



2013

UNITED NATIONS GLOBAL
COMPACTS
PROGRESS REPORT
(COP)

İÇİNDEKİLER

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ABOUT THE REPORT

Having been committed to bring into action the ten principles of the United Nations Global Compacts in the field of human rights, labor, environment and anti corruption to signing the global compact on August 28, 2012, Yeşilirmak Elektrik Dağıtım A.Ş. (YEDAŞ) has been carrying its activities as per such commitments.

This report includes the financial, operational and organizational activities of YEDAŞ in the year of 2012 and it is the first Progress Report released within the scope of the Global Compacts. In the preparation of the report, care has been paid for the basic principles of the global compacts such as transparency, accessibility, integrity, continuous improvement and reliability.

Our Company, carrying out its activities within the context of United Nations Global Compact, is pleased to share the First Progress Report with you.

The report has not only been published at www.unglobalcompact.org but also at www.yesilirmakedas.com. Please post your comments and recommendations concerning the report through the Contact Us link at www.yesilirmakedas.com.

MESSAGE FROM THE GENERAL MANAGER

Un Global Compact declared officially first in 2000 is the most comprehensive platform for not only the policy making purposes but also for the applicability of the same within the framework of the sustainability and organizational responsibility in line with the rate of increase of the globalism. The compact which not only covers the United Nations (UN) organizations and civil societies but also the public and private entities is based on globally accepted 10 principles in the fields of human rights, business standards, environment and anti-corruption. Joint objectives are defined as per such principles and the organizations adopting these principles seek volunteer participation based on transparency both in the course of strategy development and application stages.



Dear Stakeholders,

Yeşilirmak Elektrik Dağıtım Anonim Şirketi was incorporated in Çalık Elektrik Dağıtım A.Ş. (ÇEDAŞ) on December 29, 2010 within the scope of the privatization process. Our Company which aims at providing quality and uninterrupted services and power energy in power distribution sector, has been carrying out its activities in Samsun, Ordu, Çorum, Amasya and Sinop districts with its international organization structure. Having been adopted internationally accepted transparent management understanding, YEDAŞ has been developing its targets and strategies within the context of the principles of sustainability, continuous improvement and stakeholders' satisfaction. It is particularly focused on the association of the stakeholders with such targets and strategies.

In order to make contributions on the establishment of the joint culture in the business world within the framework of the universal principles, we commit and bind ourselves to apply the ten basic principles in the UN Global Compact which we have signed in the year of 2012 under the headlines of Human Rights, Labor, Environment and Anti – Corruption and support such principles resolutely as Yeşilirmak Elektrik Dağıtım A.Ş.

We are glad to be the first and sole Power Distribution Company which has signed the Global Compact, the most important certification on earth in view of organizational social responsibility and pave the way for the Power Distribution companies in Turkey.

We are proud to share the First Progress Report of the UN Global Compact with you. We herewith share our targets and applications integrated with our vision and mission as per our commitments within included in the compact.

Best Regards,

Nurettin TÜRKOĞLU
General Manager



YEDAŞ IN BRIEF

The privatization process initiated in energy sector aims to provide the power energy which has unquestionable place in our economic and social lives to the consumers in quality, sufficient, continuous and cost – efficient manner and make the reforms needed in this context.

Yeşilirmak Elektrik Dağıtım Anonim Şirketi was incorporated in Çalık Elektrik Dağıtım A.Ş. (ÇEDAŞ) on December 29, 2010 within the scope of the privatization process. Our Company which aims at providing quality and uninterrupted services and power energy in power distribution sector, has been carrying out its activities in Samsun, Ordu, Çorum, Amasya and Sinop districts with its international organization structure.

99.996 % of the company shares belong to Çalık Elektrik Dağıtım A.Ş. affiliated to the Çalık Holding. Çalık Holding founded by Ahmet Çalık, one of the members of the Çalık Family dates back to 1930's. ÇALIK Holding provides employment for more than 20.000 people in deals with 16 countries in energy, textile, telecommunication, construction, finance, media and mining industries. Çalık Holding which carries out its activities in a geography ranging from Middle Asia to North Africa and from Middle East to Balkans has reached to an annual turnover of approximately 3 billion U.S. Dollars. The group whose consolidated active growth is approximately 6, 5 billion U.S. Dollars works currently on a project portfolio of 20 billion U.S. Dollars.

YEDAŞ which applies internationally accepted transparent management system takes firm steps for being a world's leading brand in the second year following the privatization process. It has broken new grounds within a short time while it is targeted that its activities are to be held up as an example not only in Turkey but all over the world. Thanks to the breakthroughs already made, it has turned out to be a company with financial performance above the average of Turkey within a period of two years while it was once a company in loss. In 2012, despite decrease observed in free consumer limits, YEDAŞ's sales revenue has reached to 1.191 million TRL with an increase rated as 21 % while FAVÖK (EBDTA) has reached to 221.101 million TRL with an increase rated as 43% . Thanks to the effectiveness in costs in addition to the increase observed in the turnover in the year of 2012, its profitability has reached to 175 million TRL with an increase rated as 29 %.

Power distribution market tends to turn out to be a much more competitive market and the term "subscriber" is replaced by the term "customer". In such a competitive climate, the company which technologically achieved the best practice will have an advantage competition wise. Having been foreseen this vision, YEDAŞ has achieved to come up with the power distribution companies in Europe technologically. Targeted to be integrated with the other IT applications in the industry particularly the Smart Grid and monitoring the technological advances and adapting the efficient and effective applications to the systems, the company has integrated the eight modules of SAP ERP within a period of 5, 5 months and SAP CRM application within a short period such as two months with BCM and these have been used in live system without facing any problem by integrating the leader company vision in the industry with the technology.

The SAP IS-U project featured to be the first in Turkey and to be integrated with the GIS (Geographical Information System), SCADA/DMS (Remote Control and Monitoring System) and AMR (Automatic Counter Reading) is completed as of December 2012.

Heading towards Excellence in a multi dimensioned manner, YEDAŞ is not only contended with the technological and infrastructural investments but also brings the correct strategies into action by making use of the “Excellence and Balance Score Card” model together in line with the “Continuous Value Creation” vision. The strategic performance of the company is measured and developed regularly.

YEDAŞ which carries out its activities in line with the targeted vision of being the Distribution Company with European Quality Reward in a devoted manner has started to apply the EFQM Excellence Model upon signing of the “National Quality Movement, Statement of Intention”. The said model is swiftly implemented and entitled to receive the “3 Starred Excellence Qualification Certification” at 21st Quality Congress organized jointly by Kal-Der and TÜSİAD.

Yedaş, the first and the only Distribution Company executed the Un Global Compact, walks on its path to excellence feeling the proud to be the first Distribution Company which received the ISO 10002: 2006 International Customer Satisfaction Standard and ISO 27001: 2005 Information Security Management System certificates.

The Customer Satisfaction Questionnaire made by an independent research company regularly every year revealed the fact that the customers define YEDAŞ as a good humored, innovative, reliable and deep-rooted company attaching particular importance on customer satisfaction and working for Turkey.

For the purpose of improving the living quality of the society in which it exists, organizational social responsibility projects are implemented to support the economic, environmental and social development.

VISION MISSION and VALUES ETHICAL PRINCIPLES, OPERATION PRINCIPLES

Our Vision;

To be included amongst the first 10 companies in Europe in the field of organizational and operational excellence in 2019.

Our Mission;

To carry out our activities within the districts of Samsun, Ordu, Çorum, Amasya and Sinop with an internationally reputed organizational structure based on customer satisfaction and sustainability targets and strategies of the company in which all the employees are to be involved.

Our Values;

- ✦ We act with the understanding of honesty
- ✦ We display our courage
- ✦ We are adhered to excellence

Ethics Principles and Our Business Norms;

- ✦ Honesty and Fair Treatment
- ✦ Believe in the fact that the most precious creature is human being and solidarity
- ✦ Respect for the environment, society and company
- ✦ Protection of the company and employees' prestige
- ✦ Focus on sustainable growth and development
- ✦ Avoidance of relationships based on self interest
- ✦ Confidentiality
- ✦ Responsibility Consciousness
 - Legal Liabilities
 - Responsibilities against the customers
 - Responsibilities against the employees
 - Responsibilities against the shareholders
 - Responsibilities against the suppliers
 - Responsibilities against the competitors
 - Responsibilities against the society and the humanity
 - Responsibilities against the brand of YEDAŞ

FINANCIAL and OPERATIONAL INDICATORS

Thanks to the breakthroughs already made, it has turned out to be a company with financial performance above the average of Turkey within a period of two years while it was once a company in loss. In 2012, despite decrease observed in free consumer limits, YEDAŞ's sales revenue has reached to 1.191 million TRL with an increase rated as 21 % while FAVÖK (EBDTA) has reached to 221.101 million TRL with an increase rated as 43% . Thanks to the effectiveness in costs in addition to the increase observed in the turnover in the year of 2012, its profitability has reached to 175 million TRL with an increase rated as 29 %.

FINANCIAL INDICATIONS (TRL)	2010	2011	2012
Sales	823.948.558	985.160.314	1.191.438.912
Gross Profit	133.046.339	265.018.272	350.079.752
Operating Profit Margin	%0,63	%13,39	%15,87
Net Profit for the Year	-21.346.558	135.813.040	176.432.230
EBITDA (FAVUK)	-21.346.558	156.395.669	221.101.154

OPERATIONAL INDICATORS	2010	2011	2012
Number of Subscribers	1.604.582	1.661.089	1.176.171
Number of Failure	132.882	112.793	107.692
Number of Feeders Opened	11.267	8.504	5.133
Rate of Meter Reading	%87,37	%88,24	%96,50
Leakage Loss Ratio	%13,95	%8,14	%7,75
Collection Rate	%93,48	%96,55	%98,60

STAKEHOLDER and PARTNERS

Stakeholders and Partners;

- ✦ Customers
- ✦ Employees
- ✦ Shareholders
- ✦ Suppliers
- ✦ Market Financial Settlement Center (MFSC)
- ✦ Turkish Quality Association (KAL-DER)
- ✦ United Nations (UN)
- ✦ Energy Market Regulatory Authority (EMRA)
- ✦ Turkish Power Distribution Corporation (TPDC)
- ✦ Ministry of Energy and National Resources (MENR)
- ✦ Power Generation Corp. (PGC)
- ✦ Power Distribution Services Association (PDSA)
- ✦ Chamber of Electrical Engineers (CEE)
- ✦ Turkish Energy Water and Gas Employees Union (TEWGE)
- ✦ Media
- ✦ Civil Societies
- ✦ Society

Organizational Social Responsibility Stakeholders

- ✦ Universities
- ✦ Chambers of Industry and Trade
- ✦ Chambers of Mongers and Craftsmen
- ✦ Municipalities
- ✦ District Departments of Forestry
- ✦ Public Education Centers
- ✦ ÇATOM
- ✦ Foundation for the Support of the Women's Work
- ✦ Ministry of Forestry
- ✦ Ministry of Culture and Tourism

The communication strategy developed by YEDAŞ for the purpose of improvement of the organizational image and strengthen the existence of the company shares the information with the stakeholders in a clear manner and applies systematically various internal and external communication means. YEDAŞ shares the commitments made to the Global Compact and applications therefor with the stakeholders. For this specific purpose, organizational web sites, communication network within the company, internal and external meetings, media and means of communication shall be used to access to the stakeholders listed below.

ÖDÜLLER

In 2012 YEDAŞ;

- ✚ Received the **“GRAND PRIZE FOR ORGANIZATIONAL SOCIAL RESPONSIBILITY OF THE YEAR”** and **“SUSTAINABLE DEVELOPMENT PRIZE”** in the organization for Organizational Social Responsibility Market Place in the 100th Year of the Republic.
- ✚ Received the Certification for EFQM **“Excellence Qualification”** as a consequence of the assessment made by KAL-DER.
- ✚ Received the **“GOLDEN VALVE AND GOLDEN VOLTAGE PRIZE”** in the field of organizational social responsibility in 3rd Energy Summit of Turkey organized by Gas & Power Publication Group.
- ✚ Received the **“MOST SUCESSFUL ORGANIZATIONAL COMPANY”** in the contest for the stars of the year organized by the Local Newspaper in Ordu namely HABERCI. The prize was presented by the then Ministry of Interior, İdris Naim ŞAHİN.
- ✚ Received the prize for the **“LEADERS OF THE DISTRICT CONTRIBUTING THE DEVELOPMENT OF THE REGION”** by Channel 52 affiliated to the Hayat Media Group.
- ✚ Received the prize for the **“MOST SUCCESSFUL SERVICE”** from the Anatolian Press Union.

YEDAŞ in PRESS

In 2012, the most popular company in Samsun is YEDAŞ with 1,417 news;

- ✚ 125 headlines in national and local newspapers in the year of 2011.
- ✚ 203 headlines in national and local newspapers in the year of 2012.



CORPORATE SOCIAL RESPONSIBILITY DEVELOPED BY YEDAŞ

The Organizational Social Responsibility vision of YEDAŞ is the fulfillment of responsibilities through the internationally comparable role model applications in the fields of social, environmental and ethical values at national scale with the involvement of all of the stakeholders apart from the commercial activities. Starting from the very days of the activities started in Samsun, Ordu, Çorum, Amasya and Sinop districts, YEDAŞ which has been -and still is- making large scale investments, has implemented various social and environmental projects within the activation area.



In 2012, Having been implemented the project for Women Labor Market which return the women labor to the economy and the project for the protection of the migratory bird species such as oxyura leucocophale, purple gallinule, pike etc. YEDAŞ was awarded the Jury Grand Prize by the Corporate Responsibility Europe.

Apart from the above projects, our Company was deserved the Grand Prize for the Operation for the year 2023; Corporate Social Responsibility of the Year" in the organization for the Social Responsibility Market Place Organization in the 100th Year of the Republic organized by Corporate Responsibility Europe (CRE).

Projects Over the Last Five Years

Corporate Social Responsibility is the fulfillment of the responsibilities of the company against the stakeholders and the entire world through volunteer applications. YEDAŞ is conscious about the fact that the economic and social development strategies should not only be implemented within the activation area but also within the other regions of the country.

The Organizational Social Responsibility vision of YEDAŞ is the fulfillment of responsibilities through the internationally comparable role model applications in the fields of social, environmental and ethical values at national scale with the involvement of all of the stakeholders apart from the commercial activities. This approach shall provide reporting of the KSS applications in the manner to meet the requirements for GRI indicators.

Creation of positive values in many aspects such as employment, cost effectiveness and activities, defined strategies and vision, direct and indirect economic effects, social investments etc. are among the priorities of the company.

Considering that the persons, organizations and entities influencing the company or vice versa are the stakeholders of the company, YEDAŞ has attached great importance on the internalization of this concept in starting studies for Corporate Social Responsibilities. In this regard, the investments to be made in the field of Corporate Social Responsibility are to be made in the following manner;

- ✚ Organizational contact meeting with the involvement of top management.
- ✚ Large scale electronic questionnaire for the employees.
- ✚ Workshop studies with the managers, and
- ✚ Data collected through the observations made within the site and the field surveys based on meetings.

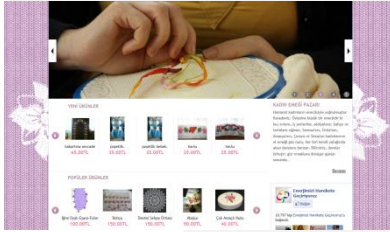
Support for Regional Development through 14 Projects

YEDAŞ provides support for regional development through 14 projects planned to be implemented within 2012 through 2015 under the heading of “We Activate our Energy” commenced on January 2012.

“We activate Our Economic Energy”

The corporate social responsibility studies conducted under the above heading are aimed at direct and indirect positive effects on the economic development of the region thus development of the business units and on the increase of entrepreneurship and production potential. The projects are as follows:

- ✚ **“Women Labor Market Place”** project which require the women involvement potential that has long been inert in the region in economy.



- ✚ **“Regional Economy Meeting”** requires enhancement of efficiency and productivity of the small and large scale establishments in the region and training of such establishments in the fields of growth and competition.
- ✚ **“The Best Practice from You and Energy from Us”** requires promotion of qualified labor and production.
- ✚ **“The Project for Raising Energy Consultants”** requires raising up the young people in Central Black Sea region which has turned out to be an energy site as energy consultants by providing new opportunities for them

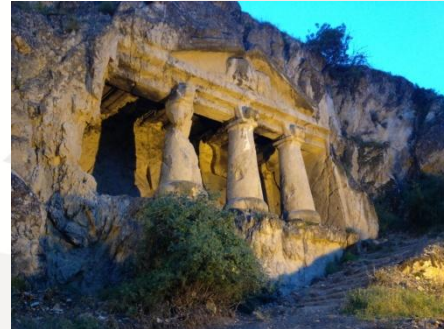
“We Activate our Environmental Energy”

The studies conducted under the above heading is aimed to implement the projects in the fields of nature, culture and historic environment which should be in harmony with the surrounding habitat. The projects are as follows:

- The project under the heading of **“We Enlighten our Culture”** is aimed to draw attention to the local arts which are sliding into oblivion within the five districts included in the service area and provide support for the masters.



- The project under the heading of **“We Illuminate our History”** aims to draw attention to the historic wealth and site surveys in the region and provide support for tourism potential.



- The project under the heading of **“We Protect the White-Headed Ducks”** is aimed to protect and develop the wildlife and draw attention for the species which are becoming extinct.



- The project under the heading of **“We Enlighten our Environment”** draws the attentions to the tourism potential of the region and supports the conservation – development studies in this particular field.
“Activate our Social Energy”

The studies to be made under the above heading aims at raising consciousness for the correct use of the individual energies of the internal and external stakeholders of YEDAŞ as well as providing support for the development of the applies which lead to consciousness about energy and energy saving while it is targeted that the positive values obtained through such applications are to channelize the energy efficiency and productivity in the region.

- The project under the heading of **“The Youth Makes Discoveries”** aims to promote the university students in the region to develop projects in the field of energy.



- The seminar for **“Efficient use of Energy”** is aimed to train the social stakeholders particularly the women concerning the efficient use of energy and raise instructors in this field.
- The project under the heading **“I use the Energy Correctly”** aims at raising awareness for primary school children and making them use of energy in a correct manner.
- The **“Customer Relations Seminar”** aims at providing information to the YEDAŞ suppliers who are in contact with customers.



- The mobile **“YEDAŞ Energy Truck”** project aims to provide information to the citizens leading their lives in the five districts within the service area concerning the correct and efficient use of energy.
- The **“YEDAŞ Energy Theater”** project aims to make contribution on the enhancement of level of knowledge of the people in the region particularly the children through mini plays to be presented by the employees of the company.

GLOBAL COMPACT

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2: Business should make sure they are not complicit in human rights abuses.

Labor

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4: The elimination of all forms of forced and compulsory labor.

Principle 5: The effective abolition of child labor.

Principle 6: Eliminate discrimination in respect of employment and occupation.

Environment

Principle 7: Business should support a precautionary approach to environmental challenges.

Principle 8: Undertake initiatives to promote greater environmental responsibility.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Anti Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

HUMAN RIGHTS and LABOR

As YEDAŞ, we believe in the fact that the human rights are universal and that all the people are equal. And we support UN Human Rights Global Compact. In this context, this particular case is not only supported by YEDAŞ but also the employees of our company and the employees of the company and the supplier firms acting as solution partners while our Company deems it a must to include this case in the contracts.

The Company does not enter into relationship of any sort with the organizations employing children or uncovered or compulsory employees and such other violation of rights.

The company entering into relationship with its employees in particular and the customers and stakeholders within the framework of the universal human rights and strictly adheres to the human rights and ethical values in making arrangements for recruitment and business processes. The Company does not make any discrimination in view of ethnical roots, religion, language, political view, age and gender.

Our Company adopts the universal human rights as a principle in its activities and attaches great importance on the responsibilities against the employees. Our company which applies the legislations and rules in force in the recruitment process, business conditions, occupational safety and health issues provides equal opportunity for everyone, makes equal payment for similar positions, and acts within the framework of objective assessment based on achievement. No child labor is employed and this is strictly not encouraged. No employee under 18 years of age is employed.

A Happy Company at a Rate 96,5%

Over the last two years in which time the structural changes have initiated as consequence of the privatization process, YEDAŞ has made substantial investments in human resources and made arrangements for training courses on site, professional – technical courses, management capability courses, as well as quality management, occupational health and safety courses for all YEDAŞ employees and the firms through which the services are purchased. As a consequence of such activities, the employee satisfaction which was once 47,50 % in 2010 reached to 88,20 % in 2012 and finally to 96,50 % by late 2012.

The skills and qualifications of the employees play an important role in the sustainable achievement and it is believed that quality and spirit of cooperation will make contributions in the achievements of the Company in order to attain to the targets in view of mission, vision and strategic development. The qualified personnel are the most important capital of YEDAŞ and the driving force of the achievements attained. YEDAŞ's Human Resources processes are managed diligently in view of HR qualifications as per the targets defined by the Company. The targets defined for HR processes include the permanent transcendence in global competition through continuous improvements in HR development and contributions to be made on the regional economy through new employments without experiencing any problem in the business peace and employees' motivation. The Company has been making investments in flexible, sensible and democratic business environment supporting the changes and developments within the company uninterruptedly in the manner to add value on the company. In this context, the recommendations are evaluated with the involvement of the Employees Board and the best practices are shared. Management integrity is thus maintained within the five districts included in the service area through inclusion of the personnel in their entirety.

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YEDAŞ which has defined the business environment as “living space” makes its applications through such an approach.

In 2012, HR Inventory project was initiated in the organization made by YEDAŞ upon full support provided by Ministry of Energy and National Resources of the Republic of Turkey and Energy Market Regulatory Board of the Turkish Republic. The project is expected to be completed in the first half of 2013.

87 hours training courses per employee

Training courses on site, professional – technical courses, management capability courses, as well as quality management, occupational health and safety courses are increasingly arranged in 2012 and the courses which were once calculated to be 18 hours per employee in 2011 reached to be 87 hours per employee in 2012.

Relations with the Stakeholders

The expectations and requirements of the employees are defined through Satisfaction Questionnaire conducted by an independent research company, generally attended dinners and meetings, social meetings and face to face negotiations while the expectations of the customers are taken through Customer Satisfaction Questionnaire made by independent research companies as well as regular meetings with the customers, and CRM. The expectations and requirements of the supplier firms are defined through visits, meetings and supplier performance studies. The Company which attaches particular importance on the expectations and requirements of the society makes organizational communication through social activities and feedbacks, monitoring of daily newspapers etc. Board of Directors holds meetings every month to meet the requirements and expectations of the stakeholders.

During strategic planning studies, the actualization of the company's targets and process performances are assessed with the attendance of the employees in the manner to make comparisons and self assessment while sustainable supplier management meetings are held with the supplier firm and its employees and information is provided through visual and written means of media.

Health and Safety of the Employees

YEDAŞ aims to protect its employees who are considered to be the most precious sources and the employees of the solution partner supplier firms against any occupational accidents and minimize the effects of such likely accidents while it also targets to enhance the business and service quality and productivity and conforms to all legislation and rules in force.

The Company organizes training courses to make its employees perceive their roles within the established system and thus makes contribution to enhance the level of consciousness of their responsibilities. The Company which aims to elaborate the risks with the involvement of the employees paves its way to reach the issue of occupational safety to the maximum level.

The occupational health and safety system appropriated by the top management and established by the company through suggestions for occupational safety and health of the employees by the company made to the employees are monitored within the critical performance indicators. The applications for Occupational Safety and Health of the Employees made in order to create a safe place of business in 2012 are as follows:

- ✚ ISO 18001 Occupational Safety and Health, Quality Management System – Quality Certification is obtained.
- ✚ Regular training courses and exercises have been organized for occupational health and safety purposes and emergency plans and emergency teams are established.
- ✚ Necessary security equipment have been supplied and checked.
- ✚ The field studies have been audited.
- ✚ Necessary measures have been taken via the contracts executed with the solution partners.
- ✚ Department of Occupational Health and Safety has been established within the Company and electrical engineers holding Class A or Class C certificates and occupational health and safety experts have been employed.
- ✚ Various training courses have been conducted with the involvement of the psychologists and contributions have been made to the personal development of the employees.

Labor

YEDAŞ pursues fair and competitive policies in wage management. In order to keep the level of competitive wages proportioned with the level of importance and weight of the position and pay similar wages for any position with those in the markets, international HAY Business Assessment Method is used. The researches made for wages by the independent organizations have been reviewed each year in order to follow up the conditions in the market and make an assessment for the Company. “Equal wage for equal position” principle is applied in the determination of the employees’ wages. Apart from the wages, the employees are provided with individual retirement insurance, transportation and lunch costs. The employees receive premium annually while personnel on site are provided with mobile phones and the top management personnel are provided with a vehicle and mobile phone. The employees are also provided with notebook. Social and cultural activities are supported and aids for the cases such as marriage, birth and death are provided.

Working time is 45 hours the week holidays are Saturday and Sunday. The extra hours are managed through Collective Labor Contract and Labor Law. The wages of the employees are payable by early and late month.

Total number of employees is 808 as of late 2012. The blue collared employees who are the members of the TES – İŞ Union (Turkish Energy, Water and Gas Laborers Union) enjoy their economic and social rights within the scope of the labor law and collective labor contract.



The rights of the union members are defined subsequent to negotiations with the representations of the authorized labor unions and thus applied.

The business conditions and HR applications are shared via internet system to which the employees may have easy access.

In addition, the suggestions and complaints made by the employees are evaluated and efforts are made to settle such complaints and suggestions within the scope of the legislation and procedures. The Employee Satisfaction Questionnaire is made under the topics of business conditions, nature of the work, occupational health and safety, company image and management, communication, managerial skills of the managers, training and career development, performance assessment, employment conditions, equality of opportunity, wages and business security. The results are shared with the employees and the corrective actions are taken for the conditions which can be improved.

ENVIRONMENTAL

YEDAŞ's Environmental Management System policy aims to raise consciousness among the employees for environmental purposes and protect the environment in cooperation with the governmental organizations, volunteered institutions and organizations and the society in the manner to minimize the environmental impacts in accordance with the international and national laws. For this specific purpose, YEDAŞ provides necessary sources and makes every effort to select the most appropriate technology in its activities, and make energy wise savings, avoid excessive use of such natural resources, decrease the wastes and recycle the wastes.

YEDAŞ is the sole distribution company holding ISO 9001:2008 Quality Management System Certificate, ISO 14001: 2004 Environmental Management System Certificate, ISO 18001:2007 Information Management System Certificate, ISO 10002:2006 Customer Satisfaction Quality Management Certificate.

In this context; YEDAŞ;

- ✚ Makes waste impact importance analysis within the scope of the environmental management system and defines and elaborates the wastes as a result of such activities.
- ✚ Decreasing the wastes on their sources, re-use of such wastes, re-cycling or disposal of the same in an appropriate manner, preferences for the use of environmentally friendly materials are determined to be the basic principles.
- ✚ Training activities and informative studies are conducted in order to raise consciousness about the environment among the employees.
- ✚ In 2012, project to re-structure the warehouse sites are developed and such warehouses are re-structured in order to bring the open and closed warehouse spaces in conformity with the legislation.
- ✚ Waste batteries, papers, metals, glasses and plastics are collected and recycled in order to return such wastes to economy.
- ✚ When challenging against losses and illegal use of electricity, such illegal actions are presented to public attention through newspapers and it is aimed to raise awareness among its customers and illegal use of electricity is referred to the press in order to make contributions on avoidance of the use of such illegality. The messages transmitted through press imply that illegal use of electricity is not ethical, creates problems in the public and there exist legal sanctions against it.

- ✦ Having been approved the Environmental Management System policy and internal regulations, and made the arrangements for the rules of environmental and occupational safety rules, YEDAŞ has employed regional EMS responsible in order to re-execute the environmental and occupational safety activities.
- ✦ Methods for the much more efficient use of the energy have been developed in order to minimize the energy consumption. For instance photocell lightings and devices which provide higher energy are not preferred.
- ✦ The business trips for meeting purposes should be minimized among different centers. Therefore, video conference system has been employed between the HQ and divisions and coordination meetings are held in this manner. Since the use of vehicles for transportation purposes is limited, fuel consumption and carbon emission decreases.
- ✦ In order to decrease the paper consumption, internal correspondence is made through electronic mail via “communication” portal. Papers are saved through avoiding unnecessary printouts. The celebration messages are sent through e-mails.
- ✦ Necessary interventions are made for the purpose of optimum heating. Thermometers are hanged on each floor of the HQ and the temperature is kept at a pre defined level.
- ✦ The desktop systems previously used are replaced with laptop computers and the old monitors are replaced with LCD screens in order to decrease the energy used.

ANTI CORRUPTION

Taking the UN Global Compact as the reference point in formalizing the sustainability understanding, YEDAŞ pursues the generally accepted ethical rules and values apart from commitment to strict adherence to the international and national legal arrangements in all business processes and activities.

Since there exist no legal suit introduced by the legal and real persons against the company, this particular case is evidence that the company is conscious about its commitment to act in compliance with the principles such as supremacy of law, honesty, accountability, anti corruption and transparency.

YEDAŞ's ethical principles and business principles is far beyond the guidance for compliance with the legal conditions, the business ethical has become a substantial responsibility observed by the company. Ethical values are updated through ethics workshop in which the employees are involved and announced to all of the stakeholders. The responsibilities of the Ethics Board, employees and managers are defined and delivered to the employees when they are first recruited in return of their signatories while the same is shared with all of the stakeholders through web sites available at in-company communication platform.

The information regarding the customers in the service area are kept confidential as public services are provided and the customers' information are protected in accordance with ISO 27001 Information security Management System applicable within the Company. The fact that no complaint has been made to date concerning this particular issue is an evidence of the Company's approach.