with the needs. In this regard, while fulfilling its responsibilities towards both employees and society, Ethical Principles and the Whistleblowing Procedure is what guides all practices at Kumport. Through the disciplinary regulations, the goal is to ensure the communication of employees with respect to one other, and to preserve tranquility in the workplace.

Our HR Policy:

At Kumport, our compass always points better and further. While aiming for brand new and cross-border achievements, we believe our greatest strength in this journey is our employees. We are committed to establishing a working environment where they will feel happy and reveal their optimum potential.

With this awareness, we invest in personal and professional development through training and practices which provide opportunities and contributions to our employees' development. In essence, telling them 'Kumport is WITH YOU.' With the awareness that Intellectual capital is our most crucial investment, we strive to constantly improve the competencies and performance of our employees, in line with Kumport's strategies.

By encouraging all our employees to adopt our corporate culture of customer and solution-oriented, leading and innovative, ethical and transparent, leading and innovative, entrepreneurial and result-oriented, constantly developing, collaborative and participatory corporate values that are eco- and people-friendly, we experience the pride of creating value together.



At Kumport, everyone's opinions and comments are valuable. In this regard, we constantly measure and assess the expectations and satisfaction of our employees through various mechanisms. We listen to what is on the mind of our employees and create tools that enable them to participate in management. In making sure we provide them with a peaceful working environment, we aim to maximize their loyalty to our institution by ensuring they are happy with transparent, reliable and employee-oriented Human Resources practices. As a 'Great Place to Work Institute' reflecting the satisfaction of our employees, we strive hard together to improve our working environment each and every day.

6.1.1. EMPLOYEE RIGHTS

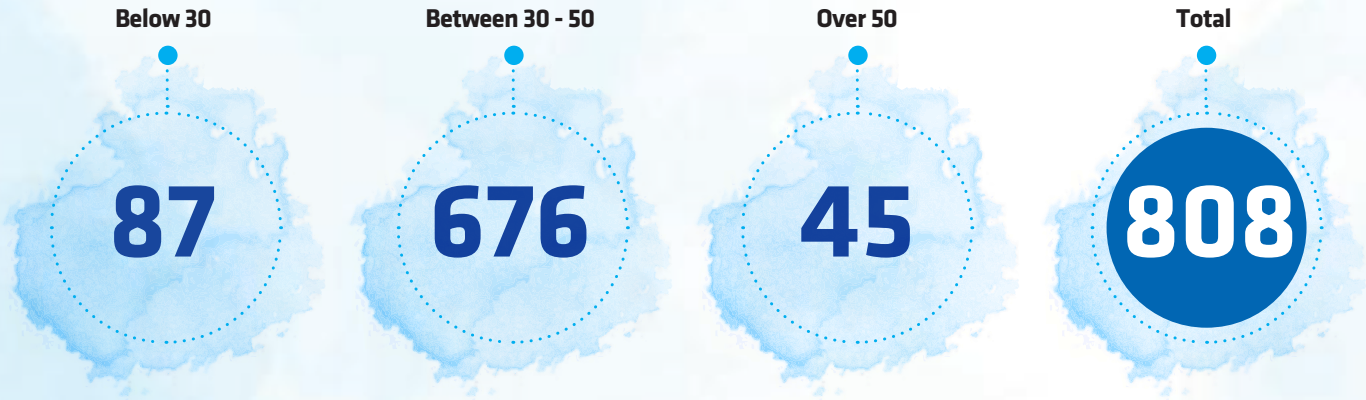
Kumport regards human resources as its most precious capital, whereas this principle is considered indispensable in the way of conducting business. As per domestic and international legislation, Kumport's employees are provided with a working environment free of discrimination based on age, gender, ethnicity, religion, language, color, belief, nationality, sexual identity, disability, marital status or other qualifications, whereas all employees are provided equal development and career opportunities as promised. The power behind Kumport's success is its diversity in human resources.

Kumport employs no part-time workers, whereas fringe benefits provided to full-time employees are as follows:

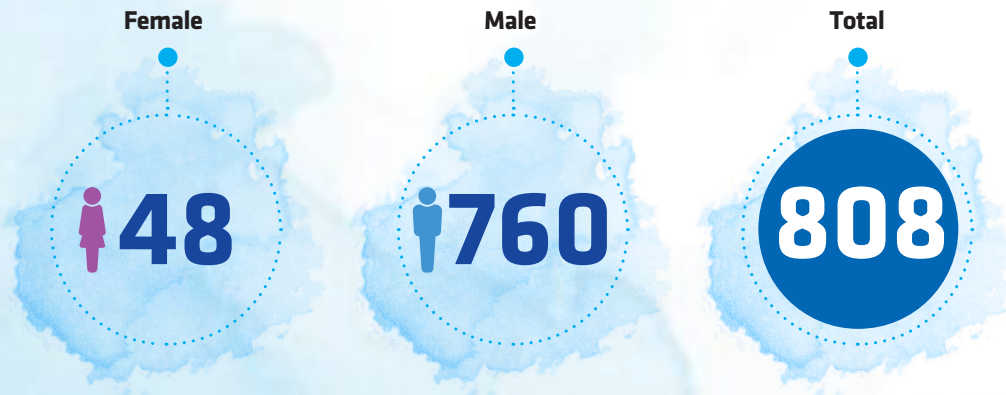
- Life insurance
 - Family coverage private health insurance
 - Implementation of annual leave and excuse leave periods over periods stipulated in the law
 - Seniority awards, marriage, birth, death disbursement applications
 - Shopping vouchers prior to religious holidays
 - Distribution of gifts such as chocolate, etc., on holidays and special days
 - Full salary disbursement for female employees on maternity leave
 - Special gift applications on birthdays of our employees
 - Vending cards that employees can use in on premises food and beverage vending machines
- Table of Number of Employees

6.1 EMPLOYEES

Age Breakdown of Employees



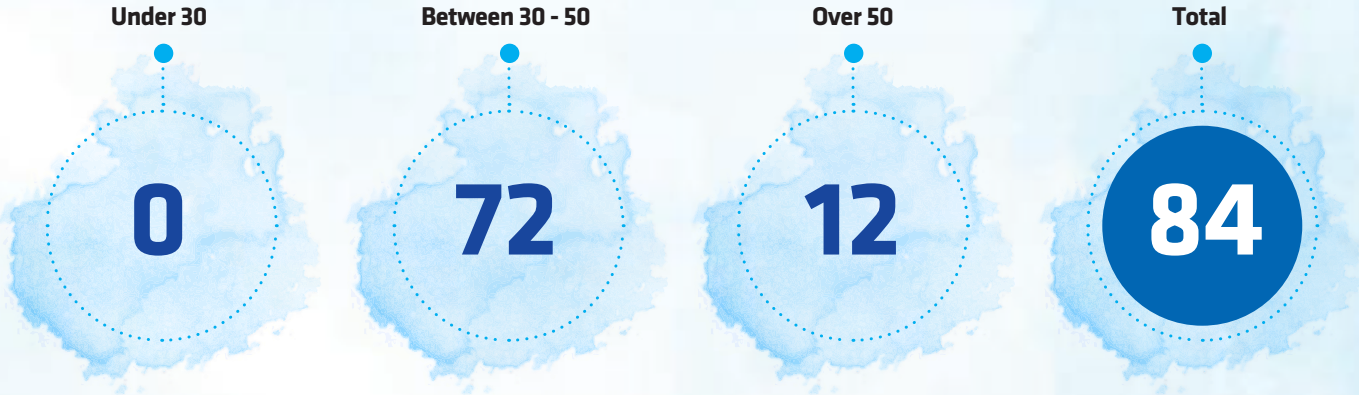
Gender-based employees



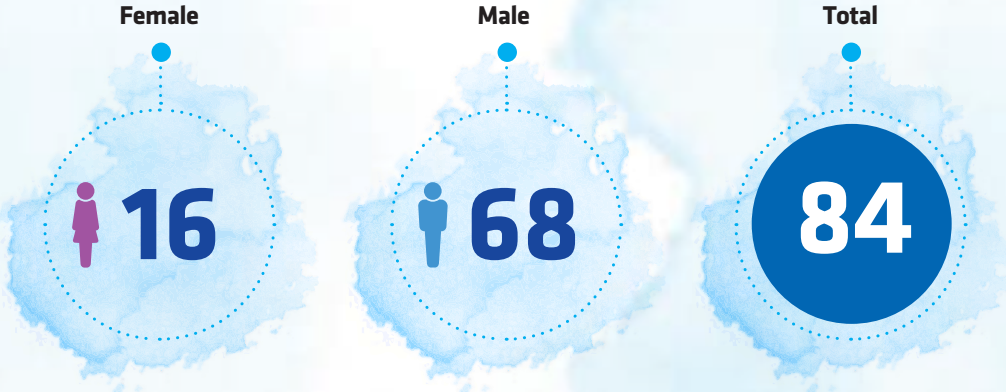
Employees (Local Employment)

Region	Number	Type of Employment
Avclar	105	Full-Time
Beylikdüzü	114	Full-Time
Büyükçekmece	95	Full-Time
Esenyurt	273	Full-Time
Total	587	

Managerial-Level Employees Age Breakdown



Gender Breakdown



Kumport contracts services with subcontractors specialized in port zone security, services received in different areas of the port, personnel transportation, cafeteria and health services.

6.1 EMPLOYEES

6.1.2. EMPLOYEE TRAINING AND DEVELOPMENT

Kumport is committed to working in cooperation by creating a working environment which both the company and its employees are encouraged to achieve their goals in light of the principle of “Continual Development.” By offering professional development and learning opportunities through its training unit, Kumport supports and monitors its employees’ developmental process from the day they are hired. This process starts with comprehensive orientation programs (first day orientation program, Ethical Principles and Whistleblowing Training, Information Security Training, role-based orientation, department orientation, Port Orientation), followed by certification programs and the inclusion of professional and personal development training throughout their entire career endeavors. The wealth of Kumport’s orientation programs is one of its features which creates privileged status in the sector. Thanks to its diverse orientation programs, it’s possible to improve the process awareness of its employees and observe practices of both the company and the port services sector.

Kumport offers leadership development and coaching trainings for managers, position-based personal and professional development training for administrative staff, vocational training, compulsory legal training and courses for those working in ops. The career development of our employees currently working in our company operations is supported by means of these course programs, thereby contributing in bolstering a sectoral workforce pool by acquiring new professional certificates.

In supporting its employees with leadership, personal development, professional development, legal compulsory training in line with positional requirements, Kumport organizes training activities and attaches importance to continuous development in order to realize performance targets, self-improvement, and successful career path progress of its employees. In this context, a leadership training program for our managerial staff has been

completed. Moreover, professional and personal development has been bolstered with training such as; ‘Applying Business Acumen,’ ‘Preparing Procedures and Instructions,’ ‘Accounting for Inflation,’ ‘Executive Assistant,’ ‘Coping with Stress,’ ‘Internal Auditing.’ Furthermore, Equipment Training and Technical Vocational Training aimed at boosting the competencies of technical teams were provided within the scope of operator training courses.

In order to measure training activity effectiveness, both the development of the employee and training efficiency are determined by implementing applications such as pre- and post-training assessment exams, behavior-based activity assessment applications, and an activity assessment questionnaire that provides managers with feedback. Training satisfaction surveys are conducted and improvement studies are planned as a result of assessments made on behalf of increasing training quality. Implemented as part of Kumport’s digital transformation, all training processes are being transferred to the digital platform by means of the SAP SuccessFactors infrastructure.



6.1 EMPLOYEES

Information regarding the average number of training hours with gender and blue/white collar breakdown for training held on Kumport premises is presented in the following table.

Gender	White Collar			Blue Collar			Total		
	Training Hours	Number of Personnel	Average Training Hours	Training Hours	Number of Personnel	Average Training Hours	Training Hours	Number of Personnel	Average Training Hours
Male	6,580.7	1164	40,1	18.194,4	596	30.5	24,775.1	760	32.6
Female	1,320.4	46	28,7	27,95	2	14.0	1,348.35	48	28.1
Overall Total	7,901.1	210	37,62	18.222,35	598	30.47	26,123.45	808	32.33

IN-HOUSE TRAINING PROGRAMS

As a result of in-house training course programs that Kumport has organized since 2003, a total of 476 trainees were trained in 11 different positions such as crane, stacker and tow truck operators, as well as 11 other positions,

thus contributing towards meeting the need for qualified personnel in the Turkish port services sector. Satisfaction surveys conducted after the training processes were evaluated on a course basis show that the average satisfaction rate for the last three years was 93.5%.

2014	2015	2016	2017	2018	2019	2020	2021	2022	Total
50	68	8	99	99	10	6	8	28	476

PERFORMANCE AND CAREER DEVELOPMENT
ASSESSMENT

Having existed at Kumport since 2014, the performance system was renewed with a comprehensive study in 2019. This has become a system which is compatible with the company's strategy, highlighting objectives as well as current performance evaluation. In this system, goals and competencies are assessed together. By

defining job expectations, objectives assist employees to conducting their tasks more effectively. In particular, a workshop was held in order to review competency sets and ensure Kumport managerial staff could meet the same competency expectations, whereas basic competencies and managerial competencies were reviewed. Subsequently, a handbook containing behavioral indicators for each competency and development activities to develop these behaviors was prepared. The goals of all

employees run in parallel with the corporate strategies and objectives. On the other hand, competencies focus on measuring 'how' the employee achieves his/her goals while doing his/her job. Performance evaluations of all our employees in the group included in the system were successfully completed in 2022, whereas valuable inputs were obtained for human resources practices.

The Kumport Employee Performance System;

Facilitates the effective implementation of business plans.

Ensures that the superior performance of the employees is seen and channeled. By motivating the employees, it ensures the return is more effective of the organization's investment made in the employees in terms of awarding.

Supports and channels employee development.

Plays an important role in the change of culture by increasing manager / employee dialogue.

While it empowers the leaders in a managerial sense, it also deems them responsible for the team's success. The performance system is configured to support continuous feedback. The purpose of the feedback meetings in the performance system is to enable managers and employees to discuss their expectations in a structured system at regular intervals and to express their current circumstances and expectations for the future.

Developing Career Employees:

In the acquisition and renewal of vocational qualification certificates for those employees working in positions who require documentation by the Vocational Qualifications Authority, employees are provided with the necessary training whereas the entire responsibility of the process is assumed financially. Employees working in port ops can sign up for course programs by applying to the internal bulletins, whenever deemed necessary, in order to take on other positions, provided they meet the criteria.

The demand for manpower in operator and port ops positions is mostly met by employees who successfully complete training courses for those applying for internal announcements. This ensures both the preservation of the knowledge in the port and the flexible and long-term career voyages of the employees within the company. Moreover, in cases where the workforce needs are not met in-house, course programs created for candidates who don't have previous port experience and don't have the relevant professional documents, by providing them with relevant training and legal certification, contribute to the workforce of both Kumport port, the sector and our country alike.

Employees other than operational staff are also supported with training during their career embarkments. Leadership Training Programs, Vocational and Technical Training and Personal Development Training contribute to the development of employee effectiveness.

6.1 EMPLOYEES

6.1.3. EMPLOYEE PARTICIPATION AND SATISFACTION

At Kumport, protecting the health and safety of all employees, supporting their personal and professional development, and providing them with a tranquil working environment where all their working and human rights are preserved are among the priorities. In order to ensure this environment, mediums are created in which employees can participate in the management. Topping these mediums are; the annual employee satisfaction survey, as well as the Employee's Voice Communication Platform and the Employee Suggestion System applications in which the employee participates in the managerial processes. From the very start of the structuring of the Human Resources systems and approaches, employee satisfaction and loyalty have been observed and measured through Employee Satisfaction Surveys and other feedback channels. Each feedback that is conveyed is scrutinized whereby improvement studies are subsequently carried out. The fact that we received certification from the program operated by the 'Great Place to Work' Institute, to which we applied for the first time in 2021 is the best evidence of this sustainable approach. Making this certificate doubly importance is that Kumport Port Services is the first institution to receive this certificate amongst all ports in Turkey.

With the Employee Suggestion System, our employees can enter suggestions from their computers or kiosks found at various spots in the company. After the suggestions are assessed by the proposal committee, they are put into implementation whereas the owner of the proposal is rewarded. For instance, special events are organized for women employees or gifts are presented on 8 March, Women's Day, in cooperation with organizations supportive of women's employment. In 2022, women producers were supported in cooperation with the NGO called 'Women's Hands.'

Employees' birthdays are celebrated with special gift applications that are the product of business partnership with a contracted institution within the company.

Saplings are donated to TEMA by the company for each newborn baby of our employees. In addition, donations are made to Darüşşafaka whenever one of our employees get married or their first-degree relatives pass away.

TECHNOLOGICAL TRANSFORMATION

When it comes to outstanding digital transformation and technological development of Human Resources practices throughout the world, investments were committed in the transition to the cloud-based SAP SuccessFactors infrastructure, in line with the strategic goals of the company, has started to be used.

The program was designed in such a way that all employees can access their personal information and request permission via their mobile phones, tablets and computers. Personnel information management, recruitment, performance management and training-development management processes of employees are monitored through a single end-to-end software system, whereas an application that allows mutual interaction between employees and human resources with the support of technology in human resources policies systematized with a holistic approach is activated. Each module interacts with each other. The basic information of the person interviewed is reflected onto the job entry screen, whereby competency-based interview and performance assessments are followed through the system.

All recruitment processes, from position request forms to bid approvals, are tracked online.

6.2. OCCUPATIONAL HEALTH AND SAFETY

Kumport Occupational Health and Safety (OHS) processes are managed within the framework of ISO 45001 Occupational Health and Safety Management System and Integrated Management Systems (IMS) and Accident Prevention Policy. ISO 45001 certificate is renewed every year with audits. OHS Management Systems include all employees, subcontractor employees and all stakeholders within the KUMPORT work zone. In this framework, Kumport continues to make improvements in line with relevant policies by considering the impact of its activities on public health and the environment.

Kumport's Occupational Health and Safety Board is comprised of the CEO, General Manager, employee representatives, OHS specialist, onsite doctor, department managers, and subcontractor representatives. The Board convenes bi-monthly and decisions are taken and implemented by taking into account the requirements of the sector and board members' demands for improvement within the scope of Occupational Health and Safety.

Within the scope of corrective and preventive studies, field observations are carried out daily, weekly, fortnightly and monthly, determined by occupational safety experts and within certain periods (there is an occupational health and safety expert on duty each shift). They are monitored online through the Quality Management System software. Corrective and preventive action reports regarding the discrepancies determined as a result of field observations are

written up. Moreover, with the participation of OHS committee members, cafeteria and common area inspections, OHS committee, employee representative meetings are held bi-monthly, whereby integrated field inspections and safety walks and security meetings with managerial participation are held weekly. In addition to the occupational health services of the occupational physician and occupational nurse during working hours, Kumport's onsite health unit provides polyclinic, treatment-care and counseling services, 7/24 ambulance, as well as on-call medical personnel and driver as an emergency response team. Reviewed on an annual basis, Kumport OHS Risk Assessment Report is constantly revised and updated with systems managed in-house, such as work accidents, corrective and preventive action (CAPA) reports, near miss incidents, board member audits, routine audits, etc. Improvement studies are conducted with changing legislation and sectoral innovations.

Employees are involved and aware as a crucial part of risk assessment processes. They are involved in the process with both verbal and written notifications uploaded onto the kiosks.

Our 2022 OHS Performance Indicators

OHS Training Hours/Man: 17.33

Number of Fatal Accidents:0

Subcontractor Audit Compliance Rate: 100%

There is no risk of occupational disease directly related to work-related activities at Kumport.



6.2. OCCUPATIONAL HEALTH AND SAFETY

OUR OHS TRAINING PROGRAMS

The purpose of the Occupational Health and Safety Training programs is; to provide a healthy and safe environment at Kumport, to reduce work accidents and occupational diseases, to inform employees about their legal rights and responsibilities, to inform them about the occupational risks they face and the measures to be taken against these risks, and to raise awareness of stakeholders with the aim of supporting the formation of a culture of occupational safety.

There is an annual training and work plan in Occupational Health and Safety, whereby all OHS Trainings required by the sector are conducted periodically within the scope of the legislation. Besides periodic training, hands-on OHS Training such as; Crash, Rollover, Blind Spot, Safe Driving Training, Target Zero Accident Puzzle Rollover Simulators, Earthquake Awareness Training is also provided. Moreover, OHS week is celebrated annually at Kumport by organizing entertaining and thought-provoking activities that raise the awareness of employees. The participation of all employees and sub-employers is ensured through a rich program with simulations, stage acting, competitions. In addition to this events, award-winning competitions on OHS and Environment are also organized.

The Traffic Theme was dealt with, whereby awareness was raised through crash, rollover, blind spot, alcohol glasses simulations within the scope of the OHS Day event for 2022. Kumport's OHS strategy and policy were conveyed to all our stakeholders with the OHS video of the senior management.



6.2. OCCUPATIONAL HEALTH AND SAFETY

2022 Occupational Health and Safety Training Hours

Gender	White Collar			Blue Collar			Total		
	OHS Training	No. of Employees	OHS Tra. Man-Hours	OHS Training	No. of Employees	OHS Tra. Man-Hours	OHS Tra. Total	No. of Employees	OHS Tra. Man-Hours
Male	2,688.15	164	16.4	11,645.6	596	19.5	14,333.75	760	18,9
Female	493.1	46	10.7	1	2	0.5	494.1	48	10,3
Overall Total	3,181.25	210	15.15	11,646.6	596	19.48	14,827.85	808	18,35

Occupational Safety Trainings are carried out under three main headings:

1- Basic Occupational Safety Training

7/24 Unplanned OHS Training is provided with visual content and video support. (41 modules)

2- On the Job Talks (Toolbox) Training

3- Applied OHS Training

- Simulated Training (vehicle crash, overturn, alcohol glasses, forklift etc.)
- Blind spot, safe driving training
- Goal Zero Accident puzzle
- Newsletters
- Drills (Emergency response drills are organized in the port as planned and unscheduled.)

The OHS Training Program is aimed to reduce work accidents and occupational diseases and to create awareness of Occupational Health and Safety in all stakeholders, especially employees, through on-

hands training. Provided as 41 modules in total, out occupational safety and environmental training course has increased the training hours and training satisfaction rate, while lessening the number of occupational accidents, together with good practices. OHS training practices continue to be expanded to include other stakeholders such as Kumport employees, subcontractor employees and customers.

- Subcontractor Trainings: OHS trainings and periodic health examinations are carried out for the subcontractor personnel who will be working at the port, and OHS hands-on training are provided within the scope of the work permit system.
- Work Permit System Application: Work at height, heat processes, electrical work and excavation work permit forms are checked on the checklists before the work, and suitability for the work to be done in the area is provided. Pre-employment on-the-job training is provided to the personnel slated to do the work.

- Customer Occupational Safety Training: Customers are given training on legislation and risks in the field.
- An emergency earthquake kit was distributed to increase the awareness of the employees about how to prepare for the earthquake.

Internal communication studies are carried out continuously at Kumport. Up-to-date bulletins on health, safety and environment are published regularly in order to increase employee awareness. The practical design of OHS trainings and the inclusion of technology (simulators, VR glasses, etc.), the interactive realization of trainings add an important innovation dimension. Deemed worthy of the Turkey Excellence Award by KalDer for its Health, Safety and Environmental Good Practices, Kumport is also a pioneer in occupational safety with its applications in areas such as the dangerous goods handling area (IMDG-CFS), and the use of personal protective equipment (PPE).

The Technical Maintenance and Repair Department is to develop innovative activities that will both increase the personal training of our employees and reduce our costs. In this context, a training simulator has been designed and manufactured to provide practical training for the Technical Maintenance and Repair Directorate PLC (Programmable Logical Controller). With the PLC Training Simulator produced at this stage, more effective and efficient trainings will be

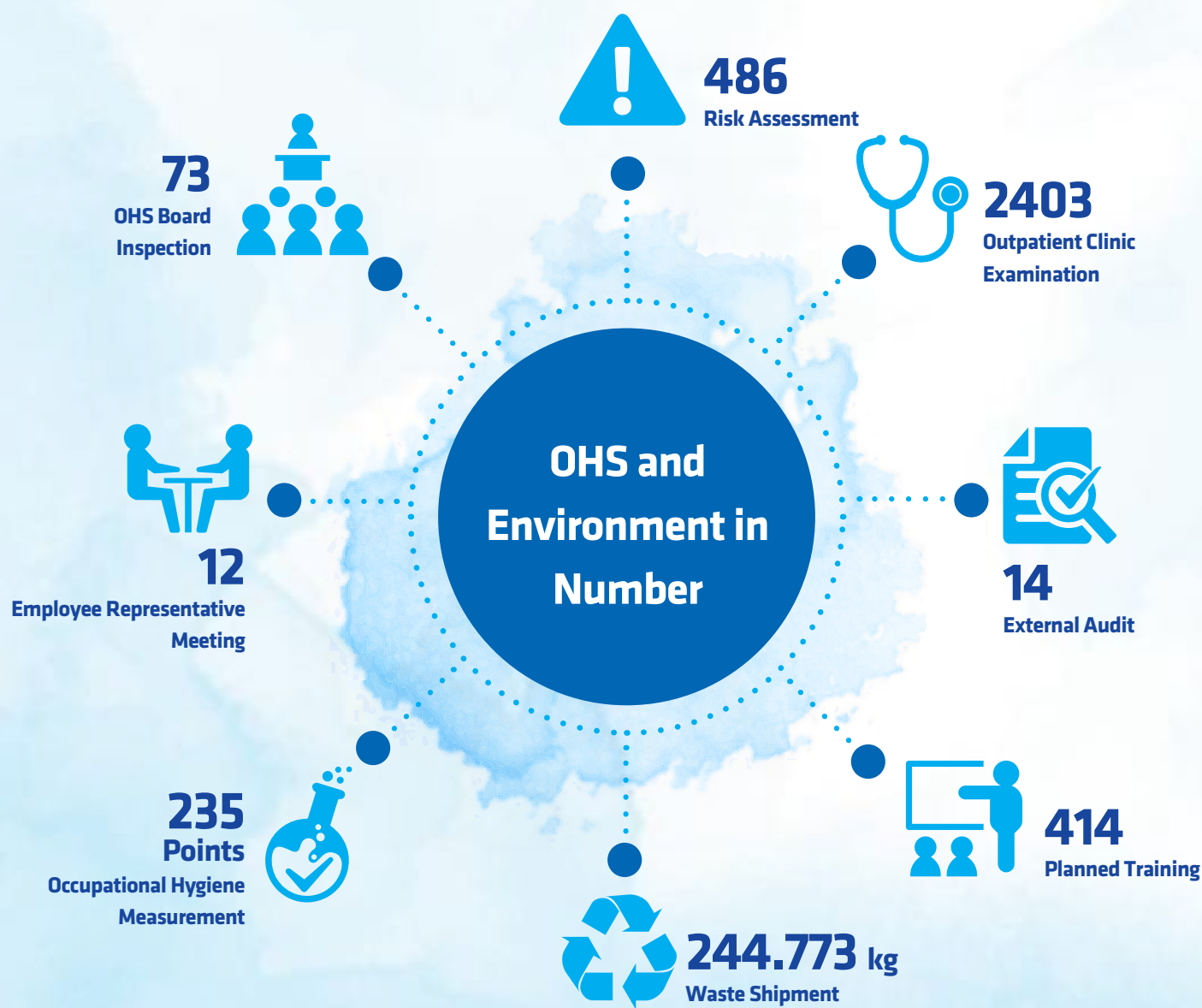
conducted in PLC System trainings for all crane types (STS and RTG).

LED conversions have been made to facilitate visibility in handling equipment (Stackers).

Container Pinning Stations have been installed to open and close container locks and doors in a secure area.

Laser systems have been installed in 18 Stacker handling machines, 12 of which are full and six of which are empty, in order to prevent Stacker-related job accidents.

6.2. OCCUPATIONAL HEALTH AND SAFETY



Kumport's reputation and perception of sustainability in society has been bolstered by Satisfaction Surveys covering the perception of all social stakeholders since 2015, whereas the implementation period of the Employee Satisfaction Survey has been determined as every two years as of 2020.

The results of the 2022 Employee Satisfaction Survey on OHS and environmental issues are provided below.

ESS (Employee Satisfaction Survey)

Year	2019		2020		2022	
	White Collar	Blue Collar	White Collar	Blue Collar	White Collar	Blue Collar
My company takes all necessary measures to ensure employee health and work safety.	4.32	3.78	4.75	3.90	4.25	3.05
My company is sensitive to environmental issues	4.21	3.84	4.75	4.10	3.99	3.24

6.3 COMMUNITY INVESTMENT

Community relations are conducted within the scope of the Reputation Management process, as per the of 'Giving a Positive Experience to All Stakeholders' strategy in line with Kumport's core values of 'Respect for the Environment and People.' The effectiveness of the approaches is measured and evaluated with the pertinent process performance indicators. Furthermore, the reputation and perception of Kumport's social sustainability is followed by the Community Satisfaction Survey (CSS), which covers the perception of all social stakeholders since 2015, whereas the survey application period is held biennially starting from 2020.

Year	2018	2019	2020	2022
	80	76	83	83

The activities organized in 2022 within the scope of responsibility towards society can be listed as follows:

Cooperation was undertaken with a NGO that supports women's employment, with gifts presented to Kumport's female employees within the framework of 8 March Women's Day.

65 worn-out classroom doors of a school in need were renewed, contributing to the delivery of education in better physical environments.

In the event that Kumport employees get married or their first-degree relatives die, donations are made to contribute to society in the field of education.

By cooperating with gifts sent to customers as year-end presents, education opportunities are supported for primary school aged children who are kept out of school.

In line with the importance Kumport gives to the environment, saplings are donated for every baby born to Kumport employees.

With the Blue Climate Ambassadors project, training was provided to employees with the goal of drawing attention to the increasing climate change events around the world and developing sustainable solutions for environmental problems, whereas a coastal clean-up field activity was realized with the employees.

6.4 PORT SECURITY

Port Security is crucial in terms of international transit security as it is open to international commercial vessels and is a bonded area.

Security at Kumport is managed by adhering to previously prepared and approved security plans with authorization provided by the legislation within the framework of ISPS CODE and Private Security Law and other port regulations. Port security is managed 24/7 in three shifts, all zones and buildings (417) are monitored by CCTV and private areas are recorded.

Training courses provided include; ISPS CODE New Entry Training, Annual ISPS CODE Firing Training, Quarterly ISPS CODE Exercise Training, Annual ISPS CODE Exercise training. Moreover, all security personnel receive Private Security Training and have Private Security Identity Certificates.

The following security training courses are provided for the personal development of the personnel.

- Tear gas spray training and usage
- CCTV Operator awareness training
- X-Ray baggage search device training
- Effective Communication Training

Kumport ensures the safety and security of individuals, the port facility, port facility employees, customers, ships, cargo and third parties berthing at the port facility, as per ISPS (International ship and port security) Code Standards regulations and ISO 45001 Occupational Health and Safety Management System, and within the framework of the 5-year Port Facility Security Plan. While managing port security processes, Kumport adheres to the authority provided by domestic and international legislation and

works to constantly improve its security measures. Improvements introduced with security-related investments (camera systems, lighting, etc.) as well as regular training provided to security personnel ensure the continuity of our ISPS Code Standards Document, which we have been in possession of since 2004. Zero error level has been reached in the number of ISPS Audit discrepancies. Furthermore, Kumport takes out insurance policies that provide coverage against theft, loss, material damage accidents and force majeure.

ISPS Audit Discrepancy Count and Security Violation Count Graphs

Year	2020	2021	2022
I.No. of ISPS Inspection Discrepancies	0	0	0

Year	2020	2021	2022
No. of Security Breaches	0	0	0