

20/12/2020

H.E. António Guterres Secretary-General United Nations New York, NY 10017 USA

Dear Mr. Secretary-General,

I am pleased to announce that AKİŞ REAL ESTATE INVESTMENT ORTAKLIĞI A.Ş. has become a participant since 31/12/2019. I also confirm that our company continues to support the Ten Principles of the United Nations Global Compact on human rights, labor, environment and anti-corruption.

With this communication, we again express our intent to implement those principles. We are committed to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. AKİŞ GAYRIMENKUL YATIRIM ORTAKLIĞI A.Ş. makes a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the Ten Principles. We support public accountability and transparency, and therefore commit to report on progress within one year of joining the UN Global Compact, and annually thereafter according to the UN Global Compact COP policy.

As a result of this commitment, we are pleased to report that we have submitted our sustainability report, the United Nations Global Compact Progress Report, as an annex to this letter.

Sincerely yours,

İhsan Gökşin DURUSOY CEO



### AKİŞ REIT 2019 SUSTAINABILITY REPORT



























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### ABOUT THE REPORT



As Akiş GYO A.Ş., we present to our stakeholders our sustainability performance with our sustainability report covering the period between January 1, 2019 and December 31, 2019. This report is prepared according to GRI Standards: Core option.

The scope of our report is the operations at the locations (Akasya Shopping Mall, Akbatı Shopping Mall, Head Office and Management Offices and Construction Sites) where Akyaşam Yönetim Hizmetleri A.Ş. and Akasya Çocuk Dünyası A.Ş. (KidZania İstanbul), our direct and indirect subsidiaries, operate. Our report is also a United Nations Global Compact Progress Report. Performance data are announced based on 2019. In future reports, performance data will be presented to our stakeholders in comparison with 2019.

We care about your feedback and see it as part of our corporate development. Please share any complaints and suggestions within the scope of sustainability with us at surdurulebilirlik@ akisgyo.



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Our esteemed stakeholders,

As Akiş REIT, we present our approach to sustainability with our first report and our performance in this context. Our report is also the Progress Report of the United Nations Global Compact that we are a participant of.

2019 was a year dominated by uncertainties in the world. This situation directly affected the real estate and retail sectors in which we operate. Under these developments, 2019 was a year in which we turned to strategies to increase our rental income, to use capital market instruments more effectively for resource diversity and hedging, and to reduce our debts. Akiş REIT stocks provided 77% net return to investors in 2019. In 2019, in which we provided 108 million TL cash dividend, we also maintained our place in the "BIST Dividend 25" Index". Our corporate governance rating has been updated to 9.62, while our corporate rating has maintained its top spot in the real estate and construction sector.

As Akiş REIT, we carry out our operations in order to increase the positive impact we create and at the same time to eliminate the risks. We have created a broad participation group to demonstrate our performance in this context in a transparent manner and to ensure that processes are managed more effectively. Within the scope of our work, we have determined our sustainability priorities and prepared our performance for these priorities in accordance with the international standard Global Reporting Initiative (GRI) Standards: Core requirements.

In the reporting period, we continued to implement digitalization applications, which is one of the most important elements of today's business life, both within our business processes and within the services we provide. While providing customer satisfaction with mobile applications, we also responded to the special needs of different groups. We have implemented practices to ensure information security within the scope of ISO 27001 Management System studies we have.

We actively followed the expectations, suggestions and complaints of our stakeholders

within the scope of customer satisfaction practices, which have special importance in terms of the sustainability of our operations. In this regard, we have implemented the necessary practices.

As part of combating climate change, we actively worked to reduce the environmental footprint of our operations in 2019. Our companies in the scope of reporting reduced energy consumption by 11.46% compared to 2018. Having regard to our approach to use natural resources efficiently, the amount of water usage of our companies decreased by 7.4% compared to 2018. As part of efforts to expand our awareness, we provided 719 persons \* hour of environmental training to both our employees and contractor company employees in 2019; our environmental protection investments amounted to TL 367.700.

Our aim is to maintain our "Innovative Company" position with our talented employees. With this understanding, we pay special attention to providing our employees with a working environment where they can work peacefully and confidently and improve themselves. In 2019, we provided a total of 242,924 person \* hours of training to our company employees as well as our subcontractor employees.

With the awareness that all the successes we have achieved are enriched with our stakeholders, I thank all our stakeholders, especially my colleagues, who are the greatest architects of this success.

Best regards,

İ. Gökşin Durusoy Board Member and General Manager

### **ABOUT** AKİŞ REIT

Akiş REIT, established in 2005 within the body of Akkök Holding, continues its activities in order to evaluate its experience and expertise in the real estate sector, which is positioned among the strategic business areas of the holding in different projects.

Akiş REIT received the title of Real Estate
Investment Trust on May 18, 2012 with the
application it made to the Capital Markets
Board and started to be traded on the Istanbul
Stock Exchange on January 9, 2013. Akiş REIT
aims to realize projects that differ in quality in
the real estate sector with the principle of "Your
happiness is at the core of our business".

After the significant success achieved by Akbatı Shopping Mall, which was opened in 2011, Akiş REIT has signed another important project with the completion of Akasya Shopping Mall, which was launched by its shareholder SAF GYO in 2014. Merging with SAF GYO in 2017, Akiş REIT strengthened its position in the real estate sector with this merger.

As a first among real estate investment companies in Turkey, Akiş REIT will diversify its qualified and high rental income portfolio with the completion of its projects on Bağdat Street with an alternative approach to Shopping Center investments. Akiş REIT has contracted its first investment in high street retailing with Beymen for Uşaklıgil Apartment.

The fact that the European Bank for Reconstruction and Development (EBRD) invested approximately 25 million US dollars in Akiş REIT in 2018 is an indication that we are at the right point in terms of strategic positioning in the real estate sector. With this transaction, the EBRD invested in a public real estate investment company for the first time in Turkey. We will strengthen our place in the real estate sector by combining the experiences of EBRD in the countries where we do business with the vision of Akiş REIT. Akiş REIT, which has made its first overseas breakthrough with the investment it has made in a housing project developed in England in 2018, will closely follow its overseas projects in the coming period.

Akiş REIT, which has become one of the most important actors of the sector in a short time with its projects that create new trends at the right time, at the right location, will continue to undertake projects that will make a difference in the real estate sector by closely following the industry trends and socio-economic developments.



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### **MILESTONES**

2005

 Akkök Holding founded Akiş Gayrimenkul Yatırım A.Ş. to develop and manage real estate investments. 2007

- Garanti Koza Akiş
   Ordinary Partnership
   was established and
   the Akkoza Project was
   launched.
- The Company's capital was raised to TL 3 million by increasing the capital.
- SAF Gayrimenkul Geliştirme İnşaat ve Ticaret A.Ş. was partnered with a 7% share.

2008

• Akfil Holding A.Ş. shares were purchased.

In the Akkoza
 Project, partnership
 shares of Garanti
 Koza and Corio
 belonging to the
 Shopping Center
 were taken over,
 Akbati Shopping
 Center became
 100% owned and
 its construction

started.

2011

- The Company's capital was increased to 83 million TL by making a capital increase of 80 million TL.
- Akbatı has opened its doors.

2012

- Akbatı Residences were delivered. As a result of the application made to the Capital Markets Board, the title "Real Estate Investment Trust" was obtained.
- The merger transaction was approved at the general meetings of companies by taking over Ak-Al, along with all the assets and liabilities of Akiş REIT. With the Akbatı Project, the Energy Identity Certificate (Class B) was

entitled.

- Akiş REIT started trading on the Borsa Istanbul Corporate Products Market on January 9, 2013.
- All the shares in Akfil Holding were sold on March 11, 2013.
- All the shares in Garanti Koza Akiş Ordinary Partnership were sold on March 11, 2013.
- Akbatı received the BREEAM
   (Building Research Establishment
   Environmental Assessment
   Method) Certificate, which is a green
   building evaluation system, at the
   "Good" level.
- Akiş REIT started its real estate purchases on Bağdat Street, one of the most popular streets in Istanbul, in order to expand its commercial real estate portfolio, and entered the high street retailing market.

- Works for high street retailing have accelerated. The commercial buildings for commercial purposes were started to be redesigned by re-projecting the old buildings purchased on Bağdat Street.
- Akasya Shopping Center, which has a leasable area of 80,000 m2 belonging to the Akasya project developed by SAF REIT - to which Akiş REIT is a shareholder-, commenced operation on 06 March 2014.
- Akiş GYO's Corporate Governance Rating Score was determined as 9.16.
- KidZania Istanbul, the first children country in the world, was established in an area of 10.000 m2 in Akasya Acıbadem.
- Purchases were made from SAF REIT shares. Beykoz Project

investment started.

- Within the scope of high street retailing, the first lease was made before the investment and construction started.
- Corporate Governance Rating of Akiş REIT has been determined as 9.44.
- Within the scope of BREEAM In Use International, Akbati gained the feature of being the largest building with the Excellent level certificate in Turkey.
- Merger negotiations with SAF REIT started in 2016 and were registered as of 18.01.2017.

- The European Bank for Reconstruction and Development (EBRD) entered the partnership structure by investing 7.36% of the company.
- In 2018, it made its first foreign investment with an investment in a housing project developed in the UK.
- Akiş REIT's Corporate Governance Rating has been determined as 9.54.
- Akiş REIT was included in the BIST Dividend 25 Index in 2018.
- Akiş REIT was deemed worthy of the 'Real Estate Investment Trust Real Estate Investment Increase Leader-2017' award at the TSPB Capital Markets Awards.
- Akbatı received the "Excellent" degree in BREEAM In Use -International Part 2 (Building Management).

- Akiş REIT successfully completed the issuance of bonds with a nominal value of 100 million TL, 2-year term, and variable interest.
- Corporate Governance Rating of Akiş GYO has been determined as 9.62.
- Akiş REIT has completed the necessary applications to join UN Global Compact, the world's largest corporate sustainability initiative, with over 9,500 companies and more than 3,000 external members in over 60 countries.
- Akiş REIT has been accredited by TÜV Thüringen e.V. (German Accreditation Agency – DakkS) and obtained the ISO 27001: 2013 Information Security Management System Certificate.

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2015

2016

2017

Akiş REIT's Corporate Governance

Rating has been determined as

• With the completion of the SAF

REIT merger, Akasya became a

part of Akiş REIT.

Akasya.

• As of November, Akiş REIT

headquarters has moved to

2018

### AWARDS WON IN THE **REPORTING PERIOD**

Our Akasya and Akbati shopping malls have received a total of 190 awards nationally and internationally since their opening, and in 2019, Akbati received a Platinum award in the Special Events category with the Akbati Run project from the Hermes Creative Awards.

KidZania Istanbul received the "Most Outstanding Sales of the Year" award by Sales Network. With the collaboration of brands and the increase in the number of family visitors, KidZania Istanbul performed a record performance. On the platform where the best brands in Turkey received awards, KidZania Istanbul, took place among the best. Sales Network awarded the best brands in the sales world in 11 categories with Best of Sales Awards (BoSA).

KidZania İstanbul received the University of KidZania and IZO: K, two important certificates from KidZania Mexico. 29 KidZania cities around the world were evaluated by KidZania Mexico in strategic planning, talent management, leadership, customer satisfaction and social responsibility parameters. KidZania Istanbul, which showed high performance in the certificate program in which all KidZania is evaluated, was awarded the IZO: K certificate. In addition, KidZania received the University of KidZania (UoK) diploma by completing the training processes given by Mexico. With this diploma, it received the authority to give education to the new KidZania cities.



AYD (Shopping Centers and Investors Association)

TSPB (Turkish Capital Markets Association)

GYODER (Real Estate and Real Estate Investment Trust Association)

**UN Global Compact** 





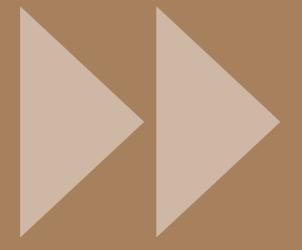


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### CORPORATE GOVERNANCE

As Akiş REIT, we manage our operations based on fairness, transparency, accountability and responsibility, which are the four basic principles of corporate governance. Continuously increasing the value, we create for our stakeholders along with corporate governance principles and respecting the environment are other focal points of our operations.



Accordingly, we continuously evaluate the risks for all our related processes and actively work to eliminate these risks with our effective control mechanisms. By combining our experience with national and international management standards, we ensure the quality of service we offer.

The highest management body of our company is the Board of Directors. The board of directors consists of 9 members, of which 3 are independent. Our Board of Directors consists of 4 women and 5 men. The Company's General Manager also serves as a Member of the Executive Board. Corporate Governance Committee, Audit Committee and Early Risk Detection Committee have been established within the Board of Directors. The Corporate Governance Committee consists of 3 members, and the chairman of the committee is selected from among the independent members of the board of directors and 1 member from the senior executives of the Company. The Audit Committee consists of 2 members and is selected completely

from the Independent Board Members. The Early Risk Detection committee consists of 3 members and the chairman of the committee is elected from the Independent Board Members.

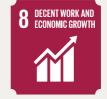
Rating agency SAHA Corporate
Governance and Credit Rating Services
Inc. has an operating license to rate in
accordance with the CMB Corporate
Governance Principles. The agency
completed the Corporate Governance
Rating Report. As of 21 November 2019,
Akiş REIT's corporate governance rating
has been announced as 9.62 (9,6.19).

### **GLOBAL COMPACT**

United Nations Global Compact, bringing the business world together with UN regional offices, working organizations, non-governmental organizations and governments; leads the business world to achieve Sustainable Development Goals covering areas related to human rights, labor standards, environment and anticorruption. In the reporting period, we have declared that we will carry out our activities in line with the United Nations Global Compact and Sustainable Development Goals. We will transparently share with our stakeholders the developments regarding the annual progress reports we will make in the future.

(For detailed information www. unglobalcompact.org)

You can find detailed information about our company partnership structure and our company structure, ownership or other important changes in the reporting period from our **2019 Annual Report**.







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### RISK MANAGEMENT AND INTERNAL AUDIT

As Akiş REIT, we continue our operations with the awareness of the risks posed by macroeconomic conditions, climate change, demographic changes, urbanization and technological developments. We actively implement our management tools to eliminate the risks we set for our company and turn them into opportunities.

While preparing the annual audit plan, the risk-based process control plan is prepared considering the risks identified and updated by the Company. The audit plan is implemented after the approval of the "Audit Committee", which consists of highly experienced and independent Board members. During the reporting period, 6 process audits were conducted. These are Compliance with Capital Markets Law and its applications, Financial Statement Audit, Audit of Company Procedures, Audit of Lease Receivables, Purchasing Audits.

The Board of Directors establishes internal control systems, including risk management and information systems and processes that can minimize the effects of risks, considering the opinions of the relevant Board committees. The effectiveness of risk management and internal control systems is reviewed by the Board of Directors at least once a year.

The Company's risk inventory is one of the most important tracking tools used by Akiş REIT in its risk management studies. Risk inventory includes the operational, financial, reputational and strategic risks of the Company. It is shared regularly by the Inventory Finance department with all departments every month. Departments provide feedback by updating the explanations regarding the risks and the risk scores that they wish to add to the inventory, if any, or to change with the risks they wish to add. Risks with high risk scores and very high levels are monitored at the Board of Directors level, detailed action plans are created, and a risk holder is assigned for each risk. The risk holder is responsible for managing the relevant risk within the agreed action plan. The risk inventory includes assessments for social and environmental management.

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### **BUSINESS ETHICS**

Our Business Ethics Principles are the basic guides of all our business processes. As Akiş REIT, we regard adherence to the Code of Business Ethics in all our business processes and relationships as a prerequisite and consider it as one of the cornerstones of our corporate culture.

All our employees are expected to exhibit attitudes and behaviors that will ensure the integrity of the Company and the ethical principles in which our Company has flourished, and to protect and improve the reputation and reliability of our corporate structure. For this purpose, an Ethics Committee structure has been established at the level of Akkök Holding, its operations and reporting mechanisms have been determined, the role of Ethics Representatives has been established in the companies and policies supporting the Ethics Principles have been prepared. At the same time, an Ethical Line structure was established, and it is operated by an independent organization that is an expert in its field. An active role is taken within the Akkök Ethics Committee with the role of Company Ethics Representative, the Ethical Pop Up applied for ethical dilemmas is broadcast to company employees and Ethical Bulletin keeps the Ethical Principles on the agenda by addressing different topics every month. During the reporting period, 3,147 person \* hour business ethics training was provided to the employees of Akiş REIT and Akyaşam.

The Company's Board of Directors takes measures against all kinds of corruption, including extortion and bribery, and the necessary awareness and control activities are managed within the framework of the Akkök Group of Companies Business Ethics Principles. In 2019, no corruption cases were detected in our Company.

KidZania Istanbul Commercial
Collaborators Ethics Agreement - As a
child-oriented company, it aims to respond
to the highest ethical standards where
honesty and transparency are privileged,
with employees, visitors, collaboration
partners and suppliers. In order to achieve
this goal, KidZania Istanbul signs an
ethical agreement with all employees and
collaborators for its activities, professional
ethics, protection and development of
human rights, prevention of conflicts of
interest, protection of private and sensitive
information, and attention to local and
international laws.

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#### **ETHICAL VALUES**

**RESPONSIBILITY:** We are aware of our responsibilities.

**HONESTY:** We communicate openly and honestly.

**TRUST AND EQUALITY:** We behave equally and fairly to each other.

**CONFIDENTIALITY:** We protect the confidential information of our group, of each other and our other stakeholders.

**COMPLIANCE WITH THE LAWS:** We keep reliable records and reports. We abide by the laws.

**OUR CUSTOMERS:** We establish consistent, fair and meticulous communication with our customers and approach them on the same commercial level.

**OUR COLLEAGUES:** We act fairly and respectfully to each other. We establish consistent and fair relations based on trust.

**PRODUCTS:** We value the safety and quality of our products and services.

**OUR SUPPLIERS:** We evaluate our suppliers fairly and similarly. We act meticulously in the relationships we establish with our suppliers.

**OUR COMPETITORS:** We compete fairly and in line with regulations.

**ENVIRONMENT:** We protect the environment and act according to the principles of sustainability.

3.147 person\*hour

During the reporting period, 3,147 person \* hour business ethics training was provided to the employees of Akiş REIT and Akyasam.

### SUSTAINABILITY MANAGEMENT

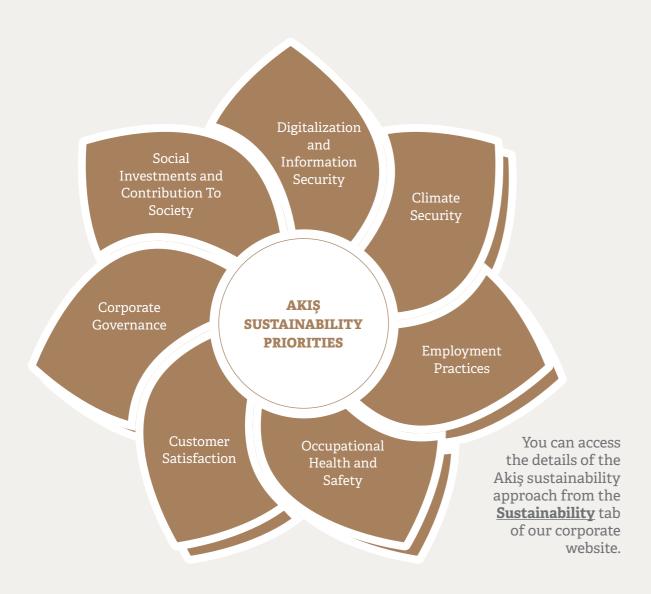
We manage our operations with the awareness of the economic, environmental and social impacts we create. We realize the positive impact we create and the elimination of the related risks in line with our practices within the scope of sustainability management. We aim to continuously improve our sustainability priorities and related performance we have set. We aim to increase the awareness of sustainability continuously through the practices we carry out both in our company and our value chain.

Sustainability management in our company is carried out by a working group whose members are formed by the representation of the General Manager, Sales and Marketing, Business Development, Strategic Planning and Investor Relations, Human Resources, Construction Management and Public Relations, Financial and Administrative Affairs, Sales&Marketing departments. This organization is responsible for reviewing sustainability performance, setting relevant targets, stakeholder communication and preparing a sustainability report.

As part of this first sustainability report, in which we reported the 2019 performance, we also determined our sustainability priorities. While determining our priorities, we evaluated the megatrends, sectoral priorities, our company strategic goals and examples of good practices in sustainability workshops. We have presented these issues to our internal and external stakeholders. As a result, we determined our sustainability priorities and evaluated these issues in line with the United Nations Sustainable Development Goals. With our 2020 report, we aim to present our short-medium and long-term goals for the priority issues we have set in our first sustainability report. Our sustainability priorities resulting from all this comprehensive work are as

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AKİŞ REIT >> SUSTAINABILITY REPORT >> 2019





























Our sustainability priorities are our main reference point in determining the content of our report. Our performance in these areas is presented to you, our stakeholders, in the sections of Governance, Digitalization and Information Security, Climate Security, Customer Satisfaction, Working Life and Contribution to Social Development.

Our stakeholders play a critical role in achieving our sustainability performance. With this understanding, we pay special attention to being in an effective communication with our stakeholders in line with transparency and

accountability, which are important elements of our corporate governance understanding. While we collect the opinions about our activities through the communication channels we have created for our stakeholders that are directly or indirectly affected by our operations and have an impact on our operations, we also ensure that our stakeholders participate in our decision-making processes. We aim to increase our sustainability performance to higher levels by contacting our stakeholders with methods that are shaped according to the needs and with different frequencies.

Our stakeholders	Communication Methods	Communication Frequency
Employees	Performance Feedback Interview, AkişTalks, Business Results Sharing Platform, "Let's have a conversation" & HR Positive, Individual Suggestion System- I Have An Idea!, Breakfast Chats, Coffee Chats, İnspring Names, Monthly, 3-Month and Annual Rewarding, Development Program	Twice a year Once every 15 days Every 6 months Once a year Throughout the year
Agencies	Phone, e-mail, video call	Everyday
NGOs	Phone, e-mail, video call	Project-based Project periods are at least once a week.
Mall visitors and tenants	Phone, e-mail, digital platforms (website, social media accounts etc.), video call	Every day via digital platforms
Residential buyers	Phone, e-mail, digital platforms (website, social media accounts etc.), video call	Project-based Project periods are at least once a week.
Real Estate Offices	Phone, e-mail, digital platforms (website, social media accounts etc.), video call	Project-based Project periods are at least once a week.
Public institutions	Phone, e-mail, website	If needed and depending on the topics.
Academia	Phone, e-mail, digital meeting tools	Cooperation under the Employer Brand and Development Programs
Shareholders	Phone, e-mail, digital meeting tools, website	Whenever requested, also quarterly results are shared regularly, and meetings are held with analysts and portfolio managers at least twice a year.
Collaboration Partners	Telephone, e-mail, meetings	Every week

### HIGHLIGHTS

Our Corporate Governance Rating: **9.62** 

Number of users downloaded Akasya and Akbatı mobile applications: **9,869** users.

Environmental trainings provided to Akiş and subcontractor employees: **870** person\*hour

Financial value of environmental protection investments in Akasya and Akbatı: **367,700** TL

Number of employees provided performance feedback: **251** 

Suggestions submitted and implemented by our employees: **32** 

KidZania İstanbul customer satisfaction ratio: **84%** 

Akbatı customer satisfaction ratio: **84%** 

Akasya Mystery Shopper Survey Result: **94.36/100** 

OHS trainings provided to our and subcontractor employees:
7,622 person\*hour

Number of people reached through the Life Academy social media accounts, website and Youtube videos: **100,000** 

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# DIGITALIZATION AND INFORMATION SECURITY

Digitalization is an important megatrend that directly affects and shapes our lives. In today's business life, digitalization provides companies with a significant competitive advantage, while at the same time providing a significant differentiation of the products and services developed.



As Akiş REIT, we manage our operations with the awareness of the importance of digitalization, and we implement practices that value customer and employee satisfaction.

The speed of digitalization brings with it the necessity to give a quick return to the needs. In this regard, as AKİŞ REIT, we continued to respond to this need with the practices we implemented during the reporting period.

In line with our digital transformation vision, ISO 27001 Information Security Management System studies are carried out to ensure information security. Within the scope of compliance with separate CMB Information Security legislation, projects bringing innovation to end-to-end backup, encryption and mobile device security will be implemented. No complaints were received regarding the violation of customer information privacy during the reporting period.

Mobile Applications - As a medium that increases the interaction with online campaigns, games and interactions within the scope of customer satisfaction and loyalty with Akasya and Akbatı mobile applications launched in 2019, we added a new function to marketing activations. With the application downloaded to smart mobile devices, we implemented special discounts and campaigns for special days. Akasya and Akbatı mobile applications have been downloaded by a total of 9,869

Turkcell My Dream Partner mobile application - a service specially designed for users with visual impairments. Visually impaired visitors with their smart phones can benefit from various advantages by obtaining voice information using this application. In addition, our visually impaired visitors can navigate in Akasya Shopping Center and Akbati Shopping Center as they wish, without the help of anyone, with voice commands given by the indoor navigation service.

Akasya Easy Point - Easy Point is a service point that aims to make life easier in many areas. It is a platform that aims to be a bridge between offline and online retail and produces services in order to make shopping pleasant and comfortable. Located in the Easy Point area, trial cabinet used for online orders is a first in Turkey. In addition to receiving and returning online orders, bellboy, cloakroom and escrow services are also provided from this point.

You can access our Information Security Policy on our **website**.

### OUR DIGITAL TRANSFORMATION VISION

"On the way to reach our strategic goals, to create results that focus on people-oriented customer and employee experience, provide data to all decision-making processes and at the same time make a difference by using modern technologies effectively and efficiently."

scope of the project, measuring and reporting customer satisfaction in Akasya on a digital platform and increasing the hygiene in WC areas were implemented. For this purpose, the cleaning frequency was revised according to the needs and time intervals by monitoring the hygiene provided in the WCs on-line according to the satisfaction evaluations of the users. Thus, efficiency was ensured in the use of equipment and chemicals by using the personnel workforce efficiently. With the application, which is an online cleaning schedule portal that minimizes workforce, disruptions and risks that are spent in the stages of hanging, signing,

**Customer Satisfaction Screen and Digital** 

**WC Checklist Positioning** - Within the

module and notification options. When the cleaning of a toilet that is not done with Wi-fi, Bluetooth and Gsm supported devices or when a nonconformity is marked in the surveys conducted by the visitors, an instant mobile notification, e-mail or SMS are sent via the mobile application installed on the mobile phone of the cleaning chief and the intervention is immediately made.

KidZoft Digital Security - KidZania

controlling and reporting the schedules, it

is aimed to increase the success percentages

of tasks with easy reporting, internal survey

**KidZoft Digital Security** - KidZania Istanbul has a security system that covers security events affecting information and information systems. It enables to affect the confidentiality, integrity and / or usability of the information in any way and to take measures against malware, database and cyber-attacks. The security of all systems is provided by Aktek observer service and Süperonline VPN technology.

### CUSTOMER SATISFACTION

The satisfaction of our customers has special importance in terms of the sustainability of our operations. For this reason, we are constantly implementing new practices and projects in order to keep our customers' satisfaction levels at the highest level. In this regard, we closely monitor the megatrends such as changes in demographics and digitalization and manage our business manner and the services we offer by considering these factors.





We actively follow up the expectations, suggestions and complaints of our customers and shape our operations accordingly in accordance with the feedback we have obtained.

We actively collect feedback on our services through active customer satisfaction surveys and benchmarking. Apart from these feedback mechanisms, we also actively evaluate direct feedback from our customers. Based on the results obtained during the reporting period, the satisfaction rate from Akbati Mall has already reached a rate of 84%, above average in Turkey. On the other hand, Akasya received 94.36 points out of 100 in the Mystery Shopper surveys conducted every 2 months (6 researches per year) by the Shopping Center and Investors Association. Based on customer feedback for the same period, KidZania Istanbul's customer satisfaction rate is 84%.

Implementing and spreading the practices that facilitate the lives of our customers and visitors

is an important determinant of our customer satisfaction approach. We differentiate the shopping experience of our customers and visitors with practices such as loyalty programs and special discounts for various special days in our Shopping Centers.

In line with their needs, we offer power bank service at Akasya counseling point, customer service for lunch, and printer support at Akasya counseling point. Services such as the "Spoiling Services package" (Akasya Art and Culture, free coffee, valet, KidZania Istanbul entrance etc. gifts) given to the stores to give to the best customers in Akasya, coffee service to the new store staff in Akasya, sending flowers to newly opened stores are examples of customer satisfaction practices.

During the reporting period, there is no penalty for non-compliance with the regulations regarding marketing communications and voluntary rules.

#### DISABLED PARKING SERVICE

As part of the customer satisfaction system, we provide telephone access to specially reserved parking areas for disabled visitors who come to Akasya and Akbatı with their personal vehicles. In this context, we offer our customers easy parking with their registered mobile phones.

B-KidZanian Customer Loyalty Program - Children who visit KidZania Istanbul for the first time or more than one can be included in the B-KidZanian loyalty program. There are 3 different paZZport (passport) levels for visitors who are members of the B-KidZanian loyalty program. Citizens who are members of the loyalty program with approved, exclusive and outstanding paZZport level benefit from special advantages, discounts and events.

**World's First Children Country KidZania is in Akasya** – KidZania is one of the first practitioners of the concept of edutainment – standing for learning with fun and have been acting since 1999. In Kidzania, children are gaining new skills and values with the learning method and developing their skills. It is the first country of children to be established in Mexico, operating in 29 countries and 22 cities worldwide, with more than 86 million visitors.

KidZania Istanbul was established in 2014 as the 16th KidZania in the world in Akasya Acıbadem to serve families with children on an area of 10.000 m2. It hosted more than 1.5 million visitors on the way to have a world where children can learn while they are happy and having fun. KidZania Istanbul is a very special city, a simulation of real life where children feel free, use their creativity, produce, collaborate and learn financial literacy. It aims to support the values of children such as responsibility, solidarity, harmony, self-confidence, awareness and tolerance.

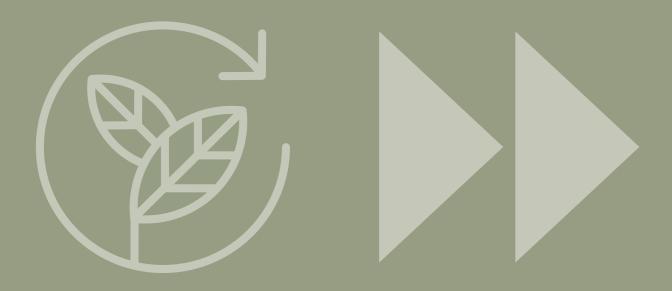
Since the day it was founded, it aims to help children between the ages of 0 and 14 to learn teamwork, to be an individual in the society and to behave respectfully while experiencing the professions. Turkey's top 33 brands add reality to this city ruled by children. With its bank, hospital, supermarket, laboratory, theater, university, fire station, earthquake simulation center, stadium, streets, factories and square, it is a real city with 67 different activity areas and more than 120 professions. It is approved by the Institute of Behavioral Sciences that KidZania plays an important role in child development. Activity contents in KidZania Istanbul are prepared by the guidance of pedagogues, game experts and trainers according to the ages, interests and skills of the children. Like all KidZania cities in the world, KidZania Istanbul is designed by Mexico as a disabled-friendly according to the principle of "Every Child Has the Right for KidZania".

In KidZania Istanbul, where children stay for an average of 5 hours and participate in 8 activities, children over the age of 7 can spend time as they wish without their parents. Parents who wish can entrust their children over 5 years old to KidZania with the KidZitter service (game sister and brother). Security is one of the most important issues in KidZania. In KidZania Istanbul, both children and accompanying adult visitors wear RFID wristbands. Each RFID wristband is matched with the child and adult and is defined specifically to the system. The bracelet cannot be transferred to other visitors and cannot be removed from the wrist for safety reasons.

In addition, with the investment of 300 thousand liras in 2019, 3 different activity areas were opened for our visitors with children between the ages of 0 and 4. Thus, while brothers and sisters learn with fun in activities, their siblings between the ages of 0 and 4 can spend time with their parents in these areas.

## COMBATING CLIMATE CHANGE

We feel the effects of climate change more intensely in all areas of our lives. We all have great responsibilities in eliminating or reducing the risks that it brings with it. As Akiş REIT, we carry out our operations with the awareness of the risks posed by climate change and the responsibility we have. For this reason, we strive to minimize the environmental impact of our operations.



Combating climate change and reducing our environmental impact is only possible with total awareness and practices. In this regard, we provide trainings for both our employees and employees of the contractor companies in order to raise awareness and spread good practices. During the reporting period, we provided a total of 870 person \* hour environmental training, including 251 person \* hour for our employees and 619 person \* hour for contractor company employees. In the same period, the environmental protection investments we realized in Akasya Shopping Center and AKbatı Shopping Center reached 367.700 TL.

### **ENERGY MANAGEMENT**

We pay special attention to the efficient use of energy in combating climate change. We constantly control our current consumption and implement projects that will increase efficiency.

The annual energy consumption in Akbatı Shopping Center, Akasya Shopping Center and KidZania Istanbul which are within the scope of reporting is as follows:

### TOTAL ENERGY CONSUMPTION BY YEARS (GJ)



#### BREEAM CERTIFICATE

The BREEAM certification process evaluates buildings for management, energy, health and well-being, land use and ecology, materials used in construction, waste management, water, transportation and pollution. Scoring is done within the framework of 10 criteria. The criteria are evaluated in different weights according to the geographical location and ecological structure of the country where the construction is made. Buildings that meet these requirements are in green building

- \* In 2018, Akasya registered its BREEAM (Building Research Establishment-Environmental Assessment Method) certificate, which is the building environmental assessment system adopted in 25 countries worldwide, at the 'Excellent' level.
- \* With its activities, Akbatı has received a certificate of "Excellent" degree within the scope of BREEAM In Use International in 2016, and once again registered its sustainable practices at the end of the process where criteria such as proper use of resources, indoor environment and importance to health were evaluated. In 2018, it received the "Excellent" degree for BREEAM In Use International Part 2 (Building Management).











In the reporting period, savings efforts were carried out in Akbatı Shopping Mall to use lighting, heating, cooling and ventilation systems more efficiently. CO2 temperature reading system integration has been put into use, and existing lighting fixtures have been replaced with LED fixtures. Improvements have been made in air handling units and closed-circuit water systems. As a result of the energy efficiency studies conducted between 2018-2019, an average of 5.5% saving was achieved in electricity consumption. The gain achieved with this saving is 1.152 GJ kWh and its financial value is approximately 180.000 TL.

In Akasya Shopping Center, savings were achieved by replacing the lighting fixtures in the mall with LED technology, adapting the drivers to the air handling units and controlling the ventilation and conditioning scenarios in the automation system, and their continuity is monitored. For electric vehicles, 2 additional fast charging stations were installed in the existing station. In the residential and shopping malls, a total of 1,100 electricity meters, 1,500 heating cooling and water share meters, and current consumption is monitored, and all data in terms of energy efficiency are followed. As a result of the energy efficiency studies conducted between 2018-2019, an average of 12% savings were achieved in electricity consumption. The gain achieved with this savings is 4,979 GJ and its financial value is approximately 765,000 TL.

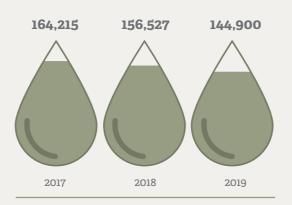
The gain achieved with this savings is  $4.979\,\mathrm{GJ}$  and its financial value is approximately  $765.000\,\mathrm{TL}$ .

### WATER MANAGEMENT

We feel the negative consequences of the fast consumption of natural resources day by day. Water consumption is an indicator that we follow with sensitivity as Akiş REIT. We are implementing projects to reduce the amount of use by ensuring that water is used more efficiently. In this context, improvements were made in the air handling units and closed circuit water system in our Akasya and Akbatı shopping malls, and the savings achieved in water consumption were continued in the reporting period by bringing the water discharged from the cooling towers into the gray water system.

The total water consumption in Akasya Shopping Mall, Akbatı Shopping Mall and KidZania Istanbul, which are within the scope of our reporting, is as follows:

### TOTAL WATER CONSUMPTION BY YEARS (M³)



#### WASTE MANAGEMENT

We act with the awareness of our responsibility within the scope of our legal obligations regarding the reduction, separation and disposal of waste generated during our operations. As of 2020, we plan to transition to the separation of household, glass, paper, plastic and metal wastes in our shopping malls within the scope of zero waste applications.

### AMOUNT OF NON-HAZARDOUS WASTE BY YEARS (TON)



#### HAZARDOUS WASTE AMOUNT BY YEARS (TON\*)



\* Excludes 2017 KidZania İstanbul data.

During the reporting period, we provided a total of

 $870_{\,\mathrm{person}\,^*\,\mathrm{hour}}$  environmental training, including

251 person \* hour for our employees and

619 person \* hour for contractor company employees.



### WORKING LIFE AT AKİŞ

As Akiş REIT, our aim is to maintain our "Innovative Company" position with talented employees. In line with this purpose, providing our employees with a fair and participatory working environment where continuous development is encouraged, and where they can work in a healthy and safe manner is among our important priorities.



We enrich all our human resources processes with practices that protect human and employee rights and stand against discrimination.

Accordingly, we respect differences such as gender, language, religion, ethnicity and age, and we do not allow practices that can be described as discrimination in any human resources process. We respect our employees' freedom to join the union and to sign collective bargaining agreements.

We provide equal opportunities to all candidates who are in line with our corporate culture and who possess the knowledge, skills, competence and experience required by the job and position. We evaluate all of our candidates applying to our company using defined methods.

"Equal Work, Equal Pay" policy is applied in our company. In Wage Management, a fair wage policy is implemented through wage market analysis made every year. In the Side Benefit service, which is a part of the total income package, we provide our employees with benefits that will adapt to the developments in the market and consider the needs.

We accept the responsibilities and obligations of the United Nations Global Compact, to which we are a party, and carry out our activities accordingly. In our operations, we are sensitive to the environment, we do not allow child labor and forced or compulsory labor in the operations of our company or the contractors / subcontractors we work with, and we ensure that our work environment is human oriented. We take all necessary precautions on related issues. During the reporting period, there were no complaints regarding these issues.

#### **Great Place to Work (GPTW - Trust**

Index) - With the awareness that sustainable employee loyalty is the foundation of competition and is one of the determining factors of happiness in business life, Akiş REIT conducts an Employee Loyalty Survey by measuring the Trust Index with Great Place to Work (GPTW), an independent research company. Our goal is to improve the environment where our employees are safely connected, proud of their work and workplace, and working in harmony and cooperation with their colleagues.

### PERFORMANCE MANAGEMENT

With the performance management system, at the beginning of the year, the target is spread downwards starting from the top management within the company and the Company's goals and strategies are shared with the employees and their contributions are welcome. The targets are reviewed during the year and an evaluation is made at the end of the year. The process is completed by conducting a manager-employee feedback interview regarding the business results and competencies of the employee, rewarding the realized performance within the scope of the premium and incentive system, and personal development planning.

During the reporting period, a total of **251** employees, **145** of whom were blue-collar and **106** were white-collar, were provided with performance feedback.







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### EMPLOYEE DEVELOPMENT AND SKILLS MANAGEMENT

We offer training opportunities for our employees to improve themselves continuously. Thus, we create our achievements together by increasing our employees' knowledge, skills, competencies and experiences.

Programs to support the expertise and / or leadership development of employees are planned based on the needs of the company, department and person. In 2019, we focused on development needs through one-to-one interviews with employees in meetings such as "Let's Have a Conversation" and "HR Positive", talked about their strengths and where they will benefit from the organization, and personal development plans were created. Again, in 2019, our employees have worked as volunteer internal trainers in their fields of expertise and for the first time, internal trainings have been held this year.

During the reporting period, in 2019, we provided 428 person \* hour training to our employees in our companies within the scope of reporting. In the same period, a total of 242.496 person \* hour training was provided for our subcontractor employees.

#### **KidZania Istanbul Development Program**

- Staff (blue collar) who work as supervisors participate in the program. After determining the departments that need interns for the program, the supervisors who get positive interviews gain experience by working in the offices on certain days of the week. Supervisors who complete this program will have a certificate of participation. Of the 16 people who participated in the KidZania Istanbul Development Program, 5 of them switched to office positions.

In the Talent Management process, Assessment and Development Center practice is made with different platforms based on competence and differentiated according to the level of management. In this way, it is ensured that the competencies of the employees are objectively determined and evaluated. The outputs obtained are used as an input to the Backup and Career Development process and are used to back up the Company's senior management positions and to plan the development of current and future managers. Our Leadership Development Programs are implemented under the name of Akkök Executive Development Program, developed and managed in collaboration with Sabancı University EDU, Boomerang\_HR Manager with a Hat, Multidimensional Leadership, Managing Your Business, One-to-One Coaching Program, Philharmonic Akkök Mentoring Program. Participation of managers in related programs is supported according to their needs.

We consider the ideas from our employees as an important element of continuous improvement. In this context, we collect suggestions from our employees for our business processes within the scope of the Individual suggestion system "I Have an Idea!". In the reporting period, 32 of the 99 suggestions submitted by our employees have been implemented.



You are One of Us - In 2019, the training and development program was designed and put into practice with the motto of "You are one of us" for the development of our subcontractor employees. The "Learn More, Make a Difference" Training Program was held between January 24 and December 12, 2019, with a total of 80 days, 550 hours of training, and contributed to the development of 404 subcontracted blue-collar employees.

#### KidZania Istanbul Inspirational

Names - A series of conversations where senior executives from different companies meet with employees and share their experiences, knowledge and perspectives on life. It is aimed that leaders and employees have a two-way communication. 5 leading and inspiring leaders came together with all employees at KidZania Istanbul theater.

University and Vocational High Schools Internship Program with KidZania Istanbul - It is a series of chats where senior executives in different companies come together with employees to share their experiences, experiences and perspectives on life. It is aimed to have a two-way communication between leaders and employees. The 5 seminal and inspiring leaders came together with all employees at KidZania Istanbul theater.

Employee participation is a process we attach special importance to ensure continuous development and at the same time to meet with our employees. In Akiş REIT and Akyaşam, Business Results Sharing Platform, in which all departments inform the employees of the business processes in 6-month periods, is one of our sample practices. At the same time, our top management meeting, held monthly at Akiş REIT, and the chat meeting Akiş Talks! where all employees attend and are informed by the departments about the agenda, are examples of employee participation.

#### Situational / Instant Reward System

- Designed and put into practice during the reporting period, the "Situational / Instant Rewarding System" has been implemented with the aim of recognizing, appreciating and rewarding the situations in which the employees achieve superior success within the company, which have a significant contribution to the company, which includes extraordinary works, voluntarily and willingly, exhibit exemplary attitude and behavior. Candidates nominated under the Situational / Instant Reward System are evaluated and rewarded. A "Thank You" letter is sent to the awarded employees and they choose their award from the Award Pool.

In the reporting period,

 $32\,\mathrm{of}\,\mathrm{the}\,99\,\mathrm{suggestions}$  submitted by our employees have been implemented.

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## OCCUPATIONAL HEALTH AND SAFETY

Providing a healthy and safe environment to our employees, tenants, customers and visitors is among our priority issues. As Akiş REIT, our approach is to fulfill all the requirements of the relevant occupational health and safety (OHS) legislation and ensure full legal compliance in our operations. In this direction, our most important guide is our OHS Policy.





We manage our OHS studies in accordance with the relevant legislative requirements and the Company OHS Policy. As Akiş REIT and its employees, we comply with legal laws and regulations and create a healthy and safe working environment within the framework of our Company Occupational Health and Safety Policy.

There is a total of 11 official OHS committees that help follow up Occupational Health and Safety practices and provide opinions on this issue. 31 people, including 5 employee representatives, take part in these committees.

We organize trainings for both AKİŞ REIT employees and employees of our subcontractors in order to expand the culture of occupational health and safety and raise awareness. In this regard, we provided 600 people \* hours of occupational health and safety training for our employees in Akasya, Akbatı, KidZania Istanbul and on-going construction sites during the reporting period in 2019, and 7,022 people \* hours for our subcontractors.

The emergency measures we carry out for the continuation of our business continuity are very crucial. In this context, we have emergency plans for earthquake, fire, sabotage, work accident, water flood, storm in our companies. In this context, we realize the necessary drills by considering the emergencies during the working year.

We provided **600** person \* hour of occupational health and safety training to our employees and a total of **7,022** person \* hour to our subcontractor employees.

#### KidZania Istanbul Works with Zero

**Risk Target** - "Developing safe working environments for all employees", which is among the Sustainable Development Goals (SDG) prepared by world leaders for 2030, is of great importance for KidZania Istanbul. It works to minimize risks by exceeding OHS regulations in the sector for the safety of its employees and visitors. The focus is on preventing potential work accidents by eliminating risks. Maintenance, inspection and controls of the equipment requiring periodic inspection in the office and activity areas must be done at least once a year. KidZania Istanbul conducts these checks weekly and monthly with operations (technical expert), city management and Occupational Health and Safety expert. The lists are prepared and followed up and reported to the top management every week.

Occupational health and safety in KidZania Istanbul is part of the way of doing business as a social as well as corporate 'culture'. General information training is given to employees before OHS, working at height, emergency and drill. Everyone has duties and responsibilities in the trainings. They have detailed plans including emergency action styles, how to manage cases, and through which doors to evacuate in an emergency. Also planned / unplanned drills are held. KidZania Istanbul performs 4 drills (emergency-evacuation, fire, earthquake and scenario drills) while it is enough to legally conduct at least once a year. It has 10 employees with a first aid certificate.

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# CONTRIBUTION TO SOCIAL DEVELOPMENT

As Akiş REIT, we increase the value we create with the social projects we provide for the geography in which we operate. In this regard, we aim to realize projects that differ in quality in the real estate sector with the principle of "Your happiness is at the core of our every business" and continue in line with this principle in our social responsibility projects.



### AKBATI - SOCIAL RESPONSIBILITY PROJECTS

Akbatı, bringing all the beauties of life with its guests with the slogan of "It is very nice to live", has created an effect that adds color and movement to the culture, art, sports and education life of the region with its free activities. Akbatı cares about touching the lives of its guests in all its activities.

### Akbatı considers the social responsibility benefits in its activities:

- With the Youth Festival, which has been organized every year since 2015 and continues in 2019, Akbatı provides enjoyable activities for young people and sports, music, and venues with the famous names of the world of art.
- In addition to offering a pleasant holiday to children with the Summer School, which is organized every year since 2016, it hosts colorful events such as art, painting, sports, literature, music and recycling ideas.
- Akbati continues its education and workshop programs every year in order to further strengthen the parent-child relationship by sharing contents that raise parents awareness throughout the year with its Facebook page "for my child" which started in 2012 on social media and continued in 2019, while carrying the physical foot of the project into a mall.
- Akbatı contributed to the project "We Knit Our Love with Our Hands" which started in 2016 and continued in 2019. The project enables children in village schools, to deliver scarves and berets.
- In 2019, it launched the second Akbati Run and Akbati Children's Run, the record revenues of which were transferred to Tohum Autism Turkey Early Diagnosis and Educational Foundation and sponsored by a mall for the first time.

#### LIFE ACADEMY

An Akiş REIT brand, the Life Academy, launched in February 2015, offers a brand new sharing platform with its contents ranging from basic health information to beauty suggestions, personal development, and pleasant conversations enriching life.

With the Life Academy project we created to raise public awareness and contribute to social development, we maintain our leadership in the area of social responsibility as a real estate company and we are proud of signing such a project carried out for the first time in Turkey.

Life Academy hosts a wide range of information sharing with its talks on many different topics such as health, personal development, natural nutrition, natural beauty, pet care, laughter yoga, baby care, child development, astrology and finance. In the talks held in Akbatı and Akasya free of charge, the participants are informed about all matters related to life, they become conscious and have experiences.

Reaching 40,000 people through 180 private conversations with 80 valuable expert guests between 2015-2019, the Life Academy continues to share its contents on the way to be an important platform for life through its social media accounts, website and Youtube videos.





AKİŞ REIT >> SUSTAINABILITY REPORT >> 2019

- Continuing to support the Autism Foundation in 2019, it contributed to the education of more children with autism through the shopping day projects carried out in collaboration with the Valentine's Day workshop and the Givin mobile application.
- On April 23, 2019, the Green Kids event, where healthy nutrition-oriented children's theaters, conversations and workshops took place, was organized in cooperation with Maphre Foundation, bringing both mothers and children together.
- It has been supporting the visually impaired guests to reach the stores comfortably since 2018 with the application of My Dream Partner with Turkcell, which it cooperates with, and enables the disabled guests coming to Akbatı to park comfortably with the Disabled Vehicle Identification System located in the parking area.
- Donations to non-governmental organizations were supported through the "Contactless Donation" boxes located at the point of counseling with the cooperation of the Interbank Card Center (BKM).
- In 2019, the Kitapcan-book donation box, which
  was placed in the shopping center via the Book
  Foundation for Everyone, aims to support the
  ones who are in need and to spread the reading
  habit.

#### **AKBATI RUNNING**

It is a project that was launched with the slogan "RUNNING WILL FEEL GOOD" sponsored by a shopping mall for the first time, embracing all runners from 7 to 70 with 10K-5K road run and Children's Run for 4-12 years old children. The Akbatı Run, the first of which took place on April 1, 2018, has brought innovation to the sector and has brought together those who are interested in the race in Bahçeşehir region and hosted those who love the run. It took place for the second time on March 24, 2019. We supported Tohum Autism Turkey Early Diagnosis and Educational Foundation with running record revenues in both years when the race was organized.

### AKASYA - SOCIAL RESPONSIBILITY PROJECTS

With its social responsibility and sustainability projects, Akasya has adopted the principle of touching the lives of its guests and all individuals in the society:

- It held seminars and interviews organized within the scope of Akasya Talks and Life Academy and brought thousands of people together with experts on healthy mind and body.
- 9,000 children were hosted in children's events and workshops since its opening.
- With the Ramadan Concerts and Open-Air Cinemas held in the summer, 30,000 guests were hosted in Akasya Park.
- Together with the Municipality of Üsküdar, we organized our Street Iftar meals every Ramadan month and shared our table with an average of 35,000 Üsküdar people.
- We also cooperated with Municipality of Üsküdar and provided financial support to an Education foundation operating in our District borders.
- Within the scope of the cooperation made in 2016, Filling Squares feed street animals with the money they earned by giving photography courses in Akasya. This project contributed to the purchase of "5 tons of food" for stray animals.
- With the application of My Dream Partner, visually impaired guests were provided with easy access to the stores and information about the store contents.
- Donations to non-governmental organizations were supported through the "Contactless Donation" boxes located at the point of counseling with the cooperation of the Interbank Card Center (BKM).
- As part of the collaboration with TEGV in June 2019, 280 children and 17 volunteers were hosted in the Toy Story movie.
- In April 2019, activities and children's theater plays that will explain the importance of healthy nutrition to children were organized, and healthy nutrition seminars were organized for adults.
- As part of the semester events in January 2019, the children participated in sports-themed events, while the families participated in the talks titled how to play with our children, healthy recipes for babies, peer bullying, lack of attention and hyperactivity in children, solutions to sleep problems in children, development of emotional intelligence in children, pitfalls that we fall in the path of vperfect motherhood.

#### **AKS-AKASYA CULTURE AND ART**

- Akasya Culture and Art (AKS), which came to life in 2016, took its place in the culture and art map of Istanbul in a short time with concerts, theater plays and exhibitions. AKS, which is one of the newest and most enjoyable addresses of the Anatolian side of Istanbul, hosts a program for different fields of art, hosts theaters, acoustic concerts, as well as interviews throughout the year.

• As part of its cooperation with TOG in 2019, Akasya has illuminated with the light of social responsibility projects of the Community Volunteer youth instead of New Year's ornaments. While New Year-themed ornaments for cooperation were created by Akasya guests in painting workshops, interviews with famous names, exhibitions, Christmas markets and music concerts were also organized within the scope of the project. The income of every product sold was donated to TOG and support was provided to the volunteer work of the Community Volunteers. Starting with the motto "Let goodness grow as you share, young people make the world beautiful with their projects", Akasya donated all the spending on new year decorations to the Community Volunteers Foundation (TOG).

Within the scope of the project, a talk on "kindness" was held with the participation of journalist - Author Ayşe Arman and Comedian Kaan Sekban. Sakajewa necklaces, designed by Ayşe Arman with her own hands and reaching people on behalf of social responsibility, were also sold in the event, which was open for free participation. The income of each necklace sold was donated to TOG and support was provided for the projects of Community Volunteer youth.

YOGA FESTIVAL - Continuing its support for sports and healthy life, Akasya held its Yoga & Wellness Festival for the second time on 7-8 September 2019. In the festival, which prepared a special program for all those who love yoga, 126 different events took place in many different fields, especially in the field of art, love and wellbeing, healing, social responsibility, book and signature conversation, and children's activity area. The festival, which was held in the outdoor area of Akasya Retro Lunapark, featured more than sixty master trainers as well as valuable artists.

### KIDZANIA ISTANBUL- SOCIAL RESPONSIBILITY PROJECTS

KidZania Istanbul has been carrying out the corporate social responsibility project "I have a big heart for a better world" since its opening in 2014. As part of the project, KidZania Istanbul welcomes children who are not able to access, through non-governmental organizations (NGOs), public institutions and universities. For five years, a total of 100 different NGOs, public institutions and universities, and 120,000 visitors had fun learning experience for free. It hosted 20 thousand visitors in 2019 with its corporate social responsibility project.

KidZania Istanbul, which continues its activities by focusing on sustainability studies, provides services to parents and children with its activities in environmental, social and economic (ESG) issues. 364 thousand people have experienced the Earthquake Simulation Center, Electricity Center, Recycling and Separation Center, Social Volunteering and University activity areas so far and 106 thousand visitors in 2019.

### KidZania Istanbul 2<sup>nd</sup> Edutainment

**Summit** – Celebrating its 20th anniversary in the world and the fifth year in Istanbul, KidZania organized the 2nd Edutainment Summit on 27-28 November. At the summit that hosted opinion leaders on education, child development, neuroscience and generations, information was shared on how future generations will take shape.

It also announced for the first time the results of the KidZania Vocational Trends Survey previously conducted in Mexico, the UK, UAE and India and which has made a great impact in the world, conducted with 80 thousand children in Istanbul. More than 300 people attended the summit, where the marketing strategies of the brands investing in the future and the future of education were discussed.

United Nations Global Compact Contract Progress Notice	
Human Rights	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	p.31
Principle 2: Businesses should make sure that they are not complicit in human rights abuse.	p.31
Labor	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	p.31
Principle 4: the elimination of all forms of forced and compulsory labor;	p.31
Principle 5: the effective abolition of child labor; and	p.31
Principle 6: the elimination of discrimination in respect of employment and occupation.	p.31
Environment	
Principle 7: Businesses should support a precautionary approach to environmental challenges;	p.27-28
Principle 8: undertake initiatives to promote greater environmental responsibility; and	p.27-28
Principle 9: encourage the development and diffusion of environmentally friendly technologies.	p.19-20
Anti-Corruption	
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	p.13-14



### PERFORMANCE **TABLES**

ECONOMIC PERFORMANCE TABLE				
Economic value created (TRY)	437,161,617			
Total assets (TRY)	6,298,884,591			
Loans (TRY)	2,053,922,603			
Total Employee Wages (TRY)	33,986,894			
Total Paid Dividend (TRY)	108,000,000			
Taxes and Similar Payments to the State (TRY)	65,799,684.41			
Donation, Sponsorship, Social Investment and CSR Project Expenses (TRY)	481,750			
Equity (TRY)	4,020,450,560			
Net profit for the period (TRY)	549,043,489			

ENVIRONMENTAL PERFORMANCE TABLE									
	2017			2018			2019		
	Akasya	Akbatı	Kidzania	Akasya	Akbatı	Kidzania	Akasya	Akbatı	Kidzania
Non-renewable energy consumed directly (GJ)	14.120,28	9.167,33	0	10.028,83	4.712,12	0	7.869,53	3.514,99	0
Non-renewable energy consumed indirectly (GJ)	43.806,17	23.710,77	3.948,09	43.640,42	20.875,12	3.999,18	38.661,90	19.736,16	3.934,09
Total Energy Used	57.926,45	32.878,10	3.948,09	53.669,25	25.587,24	3.999,18	46.531,43	23.251,15	3.934,09
Energy density (GJ/m²)	2,22	0,923	0,394	2,06	0,718	0,399	1,79	0,652	0,393
Total amount of water consumed (m³)	80.035	75.350	8.830	80.543	65.543	10.441	71.554	61.426	11.920
Hazardous waste amount (ton)	3	1,7	0	4	1,74	0	0,74	1,76	0
Non-hazardous waste amount (ton)	1.001,50	425,34	N/A	808	370,64	0,28	849,5	331,16	0,25

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SOCIAL PERFORMANCE TABLE				
Total workforce by employment type, employment contract and region	AKİŞ	AKYAŞAM	KIDZANIA	TOTAL
Total number of employees	23	112	146	281
Total female white-collar employees	11	31	27	69
Total male white-collar employees	12	35	20	67
Total blue-collar female employees	0	1	73	74
Total blue-collar male employees	0	45	26	71
Number of Female working with fixed term employment contracts	0	1	0	1
Number of men working with fixed term employment contracts	0	0	0	0
Number of Female working with indefinite term contracts	11	31	100	142
Number of men working with indefinite term contracts	12	80	46	138
Number of full-time female employees	11	32	90	133
Number of part-time female employees	0	0	10	10
Number of full-time male employees	12	80	45	137
Number of part-time male employees	0	0	1	1
Employees by educational status				
Primary school	3	14	6	23
High School / Vocational High School	1	35	56	92
Associate	0	19	20	39
University	11	27	62	100
Master	8	9	2	19
Employees newly recruited and quit by gender and age				
Total number of female employees hired	2	3	70	75
Total number of male employees hired	1	7	29	37
Total number of female employees who quit the job	1	5	32	38
Total number of male employees who quit the job	2	11	17	30
Employees hired by age groups				
Number of recruited employees between the ages of 18-30	0	7	88	95
Number of recruited employees between the ages of 31-45	2	2	11	15
Number of recruited employees between the ages of 46-65	1	1	0	2
Number of recruited employees aged 65 and over	0	0	0	0
Employees who quit the job by age group				
The number of employees who quit the job between the ages of 18-30	1	3	46	50
The number of employees who quit the job between the ages of 31-45	2	11	3	16
The number of employees who quit the job between the ages of 46 and 65	0	2	0	2
The number of employees who quit the job aged 65 and over	0	0	0	0
Employees on parental leave				
Number of female employees on maternity leave	0	2	1	3
Number of male employees on maternity leave	0	0	1	1
Number of female employees returning from maternity leave	0	2	1	3
Number of male employees returning from maternity leave	0	0	1	1

	AKİŞ	AKYAŞAM	KIDZANIA	TOTAL
Employee Trainings - Number of Participants (person)				
Blue Collar	0	37	91	128
White collar	22	72	8	102
Female	12	35	70	117
Male	10	74	29	113
Employee Trainings - Total Hours (person x hour)				
Blue Collar	0	8.270	1.547	9.817
White collar	9.240	4.207	136	13.583
Female	4.805	4.991	1.190	10.986
Male	4.435	7.486	493	12.414
Contractor Employee Trainings - Number of Participants (person) $^{\star}$				
Blue Collar	404	0	21	425
White collar	0	0	3	3
Female	133	0	12	145
Male	271	0	12	283
Contractor Employee Trainings - Total Hours (person x hour) *				
Blue Collar	242.400	0	84	242.484
White collar	0	0	12	12
Female	79.800	0	48	79.848
Male	162.600	0	48	162.648
Number of employees given regular performance evaluation feedback				
Female Blue Collar	0	1	73	74
Female White Collar	11	1	27	39
Male Blue Collar	0	45	26	71
Male White Collar	12	35	20	67
Provide information on the demographic distribution of senior management.				
Total top executives	7	2	7	16
Total number of senior female managers	3	1	4	8
Total senior local managers	7	2	7	16
Number of senior executives by age groups				
Number of senior managers between the ages of 18-30	0	0	0	0
Number of senior managers between the ages of 31-45	3	2	4	9
Number of senior managers between the ages of 46-65	4	0	3	7
Number of senior managers aged 65 and over	0	0	0	0
Occupational Accidents (number)			0	

It is only the records of the trainings given by AKİŞ REIT.

### GRI CONTENT **INDEKS**



Disclosures	Descriptions and Page Numbers					
	Descriptions and Page Numbers					
GRI 101: Found	ral Disclosures 2016					
	About the Report p.3					
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102-2	About Akiş REIT p.6					
102-3	Contact p.46					
102-4	About Akiş REIT p.6					
102-5	GRI Content Index : 2019 Annual Report p.14					
102-6	About Akiş REIT p.6					
102-7	About Akiş REIT p.6; Social Performance Table p.42					
102-8	Social Performance Table p.42					
102-9	Occupational Health and Safety p.35; Employee Development and Skills Management p.32					
102-10	GRI Content Index: Corporate Website					
102-11	Corporate Management p.13					
102-12	Memberships p.10					
102-13	Memberships p.10					
Strategy						
102-14	Message from the General Manager p.4-5					
102-17	Risk Management and Internal Audit p.14					
Ethics and Into	egrity					
102-16	Business Ethics p.14					
102-17	Business Ethics p.14					
Governance						
102-18	Corporate Management p.13					
102-19	Sustainability Management p.15					
102-20	Sustainability Management p.15					
102-21	Sustainability Management p.15-16					
102-29	Sustainability Management p.15					
102-30	Sustainability Management p.15; Risk Management and Internal Audit p.14					
102-31	Sustainability Management p.15					
102-32	Sustainability Management p.15					
Stakeholder E	ngagement					
102-40	Sustainability Management p.16-17					
102-41	Working Life at Akiş p.31					
102-42	Sustainability Management p.16-17					
102-43	Sustainability Management p.16-17					
102-44	Sustainability Management p.16-17					
Reporting Pra						
102-45	About the Report p.3					
102-46	About the Report p.3					
102-47	Sustainability Management p.15					
102-48	There are no restatements of information.					
102-49	About the Report p.3					
102-50	About the Report p.3					
102-51	GRI Content Index: 2019 Sustainability Report is the first sustainability report of Akiş REIT.					
102-52	GRI Content Index: Annual reporting.					
102-53	Contact p.46					
102-53	About the Report p.3					
	GRI Content Index: p.44					
102-55	GRI Content Index: p.44  GRI Content Index: No external assurance.					
102-56	Giri Content muex. No external assurdine.					

For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.GRI STATEMENT: The service was performed on the Turkish language version of the report.

Standards	Disclosures	Descriptions and Page Numbers		
CDI 100: Managament	103-1 Explanation of the material topic and its boundary	Corporate Management p.13		
GRI 103: Management Approach 2016	103-2 The management approach and its components	Corporate Management p.13		
	103-3 Evaluation of the management approach	Corporate Management p.13		
Social Investments and Co	ontribution to Society			
ODI M	103-1 Explanation of the material topic and its boundary	Contribution to Social Development p.37-39		
GRI 103: Management Approach 2016	103-2 The management approach and its components	Contribution to Social Development p.37-39		
11991046112010	103-3 Evaluation of the management approach	Contribution to Social Development p.37-39		
Customer Satisfaction				
ODI M	103-1 Explanation of the material topic and its boundary	Customer Satisfaction p.23-24		
GRI 103: Management Approach 2016	103-2 The management approach and its	Customer Satisfaction p.23-24		
	103-3 Evaluation of the management approach	Customer Satisfaction p.23-24		
Digitalization and Informa	ation Security			
ODI M	103-1 Explanation of the material topic and its boundary	Digitalization and Information Security p.19-2		
GRI 103: Management Approach 2016	103-2 The management approach and its	Digitalization and Information Security p.19-2		
11991040112010	103-3 Evaluation of the management approach	Digitalization and Information Security p.19-2		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Digitalization and Information Security p.19		
Climate Security	'			
	103-1 Explanation of the material topic and its boundary	Combating with Climate Change p.27; Energy Management p.28; Water Management p.28; Waste Management p.29		
GRI 103: Management Approach 2016	103-2 The management approach and its	Energy Management p.28; Water Management p.28; Waste Management p.29		
	103-3 Evaluation of the management approach	Energy Management p.28; Water Management p.28; Waste Management p.29		
	302-1 Energy consumption within the organization	Environmental Performance Table p.41		
GRI 302: Energy 2016	302-3 Energy intensity	Environmental Performance Table p.41		
	302-4 Reduction of energy consumption	Energy Management p.28		
GRI 303: Water 2016	303-1 Water withdrawal by source	Environmental Performance Table p.41		
GRI 306: Effluents and Waste 2018	306-2 Waste by type and disposal method	Environmental Performance Table p.41		
Employment Practices		'		
	103-1 Explanation of the material topic and its boundary	Working Life at Akiş p.31-33		
GRI 103: Management	103-2 The management approach and its	Working Life at Akiş p.31-33		
Approach 2016	103-3 Evaluation of the management approach	Working Life at Akiş p.31-33		
GRI 401: Employment	401-1 New employee hires and employee turnover	Social Performance Table p.42		
2016	401-3 Parental leave	Social Performance Table p.42		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Social Performance Table p.43		
	405-1 Diversity of governance bodies and employees	Social Performance Table p.43		
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	Working Life at Akiş p.31		
GRI 406: Non- Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Working Life at Akiş p.31		
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Working Life at Akiş p.31		
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Working Life at Akiş p.31		
Occupational Health and	1	1		
CDI 100: Management	103-1 Explanation of the material topic and its boundary	Occupational Health and Safety p.35		
GRI 103: Management Approach 2016	103-2 The management approach and its components	Occupational Health and Safety p.35		
	103-3 Evaluation of the management approach	Occupational Health and Safety p.35		
CDI 1001 Commercial	403-1 Workers representation in formal joint management–worker health and safety committees	Occupational Health and Safety p.35		
GRI 403: Occupational Health and Safety 2016	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of	Social Performance Table p.43		

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