

# STAKEHOLDER MANAGEMENT

Within the scope of its Stakeholder Relations, Tüpraş attaches importance to relationships and a sustainable dialogue with its stakeholders based on transparency and accountability. Tüpraş uses the feedback, suggestions and requests obtained from this communication as a guiding input in many areas such as developing corporate strategies, identifying and managing priority areas, risks and opportunities, creating policies and updating them, developing social investment programs which will affect the Company's ability to create value, including from an economic, social and environmental aspect.

## Employees



### Importance for Tüpraş

Employees are Tüpraş's most valuable asset, and the safety, wellbeing and mental and physical health of its employees are the company's top priority. The competencies, knowledge, agility and commitment of Tüpraş employees, which are the most critical link in realizing Tüpraş's strategies and growth process, are one of the most important criteria in achieving Tüpraş's key milestones and business goals.

### How does Tüpraş generate value?

- By providing a safe and healthy working environment
- By providing opportunities for personal and professional development, as well as opportunities to gain experience
- By offering competitive pay, benefits and working conditions that take the work and life balance into account
- By providing a culture that supports employee satisfaction, loyalty and a sense of belonging

### Communication Method and Frequency

Integrated Annual Report	annual	Recognition, Appreciation and Reward System	continuous
Employee Loyalty Survey	annual	The Tüpraş Code of Ethics	continuous
Internal Communication Meetings	annual	Collective Bargaining Agreement	continuous
Performance Evaluation Meetings	annual	Employee Training Sessions	continuous
Occupational Health and Safety Boards	monthly	Website	continuous
Technical Safety Bulletins	weekly/monthly	Refinery Information Bank	continuous
Internal Information Announcements	instantaneous	Stakeholder Communication Management System	continuous
Social Projects	continuous	Corporate Portal	continuous
Social Event Clubs	continuous	Corporate Reputation and Perception Surveys	biennial
Refinery Suggestion System	continuous		

### Material Issues for Stakeholders

Healthy and Safe Workplace, Process Safety, Energy Management, Data Security and Cyber Security, Business Ethics and Compliance, Energy Transition

## Shareholders and Investors



### Importance for Tüpraş

Shareholders and investors contribute to ensuring Tüpraş's continuous access to capital and upholding its financial health and profitable growth, and are in a position to directly influence the operations of the company by taking into account its long-term strategic priorities. In addition, their perspectives and insights, which enable Tüpraş to detect risks early, they also provide opportunities and emerging trends in financial markets and strengthen the capital structure of Tüpraş with their belief in Tüpraş's long-term success. This both increases trust in Tüpraş and supports its market value.

#### How does Tüpraş generate value?

- By creating profitability and shareholder value with Tüpraş's leading position in terms of its performance, business strategies and industry outlook
- By ensuring the company's sustainable continuity with timely actions taken by Tüpraş towards mega trends and sectoral risks and opportunities

#### Communication Method and Frequency

Integrated Annual Report	annual	Analyst Presentations and Teleconferences	quarterly
Annual General Meetings	annual	The Tüpraş Code of Ethics	Continuous
Interim Operation Reports	quarterly	Website	Continuous
Information and Materiality Disclosures	instantaneous	Stakeholder Communication Management System	Continuous
Roadshow and Investor Presentations	on demand	Corporate Reputation and Perception Surveys	biennial
Meetings and Interviews	on demand		

#### Material Issues for Stakeholders

Diversity, Equity and Inclusion, Energy Management, Business Ethics and Compliance, Operational Excellence, Stakeholder Management, Energy Transition

## Business Partners



### Importance for Tüpraş

Business partners are stakeholders who help Tüpraş achieve its long-term goals in line with its Strategic Transition Plan. Through collaborations, they contribute to the development of projects which fit Tüpraş's corporate values, and thus support the generation of value. Solid relationships established with business partners encourage innovation and various R&D projects. These partnerships also strengthen the company's competitive edge.

#### How does Tüpraş generate value?

- By developing new projects in line with the Strategic Transition Plan and collaborating in seeking technological solutions

#### Communication Method and Frequency

Integrated Annual Report	annual	Website	continuous
Technical Safety Bulletins	weekly/monthly	Stakeholder Communication Management System	continuous
Meetings and Interviews	on demand	Corporate Reputation and Perception Surveys	biennial
The Tüpraş Code of Ethics	continuous		
Business Partner HSE-G System	continuous		

#### Material Issues for Stakeholders

Fighting Climate Change, Healthy and Safe Workplace, Process Safety, Operational Excellence, Risk Management, Energy Transition

## Customers



### Importance for Tüpraş

Customer preferences directly affect Tüpraş's sales and operations. Customer satisfaction, loyalty and feedback play an important role in the development of Tüpraş's products and services, providing a competitive advantage and sustainable success.

#### How does Tüpraş generate value?

- By offering high performance and reliable products
- By meeting the demands and expectations of its customers with sustainable and innovative investments, services and technological solutions.
- y providing a strong customer experience through sales, on-time delivery and after-sales support
- Maintaining the highest level of customer satisfaction and loyalty

#### Communication Method and Frequency

Integrated Annual Report	annual	The Tüpraş Code of Ethics	continuous
Customer Satisfaction Survey	annual	The Tüpraş Solution Center	continuous
Integrated Annual Report	on demand	Stakeholder Communication Management System	continuous
Customer Portal	continuous	Corporate Reputation and Perception Surveys	biennial
Customer Relations Management System	continuous		

#### Material Issues for Stakeholders

Data Security and Cyber Security, Corporate Governance, Customer Experience, Fighting Climate Change, Healthy and Safe Workplace, Process Safety, Energy Transition

## Suppliers



### Importance for Tüpraş

Suppliers contribute to the uninterrupted continuity of Tüpraş's operations and the products and services it provides, the quality and reliability of its products and services, and its long-term cost advantage.

#### How does Tüpraş generate value?

- By creating a sustainable supply chain program to constantly maintain the sustainability of the supply chain at the highest level.
- By establishing strong long-term trust-based relationships with its suppliers

#### Communication Method and Frequency

Integrated Annual Report	annual	Business Partner HSE-G System	continuous
Supplier Satisfaction Survey	annual	Website	continuous
Technical Safety Bulletins	weekly/monthly	Stakeholder Communication Management System	continuous
Integrated Annual Report	on demand	Corporate Reputation and Perception Surveys	biennial
The Tüpraş Code of Ethics	continuous		

#### Material Issues for Stakeholders

Data Security and Cyber Security, Sustainable Supply Chain, Human Rights, Operational Excellence, Talent Management

## Financial Institutions



### Importance for Tüpraş

Financial Institutions allow Tüpraş to access to financing instruments, thus contributing to expanding Tüpraş's operations, trading opportunities in investment and capital markets, minimizing its risks and potential losses, ensuring its business continuity, and its financial and non-financial reporting processes.

#### How does Tüpraş generate value?

- By generating trust among financial actors thanks to Tüpraş's financial health, profitability and sustainability approach
- Through its sustainability performance developed to ensure access to sustainable finance and by creating sustainable investment plans

#### Communication Method and Frequency

Integrated Annual Report	annual	Analyst Presentations and Teleconferences	quarterly
Interim Period Operation Reports	quarterly	The Tüpraş Code of Ethics	continuous
Information and Materiality Disclosures	instantaneous	Website	continuous
Roadshow and Investor Presentations	on demand	Stakeholder Communication Management System	continuous
Meetings and negotiations	on demand	Corporate Reputation and Perception Surveys	biennial

### Material Issues for Stakeholders

Corporate Governance, Healthy and Safe Workplace, Process Safety, R&D and Innovation, Digitalization, Energy Transition

## Public Institutions and Organizations



### Importance for Tüpraş

Tüpraş complies with all legal requirements to carry out its operations safely and reliably. It is in constant communication with Public Institutions and Organizations to closely monitor the regulations and sector trends.

#### How does Tüpraş generate value?

- By carrying knowledge to the future through compliance with laws and regulations
- By actively supporting relevant regulations as a sector actor
- By contributing to the national economy by creating opportunities for business and employment in local regions by strengthening local communities

#### Communication Method and Frequency

Integrated Annual Report	annual	Website	continuous
Audits	periodic/instantaneous	Stakeholder Communication Management System	continuous
Meetings and negotiations	on demand	Corporate Reputation and Perception Surveys	biennial
Joint Projects	on demand		
Incentives	on demand		

### Material Issues for Stakeholders

Corporate Governance, Risk Management, Fighting Climate Change, Diversity, Equality and Inclusion, Business Ethics and Compliance, Energy Transition

## Non-Governmental Organizations (NGOs)



### Importance for Tüpraş

NGOs provide guidance to Tüpraş in strengthening social responsibility within the scope of Tüpraş's corporate citizenship approach. They create value for society through their collaboration. Professional Industrial Organizations and Umbrella Organizations are the platforms that help Tüpraş closely monitor the dynamics in the sector and business world and to prepare for new developments regarding sector standards. Tüpraş's collaborations with these organizations strengthen its contribution to the mutually developing sustainable industrial world and its role in initiatives towards seeking new growth areas through the exchange of insight and expertise that will shape the sector and the business world.

#### How does Tüpraş generate value?

- In cooperation with the NGOs, by increasing the social value and environmental benefit produced within the scope of the Sustainable Development Goals (SDGs)
- By contributing to the development of a

sustainable industrial world by sharing the insights and information which shape the sector and the business world, in cooperation with Professional Industrial Organizations and Umbrella Organizations.

#### Communication Method and Frequency

Integrated Annual Report	annual	Joint Projects	on demand
Meetings and Interviews	on demand	Donation and Sponsorships	

### Material Issues for Stakeholders

Healthy and Safe Workplace, Process Safety, Corporate Governance, Human Rights, Fighting Climate Change, Biodiversity, Energy Transition

## National and International Initiatives



### Importance for Tüpraş

By establishing long-term collaborations based on common goals with national and international initiatives, Tüpraş encourages inclusive participation for a fair and responsible business approach, discussion about the environment that encourages development and taking action to achieve the SDGs.

#### How does Tüpraş generate value?

- By supporting development by complying with the standards of national and international initiatives

#### Communication Method and Frequency

Integrated Annual Report	annual	Joint Projects	on demand
Meetings and Interviews	on demand		

### Material Issues for Stakeholders

Corporate Governance, Risk Management, Fighting Climate Change, Talent Management, Business Ethics and Compliance, Energy Transition

## Trade Unions



### Importance for Tüpraş

The Petrol-İş trade union is a critical stakeholder in protecting employee rights, ensuring fair working conditions, supporting occupational safety standards, providing freedom of association and transparent understanding of expectations between the employee and the employer. In this regard, Tüpraş provides a working environment that increases employee motivation and satisfaction, supports productivity and efficiency and promotes a balance of expectations between the employee and the employer through strong communication.

#### How does Tüpraş generate value?

- By providing a fair working environment
- By increasing employee motivation and efficiency through Safe and Healthy Workplace practices
- By managing risks with Health and Safety practices, by viewing employee health and safety as an indispensable value that is at the basis of all activities

#### Communication Method and Frequency

Integrated Annual Report	annual	Stakeholder Communication Management System	continuous
Occupational Health and Safety Boards	monthly	Corporate Reputation and Perception Surveys	biennial
Meetings and negotiations	continuous		
Collective Bargaining Agreement	continuous		
Website	continuous		

#### Material Issues for Stakeholders

Healthy and Safe Workplace, Process Safety, Corporate Governance, Business Ethics and Compliance, Human Rights

## Educational Institutions, Universities and Research Institutions



### Importance for Tüpraş

Educational institutions, universities and research institutions support Tüpraş's work within the scope of the transition to a low carbon economy by providing a new perspective on the energy transformation. Tüpraş monitors new technologies based on research and innovation and carves out a competitive advantage.

#### How does Tüpraş generate value?

- By developing projects in sustainability-oriented and strategic priority areas through investments in R&D
- By achieving new business opportunities and a competitive advantage by monitoring new technologies
- By contributing to the production and development of projects within the scope of transition to a low carbon economy in the value chain

#### Communication Method and Frequency

R&D Partnerships	on a project basis	Website	continuous
Donation and Sponsorships	on demand	Stakeholder Communication Management System	continuous
Infrastructure and Trainer Support	on demand	Corporate Reputation and Perception Surveys	biennial
Master's Degree and Sectoral Specialization Programs	continuous		

#### Material Issues for Stakeholders

R&D and Innovation, Digitalization, Fighting Climate Change, Sustainable Supply Chain, Talent Management, Energy Transition

## Media



### Importance for Tüpraş

Tüpraş maintains professional relationships with the media in order to inform society and target audiences transparently and provide access to information, to create trust in order to meet the expectations of the sector and the general public, to transfer and protect its reputation and brand value and to ensure that current developments are followed by its stakeholders.

#### How does Tüpraş generate value?

- By generating trust among the public through media channels through the transparent and honest sharing of information
- By setting an example to stakeholders and inspiring the sector with achievements obtained with a responsible business approach

#### Method of Communication and Frequency

Integrated Annual Report	annual	Stakeholder Communication Management System	continuous
Meetings and negotiations	on demand	Corporate Reputation and Perception Surveys	biennial
Press Conferences and Bulletins	instantaneous		
Website	continuous		

#### Material Issues for Stakeholders

Fighting Climate Change, Biodiversity, Air Quality, Healthy and Safe Workplace, Process Safety, Talent Management, Energy Transition

## Affiliates and Subsidiaries



### Importance for Tüpraş

Affiliates and subsidiaries contribute towards expanding Tüpraş's market share, the entry into new markets, seeking opportunities in different geographical areas and sectors, increasing the company's resilience by distributing the risks the company is exposed to, entering strategic collaborations and implementing growth strategies. To this end, Tüpraş maintains its leading and pioneering position in its sector by enhancing its competitive advantage.

#### How does Tüpraş generate value?

- By strengthening competitive advantage
- By ensuring the continuity of operations

#### Communication Method and Frequency

Internal communication and coordination meetings	continuous	Website	continuous
Reports	continuous	Employee training sessions	continuous

#### Material Issues for Stakeholders

Digitalization, Energy Management, Healthy and Safe Workplace, Process Safety, R&D and Innovation, Energy Transition