



**YEŞİLIRMAK ELEKTRİK DAĞITIM A.Ş.**

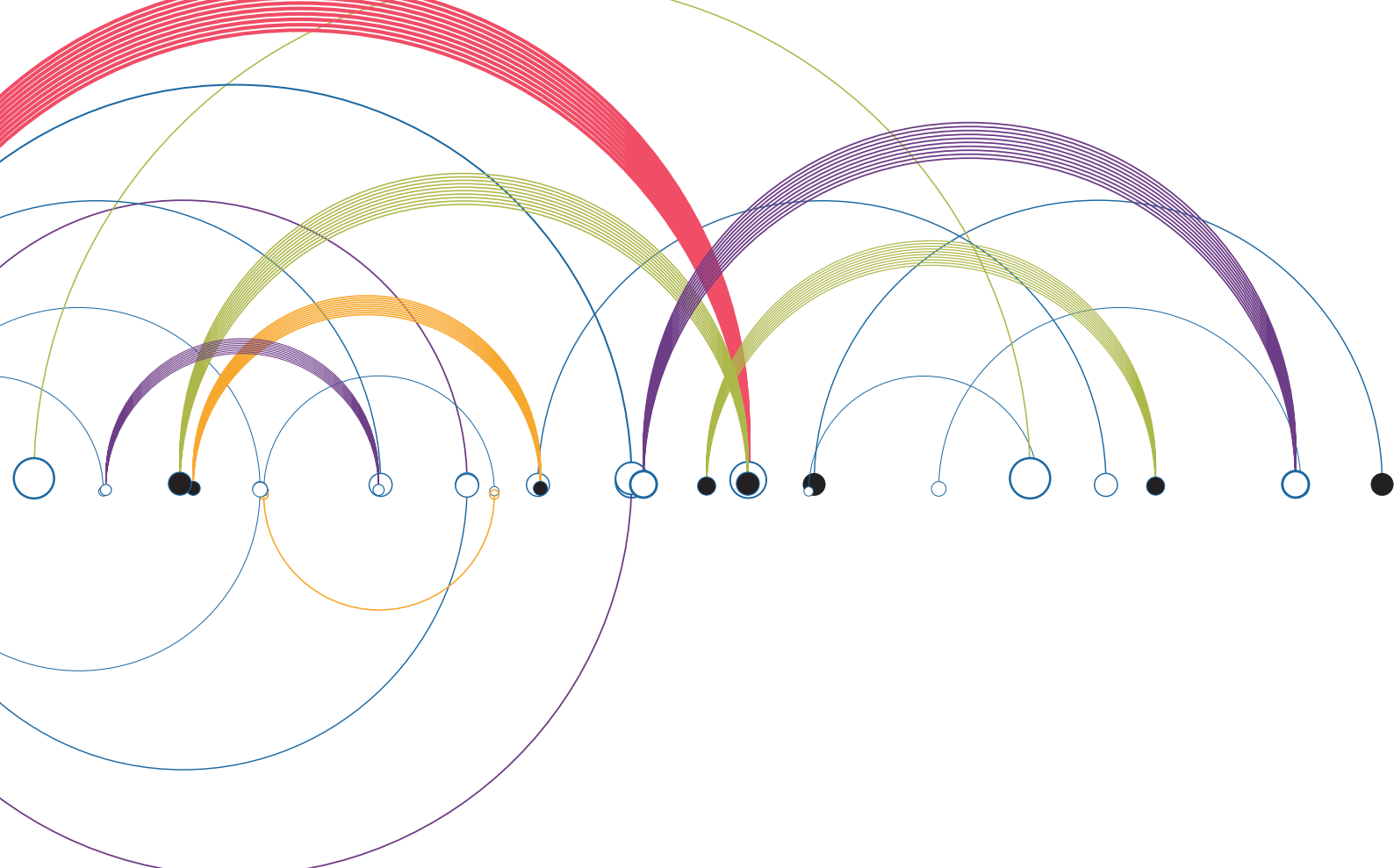
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# UNITED NATIONS GLOBAL COMPACTS PROGRESS REPORT (COP)

# 2014



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## SCOPE OF THE REPORT

Yeşilirmak Electricity Distribution Inc. Co. (YEDAS) 2013 Sustainability Report contains economic, environmental and social effects as a result of its activities and services; actions to be taken to reduce the possible negative effects to the minimum level; efforts for measure, monitor and recover the performance on sustainability and the results to be achieved. The report was prepared to inform related works, shareholders, customers, suppliers, investors, local administrations and the people in the region, NGOs, academicians, general public and the media. The report was prepared by considering the Global Compact Convention on transparency, accessibility, accuracy, integrity, continuous recovery and reliability.

The previous Sustainability Report of YEDAS, 2012 Sustainability Report was published in the beginning of September 2013.

## UN Global Compact

YEDAS has signed the Global compact of the United Nations on 28 August 2012 and declared that it will apply 10 principles in the fields of human rights, labour, environment and fight against the corruption to its policies, operations and organizational culture. This report is also kind of a second Communication on Progress.

## Our Next Report

We plan to publish our next report where we will try to figure out our sustainability performance for 2014, in October 2015.

Our report can be found either at [www.unglobalcompact.org](http://www.unglobalcompact.org) or at [www.yesilirmakedas.com](http://www.yesilirmakedas.com) websites. You can communicate any opinion or idea on our report by using the contact section of our website at [www.yesilirmakedas.com](http://www.yesilirmakedas.com).

## STATEMENT OF THE GENERAL MANAGER

Dear Shareholders,

Within the framework of the vision of being one of the first 10 companies of Europe in the field of organizational and operational perfection; in line with the targets of taking place among the global leaders and sustainable leadership, Yeşilirmak Electricity Distribution Inc. Co. realized some important progressions and it is pioneer in its activities considering the social responsibilities in its region and sector. In this context, I proudly want to present the second Communication on Progress of the Global Compact as the decisive steps of our Company in sustainability on behalf of our employees.

Since we signed the Global Compact of the UN on 28 August 2012, we have provided important progressions in the fields, from environmental standards to labour implementations within the framework of the Global Compact. These works in accordance with the international standards provided possibilities to take examples and compare in the field of “the best practises” for our shareholders who are in our sphere of influence and rewarded many times in national and international platforms.

YEDAŞ, following a sustainability strategy focusing on regional growth, gained 408,5 millions of TL revenue in 2013 and declared 63,7 millions of TL net operating profit. Our Company has achieved approximately 300 millions of TL investment since the privatization in 2010 and we plan approximately 600 millions of TL to invest until the end of 2015 in total.

We reserve an important amount of budget for R&D activities since we are aware of that the key of the sustainable success is innovative ideas and advanced Technologies in the competitive situation of the day. Our company has established YEDAŞ R&D Office in METU Techno city to meet the technological needs of the electricity distribution industry with national capabilities. The YEDAŞ R&D Office that started its activities with “Technology and Innovation Unit”, made two rewarded designs in electricity distribution and they were ordered from abroad.

Our Company that formed special employment and organizational social responsibility projects for the socio-economic development of its region, achieved its legal obligations completely and it was the 57th in the Highest Taxpayer List of Turkey in 2013. YEDAŞ considering its active labour force of 615 qualified individuals in total as it some of the most important competitive advantageous, in addition to the ac-

ceptance of the international standards in work health and safety, it presents important opportunities in career development.

As our Company sees the contribution to the socio-economic development of the activity region as an indivisible component of its main activities, considered the specific situation of the region formed organizational social responsibility projects for different target groups where the women and young people to create new opportunities for the masses. YEDAŞ operates its all activities by considering the environmental impact since it is aware of that the field of activity is power and it realized reference projects for the protection of the environment in addition to the continuous training for its human resources on environmental sustainability.

I thank all our shareholders who never withhold their support for the sustainability works of our Company in the framework of the Global Compact of the UN.

Wishing to share the proud and happiness of the new successes in line with the global targets with you in the next term.

Best Regards,

Nurettin TÜRKOĞLU  
General Manager





## YEDAŞ IN BRIEF

We meet one of the substantial needs of millions of lives in the region of service. We see them as part of the family instead of client or subscriber. We, as YEDAŞ undertaking the leadership role in electricity distribution, work hard and devotedly to provide the distribution service at the European standards.



Electricity Market as “the distribution companies should continue their production and retail activities separately after 01.01.2013”; so the company that continued its activities as Çalık YEDAŞ demerged as

Yeşilirmak Retail Sale Inc. Co. (YEPAŞ) for retails and Yeşilirmak Electricity Distribution Inc. Co. for distribution on 26.02.2013 as the law required to continue its activities. In the scope of the secondary regulations according to the legal requirements, Article 32 of the Directive amended by adding the (I) clause to its first paragraph as; “The related retail company not use the same trademark, logo and main company title which cause the customers to perceive it as the part of the distribution company”, the similarities between the companies should be eliminated, so

Yeşilirmak Electricity Distribution Inc. Co. was incorporated to the Çalık Power Distribution Inc. Co. during the privatization of the electricity distribution, on 29.12.2010 and continued its electricity distribution and retail activities in the region where it is responsible, as Çalık YEDAŞ. Energy Market Regulatory Authority (EMRA) obliged the companies to demerge for retail and distribution according to the amendment in paragraph (c) of the first section of the Article 3 of Law no:4628 on

the Çalık YEDAŞ title changed to YEDAŞ by excluding the Çalık and the company has continued its activities as Yeşilirmak Electricity Distribution Inc. Co. (YEDAŞ) since 22.02.2013.

The 99,996% shares of the company belongs to Çalık Electricity Distribution Inc. Co. of Çalık Holding. Çalık family has been continuing its commercial activities since 1930s and in 1981, the founda-



tions of the “Çalık Holding” was prepared by Ahmet Çalık and it is now active in the fields of energy, mining, construction, finance, textile and telecom. As one of the greatest companies of Turkey, Çalık Holding employs approximately 24 thousands people in 17 different countries. The annual consolidated size of assets of the Group that was one of the pioneers for the investments in Central Asia, Balkans, Middle East and Africa is around 7,5 billions of US dollars.

### Target of Being One of the Global Leaders

In addition to the qualified and uninterrupted service to its customers, YEDAŞ also continuously creates values for its country and people who it serves, so it achieved a successful year. The Company gained 408,5 millions of TL revenue and realized 63,7 millions of net profit in 2013. It turned a loss maker to a company having higher performance than average of Turkey in terms of finance in three years. In this process, YEDAŞ accelerated its investments and realized approximately 300 millions of TL investment in three years in its region. It is planned to realize 600 millions of TL investment in total until the end of 2015.

YEDAŞ targets to be one of first 10 companies of Europe in the field of organizational and operational

perfection in 2019. The Company increases its investments in line with its target and reinforces its successes day by day with its high qualified human resources and organizational structure. YEDAŞ aims the perfection either in its main activities or in any phase of its work progresses with suppliers, customers, managers, employees. YEDAŞ, with its customer oriented approach for adding value for all of its shareholders, keeps the quality and efficiency at first in its all work processes. The Company is managed with the Total Quality Management Model that is used by first 500 companies of the world and it also implements the internationally accepted Balance Score Card system







### Increasing Success Momentum

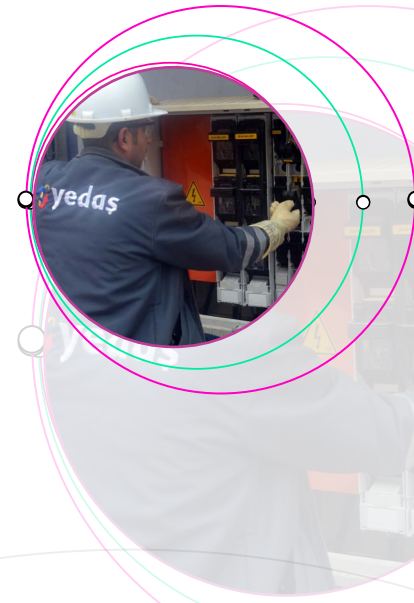
There were positive changes in “Quality Indicators of the Distribution Services” ratios of the Company in 2013. In 2013, the ratios for ‘Breakdown Numbers’ 8,86%, ‘Burning Transformer Numbers’ 26,96%, ‘Penalty Openings’ 82,69%, ‘Feeder Opening Numbers’ 38,51% decreased in 2013 with compare to previous year. The company that was taken in 2010, increased its rate of reading from 87,37% to 97,08% and the lost-leakage rates were decreased from 13,95% to 8,41%. The current term collection ratio was increased from 93,48% to 98,96%.

### Adding Value to Service by Use of Technology

In line with the targets of being integrated with Smart Grid and IT applications and following the technological developments for an efficient and productive integrations of the systems, YEDAŞ started to use the SAP ERP’s 8 modules, SAP IS-U’s 7 module, special law module written in SAP, Automated Meter Reading in 2013. YEDAŞ was successful to catch its counterparts in Europe in a short time of period and by

the help of its usage of the advanced information technologies called as “Smart Grid”, it became the only and first company using the SAP applications that is also used by the big companies of Europe, in Turkey as an electricity distribution company.

YEDAŞ, as the first company that started to use GIS and AMR integrated ‘SAP IS-U Industrial Systems’ in Turkey in 2013, plans to integrate the SCAD/DMS/OMS (Data monitoring, Recording and Grid Management) to the system in 2014.



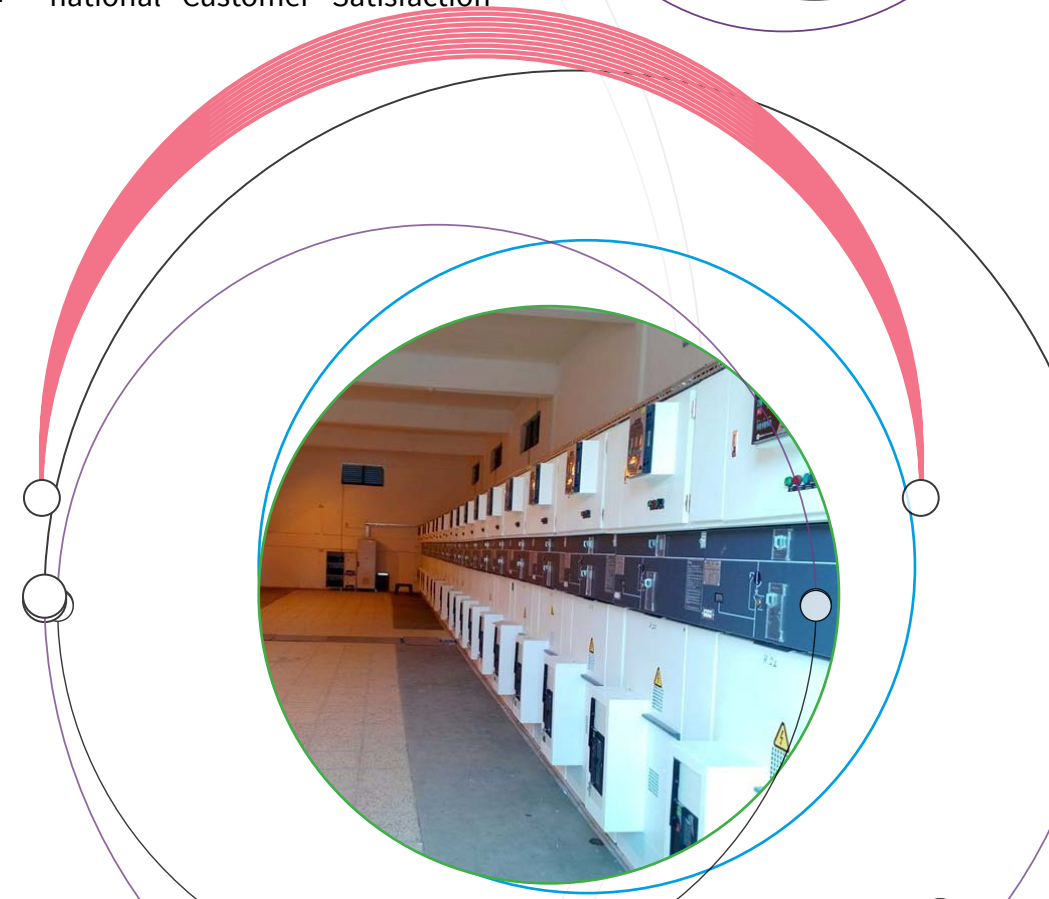
### YEDAŞ R&G Office

YEDAŞ has founded YEDAŞ R&D Office in METU Techno city to meet the technological needs of the electricity distribution sector with national capacities in 2013. The YEDAŞ R&D Office that started its activities with “Technology and Innovation Unit”, made two rewarded designs in electricity distribution and they were ordered from abroad.

### ‘First Ones and Unique’ in YEDAŞ

The YEDAŞ understanding of acting commonly with its all shareholders for the aims and strategies, was rewarded by KALDER (Quality Association of Turkey) and TUSIAD in ‘21st Quality Congress’ with “Competence in Perfection Certificate”. YEDAŞ is the first and the only electricity distribution company having this reward. As an independent organization, the Business Initiative Directions (BID) gives the International Quality Summit (IQS) Award and YEDAŞ was given the “Quality Gold Crown” in the “Gold” category in 2013 and it is the first and the only electricity distribution company of Turkey having this award. YEDAŞ has received the ISO 10002:2006 International Customer Satisfaction

Standard and ISO 27001: 2005 Information Security Management System which were firstly received by a Turkish electricity distribution company. Other quality standards of YEDAŞ are ISO 9001:2008 Quality Management System, ISO 14001:2004 Environment Management System, OHSAS 18001:2007 Work Health and Safety Standard. The Company firstly published its GRI (Global Reporting Initiative) ‘Sustainability Report’ in 2013.



# Stable Progression towards Future with Successful Results

**12,03%**  
Operating  
Profit Margin

**408,5**  
millions of  
TL Revenue  
from Sales

**63,7**  
millions of  
TL Net Term  
profit

**300**  
millions of  
TL  
Investment

Total investment for the period between 2011-2013 (TL)				
Investment Type	2011	2012	2013	Total
Grid Investments	81.229.614	74.150.038	56.925.578	212.305.229
Environment Security and Other Investments	8.154.175	8.798.369	9.856.988	26.809.532
Technologic Investments for Grid Operation System	1.166.743	11.507.478	12.171.976	24.846.198
Technologic Investments for Retail Services	4.260.430	16.883.053	695.843	21.839.325
TOTAL	94.810.961	111.338.938	79.650.384	285.800.284

Operational Indicators	2010	2011	2012	2013
Number of Subscribers	1.604.582	1.661.089	1.716.171	1.766.936

The number  
of subscribers  
increased  
**%10**

Number of  
breakdown  
has decreased  
at **26%**

Operational Indicators	2010	2011	2012	2013
Number of Breakdowns	132.882	112.793	107.692	98.004

Operational Indicators	2010	2011	2012	2013
Number of Feeder Openings	11.267	8.504	5.133	3.282

Number of feed-  
er openings has  
decreased at  
**71%**

**97,18%**  
reading  
rate

Operational Indicators	2010	2011	2012	2013
Reading Rate	87,37%	88,24%	96,50%	97,18%

Operational Indicators	2010	2011	2012	2013
Current Term Collection Rates	93,48%	96,55%	98,60%	98,97%

**98,97%**  
Rate of Current  
Collection



## YEDAŞ AVRUPA'YA AÇILIYOR



## Vision;

Being one of the first 10 companies of Europe in the field of organizational and operational perfection in 2019.

## Mission;

To perform the activities with a innovative international organizational structure based on customer satisfaction and sustainability of the company targets and strategies with all its employees in provinces of Samsun, Ordu, Çorum, Amasya, Sinop and in their sub-provinces.



Gerçekleştirdiği teknolojik yatırımlarla operasyonel mükemmellik alanında büyük adımlar atan Yeşilirmak Elektrik Dağıtım A.Ş. (YEDAŞ), elektrik dağıtım şebekesinin bütün detayları ile tomografisini çekmeye hazırlanıyor. YEDAŞ Genel Müdürü Nurettin Türkoğlu, hedeflerinin Avrupa'daki evinde kullandığı gibi kaliteli ve kesintisiz elektrik enerjisini faaliyet bölgelerinde kullanmak olduğunu söyledi.

## Basic Values;

### We work based on honesty

As YEDAŞ and its employees, we work without compromising from the principle of honesty and we observe this principle in all of our processes and relations.

### Show our courage

Without compromising from our understanding of perfection, innovative organization and human orientation in the industry we operate, we know that we will overcome from all the obstacles with our courage.

### Attachment to the Perfection

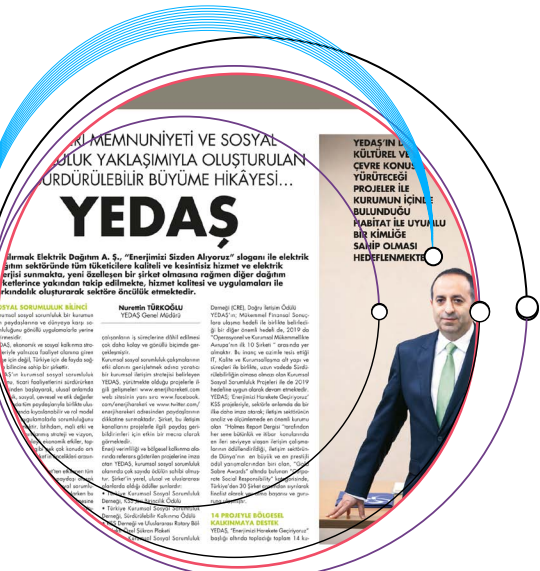
In all the processes we perform with our shareholders, we provide services without compromising from our quality standards to reach the perfection and to maintain the perfection.





# YEDAŞ WITH REWARDS AND MOSTs

## Rewards Certifying the Organizational Achievements



### “Quality Gold Crown” Reward

The Business Initiative Directions (BID), centred in Madrid, Spain has annually given International Quality Rewards and YEDAŞ was deserved to receive “Quality Gold Crown”. YEDAŞ, that was given its reward in the ceremony held in London, capital city of England, had been audited by the auditors from different countries on 14 main criteria, without prior notification. YEDAŞ was taken full grade from the fields of “leadership, planning and decision making, customer satisfaction, respect to environment, organizational social responsibility, innovation, novelty and technology, perfection, total quality management”

so it is the first and the only electricity distribution company having this reward.

### EFQM “Competence at Perfection” Certificate

YEDAŞ that devotedly works to be a distribution company to have European quality reward, started to apply the EFQM Perfection Model after it signed the “National Quality Movement Good Will Declaration”. It achieved the requirements of the model rapidly and deserved to have the “Competence at Perfection” Certificate in the Quality Congress that is organized by Kal-Der and TUSIAD.

### The Most Successful and Comprehensive SAP Project Reward

YEDAŞ was found to deserve the “Most Successful and Comprehensive SAP Project” reward in SAP Forum İstanbul that is one of the largest Information

Technology activities of the region since it is the first and the only electricity distribution company employing such a comprehensive SAP system in 636 days with a team of 166 individuals.

### Sustainable Development Reward

In the organization of Kadir Has University, called “Transmission 2023: Organizational Social Responsibility at the 100th Year of the Republic: Pazaryeri”, the European Association of Social Responsibility Special Jury Reward and Sustainable Development Reward was given to YEDAŞ.

### “Right Communication” Reward to YEDAŞ from Europe

YEDAŞ gathered 14 organizational social responsibility (OSR)



projects which it prepared in the fields of economy, environment and society in its region for the theme of Regional Sustainable Development, under the heading of “Move our Energy”, received the Europe Right Communication Reward among 23 giant companies and 26 projects after the European OSR Reward.

### “Information and Communication Technologies” Reward to YEDAŞ

In the competition for the industry focused graduation thesis of the TUBITAK Department of Scientist Support (BİDEB), the project of the YEDAŞ R&D Office was given the “Information and Communication Technologies” reward.



### YEDAŞ is 57th in the Corporate Tax List

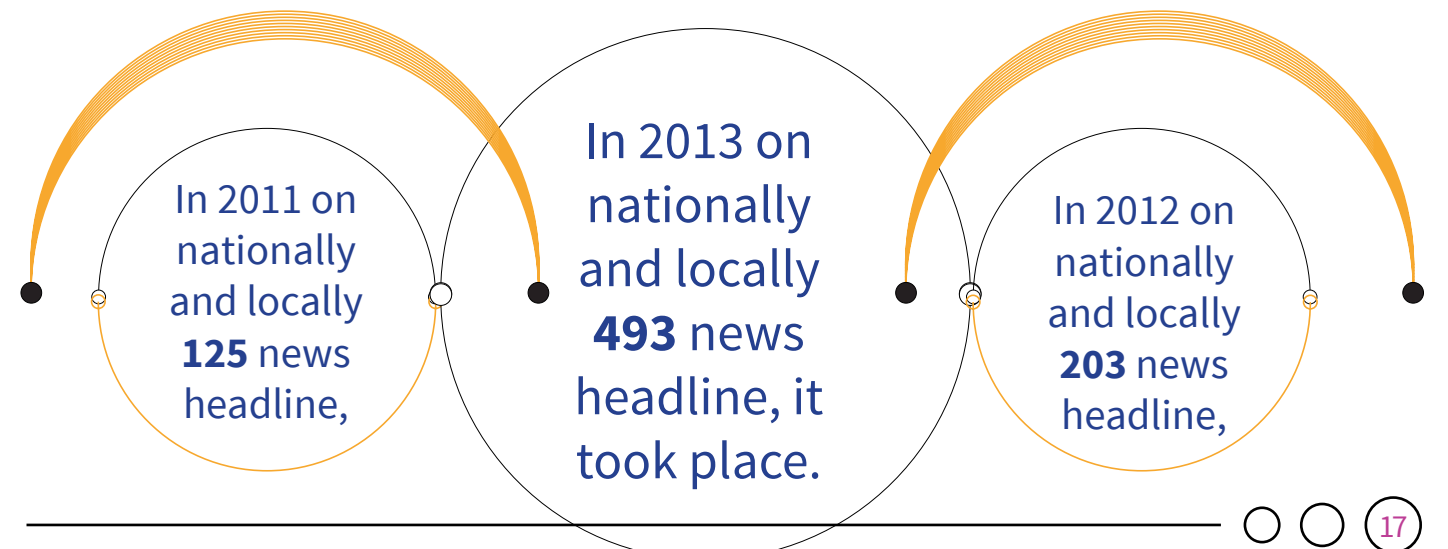
In the Corporate Taxpayer list of 100 of the Presidency of the Revenue in 2012, YEDAŞ was 57th in the list with its general directorate in Samsun. As the only company of the Samsun in the first 100 companies of Turkey, YEDAŞ

was successful to be one of the giant companies.

### Employment Reward to YEDAŞ

Samsun Governorship gave YEDAŞ the Certificate of Appreciation for high employment created by YEDAŞ.

As the most considered brand of its region in 2012, with **1.417** news, YEDAŞ continued its feature in 2013 with **1.627** news.





# Human Rights and Labour Force

YEDAŞ has the principle to comply with the universal human rights in its activities, so it acts according to the universal human rights in performance of all its activities and make no discrimination towards its employees, suppliers and customers in terms of their religion, language, ethnic origin, political opinion and gender. In the relations with the shareholders, the organizational and ethical values are considered and the violation of rights like child labour or uninsured employment is prevented.

**Principle 1**  
The business world should support the declared human rights and respect to these rights.

**Work Life in YEDAŞ; “Equal opportunity for All, Equal Pay for Equal Work, Objective Assessment Based on Success...”**

YEDAŞ who accepts the work life based on reliability and transparency sees the organizational culture and ethical values as the milestone of its activities. One of the priorities of the company in the field of human resources is to provide opportunities and environments for the continuous development of the employees and to design procedures where they will notice their capabilities. Since the loyalty and motivation of employees will bring the performance, YEDAŞ targets to generate and place a participatory, sharing culture valuing individual leadership, self responsibility and team membership. It is among

the human resources implementation of the Company to create a safe and healthy environment where the opinions and suggestions of the employees are considered; the approaches reinforcing the loyalty are developed; the values are maintained.

YEDAŞ with its employees more than 610 with their higher occupational knowledge and experience, forms the in-site working conditions according to not only national legislation but also international regulations; thus it accepts the equal opportunity for all, equal pay for equal work, objective assessment based on success, merit-oriented organizational structure, versatile and open-ended dialogue principles.

**Principle 2**  
The business world should not be the part of the human rights violations.

## Recruitment

The recruitment procedure starts with the determination of the need for the human resource, control of the current in-site candidate pool, candidate search via press and Internet.

The applications are especially assessed according to the requirements of the position in terms of age, education, foreign language and work experience; after that the convenient candidates are invited for interviews. They are expected to be successful in preliminary elimination, test and individual interview phases. After the phases, the candidate who is deemed convenient for the position signs the contract containing the organizational standards to start the work, if s/he accepts the offer.

## Training Method

In YEDAŞ, continuous training is accepted as part of the basic competent of creating sustainable values and a very important building block of the organisational culture. Thus, there are different environments to enrich the qualifications of the labour force and develop the intellectual capital, so in addition to different training environments and know-how efforts, experts from in-site and outsource partnerships and companies are benefited for soft skills and technical trainings which are considered in a process where the employees take place for their demands and needs in every year.

## Principle 3

The business world should support the right to trade union and collective bargaining of the workers.

## Career Management

There are lateral and vertical promotion possibilities in and among the group companies to provide individual development opportunities while the organizational requirements of the employees are being met. The competence of the employees are tried to be developed by implementations like rotation, work enrichment, etc.

## Price Management

A price policy based on merit and market conditions within the framework of the in-site balances according to the features of the work and performances, company strategy and competitive strength, is applied.

YEDAŞ' da Çalışma Hayatı;

## Measure of the Employee Satisfaction

There are annual employee satisfaction surveys where their opinions are taken. The measures are taken to meet the expectations of the employees according to the results of the survey and the current situation is tried to be developed.

## Organizational Social Responsibility Works

YEDAŞ gives great importance the employees to acquire the willingness and promote them to produce social projects and participate in the social responsibility projects with their own initiatives.

### Principle 4

All kinds of forced and obligatory labour should be abolished.

## Health and Safety of Employees

YEDAŞ, since it sees its own and its suppliers' employees as the most valuable resource, aims to protect the occupational health and safety of the employees, to reduce the occurrence and effects of the possible work accidents

**Principle 5**  
All kinds of child labour should be abolished.

## Suggestion System

The Company implements the suggestion system in which the suggestions of the employees are taken and according to the result of the application, the owner of the suggestion is awarded if it is applied.

## Employee Loyalty - Belonging

The Company reinforces the employees' sense of belongings via regular general and sectional dinners and meetings, social activities, open door implementations, feedback interviews, strategy and target dissemination meetings and similar applications.

and to provide the work and service production in line with these principles by complying with all the laws and regulation in force. The company tries its employees to understand their places and responsibility in the system for the development of their sense of responsibility. Performance of the Risk Analysis and the determination of the "Acceptable Risk" levels are the first steps of the pro-active approach in the work place where the Work Health and Safety Policy of the Company and the targets are shared with the employees to gain the support of all the employees and to do the planned and unplanned exercises in the work.

### Principle 6

There should be no discrimination during the recruitment and working processes..

There are emergency exercises in all work places according to the related law and regulations. Also, workplace doctor regularly checks the health of the employees. There are sudden audits to control whether the employees and the partners follow the Work Health and Safety rules or not. All the legal conditions are checked in the work place and related declarations to the related unit of the Ministry of Labour and Social Security are done.

The Company aims to eliminate all the possible risks with the participation of the employees, so it gets close to its target to increase the work safety at the highest level. The work health and safety system that is owned by the top management and accepted by all the employees in terms of their health and conscious are monitored in the critical performance indicators of the Company.



### Number of Employees in the Locations of Activity by Years

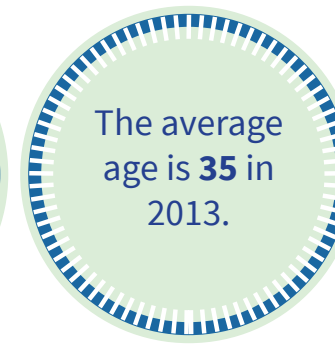
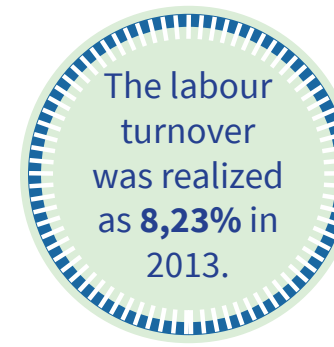
2011		2012		2013	
NUMBER OF EMPLOYEES		NUMBER OF EMPLOYEES		NUMBER OF EMPLOYEES	
GENERAL MANAGEMENT	162	GENERAL MANAGEMENT	198	GENERAL MANAGEMENT	168
SAMSUN	178	SAMSUN	192	SAMSUN	153
ORDU	142	ORDU	141	ORDU	88
ÇORUM	108	ÇORUM	105	ÇORUM	82
AMASYA	86	AMASYA	91	AMASYA	66
SİNOP	90	SİNOP	87	SİNOP	58
TOTAL	766	TOTAL	814	TOTAL	615

### Number of the Solution Partner's Employees in the Locations of Activity by Years

2011		2012		2013	
NUMBER OF EMPLOYEES		NUMBER OF EMPLOYEES		NUMBER OF EMPLOYEES	
SAMSUN	406	SAMSUN	437	SAMSUN	437
ORDU	361	ORDU	372	ORDU	372
ÇORUM	195	ÇORUM	199	ÇORUM	199
AMASYA	139	AMASYA	149	AMASYA	149
SİNOP	160	SİNOP	161	SİNOP	161
TOPLAM	1261	TOPLAM	1318	TOPLAM	1318

### Average Seniority of the Employees in the Locations of Activity by Years;

2011		2012		2013	
NUMBER OF EMPLOYEES		NUMBER OF EMPLOYEES		NUMBER OF EMPLOYEES	
GENERAL MANAGEMENT	0,59	GENERAL MANAGEMENT	1,28	GENERAL MANAGEMENT	1,67
SAMSUN	4,26	SAMSUN	4,41	SAMSUN	4,69
ORDU	3,54	ORDU	3,69	ORDU	4,94
ÇORUM	4,01	ÇORUM	4,21	ÇORUM	4,85
AMASYA	3,63	AMASYA	4,02	AMASYA	4,88
SİNOP	1,68	SİNOP	2,74	SİNOP	2,62
TOPLAM	2,95	TOPLAM	3,39	TOPLAM	3,94



### Number of Work Accidents by Years;

	2011	2012	2013
Injured	5	2	6
Death	1	0	0

*There were traffic accidents which are the reasons of 6 injuries in 2013.*

### Number of Training Hours by Years;

	2011	2012	2013
HOURS	19	87	57

# ENVIRONMENT

The Environment Management System of YEDAŞ is based on protection of the environment and nature by cooperating official, voluntary organizations and authorities and all parts of the society to reduce the environmental impact to a minimum level according to the national and international regulations in a manner of increasing the environmental awareness of the employees while the electricity distribution services are performed. In line with the aim, it tries by providing the sufficient resources with suitable technology preferences and usage to save energy and prevent the natural resources from being wasted, to decrease the waste and to recycle the waste to gain them to the national economy. YEDAŞ who is very careful to minimize the environmental impact on account of its activities, commits:

## Principle 8

The business world should support any activity or formation that may increase the responsibility for the environment

- While it is performing its electricity distribution service, it will generate a environment management system that will increase the environmental awareness of its own and suppliers' employees,
- In this context, it will protect the environment and nature by reducing the environmental impact to a minimum level by complying with national and international regulations in cooperation with all official authorities and voluntary organizations in addition to all parts of the society,
- As a result of the reservation of sufficient resources for choosing and implementing the appropriate technologies to save energy, to prevent the natural resources to be wasted, to reduce the wastes, to gain the wastes to the national economy by recycling as the main principle of the Company,
- It will give priority to the dynamic environment policies by providing the participation of the YEDAŞ employees to the trainings and practices in an active

## Principle 7

The business world should support the precautionary approaches towards environmental issues.

way to protect the environment and human health in line with the rapidly changing technology and accordingly changing environmental approaches.

## ISO 14001 Environment Management System Quality Certificate

YEDAŞ who was found appropriate for the ISO 4001 Environment Management System Quality Certificate in 2012, performs waste impact analysis to determine the wastes and remove them. In this context, waste materials, batteries, cartridges, tyres, papers are recycled. The Company employs



an environment engineer and provides the solution partners to comply with the environmental conditions.

## Biodiversity

The corrupted and polluting effects of the natural resource consumption, use of lands, water consumption, waste and noise generation on biodiversity cause operational, legal and social risks. YEDAŞ is aware of this fact on its all activities. YEDAŞ has no activity that may affect the biodiversity negatively with its building and land in protection area and biodiversity field. The Company uses isolated cables on the lines passing through forests and takes necessary precautions to prevent white storks and other birds from injuring because of the distribution grid.

## Products and Services

The smart grid technology that YEDAŞ implemented at the cost of \$7 millions also serves for an important aim such as reducing the carbon emission. The production-consumption control system in the SCADA/DMS project provides the energy to be well used by the subscribers. The SCADA Control Centre that is planned to be constructed in Ankara highway on 3500 m2 will also be completely "Green Building".

## Legal Compliance

YEDAŞ has an institutional citizenship conscious and tries to be an example in that sense; so, by the help of its competence in using its knowledge well, result-oriented working principles, ability to comply with ethics and universal principles in addition to the importance it gives to humans and environment, it continues to share the added value with the society and to contribute the economic development of Turkey. The Company, in line with such approach, performs its all domestic and international activities according to the national and international laws, and presents all the information to the legal authorities completely, accurately and on time. It is partial against all public authorities, administrations, civil society organizations and political parties while it is performing its activities without any expectation of interest and it meets its obligations with such sense of responsibility.

YEDAŞ paid TL 206.230 in 2011; 93.900 in 2012 and 341.693 in 2013 on account of the damages of first and third parties.

## Principle 9

The development and dissemination of the environment friendly technologies should be promoted.

## Transportation

The vehicles of YEDAŞ are periodically examined for their exhaust emissions and to reduce the sera and exhaust emissions, the employees are promoted to go to the near distance place on foot instead of vehicles.

**45 kg waste battery was provided to be recycled in 2013.**



## Total Electricity Consumption by Years (kWh);

2011	2012	2013
595.889	932.915	467.244
224	693	200
431.648	431.173	315.534
26.870	827.370	15.497
638.846	578.387	403.077
1.261.831	2.339.367	886.020

The electricity consumption was reduced at **62%.**

## Total Water Consumption by Years;

2011	2012	2013
7.265.000	8.003.000	3.227.000
335	1.749	1.272
5.427	4.593	2.708
4.981	5.666	2.421
2.978.000	2.600.000	2.170.331
10.248.318	10.610.417	5.401.026

Water consumption was reduced **49%.**

## Diesel Consumption by Years;

2011	2012	2013
193.921	141.704	93.493
45.996	32.859	16.991
58.264	41.515	29.542
77.762	54.355	34.169
45.328	32.112	25.067
421.271	302.545	199.262

Diesel consumption was reduced **34%.**

# Fight against Corruption

YEDAŞ taking the UN Global Compact as the reference point to shape the sustainability understanding, obviously complies with the national and international legal regulations in all its work processes and activities in addition to observing the common ethics and principles of the work life permanently. It prepares the Company policies, directives and procedures in accordance with related legislations and revises when it is necessary and communicates the employees on time about the revisions.

The independent internal audit in the organizational structure regularly audits the activities of the Company in terms of their efficiency, productivity, legal compliance and the convenience of the policies, directives and procedures and reports the audit results to the Executive Committee. It is the best evidence that the Company is aware that the obligations of the superiority of law, honesty, accountability, fighting against corruption, transparency, etc. since there is not any lawsuit against the company at the moment by any real or legal person or authority.

The ethical and working principles of YEDAŞ are guidance

for acting according to the legal compliance and the work ethic responsibility is becoming an important part of the Company and

As a result of the public service, all the customer information is protected based on privacy and the privacy of the customers are protected by the implementation of the ISO 27001 Information Security Management System in the Company. Since there is not any complaint on the matter until today, the Company's reliable approach is proven.

### Principle 10

The business world should fight against all kinds of corruption including bribery and tribute.

generates the decisive standing point of its loyalty to ethics. The ethical values are annually updated in workshops on ethics by the employees and communicated to all shareholders. The responsibilities of the employees and managers in the Ethic Committee are defined and delivered to all employees during the recruitment and communicated to all employees and shareholders via in-site communication platform.

# BASIC VALUES

# YEDAŞ ETHICAL PRINCIPLES AND WORKING PRINCIPLES

**We act with the  
understanding of  
honesty.**

**We are  
brave.**

**We attach to  
perfection.**

- 1 Act honest and fair
- 2 Be in solidarity and believe in the human being as the most valuable existence
- 3 Being respectful to the environment, society, company
- 4 Protect the recognition of the Company and the employees
- 5 Focus on sustainable growth and development
- 6 Avoid from relationships for self-interest
- 7 Confidentiality
- 8 Conscious of responsibility

- a Our legal liabilities
- b Our responsibilities towards our customers
- c Our responsibilities towards employees
- d Our responsibilities towards shareholders
- e Our responsibilities towards competitors
- f Our responsibilities towards society and humanity
- g Our responsibilities towards “YEDAŞ” brand



# Social Responsibility in YEDAŞ

The responsibility for YEDAŞ is not limited with just electricity distribution. The organizational social responsibility of YEDAŞ is to achieve the responsibility with implementations which can be role model comparable in national and international area, together with its all shareholders on economy, society, environment and ethical matters on national scale starting from its region while the commercial activities are being continued. YEDAŞ achieved many economic, social and environmental projects responsible for its fields of activity, namely Samsun, Ordu, Corum, Amasya, Sinop provinces, since it started to its activities.

## It adds power to the power of the people in the region

YEDAŞ is the company having conscious of providing benefit not only for the region it operates but also for the country as a whole by using economic and social development strategies. To add values on the matters like employment, financial effect and activities, defined strategy and vision, direct or indirect economic effects, social investments, etc., are the priorities of YEDAŞ. All the legal and real persons, organization and institutions affecting or affected by YEDAŞ are perceived as shareholders so the Company attach great importance to the internalization of this concept institutionally while it was starting to the Organizational Social Responsibility matters. In line with

that all the investments in the field of Organizational Social Responsibility were determined in a meeting where all the employees participated. Thus, the employees easily and voluntarily added to the work processes. In organizational social responsibility projects which were performed by YEDAŞ in the region, the below matters are firstly considered with compare to others;

- ◊ Promising to the shareholders within the frame of the organizational capacity,
- ◊ Provision of the social shareholder participation,
- ◊ Promotion of the participation of the academic institutions,
- ◊ In addition to local and public institutions, support of the local unions and associations,
- ◊ Use of the environmental and cultural motives of the field of activity by including the participation of the central administration and general public and the support of the human resources.



## Support to the Regional Development with 14 Projects

YEDAŞ started to work in January 2012 under the heading of "Move Our Power" and improved 14 projects on theme of "A Sustainable Regional Development Action" which will be implemented in 2014 – 2015 to support the regional development.

## Three Main Headings

The works are continued under three headings, Economic, Environmental and Social. The organizational social responsibility works under the heading of economy aim the development of the economy in the region; so, development of the businesses, increase in entrepreneurship and production potential in direct and indirect manners are tar-

geted. In the works under the heading of environment, the projects on natural, cultural and historical environment projects which YEDAŞ will execute in addition to have a appropriate identification with the habitat where the organization in, are aimed. To create added-value in employment, financial effect and activities, defined strategy and vision, direct and indirect economic effects, social investments, etc. is among the priorities of YEDAŞ.

## The Projects Contributing to the Regional Development

In the works, it is aimed to develop applications increasing the awareness of the inner and outer shareholders on energy and energy saving in addition to using their individual energy rightfully

and the created added-value in the region by the help of these applications to direct them to the energy productivity and efficiency.

## Enlightening Our Culture

YEDAŞ aimed to provide the sustainability and turnover the craftsman having cultural value by supporting the well artisans for the next generations and to archive them in the fields of activity. Within the framework of the project, workshops of 5 craftsmen who are master of their arts were renewed and their yearly electricity consumption were not charged to them. The project of Enlightening Our Culture is planned to be turned in to a deep project by containing five masters of different arts in five different provinces. The masters in the Enlightening Our Culture project in 2013 were:

- ◊ Huseyin Kaygusuz – Saddle Master (Corum)
- ◊ Murat Yılmaz – Stove Master (Sinop)
- ◊ Mehmet Tektaş – Traditional Ornamentation Master (Amasya)
- ◊ Mehmet Emin Turhallı – Loriner Master (Samsun)
- ◊ Ahmet Ozdemir – Clarinet Master (Ordu)





## Surprising Innovations of Youngsters Seminar on Using Our Energy Efficiently

YEDAŞ organized a contest within the scope of the Surprising Innovations of Youngsters project focusing on energy efficiency to promote young people in the region to create ideas. Youngsters from five provinces created “Industrial Designs”, “Short Movie”,

Another project of YEDAŞ to create awareness on energy productivity is the Project on Using Our Energy Efficiently. YEDAŞ employees were trained by academicians on energy efficiency and the project training set were distributed. YEDAŞ employees also gave seminars to housewives, primasry and secondary school students in five provinces on energy efficiency.

### Woman Labour Market

YEDAŞ who gives great importance to the participation of women to the economic life, aimed to introduce the handmade products of women in its field of activity to regional, national and international markets for economic contribution within the scope of the Woman Labour Market project. The Woman Labour Market project aims to introduce the handmade products of women in five provinces of activity (Samsun, Amasya, Sinop, Corum, Ordu) on regional, national

and international levels and to integrate with the economy. The main target of the project is to provide the social development with the healthy individual production capability and to develop the regional economy. The women were trained on the “preparation of the products” by cooperating with Woman Labour

Valuation Foundation that prepared the content of the education. The women of the region were trained in cooperation with the regional women associations, governorships, municipalities, public training centers and their products are provided to be marketed on the website at [www.kadinemegipazari.com](http://www.kadinemegipazari.com).

## We Protect Dikkuyruk

YEDAŞ, as to integrate the sustainable environment protection policies into the work processes, decided to work to protect and recognise all the bird kinds and flora on the example of Dikkuyruk duck for the creation of the awareness. Within the framework of We Protect Dikkuyruk, the invoices were started to print the bird types before they are sent to the subscribers and the implementation took place in the Company procedures. The project was applied with the support of the Provincial Directorates of Forrest and Water Affairs of the Ministry of Forrest and Water Affairs. There were puzzles and brochures which were distributed to the students in primary schools, containing bird kinds and “Bird Observation Trainings” were given in Kızılırmak Delta in 2013. Also, some introductory banners to introduce/educate/create awareness to distribute to Environment, Hunt and Hunters Clubs are planned to produce as part of the work schedule.

### Seminars on Customer Relations

The Seminars on Customer Relations is the project of YEDAŞ to increase the awareness of the Company employees in addition to the employees of the suppliers on institutional representation.

YEDAŞ employees gave training to the partners to share their experiences on the customer relations in the scope of the project. The training were completed for 2012 and they are continued in 2013 for all suppliers to explain the institutional culture and the value of the customer in this particular culture.

### I Use My Energy Correctly

It is the project to provide the correct use of energy for children in the primary schools and their families in a manner that they will create right behaviours to use electricity. The content of the information cards within the scope of the project was prepared by expert pedagogues and energy experts and there were seminars in the schools for second and fourth grade students. Almost 5 thousands of students were reached in 2013 within the scope of the project.



“Animation” and “Graphic Design/Banner” on the matter of energy efficiency. The rewards of the winners of 2013 contest were given in a ceremony in Ondokuzmayıs University Atatürk Center of Culture and Congress in May for the Surprising Innovations of Youngsters project and Yasin Can, Ali Aydın and Yasin Güreşir in Industrial Design, Özge Zevkioğlu, Serpil Kılılı Basılı and Tolga Zeybek in Banner Design and Hazal Cansu in Short Movie/Animation were the winners of the respective fields.





## We Enlighten Our Environment

The project that indicates the sensitivity of YEDAŞ on environmental sustainability is firstly the We Enlighten Our Environment Project. In the project that was performed in cooperation with the Ministry of Forrest and Water Affairs, regional directorates, cultural directorates, higher council of monuments, universities, local administrations, YEDAŞ provincial coordinators, the aim is to introduction the national parks in the fields of activity by enlightening them symbolically. Thus, YEDAŞ did not charge the cost of enlightenment in five different parks having natural value in five provinces for a year. Additionally, illumination of the appropriate fields were defined and enlightened. The natural locations in the scope for 2013 as the project Contributing to the Social Development are:

- ◊ Amasya: Seven Swans Bird Paradise
- ◊ Samsun: Tekkekoy Archaeology Valley
- ◊ Corum: Hattuşa Ruin
- ◊ Sinop: Erfelek Falls
- ◊ Ordu: Ulu Lake Natural Park

## We Enlighten Our History

YEDAŞ seeing the transfer of the historical heritage of humanity to the next generations as part of the sustainability approach, aims to introduce the important historical places in its fields of activity by symbolically enlightening them for general recognition. The shareholders of the project were the Ministry of Culture and Tourism, Higher Council of Monuments, universities, local administrations and YEDAŞ provincial coordinators and YEDAŞ will provide the electricity for symbolic illumination of five historical places in five provinces free from charge for a year. In addition to outer illumination of defined places, introductory signboards will be realized. The historical places in the scope of the project for 2013 were:

- ◊ Amasya: Burmalı Minare Mosque
- ◊ Samsun: Tekkekoy Archeology Valley
- ◊ Sinop: Boyabat Royal Cemetery
- ◊ Corum: Dulkadiroğulları House
- ◊ Ordu: Yason Church

## You Make Good Job We Provide Energy

It is aimed to expand the field of social participation and participation ability of the organization by rewarding the “Masters of the Arts” small and medium size businesses in the fields of activity with a local contest. The festivals which were benefited for the project in 2013 were;

- ◊ Amasya-Taşova Bamya Fest, Contest on Traditional Gumbo Plantation
- ◊ Sinop-Boyabat – The Best Master of Stake Kebab
- ◊ Samsun - Ladik, Akdağ Fests Re-



## Regional Food Contest

- ◊ Ordu – Good Plantation – The Best Kiwi Plantation Contest
- ◊ Çorum - Oğuzlar 77 – The Best Walnut Plantation

## Energy Theatre

YEDAŞ carries out multi-dimensional works on energy efficiency, so the aim of the Energy Theatre Project is to create awareness in children on using energy resources efficiently. The project was realized in cooperation with Uygur Child Theatre, governorships in the fields of activity, provincial directorates of national education, municipalities, sub-governorships, school administrations, public training centers. Uygur Child Theatre trained voluntary employees and the Lymphatic Family show was written

and played. There were approximately 10 thousands students to be reached in schools of five provinces in the fields of activity.

## Regional Economy Meetings

YEDAŞ plans to realize Regional Economy Meeting to increase the managerial knowledge level of the small and medium size business in the region in 2014 by cooperating with governorships, chambers of commerce and industry, development agencies and universities in five provinces of activity. Within the scope of the meeting, “Yeşilirmak 100 Concept” will generate the development criteria for the small and medium size business in the region to be able to support the sustainable growth and increase the qualities of the firms in the region.

## Energy Consultants Growing

YEDAŞ aims to meet the human resources requirement from the universities of the region to support the regional development and introduce the industry to the university students in the fields of activity within the scope of the Energy Consultants Growing project. The project where the informative meeting for students (of Electric-Electronic Engineering Department) by the experts on “Energy efficiency, Energy Legislation, Finance of Energy” in co-

operation with 19 Mayıs University, is planned to be realized in 2014.

## Energy Truck

Another work of YEDAŞ to create awareness on energy efficiency is the Energy Truck Project. It is aimed to inform people on efficient energy consumption with the examples of the applications in an Energy Truck that will be specially equipped in five provinces which are in the fields of activity of the Company within the scope of the project that will be prepared with the supports of academic institutions, public authorities and the Company employees.

