



Sustainable tomorrows  
are shaped by today's  
decisive transformations.

Sustainability Report 2024

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## CONTACT

The year 2024 marks a strategic milestone in Klimasan’s sustainability journey. With an export network spanning more than 90 countries, and eco-friendly solutions delivered to customers worldwide, we have focused not only on commercial success but also on impact-driven transformation.

Guided by the theme of “Inclusive Transformation,” we have begun to reshape our entire ecosystem, from production processes and supply chain management to innovation and social responsibility. This year, we have fostered a culture in which we co-create not just products, but value.

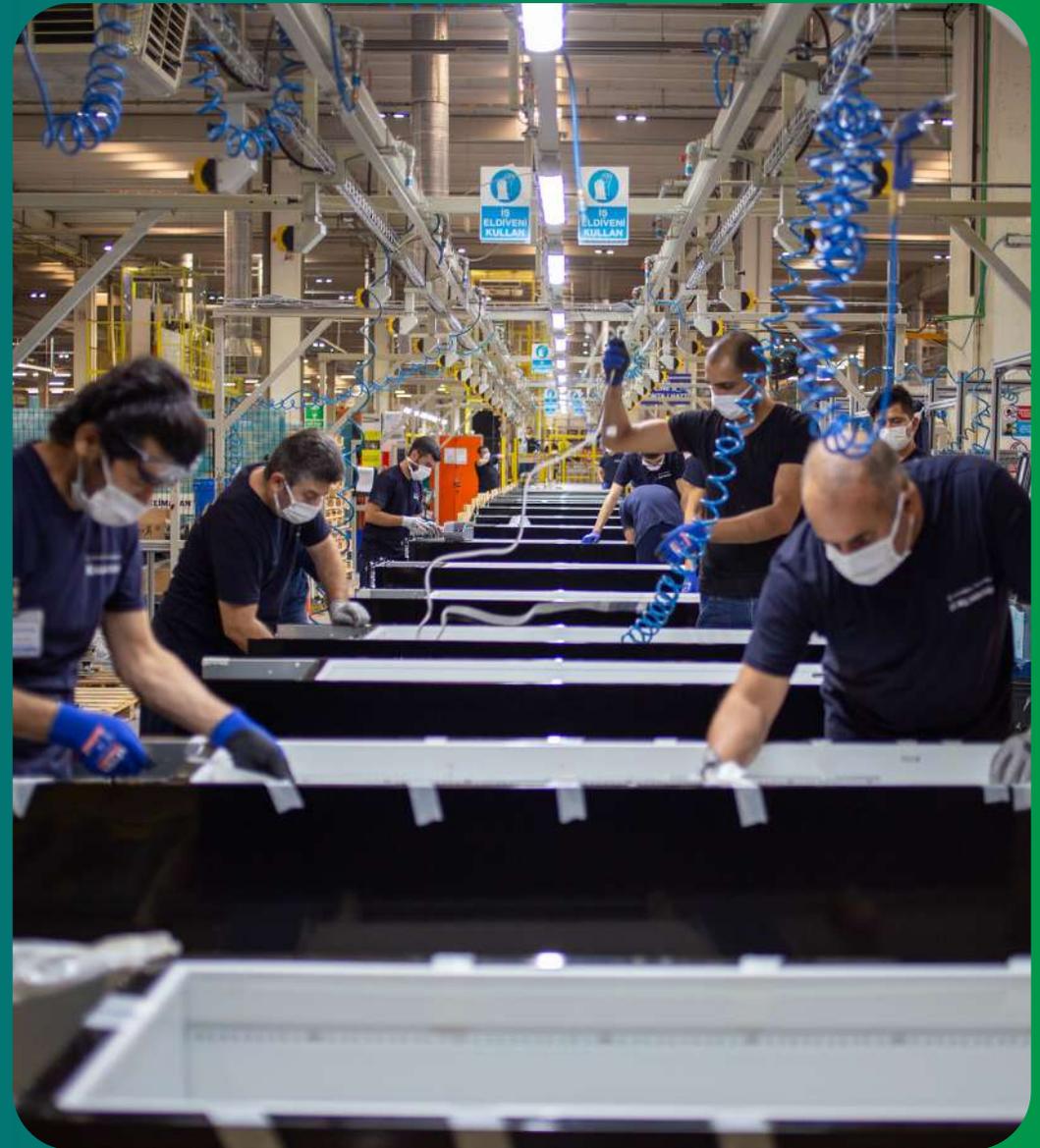
We have demonstrated our environmental responsibility through our energy efficiency initiatives and our social commitment through inclusiveness. In line with our 2030 Net Zero Target, we are embedding sustainability as a core value; one that we not only report on, but also live by.

# Creating Value Together

Our supply chain has evolved from merely a structure for sourcing raw materials into one of the fundamental components of our sustainability strategy.

The Gold rating awarded by EcoVadis, our first TSRS-focused workshops, and the sustainability agreements we have implemented are significant steps that strengthen our corporate competence in this area. By integrating our suppliers into our processes, we position them as active stakeholders in our sustainability goals.

While serving our global customers such as Coca-Cola, Unilever, AB InBev, and Danone, we continue to advance in line with their expectations and our shared climate commitments.





# Every Watt Counts

Through projects carried out at our Manisa factory, we have significantly reduced energy intensity per operation thanks to VCC compressors, LED conversions, EC fans, and waste heat recovery. In line with our global sustainability agenda, we are taking decisive steps toward our goal of reducing energy consumption by 50% by 2030.

**Despite our increased production, the reduction we have achieved in emissions per product demonstrates our commitment in this area.**

# The Cooling Technologies of the Future

With our status as a Türkiye-approved R&D Center, 11 innovative projects were implemented in 2024. Projects such as Ecochill and the Compact Heat Exchanger have strengthened the R&D foundation of our energy-efficient products. Local solutions were developed, particularly for new markets such as Uzbekistan and China. Thanks to our product diversity and broad customer channels, we meet the needs of not only today but also the future.





# Zero Waste, Multiple Gains

The efficient use of resources and the minimization of waste form the foundation of Klimasan's environmental sustainability approach. Recyclability is positioned as one of the primary criteria in our product designs.

Our recycling rates, made traceable through our ERP system, have exceeded 98%.

Over 9,000 units are refurbished and reintroduced into the economy each year thanks to the Refurbishment Center in Manisa.

This circular business model has become an exemplary practice in the sector for both reducing waste and using resources efficiently.

## ABOUT THE REPORT

# Klimasan is strengthening its social and governance impact.

Klimasan is publishing its fifth sustainability report as of 2024. The Company, which began reporting its sustainability performance for the first time in 2020, regularly shares its progress in this area with the public. The 2024 Sustainability Report covers the activities, developments, and performance data for the period from January 1, 2024, to December 31, 2024.

Within the Metalfrio Group, to which the Company belongs, there are subsidiaries located in Poland (Metalfrio Solutions Poland Sp. z o.o.), Russia (LLC Metalfrio Solutions and LLC Estate), Nigeria (Metalfrio West Africa Ltd.), and Sabcool Ltd., totaling five subsidiaries. However, the activities of these subsidiaries are excluded from the scope of this Sustainability Report. The environmental, social, and governance (ESG) data presented herein cover only the operations of Klimasan A.Ş. at its main production facility in Manisa, Türkiye.

With the 2024 Sustainability Report, Klimasan aims to share with its stakeholders its commitment to developing eco-friendly cooling technologies, its R&D investments in this area, its digitalization and automation projects that aim to increase energy and natural resource efficiency in production processes, its practices to increase the use of renewable energy, and its carbon footprint reduction targets. While continuing its consumption of I-REC certified electricity, investments are being made to contribute to the 2030 and 2050 net-zero visions in line with emission reduction targets approved by the Science Based Targets initiative (SBTi).

Klimasan is expanding the use of product carbon emission calculations by integrating a sustainable product life-cycle approach into its product development processes. At the same time, it is strengthening its social and governance impacts through employee satisfaction, corporate social responsibility projects, and transparent, accountable governance practices.



The main areas of activity evaluated within the scope of the report are as follows:

- Energy consumption and efficiency
- Emissions management
- Water and waste management
- Sustainable product design
- R&D and innovation
- Sustainable supply chain
- Occupational health and safety
- Employee rights and development
- Social contribution
- Ethical management and governance practices

Klimasan's material sustainability topics include combating climate change, renewable energy use, the circular economy, eco-friendly product technologies, diversity and inclusion, local development, and transparent reporting.

The 2024 report will be subject to an independent assurance process under the Turkish Sustainability Reporting Standards (TSRS). The report has been prepared based solely on operations under Klimasan's control and is structured in accordance with the principles of transparency, comparability, and verifiability.

The reporting process was conducted by Senior Production Manager Türker Ünsal Daştı and Quality Management Systems & Sustainability Chief Özge Başaran, with the support of the Klimasan Sustainability Committee. Any questions, comments, or suggestions regarding the Sustainability Report or sustainability performance can be sent to [sustainability@klimasan.com.tr](mailto:sustainability@klimasan.com.tr).

## MESSAGE FROM THE CEO



# Climate change is no longer a future challenge, it's a present reality.

Dear Stakeholders,

Over the past year, the world has faced armed conflicts, geopolitical tensions, trade wars, and even debates about the potential risks of artificial intelligence. However, in many global risk assessments, notably the WEF Global Risks Report, climate change and environmental threats continue to rank among the most pressing issues.

Climate change is no longer a future challenge, it's a present reality. This is a matter not only of tomorrow, but also of today. Beyond rising global temperatures, the effects of this transformation are disrupting social stability, reshaping economic structures, and challenging equality among societies.

The challenges nations face today clearly demonstrate that climate-related risks extend far beyond the environment; these risks are increasingly social and humanitarian in nature. In the face of such large-scale challenges, it is not enough to simply say that "the business world needs to transform." Only those who truly integrate transformation into their DNA will survive.

In this new era, a company's competitiveness is measured not only by its financial performance but also by its ability to manage its environmental impact, fulfill its social responsibility, and operate with transparency.

The organizations leading the way in this regard are those that embrace sustainability not as an add-on, but as a culture embedded throughout their entire structure.

At Klimasan, we operate with this awareness. With the publication of our fifth Sustainability Report, we aim not only to share what we have achieved, but also to reflect who we are, what we stand for, and how we act on our commitments. For us, sustainability is no longer a goal; it has become an integral part of our business processes, our value chain, and our corporate reflexes. Our approach, shaped by the principles of climate resilience, circular economy, social justice, and impact-based performance, has evolved into a defining element of our corporate culture.

As highlighted in this report, we made significant progress in 2024:

100% of our electricity was sourced from I-REC certified renewable sources, resulting in a 31% reduction in greenhouse gas emissions.

We transitioned to natural refrigerants in compliance with F-Gas regulations, increased energy efficiency with our Ecochill project, and incorporated over 80% recyclable materials into our products.

In line with our "people first" principle, we enhanced employee well-being with private health insurance, mental health support, and 14 hours of occupational health and safety training per person.

We invested in continuous learning through SAP-based digital training platforms.

We supported the employment of individuals with intellectual disabilities through the Z.E.K.I. Project.

We carried out more than 14 social responsibility projects in the areas of women's empowerment, environmental protection, health, and education.

All these efforts have also been recognized internationally. Our reporting, fully compliant with GRI and TSRS standards, has enhanced our transparency and accountability. Participation in the SLoCT program has strengthened sustainability criteria throughout our supply chain and reinforced our integrated risk management in line with ISO standards.

Looking ahead, we are setting ambitious 2030 targets:

- Achieve our SBTi emission targets.
- Use 50% recycled raw materials in production.
- Increase the ratio of female employees to over 25%.
- Expand our portfolio of Class A energy-efficient products.
- Install wastewater recovery systems in all production facilities.

We know that these goals can only be achieved through strong collaboration. Therefore, we are committed to working hand in hand with our suppliers, customers, colleagues, investors, local authorities, and non-governmental organizations to drive a transformation that extends far beyond our industry.

I extend my deepest gratitude to all our stakeholders, my valuable teammates, and everyone who contributes to a sustainable future. Together, we are building not only a stronger Klimasan but also a better world.

Sincerely,

**Luiz Eduardo Moreira Caio**  
CEO



*For us, sustainability is no longer a goal; it has become an integral part of our business processes, our value chain, and our corporate reflexes.*

**Luiz Eduardo Moreira Caio**  
CEO

## MESSAGE FROM THE GENERAL MANAGER

# In 2024, we focused on further diversifying and expanding our social development projects.

Dear Stakeholders,

The year 2024 marked a period when our sustainability strategy resonated not only within the Company but also across our entire value chain and spheres of influence. During this period, we continued to implement comprehensive projects aimed at strengthening our environmental, social, and governance performance.

As a manufacturing company, our efforts to reduce our emissions were not limited to carbon calculations; we took control of every step of our energy consumption through production line modernizations, efficiency-enhancing projects, and digital monitoring systems. Thanks to the digital energy monitoring system we have installed at 36 points, we can now monitor our energy consumption data in real time, enabling not only operational savings but also behavioral transformation.

As a result of this systematic approach, we reduced our electricity consumption by 1.43%. This reduction increased our operational efficiency while also significantly lowering our environmental impact.

We made extensive investments to expand eco-friendly practices in our production processes. We increased our R&D expenditures to TL 151.8 million, focusing on technologies that yield greater efficiency with fewer resources.

While developing highly energy-efficient products, we prioritized increasing recyclability rates and expanding the use of natural refrigerants.

In all these processes, we have made the principles of the circular economy an integral part of our business. By redesigning every step from material selection to packaging, we have created a production model that reduces environmental impact throughout the life cycle.

We know that sustainability is not only about the planet, nature, or numerical data; at its core, it is about people. With this understanding, and guided by our motto "People are also our priority," we approach human well-being not merely through fringe benefits but through a holistic value perspective, starting with our colleagues, suppliers, and everyone across our value chain. In this context, we attach great importance to the professional and personal development of our colleagues, aiming to ensure their access to up-to-date knowledge and skills through both in-person and remote training programs. Moreover, through our suggestion system applications, we are building a participatory and learning-oriented organizational culture, enabling our employees to contribute directly to production processes and continuous improvement.

No development can be truly complete without the involvement of the society to which people and institutions belong. In 2024, we focused on further diversifying and expanding our social development projects.

Within the scope of the Z.E.K.İ. Project, implemented in collaboration with the Manisa Organized Industrial Zone, we enabled individuals with intellectual disabilities to work safely in protected workplaces. This practice has highlighted our corporate distinction not only through its contribution to production processes but also to social justice.

We strengthened the culture of equality and inclusion through programs we developed to increase female employment and prepare young people for the future workforce. By extending our talent development programs like Coolest Start to more young people, we contributed to the development of next-generation skills. We carried out all these efforts not only within the Company but also together with our suppliers, business partners, and stakeholders. The year 2024 was a turning point where we systematically integrated our sustainability strategy into our value chain. By actively participating in the SLoCT program, we began monitoring the environmental and social performance of our suppliers and supported them with training programs. We created a system where we better manage climate and sustainability risks through corporate risk analyses, SWOT assessments, and scenario planning.

To manage this entire process transparently, we published our Sustainability Principles Compliance Report on the Public Disclosure Platform; at the same time, we further strengthened our reporting infrastructure in line with international standards such as GRI, CDP, and EcoVadis. Receiving the "Gold Medal\*" in the EcoVadis 2024 assessment was not only an indicator of our performance but also a concrete confirmation that we are on the right path.

As Klimasan, we will carry this determination even further in the coming years. In line with our climate targets, we will continue to reduce our emissions, increase the recyclability of our products, phase out the use of single-use plastics, and continue to monitor and develop all our strategic suppliers based on ethical, social, and environmental criteria.

Our Company's sustainability journey not only transforms the way we do business but also gives us a greater purpose and a shared responsibility. We will continue to work for a more resilient, fair, and livable future; producing with respect for nature, growing with respect for society, and transforming with respect for people.

Sincerely,

**Alper Erol**  
General Manager



*In line with our climate targets, we will continue to reduce our emissions, increase the recyclability of our products, and phase out the use of single-use plastics.*

**Alper Erol**  
General Manager

## OUR STRONG 2024 PERFORMANCE

# Performance growing with responsibility



### ENVIRONMENTAL

-  Total Water Consumption
-  Total Electricity Consumption
-  Total Natural Gas Consumption
-  **I-REC Certified Renewable Energy Use (%)**
-  Recyclable + Recoverable Material Ratio (average of top 4 products)
-  Number of Production Improvement Projects for Waste and Energy Savings (out of 258 projects)



### SOCIAL

-  **Female Employee Ratio (%)**
-  Ratio of Women in Senior Management (Manager and above)
-  OHS Training Participation Rate (%)
-  **Accident Severity Rate and Accident Frequency Rate**
-  Number of Employee Motivation Activities
-  Employee Satisfaction Survey Participation Rate (%)
-  Percentage of Employees Benefiting from Social Rights (%)



### GOVERNANCE

-  **Participation Rate in Ethics and Human Rights Training (%)**
-  Number of Reports to the Ethics Hotline
-  **Supplier Code of Conduct Signature Rate (%)**
-  Supplier CSR Audit Completion Rate (%)



### R&D AND SUSTAINABLE INNOVATION

-  2024 R&D Expenditure: TL 151.8 million
-  **Number of Kaizen Projects Implemented: 156**
-  Number of Products with Line Balancing and Time Studies: 80

## ABOUT KLIMASAN

# Exporting to 84 countries globally, Klimasan serves over 1,600 customers.

Founded in 1915, Klimasan is a long-established industrial company operating in the field of commercial refrigerator and freezer manufacturing. Although the Company's corporate history dates back to the commercial activities initiated by Şenocak Family in İzmir, it was restructured in 1969 under the name "Klimasan Klima Sanayi ve Ticaret A.Ş." to focus on industrial manufacturing activities. Acquired by Brazil-based Metalrio Solutions in 2008, Klimasan came fully under the Metalrio umbrella in 2011 and began operating as part of an international group. Metalrio Solutions continues its operations at a total of four factories: Klimasan (Manisa), Tres Lagoas (Brazil), Celaya (Mexico), and Kaliningrad (Russia).

Klimasan has a warehouse and a sales office in Warsaw and a CKD project in Uzbekistan. This structure provides Klimasan with an integrated and extensive global production and distribution network.

Operating in a production facility with 54,000 m<sup>2</sup> of indoor area in the Manisa Organized Industrial Zone, Klimasan has an annual production capacity of 812,520 units, making it one of Europe's largest commercial refrigerator manufacturing plants. The Company's product portfolio includes household and commercial-type coolers. The household coolers category includes chest freezers, vertical freezers with drawers, and freezer/coolers, while commercial-type coolers include commercial beverage coolers, countertop/back bar coolers, vertical freezers, freezers/coolers, conservators, islands, conservators with display glass, and professional kitchen coolers and freezers.

As of the end of 2024, Klimasan continues to contribute to regional employment with 1,329 employees. In addition to contractual, seasonal, and permanent employment models, it supports the participation of different social groups in the workforce through social inclusion-focused practices such as the Z.E.K.İ Project.



The Company's R&D and innovation capabilities position it among the manufacturing firms with the highest investment levels in Türkiye. In 2024, the R&D budget amounted to TL 151.8 million, and a total of 11 innovative projects were implemented. Klimasan sustains its industry leadership in product design and development through its ISO 17025-certified test laboratory, Life Cycle Assessment (LCA) practices, energy efficiency testing infrastructure, and digital prototyping capabilities.

Exporting to 84 countries globally, Klimasan serves over 1,600 customers and carries out custom manufacturing for international brands such as Coca-Cola, PepsiCo, Nestlé, and Heineken. As of 2024, 64% of total sales came from exported products, and 87.5% of total revenue was generated from export income. The Company's main export markets include Europe, the Middle East, and CIS countries.

In line with digitalization investments, an energy monitoring system was installed at 36 different points in 2024; the ERP infrastructure was updated, and real-time data analytics were enabled in production processes. Energy management and information security are systematically managed with ISO 50001 and ISO 27001 certifications, and all electricity consumption is sourced from I-REC certified renewable sources. In this respect, Klimasan became the first refrigerator manufacturer in Türkiye to implement this practice.

With its approach that is sensitive to corporate governance principles, environmental and social responsibility, and its sustainable production power, Klimasan strengthens its leadership in the commercial cooling sector through strategies based on innovation, eco-friendly production, and customer satisfaction.

## ABOUT KLIMASAN



### Klimasan Manisa Factory Türkiye

Total Area  
**141,068 m<sup>2</sup>**

Production Capacity  
**812,520 units/year**



### Kaliningrad Factory Russia

Number of Employees  
**350 people**

Production Capacity  
**200,000 units/year**

**TL 5.7 billion**

Net Sales

**TL 9 billion**

Total Assets

**64%**

Export Ratio

**87.5%**

Share of Export Revenue

**84**

Countries Exported to

**812,520 units/year**

Annual Production Capacity

**54,000 m<sup>2</sup>**

Indoor Area

**141,068 m<sup>2</sup>**

Total Area

**1,329**

Number of Employees

The total share of Metalfrio Solutions Cooling Industry and Trade Inc. in the Company's capital is 68.75%, including its 7.75% stake through publicly traded shares.

**61.01%**  
Metalfrio  
Solutions Cooling  
Industry and  
Trade Inc.

**Shareholding  
Structure**

**38.99%**  
Publicly Traded

\*Data covers the Manisa facility only.

## OUR MAIN PRODUCTS

Klimasan offers customized solutions for the needs of various sectors with its wide product range and sustainable design approach in the field of household, semi-commercial, and commercial cooling and freezing solutions.

### Commercial-Type Products

- Commercial beverage coolers
- Counter top/back bar coolers
- Horizontal freezers
- Vertical freezers
- Freezer/coolers
- Conservators
- Islands
- Conservators with display glass
- Professional kitchen coolers and freezers

### Household and Semi-Commercial Products

- Chest freezers
- Vertical freezers with drawers
- Freezer/coolers

### Innovative and Sustainable Technologies

- Natural Refrigerants: Low carbon footprint with R290 and R600a gases
- Energy Efficiency: Inverter compressor, LED lighting, Eco Mode systems
- Eco-Friendly Design: Use of recyclable materials, detachable structure
- Digital Monitoring Systems: Performance tracking with remote monitoring and data analytics

The Ecochill A beverage coolers, dual-compartment freezers, and plug-in models with digital sensors added to the portfolio in 2024 have made significant differences in terms of energy efficiency, regulatory compliance, and user-centricity.



## ABOUT METALFRIO SOLUTIONS

# Metalfrío Solutions establishes strategic partnerships with leading brands in the global food and beverage industry.



Founded in 1960 in Brazil and headquartered in São Paulo, Metalfrío Solutions is a publicly traded company on the Bovespa stock exchange, operating in the commercial refrigeration sector. With 65 years of experience, the Company has a production and distribution network spanning five continents and over 100 countries. It has a total of four strategic production facilities in North and South America and Europe.

In Türkiye, it serves Europe, the Middle East, Africa, and CIS countries through its group company, Klimasan. The facility in Manisa is one of the group's key production bases, with a 54,000 m<sup>2</sup> production area, an R&D center, and sustainability certifications.

Other brands in the group's portfolio include Begur, which offers logistics and storage services; 3L, which develops rental solutions for professional equipment; and Life Cycle, which provides technical support, logistics, refurbishment, and recycling services for commercial coolers.

The products and services offered by Metalfrío encompass an integrated refrigeration solutions ecosystem, including energy-efficient cooling technologies, eco-friendly natural refrigerants (R290, R600a), brand-specific designs, and digital monitoring systems. It maintains long-term collaborations with global brands such as Coca-Cola, PepsiCo, Nestlé, Danone, Heineken, Unilever, and ABInBev.



### Life Cycle System and Customer-Focused Services

The Life Cycle system developed by Metalfrío Solutions is an integrated performance system that provides end-to-end management for over five million commercial coolers and freezers worldwide. The system offers maintenance, logistics, and spare parts procurement in a single package, providing customers with operational efficiency and high performance.

- **Maintenance services:** Preventive and periodic maintenance practices extend equipment life and minimize product losses.
- **Logistics processes:** Optimized planning ensures timely equipment deliveries, while recall and refurbishment processes are managed in an integrated manner.
- **Spare parts procurement:** In-system equipment data accelerates the supply of original parts, and global inventory management ensures stock optimization.

This structure provides continuity, cost advantages, and customer satisfaction for all sectors requiring high cooling performance, especially for customers in the beverage and food industries.

### Strategic Partnerships and Global Value Creation

Metalfrío Solutions establishes strategic partnerships with leading brands in the global food and beverage industry, developing customized solutions to support their operations. As part of its collaborations with brands such as Coca-Cola, PepsiCo, Heineken, Nestlé, Unilever, Danone, ABInBev, and Carlsberg, Klimasan offers:

- Brand-specific designs and digital visual solutions,
- Energy-efficient technologies,
- Sustainable maintenance and logistics systems supported by life cycle assessments,
- Supply chain optimization through digital data tracking.

This integrated approach creates value on a global scale by directly contributing to customers' sustainability goals and operational needs.

As of 2024, the following developments have been implemented within the scope of sustainability and technology investments:

- **Change of refrigerants used in cabinets:** Eco-friendly gases with low GWP, such as R290 and R600a, have been integrated into almost the entire production portfolio. This transition has been carried out in full compliance with European F-Gas regulations.
- **Energy-efficient products:** Through projects like Ecochill, the production of appliances in energy class A and above has been increased, significantly reducing carbon emissions and energy consumption.
- **GHG and renewable energy:** Emission calculations have been performed in line with ISO 14064 and the GHG Protocol, and the use of renewable energy in production facilities has been documented with I-REC certificates.
- **Supply chain optimization:** Digital compliance projects have accelerated procurement processes, achieving efficiency in delivery times.

## OUR MISSION, VISION, AND VALUES



### OUR MISSION

To create value for our customers by offering solutions that preserve and/or display food and beverage products in a healthy and appealing way, while maintaining the most appropriate balance between quality and price.



### OUR VISION

To be a company that grows continuously with new breakthroughs; maximizes the satisfaction of its customers, employees and shareholders; is a leader in Türkiye and its target markets worldwide; has achieved business excellence; and creates value for society and the environment.



### OUR CORPORATE VALUES

#### Quality

While quality has been part of the Klimasan culture for over a century and the Metalfrio culture for over 50 years, striving for continuous improvement and reaching for the better as part of the Metalfrio quality policy is one of our fundamental principles.

#### Customer Satisfaction

From product design to production, sales, after-sales services, and every stage of our internal operations, we work to meet our customers' needs and create value for them.

#### People-Focused

We see our employees as the most significant factor in ensuring the continuity of our organization's purpose and vision, preserving our values and passing them on to future generations, and sharing a common corporate culture.

#### Team Spirit

We share a corporate management approach that values teamwork, is participatory, and adheres to the system.

#### Collaboration

From day one, we have prioritized maintaining long-term relationships with our customers based on a partnership approach.

#### Globalization

We believe in the importance of rapidly adapting to continuously evolving technologies and commercial requirements worldwide.

## OUR ETHICAL VALUES AND STRATEGIC GOALS

# As of 2024, awareness training on the code of ethical conduct and ethics reporting channels have been strengthened.

Klimasan conducts its activities in line with the principles of integrity, transparency, fairness, and responsibility. Ethical values form the foundation of all business processes, and a clear and determined stance is taken on issues such as:

- Respect for human rights,
- Rejection of discrimination,
- Employee safety and well-being,
- Commitment to ethical trade principles,
- Anti-corruption and full compliance with laws.

These values are reflected in both internal policies and the supply chain, providing a binding framework for all stakeholders, from employees to management and from suppliers to business partners. As of 2024, awareness training on the code of ethical conduct and ethics reporting channels have also been strengthened.

### Our Strategic Goals

Klimasan's strategic goals are shaped around the axes of sustainable growth, innovation, environmental responsibility, and enhancing global competitiveness.

These goals are as follows:



### Sustainable Growth:

- Expanding the product portfolio with energy-efficient and eco-friendly solutions.
- Developing innovative products by increasing R&D investments.
- Growing export volume through new markets and OEM collaborations.
- Increasing operational efficiency through digitalization investments.



### Sector Leadership:

- Maintaining leadership in the commercial cooler sector in global markets, particularly in Europe.
- Leading environmental regulations by bringing the use of eco-friendly gases close to 100%.
- Strengthening its pioneering role in the sector in developing products with energy class A and above.



### Being a Business Partner Offering Holistic Services:

- Providing customer support at all stages of the product life-cycle with the Life Cycle service model.
- Strengthening the customer experience with end-to-end digital systems.
- Integrating service, maintenance, spare parts, monitoring, and feedback systems.

All these ethical values and strategic goals are based on Klimasan's corporate vision of "Being an innovative and responsible global brand that offers sustainable solutions for the benefit of people and the planet." The relevant priorities are shaped according to international frameworks such as GRI, TSRS, SBTi, and UNGC to align with global dynamics like climate change, resource management, technological transformation, and social equity.

## OUR CAPITAL AND SHAREHOLDING STRUCTURE

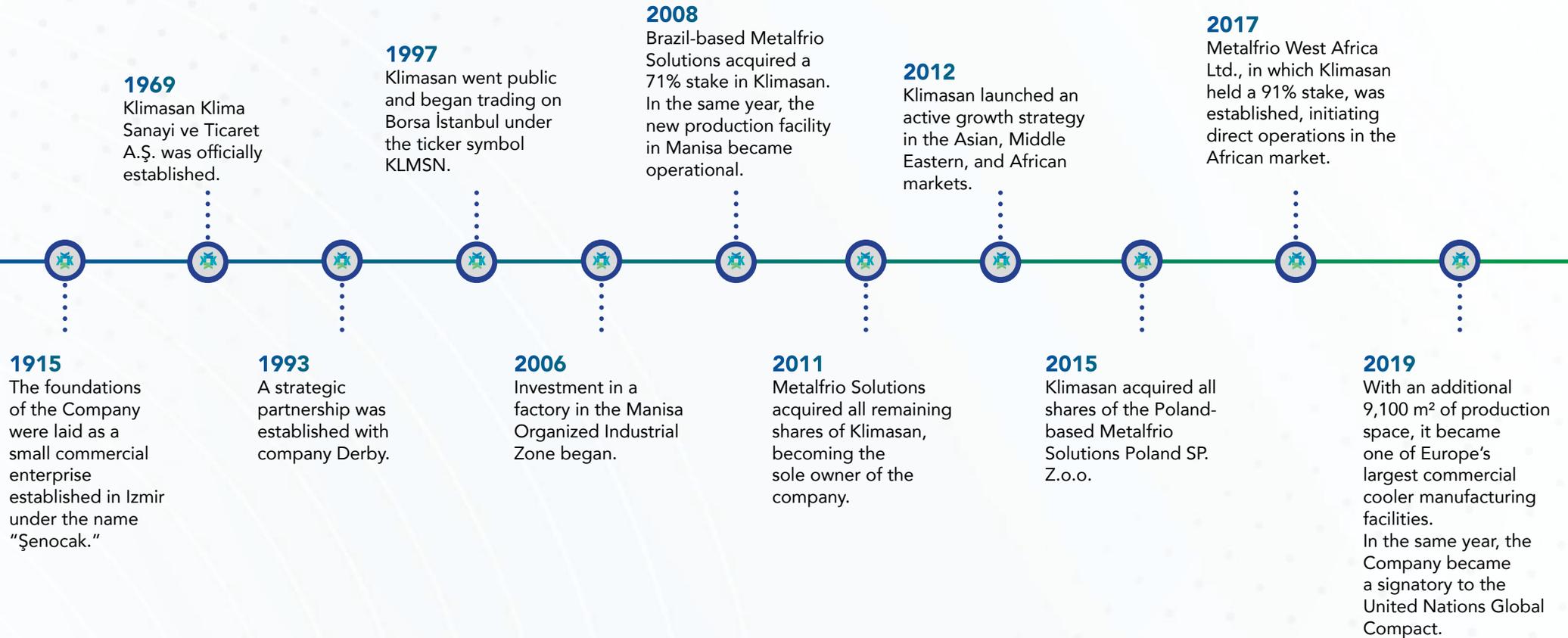
# Klimasan primarily conducts its operations under the umbrella of the Metalfrio Solutions Group.

As of 2024, the issued capital of Klimasan Klima Sanayi ve Ticaret A.Ş. is TL 120,000,000, and the Company's registered capital ceiling is TL 500,000,000. The largest shareholder in the Company's ownership structure is the Brazil-based Metalfrio Solutions S.A. Metalfrio holds a stake of TL 100,770,416, corresponding to 83.98% of Klimasan's total capital. The remaining 16.02% stake belongs to various individual and institutional investors.

In line with this structure, Klimasan primarily conducts its operations under the Metalfrio Solutions Group, and a portion of the Company's shares are traded on Borsa Istanbul. This situation enables the Company to operate both as part of an international industrial organization and publicly within the framework of transparency and accountability principles.



## OUR MILESTONES



## OUR MILESTONES

### 2018

Klimasan acquired 100% of the shares of the Russia-based companies LLC Estate and LLC Metalprio Solutions.

### 2021

A production record was broken by reaching the highest number of units produced in its history.

The ERP Digital Transformation Project was launched.

The first sustainability report, the 2020 Sustainability Report, was published.

A corporate sustainability strategy and carbon footprint reduction targets were established.

### 2023

Awarded a "Gold Medal" in the EcoVadis assessment, placing the Company in the top 1% of its sector globally.

Carbon emission calculations were carried out under the GHG Protocol, achieving a 31% reduction in emissions.

### 2020

An additional 41,235 m<sup>2</sup> of land was acquired adjacent to the factory area in Manisa.

### 2022

Within the scope of sustainability management, Code of Conduct practices for the supply chain and the EcoVadis process were initiated.

Science-based GHG emission reduction targets were set.

The ERP Digital Transformation Project was implemented.

Production of professional kitchen coolers and freezers began.

### 2024

As a result of the EcoVadis assessment, the Company was awarded a "Gold Medal" again in 2024, thus achieving the success of being in the top 1% of its sector globally for two consecutive years.

Production and product quality were advanced through R&D projects focused on energy efficiency and eco-friendly design.

Annual production reached 315,115 units, achieving 9.24% growth.

The use of I-REC certified energy was continued.

Sustainable cooling technologies were showcased at international events such as SLoCT, BrauBeviale, and Gulfood Manufacturing.

Carbon emissions per product decreased by 7.3% compared to the previous year.

Model-based product carbon calculation studies were initiated.

## OUR AWARDS AND ACHIEVEMENTS

# In 2024, Klimasan ranked 6<sup>th</sup> on the ISO Second 500 Largest Industrial Enterprises list.



Both in previous years and in 2024, Klimasan has received various national and international awards and achievements for its performance in sustainability, digital transformation, exports, and R&D.

- Awarded a Gold Medal\* in the EcoVadis Sustainability Assessment for its strong performance in the Environment, Human Rights, Ethics, and Responsible Supply Chain categories; in the 2024 assessment, it ranked ahead of 96% of global companies and placed in the top 1% of its sector.
- Qualified for a certificate of participation and was invited as a guest speaker in the Fall 2024 term of the SLoCT (Supplier Leadership on Climate Transition) Program for its contributions to climate leadership and supplier development.
- Achieved approved participant status by transparently reporting its sustainability performance within the framework of the United Nations Global Compact, with its Communication on Progress (COP) report accepted.
- Ranked 6<sup>th</sup> on the ISO Second 500 Largest Industrial Enterprises list in 2024, once again confirming its production and financial success.
- Won third prize in the "Project" category in the assessment organized by Manisa Technopark among R&D and Design Centers.

- Awarded third prize in the Human Resources category for its digital transformation practices carried out within the scope of the SAP SuccessFactors project.
- As of 2024, the Klimasan R&D Center ranked 4<sup>th</sup> on the "Top 50 List by Number of Utility Models Received."
- Honored with certificates of appreciation from Yaşar University, Pamukkale University, Manisa Celal Bayar University, and Izmir University of Economics for its internship and training programs conducted under university-industry collaborations.
- Broke new ground in Türkiye with the Z.E.K.İ.+ (Protected Workplace for the Intellectual Disabled) project developed in the field of social responsibility and won the Bronze Stevie Award in the "Corporate Social Responsibility Program of the Year" category.

### Awards Received in Previous Years

- Received an award from the Türkiye Exporters Assembly (TİM) at the 2022 Export Success Awards for its high performance in the Electrical-Electronics and Service Exports category.
- Won the Best Digital Production Transformation Project Award at the 2021 Innovation and Productivity Awards organized by the Manisa Organized Industrial Zone for its ERP and energy monitoring systems that contributed to digital production transformation.
- Received the "Best Strategic Partner Award" from Coca-Cola European Operations in the Cooler category in 2020; this award represents supply chain quality and logistics success.

## 2024 HIGHLIGHTS

# In 2024, the domestic market sales ratio increased from 30% to 41%.

The year 2024 was a significant year of transformation for Klimasan in terms of sustainability, digital transformation, and regulatory compliance. Developments such as the European Union's Carbon Border Adjustment Mechanism (CBAM), updates to energy labeling and F-Gas regulations, and the mandatory implementation of TSRS (Turkish Sustainability Reporting Standards) in Türkiye have accelerated environmental and technological transformation in the sector. Klimasan has responded to these global and local changes with proactive strategies, restructuring its products, production systems, and management approaches.

On Türkiye's agenda, action plans implemented as part of compliance with the European Green Deal have made sustainability criteria even more important for exporting companies. In this context, energy efficiency and carbon emission tracking in commercial refrigeration equipment have become critical priorities. During the same period, rising energy costs have driven commercial enterprises toward low-consumption appliances, making Class A energy products a primary choice in the market.

R&D incentives from the Ministry of Industry and Technology have supported domestic production and technological transformation in the white goods and refrigeration sectors, enabling companies with R&D centers to gain a competitive edge. On the other hand, fluctuations in foreign exchange rates and reliance on imported raw materials have necessitated the restructuring of supply chain strategies. This situation has made localization and the use of alternative materials a strategic priority.

To keep up with these developments, Klimasan has adopted the use of the eco-friendly R-290 natural refrigerant in all its new products, ensuring full compliance with European F-Gas regulations. It has calculated and verified its Scope 1 and 2 emissions under ISO 14064-1 and the GHG Protocol, and has sourced all electricity used in production from I-REC certified renewable sources. While a 1.43% saving was achieved in electricity consumption, natural gas consumption increased by 21.14%. A total of 9,700 MWh of electricity was used from renewable sources.

Within the scope of energy efficiency-focused product development efforts, Class A energy models were developed through the ECOCHILL project, and seasonal balance and low consumption were targeted with the gastronomic product series. Product life-cycle analyses have been initiated, and digital control in production has been established by installing energy monitoring systems at 36 different points.

As part of the digital transformation, AI-based forecasting systems were used in production planning, remote traceability was enhanced with IoT-based products, and digital twin modeling and ERP systems were integrated with production. Thanks to all these investments, efficiency has increased while the customer experience has been strengthened.

In 2024, R&D investments reached TL 151.8 million. As a result of these investments, 11 new product projects were successfully commercialized, and energy savings of up to 10% were achieved with EC fan and VCC compressor technologies. Additionally, innovation capacity was increased through university-industry collaborations, and customized solutions for new markets were offered through projects like the region-specific Artel Project.

From a sales strategy perspective, the domestic market sales ratio was increased from 30% to 41%; by focusing on the non-key customer segment, sales volume increased by 18.71% and revenue by 26.89%. The distribution network, supported by over 180 after-sales service points across Türkiye, was strengthened,

and access was facilitated through digital platforms like ortakalan.org. In the customer-centric product development process, energy efficiency, quiet operation, use of eco-friendly gases, and product customization practices tailored to regional needs have come to the forefront. Energy management solutions such as "Eco Mode," "Night Mode," and "Automatic Defrost" have been integrated into the developed models.

In the area of operational excellence, 156 Kaizen projects were completed, and both quality and employee satisfaction were increased through production support activities and ergonomics projects. A recyclability rate of over 80% was achieved in the main materials used in production, and waste management processes were made more efficient. In line with corporate risk analyses, compliance mechanisms for climate risk, supply chain fragility, and regulatory changes have been strengthened.

In 2024, Klimasan reinforced its industry leadership through steps taken in energy efficiency, sustainability, digitalization, and customer focus. The Company has not only complied with regulations but has also continued to advance on the path of sustainable growth with a proactive and integrated management approach that turns this compliance into a competitive advantage.

## 2024 HIGHLIGHTS

# In 2024, the Company actively participated in the United Nations Global Compact (UNGC) Climate Ambition Accelerator Program.

### For our planet:

- Calculation and verification of carbon emissions within the framework of the ISO 14064-1:2018 Standard and the GHG Protocol
- Initiation of product model-based carbon emission calculation studies using the cradle-to-gate methodology
- Concrete and sustainable steps to reduce carbon emissions
- Establishment of verified, science-based emission reduction targets
- Minimization of natural resource and energy consumption
- Active participation in the United Nations Global Compact (UNGC) Climate Ambition Accelerator Program

### People-Focused Initiatives:

- Increased training programs to enhance employee competencies
- Support for personal and corporate development through a target-based performance evaluation system

- Enhancement of innovation and knowledge through R&D expertise programs
- The "Coolest Start" program to support and develop young talent
- Ensuring knowledge sharing and experience transfer through mentoring programs

### Sustainable Business and Corporate Achievements:

- Achieving a Gold\* rating in the EcoVadis corporate social responsibility (CSR) assessment
- Full support for the United Nations Global Compact
- Conducting and improving product recyclability analyses
- Supporting R&D and innovation through university-industry collaboration projects
- Achieving significant success in the R&D 250 Research Report

### Sustainable Growth Strategies:

- Increasing investments in renewable energy
- Sustainably increasing the R&D budget



### OUR 2024 ACHIEVEMENTS

# 41%

Increase in Employee Training Hours

# 18

Social Responsibility Projects

# 10

Motivational Events Held for Employees

# 1.43%

Total Electricity Consumption Savings

According to the latest publicly shared rankings, Klimasan ranked 4<sup>th</sup> by number of utility models.

# 981,481

Total Emissions (tCO<sub>2</sub>e)

## 2024 HIGHLIGHTS

# Klimasan continues to take innovative steps to advance the continuous development of its employees beyond the constraints of time and location.

## New Steps in Social Sustainability Establishment of the Social Responsibility Committee

The purpose of the social responsibility committee project implemented at Klimasan is to develop strategies to positively enhance the Company's impact on society and the environment and to achieve its sustainability goals. This committee helps companies fulfill their social and environmental responsibilities and provides leadership on various social, environmental, and ethical issues. The Klimasan Social Responsibility Committee, established within this scope, operates around four main pillars. These are:

**Environment:** To address environmental issues, ensure the protection of nature and ecosystems, manage resources sustainably, and raise public awareness on environmental topics. These projects aim to reduce companies' environmental impacts and minimize negative effects on ecosystems. In this context, Klimasan has undertaken numerous social responsibility

initiatives, such as regular annual sapling donations, collection of waste oil and batteries, design of engaging ashtrays to prevent cigarette butt littering, conducting environmental education and awareness activities in nearby village schools, and preparing posters and brochures.

**Education:** To increase educational opportunities, reduce social inequalities, and maximize individuals' potential. These projects provide support especially for disadvantaged groups, individuals living in low-income areas, and communities with limited access to educational resources. In this context, Klimasan has carried out various activities to support village schools and continues these efforts.

**Women and Children:** To improve quality of life, reduce social inequalities, and provide various forms of support to meet their basic needs. It aims to create a more just and supportive society by addressing the specific challenges faced by women and children. In this context,

Klimasan has adopted the principle of providing support on a common ground with its employees by making donations for women and children and setting up various booths.

**Health:** To spread awareness about public health. In this context, the Klimasan Social Responsibility Committee is continuing its work on new projects and ideas regarding unused medicines.

## Klimasan KLIK Academy

Following the completion of the ERP Digital Transformation Project, Klimasan continues to take innovative steps to advance the continuous development of its employees beyond the constraints of time and location. In this vein, it has expanded the scope of the SAP Remote Training Platform (KLIK Academy), making over 65 personal development programs available to its employees. These online training sessions, delivered by expert instructors, are open to all employees and allow individuals to progress at their own learning pace. Thus, Klimasan aims

to build an inclusive and sustainable learning culture and to offer its employees development opportunities equipped with high-quality content.

## The Career Journey of Young Talent: Coolest Start

With its vision of cultivating future leaders, Klimasan sustainably strengthens its investment in human resources by employing students and recent graduates through its "Coolest Start" talent program. Participants have the opportunity to both develop their professional competencies and gain valuable business experience by taking active roles in strategic projects carried out in various departments.

## 2024 HIGHLIGHTS

# Klimasan aims to unlock the potential of its employees and systematically develop their talents.

Candidates who successfully complete their internship period are employed at Klimasan following comprehensive evaluation processes conducted by department managers and the Human Resources Team. This process reflects not just short-term employment but also a long-term and sustainable talent management approach. Furthermore, through strategic collaborations with local universities, Klimasan contributes to the employment of recent graduates, thereby supporting both regional development and the sustainable increase of youth employment. This comprehensive program, which encourages the development of young talent, enables a strong step into the future in line with the Company's goals of building a qualified human resource pool.

### **Klimasan Performance Management System**

As part of its holistic human resources approach aimed at unlocking employee potential and systematically developing their talents, Klimasan effectively implements a Competency-Based

Performance Evaluation System. This system, based on evaluating employees' competencies, forms the foundation of a sustainable development process aligned with corporate values.

The evaluation process includes analyzing individuals' current competency levels, monitoring behavioral indicators directly related to performance, and gaining a more comprehensive perspective through various assessment tools. Through these multi-dimensional analyses, employees' areas for development are clearly identified, and development areas aligned with their career goals are determined. Based on the findings, the Human Resources Team, with contributions from expert instructors, creates personalized Modular Training and Development Plans. These plans support individuals' development in various competency areas such as technical knowledge, leadership, communication, problem-solving, and strategic thinking, enabling employees to take on more effective roles within the organization.



### **Target-Based Performance Evaluation System**

It ensures that employees' individual goals are set and monitored in alignment with the goals of their respective departments and the Company's overall strategic objectives. This enables each employee to act with an awareness of directly contributing to corporate goals, while being objectively evaluated throughout the year based on performance criteria.

At Klimasan, to manage employee performance effectively and sustainably, the set goals are monitored not just annually but also through regular evaluation meetings between the Human Resources Team and employees at 3-, 6-, and 12-month intervals. These interim evaluation processes ensure that goals remain current and that employees' development journeys are supported in a dynamic manner.

## 2024 HIGHLIGHTS

# The “KLIK Bulletin” publications enable employees to follow developments within the Company.

### Human Resources Metrics Inventory Meetings

As part of its newly implemented career development practice, Klimasan adopts a comprehensive approach that evaluates employees’ individual potential from multiple dimensions. Specialized analyses are provided to employees through assessment inventories in the areas of competency, foreign language, general aptitude, and numerical and verbal intelligence; based on the data obtained, one-on-one meetings are held with all employees and their managers to create personalized development plans. This practice aims to shape employees’ career journeys in a conscious, data-driven, and sustainable manner.

### Klimasan Internal Communication Platforms

Klimasan embraces openness, transparency, and sincerity in communication as one of the cornerstones of its corporate culture, aiming to build a strong, trust-based, and sustainable bond with its employees. As a reflection of this understanding, many internal

communication practices that support effective and two-way communication have been implemented within the Company.

The monthly “Klik Bulletin” publications allow employees to follow developments within the Company and increase internal interaction through events and current content. Additionally, Employee Engagement Groups, formed with the participation of volunteer employees from different units, serve as active platforms where suggestions and feedback are collected and the employee experience is enhanced. While Open Door Meetings allow for direct, sincere, and constructive communication with our General Manager, Coolest Talks events offer a dynamic sharing environment where inspirational topics are discussed and interaction is encouraged. At Klimasan, direct and transparent communication with senior management is established through Townhall and Open Door Meetings. These platforms enable employees to convey their opinions and suggestions to senior management, thereby strengthening mutual interaction and corporate commitment.



Thanks to all these practices, Klimasan has created a sustainable internal communication ecosystem that not only ensures the flow of information but also allows employees to make their voices heard, contribute, and reinforce their sense of belonging. As a result, internal communication has become more than just a tool; it has become a building block of a strong organizational culture.

### International Renewable Energy Certificate (I-REC)

Since 2020, Klimasan has been meeting its annual electricity consumption through renewable energy investments, ensuring the traceability of electricity generated from renewable sources with the International Renewable Energy Certificate (I-REC). In 2024,

Klimasan sourced a total of 9,700 MWh of electrical energy from renewable sources, thereby qualifying for an I-REC certificate.

### Publication of the Sustainability Principles Compliance Report

As a publicly traded company, Klimasan continues its transparent stakeholder information and reporting efforts by presenting its Sustainability Principles Compliance Report, which it began publishing on the Public Disclosure Platform (KAP) in 2022, to all its stakeholders in 2024. This report contains data summarizing the Company’s ESG Performance and aims to share its sustainability commitments with its stakeholders.

## GLOBAL TRENDS AND DEVELOPMENTS

# Throughout 2024, Klimasan maintained its resilience against global fluctuations.

The year 2024 was marked by ongoing global economic uncertainty, escalating geopolitical tensions, and an accelerated shift toward sustainability-focused transformation. In the post-pandemic recovery period, economies continued to grapple with high inflation, rising interest rates, and supply chain vulnerabilities, while climate change, the energy transition, and new regulatory frameworks reshaped the corporate operating landscape.

On the macroeconomic front, although inflation slowed in the U.S. and the Eurozone, it remained above targets, leading central banks to maintain high interest rates. In emerging economies, tight monetary policies constrained domestic demand, while in Türkiye, the depreciation of the Turkish Lira increased import costs, straining the foreign trade balance. In energy markets, the Russia-Ukraine War and geopolitical tensions in the Middle East put pressure on price stability, while a relative balance was achieved in natural gas prices in Europe. Meanwhile, accelerating investments in renewable energy in many countries have spurred the energy transition.

Supply chains, the cornerstone of global trade, became vulnerable again in 2024 due to security risks on strategic logistics routes such as the Red Sea and the Suez Canal. In addition to delays in maritime transport and increased freight costs, energy restrictions and capacity issues among Asia-based manufacturers affected the supply of critical components such as electronics and semiconductors. During this period, Klimasan ensured supply continuity through practices such as a multi-supplier model, regional source diversification, strategic inventory management, and supplier performance monitoring integrated into its ERP system; it also maintained operational continuity by developing alternative logistics scenarios.

### **Regional Economic Fluctuations and Market Adaptation Strategies**

In addition to geopolitical risks, imbalances in the global growth outlook also shaped demand dynamics in different geographies. While demand in the European market remained limited due to high energy prices and weak growth, factors such as tourism, energy projects, and urbanization created strong growth momentum in the Middle East and Africa. In Türkiye, although the

depreciation of the TL slowed investment decisions, Klimasan maintained its competitive strength in the domestic market through its strong dealer network and domestic production advantage. Market diversity was achieved through flexible pricing, segment-based campaigns, short-term financing solutions, and an environmentally friendly product portfolio in response to differing regional conditions.

### **Regulatory Compliance, Climate Risks, and Corporate Transformation**

In the field of sustainability, 2024 was a year in which significant regulations were implemented at both global and national levels. The European Union's Carbon Border Adjustment Mechanism (CBAM) made carbon footprint reporting mandatory for exporting industrial companies; in Türkiye, Turkish Sustainability Reporting Standards (TSRS) came into force, making the transparent monitoring of ESG performance a corporate responsibility. Under CBAM, Klimasan has begun efforts to establish a carbon accounting infrastructure integrated into its ERP systems to monitor emissions on a process basis and report them on a product basis; it has focused on reducing carbon intensity through the use of R290 natural refrigerant, high-energy-efficiency components, and production based on eco-design principles.

As part of the TSRS compliance process, internal audit mechanisms were strengthened, the data collection infrastructure was improved, and sustainability reporting was integrated with corporate risk management. ESG indicators are monitored in conjunction with quality and environmental management systems; corporate performance monitoring systems have been established in areas such as energy consumption, carbon emissions, occupational health and safety, and diversity.

### **Impacts of Climate Change on Business Processes**

The impacts of climate change became even more visible in 2024; extreme weather events, floods, droughts, and temperature fluctuations affected many processes, from energy costs to logistics. Klimasan reviewed the infrastructure resilience of its production facilities against climate risks such as floods and storms; it managed physical risks through investments in systems that reduce energy consumption, green supply chain solutions, and climate-resilient production practices. Furthermore, through the corporate risk management system updated in line with the ISO 31000 standard, all threats were assessed via scenario analyses and supported by business continuity plans, alternative operation centers, and remote management systems.

To comply with global regulations and climate policies, the draft Climate Law in Türkiye was closely monitored, and systemic transformations were initiated in preparation for obligations related to carbon reporting, emission reduction, and green energy use. Contracts covering environmental responsibilities were made with suppliers, and EPD documents and green product designs were integrated into the export strategy. Additionally, biodiversity-sensitive production practices were considered within the scope of nature-related risk disclosure initiatives such as the TNFD.

In light of all these developments, Klimasan maintained its resilience against global fluctuations throughout 2024 and has progressed with determination toward its long-term growth targets with its approach focused on sustainability, digitalization, risk management, and investment in human resources.

## SUSTAINABILITY GOVERNANCE AND ORGANIZATION

# The Sustainability Committee leads the environmental and social projects implemented throughout the organization.

At Klimasan, sustainability management is conducted with strong ownership from senior management and a strategic approach that extends throughout the organization. The Company positions sustainability not only as an operational requirement but also as a strategic element that provides a competitive advantage. Klimasan shapes its sustainability strategy around four core principles: “People, Our Planet, Sustainable Business, and Sustainable Growth,” and is advancing toward creating responsible, innovative, and long-term value for the future by placing it at the heart of all its business processes.

### **Sustainability Management Structure and the Role of the Committee**

Sustainability activities at Klimasan are coordinated by the Sustainability Committee, which includes representatives from different business units and reports directly to senior management. This committee is managed by the Quality Management Systems Department.

The Committee convened four times during the year to manage the processes of determining strategic priorities, monitoring performance, and developing implementation plans. During project periods, it held regular weekly and monthly meetings to enhance project tracking and coordination.

The Sustainability Committee leads environmental and social projects implemented throughout the organization and seeks new initiatives to achieve the targets set within the framework of the Corporate Sustainability Strategy. The Committee’s activities and agenda projects are reported to the General Manager’s Office.

### **Topics and Decisions Addressed by the Sustainability Committee in 2024**

- Reduction of the carbon footprint.
- Conducting risk analyses within the scope of the Carbon Border Adjustment Mechanism (CBAM).
- Preparations for CDP and EcoVadis assessments.



- Establishment of a data infrastructure for sustainability reporting.
- Mainstreaming sustainability criteria in the supply chain.
- Integration of sustainability into R&D processes.

Working in full compliance with Quality Management Systems, it has ensured the integration of processes based on ISO 14001, ISO 45001, ISO 50001, and ISO 27001 standards with sustainability goals.

The decisions made in the 2024 meetings have created an important roadmap in line with Klimasan’s long-term ESG targets. These decisions include the following:

- Initiating the TSRS (Turkish Sustainability Reporting Standards) compliance process,

- Calculating and verifying greenhouse gases in compliance with ISO 14064,
- A sustainable supplier audit model,
- Establishing carbon monitoring systems in preparation for CBAM,
- Expanding environmentally friendly product development processes.

### **Sustainability Working Groups and Practices**

Sustainability working groups, operating under the Sustainability Committee, have carried out implementation-oriented projects in the areas of environmental and social responsibility. Throughout 2024, these groups have conducted awareness-raising and operational improvement activities under thematic headings such as environment, energy, carbon emissions, water management, zero waste, and occupational health and safety.

## SUSTAINABILITY GOVERNANCE AND ORGANIZATION

At Klimasan, sustainability management is carried out with an interdisciplinary approach within the organizational structure.



Prominent practices include environmental and energy training, SBTi-compliant carbon reduction targets, waste segregation practices, water conservation projects, OHS and environment-focused digital content, and employee suggestion systems.

### Interdisciplinary Approach in Sustainability Management

At Klimasan, sustainability management is carried out with an interdisciplinary approach within the organizational structure. The main units operating under the coordination of the Sustainability Committee are as follows:

#### Environment and Energy Management Department:

Responsible for carbon management, waste, energy, and water efficiency practices.

#### Occupational Health and Safety (OHS) Department:

Manages processes such as a safe working environment, risk analyses, and awareness training.

#### Quality and Management Systems (QMS) Department:

Ensures the integration of sustainability goals with quality systems and coordinates internal audits.

#### Human Resources Department:

Conducts social sustainability efforts focused on diversity, equality, employee satisfaction, and ethical values.

#### Supply Chain and Purchasing Department:

Applies sustainability criteria in supplier evaluation processes and conducts field audits.

#### R&D and Production Departments:

Operate in the areas of developing energy-efficient and environmentally friendly products and implementing eco-design standards.

### Klimasan's Sustainability Targets

At the core of its sustainability focus, Klimasan prioritizes the environment, influenced by its sector and product portfolio.



**Continuous Environmental Targets:** Emission reduction, energy conservation, and waste reduction. Short-, medium-, and long-term strategies have been set to achieve these targets:



**Short-Term Targets:** Publishing an emission reduction action plan, improving waste management processes, and implementing energy efficiency-enhancing practices.



**Medium-Term Targets:** Developing an energy-efficient product range, increasing renewable energy generation, and increasing the use of recyclable raw materials.



**Long-Term Targets:** Making the necessary investments to achieve emission reduction targets and creating sustainable business models.



**Continuous Social Targets:** To support employee development, conduct effective career planning, ensure the health and safety of employees, and establish ethical collaborations with all stakeholders under fair working conditions. In the medium term, it is working to increase the ratio of female employees in senior positions and throughout the organization.

## SUSTAINABILITY GOVERNANCE AND ORGANIZATION

# Klimasan monitors its key sustainability performance indicators under the name “Klimasan CSR Performance Indicators.”

### Key Developments Between 2023–2024

- Emission reduction projects, training programs, and stakeholder dialogues initiated in 2023 have continued with increased momentum in 2024.
- **Areas where tangible progress has been made:** Reducing carbon emissions in line with SBTi science-based targets, improving the EcoVadis sustainability assessment score, increasing the use of recycled materials, and expanding renewable energy investments.
- **Significant steps have also been taken in social targets:** Employee development, health and safety measures, and increasing female employment.
- In 2024, in the area of social sustainability, comprehensive risk management systems were developed for employee health and safety, employee development was supported through effective career planning and training programs, and new targets and incentive mechanisms were implemented to increase the ratio of female employees. Ethical working conditions and fair collaborations with stakeholders have become an integral part of the corporate culture.

### Key Projects and Programs

- SBTi Science-Based Emission Reduction Program.
- Product Recyclability and Sustainability Analyses.
- Energy Efficiency and Renewable Energy Investments (commissioning of new and high-energy-efficiency compressors, heat recovery projects).
- Product Model-Based Carbon Emission Calculation System.

- KAP Sustainability Principles Compliance Report.
- SLoCT Science-Based Emission Reduction.
- UNGC Climate Ambition Accelerator Program.
- Integrated Management Systems Practices and Audits.

Klimasan monitors its key sustainability performance indicators under the name “Klimasan CSR Performance Indicators.” A

total of 55 key performance indicators are reported in the areas of Ethical Business, Sustainable Supply Chain, Human and Employee Rights and Sustainability. These reports are used to evaluate results and formulate improvement recommendations.

Klimasan continues all its sustainability activities with strong management support and disciplined processes, reinforcing its leading position in the sector by enhancing its environmental and social responsibilities with innovative and effective solutions.



## SUSTAINABILITY GOVERNANCE AND ORGANIZATION



## SUSTAINABILITY APPROACH AND STRATEGY

# Klimasan's Corporate Sustainability Strategy is shaped in line with environmental, social, and governance (ESG) principles.

Klimasan addresses sustainability not only as an area of environmental responsibility but also as a holistic management approach with economic, social, and governance dimensions. The Company defines sustainability as creating a business model that is environmentally sensitive, contributes to society, and is based on ethical principles to create long-term value. In this context, the sustainability strategy is structured to encompass the entire value chain.

The Company's Corporate Sustainability Strategy is shaped in line with environmental, social, and governance (ESG) principles and is based on an approach centered on long-term value creation and corporate responsibility. Strategic targets have been set under the headings of reducing the carbon footprint, increasing energy efficiency, transitioning to digitalization and green technologies, circular economy practices, and creating social impact. The targets are defined to be compatible with the Turkish Sustainability Reporting Standards (TSRS), the Carbon Border Adjustment Mechanism (CBAM), and relevant international platforms.

Short-term targets include establishing digital infrastructures and integrating monitoring systems, while medium-term targets prioritize

energy efficiency projects, transition to alternative gases, and carbon reduction. In the long term, practices such as a net-zero emission vision and Environmental Product Declarations (EPD) are being implemented.

Sustainability activities are coordinated by the Sustainability Committee, which includes representatives from different business units and reports directly to senior management. The Committee convenes at least four times a year to manage the processes of determining strategic priorities, monitoring performance, and developing implementation plans. Within this structure, processes such as internal audits, risk analyses, and performance evaluations are carried out.

Klimasan determines its sustainability targets in line with its strategic planning cycle, sectoral transformation areas, stakeholder expectations, and risk analyses. Stakeholder surveys, customer feedback, and supplier audits are integrated into this process; the determined targets are measured through association with annual KPIs. Performance tracking is carried out through monitoring modules integrated into the SAP system, internal audits, and Management Review Meetings.



Significant steps taken throughout 2024 include facility-wide energy analyses, the widespread use of R290 environmentally friendly refrigerant gas, carbon footprint measurements compliant with the ISO 14064 standard, the commissioning of a waste monitoring module integrated into SAP, and achieving a product recyclability rate of 97%. Additionally, social compliance criteria have been expanded through a scoring system for the supply chain and the updated "Supplier Code of Conduct."

Sustainability training was organized for employees, and HR actions were shaped through feedback surveys. Eco-Design principles were adopted in product design processes, and the use of long-lasting materials was prioritized. Corporate sustainability performance is reported in compliance with TSRS and GRI standards, and transparent communication is established with stakeholders.

As of 2024, Klimasan has accelerated its digitalization projects to ensure TSRS and CBAM compliance to transition its sustainability performance to a more systematic, measurable, and integrated structure. In this context, product-based carbon footprint measurement studies were initiated, and SBTi-compliant carbon reduction projects were launched in collaboration with a consulting firm.

Klimasan aims to embed sustainability into its corporate culture across environmental, social, and governance areas and, in this direction, maintains a responsible growth approach together with its stakeholders.

## SUSTAINABILITY APPROACH AND STRATEGY

# Klimasan believes that customer satisfaction and product quality are based on the job satisfaction and contentment of its employees.

### PEOPLE

- Prioritizing employee satisfaction and job satisfaction
- Upholding respect for human rights, diversity, equality, and inclusion as core values
- Ethical business culture and fair working conditions
- Performance evaluation and professional development training
- Occupational health and safety (ISO 45001) practices
- Participation in social responsibility projects
- Data security (ISO 27001) and personal data protection

Klimasan believes that customer satisfaction and product quality are based on the job satisfaction and contentment of its employees. Adopting the philosophy of a learning and developing organization, the Company provides its employees with opportunities for self-improvement, based on respect for human rights.

Viewing diversity, equality, and inclusion as the key to long-term success in the business world, Klimasan implements these values through social projects in its region. Klimasan adopts an ethical business culture, acts with an awareness of employee rights and needs, and follows a fair policy in all its commercial activities. Prioritizing the physical and mental health of its employees, the Company has secured the "People" approach in its Corporate Sustainability Strategy. Furthermore, emphasizing the importance of having a competent and development-oriented employee profile to achieve its strategic goals, Klimasan implements projects to enhance the competence and engagement of its employees. For example, regular professional and personal development training sessions and events that encourage employee participation are organized. Additionally, career development is supported through performance evaluation systems, and individual competencies are fostered.

In addition to its business processes, Klimasan aims to contribute to society and the environment by taking an active role in social responsibility projects. With this understanding, it continues its vision of creating a better world together with all its stakeholders by taking steps for a sustainable future.

Klimasan commits to:

- Recognize and protect the rights and freedoms of all its employees, stakeholders, and all individuals it interacts with in its activities, and to make them feel valued as individuals in all processes within its field of operation,
- Provide fair compensation to all its employees and business partners under the "Equal Pay for Equal Work" policy, to support the social and economic development of its region through its employment activities, and to ensure working standards in compliance with laws and regulations set by government institutions,
- Adopt an ethical, transparent, and fair approach in all Human Resources activities, especially in recruitment, development, career, and performance management processes, and to guide employees on their career journeys while continuously developing their competencies and increasing their knowledge,
- Work and communicate with all business partners within an ethical business framework, to stand against all anti-competitive behaviors and attitudes, and to train all employees on ethical business and conduct rules,
- Seek social responsibility projects first in its city and region, then in its country and the world; to maintain social responsibility awareness through collaborations with universities, schools, associations, and foundations or through independent special projects, and to participate in voluntary projects that serve the common goals of humanity,
- Ensure the accessibility, integrity, and confidentiality of all information during its operations, to respect the security of all employees' personal data, and to implement the requirements of the ISO 27001 Information Security Management System,
- Provide safe, healthy, and sustainable working conditions and a work culture for its employees and all stakeholders, and to develop systems to prevent occupational accidents, physical and mental ailments, and occupational diseases at their source,
- Identify all existing risks through the active participation and consultation of employees to achieve the goal of zero occupational accidents and diseases, to ensure compliance with rules through the participation of employees and stakeholders at all levels, and to provide occupational safety protective equipment to all employees and everyone present at the production facility,
- Implement the requirements of the ISO 45001 Occupational Health and Safety Management System throughout the entire organization, periodically review and monitor its performance, and ensure the continuous improvement of the system.

## SUSTAINABILITY APPROACH AND STRATEGY

# Klimasan implements projects to digitalize its production processes, products, and customer experience.

### SUSTAINABLE GROWTH

- Stable growth target: profitability, sales, production capacity, exports, etc.
- R&D and innovative product development
- Digital transformation and customer-centric solutions
- Environmentally friendly investments, automation, and labor efficiency
- Patents and university collaborations
- Uncompromising quality and customer satisfaction
- Ethical business approach and compliance with competition rules
- Performance tracking through sustainability ratings such as EcoVadis

Aware that the unchanging competitive strategies of the old and new worlds depend on operational and financial growth targets, Klimasan places great importance on profitability, sales volume, customer portfolio, production capacity, and import and export percentages for stable growth. To ensure continuous growth and improvement, Klimasan works ceaselessly to use the latest technologies and to design and offer products that provide the highest level of safety, performance, and energy efficiency. With its deep expertise in commercial refrigeration and a team of high-potential

professionals, the Company offers innovative solutions to its customers. Klimasan implements projects to digitalize its production processes, products, and customer experience. While meeting the current needs of its customers, the Company also considers future needs in developing its products and services, designing products and processes for the future that go beyond the requirements of the current era. The Klimasan R&D team uses the latest technologies in product development and effectively guides the market by offering innovative solutions to its customers. In Klimasan's Corporate Sustainability Strategy, just as in its corporate goals and strategies, the continuity of stable growth is prioritized under the heading "Sustainable Growth."

Klimasan commits to;

- Expand its product range to meet the diverse needs of its customers and different markets, and to engage in innovative and solution-oriented R&D activities,
- Make capacity development investments for continuous and stable growth, and to contribute directly to its growth with the investments it commissions,



- Ensure environmental protection by planning environmentally friendly investments and projects, and to consider the environmental impacts of new investments and projects as a commissioning criterion by determining them in advance,
- Launch innovative projects such as patents, utility models, and university collaborations as one of the most important R&D centers in its region, and to track annual patent activities with KPIs to ensure the continuity of growth each year,
- Make system and software process improvements to increase profitability and customer portfolio without compromising customer satisfaction and product quality,
- Produce customer-specific innovative solutions using technological capabilities,
- Make automation investments to reduce the need for manual labor in production processes to protect physiological human health and to utilize human resources in more efficient tasks,

## SUSTAINABILITY APPROACH AND STRATEGY

# The EcoVadis assessment plays a guiding role in the development of Klimasan's corporate sustainability activities.



- Evaluate all materials, machinery, and equipment used, starting from the product design stage, to eliminate occupational health and safety hazards, and to operate with a “safe product” approach for everyone, considering the health and safety of users,
- Follow the medium- and long-term environmental strategies and declared green product targets of its global and local customers and to ensure integrated compliance with these targets,
- Continue to be a brand that financial institutions, credit providers, investors, and the government trust and do not hesitate to collaborate with and provide financial resources.

Sustainability assessments are gaining increasing importance in today's business world, enabling organizations to address their economic, environmental, and social impacts from a holistic perspective. Assessing companies' sustainability efforts aims to reduce environmental impacts, increase social contributions, and secure long-term financial success. These assessments help companies align their strategies with sustainability principles.

Sustainability ratings support companies in achieving environmental goals such as reducing their carbon footprint and increasing energy and water efficiency, while also enabling them to raise ethical standards and assess their social impacts.

These assessments contribute to the creation of a sustainable business ecosystem by promoting fair working conditions and human rights and strengthening supplier relationships.

Sustainability assessments positively impact companies' financial performance, enabling them to better manage environmental and social risks and attract investor interest. This provides long-term growth and a competitive advantage. Klimasan also conducts sustainability ratings in its operations and determines its roadmap based on these results. Sustainability ratings provide a general overview of the Company's environmental, social, and governance (ESG) performance, identifying areas for improvement. Klimasan shapes its sustainability efforts in this direction and positions sustainability ratings and assessments as a crucial part of its business model, both for the Company and its supply chain.

Through its long-standing efforts in corporate social responsibility and its environmental, social, and economic sustainability performance, Klimasan has become a prioritized, reliable, and preferred business partner for its stakeholders. Since 2013, Klimasan has been presenting its work in this area to its stakeholders, especially its customers, through the EcoVadis supplier sustainability and corporate social responsibility self-assessment.

The EcoVadis corporate social responsibility (CSR) assessment constitutes one of Klimasan's most critical activities in the field of sustainability. This process initially began

at the direction of the Company's leading customers and has since evolved into an initiative in which Klimasan participates voluntarily. This annual assessment, shared on transparent platforms, objectively reflects the Company's social and environmental sustainability performance. This process also allows the Company to clearly see the strengths and areas for improvement in its sustainability practices.

With its EcoVadis assessment score directly impacting its commercial activities, competitive advantage, and market share, the Company carries out intensive work on identified improvement points and actions. The EcoVadis assessment, which examines management policies, practices, and performance indicators in the categories of Human and Employee Rights, Ethics, Environment, and Sustainable Procurement, plays a guiding role in the development of Klimasan's corporate sustainability activities.

To continuously improve its sustainability performance and engage in new responsible activities, Klimasan aims to increase its EcoVadis performance every year. The Company develops initiatives to evaluate and monitor the performance of its suppliers, aiming to enhance social responsibility across the supply chain.

## SUSTAINABILITY APPROACH AND STRATEGY

# The “Environment” approach is at the center of Klimasan’s Corporate Sustainability Strategy.

### PLANET

- Minimizing the environmental impacts of operations
- Energy conservation, emission reduction
- Environmentally friendly product development
- Waste management, reduction of water and energy consumption
- Implementation of the ISO 14001 Environmental Management System
- Carbon footprint calculation, verification, and reduction
- Environmental awareness training for employees
- Environmental compliance with the supply chain
- Legal compliance and environmental declarations

Klimasan considers the protection of environmental resources one of its main responsibilities by conducting its operations with the lowest possible environmental impact. In addition to the direct environmental impact it creates, the Company carries out comprehensive studies to control and improve the indirect environmental impacts generated throughout its value chain.

Klimasan’s environmental action plan covers the following managed topics:

**Mitigation of Negative Impacts:** Continuous improvement processes are implemented and targets are set to minimize the negative environmental impacts of its activities.

### **Energy Conservation and Emission Reduction:**

The efficient use of energy and the reduction of emissions are among the priority areas in line with environmental sustainability goals.

### **Environmentally Friendly Product Development:**

Innovative projects are developed through R&D activities to expand the range of environmentally friendly products and continuously improve their performance.

**Waste Management:** Waste segregation at the source, reduction of waste generation, and recycling are important practices implemented to reduce environmental impact.

**Energy Efficiency:** Prioritizing energy efficiency during product design encourages the effective use of resources.

### **Environmental Activities in Project Processes:**

Positive environmental activities are considered one of the most important inputs in project processes.

While committing to minimizing the environmental impacts of all its direct and indirect operational activities, Klimasan expects all its internal and external stakeholders to show the same diligence. The Company is aware that the conservation of natural resources is central to business continuity and the supply chain.



The “Environment” approach is at the center of Klimasan’s Corporate Sustainability Strategy, and this priority is secured by the “Planet” approach. Through its efforts to reduce its environmental impacts for a sustainable future, the Company aims to create a positive impact both on its own activities and on society as a whole. In this context, it continuously develops and implements innovative solutions to achieve its goals in the field of environmental sustainability.

Klimasan commits to;

- Fully implement the requirements and guidelines of the ISO 14001 Environmental Management System,
- Ensure effective waste and wastewater management and the conservation of biodiversity to leave a clean and livable environment for future generations, and to ensure the reduction, segregation, collection, and recycling of waste at its source in an environmentally harmless manner,
- Reduce water and energy consumption by using clean technologies in production, to ensure the efficient use of natural resources, and to invest in necessary environmentally friendly solutions while doing so,
- Calculate, verify, and share its corporate carbon footprint from direct and indirect activities on transparent platforms in accordance with current standards and protocols,
- Participate in national and global calls, campaigns, commitments, and projects aimed at reducing its carbon footprint, to take action for its set targets, and to encourage the participation of its stakeholders in the supply chain while fulfilling its duty in the fight against the climate crisis,
- Train and raise awareness among its employees on environmental, energy, water, and emission management issues, thereby increasing employee participation in environmental efforts; and to engage in environmentally sensitive product development activities, especially with suppliers and customers,
- Following and implementing environmental legal requirements and making timely and accurate environmental declarations.

## SUSTAINABILITY APPROACH AND STRATEGY

# Klimasan commits to maintaining not only product quality but also service and communication quality at the highest level.

### SUSTAINABLE BUSINESS

- Transparent sustainability reporting with stakeholders
- Adoption of the UN Global Compact
- R&D for recyclable and environmentally friendly products
- Energy-efficient production processes
- Monitoring of supply chain social and environmental performance
- Lean manufacturing and a culture of continuous improvement
- Quality management and a customer satisfaction-oriented approach

Aware of the supporting disciplines required to sustain financial and operational growth, Klimasan ensures that its products and services are high-quality, responsible, safe, and environmentally friendly through the implementation of continuous improvement and development activities and by conducting necessary risk analyses during all these efforts. Klimasan's key focuses include building strong stakeholder relationships, meeting customer expectations to maintain the highest level of satisfaction, implementing responsible supply chain practices, and securing these practices with Management Systems certifications. Adopting responsible business practices in all its activities and sharing the same sentiment with all its stakeholders, Klimasan has also prioritized and positioned this approach as "Sustainable Business" in its Corporate Sustainability Strategy.

Klimasan commits to;

- Ensure the continuity of transparent sustainability reporting, sharing its activities within the scope of its sustainability approach and strategy with all stakeholders,
- Serve the Sustainable Development Goals to which it can contribute through its activities and existence, and in this context, to carry out work with associations, organizations, and institutions with which it shares common goals,
- Adopt and integrate the 10 principles of the UN Global Compact, to which it is a signatory, into its business culture, and to provide training opportunities to its employees for this purpose,
- Conduct R&D activities to increase product recyclability and recovery by researching recyclable raw material solutions, and to develop collaborations with suppliers and customers on this issue,
- Integrate its sustainability approach and environmental requirements into business processes, to use energy-saving and environmentally friendly machinery and equipment in production, and to contribute to sustainable production through TPM and predictive maintenance activities,



- Consider the life-threatening environmental impacts of its products from the design stage, to utilize raw material sources that do not pose pollution and health risks, to improve the ecological footprint of its products throughout their entire life cycle, and to reduce emissions from product use,
- Monitor, evaluate, and improve the product and service quality, social compliance, and social responsibility activities of its supply chain,
- Integrate the lean philosophy and continuous improvement approach into all dynamics of its operational activities and to apply this not only in production systems but in all disciplines, to create a culture where every individual within the Company is responsible for continuous improvement activities, to support its employees with training for this purpose, and to evaluate and implement the improvement suggestions and projects of its employees through the Klimasan Suggestion Evaluation System,
- Internalize a focus on quality at all levels of the organization; to maintain not only product quality but also service and communication quality at the highest level,
- Work in harmony by meeting the needs and expectations of its stakeholders, to increase customer satisfaction with a customer-oriented approach by considering changing demands, and with pre-sales and after-sales technical support,
- Identify, evaluate, and manage the risks and opportunities that may affect the Company's existence and development in all processes with an analysis-oriented thinking approach, and to ensure the continuity of the Corporate Risk Analysis culture,
- Ensure the continuity of its existing Management System standards and practices in full compliance and to adopt new management system standards when necessary.

## STAKEHOLDER MAP AND STAKEHOLDER RELATIONS

In 2024, direct communication with stakeholders was established at industry events such as the BrauBeviale and Gulfood Manufacturing Fairs as part of new product launches.

### Direct Stakeholders

These are stakeholders who directly interact with Klimasan's daily operations, strategic decisions, and financial performance:

- **Employees:** All blue-collar and white-collar employees at the center of operational processes
- **Senior Management:** Decision-makers who determine and manage company strategies
- **Group Companies:** Subsidiaries and affiliates such as Metafrio Solutions
- **Investors and Shareholders:** The segment that is informed via the stock exchange and KAP, with a direct interest in the Company's financial performance
- **Customers:** End-users or commercial buyers of the products
- **Suppliers and Subcontractors:** Business partners providing products/services
- **Authorized Service Providers:** Technical support providers who carry out after-sales services
- **Official Institutions and Regulatory Authorities:** Public institutions that monitor legal compliance (TSE, Ministry of Environment, İŞKUR, MoLSS, etc.)

### Indirect Stakeholders

These are environmental and social actors who may be affected by Klimasan's activities but are not directly involved in decision-making mechanisms or processes:

- **Community:** Local people, students, and universities directly or indirectly affected by the Company's social and environmental impacts
- **NGOs, Associations, and Academic Institutions:** Organizations collaborated with in the fields of social benefit, environment, education, and sectoral development (e.g., Aegean Forest Foundation, LÖSEV, MOSB ZEKİ, KalDer, UNGC)
- **Competitors:** Other companies in the sector; actors influencing the ethical competitive environment
- **Media:** Press and social media organizations that affect the Company's public visibility
- **International Platforms:** Sustainability and performance assessment platforms such as EcoVadis, UN Global Compact, and SBTi



### Communication with Stakeholders

#### Employees

- Monthly Agenda Meetings, Town Hall Meetings, and Coolest Talks Seminars were held.
- The human resources agenda, training, and projects were communicated to employees each month through the KLIK Bulletin.
- Feedback was received through the Suggestion System and Near-Miss Reports.
- Awareness of ethics, transparency, and occupational safety was increased through Business Ethics and Compliance Training.

#### Senior Management & Group Companies

- Regular participation in Global Strategy Meetings with Metafrio Solutions was ensured.
- Common goals and regional market strategies were discussed on these platforms.

### Communication with External Stakeholders

#### Customers

- Regular performance sharing was conducted through the EcoVadis platform, customer audits, and SEDEX assessments.
- Customer satisfaction surveys, technical support meetings, and campaign communications were carried out.
- In 2024, direct communication was established at industry events such as the BrauBeviale and Gulfood Manufacturing Fairs as part of new product launches.

#### Suppliers and Subcontractors

- Sharing of technical drawings and documentation continued via the Supplier Portal.
- On-site supplier audits and performance evaluations were conducted in various provinces of Türkiye.
- Supplier Training and Workshops were organized, and awareness of a sustainable supply chain was developed.

## STAKEHOLDER MAP AND STAKEHOLDER RELATIONS

# In 2024, engagement with young people was achieved through University-Industry Cooperation Projects and Career Days.

### Authorized Service Centers

- Technical support was provided through monthly online service meetings and on-site visits.
- The After-Sales Services (ASS) Department continued its service training and qualification certificates in 2024.
- The Service Cloud System was actively used to improve service quality.

### Community and NGOs

- Close contact was established with the community through the MOSB ZEKİ Life Center, the MOSTEM Project, and social responsibility events.
- Engagement with young people was achieved through University-Industry Cooperation Projects and Career Days.

### Public and Regulatory Institutions

- Audit processes with institutions such as TSE, İŞKUR, and the Ministry of Environment continued without interruption in 2024.
- A regular flow of information was provided through the PDP and MKK platforms.

### Media

- Transparency-based information on climate, OHS, and sustainability was provided through press releases, social media content, and the corporate website.

### 1. Internal Stakeholders (Senior Management, Employees, Group Companies)

#### Tools and Methods Used:

- **Microsoft Teams:** Actively used for instant written communication, interdepartmental information sharing, meeting planning, and file transfers.
- **Online Meetings:** Regular video conferences were held with senior management, project teams, and external institutions.
- **Monthly Agenda Meetings:** Regular meetings were held between Human Resources and managers regarding the Company agenda.
- **Coolest Talks / Town Hall:** Seminars and information sessions open to all employees were organized.
- **KLIK Bulletin:** Interdepartmental information sharing was ensured through the monthly internal communication bulletin.

#### Frequency:

- **Instant communication:** Daily
- **Manager-employee meetings:** Monthly
- **Seminars / general announcements:** Monthly or quarterly

### 2. Customers and Dealers

#### Tools and Methods Used:

- Fairs and Launch Events (e.g., Hostech)
- Dealer Meetings—at least one physical meeting per year (e.g., the “Further Together” themed meeting in Antalya)
- Online Meetings / Zoom-Teams
- Sustainability-focused communication via EcoVadis and SEDEX platforms
- Customer satisfaction surveys
- Call center and email support systems

#### Frequency:

- **Customer meetings:** Monthly / project-specific
- **Surveys:** At least once a year
- **Fairs and physical events:** 1-2 times a year

### 3. Suppliers & Subcontractors

#### Tools and Methods Used:

- Klimasan Supplier Portal: Technical drawing and document sharing
- Online Assessment Surveys and Feedback Forms
- On-site Visits and Supplier Audits
- Supplier Training and Workshops
- Quality Meetings and Performance Reporting

#### Frequency:

- **Site audits:** Every 3-6 months
- **Training / workshops:** Annually or project-based
- **Performance evaluation:** Annually

### 4. Authorized Service Centers

#### Tools and Methods Used:

- Monthly Online Service Meetings
- Physical visits in line with the Service Visit Plan

- Technical support and document sharing via the Service Cloud Portal
- Competency Training and Certification Programs

#### Frequency:

- **Online meetings:** Monthly
- **On-site visits:** Periodically, as per the annual plan
- **Training & certification:** Annually

### 5. Public Institutions and NGOs

#### Tools and Methods Used:

- Official meetings and audits
- Face-to-face meetings, email, and phone calls
- NGO collaborations, social responsibility projects (e.g., MOSTEM, Aegean Forest Foundation)
- Information sharing via the corporate website and social media accounts

#### Frequency:

- **Official notifications and audits:** At least once a year, depending on legislation
- **NGO meetings:** Project-based or quarterly

### Stakeholder Communication Strategy

#### 1. Transparency and accessibility:

Ensuring every stakeholder can access information in a timely and accurate manner.

**2. Continuity:** Communication is maintained regularly and systematically, not as a one-off event.

**3. Stakeholder participation:** Feedback from all groups, such as employees, customers, suppliers, and service centers, is taken into account.

**4. Digitalization-focused communication:** Faster and more effective communication is targeted through digital platforms.

## STAKEHOLDER MAP AND STAKEHOLDER RELATIONS

Type	Purpose of Application and Frequency of Use
<b>Face-to-face meetings</b>	Strategic planning and evaluation with dealers, suppliers, and service centers – annually and periodically
<b>Online meetings (Zoom, Teams)</b>	Effective and rapid decision-making in hybrid work environments – weekly and monthly
<b>Email and phone communication</b>	Direct solutions and information flow in operational processes – daily
<b>Surveys &amp; feedback forms</b>	Employee, customer, and supplier satisfaction analysis – at least once a year
<b>Participation in fairs and launches</b>	Introduction of new products and strategies – annually
<b>Internal communication bulletins (KLİK)</b>	Information flow and current developments for employees – monthly

Platform / Tool	Target Stakeholder Group
<b>Microsoft Teams</b>	All internal employees, managers
<b>Zoom / Google Meet</b>	Group companies, customers, suppliers, NGOs
<b>Service Cloud Portal</b>	Authorized service centers
<b>Supplier Portal</b>	Product and service providers
<b>EcoVadis / SEDEX</b>	Corporate sustainability and customer communication
<b>KLİK Bulletin</b>	All employees
<b>BrauBeviale and Gulfood Manufacturing Fairs / Ortakalan Platform</b>	Customer and dealer groups
<b>Corporate Website</b>	All external stakeholders and the public
<b>Social Media Accounts</b>	Community, media, customers



### Stakeholder Events

#### Gulfood Manufacturing 2024-Dubai

- **Date:** November 5–7, 2024
- **Location:** Dubai World Trade Centre
- **Participants:** Customers, business partners, and investors from the food, beverage, packaging, and supply chain sectors
- **Purpose:** To introduce next-generation cooling technologies, strengthen relationships with existing customers, and develop potential business collaborations

#### BrauBeviale 2024-Almanya

- **Date:** November 26–28, 2024
- **Location:** Nuremberg, Germany
- **Participants:** Beverage industry professionals, sustainable production, and innovative technology enthusiasts
- **Purpose:** To introduce highly energy-efficient cooling solutions, share industry trends, and gather customer feedback

#### Domestic Retail Dealer Meetings

- **Date:** Throughout 2024
- **Location:** Physical meeting in Antalya, online meetings throughout the year
- **Purpose:** To share strategic goals with dealers, gather feedback, and strengthen a common vision

#### Authorized Service Center Meetings and Training

- **Frequency:** Monthly online meetings + on-site visits
- **Participants:** The authorized service network throughout Türkiye
- **Purpose:** Technical training, service quality improvements, and evaluation of field feedback

#### Supplier Visits and Evaluation Meetings

- **Location:** At supplier facilities across Türkiye
- **Purpose:** Quality controls, sustainability compliance audits, and performance evaluations

# STAKEHOLDER MAP AND STAKEHOLDER RELATIONS

## Stakeholder Groups

### Internal Stakeholders

- Senior Management
- Employees
- Group Companies

### External Stakeholders

- Investors and Shareholders
- Customers
- Suppliers & Subcontractors
- Competitors
- Authorized Service Centers
- Public Institutions
- Regulatory and Supervisory Bodies
- NGOs, Associations & Memberships
- Media
- Community

Our Stakeholders	Communication Channels	Communication Frequency
Senior Management	Face-to-Face Meetings, Online Meetings, Email, Phone, SMS, Annual Evaluation Meetings, Town Hall Meetings, Coolest Talks Seminars, Orientation Training, Social Media Accounts, Advertisements, Activities and Organizations, Training, Website, Intranet Portals, Corporate Reporting, Printed and Digital Documentation, Presentations, Employee Satisfaction Surveys, Performance Feedback Meetings, Bulletin Boards, Integrated Management System Announcements, Posters and Brochures, Suggestion Forms, Suggestion Award Ceremonies, Promotion and Seniority Award Ceremonies, Near-Miss Report Forms, Gemba Meetings, Ethics Hotline, Monthly Agenda Meetings, KLİK Bulletin, Social Responsibility Committee Meeting Discussions	As needed at any time
Employees	Face-to-Face Meetings, Online Meetings, Email, Phone, SMS, Annual Evaluation Meetings, Town Hall Meetings, Coolest Talks Seminars, Orientation Training, Social Media Accounts, Advertisements, Activities and Organizations, Training, Website, Intranet Portals, Corporate Reporting, Printed and Digital Documentation, Presentations, Employee Satisfaction Surveys, Performance Feedback Meetings, Bulletin Boards, Integrated Management System Announcements, Posters and Brochures, Suggestion Forms, Suggestion Award Ceremonies, Promotion and Seniority Award Ceremonies, Near-Miss Report Forms, Gemba Meetings, Ethics Hotline, Monthly Agenda Meetings, KLİK Bulletin, Social Responsibility Committee Meeting Discussions	As needed at any time
Group Companies	Face-to-Face Meetings, Online Meetings, Email, Phone, SMS, Organizations, Training, Website, Corporate Reporting, Printed and Digital	Once a month
Investors and Shareholders	Face-to-Face Meetings, Online Meetings, Email, Phone, SMS, Organizations, Training, Website, Corporate Reporting, Printed and Digital Documentation,	Once a month
Customers	Face-to-Face Meetings, Online Meetings, Audits, Email, Phone, Website, Social Media Accounts, EcoVadis Platform, Advertisements, Campaigns, Social Responsibility Projects, Customer Satisfaction Surveys, Print and Visual Press Ads, Catalogs, Sales Reports, Corporate Reporting, Call Center, Sponsorships, Print and Visual Press, Presentations, Satisfaction Surveys, Fairs, Tenders, SEDEX Customer Portal	As needed at any time

Our Stakeholders	Communication Channels	Communication Frequency
Suppliers & Subcontractors	Face-to-Face Meetings, Email, Phone, Online Meetings, Quality Meetings and Evaluations, Supplier Audits, Supplier Training and Workshops, Website, Printed Documentation, Performance Evaluations, Tenders, Feedback, Supplier Day Meetings, Corporate Reporting, Social Responsibility Project Discussions, Presentations, Supplier Development Surveys, Supplier Portal, Klimasan Sustainability and Social Compliance Survey, Supply Chain Social Responsibility Assessment Results Competitors Sector Information, Product Information, Campaign Information, Website, Social Media Accounts, Printed Documentation, Surveys, Corporate Reporting, Print and Visual Press, Fairs	As needed at any time
Competitors	Press Releases, Press Conferences, Organizations, Advertisements, Website, Launches, Corporate Reporting, Face-to-Face Meetings, Local and National Print and Visual Press, Interviews, Social Media Accounts	As needed at any time
Authorized Service Centers	Face-to-Face Meetings, Online Meetings, Email, Phone, Audits, Website, Social Media Accounts, Satisfaction Surveys, Suggestion Forms, Presentations, Organizations, Training, Service Cloud Portal, Dealer Meetings	As needed at any time
Public Institutions	Face-to-Face Meetings, Online Meetings, Audits, Website, Corporate Reporting, Email, Phone, Printed Documentation, Print and Visual Press	As needed at any time
Regulatory and Supervisory Bodies	Face-to-Face Meetings, Online Meetings, Audits, Website, Corporate Reporting, Email, Phone, Printed Documentation, Print and Visual Press	As needed at any time
NGOs, Associations & Memberships	Face-to-Face Meetings, Online Meetings, Social Media Accounts, Email, Phone, Internet, Print and Visual Media, Joint Projects and Project Meetings, Sponsorships, Website, Printed Documentation, Corporate Reporting, Media, Career Days	As needed at any time
Media	Press Releases, Press Conferences, Organizations, Advertisements, Website, Launches, Corporate Reporting, Face-to-Face Meetings, Local and National Print and Visual Press, Interviews, Social Media Accounts	As needed at any time
Community	Regional/National/Local Campaigns, Website, Social Media Accounts, Training, NGO Projects, Print and Visual Media, Local Meetings, Dealers and Authorized Service Centers, Brochures, Advertisements, Corporate Reporting, Coolest Talks Seminars, University Collaborations and Student Club Visits	At any time

KLIMASAN	
NGOs, Associations & Memberships	Infrastructure and Work Environment
Community	Employees
Official Boards and Organizations	Group Companies
Public Boards and Organizations	Shareholders
Authorized Service Centers	Senior Management
Competitors	External Stakeholders
Customers	Internal Stakeholders
Suppliers & Subcontractors	Media

## STAKEHOLDER MAP AND STAKEHOLDER RELATIONS

# Klimasan supports initiatives carried out for social and societal development.

### Corporate Memberships

Klimasan collaborates with non-governmental organizations, public institutions, charitable associations, universities, professional associations, and public bodies working for social development as a result of public policies, with the aim of contributing to the sphere of social impact. In this context, the Company also supports initiatives for social and societal development.

EcoVadis	
UN Global Compact	
Science Based Targets initiative (SBTi)	
Manisa Celal Bayar University USİTEM University-Industry Cooperation Agreement and Vocational Training in Business Project	
Vocational Training in Business Project	
MOSB Z.E.K.İ Life Center	
Aegean Exporters' Associations	
Manisa Chamber of Commerce and Industry	

KalDer (Turkish Quality Association)



Elday



Koteder (Turkish Composites Manufacturers Association)



Pagçev



Aegean Refrigeration Industrialists' and Businessmen's Association



Turkish Patent and Trademark Office (TÜRKPATENT)



Aegean Forest Foundation



Koruncuk Foundation (Turkish Foundation for Children in Need of Protection)



Turkish Red Crescent (Kızılay)



Mor Çatı (Purple Roof Women's Shelter Foundation)



Peryön (People Management Association of Türkiye)



Manisa R&D and Design Centers Cooperation Platform – Üsİmp



İzmir Association for the Protection and Development of the Deaf



MOSTEM Employment Project



Ministry of National Education Mastership Compensation Program Project



LÖSEV (Foundation for Children with Leukemia)



Democratic Mothers Association



## STAKEHOLDER MAP AND STAKEHOLDER RELATIONS

### Stakeholder Communication Table

OUR GOVERNANCE MODEL	
Key Internal and External Stakeholders	Communication Method
Employees	Face-to-Face Meetings, Online Meetings, Email, Phone, SMS, Annual Evaluation Meetings, Town Hall Meetings, Coolest Talks Seminars, Orientation Training, Social Media Accounts, Advertisements, Activities and Organizations, Training, Website, Intranet Portals, Corporate Reporting, Printed and Digital Documentation, Presentations, Employee Satisfaction Surveys, Performance Feedback Meetings, Bulletin Boards, Integrated Management System Announcements, Posters and Brochures, Suggestion Forms, Suggestion Award Ceremonies, Promotion and Seniority Award Ceremonies, Near-Miss Report Forms, Gemba Meetings, Ethics Hotline, Monthly Agenda Meetings, KLİK Bulletin, Social Responsibility Committee Meeting Discussions
Customers	Face-to-Face Meetings, Online Meetings, Audits, Email, Phone, Website, Social Media Accounts, EcoVadis Platform, Advertisements, Campaigns, Social Responsibility Projects, Customer Satisfaction Surveys, Print and Visual Press Ads, Catalogs, Sales Reports, Corporate Reporting, Call Center, Sponsorships, Print and Visual Press, Presentations, Satisfaction Surveys, Fairs, Tenders, SEDEX Customer Portal
Suppliers and Subcontractors	Face-to-Face Meetings, Email, Phone, Online Meetings, Quality Meetings and Evaluations, Supplier Audits, Supplier Training and Workshops, Website, Printed Documentation, Performance Evaluations, Tenders, Feedback, Supplier Day Meetings, Corporate Reporting, Social Responsibility Project Discussions, Presentations, Supplier Development Surveys, Supplier Portal, Klimasan Sustainability and Social Compliance Survey, Supply Chain Social Responsibility Assessment Results Competitors Sector Information, Product Information, Campaign Information, Website, Social Media Accounts, Printed Documentation, Surveys, Corporate Reporting, Print and Visual Press, Fairs

OUR GOVERNANCE MODEL	
Key Internal and External Stakeholders	Communication Method
Authorized Service Centers	Face-to-Face Meetings, Online Meetings, Email, Phone, Audits, Website, Social Media Accounts, Satisfaction Surveys, Suggestion Forms, Presentations, Organizations, Training, Service Cloud Portal, Dealer Meetings
Community	Regional/National/Local Campaigns, Website, Social Media Accounts, Training, NGO Projects, Print and Visual Media, Local Meetings, Dealers and Authorized Service Centers, Brochures, Advertisements, Corporate Reporting, Coolest Talks Seminars, University Collaborations and Student Clubs Visits
NGOs, Associations, and Memberships	Face-to-Face Meetings, Online Meetings, Social Media Accounts, Email, Phone, Internet, Print and Visual Media, Joint Projects and Project Meetings, Sponsorships, Website, Printed Documentation, Corporate Reporting, Media, Career Days
Official and Public Institutions	Face-to-Face Meetings, Online Meetings, Audits, Website, Corporate Reporting, Email, Phone, Printed Documentation, Print and Visual Press
Media	Press Releases, Press Conferences, Organizations, Advertisements, Website, Launches, Corporate Reporting, Face-to-Face Meetings, Local and National Print and Visual Press, Interviews, Social Media Accounts
Investors	Legal platforms such as Annual Reports, PDP, MKK, Investor presentations, Corporate website, Material Disclosures, Corporate Reporting

## STAKEHOLDER MAP AND STAKEHOLDER RELATIONS

At Klimasan, communication is not just a part of the job; it is a reflection of the business culture.

### HIGHLIGHTS OF STAKEHOLDER COMMUNICATION METHODS IN 2024

#### Effective Communication Methods

##### For Employees:

Klimasan knows that effective and open communication is one of the cornerstones of a successful business environment. By establishing a strong communication network among employees, it ensures that everyone can express their ideas freely and collaborate to achieve common goals. The communication strategy aims not only to share information but also to build mutual trust and support. Regular meetings, feedback sessions, and an open-door culture allow for employees' voices to be heard and for interaction at all levels. At Klimasan, communication is not just a part of the job; it is a reflection of the business culture. This contributes to the flourishing of creative ideas, the rapid resolution of problems, and an increase in job satisfaction. Because the Company believes in a work environment where everyone's voice is heard to achieve the best results. Supporting the development and satisfaction of its employees, Klimasan came together with its employees

throughout 2024 through many different types of training, talks, seminars, and organizations. The practices implemented for employees in 2024 include the following;

- Online and Face-to-Face Training
- Performance Evaluation Feedback Meetings
- Employee Satisfaction Survey
- Town Hall Meetings
- Coolest Talks Seminars
- Social Activities and Organizations
- Suggestion Award Ceremonies
- Promotion and Seniority Award Ceremonies
- Human Resources and Klimasan Managers Monthly Agenda Meetings
- Employee Engagement Committee
- Social Responsibility Committee
- Human Resources Monthly Communication
- Agenda Bulletin: "KLİK Bulletin"

#### KLİK Bulletin

In the KLİK Bulletin publications, prepared monthly by the Human Resources Team, details about the Klimasan Human Resources agenda, as well as completed and planned training, events, and projects, are shared with employees.



##### For Dealers:

#### Domestic Retail Dealer Meetings

Klimasan strives to maintain constant communication with its business partners and to establish effective and rapid dialogue channels. In this context, highly productive discussions on common goals and future strategies were held with domestic business partners at the Klimasan Dealer Meeting in Antalya, under the theme "Further Together 2024."

##### For Authorized Service Centers:

#### Authorized Service Center Training

As in previous years, in 2024, authorized service centers were provided with technical and vocational training, including basic refrigeration and new product training, by the Technical Service and Training Team under the After-Sales Services (ASS) Department. Following this training, qualification exams and certification processes were carried out.

## STAKEHOLDER MAP AND STAKEHOLDER RELATIONS

# As of 2024, authorized service centers in different regions of Türkiye have been visited.

### Monthly Domestic Authorized Service Center Meetings

Monthly Domestic Authorized Service Center Meetings are held to share information about field notifications, improvement opportunities in production processes, and future training. These meetings are held online every month with the participation of the Quality, After-Sales Services, and Authorized Service Centers units.

### Authorized Service Center Visits

As of 2024, authorized service centers in different regions of Türkiye were visited to identify their deficiencies or needs. At Klimasan, a visit plan is created for the entire year by officials from the After-Sales Services Department, and on-site visits are conducted in line with this plan to assess the needs of authorized service centers. At the same time, audit and control activities are carried out during these visits.

### For Authorized Service Centers:

- Customer visits
- Customer satisfaction surveys
- Tenders
- Supply chain training and organizations arranged by customers
- Customer audits
- Trade fairs

### For Customers:

#### Ortakalan Vertical Communication Platform

As a member of the Ortakalan.org platform since 2019, Klimasan easily accesses leading brands that are distribution channels and product and service providers in Türkiye's retail sector. This platform offers an opportunity for effective information exchange between customers and industry partners.

### Gulfood Manufacturing 2024

The Company participated in Gulfood Manufacturing 2024, one of the world's most important food and beverage production technology trade fairs. Held for the 10<sup>th</sup> time this year between November 5–7, 2024, at the Dubai World Trade Centre, the fair is one of the industry's most prestigious events, bringing together buyers and investors from the food technology, processing, packaging, and supply sectors. Klimasan had the opportunity to share its innovative cooling solutions and the latest technological developments in the sector with visitors and business partners.

### BrauBeviale 2024 Trade Fair

The Company participated in the BrauBeviale 2024 Trade Fair, one of the most important events in the beverage industry. At this prestigious fair, held between November 26–28, 2024, in Nuremberg, Germany, the latest technologies, innovative cooling solutions, and a sustainable production approach were shared with all visitors and business partners. At this prestigious event, supported by TUSİD, new product groups were introduced to visitors and business partners.

### For Group Companies:

#### Global Strategy Meetings

Klimasan has invested in Metalfrio Solutions, one of the world's largest commercial refrigerator brands. Thanks to its physical proximity to target markets and its agile organizational structure, the Company is the group's flagship in the

European, Middle Eastern, African, and CIS countries' markets, including Russia. In this context, it actively participates in the Global Strategy Meetings held at the country and group director levels within the Metalfrio network, which has locations in Brazil, Türkiye, Mexico, and Russia. It also benefits from the global knowledge and experience gained in these meetings.

### For Suppliers:

#### Supplier Portal

All suppliers access up-to-date technical drawings for the parts they produce via the Klimasan Supplier Portal using their assigned usernames and passwords.

#### Supplier Visits and Audits

In 2024, extensive on-site supplier audits were conducted in many different provinces of Türkiye. In addition to the operational and administrative audits by the purchasing, supplier development, and incoming quality control departments, audit and observation practices in the supply chain continued through online audits and meetings with suppliers, as well as self-assessment surveys.

## STAKEHOLDER MAP AND STAKEHOLDER RELATIONS

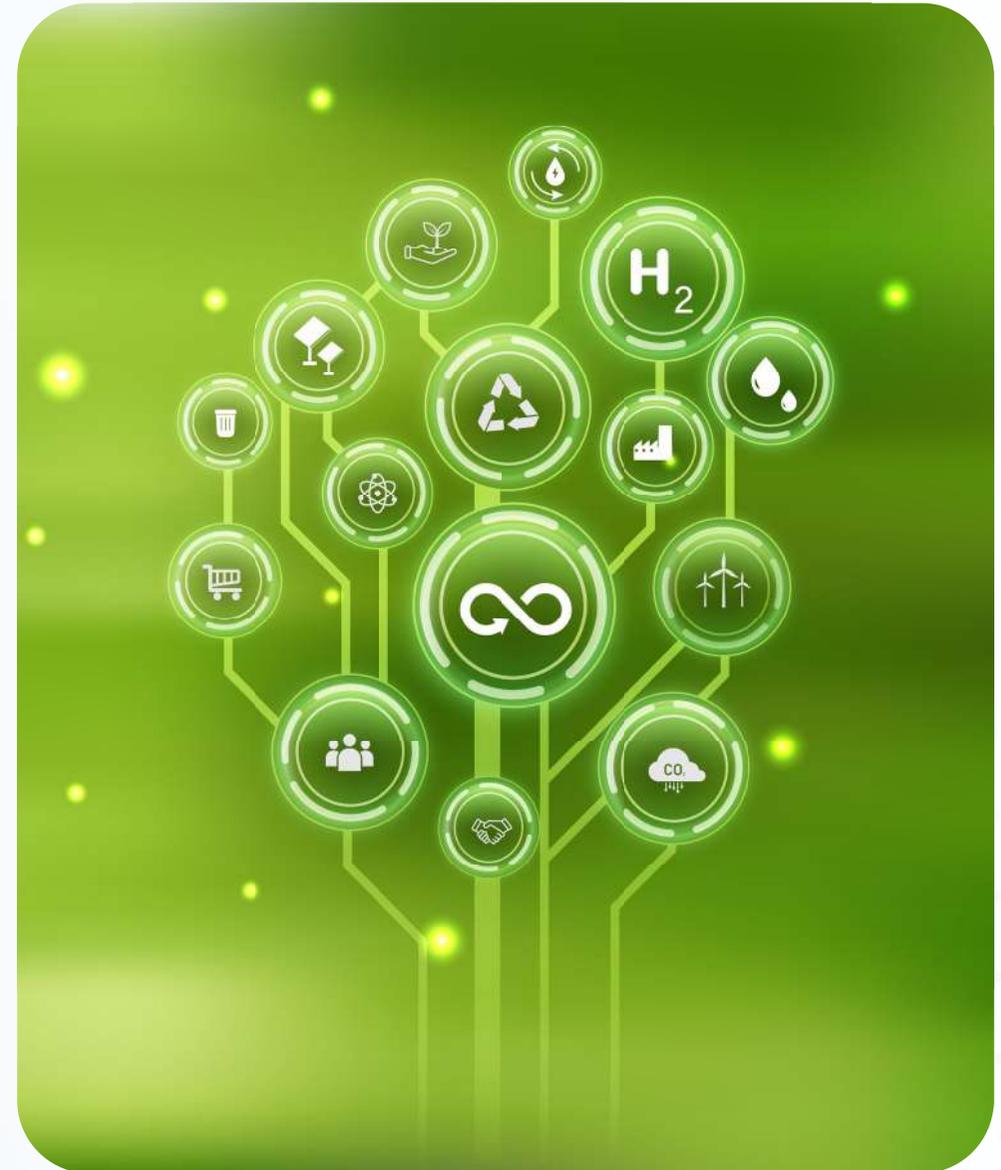
### STAKEHOLDER OPINION

#### Strong Stakeholder Relations

##### Stakeholder Opinion

Klimasan mutually supports corporate sustainability activities, exchanges ideas, and plans joint initiatives. In this context, the opinion received from its partner, Konveyör Company, is provided below:

"As Konveyör, we have been pleased to work with Klimasan as a customer for many years. Klimasan is a company that leading beverage and food brands have long partnered with, and one that creates value for the environment and society through its sustainability initiatives. We highly appreciate that since the 2000s, the Company has managed its operations within a corporate and standardized framework, certified with ISO 9001 Quality, ISO 14001 Environmental, and ISO 45001 Occupational Health and Safety Management Systems. It was also the first company in the commercial refrigerator sector to obtain the ISO 50001 Energy Management certificate and has been a pioneer in the industry by aligning its activities with Carbon Emission Reduction Plans and calculating its carbon footprint since 2011. Its decade-long sustainability efforts and Gold Category status in EcoVadis further demonstrate the importance it places on and the care it gives to the Sustainable Development Goals. In this regard, its investments in innovation and continuous improvement stand as clear indicators of its planned and goal-oriented approach. As a stakeholder of Klimasan, we are consistently encouraged by their positive and collaborative attitude in our joint projects, which strengthens our confidence and reinforces our belief that our corporate partnership will continue for many years to come."



## CORPORATE MEMBERSHIPS AND INITIATIVES WE SUPPORT

# Klimasan contributes to the transition of young graduates into professional life.

Klimasan actively contributes to many corporate organizations at national and international levels by aligning its sustainability vision with global principles. As a signatory to the United Nations Global Compact since 2019, Klimasan transparently discloses its commitments in the areas of human rights, labor standards, the environment, and anti-corruption through its annually published Communication on Progress (COP) reports.

At the national level, it contributes to sectoral developments through its memberships in the Turkish Industrial Kitchen, Laundry and Service Equipment Industrialists' and Businessmen's Association (TUSİD), the Manisa Organized Industrial Zone Industrialists' Cooperation Platform, and the Izmir Chamber of Commerce Professional Committees.

Klimasan also supports various international sustainability initiatives in line with its goal of combating climate change and creating a sustainable value chain.

It continued its active participation in the Supplier Leadership on Climate Transition (SLoCT) program, which it joined in 2022, not only as a participant but also as a speaker sharing its knowledge and experience in 2024.

Furthermore, in the EcoVadis sustainability rating system, it achieved the success of entering the top 1% of its sector with a "Gold Medal\*" in 2024. In energy consumption, the environmental impact has been minimized by completely switching to I-REC (International Renewable Energy Certificate) certified renewable energy sources.

Viewing social participation and the support of young talent as part of its corporate responsibility, Klimasan contributes to the transition of young graduates into professional life through its Coolest Start Program, implemented in collaboration with universities. In addition, multifaceted support for sustainable development is provided through social entrepreneurship and environmental awareness projects carried out jointly with local non-governmental organizations and universities.



## SUSTAINABILITY IN THE VALUE CHAIN

### Supply Chain Management

Purchasing, Warehouse, Production and Material Planning, Imports  
Raw Material and Materials Management  
Business Ethics and Ethical Trade  
Green Purchasing  
Human and Employee Rights  
Emissions Management  
Ancillary Industry Development  
Supply Chain Risk Management  
Waste Management

### Research and Development

Product Design  
Product Life-Cycle  
Product Quality  
Energy Management  
Patent and Utility Model Studies  
Technology and Innovation  
Automation and Digitalization  
Raw Material and Materials Management

### Technical and Lean

Maintenance, Investment, Method, and Kaizen  
Technology and Innovation  
TPM  
Continuous Improvement, Efficiency, and Investment  
Optimization  
R&D and P&D  
Energy Management  
Emissions Management  
Water and Wastewater Management  
Waste Management

### Management

Human and Employee Rights  
Sustainable Growth  
Strategic Management  
Social Development  
Stakeholder Communication  
Business Ethics and Fair Employment

### Sustainability Committee

Human and Employee Rights  
Sustainable Growth  
Strategic Management  
Social Development  
Stakeholder Communication  
Business Ethics and Fair Employment

### Human Resources

Human Resources and Occupational Health and Safety  
Human and Employee Rights  
Occupational Health and Safety  
Training and Development  
Fair Employment and Diversity  
Performance and Career Management  
Employee Engagement  
Social Responsibility

### After-Sales Services

Customer Satisfaction  
Emissions Management  
Waste Management  
Product Life-Cycle

### Production

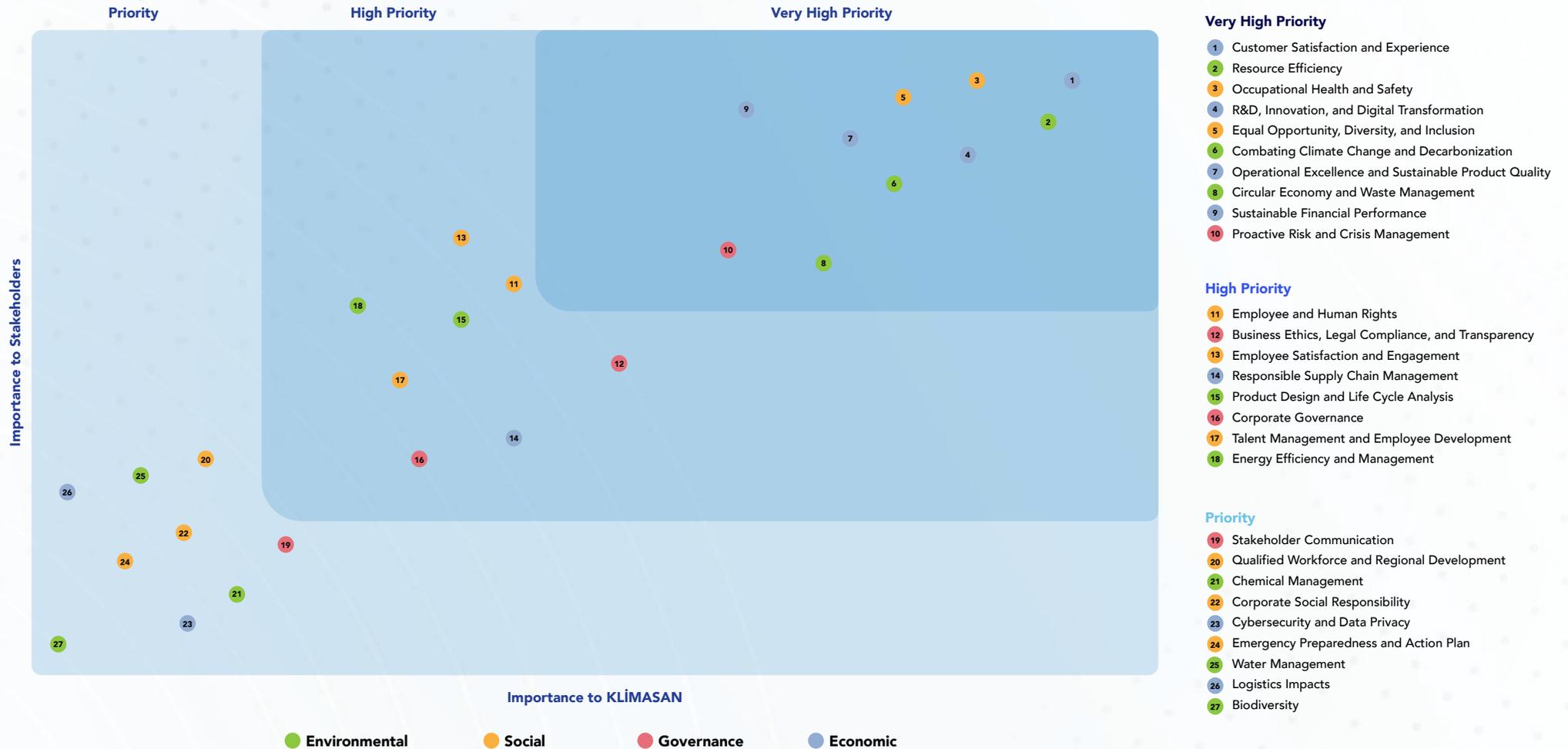
Production and Quality Control  
Emissions Management  
Raw Material and Materials Management  
Waste Management  
Energy Management  
Water Management  
Human and Employee Rights  
Occupational Health and Safety  
Continuous Improvement and Efficiency

### Sales, Marketing, and Corporate Communications

Customer Satisfaction  
Business Ethics and Ethical Trade  
Strategic Growth and Brand Perception  
Stakeholder Communication  
Holistic approach and full compliance with customer environmental policies and programs



# MATERIAL TOPICS AND MATERIALITY MATRIX



## MATERIAL TOPICS AND MATERIALITY MATRIX

# We are securing the future success of our operations.

### **Our Strategic Priorities and Assessment Methodology**

At Klimasan, we periodically reshape the strategic priorities that form the core of our sustainability approach in light of our evolving business model, changes in the sector, and the expectations of our stakeholders. This dynamic approach is a cornerstone of our corporate sustainability vision; it allows us to secure the future success of our operations, effectively manage the risks and opportunities we face, and create a shared value ecosystem for all our stakeholders.

### **Identification and Development of Strategic Priorities**

The strategic priorities we set for 2024 are based on the analyses of the previous year and have been further enriched with the findings of an updated stakeholder analysis. This identification process involves a multi-layered methodology that includes regularly gathering the views of our internal and external stakeholders, examining global and sectoral trends along with potential risks and opportunities, and incorporating the strategic foresight of our senior management.

The priorities identified in 2023 were re-evaluated through a detailed review conducted in 2024. As a result of this work, significant progress has been made in terms of both content richness and strategic depth. The increase in the number of material topics represents not just quantitative growth but also indicates that our sustainability areas have been placed within clearer frameworks, new strategic issues have been brought to the agenda, and existing topics have been reorganized according to current requirements.

Through these update efforts, the impact area of existing topics was expanded, new focus areas were identified in line with global developments and stakeholder feedback, and some topic headings were reformulated with a more holistic perspective. As a result, a new materiality framework has been created that addresses environmental, social, governance, and economic factors in a balanced and detailed manner.

Thanks to this development, our strategic focus in areas such as combating climate change, digital transformation, circular economy models, social inclusion, commitment to ethical values, and corporate governance has been further strengthened.

### **Analysis and Categorization of Priorities**

Data collected from all stakeholders was meticulously analyzed within the framework of our company strategy and sustainability goals to create the "Materiality Matrix." This matrix measures both the impact of each topic on Klimasan and its level of importance to our stakeholders. As a result of this assessment, the topics were grouped under three main categories: "Very High Priority," "High Priority," and "Priority."

Our strategic priorities have also been assessed for their alignment with the United Nations Sustainable Development Goals (SDGs). This approach allows us to integrate our Company's local and sectoral goals with the objectives of the global sustainability agenda.

## SUSTAINABLE DEVELOPMENT GOALS WE CONTRIBUTE TO

LEVEL OF IMPORTANCE	MATERIAL TOPICS	SDGs WE CONTRIBUTE TO
Very High Priority Topics	Customer Satisfaction and Experience	
	Resource Efficiency	
	Occupational Health and Safety	
	R&D, Innovation, and Digital Transformation	
	Equal Opportunity, Diversity, and Inclusion	
	Combating Climate Change and Decarbonization	
	Operational Excellence and Sustainable Product Quality	
	Circular Economy and Waste Management	
	Sustainable Financial Performance	
Proactive Risk and Crisis Management		

## SUSTAINABLE DEVELOPMENT GOALS WE CONTRIBUTE TO

LEVEL OF IMPORTANCE	MATERIAL TOPICS	SDGs WE CONTRIBUTE TO
High Priority Topics	Employee and Human Rights	
	Business Ethics, Legal Compliance, and Transparency	
	Employee Satisfaction and Engagement	
	Responsible Supply Chain Management	
	Product Design and Life Cycle Analysis	
	Corporate Governance	
	Talent Management and Employee Development	
	Energy Efficiency and Management	

## SUSTAINABLE DEVELOPMENT GOALS WE CONTRIBUTE TO

LEVEL OF IMPORTANCE	MATERIAL TOPICS	SDGs WE CONTRIBUTE TO
Priority Topics	Stakeholder Communication	
	Qualified Workforce and Regional Development	
	Chemical Management	
	Corporate Social Responsibility	
	Cybersecurity and Data Privacy	
	Emergency Preparedness and Action Plan	
	Water Management	
	Logistics Impacts	
	Biodiversity	

## CORPORATE GOVERNANCE

# Klimasan conducts its operations within the framework of its Integrated Management System.

Klimasan builds its corporate governance approach on the principles of transparency, accountability, fairness, and responsibility. The Company not only fulfills its legal obligations but also adopts a sustainable governance model aimed at creating long-term value. The Company's strategic and operational decision-making processes are structured around stakeholder engagement and ethical responsibility.

As a company listed on Borsa Istanbul, Klimasan acts in compliance with the Capital Markets Law and the Capital Markets Board of Türkiye's (CMB) Corporate Governance Communiqué (II-17.1). As of 2024, the Company has adopted a management approach that targets full compliance with the Corporate Governance Principles. In this context, the Corporate Governance Committee regularly evaluates the Company's performance in this area, while the Board of Directors aims to optimize the Company's balance between risk, growth, and sustainable returns through strategic decisions. The Company's activities are meticulously audited for compliance with relevant legislation, the articles of association, and internal regulations.

The Klimasan Board of Directors consists of six members, one of whom is an executive member. The Audit Committee is responsible for the functioning of the accounting systems, financial reporting, and internal control mechanisms. While the Corporate Governance Committee oversees the effective implementation of these principles, the Early Detection of Risk Committee ensures the timely identification of strategic and operational risks the Company may face and the implementation of preventive measures.

Klimasan conducts its operations within the framework of its Integrated Management System (ISO 9001, ISO 14001, ISO 45001, ISO 50001, ISO/IEC 27001), creating a value chain based on environmental, social, and governance (ESG) principles. In strategic planning processes supported by SWOT and PEST analyses, goals are set in alignment with the UN Sustainable Development Goals (SDGs), and investment decisions are evaluated based on ethical, environmental, and social responsibility criteria.

Sustainability activities are managed under the leadership of the Quality Management Systems Department under the General Directorate, and through the coordination

of the Sustainability Committee, comprising representatives from various departments.

The Committee ensures the implementation of sustainability strategies throughout the organization, and performance criteria such as energy efficiency, carbon footprint, waste management, and OHS practices are shared with the public through annual sustainability reports.

The Sustainability Policy covers priority ESG topics such as reducing environmental impacts, efficient use of natural resources, information security, and occupational health and safety. This policy is supported by, and implemented in an integrated manner with other internal policy documents, such as the

Code of Business Ethics, Social Compliance Policy, Supplier Code of Conduct, and Human Resources Handbook.

Klimasan's Corporate Governance structure reflects an inclusive and sustainable governance approach that focuses not only on financial performance but also on ethical principles, environmental responsibility, and social benefit.

Following an evaluation by JCR-Eurasia Rating, Klimasan Klima San. ve Tic. A.Ş. was classified in the high investment grade category with long-term and short-term national corporate credit ratings of "BBB (tr) / Stable Outlook" and "J2 (tr) / Stable Outlook," respectively. Klimasan's corporate governance practices and financial activities are audited by independent audit firms and reported publicly.

**You can visit our website for more information about corporate governance practices and policies:**  
<https://www.klimasan.com.tr/sustainability/>

[Corporate Governance Compliance Report](#)

[Corporate Sustainability Principles Compliance Report](#)

[Corporate Governance Information Form 2024](#)

[Klimasan Annual Report 2024](#)

### Related Policies

[Integrated Management System Policy](#)

[Supplier Code of Conduct](#)

[Sustainability Policy](#)

[Ethical Code of Conduct and Implementation Principles](#)

[Corporate Social Compliance Policy](#)

## BOARD OF DIRECTORS, SENIOR MANAGEMENT, AND COMMITTEES

As of December 31, 2024, the Klimasan Board of Directors consists of six members with diverse areas of expertise who play an active role in strategic decision-making processes, including two independent members. All members were appointed on May 17, 2024, for a one-year term of office.

### Board of Directors

#### **Marcelo Faria de Lima** *Chairman*

With extensive international financial experience, he has provided consultancy on energy efficiency and environmentally friendly investments and has worked on sustainable financing models. He currently serves as a board member at companies that adopt environmentally friendly approaches, such as Veste S.A. (Brazil).

#### **İsmail Selim Hamamcıoğlu** *Vice-Chair of the Board of Directors and Early Detection of Risk Committee Member*

At the companies he founded (e.g., Brastürk), he has developed practices aimed at reducing environmental impact, particularly in the steel, petrochemical, and cement sectors. Since 2011, as a Board Member at Klimasan, he has undertaken active roles in sustainable production and supply chain management.

#### **Pedro Manuel Jacinto Casanova Guerra** *Board Member*

With his experience in Germany and Portugal, he has been involved in sustainable investment planning in the industrial and financial sectors. Through his management positions at Metalfrío in Brazil, he has contributed to the development of green energy and efficient cooling systems.

#### **Elisa Bastos de Lima** *Board Member*

She serves as the Director of Financial Planning and Investor Relations at Veste S.A. and is active in carbon footprint reporting, responsible investment strategies, and environmentally friendly product portfolio management. She also specialized in ESG topics during her MBA program.

#### **Reha Haznedaroğlu** *Board Member, Chairman of the Early Detection of Risk Committee, Audit Committee Member, Corporate Governance Committee Member*

During his career at PepsiCo, he led projects such as sustainable supply chain, waste reduction, and environmentally sensitive operations. He has participated in R&D projects in Europe focused on developing sustainable packaging solutions and has brought this experience to his management role at Klimasan.

#### **Ercan Nuri Ergül** *Board Member, Chairman of the Corporate Governance Committee, Chairman of the Audit Committee*

With a background in investment banking, he has led numerous projects in company valuation and sustainable growth. He has international experience in corporate governance and environmental risk management.

## BOARD OF DIRECTORS, SENIOR MANAGEMENT, AND COMMITTEES

### Committees

#### Sustainability and Corporate Governance Structure of Klimasan

The continuity and effective execution of Klimasan’s environmental, social, and governance (ESG) activities are ensured by the Sustainability Committee, which operates under the General Directorate. The Committee is composed of representatives of key departments such as R&D, Quality, Occupational Health and Safety, Energy Management, Human Resources, and Corporate Communications.

The Sustainability Committee coordinates all practices carried out in line with the Company’s Corporate Sustainability Strategy, monitors performance indicators, and reports regularly in accordance with the GRI standards. With this structure, Klimasan takes steps aligned with the sustainable development goals while also strengthening its commitment to the principles of transparency and accountability.

In addition to overseeing internal strategy, performance monitoring, and transparency practices, the Committee structures sustainability activities on an annual basis and serves as the primary coordinating body for their implementation. At the operational level, sustainability activities are carried out in collaboration with implementing units such as R&D, Energy and Environment Units, and Human Resources.

#### Corporate Governance Committee

The Corporate Governance Committee, which operates to monitor and improve Klimasan’s corporate compliance, ethical values, and governance performance, reports to the Board of Directors. The Committee also assumes the functions of the Nomination Committee and the Compensation Committee.

The committee is responsible for evaluating the structure, effectiveness, and processes of the Board of Directors. Based on these evaluations, it contributes to enhancing corporate governance quality by presenting recommendations for improvement to the Board. In addition, it monitors the principles of transparency, accountability, and ethical governance and oversees the Company’s long-term strategic alignment.

#### Audit Committee

The accuracy of Klimasan’s financial structure, the reliability of its internal control systems, and the transparency of its financial reporting are overseen by the Audit Committee. Operating in accordance with the standards of the Institute of Internal Auditors (IIA), the Committee prepares and, when necessary, updates annual audit plans to ensure the effective functioning of internal audit processes.

Additionally, the committee evaluates the activities of the Internal Audit Department and provides regular reports to senior management, thereby ensuring the continuity of the Company’s transparency practices.

#### Early Detection of Risk Committee

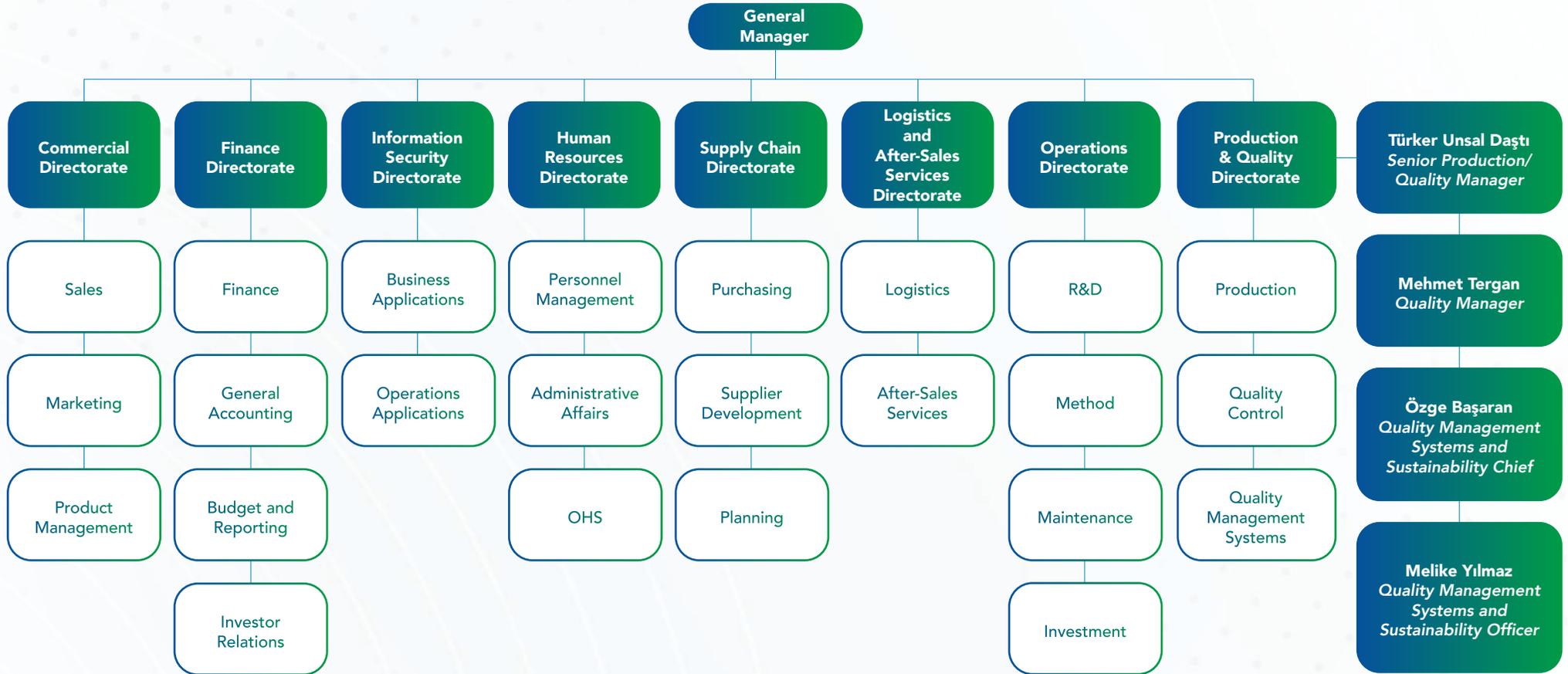
Klimasan’s risk management approach is based on the timely detection of potential threats and the implementation of preventive measures. The Early Detection of Risk Committee, which operates in this context, convenes bimonthly and publishes a risk assessment report six times a year.

The Committee analyzes the strategic, operational, financial, and environmental risks the Company may face, assesses the likelihood and impact of these risks, and develops recommendations for necessary actions. This systematic approach directly contributes to Klimasan’s long-term sustainable growth and corporate resilience objectives.

Members of the Board of Directors			
Name	Executive Position	Independency Situation	Position
<b>Marcelo Faria de Lima</b>	Non-Executive	Non-Independent	Chairman
<b>İsmail Selim Hamamcıoğlu</b>	Non-Executive	Non-Independent	Vice-Chair of the Board of Directors Early Detection of Risk Committee Member
<b>Pedro Manuel Jacinto Casanova Guerra</b>	Non-Executive	Non-Independent	Board Member
<b>Elisa Bastos de Lima</b>	Non-Executive	Non-Independent	Board Member
<b>Reha Haznedaroğlu</b>	Non-Executive	Independent	Board Member, Chairman of the Early Detection of Risk Committee, Audit Committee, Member, Corporate Governance Committee Member
<b>Ercan Nuri Ergül</b>	Non-Executive	Independent	Board Member, Chairman of the Corporate Governance Committee, Chairman of the Audit Committee

# ORGANIZATIONAL CHART

## Sustainability Team Organizational Chart



## PROACTIVE RISK AND CRISIS MANAGEMENT

# At Klimasan, risk management systems are reviewed at least once a year.

### Corporate Risk Management

Klimasan is responsible for identifying and monitoring all risks it faces or may potentially encounter through its Early Detection of Risk Committee. The Company manages social, environmental, economic, and governance risks through Corporate Risk Analysis, Management Systems Risk Analysis, and Process Risk Analysis method. In 2024, the Early Detection of Risk Committee met three times, and as a result of the corporate risk analysis activities conducted, six reports were published at two-month intervals.

The Early Detection of Risk Committee performs critical tasks such as the timely identification and assessment of strategic, operational, financial, and other risks that could jeopardize Klimasan's existence, growth, and sustainability, as well as calculating their likelihood and potential impacts. Furthermore, it provides recommendations and advice to the Board of Directors for managing and reporting these risks in line with the corporate risk tolerance, and for taking necessary measures.

The Klimasan Risk Coordinator ensures that the detailed functional risk logs created in bimonthly cycles are reviewed and that updated versions are obtained from the departments. Additionally, the Coordinator prepares a consolidated risk report that includes details of revisions and risk analysis studies conducted during the bimonthly period and shares it with the Company's Senior Management and Committee Members. The Risk Coordinator is responsible for maintaining effective communication with departments, periodically creating the risk report, and sharing it with Senior Management. The coordinator also supports training and workshops aimed at increasing corporate risk management awareness.

In 2024, six risk reports were created, covering the departments' risks in five main categories—financial, operational, strategic, reputational, and legal compliance—and including action owners and deadlines. These reports include comparisons with previous periods as well.

In 2024, the focus was on topics such as energy efficiency, digitalization, supply chain resilience, and compliance with legislative changes. Therefore, priority was given to managing procurement and sales risks arising from economic fluctuations and inflation for this year.

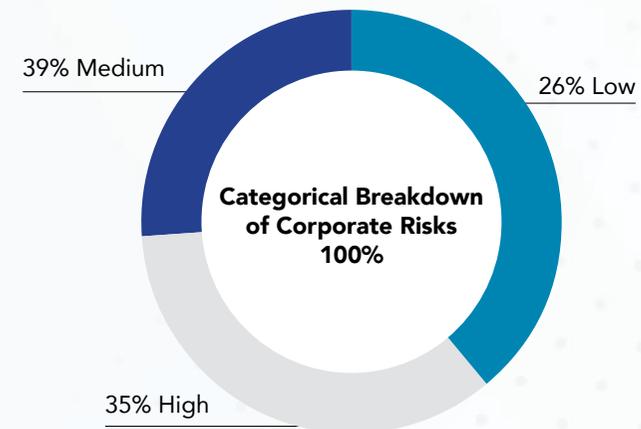
At Klimasan, risk management systems are reviewed at least once a year. Recommendations are presented to the Board of Directors for improving internal control systems, including risk management and information systems and processes that can minimize the impact of risks that may affect group stakeholders.

As part of corporate risk management efforts, reputational risks are also reviewed every two months. In this process, all potential situations that pose a risk of financial and/or reputational loss for the Company are evaluated through the Ethics Hotline mechanism, which is managed by the internal audit directorate and allows for notifications

from employees. This mechanism provides employees with the opportunity to report and address risks the Company may face in accordance with ethical and legal standards.

Within the framework of corporate risk analysis, Klimasan's social risks are also monitored. Corporate risks related to human resources, occupational health and safety, legal, and quality management systems processes are managed under the supervision and responsibility of the relevant department managers and monitored by senior management. Similarly, financial risks are also tracked and managed through corporate risk management.

As of the end of the 6<sup>th</sup> period in December 2024, the distribution of a total of 50 corporate risks across risk categories is as follows:



## PROACTIVE RISK AND CRISIS MANAGEMENT

Klimasan continuously keeps the risk and opportunity assessments of all its management systems up to date.

### Breakdown of the 20 Corporate Risks with the Highest Score by Departments

Supply Chain	5
Quality	4
Production	3
Human Resources	3
Information Technology	1
R&D	1
Legal	1
Sales and After-Sales Services	1
Technical and Lean	1

### 2024 Corporate Risk Management Activity Highlights

13 corporate risks monitored by senior management and the Early Detection of Risk Committee were eliminated after completing improvement actions.

The frequency of corporate risk analysis review meetings, conducted with the participation of senior management and relevant department managers, as well as risk analysis workshops held between the risk coordinator and departments has been increased.

In 2024, the internal audit directorate provided Corporate Risk Analysis Information Training to all process managers and organized a Risk Analysis Workshop.

In this session, the corporate risks faced by Klimasan and the corresponding actions were discussed.

Risk assessments are scored based on a probability by impact matrix and are categorized into low, medium, and high risk levels. For each risk, a responsible person, target date, and action plan are assigned; the remaining "residual risk"



level after measures are taken is also monitored. In 2024, heat recovery systems were installed as part of energy efficiency efforts, and measures were taken to prevent digitalization-based interruption risks through shopfloor digital tracking systems and PLIS upgrade projects. The domestic supply rate was increased to counter supply chain dependency, and automation investments were made to prevent manual handling accidents.

Evaluation meetings were held with the participation of senior management representatives to discuss anticipated risks for 2024 and the measures that could be taken.

### Management Systems Risk Management

At Klimasan, management systems are implemented in an integrated manner. In this context, corporate and operational risk and opportunity analyses are conducted throughout the year. Detailed and comprehensive risk analyses are performed within the framework of ISO 14001 Environmental, ISO 50001 Energy, ISO 45001 Occupational Health and Safety (OHS), ISO 27001 Information Security, and ISO 9001 Quality Management Systems. All departments are responsible for conducting risk and

opportunity assessments of their processes, eliminating risks, and capitalizing on opportunities to ensure the effectiveness of the management systems.

The Company continues its efforts to identify environmental and energy aspects and assess their impacts within the scope of its environmental and energy management systems, monitoring the environmental and energy management-related risks of all operational and administrative processes through monthly reviews. Environmental Risk Analysis studies are examined during the annual Integrated Management Systems External Audit.

Klimasan keeps the risk and opportunity evaluation of all its management systems continuously updated, and the risks are examined in detail by the certifying body during the annual periodic external audits of the management systems. In accordance with ISO 9001 Quality Management System requirements, the workflows of all processes are mapped in detail, responsibility areas are defined, and the risks and opportunities of the processes are identified through SWOT analysis. In this framework, necessary action plans are developed.

## PROACTIVE RISK AND CRISIS MANAGEMENT

# Klimasan views risk management as a cornerstone of sustainability.



Klimasan effectively carries out the identification and monitoring of all risks it faces or may potentially face through its Early Detection of Risk Committee. The Company manages social, environmental, economic, and governance risks through its established methods.

Throughout 2024, the Early Detection of Risk Committee convened at regular intervals, and six corporate risk reports were prepared in bimonthly cycles and shared with the Board of Directors. These reports include the assessment of risks using probability-impact matrices, comparisons with previous periods, and the tracking of actions taken.

The Committee identifies strategic, operational, financial, and reputational risks that could jeopardize Klimasan's sustainability in a timely manner and integrates them into the management process. Recommendations are developed to manage risks in line with corporate risk tolerance, and guidance is provided for their implementation.

The Company's Risk Coordinator reviews the functional risk logs every two months and collects updated versions from the departments. The consolidated risk report, prepared based on this information, is shared with Senior Management and Committee Members, and the resulting actions are monitored. Additionally, two informational training sessions and one risk analysis workshop were organized in 2024 to increase corporate risk awareness.

During 2024, preventive measures were taken on topics such as climate-related events, energy supply, digital transformation processes, and compliance with environmental legislation. The ratio of local suppliers was increased to mitigate supply chain dependency, heat recovery systems were installed as part of energy management, and cybersecurity measures were strengthened.

Within the framework of its management systems, including ISO 14001, ISO 50001, ISO 45001, ISO 27001, and ISO 9001, Klimasan ensures that departments review their risk and opportunity analyses at least once a year. These analyses form the basis for both internal audit processes and annual external audits of the management systems.

The link between Corporate Risk Management and ESG has also been strengthened. Potential risks in areas such as human resources, occupational health and safety, information security, and supplier relations are continuously monitored by the relevant managers. The Ethics Hotline application allows employees to provide feedback that can contribute to the organization in a secure environment.

Klimasan views risk management not just as a legal requirement but as a cornerstone of sustainability. The actions taken in this context are developed in line with the Company's long-term value creation strategies.

## INTERNAL AUDIT AND CONTROL

# The Audit Committee conducts its meetings on a specific agenda.

At Klimasan, the purpose, authority, and responsibilities of the internal audit activities, as well as the working style and structure, are defined by documents such as the "Internal Audit Regulation" and the "Audit Committee Regulation Principles," which have been approved by the Board of Directors and communicated to the organization. The Internal Audit Department is structured under the Board of Directors, and its activities are carried out by reporting to the Audit Committee, which consists of independent Board members. This structure ensures that internal audit activities are conducted in accordance with the principles of independence and impartiality, and audit results are communicated transparently to senior management.

Structured in compliance with the Corporate Governance Principles of the Capital Markets Board, the Audit Committee is composed of two independent members of the Board of Directors. The Committee is responsible for taking all necessary measures to ensure that internal audits are conducted adequately and transparently across all areas, as well as for the effective implementation of the internal control

system. The Committee submits all its recommendations on matters for which it is responsible, including its views and suggestions regarding the internal audit and internal control system, to the members of the Board of Directors in writing, either during Board meetings or via email. The Audit Committee, which convened four times in 2024, conducts its meetings based on a specific agenda.

At Klimasan, internal audits are conducted by the Internal Audit Directorate in accordance with the standards published by the Institute of Internal Auditors (IIA). In addition, internationally accepted practice standards such as the COSO internal control framework and ISO 19011 are used as guidelines. These approaches ensure that audit activities are carried out in line with the principles of effectiveness, transparency, and sustainability.

The purpose of internal audit activities is to ensure the accuracy and reliability of financial and operational information, enhance the effectiveness and efficiency of operations, safeguard company assets, and ensure compliance with laws, regulations, and contracts.



## INTERNAL AUDIT AND CONTROL

# At Klimasan, as part of its audit activities, local and global regulatory requirements are reviewed.



The annual risk-based internal audit plan is prepared by the Internal Audit Department and submitted to the Audit Committee for its review and approval. Previous audit reports, requests from Senior Management and the Audit Committee, operational, sectoral, and business model changes, and corporate risk reports are used as inputs in the creation of the audit plan. Within the scope of the plan, audit and advisory activities were carried out regularly and systematically throughout the year in the designated processes. Furthermore, corporate risk reports, prepared six times a year to assess the effectiveness of the internal control environment, have been integrated into the internal audit process.

In line with the approved audit plan, process-oriented internal audit activities are conducted, and the audit reports are submitted to the audited department, the senior operational management of the Company, and the Board of Directors. The agreed action plans are documented and monitored by the Internal Audit Department, and reported periodically to the Audit Committee. Actions are implemented according to set deadlines, with supporting documents reviewed and the adequacy of implementation assessed. When actions are completed, they are assessed as "adequate" and formally closed.

In 2024, audits were conducted on the year-end inventory count process, After-Sales Services follow-up, the process audit of the Klimasan Russia subsidiary, and the Purchasing and R&D processes. In addition, audit and control activities continued throughout the organization. The general scope of these audits included a detailed review of areas such as organizational structure, human resource management, use of information systems, supplier selection processes, reporting mechanisms, segregation of duties and authority, internal approval hierarchies, and regulatory compliance. As a result of these efforts, 50 action plans were created, and their current status is being monitored by the Internal Audit Department.

At Klimasan, as part of its audit activities, local and global regulatory requirements are reviewed, and compliance status is monitored. In addition to financial, operational, and reputational risks that pose a material and/or immaterial loss risk to the Company, other serious risks such as bribery, corruption, money laundering, theft, document forgery, conflicts of interest, confidentiality breaches, and child rights violations are also assessed. As a result of these audits, risk areas such as conflicts in authority, reporting weaknesses, information security vulnerabilities, and operational inefficiencies were identified. For each finding, detailed recommendations were developed under the heading of "audit recommendations," and the resulting action plans were established in agreement with the relevant departments.

Additionally, the Company's Ethics Hotline, which is accessible only to the Internal Audit Department, is actively used for employees to report on these risks. As part of the

orientation program, new employees are provided with detailed information about the internal audit department and the ethics hotline procedures. Reports submitted to the Ethics Hotline are meticulously investigated, and the results of the investigations are presented to the Audit Committee and the Board of Directors.

At Klimasan, the internal control system is structured with a holistic approach to cover all business processes. All processes, from operational activities to financial reporting and from regulatory compliance to human resources, are considered part of this system. Key control points within the system include cybersecurity, authorization management, human resources and talent management, information access and control processes, secure data access, and accurate reporting.

The internal control system is regularly reviewed in line with the annual audit plan and is also supported by corporate risk reporting, which is conducted six times a year. These assessments are shared with the Early Detection of Risk Committee, and the feedback is taken into account in new audit plans. The Internal Audit Department, along with relevant business units and senior management, plays an active role in the process.

Throughout 2024, improvements were made in many areas to enhance the effectiveness of the system, including simplifying SAP authorization matrices, strengthening control points, improving digital monitoring systems, developing systematic reporting tools, and providing regulatory guidance. These improvements directly support corporate decision-making processes and risk management.

## BUSINESS ETHICS, LEGAL COMPLIANCE, AND TRANSPARENCY

# Klimasan's ethical values are defined as reliability, fairness, pride, and respect for employees.

### Culture of Ethics, Compliance, and Social Responsibility of Klimasan

As a company firmly committed to the principles of ethical conduct, human rights, environmental responsibility, and transparent governance in the business world, Klimasan has been a signatory of the United Nations Global Compact since 2019. In this context, it acts with a sense of responsibility for fundamental issues such as human rights, fair labor conditions, environmental sensitivity, and the fight against bribery, adopting the integration of these principles into its business processes as a corporate goal.

At Klimasan, the Code of Ethical Conduct, which applies to all employees, is supported by mandatory informational and awareness training each year. The Code of Ethical Conduct and Implementation Principles document, the Company's primary reference in this area, is not only a guide but is also considered one of the cornerstones of the work culture. The implementation of the rules is regularly audited by the Internal Audit Directorate and is supported by the

Ethics Hotline mechanism, which allows employees to securely report potential violations.

The Ethics Hotline provides a channel for employees to anonymously convey their ethical concerns, complaints, or suggestions. Reports submitted to the Ethics Hotline are evaluated by the Internal Audit Directorate, which reports directly to the Audit Committee, and the entire process is managed based on the principle of confidentiality. Reports are shared with a limited number of people on a system accessible only to the Internal Audit Coordinator and are reported to the Board of Directors when deemed necessary. Reports can be submitted via email (etik@klimasan.com.tr), telephone, or written application. To prevent misuse of the system, unfounded or defamatory reports are evaluated in coordination with Human Resources. One report was received in 2024, as was the case in 2023, and both were concluded in accordance with procedure. The Ethics Hotline system was reintroduced to employees to encourage its use.



Klimasan's ethical values are defined as reliability, fairness, pride, and respect for employees. These values are clearly defined in both the Social Compliance Policy and the Code of Ethical Conduct and Implementation Principles document, and employees are expected to act in accordance with these values in their daily work. The fight against bribery and corruption is addressed in detail in these documents and presented as binding rules for both employees and suppliers. In this context, case-based awareness training was provided to all employees throughout 2024, anti-corruption commitments were added to supplier contracts, and internal audit activities were intensified in areas with a risk of conflict of interest.

### Training and Awareness Activities

In 2024, Klimasan successfully conducted ethics and compliance training for all its employees under three main topics. This training included:

1. Mandatory General Business Ethics and Code of Conduct Training for all employees,
2. Fair Competition and Ethical Trade Training for the Sales, Marketing, Finance, and Human Resources departments,
3. Purchasing Ethics Training offered specifically to Supply Chain employees.

This training was conducted through user-friendly online platforms, while employees without computer access were informed via SMS and provided with physical copies of the relevant documents. The training content aims to establish an ethical culture within the Company and enable employees to make the right decisions when faced with potential ethical dilemmas.

## BUSINESS ETHICS, LEGAL COMPLIANCE, AND TRANSPARENCY

# Klimasan supports its responsibilities in the area of social compliance with regular audits.

As a reflection of the importance it places on ethical values, Klimasan publishes its Code of Ethical Conduct and Implementation Principles in a way that is accessible to all employees.

Furthermore, participation in the training was ensured across all levels of employees, awareness was measured through post-training surveys, and the content was updated accordingly. The internal audit unit supported the process by sharing the training content with departments during management meetings.

### Social Compliance Performance and Audits

Klimasan supports its responsibilities in the area of social compliance with regular audits. In this context, following the Sedex Social Compliance Performance Assessment conducted by Intertek in 2024, the Company was awarded "Green Status" by TCCC, and it was reported that no additional audits would be required for the next three years. This achievement is a clear reflection of Klimasan's commitment to human rights, working conditions, and ethical values in its business processes.

### Corporate Social Compliance Policy

Klimasan's Corporate Social Compliance Policy is built on an inclusive and responsible approach that encompasses all stakeholders, from employees to suppliers.

This policy covers the following 15 fundamental principles:

1. Ethical Business Conduct
2. Equal Opportunity Approach
3. Voluntary Employment
4. Prevention of Child Labor
5. Working Hours and Compensation
6. Occupational Health and Safety
7. Freedom of Association and Right to Representation
8. Suggestion, Request, and Complaint Process
9. Rest Days and Holidays
10. Fair Recruitment Process
11. Employment Contracts
12. Respect for Foreign National Employees
13. Prevention of Harassment, Mobbing, and Mistreatment
14. Environmental Protection
15. Transparency and Stakeholder Communication

### Code of Ethical Conduct and Implementation Principles Document

As a reflection of the importance it places on ethical values, Klimasan

publishes its Code of Ethical Conduct and Implementation Principles document in a way that is accessible to all employees.

The document is shared with employees in both printed and digital formats and provides ethical guidance under the following seven main headings:

1. Message from the Chairman of the Board
2. General Principles
3. Our Values
4. About Our Rules
5. Doing the Right Thing
6. Code of Ethical Conduct
7. Acknowledgment Form

This document explains how employees should act when faced with unethical situations and forms the basis of a system to prevent ethical violations. It is also provided to new employees during the recruitment process, explained during orientation, and reminded to all employees once a year.



## FAIR COMPETITION

# Klimasan views the Fair Competition Principle as one of the cornerstones of its corporate ethical understanding in its operations.

To ensure a fair competitive environment and maintain its competitive advantage in the sector, Klimasan implemented various policies, training, and audit practices throughout 2024. As a company listed on Borsa Istanbul, Klimasan transparently reports all its financial results, financial indicators, and sales data to the public at regular intervals via the Public Disclosure Platform (KAP). The Company's financial statements are audited by the independent audit firm BDO, and the audit results are publicly disclosed, ensuring the accuracy and reliability of financial information through regular audit processes.

Klimasan views the principle of fair competition as one of the cornerstones of its corporate ethical understanding and institutionalizes this approach through documents such as the Social Compliance Policy, Code of Ethical Conduct Principles, and Supplier Code of Conduct. While supporting competition based on quality, service, and price performance, the Company does not provide direct or indirect support to any political institution or individual and continues its operations in adherence to the principle of political neutrality.

Additionally, principles of compliance with competition law, avoidance of conflicts of interest, ethical trade, and transparency are guaranteed in writing through the Integrated Management System Policy, Sustainability Policy, Social Compliance Policy, Supplier Code of Conduct, and Code of Ethical Conduct documents. As part of its anti-terrorist approach, the fundamental principles of conduct that Klimasan employees must adhere to include refraining from practices such as price-fixing, market sharing, or collusion with competitors; avoiding commercial or industrial espionage; offering products and services only in response to demand; and not providing misleading information to customers. The Company has adopted the principle of always representing the quality of its products and services with integrity.

Throughout 2024, "Business Ethics and Code of Conduct Training" was provided to all employees at Klimasan, featuring content enriched with case studies on topics such as fair competition, ethical trade, customer relations, and transparency. More comprehensive and practical training modules were prepared for personnel in the sales, marketing, finance, human resources, and supply



chain units and integrated into the annual Training Plan. Additionally, inclusivity was ensured by sending informational SMS messages to field employees without computer access. Following the training, all participants were required to sign an ethics and competition compliance commitment.

As part of integrating fair competition principles into daily operations, multi-level approval mechanisms are applied in pricing, campaign, and promotion processes. A legal assessment is conducted before any communication with competitors, and it is required that any information obtained from competitors be acquired only through legal means. Sales representatives' communications with customers are based solely on technical data and documented comparisons, with manipulative statements are strictly forbidden.

During the reporting period, no lawsuits were filed against Klimasan, and the Company did not receive any official complaints or allegations regarding anti-competitive behavior, price-fixing, trust formation, or unethical business practices. The Ethics Hotline reporting and internal audit mechanisms were actively operated, and systemic controls to prevent potential risks were meticulously implemented throughout 2024. Reports submitted to the Ethics Hotline are received anonymously, evaluated by the Internal Audit Directorate, and, when necessary, a formal investigation process is initiated.

Throughout 2024, Klimasan was not involved in any reviews, investigations, or legal proceedings by the Turkish Competition Authority or other competition authorities. Full compliance with the governance and transparency principles of TSRS 2 was achieved through ethical risk management, internal audit activities, and proactive controls.

## OUR ECONOMIC SUSTAINABILITY COMMITMENTS AND TARGETS

		2021	2022	2023	2024
To keep the annual number of intellectual property rights and university-industry cooperation projects above 10		16	29	26	26
To keep the ratio of recyclable materials used in final product production above 96%		96.5%	96.5%	98%	98%
Achieve "Gold" Status in the 2024 EcoVadis CSR Assessment		63	76 (Gold)	78 (Gold*)	79 (Gold)
To conduct on-site audits for domestic suppliers representing 80% of the procurement volume		74%	76%	76%	70%
To improve the energy consumption of products by 5% compared to the previous year by increasing sales of products with high-energy-efficiency (kWh/std. unit product*day)		2.74	1.71	1.46	1.46

## SUMMARY FINANCIAL AND OPERATIONAL INDICATORS

# In 2024, Klimasan increased its sales and expanded its balance sheet.

As of 2024, Klimasan's financial performance presented a mixed picture. The Company achieved significant growth in net sales, and the net sales figure of TL 3.57 billion in 2023 increased by approximately 60% to reach TL 5.73 billion in 2024. This is a reflection of growth in export markets and developments in the product portfolio. As of 2024, approximately 86% of revenues were generated from product sales, with the remaining 14% from service and rental activities. In terms of regional distribution, 43% of sales were generated from EMEA (Europe, Middle East, and Africa), 40% from South America, and 17% from Central-North America. These figures reflect the Company's strong presence in international markets and its extensive distribution network.

However, despite this high revenue growth, the Company's net profit for the period, which was TL 125 million in the previous year, resulted in a loss of TL 260 million in 2024. This sharp decline can be attributed to rising operational costs, increased financial expenses, or the

adverse effects of currency fluctuations. The shift from profit to loss represents a significant setback in terms of profitability.

In contrast, Klimasan's total asset size continued to grow. The asset size, which was approximately TL 7.7 billion at the end of 2023, exceeded TL 9 billion by the end of 2024. This indicates that the Company's investment capacity is sustained and its balance sheet growth continues.

Liquidity indicators, however, present a positive outlook. Both the current ratio and quick ratio increased in 2024, indicating that Klimasan is in a stronger position to meet its short-term liabilities compared to the previous year.

In conclusion, Klimasan increased its sales and expanded its balance sheet in 2024 but experienced a challenging year in terms of profitability. Looking ahead, the Company's main focus will be on balancing this rapid growth with sustainable profitability.

### SUMMARY FINANCIAL INFORMATION

Summary Financial Information	2020	2021	2022	2023	2024
Net Sales (TL)	978,280,732	1,735,021,684	2,772,970,991	3,578,519,872	<b>5,731,122,028</b>
Net Profit for the Period (TL)	48,572,778	21,538,620	137,023,688	125,512,362	<b>-260,645,195</b>
Total Assets (TL)	1,479,691,169	3,220,291,538	4,250,386,853	7,710,909,183	<b>9,060,911,885</b>
Current Ratio	2.1741	1.31	1.21	1.02	<b>1.37</b>
Quick Ratio	1.86	1.08	0.83	0.76	<b>1.06</b>
Short-Term Liabilities/Total Assets	0.40	0.54	0.49	0.52	<b>0.43</b>
Long-Term Liabilities/Total Assets	0.37	0.27	0.13	0.10	<b>0.18</b>
Equity/Total Assets	0.23	0.19	0.38	0.38	<b>0.38</b>
Net Profit/Net Sales	0.05	0.01	0.05	0.04	<b>-0.05</b>

	CAGR 2024>>2013	CAGR 2023>>2013
Net Sales	<b>32.59%</b>	30.46%
International Sales	<b>30.75%</b>	29.00%
Domestic Sales	<b>34.87%</b>	27.19%

## OPERATIONAL EXCELLENCE AND QUALITY

In 2024, the customer satisfaction rate reached 96.3%, while the critical error rate was kept at a level of 0.08%.

Klimasan shapes its operational excellence approach in line with its quality, efficiency, digitalization, and sustainability goals, managing all its processes within an integrated structure. The Company's quality policy has a holistic structure that encompasses not only production performance but also customer satisfaction, supplier collaboration, environmental impact, and occupational health and safety. The quality-oriented management approach is supported by integrated management systems based on international standards such as ISO 9001, ISO 14001, ISO 45001, ISO 50001, ISO 27001, and ISO 17025, and is integrated with error prevention methods, process controls, and data-driven analysis at every stage of production.

Throughout 2024, Klimasan provided proactive responses to customer expectations, increased process reliability, and reinforced a culture of continuous improvement based on employee participation through its quality

management activities conducted in compliance with national and international standards. By positioning quality not as a result but as a fundamental building block of its corporate culture, the Company has both optimized its internal processes and strengthened external stakeholder trust through the data-driven control systems it implemented throughout the year.

In 2024, the customer satisfaction rate reached 96.3%, and the critical error rate was kept at a level of 0.08%. In addition, the first-time right production rate was recorded at 92.05%, while 82% of feedback from after-sales service processes was evaluated positively.

### PROCESS MANAGEMENT

Klimasan's process management approach is built on integrated management systems, digital platforms, and continuous review mechanisms. All processes are defined with SWOT analyses, risk-opportunity assessments, and workflow charts; responsibilities are assigned, and they are managed through digital portals.

All of the Company's operational and managerial processes operate in an integrated manner with the ERP infrastructure and are carried out in compliance with quality, environmental, energy, information security, and occupational health and safety management systems. Performance monitoring, with a total of 138 KPIs, is presented to senior management on a monthly, quarterly, and annual basis; action plans are implemented based on actual results.

As of 2024, some of the key indicators used to monitor process effectiveness are as follows:

- First-Time Right Production Rate: 92.05%
- Critical Error Rate: 0.08%
- KPI Target Achievement Rate: 93.7%
- Positive Feedback Response Rate: 82%

Thanks to the traceability of document management and corrective and preventive actions conducted via QDMS, audit and process verification activities were managed in coordination among all departments. In 2024, 154 new documents were created and 417 documents were revised on QDMS.

The main platforms that support process management through digital systems include:

- **ERP Software** Integration and monitoring tool for operational processes
- **QDMS:** Document, action, and quality process tracking
- **Service Cloud:** After-sales service monitoring and service coordination

- **ManageEngine:** IT support process management
- **KLİK Portal:** Human resources processes and performance tracking

Thanks to all these platforms, transparency and traceability across processes are ensured, and areas for improvement can be quickly identified and addressed.

### CONTINUOUS IMPROVEMENT AND INVESTMENTS

Klimasan's continuous improvement approach is strengthened by employee participation, data-driven decision-making, lean manufacturing practices, and digitalization investments. The Company emphasizes enhancing quality through the contributions of field employees and institutionalizes this process through feedback and suggestion mechanisms.

#### Suggestion System and Participatory Management

In 2024, 256 suggestions were collected through the digital suggestion platform, 29% of which were implemented. Among these suggestions, 40% were related to quality and process improvement, 35% to production efficiency, 15% to occupational health and safety, and 10% to environmental benefits. Suggestion providers were regularly rewarded, and social events were organized for high-scoring departments.

## OPERATIONAL EXCELLENCE AND QUALITY

### Top 10 Departments with the Most Suggestions in 2024

**256 suggestions**

Total

**12.9%**

Double Door (DD)

**10.9%**

Secondary Glass

**5.5%**

Dyehouse

**16.8%**

Single Cabin (SC)

**9.0%**

Deep Freeze (DF)

**5.5%**

Incoming Quality Control

**2.7%**

Maintenance

**3.1%**

Process Quality

**7.0%**

Dedicated Line

**7.4%**

Metal Operations

**A total of 256 suggestions were submitted by employees in 2024.**

## OPERATIONAL EXCELLENCE AND QUALITY

# At Klimasan, all employees are ensured participation in production and management processes.

### Kaizen Activities

Klimasan believes that teamwork is the most important factor in setting a goal, creating the necessary strategies to achieve it, and ultimately reaching the goal.

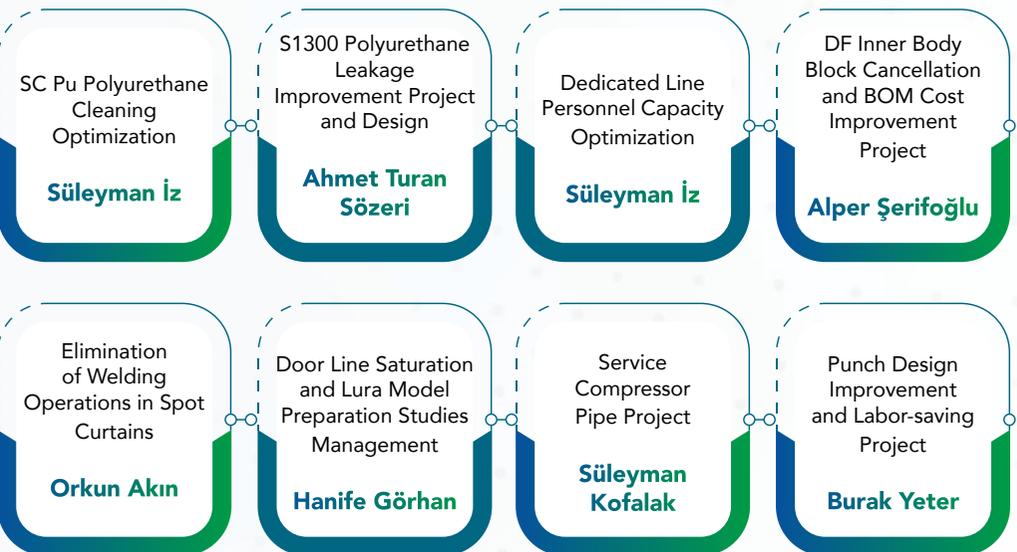
In the goal-setting and strategy development processes, Kaizen activities hold special importance for the Company.

At Klimasan, the participation of all employees in production and management processes is ensured. The primary goal is to involve employees who are in direct contact with issues and can identify them through continuous improvement projects and equipment improvement activities led by the Kaizen team. In this context, every individual involved in the process is responsible for Kaizen practices and is an integral part of these initiatives. Ideas from employees at all levels are collected and used as data to guide the process. This approach strengthens Klimasan's culture of continuous improvement and supports its organizational success.

In 2024, the Kaizen and Method Team carried out 601 production support and improvement activities. A total of 420 Kaizen projects, 121 line improvement projects, and 60 standardization activities were implemented. To improve the performance and ergonomics of production processes, 378 new master models and fixtures were made and put into use. For employee health and safety, 204 actions were completed. Additionally, to contribute to company productivity, time studies and line balancing were conducted for 80 products.

As a result of 11 Yamazumi studies and the Time Prism time study analysis program conducted by the Kaizen and Method Team in 2024, the factory achieved labor savings equivalent to eight employees, leading to a 1% increase in overall efficiency.

To further strengthen factory-wide project management and lean culture, the annual project management workshop "We Grow Together" was held with the participation of all factory departments. Within this framework, eight projects were implemented, delivering an additional 2% improvement in overall factory efficiency.



## OPERATIONAL EXCELLENCE AND QUALITY

As of 2024, a total of 367 planned maintenance and 114 predictive maintenance applications have been carried out.

**Total Productive Maintenance (TPM)**  
The Total Productive Maintenance (TPM) approach, which makes an effective contribution to Klimasan’s sustainability and efficiency efforts, is sustained through the participation of all employees in the practices. The main goal is to reduce machine downtime, ensure that planned and predictive maintenance is carried out regularly, and promote continuous improvement.

Forms covering simple maintenance, cleaning, and inspections performed by operators in the organization have been revised in both visuals and content, and uploaded to the QDMS system for systematic tracking and updates. A total of 187 autonomous maintenance forms are tracked in the QDMS system.

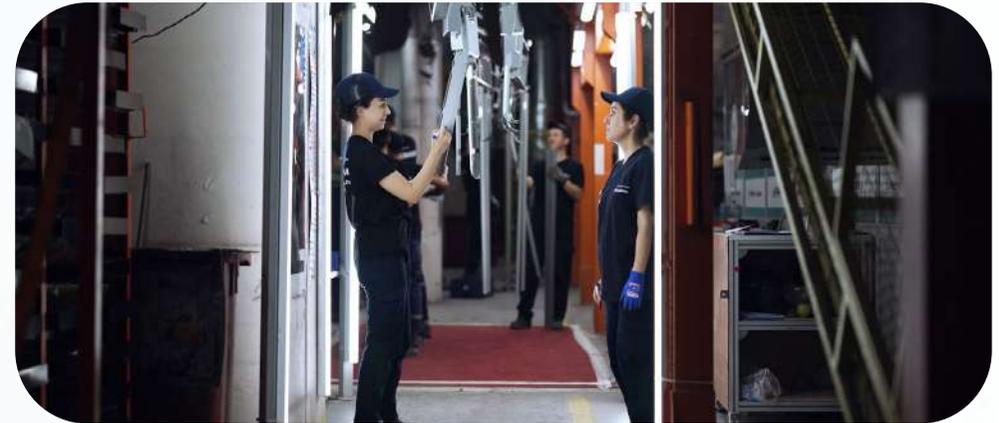
As part of Klimasan’s maintenance activities and goals, the increase in energy measurement points allows for better analysis of energy usage areas. Necessary equipment investments and improvement projects are implemented to reduce energy consumption. In this context, an investment was made in three natural gas meters, which were installed on the hot water boiler and baking ovens, and their usage is now being monitored.

Additionally, periodic thermal measurements are conducted across the organization, and predictive maintenance activities are increased to prevent machine downtime and failures, ensuring the continuity of planned maintenance efforts.

To monitor air and gas leaks, an investment was made in ultrasonic leak detection equipment, which has been actively put into use. On-site detection and elimination of air leaks have been ensured.

As of 2024, a total of 367 planned maintenance and 114 predictive maintenance applications have been carried out. Weekly 5S activities and the project carried out by the Kaizen team support this process with improvement efforts. Tracking and auditing of TPM activities are easily done through autonomous maintenance forms and weekly reporting.

In July 2024, the main compressor overhaul at the factory was completed. While the specific energy value consumed by the replaced compressor to compress 1 cubic meter of air was 0.1607 kWh/m<sup>3</sup>, this value dropped to 0.110 kWh/m<sup>3</sup> with the new compressor.



The ROI of this overhaul project is 1.7 years. During the compressor investment, additional investments were also made in new-generation air dryers, a flow meter to measure airflow and continuously monitor the specific power value, and a control system to ensure equal aging of the compressors.

To utilize compressor waste heat, a duct system was installed to convey fan waste heat to the metal works guillotine and sheet metal warehouse area. Two natural gas radiant heaters with an installed capacity of 30kW operating in this area were decommissioned.

Throughout 2024, electricity and natural gas savings were achieved thanks to ongoing automation efforts. On inactive lines, high-energy-consuming equipment such as drive motors, pump motors in hydraulic systems, and burners were configured to shut down automatically, resulting in energy savings.

In 2024, seven natural gas-powered radiant heaters were installed across the organization to replace electric heaters used for heating. While this led to a decrease in electricity consumption, there was a slight increase in natural gas usage. However, a reduction was achieved in total energy costs and carbon emissions.

### 2024 Planned/Predictive Maintenance Analysis



## OPERATIONAL EXCELLENCE AND QUALITY

# In 2024, Klimasan's operational excellence approach combined lean manufacturing and quality management with digitalization and a participatory culture.

### 2024 Investments

Klimasan made a total investment of approximately EUR 2.2 million throughout 2024. These investments focused on digitalization, automation, energy efficiency, and increasing production capacity. Some of the prominent investments are summarized below:

- **PLIS Upgrade Project:** Digitalization of the quality tracking system
- **Dyehouse Capacity Increase:** Achieving efficiency by increasing production speed
- **Thermoform Machine Investment:** Capacity increase and quality improvement
- **Compressor Room Renovation:** Energy efficiency and cost advantage
- **Compressor Waste Heat Recovery:** Energy efficiency and cost advantage
- **DF Fixture Layout Project:** Quality improvement
- **Punch Line Retrofit Project:** Reduction of downtime and capacity improvement
- **Doruk Automation System:** Traceability and digital tracking of production processes
- **Tablet Purchases:** On-site use of digital recording infrastructure (2024 pilot–2025 rollout)

### Renewable Energy Investment with I-REC Certification

Since 2020, Klimasan has been investing in renewable energy sources to offset its annual electricity consumption. In this context, it has obtained the International Renewable Energy Certificate (I-REC), taking a significant step towards sustainable energy use.

In 2024, the Company consumed a total of 9,700 MWh of electricity from renewable energy sources. With this consumption, it became eligible to receive the International Renewable Energy Certificate (I-REC) issued by Aksa Elektrik. This achievement reinforces Klimasan's determination to reach its environmental sustainability goals and its commitment to renewable energy.

Klimasan aims to continue increasing its renewable energy investments in the future to reduce its environmental impact and minimize its carbon footprint.

Additionally, energy consumption was optimized through infrastructure investments such as natural gas meters, energy measurement points, and radiant heating systems, which reduced total annual energy costs by approximately 9%.

In conclusion, Klimasan's 2024 operational excellence approach combined lean manufacturing and quality management with digitalization and a participatory culture. This holistic management structure, which monitors the Company's process performance, involves its employees in the process, and is supported by data-driven decisions, is among the key elements contributing to sustainable growth.

### Investments in New Production Methodologies

Klimasan is developing new business models and production methods to gain

customers in new markets and regions and to increase its competitiveness in these areas. With the help of new production methodologies, such as SKD and CKD, the Company pursues a strategy of forming business partnerships by finding strong local partners in distant markets in regions with high customs duties. These projects help achieve gains such as optimization of logistics and customs costs, production costs, and raw material supply. By implementing the new production strategies, the Company aims to both increase sales volume by offering more competitive conditions to existing customers and to reach new customers, thereby expanding the market. In line with this goal, one SKD and one CKD project were launched in 2024, with shipments continuing throughout the year. With these projects, an external capacity increase of 25,000 units per year has been achieved.



SKD Project



CKD Project

## OPERATIONAL EXCELLENCE AND QUALITY

Klimasan has achieved a 35% reduction in energy consumption by replacing its compressors with state-of-the-art devices.



### Compressor Heat Recovery Project

The hot water boiler set point is 55°C, while in winter, the return water temperature is around 40°C. This project aims to use compressor waste heat to raise this water temperature to 45-50°C, depending on usage, and to use it in all of the following processes:

- In hot water boilers (for preheating hot water boiler return water)
- In building heating (in the administrative building's radiator system)
- In raw material tanks
- In HCS pump room heating
- In dyehouse bath water heating

The project has been commissioned and contributes to Klimasan's energy initiatives.



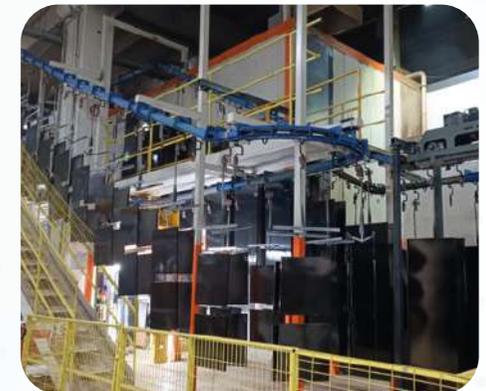
### Compressor Room Renovation

Klimasan has achieved a 35% reduction in energy consumption by replacing its compressors with state-of-the-art devices. In addition, the capacity of the collectors in the compressor room was increased through this investment, leading to a 20% improvement in overall system capacity.



### Punch Line Retrofit Project

With the renovation work on the punch line in the metal processing department, a significant improvement was achieved in failure-related downtime, and issues in spare parts supply were completely eliminated. Furthermore, a 7% capacity increase was achieved by increasing the machine speed.



### Dyehouse Capacity Increase Project

Through mechanical and line layout optimization work at Klimasan's powder coating facility, the line speed was increased from 5.5 m/min to 7.2 m/min, boosting production capacity by 30%. Additionally, a 25% reduction in natural gas consumption and a 21% improvement in the scrap rate were achieved.

## OPERATIONAL EXCELLENCE AND QUALITY



### Stretch Wrapping Machine Project for Efficiency and Waste Reduction

On the Klimasan DD-ÖH line, the manual stretch wrapping process at the end of the packaging line was eliminated by installing a fully automatic stretch wrapping machine, resulting in a 1.6% efficiency gain and a 4% reduction in stretch-related waste.



### Secondary Preparation Moving Line Project

Within the scope of the secondary preparation moving line project, where production was previously limited by manual bench-style labor, a 10% efficiency gain was achieved through an in-house moving line investment using insourced resources.



### Implemented Management Systems

- ISO 9001:2015 — Quality Management System
- ISO 14001 — Environmental Management System
- ISO 45001 — Occupational Health and Safety Management System
- ISO 50001 — Energy Management System
- ISO 27001 — Information Security Management System
- ISO 17025 — Laboratory Accreditation Certificate

## CUSTOMER SATISFACTION, EXPERIENCE, AND AFTER-SALES SOLUTIONS

# Klimasan supports its customers throughout the entire product life-cycle.

Klimasan prioritizes a customer-focused operating model among its core principles. The Company works to meet its customers' expectations to the fullest extent in order to ensure customer loyalty, increase customer satisfaction, and gain market share.

At Klimasan, customer satisfaction is the top priority, and the Company continues its efforts in line with this goal. In this context, new environmentally friendly products tailored to customer needs are developed, and customer expectations and suggestions are meticulously monitored. Service processes are systematically carried out for both in-warranty and out-of-warranty products. Customer requests are tracked digitally via the Klimasan CX Portal, ensuring traceability, transparency, and rapid response. Requests are promptly addressed through the system, which is integrated with the 444 0 789 call center. All customer feedback is analyzed via the CX Portal to monitor metrics such as service time, fault resolution speed, and satisfaction scores.

Klimasan's Manisa facility, where its high-quality products are manufactured, has an annual capacity of 812,000 units and offers over 180 different product types to more than 1,600 customers in over 100 countries. Ranked among the top 500 companies in Türkiye, Klimasan and its brands have a strong reputation as a reliable and innovative supplier of coolers and freezers for over 50 years.

Klimasan continues to support its customers throughout the entire product life-cycle. With over 180 After-Sales Service Centers across Türkiye, Klimasan aims to extend the service life of its products through qualified technical services. In 2024, the technical service satisfaction rate was 90%. Additionally, the performance of authorized service centers is monitored according to established KPIs, with evaluations conducted monthly and semi-annually based on criteria such as response time, work order closure time, first-time fix rate, and satisfaction score.



As part of its customer-centric approach, logistics, training, technical support, and operational processes are managed in coordination with teams under the After-Sales Services (ASS) Directorate. Regular performance tracking and KPI measurements are conducted through the directorate, and service quality is standardized with contracted authorized service centers.

Klimasan has digitized its spare parts logistics to shorten problem resolution times and increase the first-time fix rate. Supply and shipment processes, managed through the SAP infrastructure, enable inter-service delivery tracking, and stock optimization is performed for frequently used parts. Thanks to the ASS lead warehouse model, the dispatch rate within the first 24 hours has exceeded 90%.

Services offered within the scope of after-sales services include in-warranty services, out-of-warranty service and maintenance, product insurance, water cooler sanitation, on-site service, GPS-coordinated product location detection, warehouse-based maintenance, spare parts management, and refurbishment. Additionally, delivering critical spare parts to service centers in advance helps reduce parts procurement time and increase service speed.

To ensure the provision of accurate product information, Klimasan provides safety-related warning labels on each product and user manuals prepared by expert documentation teams. Furthermore, training on the use of the CX portal and ERP is organized for technical service centers, with practical training provided through online modules, technical

## CUSTOMER SATISFACTION, EXPERIENCE, AND AFTER-SALES SOLUTIONS

The customer satisfaction rate is evaluated based on service performance criteria.



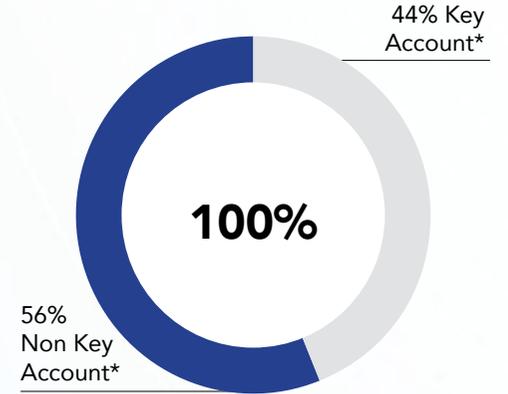
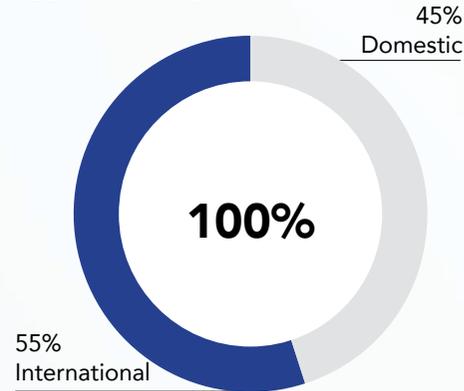
meetings, and demo products. A proficiency test is conducted at the end of the training, and participants are awarded certificates. These training sessions help increase the level of technical knowledge and improve the quality of customer communication.

After-sales repair and maintenance services are divided into two categories: "Commercial Coolers" and "Household Coolers." While the warranty period for commercial coolers can be extended up to 36 months beyond the legal requirement, this period can be set at five,

seven, or 10 years for household products, depending on seasonal campaigns. The spare parts supply period for all products is defined as 10 years.

In addition to its wide range of cooling products, Klimasan offers integrated and customized sales tools for points of sale to support customers' business strategies. Additionally, registered users can digitally track their requests and processes through the CX system. A digital knowledge base containing frequently asked questions, technical videos, and documentation is also available to users.

### Customer Profile



\*Key Account customers are global beverage and ice cream companies operating worldwide. Non-Key Account customers are beverage companies and distributors operating in local markets.

### Customer Satisfaction

Klimasan has developed multi-dimensional data collection and analysis mechanisms to measure customer satisfaction and ensure continuous improvement. All service transactions conducted through the CX (Customer Experience) Portal are tracked in an integrated manner by authorized service centers, the call center, and corporate customers. This system serves as the primary data source for analyzing customer feedback.

The customer satisfaction rate is evaluated based on service performance criteria, taking into account key indicators such as response time, first-time fix rate, parts procurement time, and customer feedback. In 2024, the rate of calls closed within 48 hours was 82.24%.

This rate is regarded as an indicator of a rapid response and effective resolution approach and plays a significant role in enhancing service quality.

Customer complaint management is conducted through multiple channels, including the call center, CX Portal, email/web forms, and authorized service centers. Each complaint is automatically recorded in the CX system and converted into a work order. Complaints are classified according to priority, type, and impact level, with critical cases managed directly by the After-Sales Services Directorate. Fault detection and resolution processes are monitored with the goal of completion within seven business days.

The effectiveness of customer complaint processes is measured by performance indicators such as average response time, work order closure time, satisfaction survey results, repeat complaint rate, and authorized service KPIs. Accordingly, root cause analyses

## CUSTOMER SATISFACTION, EXPERIENCE, AND AFTER-SALES SOLUTIONS

# Klimasan prioritizes digital transformation investments to continuously improve service performance.

are conducted, and trend reports are prepared quarterly to plan necessary preventive actions.

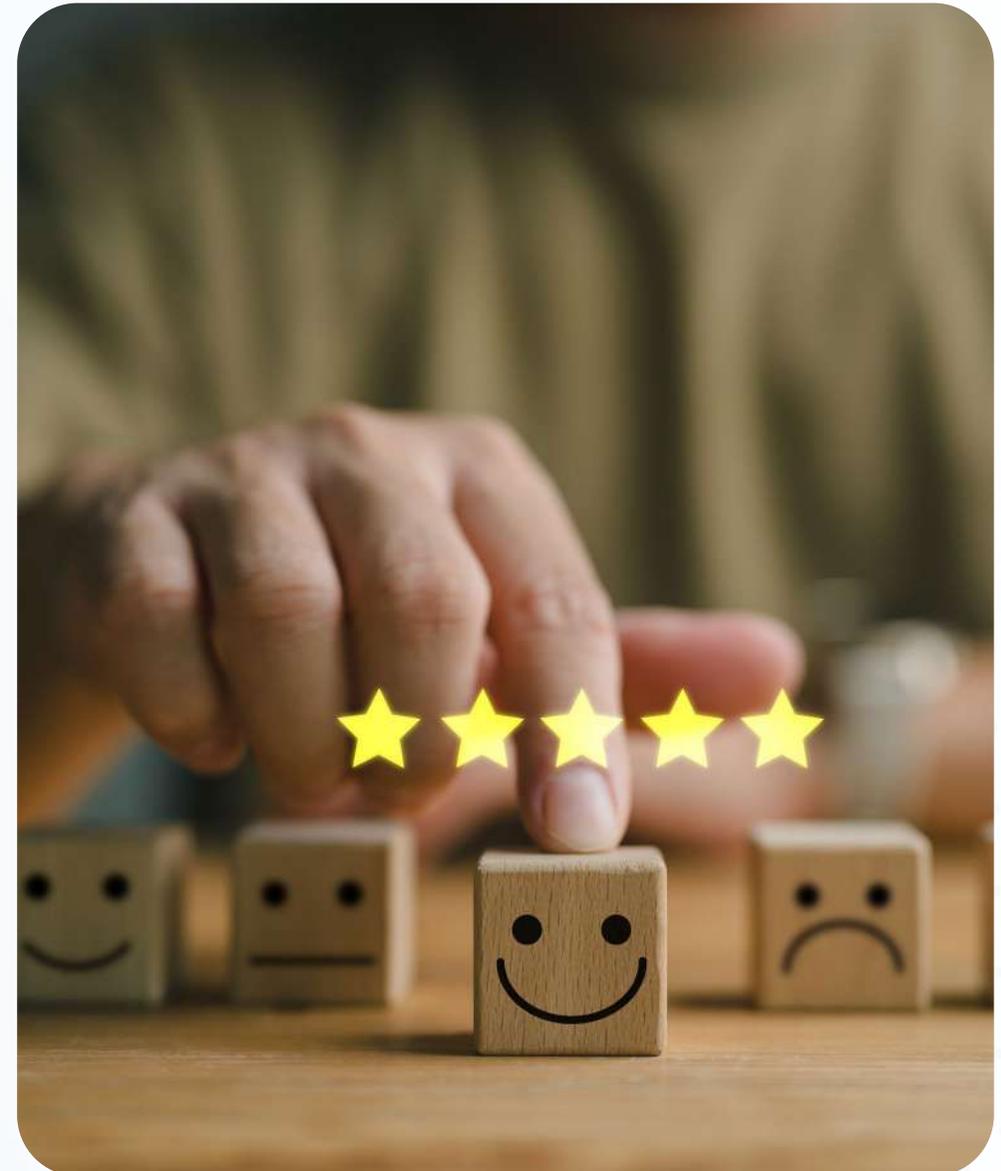
Klimasan also prioritizes digital transformation investments to continuously improve service performance. In 2024, authorized service centers' response times, spare parts requests, and work order flows were digitally integrated into the ERP system via the Service Cloud Portal.

As part of technical service development, face-to-face and online training sessions held throughout 2024 focused on topics such as new product groups, fault detection, parts replacement, and CX portal usage. Proficiency tests were administered at the end of the training sessions, with at least one technical staff member participating from each service point, and special development programs were implemented for low-performing locations.

Comprehensive user manuals and technical documentation, prepared to raise end-user awareness about product use and technical service processes, are provided in both digital and printed formats. Additionally, a digital knowledge base and a Frequently Asked Questions (FAQ) section provide users with easy access to information.

### Key Activities and Improvements in 2024

- Feedback from the field was evaluated through monthly authorized service meetings, and areas for improvement were identified.
- Technical training was provided in many African countries, and new product launch meetings were held for Şenocak dealers.
- Product quality and customer satisfaction were enhanced by examining sample materials collected from the field.
- The scope of orientation for the sales team was expanded.
- Low-performing service centers were supported through performance-oriented training for service employees.
- In 2024, digital transformation projects such as the ERP Service Cloud Portal were completed, and tablet applications were integrated into production processes.
- In the CX system, customer complaints are automatically recorded, classified, and targeted for resolution within seven business days. Average work order closure time and response times are monitored through performance indicators.



## CUSTOMER SATISFACTION, EXPERIENCE, AND AFTER-SALES SOLUTIONS

### International Service Organization

**40 authorized service centers across 3 continents**

**Over 200,000 service interventions per year**

**Stock management in services**

**Integrated management approach** with the ERP Service Cloud Portal

**Satisfaction survey research** to all end-users and corporate customers

**Regular training** for authorized service employees



## R&D, INNOVATION, AND DIGITAL TRANSFORMATION

# Klimasan ranked 146<sup>th</sup> on Türkiye's top 250 R&D centers in terms of R&D expenditure.

### Innovation at Klimasan

Klimasan continues to create a competitive difference through its R&D activities. Focusing its efforts on aesthetics, ergonomics, functionality, and energy efficiency, the Company develops products that fully meet expectations. It consumes fewer natural resources during the production phase and ensures its products achieve the desired outcome with less energy. Klimasan's R&D activities are structured into design groups to effectively address product specializations.

The in-house research and development group has grown in line with changing market conditions and the increasing variety of commercial cooler products, leading to the emergence of different areas of expertise. Areas of expertise not available within the Company have begun to be established internally through collaborations with leading global companies. With its export-oriented growth strategy, Klimasan has become one of the world's largest manufacturers of commercial-type coolers. It aims to become one of the most important players in this sector with the new products it has developed, which many of its competitors lack.

Klimasan ranked 146<sup>th</sup> in terms of R&D expenditure in Türkiye's top 250 R&D centers. As can be seen from this ranking, Klimasan allocates significant resources to its R&D expenditure rate and, consequently, to innovation.

At Klimasan, the production of products that consume less energy and have a lower environmental impact, with a reduced environmental footprint, forms the basis of its innovation efforts. The Company's R&D team leverages the latest technologies in product targeting and effectively penetrates the market by offering innovative solutions to customers. In this context, Klimasan further strengthens its leading position in the sector through extensive collaboration with national and international institutions and organizations. Klimasan serves as a role model in university-industry collaboration mechanisms and succeeds in disseminating a culture of collaboration to all employees through the different and pioneering partnership strategies it has developed over the years.

Always ranking at the top in intellectual property management in the commercial cooler sector, Klimasan has made a name for itself with numerous patents and designs, both nationally and internationally.



Klimasan produces not only excellent products but also digital, smart, and life-enhancing solutions for its customers.

The Klimasan R&D Center has become an exemplary brand in the sector with its nine Climate Control Test Chambers, years of accumulated knowledge and expertise in cooling system design, global experience and know-how sharing, laboratory and university collaborations, and 3D/2D modeling and design competencies.

For the last 10 years, the officially recognized Klimasan R&D, which is audited by the ministry, has consistently been one of the top 250 largest R&D centers in Türkiye since its establishment. The Klimasan R&D Center:

- Ranked 146<sup>th</sup> based on R&D expenditure.
- Ranked 90<sup>th</sup> based on the number of projects conducted.
- Ranked 19<sup>th</sup> based on the number of design application registrations.
- Ranked 4<sup>th</sup> based on the number of utility models.

In the future, Klimasan will accelerate its R&D efforts to:

- Increase the recyclability of its products and the use of recycled materials in them,
- Support both its own and its customers' responsible environmental activities by reducing emissions from the use phase of its products,
- Ensure the continuity of R&D activities that offer flexible solutions to customer demands,
- Support its suppliers' R&D activities by ensuring the continuity of its pioneering role in the supply chain through rapid adaptation to innovation and change, as well as a sustainable product approach.

## R&D, INNOVATION, AND DIGITAL TRANSFORMATION

Throughout 2024, Klimasan continued to give strategic priority to R&D and innovation activities.



Throughout 2024, Klimasan continued to give strategic priority to R&D and innovation activities and increased the resources allocated to this area. The total investment amount for R&D and innovation activities in 2024 was approximately EUR 621.3 thousand.

- A total of **197** projects and cost studies were conducted in **2024**.
- Of these projects, **106** were successfully completed and implemented.
- A total of **52** employees (**33** researchers, **15** technicians, and four support staff) working at the R&D center took an active role in the projects.
- Participation was ensured in **31** training sessions and **15** sectoral fair organizations throughout the year.

### R&D Budget by Year (TL million)

2018		14.9
2019		16.8
2020		17.5
2021		20.7
2022		25.2
2023		61.1
<b>2024</b>		<b>151.8</b>



### A 52-member R&D Team

Aware of its customers' needs, the Klimasan R&D team uses recyclable materials to minimize the carbon footprint of its products and seeks sustainable solutions and practices at every stage of design and production. The Klimasan Research Center is recognized by the Ministry of Science, Industry and Technology of Türkiye (MoSIT).

With its 52-member R&D team, the Company develops reliable, innovative, and eco-friendly solutions to meet customer demands, while also offering new cooling solutions for potential clients.

Additionally, projects are implemented to reduce material and raw material usage, with the goal of improving product energy consumption and energy classes by increasing the use of recyclable materials.

Thus, the aim is to reduce the use of non-recyclable or chemical materials in production processes, support an environmentally friendly production approach, and contribute to the circular economy. The team consists of 33 researchers, including four with postgraduate degrees, 15 technicians, and four support staff. In 2024, the Klimasan R&D team participated in 15 fairs and 31 training sessions.

## R&D, INNOVATION, AND DIGITAL TRANSFORMATION

# In 2024, 11 innovative projects, including energy efficiency efforts, were launched.

### R&D Projects and Collaborations

At Klimasan, which has a wide product range, energy efficiency is the priority in every project launched. Continuing to expand its product range with new designs every day, Klimasan collaborates with many universities and invests in new projects in this context.

The collaborations carried out in 2024 were as follows:

- Yaşar University, Department of Design – Türkiye University-Industry Collaboration Project
- Yaşar University, Department of Architecture and Design – Student Graduation Project Mentorship
- Execution of a collaboration protocol with Celal Bayar University
- Artel Company (Uzbekistan) – International Collaboration Project
- Sandstar Construction Company (China) – International Collaboration Project
- Eskişehir Technical University, Department of Design – Student Graduation Project Mentorship

In 2024, 11 innovative projects, including cooling and mechanical design studies as well as energy efficiency initiatives, were implemented and successfully completed. All of these projects were carried out with Klimasan's own capital. The products resulting from the projects are all innovative and fully suitable for commercialization.

### Completed and Targeted Design and Innovation Projects

#### Artel Project

This project, carried out with the Artel company in Uzbekistan, represents a strategic R&D collaboration aimed at the growth target in the Turkic Republics market. This design, emerging from the synergy of the two companies' know-how and technological capabilities, is the product of a comprehensive R&D process aimed at offering innovative solutions tailored to the market's specific needs and consumer preferences. Thanks to joint development efforts, both Artel's local market knowledge and Klimasan's design and engineering experience have come together to create a unique product that will provide a competitive advantage. This collaboration has accelerated R&D efforts to optimize cost efficiency and product

quality by enabling the investigation of different production techniques and material uses. Design adaptations made considering the cultural and climatic conditions of the Turkic Republics highlight the success of this market-oriented R&D approach and collaboration.

#### Efficient Product Design Project with Compact Heat Exchanger

The efficient cooler cabinet design with a compact heat exchanger stands out as the product of an innovative R&D effort that optimizes energy transfer to achieve higher cooling performance and lower energy consumption compared to traditional designs. The compact heat exchanger technology used in this design directly enhances product performance.

#### Ecochill: Class A Energy Project

The Ecochill: Class A Energy-Efficient Commercial Refrigerator Innovation Project is an ambitious and innovative R&D project aimed at maximizing energy efficiency in the commercial cooling sector. The goal of achieving a Class A energy label necessitates the application of state-of-the-art technology and creative solutions throughout the refrigerator's entire design and engineering process. This project represents a comprehensive R&D approach that not only minimizes energy consumption but also includes superior cooling performance, extended product lifespan, and the use of environmentally friendly materials. Ecochill has the potential to pioneer a sustainable transformation in the sector by helping commercial enterprises reduce their energy costs and environmental footprint. Therefore, this project is a significant example of how energy efficiency-focused R&D efforts can break new ground in commercial cooling technologies.

#### Product Recyclability Analysis

With its sustainable product approach, Klimasan aims to minimize the environmental impact of its products even after the use phase. To this end, it conducts R&D activities to continuously increase the proportion of reusable materials in its products.

Klimasan has been measuring and sharing the recyclability features of its products with its customers for many years. In 2022, the Company carried out a comprehensive two-stage recyclability analysis study. In the first stage of the study, the material breakdowns of the products were determined through the efforts of the Klimasan R&D Team, the Sustainability Officer, and the Environmental Consultant, and the properties of each material were examined. At this stage, supplier companies were requested to provide information regarding the recyclability of the materials and products they supply to Klimasan. This enabled the identification of the environmental properties of semi-finished products used in the production phase and the determination of potential R&D and improvement projects to be conducted with supplier companies.

In the second stage of the study, collaborations were made with expert domestic and foreign recycling companies specializing in the recycling and recovery of white goods and coolers. Products placed on the market were dismantled to analyze their content and structure, and a detailed material and component analysis was conducted, with reports obtained.

## R&D, INNOVATION, AND DIGITAL TRANSFORMATION

# Klimasan has been measuring and sharing the recyclability features of its products with its customers for many years.



The most important output of the project is the detailed analysis of the materials and semi-finished products used in coolers and deep freezers, which allows for the identification of their recyclability characteristics and enables the creation of development projects with supplier companies on this subject.

By interpreting the data obtained from the analysis results, Klimasan will be able to systematically report the recyclability properties of every product it manufactures through its ERP software.

### Product Safety

In addition to ensuring quality and environmental compatibility in each of its designs, Klimasan places the utmost importance on the safety of its customers during use. The standards and regulations it adheres to are as follows:

- LVD Directive 2014/35/EU
- IEC 60335-1
- IEC 60335-2-89 (Commercial)
- IEC 60335-2-24 (Household)
- EMC Directive 2014/30/EU
- EN 55014-1
- EN 55014-2
- EN 61000-3-2
- EN 61000-3-3
- EN 61000-4-2
- EN 61000-4-3
- EN 61000-4-4

- EN 61000-4-5
- EN 61000-4-6
- EN 61000-4-11
- RoHS Directive 2011/65/EU and 2015/863/EU
- REACH Regulation EC 1907/2006
- WEEE Directive 2012/19/EU

All Klimasan products bear the CE, RoHS, and WEEE marks, indicating that they have passed all necessary conformity assessment procedures for use in the European Union and comply with health, safety, and consumer and environmental protection requirements.

Klimasan products also comply with the ROHS Directive, which restricts the use of lead and other potentially hazardous substances for the environment and human health in electrical and electronic products, and the REACH Directive, which aims to limit and register the use of carcinogenic, mutagenic, and toxic substances.

Verification tests are conducted on packaging materials used at Klimasan to confirm they do not contain four heavy metals (Pb, Cd, Hg, Cr) under the 94/62/EC directive.

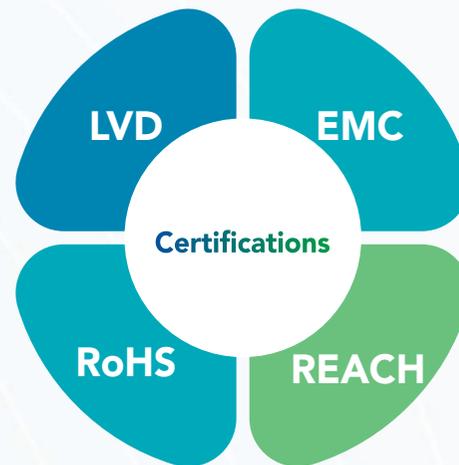
## R&D, INNOVATION, AND DIGITAL TRANSFORMATION

At Klimasan, energy labels are applied to all products, and these labels are registered in the EPREL system.

For household products, material selection and production are carried out in compliance with the food contact requirements under the "Food Contact" directive (1935/2004/EC) as required for European conformity.

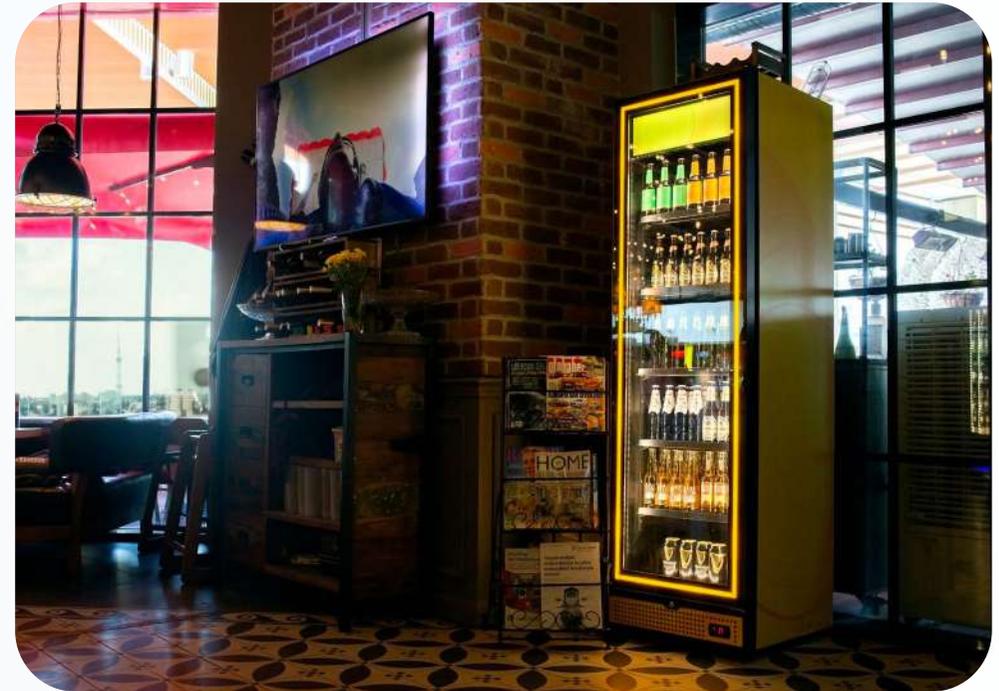
The Waste Electrical and Electronic Equipment (WEEE) Directive, with which Klimasan complies, sets targets for the collection, recycling, and recovery of electrical products. Klimasan increases the recyclability of its products by using components that comply with the WEEE Directive.

With the energy regulation that came into effect across EU member states in 2021, all commercial and household cabinets sold in these countries are subject to these regulations. Energy labels are applied to all products, and these labels are registered in the EPREL system.



### Projects Conducted Under National Support Programs

Support was received for projects aimed at developing high-energy-efficiency products and using alternative refrigerant gases under the **TÜBİTAK TEYDEB 1501 and 1507 Programs**. Product performance tests, prototyping, and software development activities were financed within the scope of the project.



### KOSGEB R&D, P&D, and Innovation Support Program

KOSGEB support was provided for investments aimed at digitalizing production processes. In particular, the PLIS upgrade process and the digital monitoring systems integrated into the production site were supported within this scope.

### Efficiency Enhancement Project (VAP) Support—Ministry of Energy and Natural Resources

Preliminary applications were made for projects that utilize heat recovery systems and compressor waste heat. Technical feasibility reports have been prepared.

### UR-GE (Development of International Competitiveness) Support

Support from the Ministry of Trade was utilized for the promotion and commercialization of export-oriented R&D products in foreign markets.

### Izmir Development Agency (İZKA) Technical Support Application

Preliminary meetings were held on project-based consultancy and capacity building, and application processes have been initiated.

## CYBERSECURITY AND DATA PRIVACY

# All employees receive mandatory cybersecurity awareness training at least once a year.

Klimasan embraces information security as a fundamental corporate value and ensures the protection of its information assets in line with international standards. Since 2018, the Company has held the ISO 27001 Information Security Management System (ISMS) certification, with a particular focus on the security of IoT devices on production lines. In this context, segmentation with firewalls, secure remote access, and protocol-based traffic inspections are provided.

In 2024, one internal and one external audit were conducted across the institution within the framework of the ISO 27001 Information Security Management System. A total of 20 corrective actions were opened, achieving a 100% closure rate. To increase the cybersecurity maturity level, a cyber awareness training was organized for employees once a year, with an 80% participation rate. Additionally, physical network segmentation was implemented between production lines and IT systems to enhance digital infrastructure security. Within the scope of personal data security, compliance processes with GDPR and PDPL were reviewed, and the data processing inventory was updated.

### Sustainable Information Security Approach

Klimasan considers information security not merely as a technical measure, but as a cornerstone of the Company's long-term

success, stakeholder trust, and digital transformation strategy. This approach involves integrating information security processes with sustainability principles. In this context, the adopted sustainable information security approach is structured around the following key elements:

#### Stakeholder Engagement and Awareness:

The participation of all internal and external stakeholders in information security processes is encouraged, and communication channels are kept open. Customers, business partners, and employees, in particular, are regularly informed about information security practices, while continuous awareness is fostered through awareness campaigns, seminars, and interactive training.

#### Continuous Improvement and Compliance:

The information security management system is dynamically updated to ensure full compliance with national and international regulations and standards (e.g., ISO 27001:2022, PDPL, GDPR). Regular internal audits, external reviews, and probability-based analyses identify gaps in the system at an early stage, and necessary improvements are implemented.

**Use of Advanced Technology:** In line with the diversity and complexity of cyber threats, advanced technologies such as AI-supported threat detection systems, firewalls, endpoint protection solutions, and SIEM (Security

Information and Event Management) are utilized. These technologies enable real-time threat monitoring and rapid response.

#### Employee Training and Human Resource Empowerment:

Employees are one of the most critical links in information security. Accordingly, the awareness and technical knowledge levels of employees are continuously enhanced through role-specific training programs, social engineering simulations, and tests; an information security culture is promoted throughout the Company. All employees receive mandatory cybersecurity awareness training at least once a year, and practical awareness activities are conducted through phishing simulations. Additionally, new hires are briefed on information security and internal data policies during the orientation process.

#### Sustainable Technologies and Environmental Impact:

The sustainability of digital systems is evaluated not only from a security perspective but also in terms of environmental responsibility. Klimasan increases the use of cloud-based services to improve energy efficiency and reduce the carbon footprint of its physical infrastructure.

#### Integrated Risk Management:

All threats to information security are addressed through a comprehensive risk management system, which enables the company to conduct holistic assessments, including financial, operational, legal, and reputational risks. The Company is prepared for potential cyber incidents through scenario-based drills and crisis management plans.

#### 2024 Achievements

- **ISO 27001:2022 Certification:** The recertification audit conducted in 2024 was successfully completed, and the new version of the certificate was obtained, ensuring the continuity of the information security management system.



- **Zero Breaches:** No information confidentiality breaches have occurred since 2018. This achievement is a testament to a systematic approach and corporate culture.
- **Employee Competency:** Throughout 2024, employees' information security competencies were enhanced through awareness training and internal auditor programs, and internal auditor certifications were updated.

Klimasan views information security not just as a compliance requirement, but as an integral part of corporate sustainability. Systems are continuously improved in line with technological advancements, and all processes are managed holistically to build a strong information security culture. In the upcoming period, Klimasan plans to implement a Vulnerability Scanning tool.

## RESPONSIBLE SUPPLY CHAIN MANAGEMENT

# Klimasan prioritizes supply security and ethical trade in its supply chain management.

At Klimasan, sustainable procurement practices are managed by the Purchasing, Supplier Development, and Quality Management Systems Departments.

The comprehensive recyclability analysis conducted in 2022 was meticulously completed in two phases. In the first phase, the material components of the products were examined in detail, and recyclability information was requested from suppliers. In the second phase, the content and structure of the products were analyzed in detail in collaboration with expert recycling companies. As of 2023, Klimasan systematically calculated the recyclability rate of all its products and proudly reported that this rate exceeds 98%.

In 2024, this rate was maintained, and the traceability of recyclability data was further enhanced through ERP systems. The ERP software enables detailed reporting on the recyclability features of each manufactured product, reinforcing its commitment to minimizing environmental impact. This ERP-based reporting also ensures transparent data management in sustainability assessments.



This remarkable achievement reflects Klimasan's commitment to environmental sustainability. The Company continues to support circular economy principles by pursuing alternative materials and suppliers, energy-efficient product designs, and continuous improvement efforts.

### **Sustainable Supply Chain Approach**

Klimasan prioritizes supply security and ethical trade in its supply chain management. The Company is aware that product quality and effective process management can only be achieved with the contribution of its business partners. Therefore, establishing and maintaining an effective supply chain management approach is among Klimasan's main priorities. Furthermore, Klimasan's sustainability approach relies on a broad supplier network. The Company leads the transformation of relevant sectors by communicating its sustainability strategies to suppliers and encourages them to conduct business in line with its core values.

Klimasan's supply chain policy is built on the foundations of sustainability, ethical business practices, localization, and quality. In this context, supplier performance is monitored through environmental and social compliance audits, and risk analyses based on international indices. All suppliers sign the "Supplier Code of Ethical Conduct" document, committing to human rights, zero tolerance for child labor and forced labor, information security, and environmental protection.

At Klimasan, sustainable procurement practices are managed by the Purchasing, Supplier Development, and Quality Management Systems Departments. Technical and economic improvement projects conducted with supplier companies are implemented in conjunction with responsible supply chain practices. In 2024, remote and on-site supplier audit activities continued, and improvement action plans were created and monitored through supplier analyses.

## RESPONSIBLE SUPPLY CHAIN MANAGEMENT

# In 2024, the budget allocated for domestic suppliers exceeded TL 2.742 billion.

Suppliers are subject to online or on-site audits at least once a year, and their possession of standards such as ISO 9001, ISO 14001, and ISO 45001, as well as their environmental/social performance are systematically monitored. Additionally, supply chain sustainability surveys and compliance levels with international initiatives like EcoVadis-SBTi are integrated into the assessments.

### Supplier Development and Collaboration

Klimasan focuses on building a mutually beneficial relationship by encouraging the continuous development of its suppliers. To this end, a Supplier Development Department was established, and various activities have been implemented, such as capacity building for supplier companies, improving quality and management processes, auditing, conducting collaborative projects, and organizing training and workshop programs.

Throughout 2024, as part of the technical development projects, joint efforts were conducted with suppliers on sustainability, social compliance, and ethical compliance, with performance monitoring carried out via online systems. Furthermore,

capacity building was achieved in areas such as corporate social responsibility, human rights, information security, and environmental protection through supplier training.

### Local Supplier Strategy

In 2024, Klimasan allocated 81% of its total number of suppliers and 76% of its purchasing budget to local companies. The budget allocated for domestic suppliers exceeds TL 2.742 billion.

Klimasan conducts its supplier selection process with great diligence. Through long-term collaborations with local businesses, the Company contributes to regional development and minimizes supply chain risks. This strategy also increases resilience against foreign exchange rate fluctuations and supports operational sustainability.

### Improvement and Development Projects

In 2024, Klimasan's purchasing unit implemented 32 different improvement and development projects, generating savings of over EUR 1.5 million.



These activities were carried out to enhance the effectiveness of Klimasan's supply chain management and to develop the technical, managerial, and environmental capacities of its supplier companies. Within the scope of the projects, joint improvement efforts were conducted with suppliers, achieving efficiency gains in quality, cost, and delivery times.

Additionally, as part of designs prioritizing energy efficiency, new model development studies were conducted in collaboration with suppliers for electromechanical components such as fans and compressors. The environmental performance of products was enhanced through transitions to ENS LEDs.

### Purchasing Management in 2024

The year 2024 was a period marked by global economic uncertainties, geopolitical developments, and ongoing vulnerabilities in supply chains. Fluctuations in foreign exchange rates, uncertainties in raw material and

component prices, and volatility in the supply-demand balance directly impacted Klimasan's purchasing planning and inventory management processes.

Under these conditions, Klimasan proactively maintained its supply chain management through practices such as flexible purchasing strategies, alternative supplier development, localization efforts, and dynamic management of price revision processes.

Furthermore, throughout 2024, supplier communication mechanisms were strengthened, the impact of cost fluctuations was mitigated through long-term contracts, and potential supply risks were preempted with preventive inventory management.

Through digital monitoring via the ERP system, procurement data has been made more transparent and traceable, and the supply processes for critical materials and services were tracked in real time.

## RESPONSIBLE SUPPLY CHAIN MANAGEMENT

# In 2024, local companies constituted 81% of the total number of suppliers.

### Challenges in Procurement Processes

Challenges in procurement processes hinder the timely and uninterrupted supply of goods and services from suppliers, thereby adversely affecting production and distribution processes. In this context, responsible purchasing practices are gaining increasing importance. Klimasan makes its supplier selections by considering not only quality but also environmental and social impacts, which brings about greater transparency, sustainability, and ethically focused approaches.

Additionally, sustainability criteria are also considered in processes conducted with third-party logistics (3PL) firms. These partners are audited based on environmental indicators such as carbon footprint, waste management, and energy consumption, as well as their social responsibility practices.

### Changes in Supplier Expectations

In today's business environment, expectations from suppliers are also changing. Factors such as innovation, flexibility, and the ability to respond quickly are now prominent, in addition to merely supplying products or services. In this regard, Klimasan aims to adapt to these new expectations to strengthen its relationships with suppliers.

However, suppliers are expected to comply not only with commercial but also with ethical, environmental, and social responsibilities. Quality, delivery, and sustainability criteria are evaluated with a holistic scoring system, and low-performing suppliers are either included in development plans or removed from the system.

### Risk Management and Alternative Suppliers

Klimasan has made changes to its existing supply conditions to ensure that supplier companies are minimally affected by economic fluctuations in their raw material and sub-component procurement processes. To address such risks, forward-looking order requests have been created for relevant sectors, and competitive alternative suppliers have been engaged.

In sectors with "single source" situations, alternative supplier options have been developed, and supplier diversity has been increased in areas where raw material procurement is challenging. These measures aim to provide flexibility in Klimasan's supply chain management, making it resilient to economic fluctuations and increasing supply security.

During the year, due to constantly fluctuating foreign exchange rates, frequent price revisions had to be made for suppliers who typically work with fixed prices.

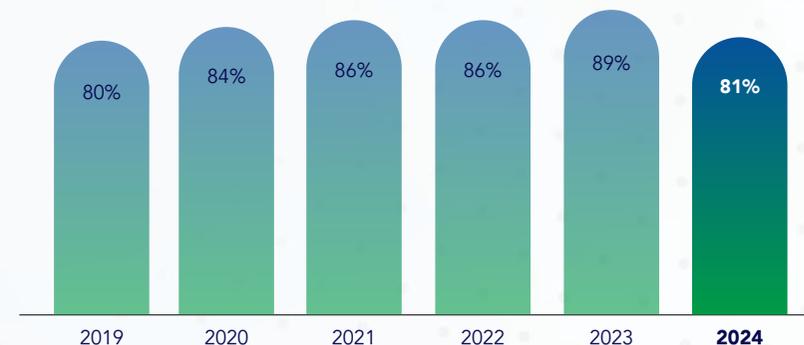


This process was managed by closely monitoring market conditions and supplier dynamics.

Additionally, through monitoring via the ERP system, potential risks in the supply chain are identified at an early stage, enabling targeted control measures for suppliers operating in high-risk countries or sectors.

In 2024, Klimasan allocated 81% of its total number of suppliers and 76% of its purchasing budget to local companies. The budget allocated for local suppliers exceeds EUR 77 million. Klimasan meticulously conducts its supplier selection process.

### Local Supplier Ratio by Year



## RESPONSIBLE SUPPLY CHAIN MANAGEMENT

# Klimasan is aware of the importance of local procurement in regional and national development.

### Klimasan Supplier Selection and Evaluation Methodology

Klimasan manages a meticulous supplier evaluation and onboarding process to ensure supply security, continuously improve product quality, and implement exemplary supply chain practices.

Before starting a collaboration with any supplier company, Klimasan meticulously implements a comprehensive pre-evaluation process to select the most suitable candidate. This evaluation includes not only compliance with Klimasan's specifications and delivery times, but also critical criteria such as pricing and payment terms, as well as quality, environmental, and occupational health and safety (OHS) management systems. The Company expects its suppliers to demonstrate a sense of responsibility in quality, occupational health and safety, and environmental matters and, accordingly, considers the implementation of international standards such as ISO 9001, ISO 14001, and ISO 45001 as a decisive criterion among equally suitable suppliers.

The regular auditing of existing suppliers and the meticulous planning of improvement efforts throughout the year ensure operations that comply with Klimasan's standards. Through online or on-site audits conducted at least once a year, the quality, management,

social, and environmental processes of supplier companies are reviewed under the leadership of the Supplier Development and Incoming Quality Control Departments. Based on audit results, the classification of suppliers is re-evaluated, allowing Klimasan to clearly identify the companies in the top 80% of the current ranking and help find alternative sources for high-risk suppliers.

Furthermore, through sectoral and country-based ESG risk analyses, supplier countries are assessed based on indicators such as Environmental Performance Index (EPI), Corruption Perception Index (CPI), International Trade Union Confederation (ITUC) labor rights scores, and Human Development Index (HDI). Special control processes are applied before collaborating with suppliers operating in high-risk geographies.

### Supplier Performance Measurement

Klimasan meticulously tracks measurable and transparent performance criteria through its online supplier quality performance monitoring program and provides monthly updates on evaluation results. Suppliers scoring below 50 points are removed from the approved supplier list, ensuring continuous improvement in line with the goal of creating a sustainable supply chain. Additionally, for A-class suppliers, incentive mechanisms such as letters of appreciation, long-term collaboration agreements, priority ordering, and rewards are implemented.

Score	Class	Process
86-100	A	A letter of appreciation is sent to the Company.
71-85	B	A letter of appreciation is sent to the Company along with suggestions for improvement.
61-70	C	A letter is sent to the Company regarding the issues experienced, along with a corrective and preventive action request. The Company is asked to rectify its situation and raise its score above 70 within the next five shipments.
51-60	D	An audit is conducted at the Company, and an action plan for the issues is requested. The Company is asked to rectify its situation and raise its score above 70 within the next five shipments.
<50	E	Removed from the Approved Ancillary Industry list.

### Localization Efforts

Klimasan is aware of the importance of local procurement in regional and national development. Accordingly, the Company aims to contribute to the growth of local small and medium-sized enterprises, while also strengthening collaborations with large-scale local firms. In line with this, localization efforts for materials and components supplied by imported suppliers, referred to as "single source," were continued in 2023, and the necessary transfer organizations were carried out. In particular, the procurement of plastic parts that do not require molds has begun from local businesses. As a result of these steps, as of 2024, 81% of the total number of suppliers consists of local firms. These localization efforts, carried out by Klimasan's purchasing team, are continued regularly each year and were among the primary objectives of the supply chain strategy in 2024.

### Ethical Relations and Code of Conduct

Klimasan's primary objective is to establish and maintain relationships with suppliers in compliance with laws and the provisions of concluded contracts. The Company observes international and sectoral standards when procuring products and services from suppliers, considers information regarding suppliers as trade secrets, and places great importance on confidentiality. For this purpose, the Supplier Code of Ethical Conduct document has been prepared. This document outlines the ethical working principles Klimasan expects from its business partners and encourages suppliers to adhere to these principles. This approach helps Klimasan establish reliable and sustainable supplier relationships, while upholding its ethical values. In 2024, Klimasan also shared the Supplier Code of Ethical Conduct document with its newly onboarded suppliers.

## RESPONSIBLE SUPPLY CHAIN MANAGEMENT

# Klimasan evaluates environmental, social, and governance risks in the management of processes across all levels of the organization.

These rules cover fundamental elements such as respect for human rights, zero tolerance of child labor and forced labor, non-discrimination, environmental responsibility, and information security. All suppliers provide a written commitment to compliance by signing this document.

### Feedback and Evaluation Processes

Klimasan prepares a Supply Chain Sustainability Practices Evaluation Survey each year and shares it with all its supply chain business partners to collect feedback. Through this survey, activities of ancillary industries are analyzed, including their environmental management, corporate sustainability activities, management system practices, EcoVadis sustainability assessment, SBTi-compliant emission reduction planning, support for the UN Global Compact, and social compliance practices and audits. The survey results provide valuable input for identifying collaborative areas with suppliers within Klimasan's environmental, social, and economic sustainability journey, as well as for managing the results of the supply chain social responsibility risk analysis. In addition, the traceability of responsible practices in the supply chain is ensured.

The surveys are also considered to be a primary data source for identifying high-risk supplier groups and prioritizing improvement projects.

In line with its sustainability goals, Klimasan undertook significant responsible supply chain projects in 2024. These projects aim to increase energy efficiency and reduce environmental impacts:

- Within the scope of the energy efficiency approach, new model design studies were conducted on electromechanical components such as compressors and fans in collaboration with suppliers, contributing to the improvement of the products' energy classes.
- The increase in transitions to ENS LEDs has led to a reduction in energy consumption.

### Supply Chain Social Responsibility Risk Analysis

Klimasan evaluates environmental, social, and governance risks in the management of processes across all levels of the organization and takes proactive measures to prevent these risks. It aims to identify and eliminate potential Corporate Social Responsibility (ESG) risks in the supply chain, promoting a risk-oriented approach throughout the supply chain.

The Supply Chain Corporate Social Responsibility Risk Analysis practice, initiated in 2022, has been a significant step towards identifying potential ESG risks in the supply chain. This practice enables business partners to conduct sectoral and country-level risk assessments. Thus, collaborations are structured by evaluating the social compliance of stakeholders to enhance the sustainability of responsible supply chain practices.

In the risk analysis, the environmental performance, human rights record, labor rights, ethical compliance levels, and governance adequacy of supplier countries and sectors are measured using international reference indices.

### Country-Level Corporate Social Responsibility Risk Assessment

When assessing environmental and social risks within the supply chain, the current situation of the countries where supplier companies are located is taken into account. The progress of countries in environmental sustainability, social compliance, and social responsibility, as well as their status regarding healthcare services, living standards, ethical practices, and fundamental human rights, are evaluated within the framework of the following internationally recognized indices:

- Corruption Perceptions Index (CPI)
- Global Health Security Index (GHS)
- Environmental Performance Index (EPI)
- Human Development Index (Statistical Annex)
- Gender Development Index (Statistical Annex)
- International Trade Union Confederation (ITUC) Global Right Index
- IPU Parline – Women in Parliaments
- Press Freedom Index

### Sectoral Corporate Social Responsibility Risk Assessment

When assessing environmental and social risks in the supply chain, the sectors from which goods and services are procured are taken into account. In this context, the processes, products/services, required conditions, the sector's working conditions, and the risks arising from them are analyzed. The sectoral risk analysis is conducted based on the internationally valid International Standard Industrial Classification of All Economic Activities (ISIC) document. Existing contracted supplier companies are grouped according to ISIC reference sector categories, and each sector is subjected to a risk analysis process based on the following criteria:

- Energy Consumption and Carbon Emissions
- Water Consumption
- Waste Generation and Pollution
- Product Life-Cycle Impact
- Use of Hazardous Raw Materials
- Employee Health and Process Safety (OHS)
- Working Conditions
- Fair Competition and Business Ethics
- Child/Forced Labor
- Protection of Human Rights
- Information Security

The country and sector risk scores obtained from the risk assessments are classified as low, medium, or high risk. Based on this classification, the Corporate Social Responsibility Risk Categories for suppliers are determined. For each risk category, appropriate management, audit, and control procedures are implemented to ensure effective risk management.

## LOGISTICS IMPACTS

# Klimasan has adopted a proactive sustainability policy aimed at preventing problems before they occur.

Klimasan is aware that minimizing the environmental impact of logistics activities, which have a significant effect on climate change, is vital for the entire supply chain. Accordingly, it continues its green supply chain and logistics activities. By adopting sustainability principles in its export processes, the Company aims to reduce carbon emissions and enhance resource use efficiency. Furthermore, logistics-related emissions are assessed and verified under Scope 3 in the annual corporate carbon footprint calculations.

Klimasan has adopted a proactive sustainability policy aimed at preventing problems before they occur.

Sustainability strategies include:

- Minimizing fuel consumption and reducing emissions from transportation activities by conducting dispatch simulations to determine the optimal route for shipments with multiple stops, thereby minimizing environmental impacts,
- Reducing the number of vehicles by increasing their load factors and ensuring suitable conditions,

- Actively using digital dispatch simulations and performance monitoring systems in processes to digitally track fuel efficiency, speed, and economic driving parameters,
- Reducing paper consumption across all export processes through digitalization.

Minimizing the use of road transport in logistics operations significantly reduces Klimasan's environmental damage. The Company supports its road transport activities with sea, air, and rail transport through its developed plans and strives to reduce road transport in its logistics processes as much as possible. For long-distance exports, sea transport is prioritized to ensure lower-emission transportation.

As part of its post-2025 targets, Klimasan plans to expand its electric and hybrid vehicle fleet and establish a zero-emission delivery infrastructure.

Additionally, the Company aims to achieve lower carbon emissions through intermodal transport, shifting long-distance routes to more environmentally friendly modes



and reducing the carbon footprint. It will reduce fuel consumption by enabling digital monitoring and route optimization in transport planning.

Klimasan participates in meetings on emission-reducing activities held by major shipowners in maritime transport and continues its budgeting efforts concurrently. Continuing its operations with a proactive approach, Klimasan also places strong emphasis on the following criteria for the companies from which it purchases services for its logistics activities:

- Use of low-carbon-emission vehicles
- Optimization of shipment routes
- Training employees on safe and economic driving
- Evaluation of transport methods with lower emission values
- Monitoring of performance parameters for economic driving, such as optimal fuel performance, target liters, and speed

- Focus on accident-free operations
- Traceable operations supported by digital data and high sustainability performance

In this framework, Klimasan aims to strengthen its sustainable logistics practices and reduce its environmental impact by 100%.

In addition, it continues to strengthen sustainability in non-transportation logistics processes through energy-efficient warehouse management, planning systems integrated with route optimization, and distribution practices based on load efficiency. Furthermore, digital transformation investments such as AI-supported forecasting systems and blockchain-based traceable supply chain solutions are among the priority areas for 2025 and beyond.

## OUR ENVIRONMENTAL SUSTAINABILITY COMMITMENTS AND TARGETS

Klimasan places environmental responsibility and increased resource efficiency at the core of its sustainability strategy. Accordingly, the Company continues to make progress by setting concrete targets in areas such as energy consumption, water use, waste management, and reducing carbon footprint. By implementing sustainable practices in both its operations and products, Klimasan aims to ensure full compliance with national environmental legislation and reduce the pressure on natural resources. The following table presents Klimasan's year-over-year progress toward its sustainability goals and its commitments in this area.

Our Commitments		2020	2021	2022	2023	2024
Ensuring continuous full compliance with national environmental legislation		100%	100%	100%	100%	100%
Continuous reduction of electricity consumption per standard unit product (kWh/std. unit product)	 	16.7	13.8	14.99	17.6	18.58
Continuous reduction of natural gas consumption per standard unit product (kWh/std. unit product)	 	13.3	11.2	8.77	10.01	12.35
Continuous reduction of water consumption per standard unit product (m <sup>3</sup> /std. unit product)	 	0.18	0.13	0.10	0.13	0.14
Our Targets						
Ensuring that there will be 10,000 saplings in the Klimasan Grove in 2025	 		2,270	3,125	5,540	5,736
Reducing corporate carbon footprint per standard unit product by 3% compared to the previous year (tonCO <sub>2</sub> e/std. unit product)		0.014	0.009	0.008	0.010	0.008961432
Reducing the amount of hazardous waste per standard unit product by 3% each year (kg/std. unit product)	 	0.20	0.14	0.106	0.20	0.19
Reducing the total amount of waste per standard unit product by 3% each year (kg/std. unit product)	 	4.26	3.95	5.00	5.32	5.1640
Meeting 100% of electricity consumption each year through renewable energy procurement investments	 	100%	100%	100%	100%	100%

## COMBATING CLIMATE CHANGE AND ENVIRONMENTAL MANAGEMENT

# 100% of energy needs are met by energy generated from renewable sources.

Modernization efforts implemented in production processes have led to a reduction in energy consumption while waste and water management are carried out in an integrated manner.

Combating climate change is among the main priorities of Klimasan's sustainability strategy. Key approaches in this area include reducing greenhouse gas emissions, increasing energy efficiency, and enhancing climate awareness throughout the supply chain. In line with the Integrated Management System, the Company focuses on procuring low-carbon products and services, developing designs with high environmental performance, and pursuing continuous improvement centered on carbon reduction.

As part of efforts to minimize environmental impacts throughout the product life-cycle, the Company has adopted the ISO 14040/44 Life Cycle Assessment approach, developed highly energy-efficient models, and expanded the use of natural refrigerant gases with a low Global Warming Potential (GWP). As of 2024, the use of eco-friendly R-290 has exceeded 90%.

Through modernization efforts implemented in production processes, energy consumption has been reduced while waste and water management are carried out in an integrated manner. Energy intensity has been reduced



through compressor heat recovery systems, LED lighting, inverter motors, and energy monitoring infrastructure. An investment in a chemical-flotation-based pre-treatment plant has been initiated to control wastewater with high COD and TSS. Progress has been made toward the zero waste target by ensuring the waste segregation and recovery at the source.

The processes for calculating and reporting greenhouse gas emissions are conducted in accordance with the ISO 14064-1 standard and the GHG Protocol. In 2024, a Scope 1 and Scope 2 emissions inventory was created, and preparations were made for third-party verification processes. Starting in 2025, collaboration with the supply chain is planned to monitor Scope 3 emissions. The resulting emissions data will be shared transparently in sustainability reports in compliance with TSRS and GRI standards.

Within the framework of its climate strategy, which was developed in line with Türkiye's 2053 Net Zero Emissions target, the Company has established the following goals:

- A 50% reduction in carbon emissions by 2030,
- Reaching an 80% rate of renewable energy use in production by 2040,
- Achieving net-zero carbon levels by 2053.

100% of energy needs are met by energy generated from renewable sources. Carbon costs are taken into account in decision-making processes, and energy and emissions impacts are among the key evaluation criteria for new investments.

## COMBATING CLIMATE CHANGE AND ENVIRONMENTAL MANAGEMENT

# Klimasan regards environmental sustainability as a fundamental component of its corporate culture.

To increase environmental responsibility in the supply chain, environmental compliance documents are requested, low-carbon production is supported, and recyclable solutions are encouraged to reduce packaging waste. As of 2024, 70% of capital expenditures were made with domestic suppliers, thereby contributing to the reduction of logistics-related emissions.

Environmental performance data is monitored in an integrated manner with digital systems. Energy, water, raw material, and waste data are tracked in real time through the ERP infrastructure, Product Life-Cycle Information Systems (PLIS), and automation solutions for production traceability. Consumption data are analyzed via energy analyzers, temperature sensors, and monitoring software, and data-driven improvement efforts are carried out.

Efforts to reduce environmental impacts are not limited to technical applications but are also supported by training programs aimed at increasing employee awareness. Regular training is provided on topics such as ISO 14001, zero waste, chemical safety, and energy and water efficiency, and is reinforced with practical on-site briefings, online modules, and visual communication materials. Assessments conducted after the training have shown a high degree of improvement in employees' environmental awareness.

Klimasan regards environmental sustainability as a fundamental component of its corporate culture and, accordingly, conducts comprehensive training programs to increase employee awareness. Training organized for both white-collar and blue-collar employees throughout 2024 covered topics such as environmental responsibility, legal compliance, and sustainable production practices.

### Training Topics and Scope

Training Title	Content Summary
ISO 14001 and Environmental Management System	EMS policy, environmental aspects, risk analysis, documentation, and process responsibilities
Zero Waste and Waste Management	Waste types, segregation at source, color coding, and recycling practices
Chemical Safety and MSDS Literacy	Chemical labeling, safety data sheets, containment measures, and personal protective equipment
Emergency and Environmental Incident Response	Environmental emergency scenarios such as chemical spills, fires, and wastewater overflows, and response procedures
Sustainability and Corporate Responsibility	Climate change, carbon footprint, circular economy, and green production
Energy and Water Efficiency	Energy-saving habits, reducing water use, and resource efficiency in production

As part of the environmental roadmap created for 2025 and beyond, plans include reusing treated water in processes, developing product designs with high recovery rates, using raw materials with low VOC content, and establishing digital sustainability dashboards. Expanding circular economy practices, digitally tracking environmental indicators, and ensuring reporting is fully compliant with international standards are among the priority targets.

Klimasan conducts its activities related to combating climate change and environmental sustainability with systematic, measurable, and transparent practices, and maintains its commitment to continuously improving its environmental performance.

## ENERGY EFFICIENCY AND MANAGEMENT

# Klimasan has successfully established the TS EN ISO 50001 Energy Management System.

Klimasan prioritizes the conservation of natural resources and energy efficiency by developing innovative solutions in energy management. In line with its goal of continuously reducing energy and natural resource consumption, the Company systemically optimizes and monitors production processes according to these principles. Projects implemented to improve energy classes and increase efficiency also create value on collaborative platforms with supplier and customer networks.

### Renewable Energy and Certification Achievements

Since 2020, Klimasan has sourced 100% of its electricity consumption from renewable energy sources. This achievement is documented through internationally recognized I-REC Certificates every year. As of 2024, 9,700,000 kWh of the electricity consumed was from renewable sources, a fact verified by Redemption Certificate and Redemption Statement documents. The electricity was supplied by the DORA2 GPP (Aydın), GREENECO GPP (Denizli), and Sultanhisar GPP (Aydın) geothermal power plants, with the energy source documented under code "ES810-Geothermal."

### Sustainability Strategy in Energy Management: ISO 50001 Applications

Klimasan has successfully established the TS EN ISO 50001 Energy Management System and continues to implement it through a continuous improvement cycle. Within the system, energy performance indicators are periodically monitored, energy targets are updated, and coordinated efforts are carried out with energy teams. The Energy Management Team operates in a cross-functional structure with representatives from energy-intensive units such as production, maintenance, assembly, and the dyehouse. Practices such as efficiency tests for energy equipment, fan algorithm and LED improvements, transitions to semi-static systems on the production line, and the rescheduling of energy-intensive processes have become part of the system.

### Energy Efficiency and Management Processes

Klimasan focuses on energy efficiency at every stage of its production processes, carrying out systematic analyses and optimization efforts. Throughout 2024, fan algorithm improvements, LED conversions, glass thermal insulation projects, and process control software were implemented in the production



facilities. Thanks to these applications, significant reductions were achieved in both electricity and natural gas consumption, and energy consumption per product was reduced. In 2024, losses in energy use were also prevented by implementing digital solutions such as a SCADA-based Energy Monitoring System, automatic energy-saving modes, motion-sensor lighting, and automatic shutdown features on production equipment.

Klimasan has been regularly calculating its carbon footprint since 2011 and has maintained a verification process in accordance with the ISO 14064-1:2018 standard since 2021. Total emissions for 2024 were verified at 981,481\* tonnes of CO<sub>2</sub>e, and this verification process was continued in 2025. Emission reduction projects are supported by applications such as transitioning to renewable energy sources, selecting energy-saving components, logistics optimization, and waste heat recovery.

As of 2024, Klimasan has placed energy efficiency at the center of its R&D strategy.

In this context:

- New fan motor designs,
- LED lighting systems,
- Semi-static cooling technologies, and
- High-efficiency components such as anti-fog glass solutions have been incorporated into products.

A transition to high-efficiency LEDs for in-product lighting was made, and energy savings of 10-12% were achieved with EC fan technology and fan algorithms. With the transition to anti-fog glass, an annual energy saving of 30-35 kWh per glass was achieved, eliminating the need for heaters.

These improvements have led to higher energy classes for both commercial and household product groups, expanding the competitive and eco-friendly product portfolio in the market.

\*Scope 3 data was not included in the 2023 calculation; it was incorporated into the total calculation in 2024.

## ENERGY EFFICIENCY AND MANAGEMENT

# The automation and process improvement projects carried out in 2024 have yielded significant gains in minimizing energy consumption.

### Energy Consumption

Thanks to the projects implemented throughout 2024, Klimasan managed to save 141,630 kWh. This corresponds to a 1.43% saving in electricity consumption. Natural gas consumption, however, increased by approximately 21.14% compared to the previous year.

Electricity	2019	2020	2021	2022	2023	2024
(kWh)	10,520,479	10,389,766	10,776,415	10,256,027	9,886,399	9,744,769

Natural Gas	2019	2020	2021	2022	2023	2024
(kWh)	8,562,732	8,276,452	8,759,752	6,015,039	5,627,795	6,817,790

### Role of the Carbon and Energy Board

Operating under the ISO 50001 Energy Management System, the Carbon and Energy Board serves as the primary governance mechanism for energy efficiency activities, with the participation of critical energy users and representatives from relevant departments. The Energy Manager and Energy Management Representative within the Board play a central role in ensuring the continuity of the system, monitoring performance, and carrying out improvement processes.

### Integrated Energy Efficiency Applications

The Maintenance, Investment, Production, and R&D departments actively contribute to achieving the Company's energy efficiency targets. Thanks to this interdepartmental collaboration, energy projects support not only operational efficiency but also environmental sustainability. With strong commitment from senior management, resource allocation for energy efficiency investments has been increased and applications have been expanded.

### Energy Performance and the PDCA Cycle

Energy consumption is monitored by department through direct energy analyzers, and the energy sources used (electricity, natural gas, diesel, drinking water, fire water, compressed air) are analyzed monthly using performance indicators. In the energy management cycle, continuous improvement is ensured through the PDCA (Plan-Do-Check-Act) method, aiming for more efficient use of resources.

### Energy Monitoring and Analysis Systems

Thanks to the energy analyzers deployed in the departments with the highest energy consumption, energy efficiency indicators are monitored in real time, consumption data are recorded, and proactive improvement decisions can be made. The outputs of the energy management system are evaluated by senior management at the annual Management Review Meetings, and new targets are set.

### Shared Energy Management Awareness with Employees and Stakeholders

As of 2024, Klimasan has organized energy management and energy-saving awareness training for all its employees. The number of employees who received ISO 50001 Internal Auditor Training was increased, and over 350 employees participated in at least one energy training session.

Participation rates:

- ISO 50001 Training: 100%
- Ideation Workshop on Efficiency: 85%
- Energy Awareness Seminar: 92%
- Sustainability Awareness Training: 78%

Awareness meetings focused on environmental and energy management for suppliers also help raise stakeholder awareness of energy efficiency.

### Energy Savings and Efficiency Measures

In addition to periodic internal and external audits within the Company, energy consumption points are analyzed, improvement opportunities are identified, and investments are made accordingly through detailed energy audits conducted by third-party consultants. The automation and process improvement projects carried out in 2024 have yielded significant gains in minimizing energy consumption. The Suggestion Evaluation System implemented at Klimasan encourages ideas that contribute to energy efficiency.

### Energy Consumption per Unit Product in 2024

Natural Gas	2019	2020	2021	2022	2023	2024
kWh/stdu	11.90	13.61	11.21	8.77	10.01	10.61

Electricity	2019	2020	2021	2022	2023	2024
kWh/stdu	14.62	17.09	13.79	14.99	17.6	15.17

## ENERGY EFFICIENCY AND MANAGEMENT

### The Turning Point in 2024: Energy Savings and Efficiency Projects

Through its energy efficiency projects in 2024, Klimasan has strengthened its operational excellence, thereby achieving tangible gains toward its sustainability goals:

- **Hot Water Line Insulation:** 1,770 kWh of natural gas savings
- **SC Packaging Line Automation:** 141,630 kWh of electricity savings
- **Waste Heat Recovery:** Facility space heating using compressor waste heat
- **Dyehouse Heat Exchanger Project:** A 27% reduction in natural gas consumption
- **Premixer Investment:** Shortened process time and increased energy efficiency
- **HG CNC Machine Overhaul:** A 12% reduction in electricity consumption, EUR 41,000 in savings
- **Fan Algorithm and EC Fan Transition:** Reduced energy consumption per product
- **Anti-fog Glass Application:** Energy savings through the elimination of the need for heaters



## EMISSIONS MANAGEMENT

# Klimasan acts with an awareness of continuous improvement and setting higher targets in the fight against climate change.

Global climate change is one of the most urgent and far-reaching environmental challenges of our time. These changes have created a multifaceted impact, affecting not only natural ecosystems but also economic structures, social order, and cultural values. The consequences of climate change manifest themselves in phenomena such as increasing temperatures, rising sea levels, extreme weather events, and diminishing water resources.

Carbon-intensive economic growth is directly linked to the widespread use of fossil fuels and increasing greenhouse gas emissions. Therefore, it is of great importance for companies to develop strategies to reduce their carbon emissions and effectively manage climate-related risks. In this regard, Klimasan aims not only to reduce its environmental impacts but also to enhance its corporate reputation and brand value.

Klimasan's approach to combating climate change is shaped around three main topics:

- Reducing greenhouse gas emissions from production processes,

- Minimizing environmental impacts from products' use phase by prioritizing energy efficiency and eco-friendly design,
- Monitoring and reporting emissions by increasing climate change awareness in the supply chain.

Klimasan's Integrated Management System Policy includes the following commitments:

- Continuously improving energy performance by procuring energy-efficient products and services,
- Supporting design processes to enhance energy performance,
- Making continuous efforts to reduce carbon emission levels.

Klimasan acts with an awareness of continuous improvement and setting higher targets in the fight against climate change. The Company also considers its stakeholders as solution partners and continues its journey with steps aimed at increasing their awareness.



### Carbon Management and Emission Reduction Policy

Klimasan has been systematically monitoring and calculating its carbon footprint since 2011 in accordance with the ISO 14064-1:2018 standard. The carbon management policy is implemented in an integrated manner with the TS EN ISO 50001 and ISO 14001 management systems, and annual targets are set during Management Review Meetings. All energy sources used at the factory are monitored and recorded in detail. Energy and carbon data are regularly shared with all employees, thereby increasing awareness.

The main strategies implemented throughout 2024 include the following steps:

- All electricity consumption was sourced from I-REC certified renewable energy sources.
- Natural gas and electricity consumption were reduced through projects such as compressor waste heat recovery, valve insulation, LED conversions, and automation improvements.
- Energy use was monitored in real time with energy analyzers installed at 36 points, and deviations were tracked through regression analyses.
- Employee participation was increased through internal auditor programs, the suggestion system, and energy awareness training.

## EMISSIONS MANAGEMENT

In 2024, the carbon footprint was calculated using digital systems, and this process was supported by verification mechanisms.

Energy consumption is continuously analyzed through systems that enable detailed monitoring of direct and indirect emissions, while software optimizations and automation investments are implemented in processes to reduce carbon.

### Step by Step for a Sustainable Future: Klimasan's Carbon Footprint Management

Klimasan aims to minimize its environmental impact by integrating its activities that could lead to high energy consumption and emissions with eco-friendly solutions. As of 2021, measurement and verification are conducted in six categories in accordance with the ISO 14064-1:2018 standard. In 2024, the carbon footprint was calculated through digital systems, and this process was supported by verification mechanisms.

Energy consumption is continuously analyzed using systems that allow for detailed monitoring of direct and indirect emissions, and software optimizations and automation investments for carbon reduction are implemented in processes.

Below are sample applications and gains related to these investments:

Application	Description	Gain
Compressor waste heat recovery	Oil heat from screw compressors was directed to boiler heating	1,186,000 kWh natural gas savings
Fan motor software optimization	Operating times were reduced by updating fan algorithms	4.8% reduction in electricity consumption
Valve and pipe insulation	Heat losses in the hot water line were prevented	1,770 kWh natural gas savings
Use of waste heat for space heating	Compressor fan heat was utilized for indoor space heating	1,017,600 kWh natural gas savings

## EMISSIONS MANAGEMENT

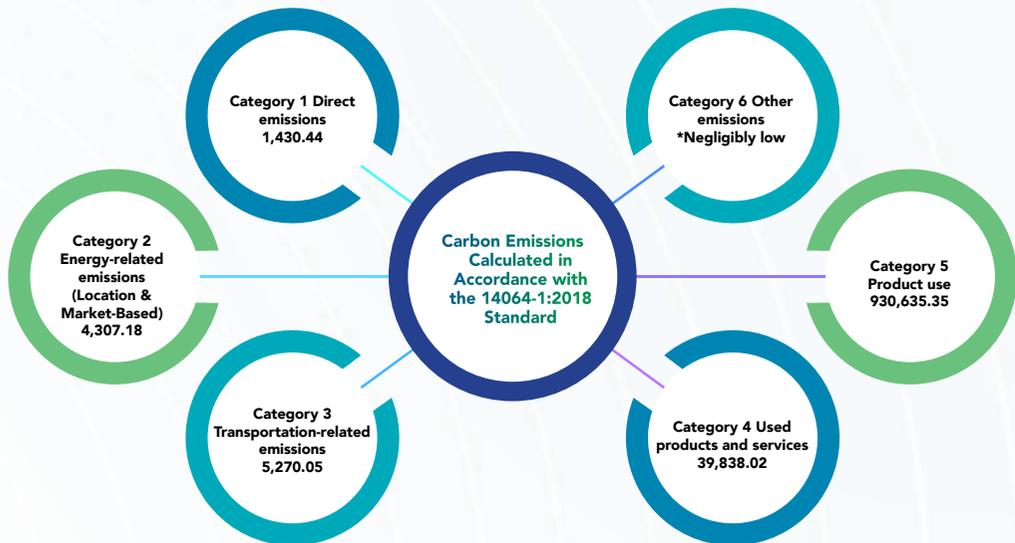
# As of 2024, electricity savings of 141,630 kWh have been achieved.

### Klimasan: Shaping the Future with SBTi-Approved Climate Targets

Klimasan has committed to reducing its Scope 1 and 2 emissions by 44.1% by 2030 compared to the 2020 base year, and to reducing Scope 3 emissions from the use of sold products by 51.6% per product compared to the 2021 base year. These targets have been approved by the Science Based Targets initiative (SBTi). As of 2024, carbon management has been effectively implemented on-site, and software-supported energy analysis solutions, hot water insulation, and automation-focused process improvements have resulted in electricity savings of 141,630 kWh.

Klimasan's investments toward its carbon reduction targets are as follows:

- Transition to energy-efficient motors (IE4 class),
- SC packaging line and lid line automation projects,
- Hot water generation using compressor oil heat,
- Hot water line insulation improvements,
- Process monitoring with digital energy analyzers,
- Remote monitoring systems and decision support software.



## EMISSIONS MANAGEMENT

# Klimasan participated in the Climate Ambition Accelerator Program organized by the United Nations Global Compact.

### Collaborative and Training-Focused Approach to Environmental Sustainability

Klimasan aims to manage its carbon footprint in collaboration with all its stakeholders. The awareness-raising activities carried out in 2024 are as follows:

- More than 20 employees received ISO 50001 internal auditor training.
- Employee participation was encouraged through the suggestion system.
- Carbon awareness meetings were held for suppliers, providing information on packaging reduction, low-emission transportation, and energy-efficient components.
- Product labels included information on energy classes and carbon emissions, while after-sales brochures provided efficient usage guides.

### Collaboration in Environmental Sustainability: Klimasan's Cool BIER Program Journey

Klimasan actively participates in the Cool BIER Program, organized by The Beverage Industry Environmental Roundtable (BIER), which includes leading companies in the beverage industry. This program aims to reduce the environmental impact of commercial refrigeration equipment and increase the contributions of companies in the supply chain. The program, which began in 2022, focuses on improving the environmental performance of commercial refrigeration equipment, a key component of the beverage sector, through experience-sharing workshops and meetings. The program's main objectives include reducing the carbon footprint and energy consumption of products, developing sustainable technologies through R&D activities, and promoting supplier-customer collaboration on critical topics such as recyclability and life cycle management.



### On the Journey of Global Climate Action: Participation in the United Nations Climate Ambition Accelerator Program

To strengthen its sustainability commitments and take concrete steps against the global climate crisis, Klimasan participated in the Climate Ambition Accelerator Program organized by the United Nations Global Compact. Launched simultaneously in 44 countries in 2023, this program offers a six-month acceleration process designed specifically for member companies advancing toward the goal of climate neutrality.

Including 27 companies from Türkiye and more than 800 companies worldwide, the program is structured to help participants set science-based emission reduction targets aligned with the 1.5°C limit and to develop comprehensive action plans accordingly. During the program,

participating companies like Klimasan had the opportunity to strengthen their climate strategies through expert-led training sessions and workshops. This comprehensive process went beyond theoretical knowledge, providing participants with the opportunity to take concrete steps and develop practical solutions.

Klimasan's participation in this program has reinforced the Company's commitment to combating climate change and has been part of its strategic steps toward fulfilling its environmental responsibilities on an international scale. The knowledge and experience gained during the program have provided strong guidance in achieving Klimasan's emission reduction targets and have advanced its climate action vision.

## EMISSIONS MANAGEMENT

### Milestones in Energy and Emission Management: Klimasan's Strategic Steps

**2011:**  
Klimasan established its Carbon Footprint Management System, systematizing its carbon footprint management, and obtained the ISO 14001 Environmental Management Certificate.

**2013:**

Klimasan became the first company in its sector to receive the ISO 50001 Energy Management System Certificate and implemented energy management practices.

The goal was to reduce emissions by 25% within five years, but a 23% reduction was achieved in just two years. This achievement was featured as a best practice example in the Heineken Sustainability Report.

**2015-2020:**

Over a nine-year period, Scope 1 and Scope 2 emissions were reduced by 69%. Monthly energy and emission performance was regularly monitored, and numerous improvement projects were implemented.

**2021:**

The carbon footprint, including all scopes, was calculated in accordance with the ISO 14064-1:2018 standard and verified by an accredited third party. Klimasan published a commitment to set long-term, SBTi-aligned carbon footprint reduction targets. All electricity consumption was met by renewable energy sources, and an I-REC Certificate was obtained.

**2023:**

Klimasan's science-based emission reduction targets were approved by the SBTi. Work on emission reduction plans continued within the scope of the SLoCT Training Program. As in previous years, annual electricity consumption was fully met by renewable energy sources, and the I-REC Certificate was obtained.

**2012:**

A comprehensive emission reduction roadmap was created in collaboration with Carbon Clear. Emissions were reduced by 14% in the first year.

**2014:**

Klimasan won third place in the "Energy Efficiency Projects" competition organized by the Manisa Organized Industrial Zone and was awarded first place in the "Environmentally Friendly Facility" competition in the same year.

**2020:**

For the first time, an investment was made in renewable energy sources for electricity consumption, and an I-REC Certificate was obtained.

**2022:**

Klimasan participated in the SLoCT Training Program to set science-based emission reduction targets, and these targets submitted for SBTi approval. All electricity consumption was met through investments in renewable energy sources, and the I-REC Certificate was renewed.

**2024:**

Klimasan increased its investments in digitalization and automation systems to make its carbon management policies more effective on-site. Significant reductions in energy consumption were achieved through energy efficiency projects, the expansion of waste heat recovery systems, and software-supported energy analysis solutions implemented at production facilities.

In 2024, all electricity consumption was once again met by renewable energy sources, a fact documented by the I-REC Certificate. Additionally, to reduce the carbon footprint, projects such as hot water insulation, compressor waste heat recovery, and automation-focused process improvements resulted in annual electricity savings of 141,630 kWh. The monitoring of Scope 1 and 2 emissions continued in line with the ISO 14064 standard. In this context, the Carbon and Energy Board worked actively, conducting regular analyses of emission performance and developing new projects aligned with SBTi-compliant targets. Efforts also began on a carbon emission calculation system based on a cradle-to-gate methodology for each product model.

## WATER MANAGEMENT

# Klimasan makes technological investments to enhance water management efficiency as part of a continuous improvement approach.

### Valuing Water, Investing in the Future: Klimasan's Sustainable Water Management Approach

Aware of the negative impacts of climate change on water resources, Klimasan places great importance on the effective, efficient, and responsible management of water. The Company has adopted the primary goal of minimizing water consumption and managing wastewater in a way that minimizes environmental impacts. In this regard, water is used carefully in various operational areas, from domestic needs to production processes, and from cooling systems to surface treatments.

Water consumption in production processes is particularly intensive during surface treatments in the dyehouse department. The water used in these processes is utilized for cooling purposes. The wastewater generated after the process is safely disposed of via the Manisa Organized Industrial Zone's sewage infrastructure and is managed in compliance with environmental legislation and standards. Additionally, closed-circuit cooling towers ensure the effective cooling of machinery, and these systems support the reuse of water.

Klimasan sources the water used in its production processes from the municipal water supply. These resources, made suitable for process water through a water softening unit, undergo regular analysis and inspection processes. The checks reveal that wastewater parameters are well below legal limits, strongly reflecting Klimasan's eco-friendly and sustainable production policy. With a continuous improvement approach, the Company makes technological investments and implements innovative practices to enhance water management efficiency. In this context, digital water monitoring systems have been installed to provide real-time consumption tracking and leak detection. In addition, practices such as the use of low-flow nozzle systems and the optimization of rinsing and cleaning processes, aimed at reducing water consumption, have resulted in nearly 8% savings.

Pollutant Parameter	Legal Limit (mg/L)	Actual Average (mg/L)
COD (Chemical Oxygen Demand)	4,000	1,285
TSS (Total Suspended Solids)	500	436
Oil & Grease	250	14

Thanks to long-term strategic investments, Klimasan has succeeded in steadily reducing its total water consumption and water intensity per product. This progress is based on efficiency-enhancing projects, particularly in the dyehouse processes, along with in-process improvement efforts and activities aimed at minimizing wastewater generation. Furthermore, having reduced water consumption per product by 23% as of 2024 compared to 2021, Klimasan aims to achieve an additional 10% reduction by 2025.

Year	Total Water Consumption (m <sup>3</sup> )	Consumption per Product (m <sup>3</sup> /std. unit product)
2021	102,638	0.13
2022	66,295	0.10
2023	71,477	0.13
2024	67,423	0.10

A significant step was taken in 2024 toward the goal of sustainable water management. The use of well water, which had been used in production processes for many years, was completely phased out. Since the water used in the dyehouse processes must have a specific conductivity level, the high lime content of the previously treated well water was a factor that increased consumption. Based on analyses, the use of well water was discontinued, and a switch was made to using only municipal water. This change resulted in annual water savings of more than 20,000 m<sup>3</sup> and also prevented the generation of approximately 21,000 m<sup>3</sup> of wastewater per year.

In addition, R&D activities are planned for the reuse of wastewater as process water, with the goal of implementing pilot recovery projects starting in 2025. In the long term, the aim is to reduce the total water footprint by 30% by 2030 (base year: 2021). As part of efforts to raise awareness about water consumption, a corporate communication campaign with the theme "Valuing Water, Investing in the Future" was conducted in 2024, and behavioral transformation was supported through training for all employees and the "Be a Drop" volunteer environmental ambassadors program.

This comprehensive implementation stands out as a concrete success contributing to Klimasan's environmental sustainability goals and reinforces the Company's climate-resilient and resource-efficient production approach.

## CIRCULAR ECONOMY AND WASTE MANAGEMENT

# Klimasan views its waste management activities not just as a legal obligation but as an integral part of its environmental responsibility.

With the vision of protecting environmental values and building a sustainable future without compromising the needs of future generations, Klimasan places great importance on its waste management processes. The Company conducts these processes in accordance with the ISO 14001 Environmental Management System, the Environmental Law, and other relevant national and international environmental legislation.

Technical support for waste management is obtained from expert environmental consulting firms, ensuring that legislative monitoring, risk assessments, and on-site practices are continuously updated. Furthermore, a temporary waste storage area has been established within the Company, and the segregation, collection, transportation, and disposal of all waste by type are meticulously carried out within this infrastructure. All waste is collected and labeled by type, in accordance with the 90% fullness rule; unlabeled waste is not accepted in the area.

### A Systematic and Participatory Approach

All waste management processes are coordinated by:

- Waste officers from relevant departments,
- The Environmental Management Representative, and
- The Environmental Board, and are managed within a transparent structure with the participation of internal and external stakeholders.

### Examples of Practices in Production and Administrative Areas

- Process waste generated during production activities is collected in labeled standard containers under the responsibility of the relevant units. These containers are transported to waste areas by Milk Run robots and safely stored.
- Waste generated in administrative offices, social areas, the cafeteria, and outdoor areas is segregated at the source using designated waste bins and delivered daily to the respective collection areas.
- Waste collection and transportation operations are recorded through the Ministry of Environment's digital systems — the Mobile Waste Tracking System (MOTAT) and the Transport Control Number (TKN) — and all waste movements are digitally monitored.

### Hazardous and Non-Hazardous Waste Management

- Hazardous waste originating from Klimasan's operational processes is safely transported by licensed firms authorized by the Ministry of Environment, Urbanization, and Climate Change and processed at appropriate disposal and recovery facilities.

- Non-hazardous and recyclable waste is primarily evaluated for in-house reuse opportunities, and when this is not possible, it is directed to licensed recycling firms. All transactions are documented with delivery notes and reported in the accounting system.

### Waste Electrical and Electronic Equipment Management (WEEE Compliant)

To minimize the environmental impact of the electrical and electronic equipment it produces throughout their life cycle, Klimasan operates in full compliance with the Waste Electrical and Electronic Equipment (WEEE) Directive.

In this context, the processes of collecting, re-evaluating, and recycling products at the end of their useful life are meticulously carried out. Electronic waste from production is collected in WEEE points and sent to licensed facilities with a TCN (Transport Control Number).

### Conclusion and Commitment

Klimasan views its waste management activities not just as a legal obligation but as an integral part of its environmental responsibility, and continues to develop all its processes with the principle of continuous improvement. This approach both reduces environmental impacts and contributes to the circular economy. As of 2024, significant progress in energy savings and waste reduction has been achieved through projects such as "Reintegration of Scrap Metal into Production," "Decommissioning of the DFSG Milling Machine," and "Hydraulic Heat Exchanger System Improvement."

## CIRCULAR ECONOMY AND WASTE MANAGEMENT

# Klimasan adopts a waste management approach based on the European Union Waste Hierarchy.

### Klimasan's Zero Waste Strategy

By adopting a "Zero Waste" strategy at every stage of its operations, Klimasan aims to make an effective contribution to its sustainability goals. In this context, the Company has structured both its current practices and its long-term roadmap to minimize environmental impacts.

In 2024, Klimasan continued to fulfill the requirements of the Zero Waste Certificate issued by the Ministry of Environment, Urbanization, and Climate Change in 2023, accelerating its awareness-raising efforts for the integrated zero waste management system. System performance is actively monitored through the Environmental Information System (EÇBS) and reviewed at regular intervals.

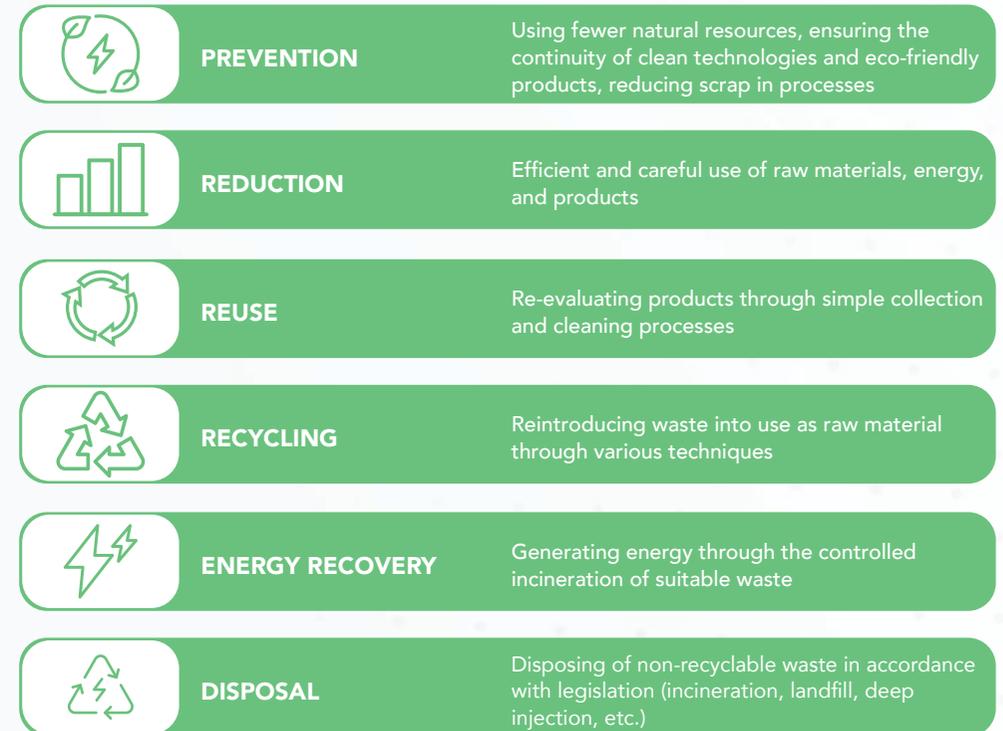
### Practices and Strategic Goals

- To prevent waste generation at the source, minimize waste, and continuously reduce environmental impacts through proactive environmental management practices,
- To reduce raw material consumption and increase resource efficiency by utilizing waste as an input for a new product or as an energy source,

- To support environmental sustainability by continuously improving the recycling rates of hazardous and non-hazardous waste generated from operations,
- To contribute to the circular economy by developing products with high recycling rates,
- To direct the income generated from recycled or disposed waste to sapling donations in order to transform it into social and environmental contributions, and in this context, to carry out afforestation activities in the Klimasan Grove,
- To create a conscious, environmentally sensitive workforce through regular Environmental and Waste Management Information Training for all employees,
- To increase collaboration with stakeholders who have a high sense of environmental responsibility, and promote sustainable practices across the supply chain through supplier training and development projects.

### Our Approach in Line with the Waste Hierarchy

Klimasan's waste management approach is based on the European Union Waste Hierarchy. In this context, the Company applies the following principles in order of priority:



With this strategic approach, Klimasan aims to both minimize its environmental impacts and create social value. The Company believes that the zero waste goal is not just an environmental policy but also a reflection of corporate responsibility.

## CIRCULAR ECONOMY AND WASTE MANAGEMENT

# Klimasan collects surplus food and ensures its delivery to animal shelters.



### Klimasan's Waste Amounts for 2024

3,036 tonnes Non-hazardous recyclable waste

576 tonnes Domestic waste

70 tonnes Hazardous waste was generated, and all of it was delivered to recycling, recovery, or disposal facilities through licensed, accredited firms.



#### Through recycling of paper waste:

4,416 trees were saved from being cut down.  
The release of 45,981 kg of greenhouse gases into the atmosphere was prevented.  
1,065,098 kWh of energy savings were achieved.  
649 m<sup>3</sup> of landfill space was saved.



#### Through recycling of plastic waste:

The release of 13,196 kg of greenhouse gases into the atmosphere was prevented.  
1,858,431 kWh of energy savings were achieved.  
740 m<sup>3</sup> of landfill space was saved.  
5,246 barrels of oil were saved.



#### Through recycling of glass waste:

The release of 5,836 kg of greenhouse gases into the atmosphere was prevented.  
8,170.68 kWh of energy savings were achieved.  
233.45 tonnes of raw material savings were achieved.  
291 m<sup>3</sup> of landfill space was saved.



#### Through recycling of metal waste:

2,114 tonnes of raw material savings were achieved.  
The release of 154,554 kg of greenhouse gases into the atmosphere was prevented.  
1,044,460 kWh of energy savings were achieved.  
4,880 m<sup>3</sup> of landfill space was saved.

### Zero Waste Strategy and 2024 Achievements of Klimasan

At Klimasan, zero waste management is carried out by a specially appointed Zero Waste Management Team. This team plays an active role in reducing the amount of waste, segregating it on-site, and ensuring it is sent for proper recycling or disposal. Furthermore, at Klimasan, environmental impacts are regularly measured as part of production improvement and employee suggestion projects. In addition to criteria such as energy savings, capacity

increase, and efficiency achieved in projects, environmental impacts like waste prevention and reduction of chemical use are also evaluated and reported.

Also active in the field of social responsibility, Klimasan collects surplus food through "Leftover Food" and "Leftover Bread" bins in the cafeteria and ensures it is delivered to animal shelters. As in the previous years, the Environmental Bulletin initiative was launched in 2024 to mark World Environment Day on June 5.

## CIRCULAR ECONOMY AND WASTE MANAGEMENT

# Klimasan aims for environmentally friendly, safe, and sustainable production by integrating green chemistry principles into its production processes.

### Sustainability Training at Klimasan: Zero Waste Strategies and Awareness

Klimasan regards fostering environmental awareness and a sustainability mindset among all its employees as one of its primary goals. Accordingly, the Company conducts comprehensive informational training on environmental management, environmental legislation, and zero waste on a regular basis each year.

The training sessions, provided by an Environmental Consultant, are planned to cover at least 60% of employees as a legal requirement, and the process is implemented to ensure maximum participation across the organization. The scope of the training includes:

- Zero Waste Management
- Segregation of Waste at the Source
- General Environmental Legislation Briefings
- Energy and Emission Management
- Environmental Sustainability Principles

As of 2024, a total of 1,990 hours of environmental information training has been provided to Klimasan employees.

- Training for white-collar employees was conducted via digital platforms,
- Training for operations employees was held in person.

Additionally, practical waste management training and Environmental and Energy audits were organized specifically for critical process employees, waste collection personnel, team leaders, and warehouse and shipping employees.

### Accessible and Visual Training Practices

The Sustainability and Zero Waste Management Information Video prepared by Klimasan was sent to all employees via SMS and was also displayed on screens in the cafeteria and administrative building to ensure wide reach.

In addition, through Quality Management System announcements, employees are continuously informed about on-site waste segregation practices, energy efficiency tips, and eco-friendly behaviors.

### Orientation and On-Site Improvement Processes

In the technical orientation and basic on-the-job training provided to new production employees, waste management processes are addressed in detail, thus instilling environmental responsibility from the very beginning of employment.



Furthermore, during regular on-site audits conducted by the Training Quality Team, the waste segregation performance of production stations is monitored, and necessary continuous improvement efforts are implemented.

### Sustainable Waste Management: Audit and Control Processes

Klimasan meticulously carries out waste audit and control processes in office areas, production sites, the cafeteria, and all common areas through a holistic approach. These processes are monitored through regular departmental audits conducted within the scope of the Quality Management Systems, and necessary actions for identified improvement areas are promptly initiated.

In operational units, audits conducted by the Environment and Quality Team regularly check the proper segregation and collection of waste, ensuring that processes comply with regulations and company policies.

The main purpose of the audit processes is to increase environmental awareness at the individual, team, and corporate levels, to ensure that waste is managed properly at the source, and thus to contribute to minimizing environmental impacts.

With these practices, Klimasan adopts an effective waste management approach and fulfills its environmental responsibilities in an exemplary manner for all its stakeholders, in line with its sustainable environmental policies.

### Sustainable Production with Green Chemistry: Klimasan's Eco-Friendly Chemical Approach

Klimasan aims for environmentally friendly, safe, and sustainable production by integrating green chemistry principles into its production processes. In this context, the use of chemical substances with the potential to harm human and environmental health is kept to the lowest possible level, and when evaluating alternatives, components with the lowest degree of hazard are preferred.

## CIRCULAR ECONOMY AND WASTE MANAGEMENT

# Klimasan collaborates with firms that supply chemicals fully compliant with the REACH and RoHS Directives.

The following principles are fundamental to chemical use:

- Solvents, separating agents, and similar chemicals are not used unless essential; when necessary, less harmful and more environmentally friendly versions are preferred.
- To prevent the generation of hazardous waste, increase reaction efficiency, and enhance occupational safety, all auxiliary materials used are subject to evaluation in terms of environmental and occupational health.

In its procurement processes, Klimasan collaborates with firms that supply chemicals fully compliant with the REACH and RoHS Directives, thereby implementing sustainable supply chain management. Suppliers are required to provide compliance and Safety Data Sheets (SDS), and the contents of products are checked for their environmental impacts.

Furthermore, Klimasan's chemical waste management processes are also carried out meticulously:

- Waste generated in production processes is subjected to hazardousness analyses in accredited laboratories,
- Ensuring that waste is properly classified as hazardous or non-hazardous,

- The disposal process is carried out legally and safely through licensed waste management firms, minimizing environmental risks.

With these practices, Klimasan systematically controls its chemical-related environmental impacts, deepens its culture of sustainable production, and supports production technologies that do not harm the environment.

### Sustainable Transformation with the Circular Economy: Klimasan's Strategic Steps

Klimasan supports its sustainable production approach not only in its production processes but also with circular economy principles that emphasize resource management and waste reduction. The circular economy — a waste free and highly resource-efficient business model that ensures products, components, and materials remain in the system for as long as possible while preserving their economic value—is among Klimasan's strategic priorities.

Thanks to this model:

- Dependence on natural resources is reduced,
- Waste generation is minimized,
- The value of materials reintroduced into the economy is increased, and
- Environmental sustainability is strongly supported.

This model, which combines environmental protection with economic growth, represents a transformation process that considers the needs of both present and future generations.

By implementing its pioneering efforts in the circular economy, Klimasan maximizes resource efficiency and plays a significant role in this sustainable transformation. Through projects aimed at the sustainable use of resources and waste minimization, the Company not only fulfills its environmental responsibility but also continues to create economic value.

### A Step Toward the Circular Economy: Klimasan's Packaging Improvement Strategy

Klimasan integrates a responsible material management approach into its packaging strategies to reduce environmental impacts and increase resource efficiency. In this context, as a result of long-term R&D efforts, alternative solutions have been developed to replace the styrofoam material used for protection in product packaging.

As of 2024, recyclable cardboard-based packaging solutions have begun to be implemented in certain product groups, contributing to the reduction of single-use plastic waste and significantly lowering the environmental footprint of packaging.

Klimasan aims to expand this improvement strategy to a wider product range in the future. Thus, the Company continues to support not only operational efficiency but also an eco-friendly product life cycle.

This strategic transformation stands out as a concrete indicator of Klimasan's commitment to its sustainability pledges and circular economy principles.

### Klimasan Refurbishment Center: Circular Economy and Sustainable Transformation

The Klimasan Refurbishment Center operates to repair, refurbish, and reintroduce commercial refrigerators that have been damaged during use or have reached the end of their economic life back into the economy. The center's primary objectives include:

- Preventing waste generation,
- Reducing the consumption of natural resources, and
- Extending product life-cycles.

This approach, in line with circular economy principles, moves away from the "take-make-dispose" model for products and instead embraces the principles of reuse and value creation. Through these processes, the environmental impact is reduced, resource efficiency is increased, and a direct contribution is made to Klimasan's sustainable production goals.

Klimasan considers its refurbishment activities not just as an operational process but as an integral part of its environmental responsibility and corporate sustainability vision.

## BIODIVERSITY

# Klimasan's biodiversity efforts are supported by other practices carried out within the scope of the integrated environmental management system.

Klimasan regards the protection of natural habitats not only as an environmental responsibility but also as a fundamental requirement for achieving sustainable development goals.

Placing the protection of biodiversity at the center of its sustainability strategy, Klimasan has taken significant steps throughout 2024 to preserve the balance of nature. The Company adopts an approach based on ecosystem management and nature-based solutions to minimize the environmental impact of its activities. In this context, various practices have been implemented in both production sites and social responsibility projects, such as protecting local species, increasing green areas, and supporting natural habitats. Furthermore, care is taken to avoid harming the natural habitats in the regions where production facilities are located, and the protection of green areas, as well as the creation of areas that support biological diversity are among the priorities.

Klimasan considers the protection of natural habitats not only as an environmental responsibility but also as a fundamental requirement for achieving sustainable development goals. In this regard, projects have been developed that are compatible with energy efficiency, waste reduction, protection of water resources, and environmentally friendly production technologies to minimize environmental impact in production processes. Efficiency in the use of water,



energy, and raw materials is prioritized, and wastewater management systems are in place to prevent pollutants from directly entering water sources. The use of chemicals is limited to only necessary areas, and hazardous substance control is ensured in compliance with regulations such as REACH and ADR. Environmental Impact Assessment (EIA) processes are conducted before activities, and environmental permit, inspection, and compliance practices are regularly monitored by the Manisa Organized Industrial Zone (OIZ) and Ministry authorities.

Through environmentally friendly practices, the Company not only contributes to the protection of local ecosystems but also demonstrates a stance consistent with global biodiversity goals. Landscaping efforts around the facility are carried out in harmony with the local flora, favoring low-water-consumption, native, and region-specific species. Additionally, to prevent harm to bird populations and soil organisms, light intensity in night lighting is reduced, noise propagation is minimized, and natural life support units are used.

The "Klimasan Employees' Grove of Affection" project, a concrete example of the Company's biodiversity conservation efforts, continued actively in 2024. Within this scope, 150 new trees were planted around the Manisa OIZ with the voluntary participation of employees, expanding the green areas. By prioritizing native species in the grove area, the project contributed to the sustainability of the region's natural vegetation. Thanks to this project, respect for nature and a sense of environmental responsibility have become an indispensable part of Klimasan's corporate culture.

Klimasan's biodiversity efforts are not limited to green areas but are supported by other practices carried out within the scope of the integrated environmental management system. Throughout 2024, 1,200 m<sup>2</sup> of new green space was created around the factory. In addition, practices supporting the habitats of local species were implemented, including bee-friendly plants, bird nests, insect hotels, bird feeders, and natural life support units.

 BIODIVERSITY

# Klimasan's biodiversity-focused strategies are shaped by its mission to protect the balance of nature.



Leak-proof controls and secondary spill prevention measures in production areas were strengthened, preventing potential harmful effects on the environment. The facility's environmental impacts on air, water, and soil are regularly monitored, and environmental performance indicators including emissions, water consumption, and wastewater quality are continuously recorded and integrated into environmental reports.

Approximately 250 employees participated in the "Natural Life and Biodiversity" themed training sessions organized for staff. These training sessions covered topics such as the importance of biodiversity, threats to local ecosystems, and ways to contribute. At the same time, environmental awareness was promoted across the supply chain through informational activities for suppliers and business partners.

The Company also continues to reduce its impact on the ecosystem through projects developed in areas such as waste management, recycling, water conservation, and hazardous substance control. The pressure of production processes on the environment has been reduced, particularly through practices such as the use of recyclable consumables, packaging return systems, reusable plastic crates, and REACH-compliant chemicals with low VOC content.

Klimasan took significant steps toward its zero-waste target in 2024. Waste from production was sorted by type and sent to licensed recycling companies, thereby reducing the burden on ecosystems. The Company continues to increase its recycling rates every year, develop systems that reduce waste generation at the source, and monitors all these processes transparently through environmental performance reports.

Klimasan's biodiversity-focused strategies are shaped by its mission to protect the balance of nature, carrying this environmental responsibility through both internal practices and community-oriented projects. With the long-term goals set for 2025 and beyond, it is planned to expand practices such as micro-habitats that support native species, biological corridors, native species inventory studies, and collaborations with civil society. Ecosystem sensitivity is considered in new investments; flora-fauna inventory analyses are conducted, design measures are taken to protect native species, and sustainable infrastructure solutions such as rainwater management, green buildings, and nature-friendly materials are adopted.

Furthermore, within the scope of the performance monitoring systems established for the 2025–2030 period, the targets include increasing the facility-based green space ratio to over 20%, planting 1,000 new trees, installing at least 50 natural life support units, providing awareness training to 90% of employees, and monitoring at least 10 different species annually. Joint monitoring efforts with universities and collaborations with non-governmental organizations (e.g., the TEMA Foundation) will also accompany these strategies. Klimasan remains committed to expanding its efforts to support biodiversity in line with its vision of leaving a livable environment for future generations.

## PRODUCT LIFE-CYCLE

# During the production phase, energy consumption is reduced by using eco-friendly refrigerant gases.

Klimasan shapes its product life-cycle management in line with the principles of environmental sustainability and resource efficiency. This approach covers all processes, from product design, raw material procurement, and production, to the usage phase and the recycling or disposal stages at the end of the life cycle.

In line with its sustainable design principle, Klimasan develops its products in the light of the "6 RE Philosophy," using environmentally friendly materials that are suitable for repair, high in energy efficiency, and open to reuse. Priority is given to reducing harmful substances, modular structure, and selecting long-lasting components in the design process. As of 2024, approximately 60% of the materials used in products are sourced from recyclable or recycled materials. These materials are procured from sustainable suppliers with environmental certifications, and the supply chain is regularly audited based on quality and sustainability criteria.

During the production phase, energy consumption is reduced by using eco-friendly refrigerant gases such as R600a, R290, and environmental impacts are minimized through waste management and water conservation practices. The use of high-efficiency components such as antifog glass, insulated doors, and EC fans increased the energy performance of products and reduced their carbon footprint. Additionally, efficiency is increased through energy management systems and automatic control applications on production lines.

During the usage phase, Klimasan offers its customers products with lower energy consumption; energy savings of 5% to 15% are achieved with innovative technologies such as electronic thermostats, LED lighting, and VCC compressors. These technologies are integrated to increase temperature sensitivity, prevent unnecessary energy use, and extend the lifespan of the devices.

At the end of the product life-cycle, recycling and disposal processes are managed in accordance with environmental legislation. Through designs that enable easy disassembly, the increased use of recoverable materials, and the recycling networks established with business partners, the materials from



end-of-life devices are reintroduced into the economy. Harmful chemicals and gases are disposed of through special procedures without harming the environment.

In this context, Life Cycle Assessment (LCA) studies are conducted in accordance with ISO 14040 and ISO 14044 standards. As a result of LCA studies conducted on household deep freezers and commercial refrigerator and freezer product groups, environmental indicators such as carbon footprint, water consumption, and energy use have been analyzed in detail. LCA outputs guide strategic improvements across multiple areas, from design decisions to production optimization. For example, compared to 2023, an improvement of 10-15% in energy consumption has been achieved, and significant reductions have been made in emissions during both the production and use phases.

Within the scope of projects carried out in 2024, product energy efficiency was increased through the use of VCC compressors, electronic thermostats, and smart fan algorithms, while energy losses were minimized with antifog glass and insulated door systems. The environmental

impact was reduced through the optimization of wastewater treatment, recovery, and waste management systems, and transportation-related emissions were lowered through sustainable logistics practices.

To digitally monitor the product life-cycle, Product Life-Cycle Management (PLM) systems, IoT sensors, and energy performance databases (e.g., EPREL) are actively used. Through these systems, all processes from design to after-sales services are monitored holistically, enabling continuous improvement.

Klimasan not only integrates its product life-cycle strategies into its internal processes but also shares them with suppliers, business partners, and customers. The use of sustainable materials and low-carbon production is encouraged in the supply chain, joint projects are carried out with business partners, and energy efficiency awareness is increased through training and informational activities for customers. All these efforts allow for a strong balance to be struck between product life-cycle management, environmental responsibility, and competitive strength.

## OUR ECO-FRIENDLY PRODUCTS

# As of 2024, the average recyclability rate of products has reached 98.4%.



Klimasan positions environmental sustainability as a fundamental building block of its product development and production processes. In line with this, the Company adopts the “6 RE Philosophy” as a guide, focusing on energy efficiency, carbon emission reduction, recyclability, and the conservation of natural resources. This philosophy, which includes the principles of RE-Think, RE-Duce, RE-Place, RE-Cycle, RE-Use, and RE-Pair, aims to minimize the environmental impact throughout the entire product life-cycle.

Klimasan combines its sustainable design vision with high performance, low energy consumption, and eco-friendly refrigerant gases, opting for ozone-friendly R600a and R290 gases in 85% of its total production as of 2024. Thanks to their low global warming potential, these gases generate approximately 1,400 times fewer greenhouse gas emissions per product compared to traditional HFC gases, providing an environmental benefit.

In energy efficiency-focused product development processes, innovative technologies such as next-generation EC fans, VCC compressors, electronic thermostats, antifog glass, and optimized LED systems are used. This results in energy savings of 5% to 15% in household and commercial products, achieving average annual energy saving of 100-150 kWh and a CO<sub>2</sub> emission reduction of 55-85 kg per product.

Among the design and system improvement projects implemented in 2024, energy gains of 8% were achieved through Semi Static cooling systems, 12% with fan algorithm optimizations, 20-35 kWh with antifog glass applications, and up to 15% through LED improvements. Additionally, a 4-5% efficiency increase per cabinet was achieved through detailed engineering applications such as thermal bridge reduction and gasket design. Through a total of nine energy efficiency projects carried out during the year, approximately 1.2 million kWh of energy savings and a reduction of 480 tonnes of CO<sub>2</sub>e emissions were achieved.

Klimasan evaluates the recycling rate from the product design stage and monitors all product components on a material basis thanks to the recyclability data integrated into its ERP system. As of 2024, the average recyclability rate of products has reached 98.4%. This rate makes it possible to reintroduce approximately 3,200 tonnes of material into the economy each year.

Full compliance with the EU energy label system (EU 2017/1369) has been achieved for household products, with refrigerators being produced in the C–E energy class range and deep freezers in the D–E range. For commercial products, energy class optimizations have been carried out in line with Eco-Design and Energy Labelling regulations, targeting B–D energy class for vertical glass door cabinets, C–E for display cabinets, and

E–F for mini-bars. All new products are registered through the EPREL system, and their energy data is shared transparently with the public.

Klimasan has also increased its energy efficiency investments in its production processes. Natural gas consumption was reduced by 27% through dyehouse capacity increases and flue system revisions, and energy savings were achieved in hot water systems through compressor heat recovery projects. Operational efficiency has been increased through new CNC machine investments, digital energy management systems, and lighting improvements.

Klimasan’s carbon footprint calculations are carried out in accordance with the ISO 14064-1:2018 standard and IPCC/DEFRA methodologies. According to LCA data, the highest carbon emissions in the product life-cycle occur during the consumption phase. Therefore, investments in technologies that reduce energy consumption are maintained as a strategic priority that directly reduces environmental impacts.

Strategic goals for 2025 and beyond include creating a 100% ODS-Free product portfolio, ensuring all products comply with EU energy label criteria, developing recyclable product designs with a low carbon footprint, and accelerating the transition to IoT-based smart cooling systems. In this direction, sustainable product innovations are being strengthened through energy-efficient components developed based on the 6 RE philosophy and LCA-based product evaluation practices.

Klimasan’s eco-friendly product development approach supports both user satisfaction and sustainable development goals through environmental impact reduction, energy efficiency, recycling-oriented design, and innovative technologies.

## OUR SOCIAL SUSTAINABILITY COMMITMENTS AND TARGETS

Our Commitments		2020	2021	2022	2023	2024
1) Ensuring the number of calls to the Klimasan Ethics Hotline is "0."		1	0	0	1	1
2) Providing informational training to all employees on Human Rights, Business Ethics, and Code of Conduct (Employee participation rate)		91%	100%	100%	100%	100%
3) Providing informational training on Fair Competition and Trade Ethics (Employee participation rate)		100%	100%	100%	100%	100%
4) Ensuring all employees receive Occupational Health and Safety Training (Employee participation rate)		100%	100%	100%	100%	100%
5) Ensuring all employees receive Environmental Awareness and Waste Management Training (Employee participation rate)		23%	100%	100%	100%	100%
6) Ensuring all employees receive Energy and Emissions Management Awareness Training (Employee participation rate)		100%	96%	100%	100%	100%
7) Ensuring all employees receive Information Security Awareness Training (Employee participation rate)		100%	96%	100%	100%	100%
8) Providing at least 10 person-hours of professional and personal development training for blue-collar employees during the year (Average training hours/ Average number of employees)		6.40	11.65	19.55	58.55	43.18

## OUR SOCIAL SUSTAINABILITY COMMITMENTS AND TARGETS

Our Commitments		2020	2021	2022	2023	2024
9) Providing at least 10 person-hours of professional and personal development training for white-collar employees during the year (Average training hours/Average number of employees)		6.41	12.98	27.89	20.09	31.50
10) Continuously reducing the accident frequency rate ((Number of work accidents/ Total working hours) * 1,000,000)		42.41	52.87	33.02	41.23	75.89
11) Continuously reducing the accident severity rate ((Number of lost workdays/ Total working hours) * 1,000)		0.21	0.20	0.12	0.14	0.29
12) Organizing at least 20 social activities to increase employee engagement during the year		-	5	24	10	37
13) Conducting at least 12 social responsibility projects or collaborations during the year		-	9	15	15	8
Our Targets						
1) Achieving a 50% ratio of female employees in senior executive positions by 2025		31%	36%	35%	37%	50%
2) Increasing the total ratio of female employees to 27% by 2025		22%	24%	23%	25%	26%
3) Increasing employee satisfaction survey results in the categories of "satisfaction, engagement, passion" compared to the previous year, as of 2022				5%	The rate remained constant.	The rate remained constant.

## HUMAN RESOURCES

As of 2024, the number of employees working at Klimasan exceeds 1,300.

**50%**

Female manager ratio

Klimasan is an institution that shapes its strategic growth with a focus on human resources and considers its employees its most valuable asset.

Klimasan's comprehensive human resources policy adopts a fair and equitable approach towards its employees. The Company promotes a culture that respects human rights, emphasizing its strict stance against practices such as child labor and forced labor. Furthermore, Klimasan supports the career advancement of its employees through in-house training and development programs and aims to increase employee engagement and satisfaction through social responsibility projects and internal communication activities. Klimasan's participation in international initiatives such as the United Nations Global Compact (UNGC) and the Women's Empowerment Principles (WEPs) demonstrates its commitment to diversity, inclusion, and gender equality. With all these practices, the Company aims to create a sustainable and people-oriented work environment.



### EMPLOYEE PROFILE

Klimasan is an institution that shapes its strategic growth with a focus on human capital and considers its employees its most valuable asset. Human Resources policies are established within the framework of justice, equality, development, and sustainability principles and are implemented with a participatory and inclusive approach that sees diversity as a strength.

As of 2024, the number of employees at Klimasan exceeds 1,300, maintaining a workforce structure consisting of different age groups, education levels, and professional specializations. Care has been taken to ensure a balanced distribution between male and female employees; as a result of efforts to increase female employment, the ratio of female managers has reached 50%.

In the workforce structure, which is formed with a balance between blue-collar and white-collar employees, all employees are given equal opportunities in career development, training, and talent management processes. The participation of individuals with disabilities in the workforce is also among the Company's priority goals, with an employment rate maintained at no less than 3%. The Z.E.K.I.+ Project in this area contributes to social inclusion by providing a sheltered work environment for individuals with intellectual disabilities.

## HUMAN RESOURCES

# Klimasan considers respect for human rights an integral part of all its operations.



### EMPLOYEE SATISFACTION AND ENGAGEMENT

Klimasan sees employee satisfaction as the fundamental dynamic of sustainable success. The corporate culture is built on mutual trust, respect, open communication, and an employee-centric approach. With this understanding, feedback on internal practices is collected through employee satisfaction and engagement surveys conducted twice a year, and improvement areas are identified and action plans are developed based on the data obtained. According to the 2024 survey results, the employee engagement rate was determined to be 68%.

Social and motivational support is systematically provided to ensure that employees feel a sense of belonging at both the individual and corporate levels. Bonds among employees are strengthened and the work environment is made more dynamic and positive through "Coffee and Treat Days," "Monthly Birthday Celebrations," "Spring Festivals," "Welcome to Summer/Farewell to Summer Barbecues," "Seniority and Promotion Ceremonies," "Suggestion Award Ceremonies," and other social events held throughout the year.

Klimasan also stands out with the fringe benefits it offers to improve the quality of life of its employees. Support is provided in various areas that meet employees' needs at different stages of life, including private health insurance, fuel and heating allowances, monthly shopping card support, education and postgraduate training opportunities, foreign language training, as well as marriage, birth, and child benefits. The Company also considers the economic well-being of employees through the practice of 16 salaries per year, and wage increases are updated once a year, taking into account market conditions and performance criteria.

In line with the importance given to work-life balance, employees are supported in balancing their work and private lives through practices such as flexible working hours and remote or hybrid work options. Additionally, various supportive elements such as psychological counseling services, social clubs, sports tournaments, and volunteering projects contribute to the emotional and social needs of employees.

### EMPLOYEE AND HUMAN RIGHTS

Klimasan considers respect for human rights an integral part of all its operations. In line with this approach, the Company is committed to safeguarding employee rights within the framework of the Universal Declaration of Human Rights and relevant national and international legislation. A zero-tolerance policy is adopted, specifically for human rights violations such as child labor and forced labor, and this approach applies not only within the organization but also throughout the supply chain.

Regular audits are conducted to ensure that suppliers and business partners also comply with the same ethical standards, and supportive mechanisms are offered to improve conditions. In this context, sensitivity to human rights in collaborations is increased through site visits, documentation reviews, and training activities. The "Klimasan Code of Ethical Conduct and Application Principles Document," created to support an ethical business culture, provides guiding principles for employees, while the "Ethics Hotline," which is active for reporting unethical situations within the Company, provides a safe, confidential, and easily accessible communication channel.

### EQUAL OPPORTUNITY, DIVERSITY, AND INCLUSION

Klimasan offers equal rights to all its employees regardless of gender, age, ethnicity, disability status, belief, or any other difference, and adheres to the principle of equal opportunity in all human resources processes such as recruitment, remuneration, promotion, and career development.

The principle of "equal pay for equal work" is applied within the organization, ensuring that every employee is evaluated fairly. This approach has been strengthened by corporate policies that support gender equality, and the fact that the ratio of female managers reached 50% as of 2024 is a concrete outcome of this policy.

## HUMAN RESOURCES

# The Leadership Development Program and the Strategic Leadership Academy contribute to increasing the leadership capacity within the organization.

# 65+

Number of training programs on the KLIK Academy platform

As an institution that believes in the continuity of development, Klimasan aims to systematically develop the talents of its employees and maximize their potential.

In line with an inclusive employment approach, the active participation of individuals with disabilities in the workforce is ensured, and their involvement in production is encouraged through specially designed sheltered work environments for people with intellectual disabilities. The Z.E.K.I.+ Project, one of the most notable practices in this area, is an innovative example of how Klimasan combines social responsibility with inclusion.

### TALENT MANAGEMENT AND EMPLOYEE DEVELOPMENT

As an organization that believes in the continuity of development, Klimasan aims to systematically develop the talents of its employees and maximize their potential. Accordingly, career development and training strategies are carried out within a structure tailored to individual needs.

Within the scope of the Company's "Career Path Project," personalized development plans are prepared for each employee, and their professional development is supported through coaching, mentoring, and career counseling tools. Performance management systems are applied on both a competency and target basis, thus making it possible to evaluate employee performance objectively and holistically.

The KLIK Academy platform, developed to facilitate remote and digital training processes, provides employees with access to more than 65 personal development and professional training programs. This platform makes learning independent of place and time, allowing employees to take ownership of their own development journeys.

The Coolest Start talent program, developed for new graduates and students, facilitates the integration of young people to the business world by offering them a learning environment

where they can gain experience. Thanks to this program, the Company's young talent pool has been expanded and its human resources infrastructure for the future has been strengthened.

While the Leadership Development Program and the Strategic Leadership Academy, implemented to develop managerial skills, contribute to increasing the leadership capacity within the organization, practices such as the Mastery Compensation Program for blue-collar employees aim to update technical skills and increase professional competencies.



## HUMAN RESOURCES

2024	Number of People
Blue-Collar	1,127
White-Collar	202

### Employees by Age Group

Age Group	Number of Blue-Collar Employees	Number of White-Collar Employees
18-24 Years	186	0
25-34 Years	387	99
35-44 Years	351	70
45-55 Years	194	31
Over 55 Years	9	2

### Employee Distribution by Gender

Status	Male	Female	Ratio
Blue-Collar	849	278	25%
White-Collar	127	75	37%
Total	976	353	26%

Management Staff	
Female	10
Male	25
Total Managers	37
Female Manager Ratio	32%

### Employee Seniority Distribution

Length of Service	Number of Blue-Collar Employees	Number of White-Collar Employees
0-1 Year	367	30
1-3 Years	258	48
3-5 Years	129	35
5-10 Years	257	56
10-15 Years	67	17
15+ Years	49	16

### Hires - Departures

Month	Number of Blue-Collar Employees	Number of White-Collar Employees	Number of Blue-Collar Employees	Number of White-Collar Employees
January	278	9	77	5
February	214	7	155	6
March	307	4	183	4
April	223	2	219	3
May	255	4	248	6
June	71	7	226	2
July	28	5	217	3
August	8	3	94	2
September	9	1	53	6
October	1	0	47	8
November	233	0	109	6
December	135	0	150	9
<b>Total</b>	<b>1,762</b>	<b>42</b>	<b>1,778</b>	<b>60</b>

### Employee Turnover Rate

Category	Turnover Rate
White-Collar	9.62%
Blue-Collar	1.79%
New Hires	467%

### Employee Training

	Number of Training Sessions	Number of Participants	Monthly Training Hours
January	7	87	43
February	9	115	59
March	9	225	260
April	6	112	30
May	8	114	72
June	7	84	38
July	30	663	165
August	9	117	33
September	10	347	56
October	10	218	43
November	8	421	32
December	6	367	52
<b>Total</b>	<b>119</b>	<b>2,870</b>	<b>883</b>

## OCCUPATIONAL HEALTH AND SAFETY

# All employees receive a minimum of 14 person-hours of basic OHS training annually.

### Klimasan's Occupational Health and Safety Policies and Practices

**Safe Working Conditions:** Klimasan has adopted the primary goal of creating safe, healthy, and sustainable working conditions for its employees and all stakeholders. Systems are developed to prevent occupational accidents and diseases at their source, and all employees, visitors, and subcontractors are obligated to comply with OHS rules. In this regard, full compliance is ensured with the Occupational Health and Safety Law No. 6331 and the Regulation on Health and Safety Conditions in the Use of Work Equipment; OHS-054 documented PPE lists are implemented for areas where chemicals are handled.

**Zero Accident Target:** The Company identifies all risks to achieve its goal of zero occupational accidents and diseases and ensures the active participation of employees in preventing these risks. Operational risk analyses are continuously monitored and updated. Through a proactive approach, non-conformities are identified, action plans are created, and these are shared with the relevant department managers.

Risk analyses were evaluated based on 104 risks and 118 opportunities within the framework of the ISO 45001 standard, and regular improvement actions have been initiated for the relevant areas. The ISO 45001:2018 Occupational Health and Safety Management System has been systematically implemented for approximately five years to cover all production, maintenance, logistics, and shipment areas.

The system is managed through the QDMS platform with 180 instructions and 77 forms. In addition, internal communication processes are monitored via the Communication Boards located on the company site.

**Leadership and Dissemination:** Following occupational accidents, relevant department managers take the lead in preventive activities and ensure that the actions taken are disseminated throughout the entire organization. Risks identified on-site are evaluated during monthly Gemba meetings, and occupational health and safety decisions are swiftly implemented. The meetings are conducted with the direct participation of managers, OHS teams, and field employees, and current action plans are monitored on a weekly basis.

Meetings are held bi-weekly with senior managers under the title "OHS AGENDA ITEMS." In these meetings, decisions are made and implemented with the Employer and managers in the position of employer representatives. Open actions in the QDMS system are reviewed, and assessments are made to close them.

**Continuous Improvement and Monitoring:** Klimasan effectively implements its OHS management system, monitoring parameters such as noise, dust, and chemical vapor through the digital monitoring system (OHS-066) and taking action against non-conformities. At the same time, all instructions, forms, and controls are managed electronically through the QDMS digital document system, and annual performance indicators are monitored. Internal audits are planned according to the KEYS-KP-006 document, scoring is performed using the LIS-KYS-006 list, and every finding is concluded with a corrective action.

**From Design to OHS:** Starting from the product design phase, all machinery, equipment, and materials used are evaluated in terms of OHS risks and redesigned if necessary. Thanks to 290 new gauges and apparatuses developed by the Kaizen & Method teams, ergonomic improvements have been achieved.

Physical adjustments made at workstations through REBA and RULA analyses have increased employee satisfaction and productivity.

**Accident Investigation and Prevention:** All incidents are analyzed in detail, and the corrective actions to prevent recurrence are immediately implemented. In 2024, 246 occupational accidents were reported, with an accident severity rate of 0.27% for these incidents. PPE compliance is audited on-site using OHS-033\_4 forms; non-conformities are closed with swift actions.

**Prevention of Occupational Diseases:** Personal Protective Equipment (PPE) is determined and distributed to employees based on the risk and severity of chemical materials. The use of this PPE is continuously monitored. Additionally, specific procedural updates and occupational hygiene practices are carried out for maintenance chemicals.

**Training and Awareness:** All employees receive a minimum of 14 person-hours of basic OHS training each year. In 2024, approximately 1,100 employees participated in this training, which was supported by practical PPE and emergency drills. Training is monitored with the OHS-023\_3 evaluation system, and repeat training programs are implemented for participants who do not pass. Approximately 850 employees were included in emergency drills prepared with different scenarios. Furthermore, company-wide awareness was increased through OHS Week events, social media campaigns, award ceremonies, and digital training content.

## OCCUPATIONAL HEALTH AND SAFETY

At Klimasan, internal and external site audits are conducted continuously and periodically.

### Performance Goals

To reduce the accident frequency rate to 25

To reduce the accident severity rate to below 0.10

To reduce the lost day rate due to accidents by 15%

To take all necessary actions and precautions to ensure ZERO workplace accidents

To set a target of 14 person-hours of OHS training for all employees and subcontractors

### Occupational Safety Measures and Training

Occupational safety elements on the factory site, such as health and safety warning signs and safe machine operation instructions, reinforce safe working conditions for employees. Klimasan conducts pre- and post-health and safety assessments for new investments, projects, and process changes, obtaining approval from the OHS Team. Additionally, new employees receive the Types of Personal Protective Equipment and Correct Use Guide during their Basic OHS Training, ensuring that safety awareness is instilled from the very beginning.

### Strategies for Achieving the Zero Accident Target in Health and Safety

Klimasan prioritizes its mission to protect the health and safety of its employees, aiming to enhance preventive approaches at every stage of its OHS processes and further integrate these processes. In line with this strategy, comprehensive OHS practices are implemented that reinforce the commitment to providing a safe and healthy work environment.

### OHS Committee: Working Together for Continuous Improvement and Development

The Klimasan OHS Committee operates regularly with a 14-member team, including five employee representatives, to manage and supervise occupational health and safety processes. Meeting on a monthly basis, the Committee reviews the established OHS targets and performance, making necessary updates and reports. Additionally, actions taken, investments made, audit results, and control reports are evaluated, and action plans are revised based on these findings.

### Health Services: 24/7 Health Assurance

To ensure the continuity of workplace health services, Klimasan maintains a team consisting of two workplace physicians and medical staff, serving all employees during day and night shifts. This allows employees to access all the health checks they need during their shifts.

### Continuous Audit and Control Mechanism

At Klimasan, internal and external field audits are conducted continuously and periodically, and all findings are reported. The safety audits conducted and reported in detail throughout 2024 include the following:

- Factory technical safety controls,
- Personal protective equipment compliance audits,
- OHS shift audits and reports,
- External field safety inspections,
- Cafeteria and kitchen audits,
- Employee transportation service inspections,
- Fire system checks and risk mitigation efforts,
- Welding and eye wash station inspections,
- Forklift and stacking machine inspections.

Within the scope of the Occupational Health and Safety Law No. 6331 and the Regulation on Health and Safety Conditions in the Use of Work Equipment, all machinery and equipment at Klimasan undergo periodic inspections. As a result of these periodic inspections, the use of compliant and safe work equipment is ensured.

## OCCUPATIONAL HEALTH AND SAFETY

### ISO 45001:2018 Occupational Health and Safety Management System

For approximately five years, Klimasan has been monitoring its health, safety, and security processes under the guidance of the ISO 45001 OHS Management System. Across the facility, occupational health and safety practices are managed through 180 instructions, procedures, and 77 forms. This documented information is managed on the QDMS Portal, accessible to all employees, and is updated by evaluating changes within the scope of OHS laws and regulations. In addition, OHS targets, written documentation, and announcements are shared with employees via a total of 19 OHS Communication Boards located at various points in the facility.

Certification and surveillance audits are regularly conducted each year by the Turkish Standards Institution.

### Occupational Health and Safety Gemba Meetings: Enhancing On-Site Safety with Leadership and Innovation

Klimasan has initiated weekly OHS Gemba Meetings that strengthen the on-site safety

culture by ensuring the direct participation of senior management and department managers in Occupational Health and Safety (OHS) processes. These meetings, held in the last week of each month, are a tangible indicator of the Company's goal to create a safe work environment.

During the meetings, OHS risks on the production site, necessary preventive measures, and potential investments are evaluated. Additionally, current action plans are monitored through the analysis of OHS field and shift reports, and necessary updates are decided upon. Since each meeting is conducted with on-site analysis in the relevant department, problems are identified and resolved on the spot.

The meeting agenda is determined by the OHS Team, and a comprehensive report is prepared after the meeting and shared with all relevant units. These meetings clearly demonstrate Klimasan's determination to achieve its zero occupational accident target and the importance it places on occupational safety.

### OHS Performance Indicators by Year

Year	Accident Frequency Rate (%)	Accident Severity Rate (%)
2019	54.65	0.39
2020	42.41	0.21
2021	52.87	0.20
2022	33.02	0.12
2023	41.23	0.14
2024	75.89	0.27



## OCCUPATIONAL HEALTH AND SAFETY

# In 2024, a total of 52 near-miss reports were filed.

### Occupational Health and Safety Corporate Risk and Opportunity Analyses

Within the scope of the Corporate Occupational Health and Safety Risk Analysis conducted in 2024, 104 identified risks and 118 opportunities were evaluated in detail, and risk scores were updated according to the current situation as of year-end. In this context, improvement and investment actions aimed at reducing the impact of risks were implemented; identified risks were minimized through effective interventions, and some were completely eliminated. Klimasan reinforces its mission to create a safe and healthy work environment by organizing comprehensive training programs within the framework of the ISO 45001 Occupational Health and Safety Management System. Training organized for employees and managers has contributed to the development of OHS awareness by covering a wide range of critical topics such as basic occupational health and safety, professional expertise, firefighting, working at height, occupational hygiene, and emergency action plans.

All new employees are provided with Basic Occupational Health and Safety Training and protective equipment during their orientation processes. This training is a critical step that ensures every Klimasan employee starts work in compliance with occupational safety rules.

In subsequent years, employees are offered Occupational Health and Safety Refresher Training to keep their knowledge up-to-date.

For new operations employees who will work in production, Production On-the-Job Training is organized before they begin operations. This training aims to raise employee awareness on topics such as preventing human-caused occupational accidents, adopting health and safety rules, preventing quality problems, and increasing productivity. Furthermore, this process shortens the adaptation period for employees, contributing to the creation of a highly aware and conscious workforce.

At Klimasan, employees of supplier or subcontractor companies who will operate on internal or external sites are also given Basic Occupational Health and Safety Training before starting work. Following this training, employees undergo health checks and are provided with the necessary protective equipment to ensure safe working standards.

Through this proactive approach, Klimasan not only manages occupational safety risks but also demonstrates its commitment to creating a safe work environment through an OHS strategy that capitalizes on opportunities.



This process, as a key part of the Company's sustainability strategy, reinforces its commitment to continuous improvement by integrating risk management with investment decisions.

### Near Miss Reporting: Preventing Risks with an Effective Safety Culture

Klimasan adopts a strong safety approach aimed at preventing occupational accidents by instilling a culture of near miss reporting among its employees. Near miss reporting is the identification of events that could potentially cause an occupational accident but were averted without incident, or the recognition and reporting of situations with a high probability of an accident to the authorized units. These reports are immediately evaluated by the OHS Team, and the necessary preventive actions are swiftly implemented.

### Near Miss Reports

Year	Total Reports	Completed	Ongoing
2020	38	38	0
2021	31	31	0
2022	16	16	0
2023	13	10	3
2024	52	35	17

In 2024, a total of 52 near miss reports were filed; action was taken on 35 of these, which were successfully resolved, and potential risks were eliminated. Investment initiatives are ongoing for the remaining 17 reports, and during this period, the OHS Team has taken temporary preventive measures in the area. Near miss reports and actions are monitored through the QDMS Corrective and Preventive Action Module, coordinated by solution teams.

The total of 583 near miss reports received from employees to date demonstrates Klimasan's proactive stance on occupational safety and its commitment to ensuring employee safety.

## EMERGENCY PREPAREDNESS AND ACTION PLAN

# At Klimasan, emergency drills are planned annually.



Klimasan's Emergency Action Plan includes detailed information on the responsibilities of each team, and this plan is shared with all employees.

Klimasan updates its emergency preparedness each year, integrating the most advanced technological capabilities into its processes. Potential emergencies that could occur throughout the facility or in specific areas include fires, explosions, hazardous chemical releases, natural disasters such as earthquakes and floods, as well as incidents requiring first aid and evacuation.

The emergency preparedness process is systematically structured in line with Klimasan's approach to employee health, business continuity, and corporate risk management. All processes are conducted within the framework of the Occupational Health and Safety Law No. 6331, relevant regulations, and international standards such as ISO 45001, ISO 22301, and ISO 14001. Action plans are prepared based on risk scenarios, supported by preventive and response measures, digital systems, and structural precautions.

Identified risk scenarios include fire, power outage, chemical leak, earthquake, flood, explosion/flash fire, cyberattack, hazardous disease/pandemic, and natural gas leak. Specific procedures and response plans have been created for each scenario.

For example, in the event of a gas leak, it is mandatory to deactivate ignition sources, increase ventilation, and activate isolation equipment. For electrical risks, in-panel automatic fire suppression systems and Lockout-Tagout (LOTO) procedures are actively used. Additionally, visual alarm systems (strobe lights) have been installed for employees with hearing impairments.

To minimize potential risks, protect employees, and prevent material damages, an Emergency Crisis Team, Fire Technical Team, Firefighting Team, Rescue Team, Protection Team, First Aid Team, and Social Affairs Team have been established. These teams receive comprehensive training and certification in line with their job descriptions. Additionally, teams with roles such as the Chemical Materials Team and Information Technology and Communications Officers have also been formed. Team members are supported with certified fire, first aid, and emergency training provided by authorized institutions; performance analyses are conducted using response evaluation forms after drills.

Klimasan's Emergency Action Plan includes detailed information on the responsibilities of each team, and this plan is shared with all

employees. The Evacuation Plan created for emergencies is visibly posted in designated areas of the factory and is explained in detail to every new employee during their onboarding training. Evacuation plans are updated in conjunction with any changes made to the factory layout. Assembly points and Firefighting Instructions have been placed at appropriate locations on the factory site, and all employees have received training regarding these areas.

Throughout the factory site, emergency directional signs, locations of first aid kits, and electrical and gas shut-off points are clearly marked and easily accessible. Additionally, necessary emergency contact information is posted at various points in the factory and shared on platforms easily accessible to all employees.

At Klimasan, emergency drills are planned annually and conducted separately for day and night shifts. Drills, both announced and unannounced, are conducted to ensure all employees maintain the highest level of emergency preparedness. Throughout 2024, numerous drills were conducted for scenarios including fire, earthquake, power outage, chemical leak, toxic gas release, casualty transport, and evacuation;

## EMERGENCY PREPAREDNESS AND ACTION PLAN

# As part of its emergency preparedness, Klimasan implemented significant safety improvements on the factory site throughout 2024.

after each drill, improvement actions were initiated with evaluation forms as part of the Management Review process. Production, technical, and support teams, along with managers from all shifts, actively participated in the drills.

### Earthquake Risk Management and Structural Reinforcement Efforts

As the Klimasan Factory is located in a high-seismic-risk zone, a comprehensive Earthquake Risk Management process is in place. The factory's soil structure and structural safety have been thoroughly examined by the Technical Team, and a comprehensive feasibility study has been conducted. These efforts include soil investigations, parcel seismic resistance assessments, structural analysis, column sample inspections, borehole drilling, and geological structure evaluations.

The findings of the study were compared with simulation results of 10 major past earthquakes to create an action plan for enhancing the factory's structural safety. In line with this plan, equipment causing additional load on the building was identified and removed, and column reinforcement work has begun. Earthquake

risk is continuously monitored and managed as part of the Klimasan's Corporate Risk Analysis.

Informational posters on what to do during and after an earthquake have been communicated to all employees by the OHS Team and distributed throughout the factory. Additionally, these posters have been added to the startup screens of all computers to ensure continuous information. Periodic building evacuation drills are conducted to ensure a rapid and safe evacuation in a potential emergency. A protocol is in place to establish direct communication with the Manisa Provincial AFAD in emergencies; scenarios such as toxic gas and natural gas leaks are also evaluated within this scope.

### Fire Detection System:

To mitigate potential fire risks on the factory site, Klimasan has a fully addressable smoke detection system. This system enables the rapid detection of smoke in the event of a fire, allowing employees to respond immediately to emergencies through visual and audible alarm mechanisms. The components of the system installed throughout the factory include optical detectors, sirens, and fire alarm pull stations.

This fire detection system not only provides rapid detection in the event of a fire but also aims to ensure that employees with hearing impairments can safely evacuate the building during emergencies. The visual alarms (strobe lights) installed in the restrooms on the production floor are designed in compliance with TS EN standards and fire regulations, prioritizing the safety of personnel with hearing impairments. The system is also supported by in-panel automatic fire suppression modules in critical areas to counter the risk of electrical fires.

Klimasan's fire detection system is equipped with the latest technology to ensure the protection of employees under all conditions and to provide maximum safety against fire risks.

### 2024 Emergency Safety Improvements: Enhancing Safety with Advanced Systems

As part of its emergency preparedness, Klimasan implemented significant safety improvements on the factory site throughout 2024. The efforts undertaken in this context were shaped by strategic steps aimed at enhancing employee safety:

- **Updating Assembly Points:** The directional signs at the three main assembly points on the premises were renewed and enlarged to make them more visible. Additionally, firefighting documents and panels were revised, and the evacuation plan was updated to inform all employees. To facilitate headcounts in the departments, the definitions at the assembly points have been separated as much as possible.

- **Emergency Hardware and Communication Equipment:** Emergency cabinets and communication equipment were placed at emergency assembly points for a rapid and effective response. This is intended to ensure quick access and coordination in emergencies.

- **Fire Suppression System in Electrical Panels:** An automatic fire suppression system was activated to counter fire risks that may arise in the main electrical distribution panels throughout the factory. This system minimizes potential fire risks, elevating occupational safety standards to the highest level.

- **Emergency Management Center:** An emergency management center has been designated to ensure communication and effective response from a single point in the event of an emergency at the facility. While the center was designated in 2024, plans are being made for its more effective use in 2025.

- **Digital Training and Participation Tracking:** All drills are monitored digitally via QR-coded forms, and performances are evaluated based on a scoring system.

- **Safety Measures for Technical Teams:** Field safety has been enhanced for field service teams through applications such as portable emergency instructions, mobile alert systems, and PPE checklists.

With these improvements, Klimasan aims to increase the speed of response in emergencies, prioritize employee safety, and strengthen the facility's overall security infrastructure.

## EMERGENCY PREPAREDNESS AND ACTION PLAN

# Approximately 1,100 employees benefited from the training provided in 2024.

### Standards, Legislation, and Corporate Guidelines Used

The legislation and standards referenced for emergency practices are summarized below:

Legislation/Standard	Area of Application
Occupational Health and Safety Law No. 6331	Covers all OHS processes
Regulation on Emergencies (2013)	Risk identification, team structuring, and drill planning
Regulation on the Fire Protection of Buildings	Fire systems and evacuation plans
Health and Safety in Working with Chemical Substances	Chemical exposure and leak scenarios
ISO 45001:2018	Occupational Health and Safety Management System
ISO 22301	Business continuity and crisis management
ISO 14001	Management of environmental impacts
AFAD Procedures	Communication and response in natural disaster scenarios
Ministry of Health and Fire Department Directives	First aid and firefighting practices



### Training Conducted in 2024

Throughout 2024, comprehensive training programs on fire, first aid, and emergency awareness were organized for Klimasan employees. Fire training covered topics such as the definition of fire, causes of fire, fire classes, use of appropriate extinguishing devices, and evacuation plans. First aid training covered initial response techniques for situations such as basic life support, bleeding, fractures and dislocations, poisoning, and fainting. Emergency awareness training presented practices related to the use of alarm systems, escape routes, the location of assembly areas, team duties, and specific scenarios like earthquakes, fires, and gas leaks.

This training was conducted by authorized OHS experts and accredited first aid instructors, supported by theoretical instruction, practical demonstrations, and drills. These activities, documented with certificates of participation, were completed with performance assessment exams. Approximately 1,100 employees benefited from this training in 2024. The training plan was structured to provide a minimum of 14 person-hours per year.

## QUALIFIED WORKFORCE AND REGIONAL DEVELOPMENT

# Klimasan supports local development through social responsibility projects that focus on creating social benefit.

Klimasan structures its employment strategies in the regions where it operates to contribute directly to local development. Primarily at its production facility in Manisa, as well as in all other operational areas, the Company offers direct employment opportunities to the local population through contract, seasonal, and permanent positions. This approach contributes to strengthening the local economy and supports the enhancement of social welfare.

In line with its regional development goals, collaborations with local universities support new graduates' transition into professional life, thereby fostering a sustainable talent management approach. Within the scope of the "Coolest Start" program developed for students and recent graduates, young talents take on active roles in various departments, finding opportunities to enhance both their professional development and their corporate contributions. These practices encourage the development of a qualified workforce, providing a long-term contribution to regional development.

Throughout 2024, numerous training and development programs were implemented to enhance the technical and personal skills of the local workforce. Through KLİK Academy, the Company's SAP-based remote training platform, over 65 personal development programs were offered to employees; the training was kept online and accessible to all employees. Additionally, employees' competencies in areas such as leadership, strategic thinking, communication, and problem-solving were developed through Modular Training and Development Plans tailored to individual skills. As a result of all these efforts, the total number of training hours received by employees as of 2024 increased by 41% compared to the previous year.

Klimasan supports local development in the regions where it operates not only economically but also through social responsibility projects focused on social benefit. The charity bazaar organized in collaboration with the Democratic Mothers Solidarity Association was a notable example of supporting women's labor and promoting local production. Furthermore, technical support programs developed with universities in the Manisa region and the employment of young talent have



both contributed to the development of a qualified workforce and strengthened the local employment potential.

Klimasan's sustainable regional development approach is based on a holistic strategy that encompasses social, environmental, and economic areas. In the social sphere, women's labor, youth employment, and the inclusive participation of individuals with disabilities in the workforce have been supported. In the environmental sphere, the promotion of I-REC certified renewable energy use, waste management, and nature-based social responsibility projects have been prioritized. In the economic sphere, efficiency and local development have been supported through ERP digital transformation investments, R&D activities, and collaborations with local suppliers.

Prominent projects carried out during 2024 include the employment of individuals with intellectual disabilities through the Z.E.K.İ.+ Project, social bazaars with the Democratic Mothers Association, Turkish Red Crescent blood donation campaigns, LÖSEV support events, "Klimasan Love Grove" sapling donations, and technical tours and training programs conducted as part of university collaborations. Additionally, the qualified participation of young people in the workforce was supported through internship programs and career coaching activities, and future professionals were integrated into the corporate structure through talent pool practices. This holistic approach demonstrates Klimasan's strategic commitment not only to developing today's qualified workforce but also to creating sustainable development in the regions where it operates for the future.

## CORPORATE SOCIAL RESPONSIBILITY

# Klimasan collaborates with İŞKUR and local municipalities to organize job interviews.

With its facility in Manisa, Klimasan not only provides employment in the Aegean Region and across Türkiye but also makes significant contributions to the regional and national economy. As one of Türkiye's top 500 industrial enterprises, Klimasan also plays a significant role in the development of the industry.

Klimasan collaborates with İŞKUR and local municipalities to organize job interviews, holding them in provincial and district centers that are easily accessible to the local population. The Company prioritizes the employment of individuals with disabilities and also supports the integration of young talent into professional life through long-term talent programs for university students. Within this framework, the Z.E.K.İ.+ Project, carried out in collaboration with the Manisa Organized Industrial Zone, enables the employment of individuals with intellectual disabilities in a safe and sheltered environment. Klimasan is one of the first companies in Türkiye to take this step in this field.

As part of its social responsibility projects, Klimasan collaborates with universities, schools, associations, and other organizations across the Aegean Region. The Company hosts university

student clubs at its production facilities, organizes Occupational Health and Safety (OHS) informative training and career presentations, and participates in career days, talks, and fairs. The projects carried out within this framework directly contribute to the United Nations Sustainable Development Goals, such as SDG 4-Quality Education, SDG 8-Decent Work and Economic Growth, and SDG 10-Reduced Inequalities.

Klimasan also interacts with its stakeholders both online and in person at fairs and other events by organizing customer visits and dealer organizations through its authorized services, dealers, and sales teams. As a publicly traded company, Klimasan shares the transparency of its economic activities and its social responsibility projects through its social media accounts.

### **The Career Journey of Young Talents: Coolest Start**

With its vision of cultivating future leaders, Klimasan continues to strengthen its investment in human resources by employing students and recent graduates through its "Coolest Start" talent program. Program participants take active roles in strategic projects carried out in different departments, finding opportunities to both

develop their professional competencies and gain valuable experience in the business world.

Candidates who successfully complete their internship period are employed at Klimasan following comprehensive evaluation processes conducted by department managers and the Human Resources Team. This process reflects not just short-term employment but also a long-term and sustainable talent management approach.

Furthermore, Klimasan contributes to the employment of new graduates through strategic collaborations with local universities, thereby supporting both regional development and the sustainable growth of youth employment. This comprehensive program, which encourages the development of young talent, enables a strong step into the future in line with the Company's goals of building a qualified human capital base.

### **Support Projects for Village Schools**

Within the scope of the Support for Village Schools projects, implemented with the active participation of Klimasan Social Responsibility Committee members and employee volunteers, students are provided with essential educational materials such as books, notebooks, pens, and bags, along with educational and developmental support. Additionally, to create opportunities for direct interaction with students; social and educational activities such as coloring events, English vocabulary competitions, and various games are organized, making the learning process both enjoyable and productive. These efforts, as a tangible reflection of Klimasan's social responsibility approach, strengthen its contribution to education.

### **Workplace Vocational Training Project**

As a partner of Manisa Celal Bayar University, Klimasan creates employment through 15-week mandatory internship programs for final-year Engineering Faculty students as part of the Workplace Vocational Training Project. Offering post-graduation positions to many students who complete their internships, Klimasan also supports the completion of graduation theses through practical projects. In addition, the Company's expert employees mentor engineering candidates.

### **MOSTEM High School Collaboration**

Within the scope of the collaboration project with MOSTEM (Manisa Organized Industrial Zone Vocational and Technical Anatolian High School), one of Türkiye's first Organized Industrial Zone High Schools, technically skilled students are included in high school internship programs. During the internship, students' progress is monitored and reported by their teachers, increasing their post-graduation employment prospects. Klimasan provides mentorship support for these young people to gain experience in business life and ensures their active participation in projects.

Across all regions where it operates, Klimasan carries out its corporate social responsibility activities based on social and environmental sensitivity. Each year, the Company undertakes various projects that fulfill its social and environmental responsibilities, thereby reinforcing its strong stance in this area.

## CORPORATE SOCIAL RESPONSIBILITY

# Klimasan encourages and supports its employees to participate in projects with a social responsibility focus.

The Corporate Social Responsibility approach is implemented through the collaboration and harmony Klimasan establishes with its shareholders, employees, the public, non-governmental organizations, and other stakeholders. The Company is aware of the potential environmental impacts of its activities and carries out proactive initiatives to minimize these effects. This sense of responsibility forms one of the cornerstones of Klimasan's sustainable business model.

Klimasan encourages and supports its employees to participate in projects with a social responsibility focus. The Company develops strategies to ensure that all its business partners, especially its suppliers, adhere to the same social responsibility standards and takes care to implement these strategies.

Since its establishment, Klimasan has pioneered environmentally and socially responsible projects and will continue to expand its activities in this area through sustainable social policies in the future. The Company's efforts reflect an approach that secures not only today but also the future.

### Social Responsibility Committee

Klimasan has established a Social Responsibility Committee to further strengthen its contributions to society and the environment and to achieve its sustainability goals. The primary purpose of this committee is to manage the Company's social and environmental responsibilities with a strategic approach, generate projects, and provide leadership in these areas. The committee aims to create a positive impact on society and the environment by developing comprehensive projects under four main headings:

- 1. Environment:** Nature Conservation and Sustainable Resource Management
- 2. Education:** Equal Opportunities and a Sustainable Future
- 3. Women and Children:** Promoting Social Equality and Improving Quality of Life
- 4. Health:** Innovative Solutions for Community Health



Throughout 2024, the committee carried out a total of 18 different projects, with 30 employee volunteers from various departments actively participating. Regular monthly meetings strengthened internal coordination and ensured effective implementation of the projects.

January	1	Sapling Donation		
February	1	Sapling Donation		
March	2	Sapling Donation	LÖSEV Booth	
April	2	Sapling Donation	LÖSEV Awareness Seminar	
May	1	Sapling Donation		
June	2	Sapling Donation	Democratic Mothers Association Booth	
July	3	Sapling Donation	Turkish Red Crescent Blood Donation	Coollest Start Talent Program
August	1	Sapling Donation		
September	2	Sapling Donation	Osmançalı Village School Aid	
October	1	Sapling Donation		
November	1	Sapling Donation		
December	1	Sapling Donation		
Total	18			

## CORPORATE SOCIAL RESPONSIBILITY



### 2024 Corporate Social Responsibility Projects

#### Strong Steps for Society and the Environment

##### Z.E.K.İ.+ Project – Sheltered Employment

This project, which ensures the employment of individuals with intellectual disabilities in a safe environment in collaboration with the Manisa Organized Industrial Zone, has made Klimasan a pioneer in this field in Türkiye.

##### Turkish Red Crescent Blood Donation Campaigns

In blood donation drives organized throughout the year, employee volunteers contributed to social solidarity in collaboration with the Turkish Red Crescent and were honored with a bronze medal.

#### Awareness and Support Projects with LÖSEV

To support children with leukemia, in-factory booths were set up, talks were organized, and the donations collected were transferred to LÖSEV.

#### Democratic Mothers Association Charity Bazaar

At the charity bazaar organized with the Izmir-based association, donations were raised for mothers and children in need through the sale of handmade products.

#### Urla Women's Cooperative Collaboration

Handmade products created by women entrepreneurs were exhibited in the factory garden, supporting local development with the contributions of employees.

#### Klimasan Love Grove – Sapling Donations

A lasting contribution to the environment was made through annual sapling donations on behalf of employees to the grove established on Yunt Mountain, Manisa.

#### Osmancalı Village School Aid

Support was provided for the education of children in rural areas through educational material assistance, social events, and one-on-one interactions.

#### Coollest Start Young Talent Program

Through a long-term development program for new graduates and students, the professional skills of young talents were enhanced, and sustainable employment was supported.

#### MOSTEM and University Collaborations

Students' readiness for the business world was strengthened through internship and mentorship programs, technical tours, and OHS training.

#### "Goodness and Awareness Movements"

Social awareness and a spirit of volunteerism were fostered among employees through digital newsletters and seminars that featured a different NGO each month.



- Good Health and Well-being
- Turkish Red Crescent Blood Donation Campaigns
- Awareness and support projects with LÖSEV

These projects supported individuals' right to a healthy life and encouraged voluntary participation in community health initiatives.



- Quality Education
- University technical tours and OHS training
- Coollest Start Young Talent Program

Access to education, professional development, and lifelong learning were supported.



#### Gender Equality

- Mentorship practices for women (Z.E.K.İ.+)

Women's participation in economic life and their visibility in the workforce were increased.



#### Decent Work and Economic Growth

- Employment of individuals with intellectual disabilities through the Z.E.K.İ.+ Project
- University collaborations and internship opportunities

Inclusive and sustainable economic growth and productive employment for all were supported.



#### Reduced Inequalities

- Sheltered employment for individuals with disabilities
- Donation and support organizations for disadvantaged groups in society (Democratic Mothers Association, LÖSEV)

Social impact initiatives aimed at reducing inequalities within society were carried out.



#### Responsible Consumption and Production

- Charity bazaars supporting the promotion and sale of handmade products
- Support for local production through women's cooperatives

Contributions were made to the dissemination of sustainable consumption habits.



#### Climate Action

- Klimasan Love Grove sapling donations

This is an example of a nature-based solution that directly contributes to combating climate change.

## OUR PERFORMANCE INDICATORS

	2021	2022	2023	2024	
Net sales (TL)	1,735,021,684	2,772,970,991	3,578,519,872	5,731,122,028	
Net profit for the period (TL)	21,538,620	137,023,688	125,512,362	-260,645,195	
Total assets (TL)	3,220,291,538	4,250,386,853	7,710,909,183	9,060,911,885	
Current ratio	1.31	1.21	1.02	1.37	
Liquidity ratio	1.08	0.83	0.76	1.06	
Short-term liabilities / Total assets	0.54	0.49	0.52	0.43	
Long-term liabilities / Total assets	0.27	0.13	0.10	0.18	
Equity / Total Assets	0.19	0.38	0.38	0.38	
Net profit margin (Net sales)	0.01	0.05	0.04	-0.05	
	2020	2021	2022	2023	2024
R&D budget (TL)	1.5	20,715,810	25,175,025	61,100,000	151,800,000

Supply Chain	2020	2021	2022	2023	2024
Local procurement ratio by number of suppliers (%)	84	86	86	89	81
Total amount of local procurement in the procurement budget (Million TL)	450.6	1,002	1,471	1,800	2,742
Local procurement rate according to procurement budget (%)	68	73	75	74	76

Material Usage	2021	2022	2023	2024
Total amount of raw materials consumed (tonnes)	35,010	23,877	28,772	21,320
Plastic raw material	3,100	1,998	3,290	1,112
Metal raw material	23,744	13,920	21,816	15,197
Glass raw material	8,166	7,959	3,666	5,012

## OUR PERFORMANCE INDICATORS

Energy Consumption	2021	2022	2023	2024
Natural gas (m <sup>3</sup> )	830,305	565,323	528,928	640,769
Electricity (kWh)	10,776,415	10,256,027	9,886,399	9,744,769
Electricity consumption intensity (kWh/per standard unit product)	13.79	14.99	17.59	15.17
Natural gas consumption intensity (kWh/ per standard unit product)	11.21	8.77	10.01	10.61
Scope 1 emissions (tCO <sub>2</sub> e)	2,395	1,555	1,469.11	1,430.44
Scope 2 emissions (tCO <sub>2</sub> e)	4,677	4,512	4,340	4,307.18
Scope 3 emissions (tCO <sub>2</sub> e)	1,620,650	1,395,147	956,934.42	975,743.44
Indirect emissions from transportation (tCO <sub>2</sub> e)	4,120	6,947	10,040.31	5,270.05
Indirect emissions from products/services used by the organization (tCO <sub>2</sub> e)	89,611	86,167	41,541.28	39,838.02
Indirect emissions from the use of the organization's products/services (tCO <sub>2</sub> e)	1,526,919	1,301,580	905,352.83	930,635.35
Other indirect emissions (tCO <sub>2</sub> e)	-	-	-	-
Greenhouse gas (GHG) emission intensity (Scope 1 + Scope 2) (tCO <sub>2</sub> e per standard unit product)	0.009	0.008	0.010	0.00896

Air Pollutant Emissions(kg/hr)	2018	2020	2022	2024
Dust emission quantities	0.2168	0.18380	0.163	0.751
SO <sub>2</sub>	0.0746	0.1064	0.1129	0
CO	0.0036	0.4647	2.4147	0.227
NO	0.2860	2.8729	1.8092	0.505
NO <sub>2</sub>	0.4630	2.7760	0	0.777
<b>TOTAL</b>	<b>1.044</b>	<b>6.4038</b>	<b>4.4998</b>	<b>2.26</b>

Water Consumption	2018	2020	2022	2023	2024
Total amount of water consumed (m <sup>3</sup> )	132,874	102,638	66,295	71,477	67,423
Amount of well water consumed	146	44,396	-	-	-
Amount of municipal water used	132,728	58,242	66,295	71,447	67,493
Water consumption intensity (m <sup>3</sup> /per standard unit product)	0.17	0.13	0.01	0.13	0.10
Total water discharge by destination (m <sup>3</sup> )	119,587	92,374	59,665	64,302	60,743
Natural receiving environment	0	0	0	0	0
Water channel	119,587	92,374	59,665	64,302	60,743

## OUR PERFORMANCE INDICATORS

Wastes	2020	2021	2022	2023	2024
Amount of hazardous waste (tonnes)	-	166.70	87.96	43.40	88,002
Incineration (for energy production) (tonnes)	28.376	25	29.84	-	-
Other (storage)	0.039	0.038	0.039	0.056	0.052
Other (recycling)	0.889	141.657	58.077	43.345	87.95
Amount of non-hazardous waste (tonnes)	2,153.51	2,029.39	3,626.20	2,874.88	3,037.404
To landfill/solid waste site	99,420	544,320	506,530	438,320	576,480
Other (recycling)	2,054.091	1,485.073	3,119.668	2,436.561	3,036.757
Leaks and rashes	0	0	0	0	0

Environmental Training	2020	2021	2022	2023	2024
Hours of environmental training provided to company personnel	810	2,425	2,370	1,990	1,568
Hours of environmental training given to contractor personnel	27	147	138	152	192
Total number of employees receiving environmental training	324	1,617	1,580	1,327	784
Total contractor employees receiving environmental training	108	590	475	478	282

Occupational Health and Safety Performance	2020	2021	2022	2023	2024
Number of lost time days due to occupational accidents (LTI)	656	707	395	561	871
Accident frequency rate (LTIF)	42.41	52.87	33.02	41.23	75.89
Number of deaths due to work-related diseases	0	0	0	0	0

## OUR PERFORMANCE INDICATORS

Employee Training	2020	2021	2022	2023	2024
<b>Duration of training provided to staff</b>					
Total training hours of blue-collar personnel (excluding OHS trainings)	3,816	4,068	10,105	59,687	33,745
Average annual training time per blue-collar employee (hours)	6.41	12.98	27.89	53.60	43.18
Total training hours of white-collar personnel (excluding OHS trainings)	1300	892	3928	4120	8900
Average annual training time per white-collar employee (hours)	6.9	11.65	19.55	15	31.5
Blue-collar personnel (person-hours)	6.41	12.98	27.89	53.60	43.18
White-collar personnel (person-hours)	6.9	11.65	19.55	15	31.5
Average (person-hours)	6.5	12.21	24	47.26	43.31
OHS training (person-hours)	8	8	8	8	8
<b>Duration of training by work category</b>					
Technical	3,200	965	3,290	34,820	18,107
Administrative	11,667	2,402	4,263	11,232	2,493
Production	-	-	-	-	22,046

## OUR PERFORMANCE INDICATORS

Employee Training	2020	2021	2022	2023	2024
<b>Distribution of board members and senior management by gender (%)</b>					
Female	15%	15%	25%	25%	15%
Male	85%	85%	75%	75%	85%
<b>Distribution of board members and senior management by age (%)</b>					
<30 years	0%	0%	0%	0%	0%
30-50 years	38%	38%	50%	50%	50%
>50 years	62%	62%	50%	50%	50%
<b>Distribution of employees by gender (%)</b>					
Female	19%	22%	18%	19%	26%
Male	81%	78%	82%	81%	74%
<b>Distribution of employees by age (%)</b>					
<30 years	17%	48%	44%	37%	39%
30-50 years	79%	49%	52%	60%	58%
>50 years	4%	3%	4%	3%	3%
<b>Distribution of employees by years of seniority (%)</b>					
0-5 years	76%	74%	64%	62%	65%
5-10 years	10%	10%	19%	22%	21%
10 years and above	14%	16%	17%	16%	14%

## OUR PERFORMANCE INDICATORS

Employee Demographics	2020	2021	2022	2023	2024
Demographic distribution of senior management	-	-	-	-	-
Total number of senior managers	8	14	10	10	10
Total number of senior female executives	1	4	4	4	5
Total number of senior Turkish executives	6	12	8	10	10
Senior executives by nationality	-	-	-	-	-
Local	6	12	8	10	10
Foreign	2	2	2	10	0
Total number of employees	1,441	1,617	1,580	1,327	1,329
Total number of female employees	320	290	306	332	353
Total number of male employees	1,123	1,327	1,274	995	976
Proportion of female employees	22%	18%	19%	25%	26%
Number of white-collar employees	184	202	236	224	202
Total number of female white-collar employees	75	75	65	88	75
Total number of male white-collar employees	109	127	171	136	127
Proportion of white-collar female employees	41%	37%	27%	39%	37%
Number of blue-collar employees	1,257	1,415	1,344	1,104	1,127
Number of female blue-collar employees	245	215	241	225	278
Number of blue-collar male employees	1,012	1,200	1,103	879	849
Proportion of female blue-collar employees	19%	15%	17%	20%	25%
Disabled employees	44	36	47	40	32

## OUR PERFORMANCE INDICATORS

Employee Demographics	2020	2021	2022	2023	2024
Interns	1	12	25	17	27
Number of intern high school students	14	10	7	15	23
Number of intern university students	-	-	-	-	4
Employees by age groups					
Number of employees under 30	693	727	596	490	432
Number of employees aged 30-50	708	855	950	796	785
Number of employees aged 50 and over	40	35	33	41	62
Employees by nationality					
Local	1,436	1,162	1,576	1,324	1,274
Foreign	5	5	4	3	5
Average years of seniority					
Senior executives	10	10	10	10	10
Middle managers	7	7	7	28	55
Experts & Officers	6	5	5	81	137
Employees by contract type					
Continuous	1,037	1,114	1,196	1,213	1,091
Temporary	404	503	384	114	238

## GRI CONTENT INDEX

For the Content Index - Core Service, GRI Services reviewed that the GRI Content Index is presented in a clear manner consistent with the standards and that references to disclosures 2-1 to 2-5, 3-1 and 3-2 are consistent with the relevant sections of the report. This service was performed on the Turkish version of the report.

<b>Statement of use</b>	Klimasan has reported the period January 1-December 31, 2024 according to GRI Content Index-Essentials Standards.
<b>GRI 1 used</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standard(s)</b>	No sector standard has been used as the sector standard for the beverage, ice cream and food services/retail sector has not yet been prepared.

GRI STANDARD	DISCLOSURE	LOCATION
<b>GENERAL DISCLOSURES</b>		
GRI 2: General Disclosures 2021	<b>Organization and Reporting Practices</b>	
	2-1 Organizational details	About the Report, page 6 About Klimasan, pages 10-11 Our Capital and Shareholding Structure, page 16
	2-2 Entities included in the organization's sustainability reporting	About the Report, page 6
	2-3 Reporting period, frequency and contact point	About the Report, page 6  Reporting is done on an annual basis.  Contact: <a href="mailto:sustainability@klimasan.com.tr">sustainability@klimasan.com.tr</a>
	2-4 Restatements of information	There is no revision.
	2-5 External assurance	Independent Assurance Statement, page 149 ISO 14064-1 Verification Statement, page 150
	<b>Activities and Employees</b>	
	2-6 Activities, value chain and other business relationships	About Klimasan, pages 10-11 Our Main Products, page 12 About Metalfrio Solutions, page 13 Our Capital and Shareholding Structure, page 16 Sustainability in the Value Chain, pages 46-47 Responsible Supply Chain Management, pages 84-88
	2-7 Employees	Human Resources, pages 113-116 Our Performance Indicators, pages 128-134
	2-8 Workers who are not employees	Human Resources, pages 113-116 Our Performance Indicators, pages 128-134
	<b>Governance</b>	
	2-9 Governance structure and composition	Board of Directors, Senior Management and Committees, pages 54-55 Organizational Chart, page 56
	2-10 Nomination and selection of the highest governance body	Board of Directors, Senior Management and Committees, pages 54-55 Organizational Chart, page 56
	2-11 Chair of the highest governance body	Board of Directors, Senior Management and Committees, pages 54-55 Organizational Chart, page 56

## GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	Board of Directors, Senior Management and Committees, pages 54-55 Organizational Chart, page 56
	2-13 Delegation of responsibility for managing impacts	Sustainability Governance and Organization, pages 26-29 Sustainability Approach and Strategy, pages 30-35
	2-14 Role of the highest governance body in sustainability reporting	About the Report, page 6 Sustainability Governance and Organization, pages 26-29 Sustainability Approach and Strategy, pages 30-35
	2-15 Conflicts of interest	Internal Audit and Control, pages 60-61 Business Ethics, Legal Compliance and Transparency, pages 62-63 Fair Competition, page 64  <a href="#">Ethical Code of Conduct Policy</a> <a href="#">Corporate Social Compliance Policy</a> <a href="#">Supplier Code of Conduct Principles</a>
	2-16 Communication of critical concerns	Sustainability Governance and Organization, pages 26-29 Sustainability Approach and Strategy, pages 30-35 Stakeholder Map and Stakeholder Relations, pages 36-44 Business Ethics, Legal Compliance and Transparency, pages 62-63
	2-17 Collective knowledge of the highest governance body	Board of Directors, Senior Management and Committees, pages 54-55 Organizational Chart, page 56
	2-18 Evaluation of the performance of the highest governance body	Board of Directors, Senior Management and Committees, pages 54-55 Organizational Chart, page 56
	2-19 Remuneration policies	Human Resources, pages 113-116  <a href="#">Remuneration Policy for Board Members and Senior Executives</a>
	2-20 Process to determine remuneration	Human Resources, pages 113-116  <a href="#">Remuneration Policy for Board Members and Senior Executives</a>
	2-21 Annual total compensation ratio	<a href="#">Compensation Policy</a>

## GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	LOCATION
	<b>Strategy, Policies and Practices</b>	
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	Message from the CEO, page 7 Message from the General Manager, page 8 Sustainability Approach and Strategy, pages 30-35 Our Economic Sustainability Commitments and Targets, page 65 Our Environmental Sustainability Commitments and Targets, page 90 Our Social Sustainability Commitments and Targets, pages 111-112
	2-23 Policy commitments	Corporate Governance, page 53
	2-24 Embedding policy commitments	Corporate Governance, page 53
	2-25 Processes to remediate negative impacts	Stakeholder Map and Stakeholder Relations, pages 36-44 Internal Audit and Control, pages 60-61 Business Ethics, Legal Compliance and Transparency, pages 62-63 Customer Satisfaction, Experience and After Sales Solutions, pages 74-77
	2-26 Mechanisms for seeking advice and raising concerns	Stakeholder Map and Stakeholder Relations, pages 36-44 Internal Audit and Control, pages 60-61 Business Ethics, Legal Compliance and Transparency, pages 62-63 Customer Satisfaction, Experience and After Sales Solutions, pages 74-77
	2-27 Compliance with laws and regulations	During the reporting period, there were no incidents of non-compliance with laws and regulations and no penalties were imposed for non-compliance with laws and regulations.  Business Ethics, Legal Compliance and Transparency, pages 62-63
	2-28 Membership associations	Corporate Memberships and Initiatives We Support, page 45
		<b>Stakeholder Engagement</b>
	2-29 Approach to stakeholder engagement	Stakeholder Map and Stakeholder Relations, pages 36-44
	2-30 Collective bargaining agreements	There is no collective bargaining agreement at Klimasan.
<b>MATERIAL TOPICS</b>		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Material Topics and Materiality Matrix, pages 48-49
	3-2 List of material topics	Material Topics and Materiality Matrix, pages 48-49
<b>Sustainable Financial Performance</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Summary of Financial and Operational Indicators, page 66
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Summary of Financial and Operational Indicators, page 66

## GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	LOCATION
<b>Responsible Supply Chain Management</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Responsible Supply Chain Management, pages 84-88
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Responsible Supply Chain Management, pages 84-88 Our Performance Indicators, pages 128-134
GRI 308: Supplier Environmental Assessment 2016	308-2 Negative environmental impacts in the supply chain and actions taken	During the reporting period, there were no significant negative environmental impacts in Klimasan's supply chain network.  Responsible Supply Chain Management, pages 84-88
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	During the reporting period, there were no significant negative social impacts in Klimasan's supply chain network.  Responsible Supply Chain Management, pages 84-88
<b>Business Ethics, Legal Compliance and Transparency</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Business Ethics, Legal Compliance and Transparency, pages 62-63 Fair Competition, page 64  <a href="#">Ethical Code of Conduct Policy</a> <a href="#">Corporate Social Compliance Policy</a> <a href="#">Supplier Code of Conduct Principles</a>
GRI 205: Anti-Corruption 2016	205-3 Confirmed incidents of corruption and actions taken	During the reporting period, there was no incident of corruption at Klimasan.  Business Ethics, Legal Compliance and Transparency, pages 62-63
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During the reporting period, there were no legal proceedings filed against Klimasan within the scope of anti-competitive behavior, antitrust or monopoly practices.  Fair Competition, page 64
<b>Product Design and Life Cycle Analysis</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 R&D, Innovation and Digital Transformation, pages 78-82
GRI 301: Materials 2016	301-2 Recycled input materials used	R&D, Innovation and Digital Transformation, pages 78-82 Our Performance Indicators, pages 128-134
	301-3 Reclaimed products and their packaging materials	R&D, Innovation and Digital Transformation, pages 78-82 Our Performance Indicators, pages 128-134

## GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	LOCATION
	<b>Energy Efficiency and Management</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Energy Efficiency and Management, pages 93-95
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Efficiency and Management, pages 93-95 Our Performance Indicators, pages 128-134
	302-3 Energy intensity	Energy Efficiency and Management, pages 93-95 Our Performance Indicators, pages 128-134
	302-4 Reduction of energy consumption	Energy Efficiency and Management, pages 93-95
	302-5 Reductions in energy requirements of products and services	Energy Efficiency and Management, pages 93-95
	<b>Water Management</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Water Management, page 101
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water Management, page 101
	303-2 Management of impacts related to water discharge	Water Management, page 101
	303-4 Water discharge	Water Management, page 101 Our Performance Indicators, pages 128-134
	303-5 Water consumption	Water Management, page 101 Our Performance Indicators, pages 128-134
	<b>Biodiversity</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Biodiversity, pages 107-108
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Biodiversity, pages 107-108
	304-2 Significant impacts of activities, products and services on biodiversity	Biodiversity, pages 107-108
	<b>Combating Climate Change and Decarbonization</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Emissions Management, pages 96-100
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Emissions Management, pages 96-100 Our Performance Indicators, pages 128-134
	305-2 Energy indirect (Scope 2) GHG emissions	Emissions Management, pages 96-100 Our Performance Indicators, pages 128-134
	305-3 Other indirect (Scope 3) GHG emissions	Emissions Management, pages 96-100 Our Performance Indicators, pages 128-134
	305-4 GHG emissions intensity	Emissions Management, pages 96-100 Our Performance Indicators, pages 128-134
	305-5 Reduction of GHG emissions	Emissions Management, pages 96-100 Our Performance Indicators, pages 128-134

## GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	LOCATION
	<b>Circular Economy and Waste Management</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Circular Economy and Waste Management, pages 102-106
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Circular Economy and Waste Management, pages 102-106
	306-2 Management of significant waste-related impacts	Circular Economy and Waste Management, pages 102-106
	306-3 Waste generated	Circular Economy and Waste Management, pages 102-106 Our Performance Indicators, pages 128-134
	306-4 Waste diverted from disposal	Circular Economy and Waste Management, pages 102-106 Our Performance Indicators, pages 128-134
	306-5 Waste directed to disposal	Circular Economy and Waste Management, pages 102-106 Our Performance Indicators, pages 128-134
	<b>Qualified Workforce and Regional Development</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Human Resources, pages 113-116 Qualified Workforce and Regional Development, page 124
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Human Resources, pages 113-116
	<b>Occupational Health and Safety</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Occupational Health and Safety, pages 117-120
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety, pages 117-120
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety, pages 117-120
	403-3 Occupational health services	Occupational Health and Safety, pages 117-120
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety, pages 117-120
	403-5 Worker training on occupational health and safety	Occupational Health and Safety, pages 117-120 Our Performance Indicators, pages 128-134
	403-6 Promotion of worker health	Occupational Health and Safety, pages 117-120
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety, pages 117-120
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety, pages 117-120
	403-9 Work-related injuries	Occupational Health and Safety, pages 117-120 Our Performance Indicators, pages 128-134

## GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	LOCATION
<b>Talent Management and Employee Development</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Human Resources, pages 113-116
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Human Resources, pages 113-116 Our Performance Indicators, pages 128-134
	404-2 Programs for upgrading employee skills and transition assistance programs	Human Resources, pages 113-116
<b>Equal Opportunity, Diversity and Inclusion</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Board of Directors, Senior Management and Committees, pages 54-55 Human Resources, pages 113-116  <a href="#">Corporate Social Compliance Policy</a>
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Board of Directors, Senior Management and Committees, pages 54-55 Human Resources, pages 113-116 Our Performance Indicators, pages 128-134
	405-2 Ratio of basic salary and remuneration of women to men	There is no gender-based salary difference in Klimasan. The principle of equal pay for equal work is applied.
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	There were no incidents of discrimination during the reporting period.
<b>Labor and Human Rights</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Business Ethics, Legal Compliance and Transparency, pages 62-63 Human Resources, pages 113-116  <a href="#">Corporate Social Compliance Policy</a> <a href="#">Supplier Code of Conduct Principles</a>
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Klimasan respects the right to organize and collective bargaining. During the reporting period, there was no violation of trade union rights in any supplier within the knowledge of Klimasan.
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Klimasan does not employ child labor in any way and expects its other stakeholders in the value chain, especially its suppliers, to comply with the age provisions specified in the relevant laws and regulations.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Klimasan and all its stakeholders in the value chain, especially its suppliers, do not employ forced labor under any circumstances.

## GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	LOCATION
<b>Corporate Social Responsibility</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Corporate Social Responsibility, pages 125-127 Qualified Workforce and Regional Development, page 124
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Corporate Social Responsibility, pages 125-127 Qualified Workforce and Regional Development, page 124
<b>Cyber Security and Data Privacy</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Cybersecurity and Data Privacy, page 83
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting period, there were no substantiated complaints regarding breach of customer confidentiality and loss of customer data.  Cybersecurity and Data Privacy, page 83
<b>Customer Satisfaction and Experience</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Customer Satisfaction, Experience and After Sales Solutions, pages 74-77
<b>Resource Efficiency</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Combating Climate Change and Environmental Management, pages 91-92 Energy Efficiency and Management, pages 93-95 Emissions Management, pages 96-100 Water Management, page 101 Circular Economy and Waste Management, pages 102-106
<b>R&amp;D, Innovation and Digital Transformation</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 R&D, Innovation and Digital Transformation, pages 78-82
<b>Operational Excellence and Sustainable Product Quality</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Operational Excellence and Quality, pages 67-73
<b>Proactive Risk and Crisis Management</b>		
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Proactive Risk and Crisis Management, pages 57-59

## GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	LOCATION
	<b>Employee Satisfaction and Loyalty</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Human Resources, pages 113-116
	<b>Corporate Governance</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Corporate Governance, page 53
	<b>Stakeholder Communication</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Stakeholder Map and Stakeholder Relations, pages 36-44 Material Topics and Materiality Matrix, pages 48-49
	<b>Chemical Management</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Combating Climate Change and Environmental Management, pages 91-92 Water Management, page 101 Circular Economy and Waste Management, pages 102-106 Emergency Preparedness and Action Plan, pages 121-123
	<b>Emergency Preparedness and Action Plan</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Emergency Preparedness and Action Plan, pages 121-123
	<b>Logistics Impacts</b>	
GRI 3: Material Topics 2021	3-3 Management of material topics	Material Topics and Materiality Matrix, pages 48-49 Logistical Impacts, page 89

Topics	Global Principles	Relevant Section of the Report
Human Rights	Principle 1: Businesses must uphold and respect proclaimed human rights.	Internal Audit and Control, pages 60-61
	Principle 2: Businesses should not be complicit in human rights violations.	Business Ethics, Legal Compliance and Transparency, pages 62-63 Responsible Supply Chain Management, pages 84-88 Employee and Human Rights (Human Resources), page 114 <a href="#">Klimasan Social Compliance Policy</a>
Working Standards	Principle 3: Businesses should support workers' freedom of association and collective bargaining.	Business Ethics, Legal Compliance and Transparency, pages 62-63 <a href="#">Klimasan Social Compliance Policy</a>
	Principle 4: All forms of forced and compulsory labor must be ended.	Business Ethics, Legal Compliance and Transparency, pages 62-63 Responsible Supply Chain Management, pages 84-88 Employee and Human Rights (Human Resources), page 114 <a href="#">Klimasan Social Compliance Policy</a> <a href="#">Klimasan Supplier Code of Conduct</a>
	Principle 5: All forms of child labor must be ended.	Employee and Human Rights (Human Resources), page 114 <a href="#">Klimasan Social Compliance Policy</a>
	Principle 6: Discrimination in hiring and working processes must be eliminated.	Employee and Human Rights (Human Resources), page 114 <a href="#">Klimasan Social Compliance Policy</a>

Topics	Global Principles	Relevant Section of the Report
Environment	Principle 7: Businesses should support precautionary approaches to environmental issues.	Proactive Risk and Crisis Management, pages 57-59 Our Environmental Sustainability Commitments and Targets, page 90 Combating Climate Change and Environmental Management, pages 91-92 Emissions Management, pages 96-100 Water Management, page 101 Circular Economy and Waste Management, pages 102-106 Biodiversity, pages 107-108
	Principle 8: The business world should support all activities and organizations that will increase environmental responsibility.	Corporate Memberships and Initiatives We Support, page 45 Combating Climate Change and Environmental Management, pages 91-92 Corporate Social Responsibility, pages 125-127 SBTi Emission Reduction Target Approval, pages 151-154
	Principle 9: The development and dissemination of environmentally friendly technologies should be encouraged.	R&D, Innovation and Digital Transformation, pages 78-82 Energy Efficiency and Management, pages 93-95 Our Eco-Friendly Products, page 110
Anti-Corruption	Principle 10: Businesses should fight corruption in all its forms, including bribery and extortion.	Corporate Governance, page 53 Internal Audit and Control, pages 60-61 Business Ethics, Legal Compliance and Transparency, pages 62-63 Fair Competition, page 64

## EMISSIONS INVENTORY

### Subcategory Based Emissions

No	Subcategory	tCO <sub>2</sub>	tCH <sub>4</sub>	tN <sub>2</sub> O	tCO <sub>2</sub> e
1	1.1 Constant Combustion	1243.6479	0.61932894	0.6074615	1244.8746
2	1.2 Mobile Combustion	99.641709	0.66401813	2.4643102	102.77004
3	1.4 Leakage / Leaking Gas	-	-	-	82.804867
4	2.1 Electricity	4307.1879	-	-	4307.1879
5	3.1 Input Transportation	81.014492	-	-	81.014492
6	3.2 Output Transportation	3237.1327	-	-	3237.1327
7	3.3 Employee Arrival / Departure	313.26232	-	-	313.26232
8	3.4 Visitor Transportation	53.387332	-	-	53.387332
9	3.5 Business Travel	125.74422	-	-	125.74422
10	3.6 Well to Tank	1459.5108	-	-	1459.5108
11	4.1 Product Purchased	38998.194	-	-	38998.194
12	4.2 Purchased Assets	109.19701	-	-	109.19701
13	4.3 Waste Disposal	32.936915	-	-	32.936915
14	4.4 Service Utilization	697.6999	-	-	697.6999
15	5.1 Product Use Phase	930567.12	-	-	930567.12
16	5.2 After Product Life-Cycle	68.22927	-	-	68.22927
	<b>Total</b>	<b>981393.9</b>	<b>1.28334707</b>	<b>3.0717717</b>	<b>981,481.06</b>

# I-REC CERTIFICATE



## Redemption Statement

This Redemption Statement has been validated against the Evident Registry by Foton Marketplace

This Redemption Statement has been produced for

KLİMASAN KLİMA SAN. VE TİC. A.Ş.

by

Aksa Elektrik Satış A.Ş.

confirming the Redemption of

9700.000000

I-REC Certificates, representing REDEMPTION 9700.000000 MWh of electricity generated from renewable sources

This Statement relates to electricity consumption located at or in

Manisa OSB 1.Kısım Keçiliköy OSB Mh. Cumhuriyet Cad. No:1 45030

Yunusemre, Manisa

in respect of the reporting period

2024-01-01 to 2024-12-31



### QR Code Verification

Verify the status of this Redemption Statement by scanning the QR code on the left and entering in the Verification Key below.

### Verification Key

27940861

### Verification URL

<https://api.evident.app/public/certificates/en/1HCA8HqHK70BAFR1N3UW0pa8PbIPcoW5Y1FV5c3r7%2B%2BModq5%2FFqgmU8m>



The stated Redemption Purpose is

Scope 2 Reporting



### QR Code Verification

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# I-REC CERTIFICATE



## Redemption Certificate

Device Name	Country	Energy Source	Technology	Support	Com.Date	Volume	Period
DORAZ JES	TUR	ES810	TC492	NO	2007-12-27	8555	2024-11-01 2024-12-31
GREENECO JES	TUR	ES810	TC491	YES	2016-09-30	500	2024-01-01 2024-02-17
Sultanhisar JES	TUR	ES810	TC492	YES	2016-10-31	645	2024-12-01 2024-12-31



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### Verification URL

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## AUDITOR NOTES

This statement is generated by the I-TRACK Standard Foundation's accredited platform, Foton Marketplace, through the Evident I-REC Registry. Please verify the document using the I-REC Registry link below. 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. Please verify the document below to check if the offset attributes are included: Where offset attributes are 'incl' the device registrant, who exclusively holds the environmental attribute rights, has undertaken never to release carbon offsets in association with these MWh; 'excl' means carbon offsets relating to these MWh may be traded independently at some point in the future. Thermal plants emit carbon as part of the combustion process. While this is not zero carbon, it is generally recognised as carbon neutral where the source is recent biomass.



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<https://api.evident.app/public/certificates/en/1HCA8Ht9K7OBAFRbN3UWpa8PbPccW5iY1Pv5z3T7%28%2BModaq5%2FFqjgmU8m>

## ISO 14064-1 VERIFICATION STATEMENT



**Greenhouse Gas Verification Statement**  
**Sera Gazı Doğrulama Beyanı**

**KLİMASAN A.Ş.**

**Organizational Boundaries / Organizational Sınırlar**

Manisa OSB 1. Kısım Keçiliköy OSB Mahallesi Cumhuriyet Caddesi No:1 Yunusemre/Manisa

The Greenhouse Gas emissions inventory has been verified to meet the standard requirements specified below according to ISO 14064-3:2019 / Sera Gazı emisyonları envanterinin, ISO 14064-3:2019'a göre aşağıda belirtilen standart gerekliliklerini karşıladığı doğrulanmıştır.

**ISO 14064-1:2018**

Category 1- Direct emissions / Doğrudan emisyonlar	1.430,44	t CO <sub>2</sub> eq
Category 2- Purchased energy emissions (Location based) / Satın alınan enerji emisyonları (Lokasyon bazlı)	4.307,18	t CO <sub>2</sub> eq
Category 3- Emissions from transportation / Ulaşım kaynaklı emisyonlar	5.270,05	t CO <sub>2</sub> eq
Category 4- Emissions from products, service used / Kullanılan ürün - hizmet kaynaklı emisyonlar	39.838,02	t CO <sub>2</sub> eq
Category 5- Emissions from associated with the use of the product / Ürün kullanımı kaynaklı em.	930.635,35	t CO <sub>2</sub> eq
Category 6- Other Emissions / Diğer emisyonlar	-	t CO <sub>2</sub> eq
<b>Total Location Based Emissions / Toplam Lokasyon Bazlı Emisyonlar</b>	<b>981.481,06</b>	<b>t CO<sub>2</sub> eq</b>
<b>Total Market Based Emissions / Toplam Market Bazlı Emisyonlar</b>	<b>981.481,06</b>	<b>t CO<sub>2</sub> eq</b>
Biogenic Emissions / Biyogenik Emisyonlar	-	t CO <sub>2</sub> eq
Purchased renewable energy emission allowance / Satın alınan yenilenebilir enerji emisyon karşılığı	-	t CO <sub>2</sub> eq
Category 2- Purchased energy emissions (Market based) / Satın alınan enerji emisyonları (Market bazlı)	4.307,18	t CO <sub>2</sub> eq
Renewable energy references / Yenilenebilir enerji referansları:		
Credits from GHG Scheme / Satın alınan krediler	-	t CO <sub>2</sub> eq
Credits references / Kredi referansları		

Level of Assurance : Reasonable / Makul Verification Report Date : 30.07.2025  
Reporting Period : 01.01.2024 - 31.12.2024 Statement No : SG-GNL-107 / 2024

Approved by / Onaylayan  
**Okay Kayhanlı – Genel Müdür**





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PHD: 014P-014RE/14064-1:2018

## SBTi EMISSION REDUCTION TARGETS APPROVAL



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

**DATE OF APPROVAL**

25 January 2024



### APPROVED

## NEAR-TERM SCIENCE-BASED TARGETS

The Science Based Targets initiative has validated that the science-based greenhouse gas emissions reductions target(s) submitted by Klimasan A.Ş. conform with the SBTi Criteria and Recommendations (Criteria version 5.0).

**SBTi has classified your company's scope 1 and 2 target ambition as in line with a 1.5°C trajectory.**

The official near-term science-based target language:

**Klimasan A.Ş. commits to reduce absolute scope 1 and 2 GHG emissions 44.1% by 2030 from a 2020 base year. Klimasan A.Ş. also commits to reduce scope 3 GHG emissions from the use of sold products 51.6% per product sold by 2030 from a 2021 base year.**

Partner Organizations






In collaboration with



# SBTi EMISSION REDUCTION TARGETS APPROVAL



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## Science Based Targets Initiative COMMITMENT LETTER

Version 1 - November 2021

- Organizations joining the Science Based Targets initiative (SBTi) must follow the [SBTi step-by-step process](#) and align with SBTi criteria and recommendations.
- Please consult the [SBTi FAQ](#) for additional information on the process and expectations.
- SMEs<sup>1</sup> are welcome to join the SBTi by submitting a completed [SME Science-Based Target Setting Form](#) instead of this document.

### Introduction

The Science Based Targets initiative (SBTi) is a global body enabling businesses to set ambitious emissions reductions targets in line with the latest climate science. It is focused on accelerating companies and financial institutions across the world to halve emissions before 2030 and achieve net-zero emissions before 2050.

The initiative is a collaboration between CDP, the United Nations Global Compact, World Resources Institute (WRI) and the World Wide Fund for Nature (WWF) and one of the We Mean Business Coalition commitments.

The initiative champions science-based target setting as a powerful way of boosting companies' and financial institutions' competitive advantage in the transformation to the low-carbon economy. Science-based targets are greenhouse gas emissions reduction targets that are in line with the level of decarbonization required to meet the goals of the Paris Agreement – to limit global warming to well-below 2°C above pre-industrial levels and pursue efforts to limit warming to 1.5°C.

### Step-by-step process to set a science-based target

Setting a science-based target is a five-step process:

#### Step 1. Register online and submit the commitment letter

Signing this commitment letter indicates that your organization will work to set a science-based emission reduction target aligned with the SBTi's target-setting criteria. After [registering online](#) and submitting your commitment letter to [commitments@sciencebasedtargets.org](mailto:commitments@sciencebasedtargets.org), your organization will be recognized as "committed" at [sciencebasedtargets.org](https://www.sciencebasedtargets.org) as well as on our partner websites at We Mean Business, and the UN Global Compact.

<sup>1</sup> For the purpose of the SBTi and its target validation process, SMEs are defined as a non-subsidiary, independent company which employs fewer than 500 employees.

Companies and financial institutions are urged to aim for the highest level of ambition in their target setting and also commit to set a long-term science-based target to reach net-zero value chain GHGs emissions by no later than 2050. Companies that commit to set these long-term science-based targets to reach net-zero and align their business with a 1.5°C future will also be recognized as part of the [Business Ambition for 1.5°C](#) and the [Race to Zero](#) campaigns.<sup>2</sup> The SBTi has developed a net-zero standard for corporates and the SBTi net-zero standard for financial institutions is planned to be developed in 2022.

### Step 2. Develop a target

Once your organization has signed the commitment letter you will have a maximum of 24 months to:

- 1) Develop a science-based target aligned with the SBTi criteria;
- 2) Submit the target to the SBTi for validation;
- 3) Publish your approved target on the SBTi website.

We encourage companies and financial institutions to begin this process and submit targets for validation as early as possible. If an organization fails to complete all the above steps within 24 months, their name will be removed from the SBTi Companies Taking Action webpage and all other websites, as per our [Protocol to Manage Expired Commitments](#). Under special circumstances, the SBTi may grant organizations additional time to publish their targets.

Please note that under the [new SBTi strategy](#), published on July 15, 2021, the initiative is increasing the minimum ambition of its near-term targets, which as of July 15, 2022 will become 1.5°C for scope 1 and 2 targets and well-below 2°C for scope 3 targets. In addition, the timeframe of targets will be 5 to 10 years and no longer 5 to 15 years. These updates are published in the [V5 of the SBTi Criteria and Recommendations](#). Thus, organizations that want to set near-term targets aligned with [V4.2 of the SBTi Criteria and Recommendations](#) must submit targets for validation by July 14, 2022.

The SBTi offers [resources](#), [case studies](#) and [webinars](#) to help companies develop their science-based targets.

### Step 3. Submit your target for official validation

To have your science-based target officially approved and published, your organization must complete the [Target Submission Form](#) and submit it for validation via email to [targets@sciencebasedtargets.org](mailto:targets@sciencebasedtargets.org). The SBTi target validation team will validate the target against the SBTi criteria and the [Target Validation Protocol](#), and inform you whether the target has been approved or whether further work is needed.

<sup>2</sup> No oil and gas companies, airports or companies with >50% coal or at risk of non-parent approach are able to join the Race to Zero at this point in time. For any queries, please contact Race to Zero at [racetozero@unfccc.int](mailto:racetozero@unfccc.int).



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## SBTi EMISSION REDUCTION TARGETS APPROVAL

### Step 4. Announce the target

On confirmation that your target meets the SBTi criteria, your organization's target will be published on the SBTi website and may be showcased in other communications. The SBTi may contact your nominated communications contact about further opportunities to profile your organization's climate leadership.

### Step 5. Disclose your progress

Following approval, you should disclose your organizations' emissions annually and monitor progress on reaching your target. Recommendations for reporting include [disclosure through CDP](#), annual reports, sustainability reports and your company's website.

Please proceed to page 5 of this document to complete the Commitment Letter. Financial institutions and food, agriculture and forest sectors must consult pages 3, and 4 respectively before proceeding to complete page 5.

### Financial Institutions

Due to its unique nature, the financial sector has a separate process established by the SBTi. The sector's largest impact comes from its investment and lending activities (known as scope 3, category 15 emissions) and therefore it is imperative that targets for this sector encompass such activities.

The SBTi defines a financial institution as an organization whose business involves the arrangement and execution of financial and monetary transactions, including deposits, loans, investments and currency exchange. More specifically, the SBTi deems an organization a financial institution if 5 percent or more of its revenue or assets comes from the activities described above.

On October 1, 2020, the SBTi released a framework that allows financial institutions - including banks, investors, insurance companies and others - to set science-based targets to align their lending and investment activities with the Paris Agreement. Visit the [SBTi finance homepage](#) for more information.

Based on current methods and coverage, the primary financial sector audience includes universal banks, asset managers, asset owners (pension funds, closed-end funds, insurance companies), private equity firms, and mortgage real estate investment trusts (REITs). The framework is also relevant for other financial institutions that have holdings in the following asset classes where methods are currently available: real estate, mortgages, electricity generation project finance, corporate and consumer loans, bonds, and equity. SBTi plans to develop additional methods and criteria for sovereign debt and securities underwriting in 2022.

Asset classes beyond this list are currently out of the SBTi's scope. Bilateral and multilateral development financial institutions (e.g. the World Bank) are not the primary audience of this framework. Equity REITs, namely real estate companies that own or manage income-generating properties and

lease them to tenants, are not a target audience of this project and shall pursue the regular target validation route for companies.

Financial institutions are invited to commit to set science-based targets by signing this commitment letter, and to set targets by completing the following steps within a maximum of 24 months:

1. Develop a science-based target aligned with the SBTi criteria for financial institutions;
2. Submit the target to the SBTi for validation;
3. Publish your approved target on the SBTi website.

Financial institutions that committed to the SBTi before October 1, 2020 are required to complete the steps above by October 1, 2022.

If a company falls under the definition above but does not consider their investment activities significant/relevant for the purposes of science-based target setting, the company should reach out to the team at [info@sciencebasedtargets.org](mailto:info@sciencebasedtargets.org).

### Forest, Land and Agriculture sectors

Companies in land-intensive sectors have a critical role to play in the transformation to a zero carbon economy. This is why the SBTi is developing science-based methods to help businesses in these sectors reduce their impact and seize mitigation opportunities.

The [SBTi Forest, Land and Agriculture project \(SBTi FLAG\)](#) is developing methods and guidance to enable businesses in FLAG sectors to set science-based targets that fully incorporate deforestation and land-related emissions.

Companies with land-intensive operations can commit to the SBTi through signing this letter and setting targets with existing methods. However, FLAG companies will be required to update their GHG inventories in line with the upcoming [GHG Protocol Guidance on Carbon Removals and Land Use](#). Where this GHG inventory update triggers a target recalculation as described in the SBTi Criteria and Recommendations, companies are required to recalculate their targets in line with the SBTi FLAG guidance. Both FLAG and GHG Protocol updates will be available later in 2022 and the SBTi will share further information for these updates in due course.

The SBTi encourages companies in these sectors that are in the process of setting targets to continue doing so and to estimate land use and land-use change emissions and include those in their targets. This will increase the credibility of the companies' climate commitments and help the company anticipate future changes to the GHG Protocol as well as the SBTi criteria.



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# SBTi EMISSION REDUCTION TARGETS APPROVAL

## Science Based Targets initiative COMMITMENT LETTER

Our organization wishes to join the growing group of leading corporations that are setting emissions reduction targets in line with what climate science says is necessary. By doing so, we recognize the crucial role the business community can play in minimizing the risk climate change poses to the future of our planet.

Thereby, I am pleased to confirm that KLIMASAN KLIMA SAN, ve TIC. AS. is committing to set science-based emissions reduction targets (near-term targets), in line with the SBTi Criteria and Recommendations, submit them to the SBTi for validation and publish our approved targets, all within a maximum of 24 months.

We acknowledge that our commitment will be recognized on [sciencebasedtargets.org](https://sciencebasedtargets.org) as well as on our partner websites at We Mean Business and UN Global Compact.

In addition, to align with the most ambitious aim of the Paris Agreement and to what science dictates is necessary to reduce the destructive impacts of climate change on human society and nature - to reach net-zero global emissions by 2050 at the latest in order to limit global warming to 1.5°C - my company is committing to:

**Set net-zero targets, including a long-term science-based target:** My company commits to set a long-term science-based target to reach net-zero value chain GHGs emissions by no later than 2050 in line with the [SBTi Net-Zero Standard](#), submit it for SBTi validation and publish it, all within a maximum of 24 months. By committing to set a net-zero target, I also acknowledge that my company will be part of the Business Ambition for 1.5°C campaign. My company will also join the Race to Zero campaign.<sup>3,4,5</sup>

**Science-based targets (SBTs)** are near-term targets that meet the criteria and recommendations of the SBTi.

**Science-based net-zero targets** are longer-term targets - by 2050 at the latest. The SBTi defines the state of net-zero emissions for companies as reaching a state of no impact on the climate resulting from the organization's GHG emissions.

Reaching a status of science-based net-zero emissions implies the following two conditions:

- Achieving a scale of value chain emissions reductions consistent with the depth of abatement at the point of reaching global net-zero in pathways that limit warming to 1.5°C with no or low overshoot.

<sup>3</sup> All companies except oil and gas companies, airports and companies with >50% coal or at risk of non-parent approach will be able to join Race to Zero at this point in time. If companies have questions, please reach out to Race to Zero at [racetozero@unfccc.int](mailto:racetozero@unfccc.int) or refer to the [Business Ambition for 1.5°C Guidance and FAQs document](#).

<sup>4</sup> Companies must have valid near-term science-based targets (SBTs) that meet SBTi Criteria to be eligible for a net-zero target, unless the long-term SBT target year is 10 years or fewer from the date of submission.

<sup>5</sup> Companies that are already part of the initiative can raise their ambition by also committing to set a net-zero target.



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- Neutralizing the impact of any source of any residual emissions by permanently removing an equivalent volume of atmospheric CO<sub>2</sub>.<sup>6</sup>

Visit the [SBTi Net-Zero website](#) for more information, including the Net-Zero Criteria and Recommendations. For financial institutions, the approach to net-zero emissions targets across the value chain will be further developed.

[Sign the commitment](#)

Please sign this document and return a signed copy to the SBTi Operations Team at [operations@sciencebasedtargets.org](mailto:operations@sciencebasedtargets.org). The SBTi reserves the right to carry out due diligence reviews before accepting and publishing commitments.

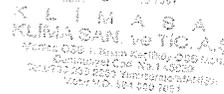
This SBTi commitment letter can be signed by any organization representative, but the contact details of a managerial level point of contact in the organization is required in the information table below.

Once this commitment letter is processed and you have received formal confirmation over email, your organization will be recognized as "Committed" on the SBTi website and the partner websites of UN Global Compact and We Mean Business. Organizations committing to set a net-zero target will also be added to the UNFCCC Race to Zero website provided the organizations are eligible to join at this time.

Company name: KLIMASAN KLIMA SAN, VE TIC. AS.

General Manager  
Alper EROL

Signature	Place	Date
	Mankas, TURKEY	27.12.2021



<sup>6</sup> Residual emissions are emissions sources that remain unabated by the time net-zero is reached at the global or sector level in 1.5°C mitigation pathways with low or no overshoot ([Business Ambition for 1.5°C Target Setting](#), pp. 7, 32-34). For most companies this requires emission reductions of at least 90%, which implies neutralisation of no more than 10% of base year emissions when reaching net-zero.



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## CONTACT

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Phone: [+90 236 236 2233](tel:+902362362233)

E-mail: [info@klimasan.com.tr](mailto:info@klimasan.com.tr)

The logo for KLİMASAN features a stylized 'K' composed of two overlapping shapes: a light blue one on top and a light green one on the bottom. To the right of this symbol, the word 'KLİMASAN' is written in a bold, white, sans-serif font.

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