

SUSTAINABILITY REPORT AKMERKEZ 2023

—



Activities and Actions – HR Department

Investment in employees (training, development policies), compensation, fringe benefits, right to unionize, work/life balance solutions and talent management issues are included in the employee rights policy.

In 2023, the development needs of employees will be met with trainings such as One-on-One Coaching, Leadership Development Training, Effective Performance Management, English Language, Safe Driving Techniques, and Emergency Training.

In order to maintain the private life-work life balance, employees can work remotely for 2 days with the hybrid working application. In addition, the flexible working hours application aims to enable employees to determine their own entry and exit times. Employees are given the right to leave on special days such as birthdays, graduations and report card days.

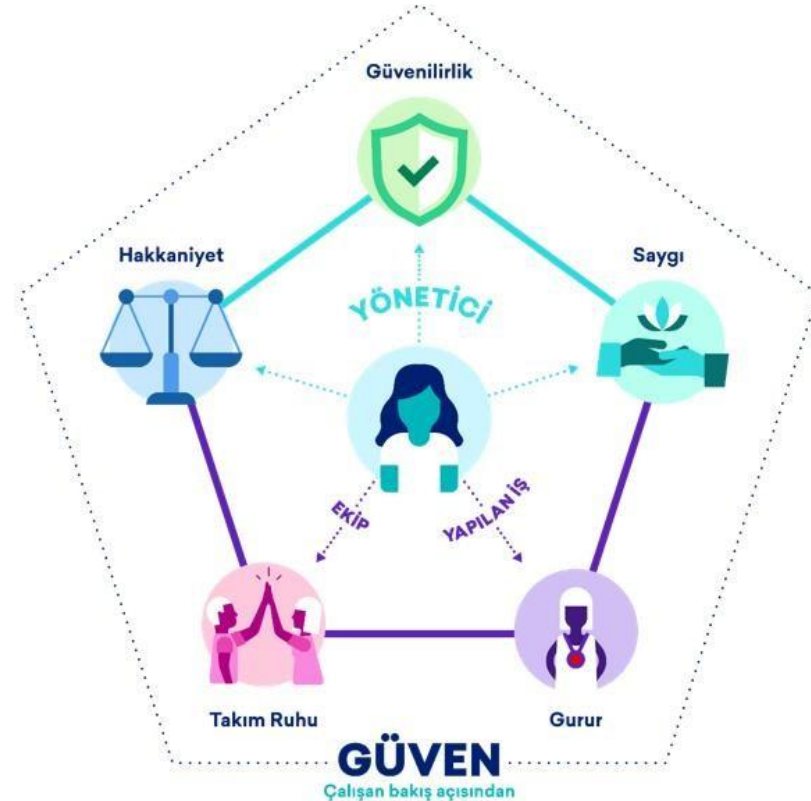
In 2023, blue-collar employees were included in the performance management and bonus system.



Activities and Actions – HR Department

Activities carried out during the reported period to ensure employee satisfaction were disclosed to the public.

Akmerkez GYO conducts an Employee Loyalty Survey with Great Place to Work (GPTW), an independent and contemporary management tool that focuses on the Reliability, Respect, Fairness, Pride and Team Spirit dimensions of our working life and captures the picture of our current situation in these areas with the "Trust Index". In line with the feedback from our employees, according to our focus areas and priorities, the development of needed applications that create satisfaction and happiness is ensured with the "Volunteer Employee Team" and "Sponsors consisting of Managers". Our goal is to improve the happy environment where our employees connect with confidence, take pride in their work and workplace, and work in harmony and cooperation with their colleagues, on the path to becoming the "Best Place to Work". In 2021, employees' opinions and suggestions on different issues were received through pulse surveys, and actions were implemented in 2023 in line with the meetings where the volunteer employee team presented action suggestions.



Activities and Actions – Marketing Department

With a brief summary of the activities and actions taken within the scope of sustainability; In this context, the topics that overlap with UNDP sustainable development goals are presented below.



WWF World Time

We dim our lights on March 28 every year by supporting WWF's Earth Hour project.

We are trying to create public opinion on the climate crisis and the loss of natural resources by sharing relevant content on our social media accounts.



Activities and Actions – Marketing Department



Akmerkez Terrace Agriculture Project

In order to show that agriculture can be done in the city without using chemicals and that a sustainable and healthy life is possible in the city, we implemented the Terrace Agriculture project in an area of approximately 750 square meters in 2017. Our aims and applications:

- Enriching the soil and promoting biodiversity,
- Reducing our carbon footprint,
- Making alternative agricultural practices with aquaponic and hydroponic systems
- Saving water with a rainwater storage system and mulching
- Managing waste with compost,
- To raise awareness on the subject by providing trainings on food, agriculture, production and sustainability of resources,
- To announce and convey these values to the masses by cooperating with universities, high schools, primary schools, NGOs and opinion leaders.

During 2023, we organized various events and projects for this purpose.

- We continued the 'Volunteer Program', where our guests work in our garden and experience urban agriculture.
- In order to teach sustainable agriculture in the city, we cooperated with gastronomy students of universities and non-governmental organizations and gave them training. (USLA, Fiba Holding, Beşiktaş Municipality, Fener Rum School, Erasmus Students) We held conversations with entrepreneurs, food and agriculture communities.



Activities and Actions – Marketing Department



Other Sustainability Projects

- We continue to offer navigation services to our visually impaired guests at Akmerkez with the "My Companion" add-on included in the My Dream Companion application, which we run together with Turkcell.
- Every year, on Autism Awareness Day, we turn our exterior lights blue and post about it on social media.
- We regularly organize free events for disadvantaged children with down syndrome and provide a playground for them at the Mother Child Meeting Center where we provide free space on our ground floor.
- We organize free and open sports activities at Üçgen Terrace with our tenants such as the sports brand Mars Athletic Club and Decathlon.
- On the International Day of the Girl Child, the donation images of the Koruncuk Foundation were broadcast free of charge on our screens in the shopping mall for 1 week, and the foundation was supported by sharing on our social media accounts.



Activities and Actions – Marketing Department



Local Shopping Events

- We support local, ethical and natural food production, small producers and brands that make sustainable production in this way, and women entrepreneurs with regular market events such as Design Market, Boutique Taste Days, İpek Hanım Farm, Floral Fest, and Food For You, which we organize in our event area. We make it easy for both our guests and our staff working in the mall to access clean food and healthy products.



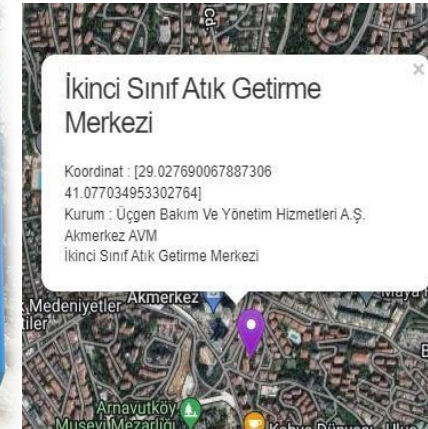
Actions & Activities –Facility Management Department

A brief summary of actions and activities carried out regarding sustainability and UNDP sustainability development goals met through these activities are as follows:



Zero Waste Management (ZWM)

- Akmerkez; makes zero waste management in accordance with the zero waste regulation of the Ministry of Environment and Urbanization.
- In accordance with the zero waste regulation; Paper, plastic, metal, glass, battery and electronic wastes are separated at source and delivered to authorized recycling companies.
- Together with the waste collection units, the recycling rate has been increased by separating them at the source and developing storage areas.
- **Zero Waste Certificate was obtained.**
- **2nd Class Waste Retrieval Center was established.**




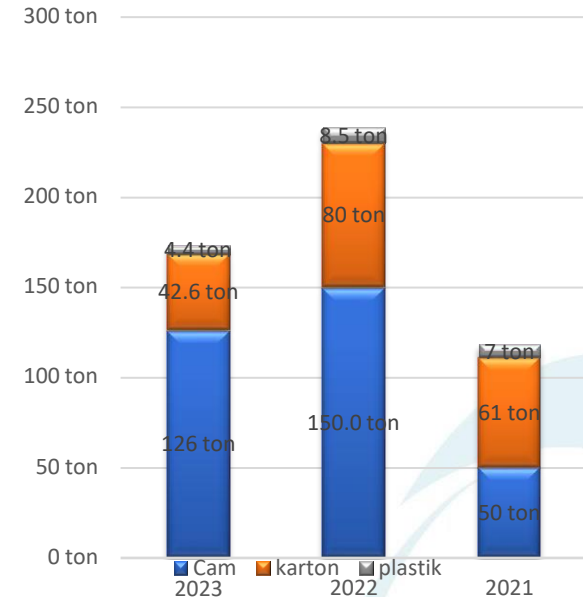
Actions & Activities – Facility Management Department



Zero Waste Management – 2021-2022-2023 Period Results and Environmental Benefits Provided

	2023	2022	2021
Glass	126 ton	150,0 ton	50 ton
Cardboard	42,6 ton	80 ton	61 ton
plastic	4,4 ton	8,5 ton	7 ton

Saving		2023	2022	2021
	Electricity	205358 kwh	383379 kwh	292618 kwh
	CO2	11.501 ton	19.009 ton	12.584 ton
	Storage	397 m3	621 m3	389 m3

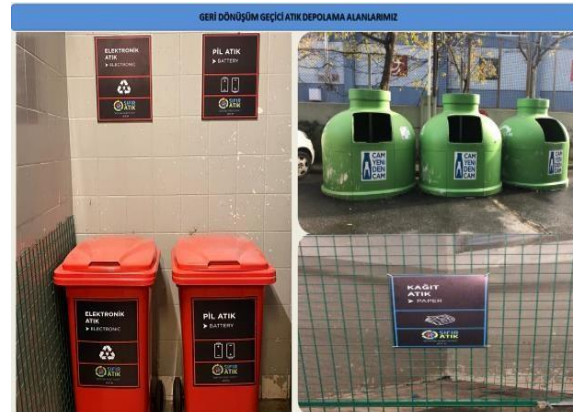


Actions & Activities –Facility Management Department



ZWM – 2022-2023

Actions taken on the field



Actions & Activities – Facility Management Department



We work with companies that comply with national and international standards, can easily adapt to developing and changing conditions, work with environmental and living creatures-friendly product supply and service awareness, and have proven themselves in these areas.



<https://www.otisinvestors.com/2021esgreport><https://www.otisinvestors.com/2021esgreport>



Faaliyet ve Aksiyonlar– Facility Management Department



- Within the scope of our companies' Energy policy, we are working on energy saving alternatives by using the energy required by the facility in the most efficient way without disrupting operational activities.



ENERGY POLICY

Üçgen Bakım ve Yönetim Hizmetleri A.Ş. As all its employees, including its top management, we are committed to increasing energy efficiency by continuously improving the energy performance in buildings in Akmerkez Residence, Tower and Shopping Center, where we provide facility management and services, and to make our activities and services environmentally and economically sustainable.

The policy we have determined to realize this commitment is carried out in accordance with the energy use and consumption scale, in line with the following principles.

- To adopt our energy policy and goals by informing all our employees about energy efficiency with various communication tools and necessary trainings,
- To ensure full compliance with the applicable legal terms and requirements that we are obliged to comply with regarding energy use and efficiency,
- To prepare remedial action plans by systematically monitoring energy consumption in order to achieve our goals, periodically reviewing them and updating them when necessary,
- Developing and implementing supportive projects for the improvement of energy performance,
- To support the purchase of environmentally friendly and energy-efficient products and services to increase energy efficiency,
- To provide all necessary information and resources to achieve our goals and objectives,
- To systematically monitor and document the results of the created system and to ensure the continuity of the system by announcing it to all units of the institution,
- To develop and maintain all activities for the continuous improvement of energy performance and for increasing energy efficiency.

Activities and Actions – Facility Management Department



- With the I-REC certificate, we obtained the electrical energy we used from renewable energy sources. Thus, we reset our carbon footprint due to electricity consumption.

Renewable energy

- As Akmerkez, all of the electrical energy we use for air conditioning and common areas comes from renewable energy sources.
- This is documented by the I-REC certificate.



This Redemption Statement has been produced for

ÜÇĞEN BAKIM YÖNETİM HİZMETLERİ A.Ş.

by

SEPAS AKILLI COZUMLER A.S.

confirming the Redemption of

5 000.000000

I-REC Certificates, representing 5 000.000000 MWh of electricity generated from renewable sources

This Statement relates to electricity consumption located at or in

NİSPETİYE CAD. AKMERKEZ TİCARET MERKEZİ E-3 KULE 1.OFİS KATI ETİLER / BEŞİKTAŞ / İSTANBUL
Turkey

in respect of the reporting period

2023-01-01 to 2023-12-31

Evident



Redeemed Certificates

Production Device Details						
Device	Country of Origin	Energy Source	Technology	Supported	Commissioning Date	Carbon (CO ₂ / MWh)
Mis 1 JES	Turkey	Renewable heat: Geothermal	Organic Rankine cycle: CHP	Yes	2018-09-28	0.000
Redeemed Certificates						
From Certificate ID	To Certificate ID	Number of Certificates	Offset Attributes	Period of Production	Issuer	
0000-0002-8086-0651.000000	0000-0002-8086-5650.999999	5 000.000000	Inc	2022-01-01 - 2022-06-30	Foton	

Auditor Notes

This statement is proof of the secure and unique redemption of the I-RECs stated above for the named beneficiary to be reported against consumption in the country during the reporting year stated. I-RECs are assigned to a beneficiary at redemption and cannot be further assigned to a third party. No other use of these I-RECs is valid under the I-REC Standard.

Where offset attributes are 'inc' the device registrant, who exclusively holds the environmental attribute rights, has undertaken never to release carbon offsets in association with these MWh; 'exc' means carbon offsets relating to these MWh may be traded independently at some point in the future.

For labelling scheme information please refer to the scheme's website. Labelling scheme listing may not be exhaustive.

Thermal plant emit carbon as part of the combustion process. Whilst this is not zero carbon, it is generally recognised as carbon neutral where the source is recent biomass.

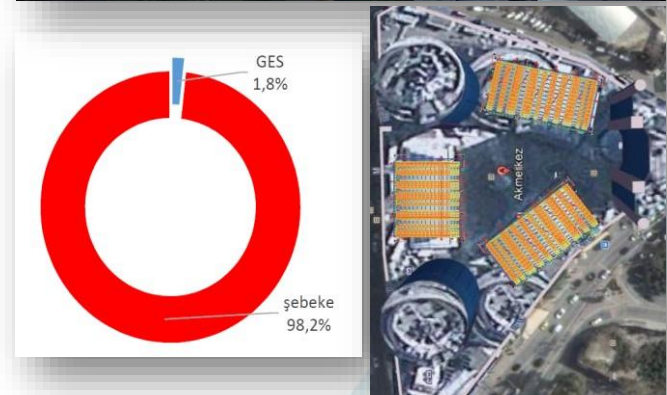
Activities and Actions – Facility Management Department



- Within the scope of our energy policy, we are working on energy saving alternatives by using the energy needed by the facility in the most efficient way without disrupting operational activities.

Renewable energy

- As Akmerkez; In order to reduce the amount of CO2 released to the environment and energy costs, studies were carried out to install solar panels on the Skylight roofs of the shopping mall in order to benefit from "Renewable Energy" sources.
- In this context, feasibility studies were made by companies with Solar Energy Systems expertise.
- As a result of these studies; It has been reported that the system will operate with low efficiency due to both the low solar potential as the Marmara region and the shadow of the buildings around the Skylight roof.
- As a result of the reports of the companies; It has been determined that the energy to be obtained from the system to be installed can meet 1-2% of the total need of the facility.
- Although the life of the system is 25 years, the return period of the investment cost is foreseen as 5-7 years.
- Due to these reasons, the investment has been postponed for now and is among the future plans.



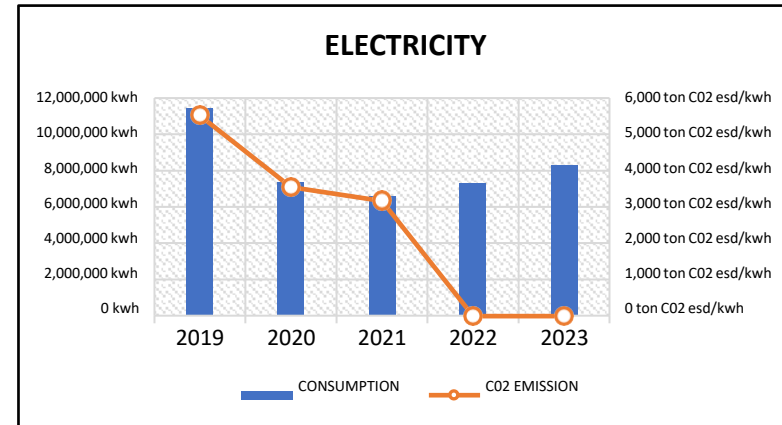
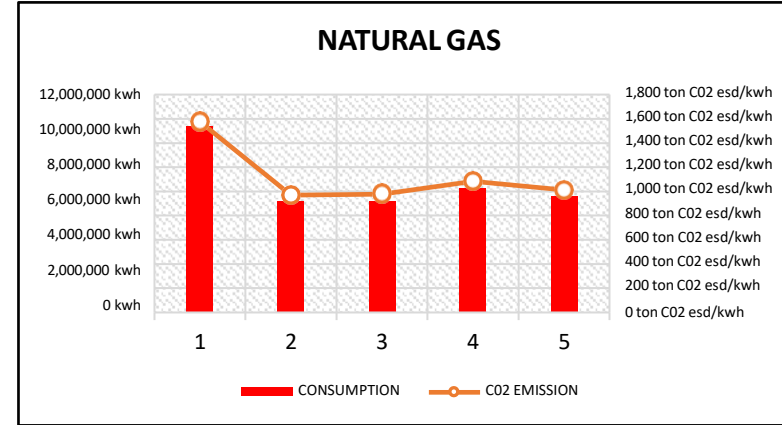
Activities and Actions – Facility Management Department

With a brief summary of the activities and actions taken within the scope of sustainability; In this context, the topics that overlap with UNDP sustainable development goals are presented below.



Energy Consumption

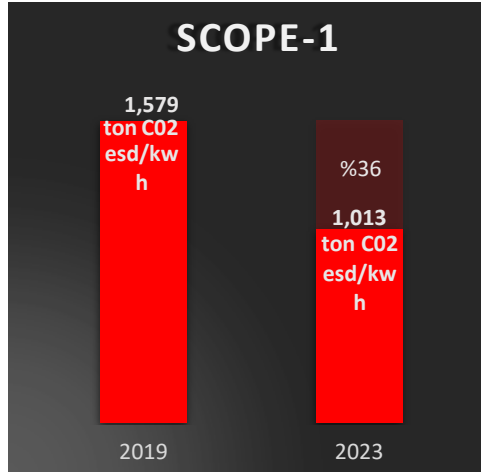
- Akmerkez purchases the energy it needs in order to carry out the operational activities of the facility in the form of electricity and natural gas from the relevant institutions.
- Cooling, ventilation, lighting, vertical circulation equipment, security, etc. Electricity consumption for needs, natural gas consumption for heating and hot water.
- For this reason, we keep the indirect CO2 emission specified in Scope-2 at the lowest level by using the energy we purchase in the most efficient way and by reducing the consumption with the actions we take every year.
- The energy consumption values and CO2 emission values of the facility for the last 2 years are given in the table on the right.
- Since 2022, it has been documented with the I-REC certificate that our electricity consumption is provided from renewable energy sources. For this reason, 7539 tons of CO2 emissions in electricity consumption have been zeroed.



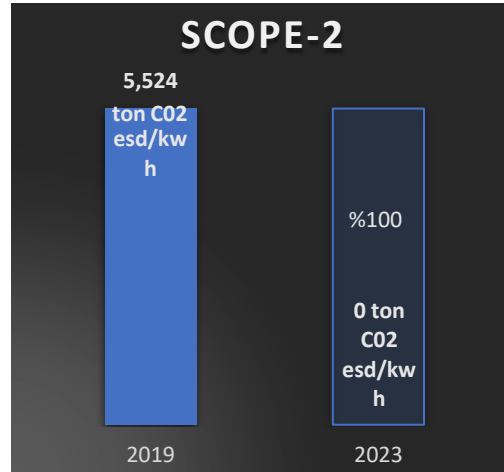
Activities and Actions – Facility Management Department



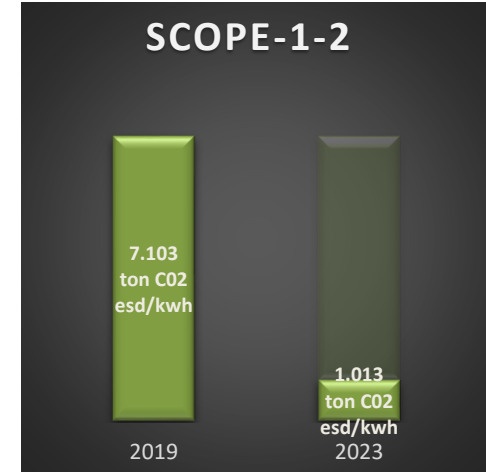
- Within the scope of our energy policy, by using the energy required by the facility in the most efficient way without disrupting operational activities, the CO2 emission resulting from energy use has been reduced to 1013 tons as stated below.



- With the decrease in our consumption of natural gas in Scope-1, CO2 emissions have decreased by 36% in the last 5 years to 1013 tons.



- With the I-REC certificate in Scope-2, the CO2 emission to be provided from renewable energy sources for electricity is zeroed.



total energy use decreased by 86% from 7103 tons to 1013 tons.

Activities and Actions – Facility Management Department

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION

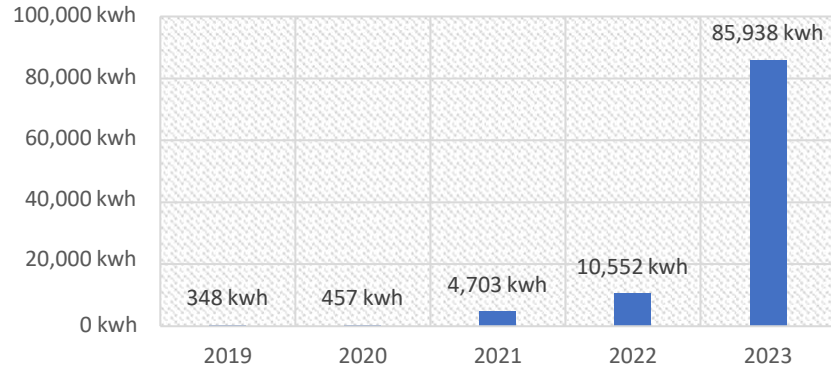


13 CLIMATE
ACTION

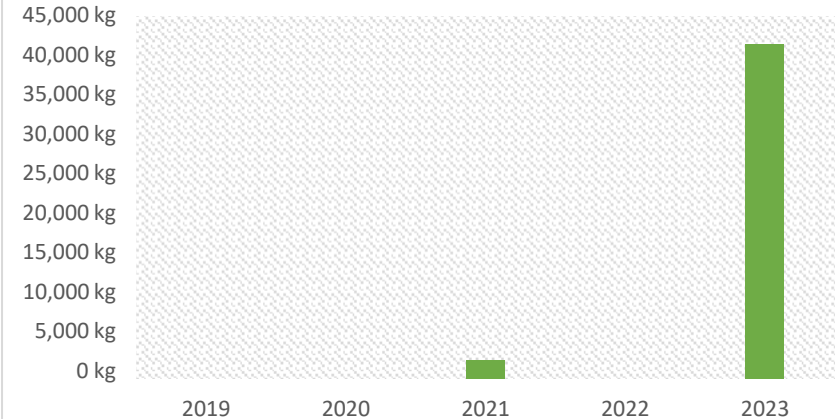


- CO2 emissions from vehicles' fossil fuels have been reduced from the charging operations carried out at the vehicle charging stations located in the facility.

AMOUNT OF ENERGY FOR USING CHARGED



REDUCED CO2 EMISSIONS



Activities and Actions – Facility Management Department



Within the scope of our energy policy, it is to keep the CO2 emissions we give to the environment at the lowest level by using the energy needed by the facility in the most efficient way without disrupting operational activities. In this context, the following studies have been carried out and these studies continue continuously.

Efforts have been initiated to obtain the Energy Management System **ISO 50001** and will be provided until the end of the period specified by the regulation.

Energy Efficiency

- Installation of inverters on the motors of ventilation systems
- By-pass system between heating boilers
- Replacement of old chillers with new efficient groups
- Replacement of old cooling towers with new efficient towers
- Free-cooling regulation in cooling groups
- Building Automation System revisions
- Replacing inefficient lighting fixtures with efficient LED products
- Making necessary interventions by monitoring the energy by establishing an energy monitoring system
- Recognizing the deficiencies with energy studies and taking precautions
- CO2 emissions, which were reduced by the improvements made between 2013 and 2022, are equal to the amount of CO2 taken from the atmosphere by 18850 trees.

Activities and Actions – Facility Management Department



Frequency converters were connected to air handling units and garage aspirators serving in Akmerkez, and energy savings were achieved by adjusting fan speeds according to capacity through automation. The frequency converters are connected to the building automation system and the speed is automatically regulated through automation. In this way, the negative impact of comfort is prevented.

1.562.232 kWh savings were achieved in 1.5 years in the air handling units and exhaust aspirators for which the project was implemented. When completed, it saved over 2,000,000 kWh annually.

The project, which cost 110,000 TL and was worked by Akmerkez Technical personnel, paid for itself in 4 months.

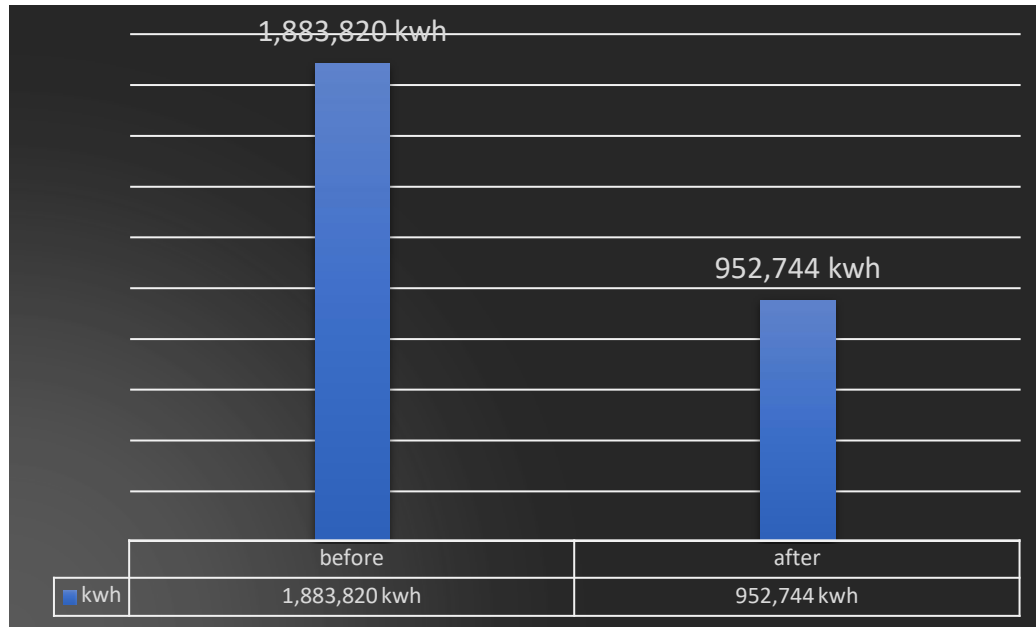
APPLICATION LOCATION	APPLICATION TIME	DECREASE IN CONSUMPTION
AIR HANDLING UNITS	January -June	1.293.672 kWh
GARAGE EGZOST	January - June	268.560 kWh
TOTAL		1.562.232 kWh



Activities and Actions – Facility Management Department



Within the scope of our energy policy, halogen and fluorescent lighting equipment in the facility were replaced with new LED luminaires. The lighting system was also supported by the automation system and sensors, and the daily operation of the facility was used in the most efficient way without interruption, and serious gains were achieved.



Activities and Actions – Facility Management Department



In addition, with the FREE-COOLING system which was established with the piping works, cooling was made with the effect of the outside air in the weather below 15 degrees, and approximately 2,000,000 kWh hours were saved annually.



Activities and Actions – Facility Management Department



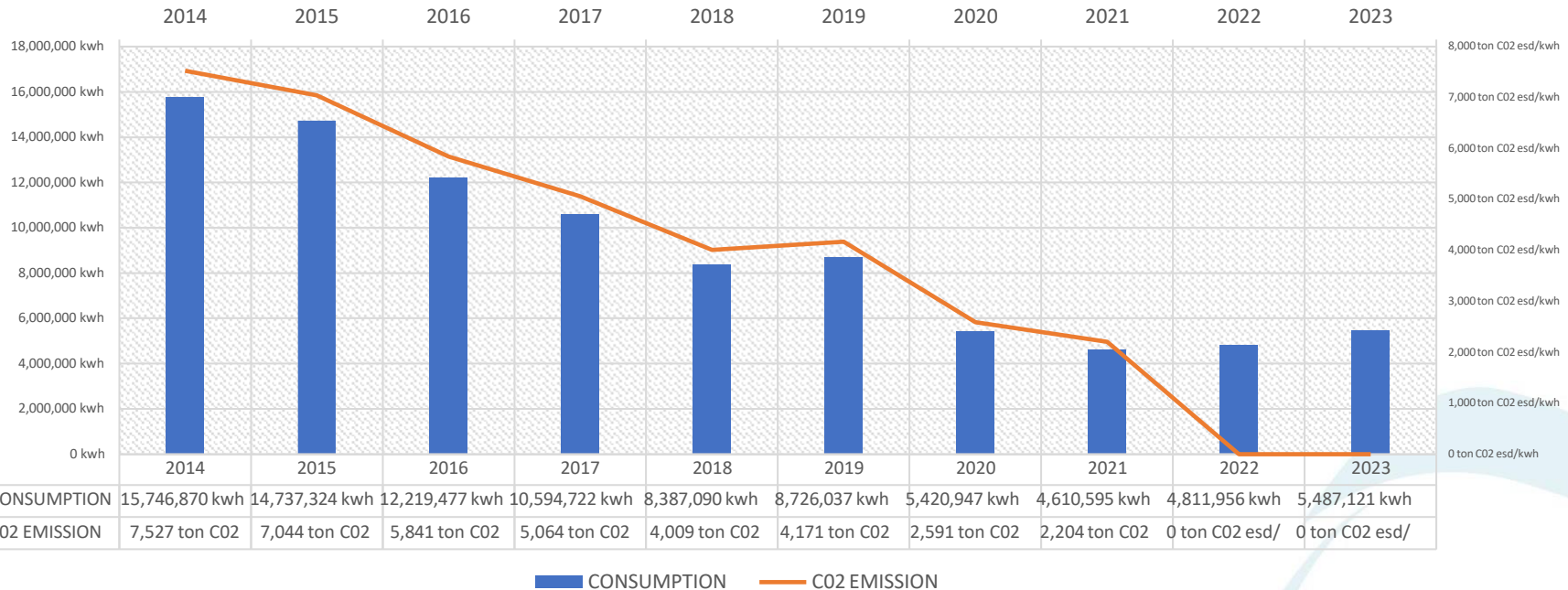
With the calorimeters which connected to the air handling units, the cost of cooling and heating per air handling unit has been made measurable.



Activities and Actions – Facility Management Department



- As a result of these studies, 60% savings has been achieved in total consumption in the last 8 years. In this way; The emission, which was 7527 tons of CO₂ eq/kwh in 2014 due to electricity consumption, decreased to 2204 tons in 2021 due to the savings made and the effect of the pandemic, as the plant was closed for a limited time. Although the effect of the pandemic ended in 2022 and entered the full working period, it reached the level of 2300 tons of CO₂ eq/kwh and decreased to 0 with the transition to renewable energy.



Activities and Actions – Facility Management Department



- According to our company's water policy; Studies and researches are carried out continuously in order to use water in the most efficient way.

Water Consumption

- In accordance with our company's energy policy, as other energy sources; In order to use water in the most efficient way, studies and researches are carried out continuously and water saving alternatives are evaluated.

WATER POLICİY

Our principle is to keep the amount of water to a minimum to meet our needs and to benefit from external sources as much as possible.

- To ensure efficient and correct use of water,
- Practices to prevent pollution of water resources and our water itself,
- Development of technological water use tools,
- Developing methods to obtain effective water from precipitation,
- To determine our policy in line with the country's water policies
- To follow the latest technological developments in order to save water and to constantly renew our facility within this framework.

In this context, the results of the regulations that we will talk about below have been obtained.

- During the rain, the rain water coming from the drains accumulates in the rain cisterns in the garages. This accumulated water is used to irrigate green areas to save money.
- We take care that the thermostat setting in the hot water system is not too high. Trying to heat extremely hot water with cold water causes waste.
- Automatic sensor water armatures are used in WCs to prevent water wastage due to usage.
- Staff use high-efficiency shower fixtures and heads in the showers in the rest rooms.
- Smart technology, user-friendly, maintenance-free, ultrasonic sensor urinals are used in WCs throughout the shopping mall.
- All hot and cold water lines are insulated, thereby minimizing heat losses.
- GEBERIT BRAND reservoirs used throughout the shopping mall are double-staged and the levels have been reduced from 6/3 lt to 4.5/3 lt.

Activities and Actions – Facility Management Department



Water Consumption

- Our water consumption and rainwater usage by year are shown in the table.

YEARS	2019	2020	2021	2022	2023
TOTAL CONS.	97.255	65.903	72.256	89.621	93886
NETWORK	95.486	63.836	68.373	85.897	91802
RAINWATER (GARDEN)	1.769	2.067	3883	3.724	2084
	98%	97%	95%	96%	98%
RATE	1,8%	3,1%	5,4%	4,2%	2,2%

- Our water needs are generally provided from the network.
- Apart from this, we collect rainwater in cisterns and provide irrigation for landscape areas. The rates are stated in the table on the side.
- Research and planning continues to use the rainwater collected in cisterns in a wider area.
- Due to the drought and low rainfall in 2023, the consumption rate from this resource decreased.

