



# Global Compact Progress Report for 2014



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## SCOPE OF REPORT

This report is a Communication on Progress for 2014 that is published for informing stakeholders about works for the implementation of UN Global Compact principles that MLS Holding signed on 24/05/2013.

*It contains data, activities and projects on 01.01.2014-31.12.2014.*

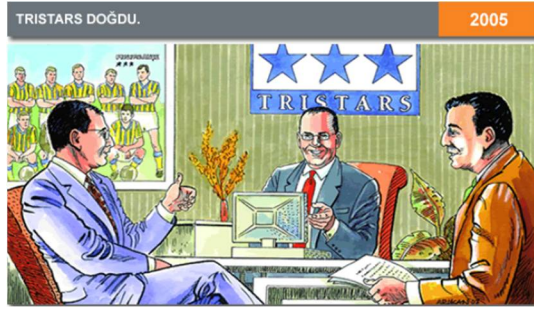
## ABOUT MLS HOLDING

Our company that was founded in 1992 only as an agency has come to these days over time thanks to its business conduct, ideology and correct strategic management. Established in 1992 to offer spare parts service and regular service to ports, MLS Holding is the biggest mineral oil distributor of Shell Company in Europe today and is the leader in its industry that delivers engineering, service, spare parts and machinery to ports in over 50 countries.

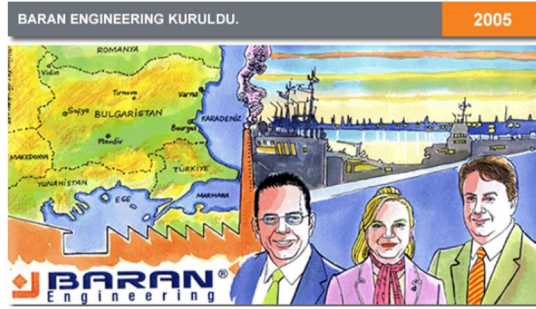




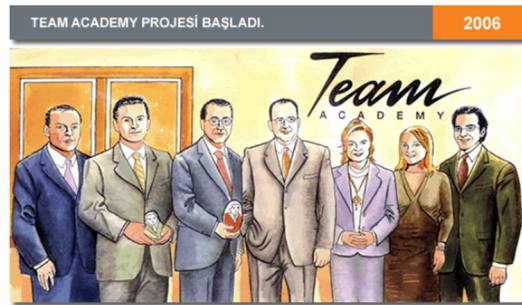
*Tristars Was Born*



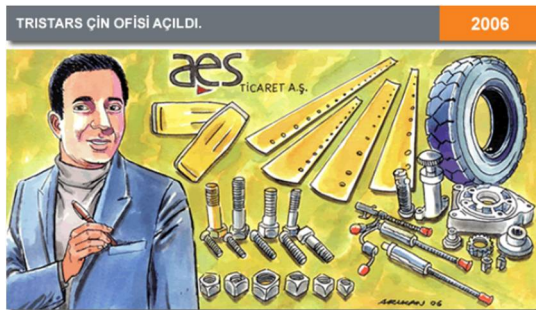
*Baran Engineering Was Established*



*Team Academy Project Started*



*Office of Tristars Was Opened in China*



*New Warehouses were Established Upon Increase in Trade Volume*



*ZPMC Istanbul Was Established*



*MPS Was Established*



*First Dealer Meeting of Power Plus Was Held*



*Nenocso System Was Adopted*



*LSF Started Its Operations in İzmir*



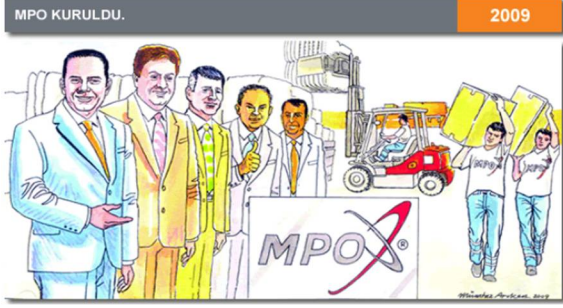
*Liman Makina Was Established*



*FNT Was Established*



### MPO Was Established



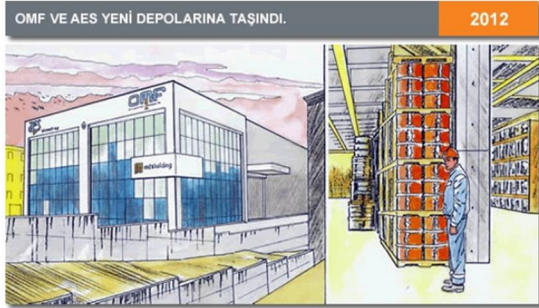
### Introduction Launch of Tristars Was Made



### Companies United Under Portunus



### Omf and Aes Were Moved to Their New Warehouses



### Omf Obtained The Best Distributor award in Europe and Africa



### Bursa Was Also Added To The Operation Field of Omf



## GLOBAL COMPACT

United Nations Global Compact is an innovative corporate responsibility approach that proposes universal principles to create a common development culture in the business world that is in constant competition. Becoming a party to Global Compact, having the vision of “**sustainable and extensive global economy**”, is a voluntary initiative.

In this context, 10 fundamental principles were adopted under headings of human rights, labour, environment and anti-corruption.

The content and articles of Global Compact are as follows:

### Human Rights

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

**Principle 2:** Businesses should make sure that they are not complicit in human rights abuses.

### Labour

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

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

**Principle 5:** The effective abolition of child labour.

**Principle 6:** The elimination of discrimination in respect of employment and occupation.

### Environment

**Principle 7:** Businesses 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 any corruption in all its forms, including extortion and bribery.





## MESSAGE FROM THE PRESIDENT

*Our Esteemed Stakeholders,*

As MLS Holding, we have completed a year by keeping in mind our ideology toward **“Contributing to ensure that Turkey reaches a well-respected position around the world”** in collaboration with all our companies and employees and reminding this to each other in every challenge. *I would like to stress that structuring and realizing such an ideology is not an easy thing. In a period when global balance is set by different political and economic components, it is both enjoyable and challenging at times to strive for adopting and realizing this ideology in a versatile and developing industry like port industry. Moving forward on this path with confident steps and at great pace, our biggest supporter has been our sustainability works.*



*Sustainability of a company, a country and even a generation is in direct proportion with the protection of its values, assets and resources from waste.*

*Its service quality, business conduct, reliability, the value it gives to sustainability and its works in this direction lie behind the successes of MLS Holding on global framework.*

*We, as Turkish Company, pride ourselves on becoming a preferred supplier for major port chains both in Turkey and across the globe in port management industry in 25 years, which is quite a short time, and becoming one of the top companies in its service field.*

*We do our job in the best possible manner and do not forget to adopt our values.*

*As MLS Holding, we conducted successful projects for our employees that are one of our biggest values in 2014. In a nutshell, we examined in detail occupational health and safety issues especially in consideration of risks of our job and took necessary measures and provided necessary trainings. Thus, we raised awareness of our employees and supported this to turn it into a life philosophy. In particular, we brought many innovations in order to encourage our female employees who create a huge added value to business life. We launched practices for supporting women more so that they can play a bigger role in business life. We increased the ratio of our female employees and carried out works to enable our female executives to join among our independent board members. We played an active role in workshops, seminars and similar events that will particularly enable female employees to assume more roles in business life. We know that women create a huge added value in business life and are attentive to spread this to our environment with all our stakeholders.*



*I said in 2013 that “Even if there were some lack of experience as it was our first year, I would like to thank all my team mates for ensuring the adoption of “sustainability” concept in 2013 in MLS Holding and to share my belief that the success will be permanent by replacing the targets every year with more challenging ones” and now I look to what have been achieved in 2014 and understood that all my team mates felt and adopted the matter with the same degree of depth and regarded works on sustainability principles as a part of my life.*

*With the opinion that many systemic developments and projects, the grounds of which were laid in 2014 but would be completed in 2015 and 2016, will give great momentum to MLS Holding on its path toward sustainability, I hope that we walk to better days and would like to thank once again to all our stakeholders for their diligence and sensitivity in this framework.*

*Respectfully yours,  
Mehmet Sami Özdemir*



## COMPANY PROFILE

### Our Vision:

For permanent success of company, our vision is to create qualified workforce that is open to change, gives importance to society and ethical values, targets success all the time and adds value and to maximize our company's competitive strength and to become the first choice of a proper workforce by ensuring continuity.

### Our Mission:

Acting with the awareness that what makes a difference in the competitive environment are people, we target to ensure that all employees reach their optimal performance level, their loyalty to company is increased, cooperation among employees is enhanced and company's employees are gathered around company's common goals and thus, our competitive strength is increased.

### Our Ideology:

To contribute with our business conduct to ensure that **Turkey** reaches a **well-respected** position around the world.

### Our Target:

To Found **More Reputable and Permanent** Companies in Global and Multi-Cultural World.

### Our Values that make us who we are:

Making business in the **framework** of **laws** and **business ethics**, Being **open to development**, Being **competitive**.

### Our Business Conduct:

- We know that **every customer is valuable** for us.
- We **understand our customer's needs well** and give importance to his/her satisfaction.
- We know that if we fail to **embrace our customer**, someone else will.
- We know **the details of our business well**.
- We **keep our promises** in every step that we take.
- We carry out our business in a disciplinary culture.



- We pursue our goals in a **humble** but **professional** and **resolute** manner.
- We **add value to our business** beyond earning money.
- We **do not avoid from making mistake** as long as it does not tarnish our prestige but we **use errors to find the right**.
- We ask how we can **improve our future**.
- We believe that we need to **grow** in a **balanced** manner.
- We prefer the uniting power of “**and**” rather than eliminating power of “**or**” in our business.
- We aim for establishing **long-lasting relations based on trust** with our employees and customers.
- We **find right people** that will adopt, look after and add value to our corporate culture, **train them** and show efforts to ensure that they work in our company happily for long years.
- We **use proper technologies** that will facilitate works of our employees and increase their satisfaction.
- We allocate **a part of our earnings** to social issues of the country where we operate.

## HUMAN RIGHTS

We prioritize respect to human rights across the company in every job that we carry out and are against any form of discrimination. We pay attention to this in our relations with our employees, suppliers or stakeholders. We believe that differences contribute to companies and these differences make us stronger.

As MLS Holding A.Ş., we and all our group companies act in every stage of our business processes without any discrimination of language, religion, ethnic origin, race, sex, political opinion and any other aspect in our relationships with employees, suppliers and stakeholders. We give priority to equal opportunities.

The main philosophy of our HR policy rests on equality and justice. We recruit the right person, regardless of his/her differences, and act according to equal opportunities while doing this.

We do not put criteria that may lead to discrimination such as age, sex etc. in our job advertisements. We carry out the selection and recruitment process based on the principles of transparency and equal opportunities.



## Our HR Policy:

- To hire right person for the right job.
- To determine personnel that will carry out tasks in our organizations according to their competencies and qualifications and to reach to the best with definite and clear terms of reference
- Personnel are allowed to benefit from all facilities of the group according to fair and objective criteria to the extent of their education, knowledge, experience and skills.
- Required importance is given to internal communication to ensure speed and productivity in business.
- All suggestions, opinions and ideas from all employees are carefully watched and evaluated.
- It is believed that education is a factor that increases productivity and motivation for personnel at every level.
- It is guaranteed that every staff member exercises his personal rights.
- A fair, reliable and healthy work environment is committed.

<http://www.mlsholding.com.tr/ikpolitika.html>

*“HONORABLE, EQUAL AND FREE LIVING IS A HUMAN RIGHT”* We pride ourselves on reminding this motto to every community at every opportunity.



 mlsholding



We develop and stimulate social awareness by our daily practices. MLS Holding Companies are using "Braille Alphabet" in their business cards.



Besides the respect, we feel toward our employees, suppliers and stakeholders, applicants to our company are also very valuable for us. We were awarded by Kariyer net in 2014 with Respect to Human award since we gave feedbacks to all applicants to our company in due time.



MLS Holding carries out social responsibility projects by providing equal opportunities to children who study in poor conditions and strive for going to school due to lack of means. We share this responsibility for building the future with our strong belief that tomorrows are concealed in the eyes of children.



2014 – Gebze Special Education Application Centre ( Hands-On Workshops were held.)

## OUR HR PRACTICES

### SELECTION AND RECRUITMENT

MLS Holding and its group companies examine all applications thoroughly and include eligible applications to recruitment process.

Recruitment process in our company is based on “equal opportunities” principle and we carry it out according to criteria on position basis. Our basic purpose during the recruitment process is to select the right candidate in line with values, vision and strategies of our company and to incorporate candidates with competencies and qualifications required by the position.

Our process is based on evaluation of applications, interview and evaluation process, inventory and exam according to position and job offer is completed with credentials check for successful candidates.

We evaluate all applications to our company in the scope of confidentiality principle based on justice and equal opportunities.



## TRAINING

We determine training and development needs of our personnel according to the following criteria in line with our belief that training is necessary and beneficial for personnel at every level as a factor that increases productivity and motivation and our philosophy of life-long learning and development:

- Holding and Company Strategies
- Technical and Behavioural Competencies Required by the Position
- Development Method System Results
- Rotation, Promotion and Appointments

## REMUNERATION AND OTHER BENEFITS

We evaluate all jobs according to their contributions to and responsibility level for reaching corporate targets and pre-set standard factors in line with our NENOCOSO philosophy in order to maintain justice in compensation. Basic principle of wage management is to manage the total income packages of the employees by rewarding the employees with their performance levels by means of a just and competitive wage policies basing on inside and outside the company wage balances as a result of job assessment consequences.



Ne No Cso system was launched in 2007 and means “the root” in Japanese. It is the name of system that determines working principles of MLS Holding.





Ne No Cso means “the root” in Japanese and stands for "constitution" that determines working principles of MLS Holding and it also symbolizes a fair system where people working harder earn more.

**Our other benefits:**

**Private Health Insurance:** Private Group Health Insurance is provided to every employee who has completed his/her probation period.

**Personal Accident Insurance:** All employees of our company are insured with personal accident insurance covering them and their families.

**Company Service:** Transport service is provided by the company for employees to arrive in and depart from office.

**Meals:** Meals are served at the cafeteria of our company. Meal voucher is provided to our personnel in regions where cafeteria is not available.

**Social Events:** Numerous social events and activities are organized by our company for ensuring unity and solidarity of our employees and implanting the awareness of being a part of a whole around the same goal and common values. New Year and anniversary of our company are celebrated every year together with our employees through various events.

**WORKING CONDITIONS**

We are attentive to create the necessary work environment for our employees where they can work safely and with joy. We also have game zones where our employees can spend enjoyable moments.



Any barrier does not exist before our employees for forming unions and collective bargaining. Our employees use their free will in this respect.

Child labour is strictly prohibited in MLS Holding and group companies. The attitude of our suppliers and stakeholders toward this matter is also clear.

## Occupational Health and Safety

MLS Holding and group companies pride themselves on creating the necessary environment for occupational health and safety of our employees and show all efforts to make necessary audits. Our occupational risk committee that was founded to be engaged in these works convenes every month regularly and takes necessary measures and carries out meticulous works in this regard.

Our emergency plans are hung at visible spots. Our emergency teams are specialized in their roles in the best manner based on their trainings and drills that are made.

Our primary works in 2014 about occupational health and safety are:

- Informative seminars (life-saving measures, first aid in life etc.)
- Emergency Boxes at specific locations in the company
- Communication network: Communication network for natural disasters or emergencies
- Images of occupational safety rules



# SAĞLIĞINIZ İÇİN ERGONOMİK BİR OTURUŞ TERCİH EDİNİZ.

## PREFER AN ERGONOMIC SITTING FOR YOUR HEALTH

Monitör uzaklığı **50-65 cm** olmalıdır  
Monitor distance must be **50-65 cm**

Bakış açısı **15-20 derece** olmalıdır  
View angle must be **15-20 degrees**

Masa yüksekliği **65-70 cm** olmalıdır  
Table height must be **65-70 cm**

Dirsek açısı **90-100 derece** olmalıdır  
Elbow angle must be **90-100 degrees**

Diz açısı **90 Derece** olmalıdır  
Knee angle must be **90 degree**

Oturma yüksekliği **38-55 cm** olmalıdır  
Sitting height must be **38-55 cm**

Sırtı bele uygun ve esnek bir **ergonomik sandalyeye** oturmalısınız.  
**Ergonomic backed and flexible** chair must be used for sitting



## ENVIRONMENT

We, as MIs Holding, are aware of our responsibility against environment and we realize supporting works in this regard.



### Environmental Approach

We, as MIs Holding, target at leaving the next generations a healthy and livable world and we use environment friendly products and Technologies in all our activities.

Thus,

- We carry out works for raising awareness on efficient use of energy resources.
- We segregate wastes without causing environmental damage and prefer a proper waste management method. Our wastes are segregated in the waste collection zone and we deliver them to the concerned organizations.



misholding



We make sapling donations to TEMA Foundation with our environmentalist approach in case of special occasions such as marriage celebration, birth etc.



## ANTI-CORRUPTION

As MLS Holding, we adopt a transparent and accountable management understanding and keep this in mind in our company and our relationships with our stakeholders. As Holding, we are sensitive about anti-corruption and anti-bribery in any activity that we carry out internally and externally. Accordingly,

- We do not carry out undocumented business operations.
- Our company cooperates with customers and suppliers that carry out legal business operations.
- Internal Audit Department within the company audits all departments of the company at regular intervals and submits to the Board of Directors a report stating whether said procedures are complied or not.
- We share information to be disclosed to the public transparently, accurately and on time.
- Any financial statement, report or record that is issued is in compliance with national and international accounting principles.

