

SUSTAINABILITY REPORT

2020-2022



“Strong With Our Values”

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About the Report

Dear Stakeholders,

The 2012 Sustainability Report, the first global sustainability report prepared in accordance with GRI standards in the Turkish Logistics Industry, marked the beginning of our sustainability journey. In 2013, as Mars Logistics, we were one of the first ten companies in Turkey to write a GRI A+ report in order to continue communicating our sustainability performance to our stakeholders in the most transparent and comprehensive manner. Today, in our sustainability journey that continues with the philosophy of “**worth the world**”; **we manage, protect, share and understand with our values**. We present our direction, which we have determined with the strength we derive from our values, with our report prepared in accordance with GRI standards.

Today, in our sustainability report covering the years 2020-2022, we share with you our managerial approach and commitments to social, economic, and environmental impacts, the performance results we have achieved, and our vision for the future, which we created with our risk and opportunity analyses.

This report was prepared in accordance with the GRI standards’ recommended fundamental principles. Our company’s priorities were determined through screening studies that served as the report’s main framework. While conducting these studies, we adhered to the GRI standard’s basic principles for reporting. We have also considered the WEF Stakeholder Capitalism reporting criteria published in 2020 in our report for this period. As well as the report shows our performance in relation to the SDGs. The report’s content covers the activities of Mars Logistics Group companies between January 1st, 2020 and December 31th, 2022. In the coming periods, we intend to report our sustainability activities on a regular basis and to develop them in accordance with the expectations of our stakeholders.

As Mars Logistics Group companies, we consider the opinions and ideas of our stakeholders to be extremely valuable and important. For comments and inquiries regarding the report and sustainability efforts, please contact us at the following email address:

info@marslogistics.com



**ROAD
FREIGHT**



**AIR
FREIGHT**



**SEA
FREIGHT**



**RAIL
FREIGHT**



**WAREHOUSING
SERVICES**



**INSURANCE
SERVICES**

For Our Common Values...

Our Sustainability Manifesto

The Sustainable Development Goals aim to meet the needs of the present generation without jeopardizing the ability of future generations to do so. Recent developments in our world demonstrate that we must be conscious of the harm we have caused to humanity and nature. In addition, we are aware that we must shift our focus to climate change and, as a result, our economic and social priorities.

We are currently going through a period of profound change. The balance of our planet which we use beyond its limits, is constantly changing. Human activities have both contributed to the acceleration of climate change and the deterioration of ecological balance over the last century. To address these issues, it is now critical to undergo a dramatic shift in the three pillars of sustainability—social, environmental, and economic—as well as to develop new business models that are compatible with this paradigm shift.

Clearly, for a sustainable future, it is necessary to establish a more equitable, egalitarian structure that accepts and embraces diversity. In this regard, we value the concept of global collective intelligence, particularly the United Nations, in establishing a more livable common future without leaving anyone behind and in solidarity.

It is critical that everyone actively participates in the fight for a more livable world. We believe that by developing science-based solutions, we can overcome any problem.


1

We recognize all our knowledge that will enable humanity to have a better future and the exchange of this knowledge as our corporate value.


2

We believe that this common value created by us should be the result of our activities designed to be compatible with the environmental conditions of our world, which is our only home, and we are dedicated to achieve this corporate harmony.


3

While we provide our services to our customers and all our stakeholders, we care about reducing our emissions and water footprint arising from our activities, using our resources efficiently and protecting ecological elements at all points that we touch.


4

By observing human life and the professional development of our employees, we pay maximum attention and care for human rights and occupational health and safety rules, and we strive to protect all our stakeholders.


5

We place supporting climate action to prevent the changing climatic conditions of our world and protecting the diminishing resources and biodiversity at the center of our business approach. Based on our values and ethical rules, we conduct all our activities in accordance with this business approach and in a transparent, honest, fair and lawful way.


6

We obtain our energy from renewable resources, recover our waste into the circular economy through our partnerships, recycle rainwater, take measures to reduce our emissions and ensure sustainability of our business models.


7

We value diversity, inclusiveness, and unconditional equality in all aspects of our value chain, empowering younger generations and promote equality and diversity in the workplace.


8

For a more livable world, we conduct our activities with strong collaborations in accordance with the decisions taken on global scale, framework agreements and joint development goals, and we work with passion to not leave anyone behind in a joint future.


9

As Mars Logistics, when we conduct our operations, we care about new business and economy approach, governance, harmony with the planet and humanitarian issues and pay attention to supporting social benefits and welfare, common development and improvement.

Message from our Chairman of the Board

Garip Sahillioğlu
Chairman



Dear Stakeholders,

One of the most important messages we have received about the future of our world from recent research and reports; especially with the advancement of technology, the unstoppable rise of our production and consumption habits, is that “climate change” which manifests itself increasingly with pollution and natural events, should have a prominent place on our agenda. As a result, each of us, whether individual, private, or public institution, must assume responsibility for our planet’s future.

Today, sustainability encompasses both economic expansion and the maintaining corporate profitability. Sustainability studies and reporting have emerged as a top priority for corporations. For today’s shareholders and investors, sustainability reports are an indicator of corporate transparency, social and environmental performance, and management quality, and are regarded as an integral part of economic, social, and environmental life. As responsible institutions, it is now of the utmost importance that

we report on all the effects and outcomes of our activities other than the economic outcomes.

In recent years, although we have not published a sustainability report, we have never stopped using the concept of sustainability as a guiding principle in all our operations and working in this direction. While establishing our operational goals and planning our investments, improving our processes, and determining new actions to increase the satisfaction of our employees and customers, we took actions not only for the present but also for the future of our company and industry. We are pleased to present these actions and their outcomes in our 2020-2022 Sustainability Report to our esteemed stakeholders.

As with many of our accomplishments, the first sustainability report we published was the first prepared in accordance with GRI standards in our industry. When we decided to write a new sustainability report, we knew it would not be a reporting study focused on broad trends. This realization led us to reconsider our current goals, values, and policies, which we had adopted for years within the framework of sustainability. We have crowned our efforts with a nine-point Sustainability Manifesto to ensure that this innovation is not limited to the company's walls and that sustainability is truly internalized. We are pleased to present you with this manifesto.

Everyone and every institution now feel the effects of the concept of sustainability, which has risen to prominence in every field and on a global scale, and the resulting changes. Companies that previously prioritized only financial success and operational continuity are realizing that they must quickly adapt to this change. Similarly, the concept of sustainability, which was previously associated with environmental phenomena, is now evident in every field. We chose to integrate our economic, social, and environmental sustainability performance under the headings of Management, Planet, People, and Prosperity.

Among the components of our economic performance, our operational investments and, by extension, the value we add to the sector play a prominent role. Among the innovations in our internal processes are our investments in vehicles and warehouses, the alternative modes of transportation we offer to our customers, our new intermodal lines, and our efforts to incorporate the wastes generated by our activities into the circular economy. With our new investments and new lines, we intend to increase the proportion of intermodal and rail freight in our business volume.

Numerous nations, particularly in Europe, are preparing to implement a border carbon tax system. The carbon regulation at

the border, whose legal basis is being developed under the name "EU Carbon Border Adjustment Mechanism," entails the reporting and taxation of carbon emissions originating from all processes ranging from the production of a product to its final consumer. We will continue to implement our investment plans within this framework so that our customers are not adversely affected by carbon taxation due to logistics activities that may result from future legal requirements.

As a company that believes it is our responsibility to focus on all types of social problems, we implemented our Equality Has No Gender project during our reporting period to strengthen the position of women in society in particular. With this project, we are expanding on our previous efforts to promote gender equality. The Driver Academy, which we established with the goal of both providing trained human resources for our industry and contributing to employment, was a critical project that made us proud during this time period. In our report, we included the Interuniversity Logistics Case Competition and other social responsibility activities that we have been doing for many years. We are eager to progress by developing new projects that will contribute to society with the participation of all our stakeholders.

In our report, we included our environmental performance, taking into account both the environmental benefits of our operational investments and the direct and indirect environmental effects of our activities. We have added new lines to our intermodal transportation service, which is considered environmentally friendly transportation and has been available since 2012. As of the date of its establishment, we had completed the rooftop solar power plant project, which had the highest unlicensed capacity on Istanbul's European Side. We are attempting to reduce emissions from transportation activities by keeping our fleet young with new investments and by selecting environmentally friendly engine technologies. We have improved our processes for calculating

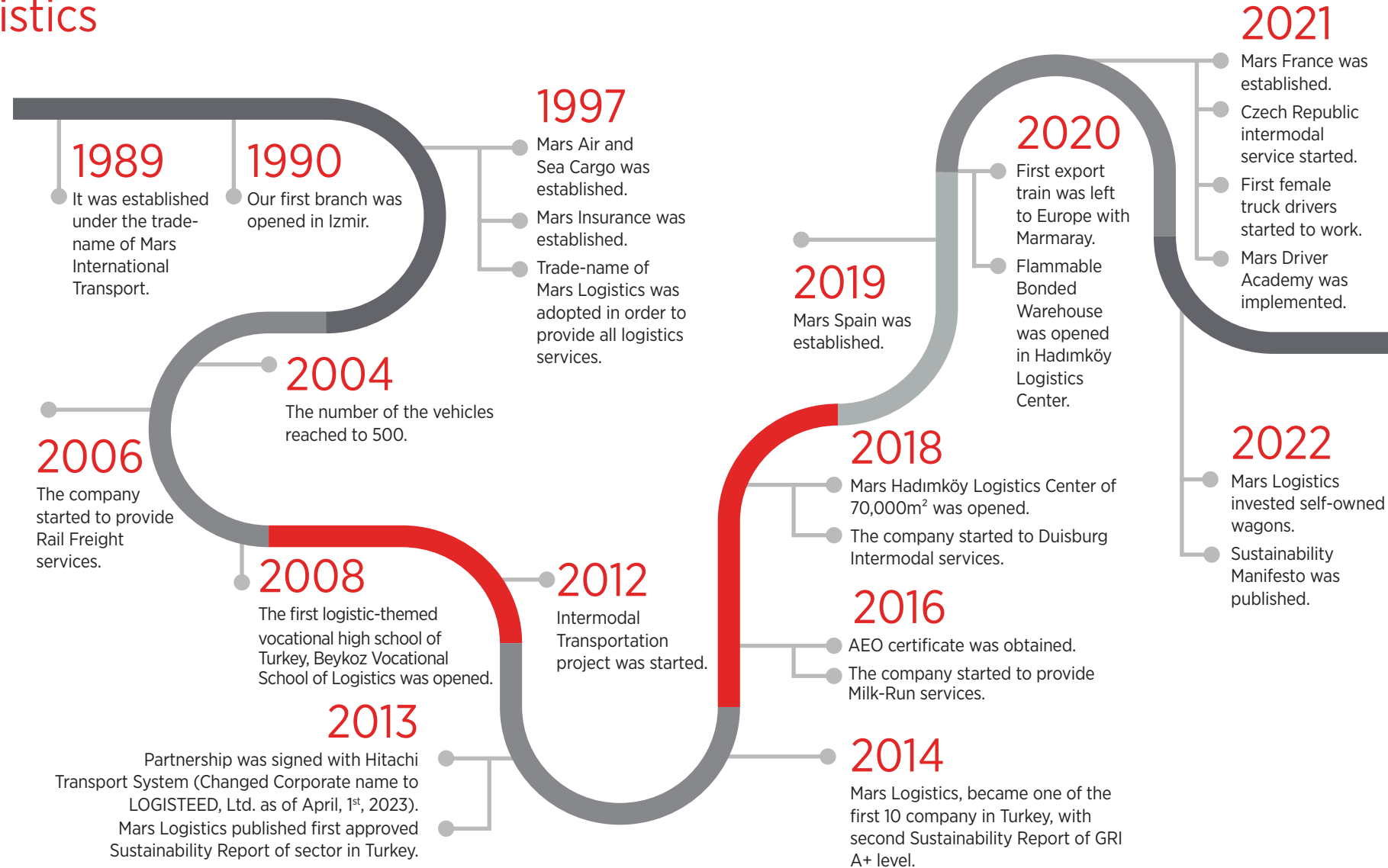
carbon footprints. Our practices have yielded positive results, such as the rainwater harvesting project we implemented in our logistics centers, the use of paper pallets, zero waste efforts, and the reduction of paper consumption with our paperless office project in our offices, particularly in financial processes. We also keep new energy efficiency goals and projects on the table.

In this sustainability report, we offer a condensed look at a subset of our work from the past three years. Behind every action we take, there are studies in which Mars Logistics employees spend detailed and serious efforts. We will continue to keep you updated on a consistent basis. We will not let go of our enthusiasm for providing a future that is both sustainable and bright for even a day as we keep working tirelessly toward this goal through a commitment to both improvement and innovation.

Garip Sahillioğlu
Chairman

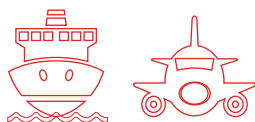
About Mars Logistics

Under the name Mars International Transport, the foundation for what would eventually become Mars Logistics was laid in 1989. We established our first office in Izmir in 1990. 1995 saw the opening of our second location, this time in Bursa, and 1997 saw the establishment of Mars Air and Sea Cargo and Mars Insurance. In the same year, we got the title of Mars Logistics to provide logistics services. Since we opened our doors in 1989, we've come a long way and are now a streamlined, comprehensive logistics provider operating as a group.



Our Group Companies

Mars Logistics Group INC



**Mars Air and Sea Cargo
Transportation INC**



**Mars Logistics International
Transportation Storage and
Distribution and Trade INC**



Mars Insurance LTD. Co.



Mars Logistics Europe S.A. Spain



Mars Logistics France S.A.S. France

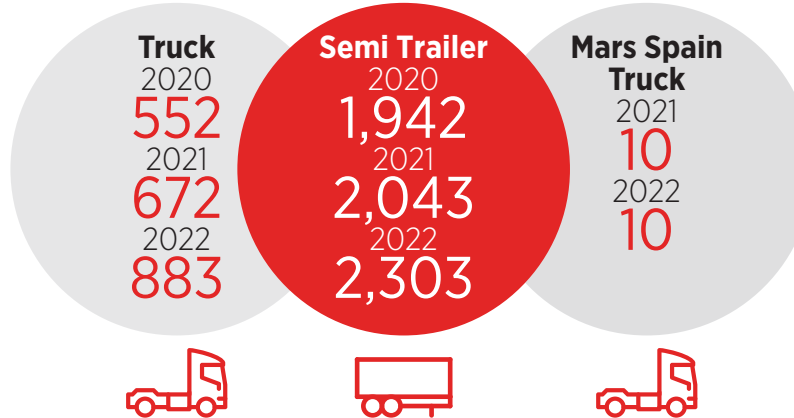


Mars Logistics S.A.R.L Luxembourg

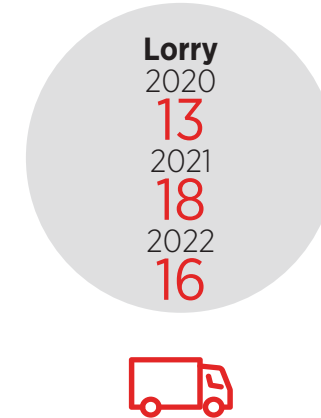
With our nearly **2,400** professional employees, our strong fleet of approximately **4,800** vehicles, our fully equipped infrastructure, and flawless communication network in the companies we have gathered under our roof, we are structured as an organized institution aiming for a full-service policy.



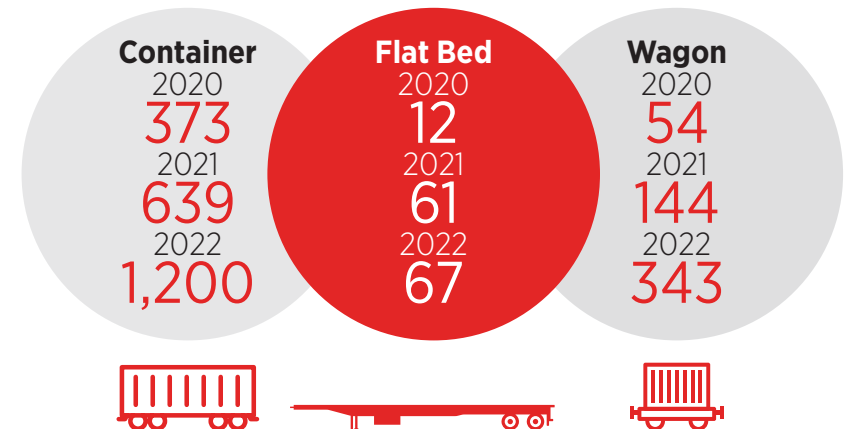
Road Inventory (number)



Supply Chain Inventory (number)



Rail Inventory (number)





Our Vision

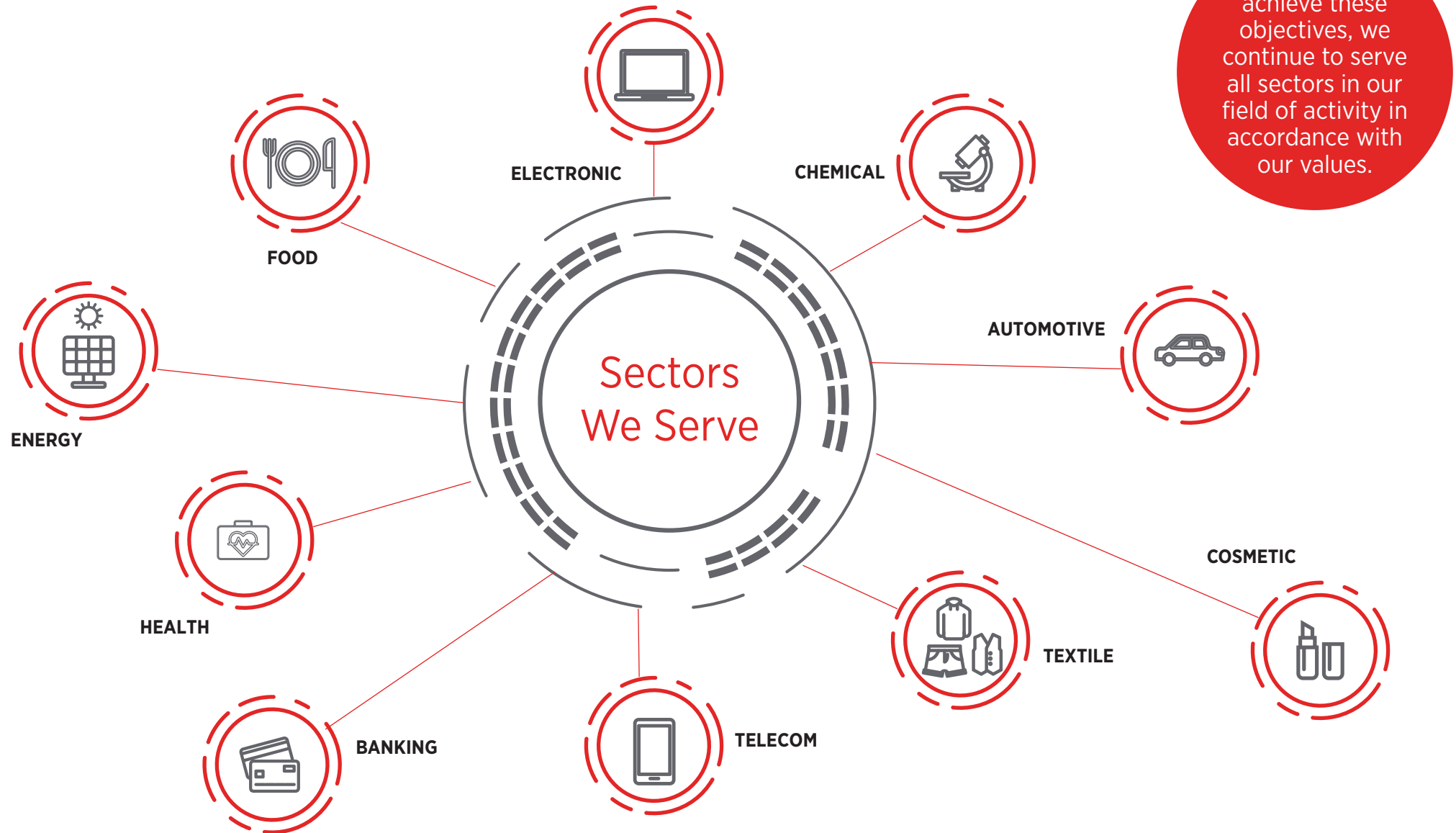
To become a brand that maintains its leadership position by creating differences and growing continuously in the field of logistics.



Our Mission

Mars is an innovative, reliable and leading group of companies providing integrated logistics services.





As Mars Logistics Group companies, our headquarters located in Güneşli, Istanbul and local branches and offices in Hadımköy, Tuzla, Tepeören, Esenyurt, Başiskele, Bursa, İzmir, Adana, Ankara, Eskişehir, Mersin, Iskenderun, Istanbul Airport, Adnan Menderes Airport, Esenboga Airport, Adana Şakirpaşa Airport, Gaziantep, Afyon, Antalya and Konya international branches located in Paris, Barcelona, Madrid, Irún, Luxembourg, Trieste, Sete, Guangzhou and Shanghai.

As Mars Logistics, which has one of the youngest fleets in Turkey, we operate nearly 50 countries with an extensive road freight network, a fleet of approximately 4,800 self-owned vehicles, and 1,500 guaranteed weekly departures.

The countries we carry out road freight are Turkey, Germany, Albania, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Czech Republic, Denmark, Morocco, Finland, France, Georgia, Croatia, Netherlands, England, Ireland, Spain, Sweden, Switzerland, Italy, Montenegro, Kazakhstan, Kyrgyzstan, Kosovo, Luxembourg, Hungary, Macedonia, Norway, Uzbekistan, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Tajikistan, Tunisia, Turkmenistan, Ukraine and Greece.



Mars Logistics International Transportation Storage Distribution and Trade Inc.

2020

Number of Trips

59,947

Number of Loads

158,823

Total Weight (kg)

817,589,718

Distance (km)

38,251,099

2021

Number of Trips

69,714

Number of Loads

201,099

Total Weight (kg)

947,590,272

Distance (km)

44,874,815

2022

Number of Trips

81,913

Number of Loads

217,130

Total Weight (kg)

1,057,220,476

Distance (km)

51,449,692

Through our globally dispersed branches and agencies, we conduct our business in every location where we operate; we realize a management vision with high added value, listening to the voices of all our stakeholders, and a service philosophy that respects the planet and natural resources.

As Mars Air and Sea Cargo through our agencies spread all over the world;

NORTH AND CENTRAL AMERICA

- United States • Canada • Mexico • Honduras
- El Salvador • Nicaragua • Costa Rica • Panama
- Guatemala

SOUTH AMERICA

- Cambodia
- Brazil
- Peru
- Uruguay
- Argentina
- Chile



AFRICA

- Tunisia
- Morocco
- Egypt
- Kenya
- South Africa

OCEANIA

- Australia
- New Zealand

EUROPE

- Germany • United Kingdom
- Ireland • Netherlands
- Belgium • Italy • France • Spain
- Portugal • Czechia
- Switzerland • Slovenia • Poland
- Finland • Norway
- Denmark • Sweden
- Luxembourg • Hungary
- Bulgaria • Romania • Croatia
- Bosnia and Herzegovina
- Kosovo • Serbia • Albania
- Montenegro • Macedonia
- Ukraine • Belarus • Lithuania
- Estonia • Greece • Malta

ASIA

- Georgia • Tajikistan • Kyrgyzstan
- Uzbekistan • Azerbaijan
- Iran • Israel • Jordan
- Lebanon • Qatar • Saudi Arabia
- Bahrain • United Arab Emirates
- Oman • Pakistan • India
- Sri Lanka • Bangladesh
- Myanmar • Thailand • Vietnam
- Malaysia • Singapore
- Indonesia • Chinese • Taiwan
- South Korea



2020 Air and Sea Cargo	2021 Air and Sea Cargo	2022 Air and Sea Cargo
Total CBM 21,383	Total CBM 23,262	Total CBM 15,953
Total Tonnage 8,214,227	Total Tonnage 9,580,902	Total Tonnage 9,129,721
Total Teu 31,870	Total Teu 35,182	Total Teu 35,958

Total Number of Cargo Carried in Air and Sea Cargo in 2020

23,879

Total Number of Cargo Carried in Air and Sea Cargo in 2021

25,449

Total Number of Cargo Carried in Air and Sea Cargo in 2022

23,464



157
countries
in 2020
158
countries
in 2021
157
countries
in 2022

Warehouse and Distribution

212,000 m²
WAREHOUSE
AREA
18 LOCATIONS

ISTANBUL

HADIMKÖY WAREHOUSE - 45,000 m²
ESEN YURT 1 WAREHOUSE - 16,500 m²
ESEN YURT 2 WAREHOUSE - 17,800 m²

ISTANBUL

TUZLA 1 WAREHOUSE - 12,000 m²
TUZLA 2 WAREHOUSE - 24,000 m²
TEPEÖREN WAREHOUSE - 27,000 m²

IZMIT / KOCAELI

SEKERPINAR WAREHOUSE - 22,000 m²
GÖLCÜK WAREHOUSE - 1,500 m²
KÖSEKÖY WAREHOUSE - 2,600 m²
SEKERPINAR 2 WAREHOUSE - 10,000 m²

ADANA

ADANA 1 WAREHOUSE - 1,200 m²
ADANA 2 WAREHOUSE - 5,650 m²

IZMIR

IZMIR WAREHOUSE - 5,500 m²

AFYON

AFYON WAREHOUSE - 5,500 m²

ESKİŞEHİR

ESKİŞEHİR WAREHOUSE - 7,500 m²

ANTALYA

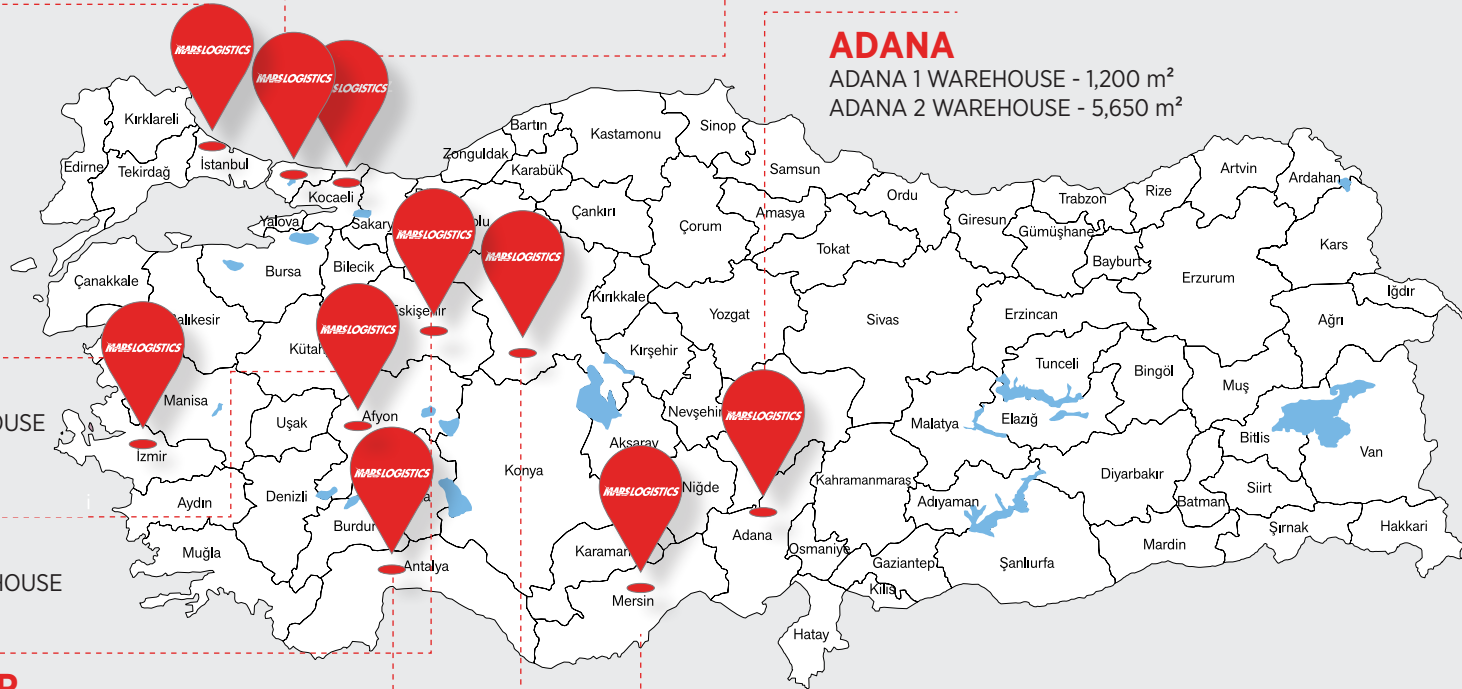
ANTALYA WAREHOUSE - 1,000 m²

ANKARA

ANKARA WAREHOUSE - 1,000 m²

MERSİN

MERSİN WAREHOUSE - 6,250 m²



Our Services



Road Freight

- AEO Certificate (Authorised Economic Operator)
- Fleet With Euro 6 and ADR Vehicles
- 7/24 Cargo Track & Trace
- 3rd Country & Transit Transport
- Attractive Transit Times
- Time Critical Deliveries
- POD Process
- Groupage Connection to All EU Postal Codes
- Heavy Transport
- Express & Speed Service Options
- Door to Door Services

With one of the youngest vehicle fleets in Turkey, Mars Logistics provides import and export road freight to Europe, North Africa, and the Turkic Republics using full, partial, and hanged transport models. Mars Logistics provides superior service in terms of speed and service quality with its fleet of environmentally friendly vehicles, all meeting Euro 6 standards, its extensive service network, strong agencies around the world, and its expert team embracing customer satisfaction and customer-oriented solutions.



Air Freight

- General Cargo Transportation
- Multi-Modal Transport
- Charter Flight Service
- 3rd Country & Transit Transport
- Valuable Cargo Transportation
- Livestock Transportation
- Transportation of Medical Supplies
- Hand Carry Services
- Transportations Requiring GOH (Garments On Hangers), Container and Special Equipment
- Urgent and Timely Completion of “door to door” Operations
- Perishable Goods Transportation
- Dangerous Goods Transportation
- World Wide Network
- Special Allocation with Airlines

With its IATA and FIATA certificates, Mars Air Cargo, a founding member of the international network organization WIN, which has 350 offices in 77 countries on 5 continents and more than 8,350 specialist employees, works with all airline companies in the world.

With a global agency network, a qualified team, and strong global relationships, Mars Air Cargo provides consolidated, express, door-to-door, escorted, full, and multi-modal transportation services.



Sea Freight

- FCL and LCL Loading
- Special Container Loads
- Oversize Cargo Transportation
- Door to Door Delivery
- Intermodal Transportation
- Multimodal Transportation
- Heavy Tonnage Transportation
- Perishable Cargo Transportation
- 3rd Country and Transit Transport
- Special Allocation With Carriers
- Multiple Weekly Sailings

With the advantage of our wide agency network in sea freight, where most of the world trade takes place, we delivery your full (FCL) and / or partial (LCL) cargo; to any place you want in the most economical, fastest and easiest way with transportation systems such as standard, open top, reefer, flatrack, high cube and tank container. Thanks to the global network of WIN Network, of which we are a founding member, we produce efficient logistics solutions from port to port and door to door.



Rail Freight

- Rail Container & Conventional Wagon Transportation
- Project Transportation
- Transit Transportation
- Block Train Organization
- Rail Container Services
- Terminal Handling Services
- Consulting Services
- Door to Door Services

We conduct reciprocal rail freight between European and Balkan nations. In addition to its environmental friendliness, rail freight is preferred due to its fixed schedule and low risk of damage. While executing significant rail freight projects, we provide our customers with cost-effective solution proposals for heavy-tonnage materials, cost advantages, and a safe transportation service. In the field of rail freight, we offer Single or Group Wagon Organization, Block Train Organization, Railway Container Service, Terminal Handling, and Consulting Services with our own equipment.

Number of
Containers:
1,200

Number of
Wagons:
343

Train per
week:
18



Intermodal Freight

- Trips Between İstanbul - Bettembourg / Luxembourg
- Trips Between İstanbul - Duisburg / Germany
- Trips Between İstanbul - Kolin / Czech Republic
- Reliability On Transit Time
- Cost Advantage
- Sustainable
- Environmentally Friendly
- Safe
- Fixed Delivery Schedule
- 28 Trains Per Week

It is one of our primary goals to expand and diversify our intermodal transportation lines, which are an environmentally friendly transportation model. With the intermodal transportation service we initiated under the slogan “optimum time, maximum environmentalism”, Mars Logistics provides an environmentally friendly transportation service by utilizing a variety of transportation models that create added value for our customers’ logistics processes and reduce transportation costs. In the intermodal transportation system, the load in the trailer is transported from the origin to the destination using a combination of modes of transportation. Intermodal transportation, which is an environmentally friendly mode of transportation because it emits less CO₂ than road solutions, also provides services with fixed delivery times because it is less affected by adverse weather conditions than other modes of transportation.



Domestic Distribution

- Network That Reach All Cities in Turkey
- Delivery Guarantee Between 24 and 72 Hours
- 800 Trips Per Day
- Complete and Partial Transport
- Crossdock Service
- Home and Floor Delivery
- Return Replacement Operations
- Stock Visibility and Tracking
- Lowbed Transport
- Container Transport
- MilkRun Operations
- Customer-Dedicated Truck Services

We guarantee delivery times ranging from 24 to 72 hours, depending on the city of destination, with 800 regular trips per day to all cities in Turkey, using both full and partial transportation methods.



Special Equipment And Project Freight

- Refineries & Fuel Processing Plants Transportation
- Factory, Power Plant and Pipeline Transportation
- Steam & Gas Turbine Transportation
- Heavy and Oversized Cargo Transportation
- Turnkey Transport Solutions and Management
- Full and Part Charter
- Intermodal & Multimodal Transportation
- Port Handling Services
- Handling Equipments Supply
- Road Permit Management & Escort Arrangements
- Warehouse Management
- Value Added Services

As Mars Air and Sea Cargo, we provide customer-specific solutions in the field of special equipment and project transportation through our expert staff and strong agency network. We plan non-standard and heavy tonnage freight transportation with our professional team in accordance with our customers' demands and needs, and we provide dependable and cost-effective service to the desired point.



Fair and Event Logistics

- Document Management
- Customs Clearance
- International Transportation
- Handling
- Unpacking & Positioning
- Domestic Transportation (Bonded or Customs Free)

As Mars Logistics, we offer boutique solutions to all national and international fair and event projects, and we complete all stages of the organization in a timely and complete manner, including packaging, issuing documents, customs clearance, international transportation, bonded / unbonded internal transportation, unpacking and positioning, handling, and empty container storage.



Milkrun

- 120,000 Trips Per Year
- Cross-Dock Management
- Provision Of Services For 7 Automotive Factories
- 24-Hour Vehicle Traceability
- Project-Based Software Development Capability With In-House Software Advantage
- In-Factory Staff Provision
- In-Factory Vehicle Provision
- Materials Inventory Management
- Spare Parts Distribution
- Empty Palette Compound Management
- Daily Cargo Disposition

With the milkrun transportation model's pre-planned routing system, we are able to meet the shipment needs of our customers while ensuring that the capacities of the vehicles used for transportation are arranged in the most efficient manner and that the storage areas are utilized more efficiently for frequent shipments. We organize trips for each of our customers with planned loading lines. With the milkrun transportation model, we also offer the benefits of preventing damages that may occur during loading or transport, eliminating the need for re-quality control at the manufacturer's facility, reducing costs, and accelerating production. Considering the number of vehicles produced in Turkey in Automotive Milkrun transportation, Mars Logistics has the largest market share in Turkey.



Warehousing Services

- Bonded Warehousing
- Multi User Warehouse Locations
- Inventory Management
- Order Management
- Quarantined Stock Management
- Product Assembly
- Retail Logistics Network
- 7/24 Shopping Mall Delivery
- Distribution To All Turkish Postcodes
- Reverse Logistics Services
- Load Optimization
- Quality Control Operations
- Packing-Labeling-Alarm Device
- Discarding Wastes and Scraps

As Mars Logistics, we strive for maximum efficiency by lowering total operational costs and improving processes throughout the supply chain, and we provide pre- and post-production warehousing services. With our bonded and unbonded warehousing service in 212,000 m² closed and open warehouses, we perform accurate and simultaneous stock tracking for all warehousing activities. We provide services such as single-customer and shared storage organization, export loading and cross-loading platform, distribution center in our logistics centers or customers' own warehouses. In addition, we offer all value-added services such as quality control, barcoding, labeling, product assembly, repackaging, handling, packaging, and packaging.



Customs Clearance Management

- Customs Clearance Transactions
- CTSP Determination
- Obtaining Preliminary Permits
- Follow-Up of the Inspections to be Conducted by Public Authorities and Institutions
- Order and Stock Follow-Up
- Reporting
- VAT and Import Tax Management
- Obtaining and Follow-Up of Inward Outward Processing Licenses

With our experienced team of experts in their fields, we complete all customs procedures required in logistics processes.



Insurance

- Online Insurance
- Transport Insurance
- Traffic Insurance
- Residence Insurance
- Earthquake Insurance
- Liability Insurance
- Health Insurance
- Yacht Insurance
- Workplace Insurance
- Engineering Insurance
- Individual Accident Insurance

As Mars Insurance, we provide services to Mars Logistics Group companies and customers, and we provide all insurance services from A to Z with a professional team. In addition to securing all risks that may occur in the transportation of products; we offer extensive coverage in every area you want to receive insurance service, such as housing insurance, workplace insurance, automobile insurance. Thanks to our Online Insurance service, we offer easy service to everyone in need.

2020-2022 At a Glance

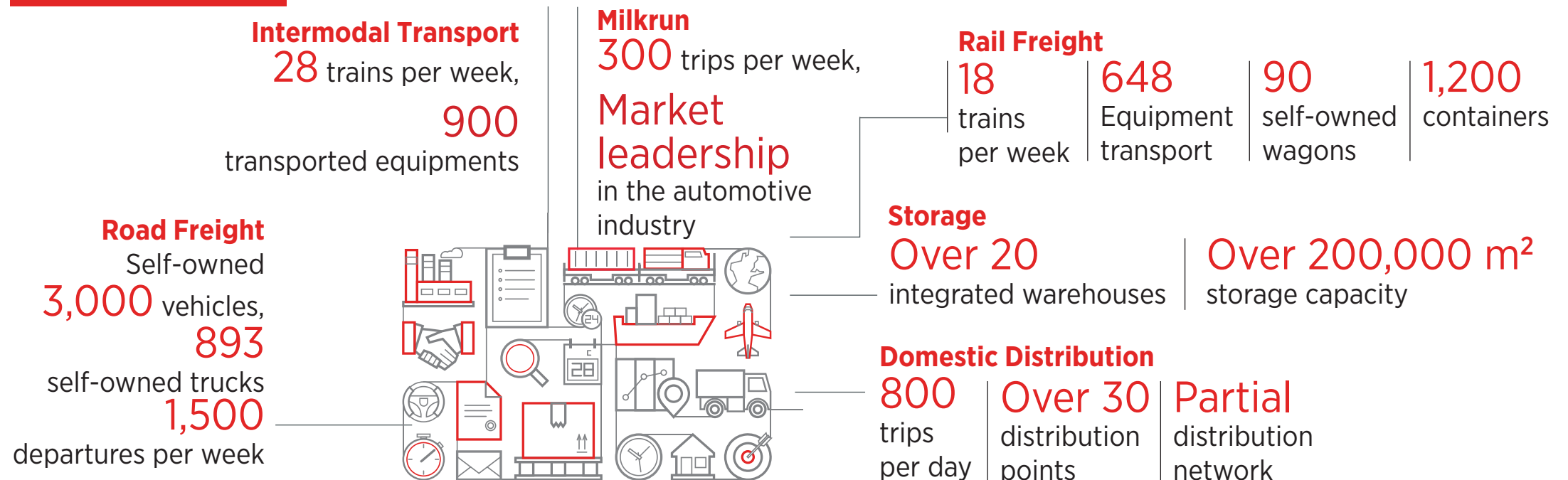
Supporting economic development with the goal of leaving a livable world to future generations; by considering environmental, social, and governance dimensions have been among our top priorities since our company's inception.

In this context, we strive for sustainability in all our operations and services, and we support socially sustainable development.

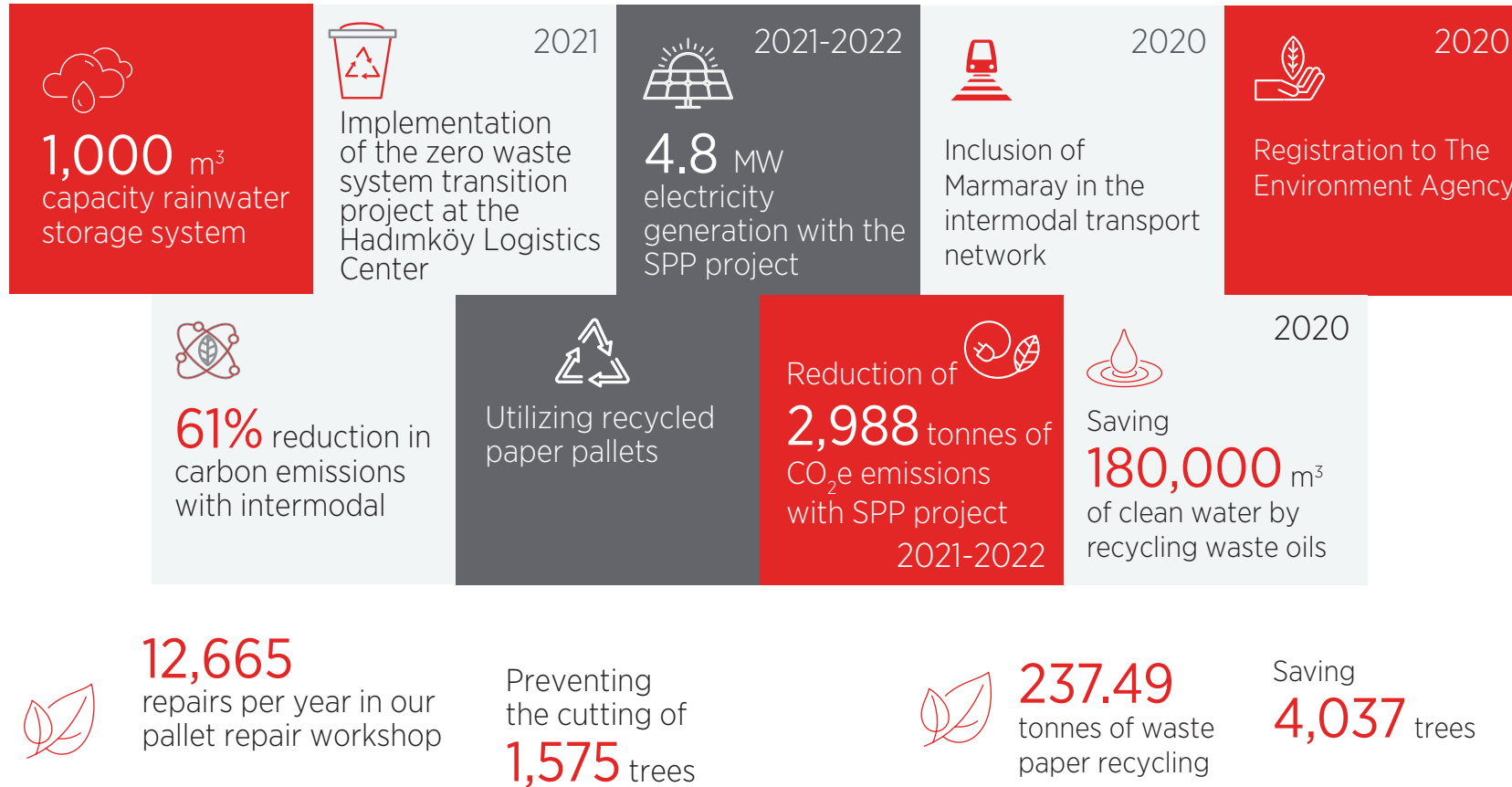
As a well-established logistics company, our primary goal is to create value for our stakeholders through a financially sustainable business model that respects nature and people.

In terms of sustainability management, our primary objective is to eliminate sustainability risks that may have a negative impact on our activities through the studies we conduct, to improve our performance on issues that have the potential to create opportunities, and to communicate our values to all our stakeholders.

MANAGEMENT

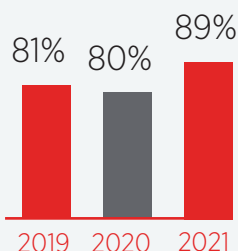


ENVIRONMENT

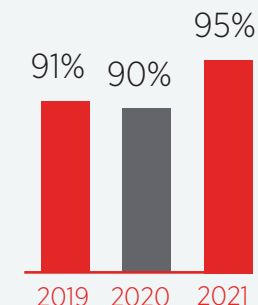


SOCIAL

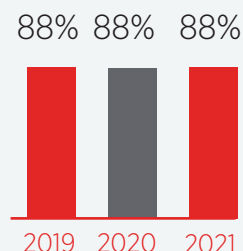
2,378
employees



* **Employee satisfaction**



* **Employee loyalty**



* **Social satisfaction**

Smart Truck
Smart Kids Project
– Reaching nearly
1,000
students by
visiting village
schools each year

Interuniversity
Logistics Case
Competition
– without
interruption
since 2004

Driver Academy –
bringing qualified
workforce to the
logistics sector

49,156 hours
– Total training hours

2020-2022

20.5 hours – Average
annual training hours per
employee

2022

4.5 hours – Average OHS
training hours

2022

4.13 hours – Average annual
training hours per person
on Ethics, Bribery and Anti –
Corruption

2022

2.32 hours
– Average
annual training
hours per
person on
sustainability
and
environment

2022

For Us
**The Solution Is
Simple**



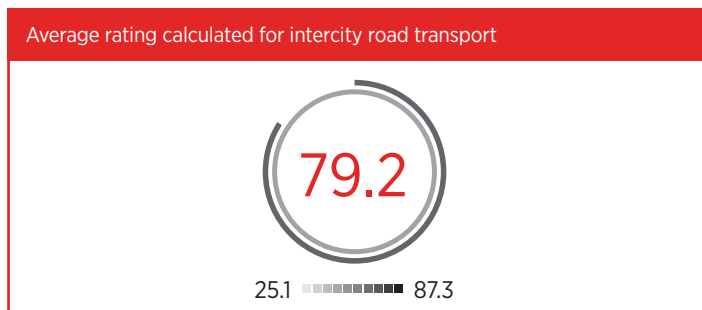
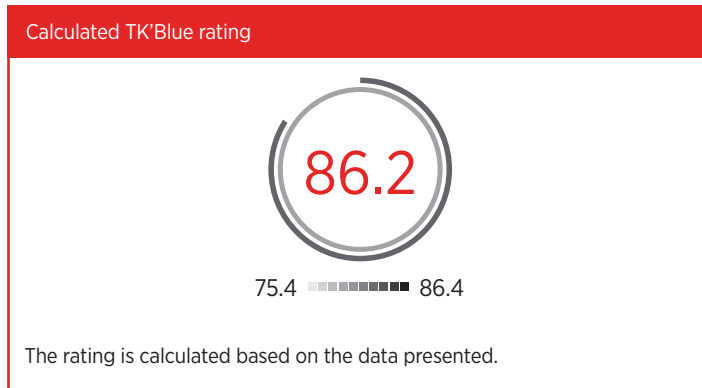
2,516 teams
participated in
Interuniversity
Logistics Case
Competition

* Since the 2022 data will be released at the end of year 2023, the data of the last three years have been added.

Our Sustainability Performances



TK'Blue Index: While the sector average in road transport is 79.6, the average of the Mars fleet is close to the top level with 86.2.



French TK'Blue Agency: It is a non-financial rating and labelling agency of transport that measures, rates and promotes the eco-responsible performance of each of the stakeholders, in compliance with the legislative and regulatory requirements relating to CO₂ emissions and CSR.

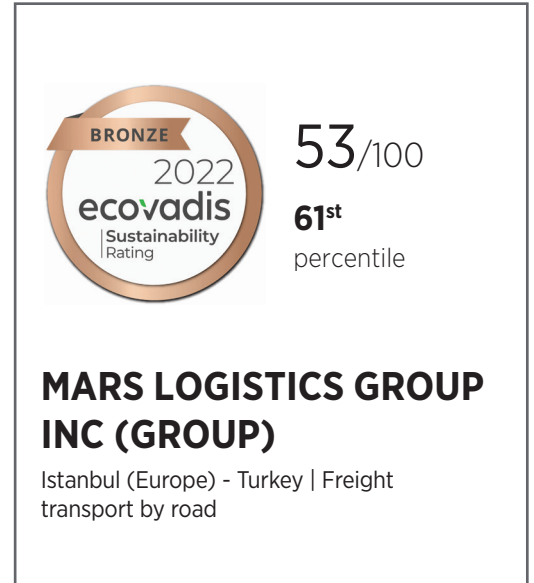
Environmental, Social and Corporate Governance (ESG) Performance



General Score



Crif ESG Index: While the average of companies in Turkey included in the survey is C level, **Mars Logistics has a B level ESG Index.**



Ecovadis Sustainability Index: It is a sustainability management platform in global standards that evaluates and monitors companies on their sustainability performance and also encourages continuous improvement.

As Mars Logistics, we have been above the sector averages for the last 3 years, both in sub-headings and in the overall score.

Our Achievements

The focus of our accomplishments is ENVIRONMENT and PEOPLE. We are actively working to achieve one of our brand image goals, which is to “become the most powerful and effective intermodal company in Turkey and Europe.”

Capital 500 List

In the list of Turkey's most successful companies, published every year by Capital magazine; we

- Ranked 211th in 2021,
- Ranked 223th in 2020,
- Ranked 250th in 2019.

Fortune 500 List

In the list of Turkey's most successful companies, published every year by Fortune magazine; we

- Ranked 205th in 2021,
- Ranked 158th in 2020,
- Ranked 185th in 2019.

WE ARE LEAVING OUR MARK
with our Perfect Service!



MARS LOGISTICS IS
ONE OF TURKEY'S
100
MOST VALUABLE BRANDS AGAIN!

According to the Brand Finance Turkey 100 list, we are excited and proud to be one of the most valuable brands in Turkey this year as well.

We were included on the list of Turkey's 100 Most Valuable Brands, compiled by Brand Finance in 2020, 2021 and 2022, which determines the most valuable brands in various industries.



We continue our investments in rail freight, the least polluting mode of transportation.



Women-Friendly Brands Award to Mars Logistics

We won an award with our Equality Has No Gender project, which we started with the idea that women should have equal rights in every field.

Women make up 22% of the European transportation workforce; in Turkey, despite the fact that the number of “women-friendly” businesses is growing daily, this rate is still significantly lower than in the European transportation industry. Our Equality Has No Gender and Driver Academy projects, which we've been operating since the beginning of 2021, give preference to female driver candidates. 2 female drivers have graduated and begun their duties from this academy. In this context, with our vision of empowering women in business life and elimination of inequalities we will give preference to female applicants during the new periods.



Mars Logistics was awarded for the second time in ETIKA 2019 Turkey Ethics Award, which is organized annually by the Ethical Values Center Association.

As a result of the globalization of the economy, business ethics are now a necessity for all organizations. Today, the behaviour of businesses in accordance with business ethics has the capacity to affect their long-term corporate image and success positively, whereas the opposite behaviour has the capacity to affect them negatively. As Mars Logistics, we adopt the principles of anti-corruption, respect for private life, inclusivity and diversity through our Ethics Committee and our “Mars Code of Ethics Guide”. Accordingly, we were entitled to receive the Turkey Ethics Award for the 4th time in a row.



With the Hadımköy Logistics Center SPP, which we activated in January 2021 within the scope of Green Logistics / Energy Saving practices, we meet all the electrical energy consumed in our facilities from renewable resources.

Our Awards

We continue to receive awards in various fields for the implementation of our projects.



Award of Honor from IRU to Mars Logistics Drivers:

Since 2010, Mars Logistics drivers have been awarded the IRU Award of Honor as a result of an evaluation based on criteria such as “their successful professional performance, the importance they attach to safe vehicle use, their loyalty to the company they work for, and their moral qualities” among dozens of drivers from various companies. Mars Logistics is one of the companies that received the most awards according to the number of drivers.



Sustainable Performance Award from Customer to Mars Logistics:

We were entitled to receive the “Sustainable Performance” award from our customer considering our environmentally friendly business approach and our activities in 2015.



Best Supplier Award to Mars Logistics from Customer:

Due to our flawless operations, we were entitled to receive the “Best Supplier” award in 2017 as a company that has served on the roads for many years.



Turkish Cargo Most Improved Agency, Market Share Increase Rate and Most Transport Agency Awards

As Ankara Mars Air and Sea Cargo, we were deemed deserving of the 2018 Most Improved Agency award presented by Turkish Cargo.

By helping boost regional exports, we as İzmir Mars Air and Sea Cargo were ranked as the third most effective agency in 2018.

In 2019, agencies were recognized for their contributions to Turkish Cargo in 17 different categories. Our Mars Air and Sea Cargo company was honored in the category because they were among the top five agencies in terms of the number of transportation operations they perform with Turkish Cargo.



Capital Magazine “The Most Admired Companies of the Business World” Ranking

We, as Mars Logistics, ranked 2nd in the 2019 “Most Admired Companies of the Business World” list, which has been carried out by Capital magazine for 19 years.



WIN Network

As Mars Air and Sea Cargo, we received the 20th year award within the WIN Network Group in 2020. In addition, we were deemed worthy of the second prize in the fields of “Collaboration Activities”, “Service Quality” and “All Categories”, which are among the prestigious awards of WIN Network.



Marketing Turkey and Akademetre

We were deemed worthy of the “Most Reputable Company” award in the Logistics category at the “The One Awards” awards in 2020.



Best Crossdock Operation Award

We were deemed worthy of the “Best Crossdock Operation” award in the distribution center operations we carried out in 2021.



Our Dreams Are Similar Collaboration Program Award

In 2021, we received an award with the Hadımköy Logistics Center Rooftop SPP Project in the Our Dreams Are Similar Collaboration Program.



Insurance Agency of the Year Award

As Mars Sigorta, we received the “Insurance Agency of the Year” award in 2021 as a result of the evaluation made among agencies according to turnover and profitability criteria.



Ecovadis Sustainability Assessment

According to the Ecovadis Sustainability Assessment for 2021-2022, we are 10 points above the general sector average.



Turkish Reputation Academy Symbol Brand Award

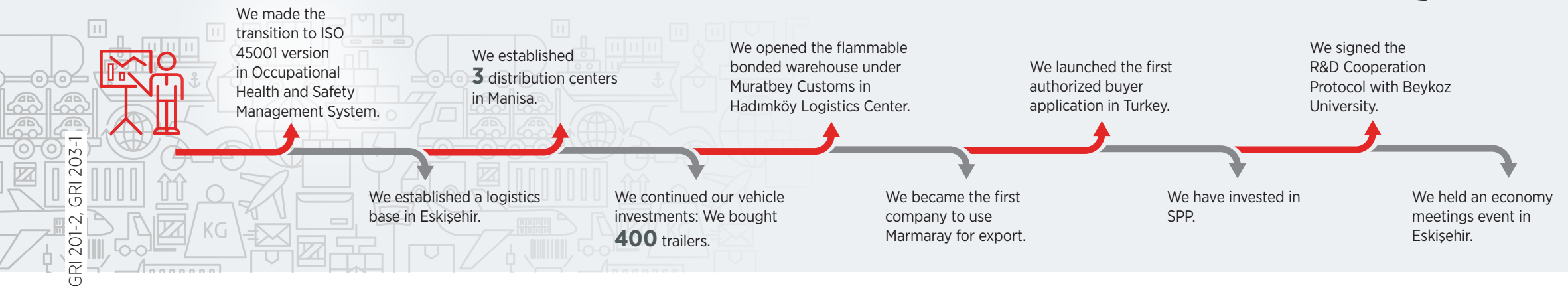
We were entitled to receive the Symbol Brand Award 2 years in a row that was organized by Turkey Reputation Academy according to Turkey Reputation Index, Economic Benefit Index, Youth Index and Customer Satisfaction Index researches.

Our Investments

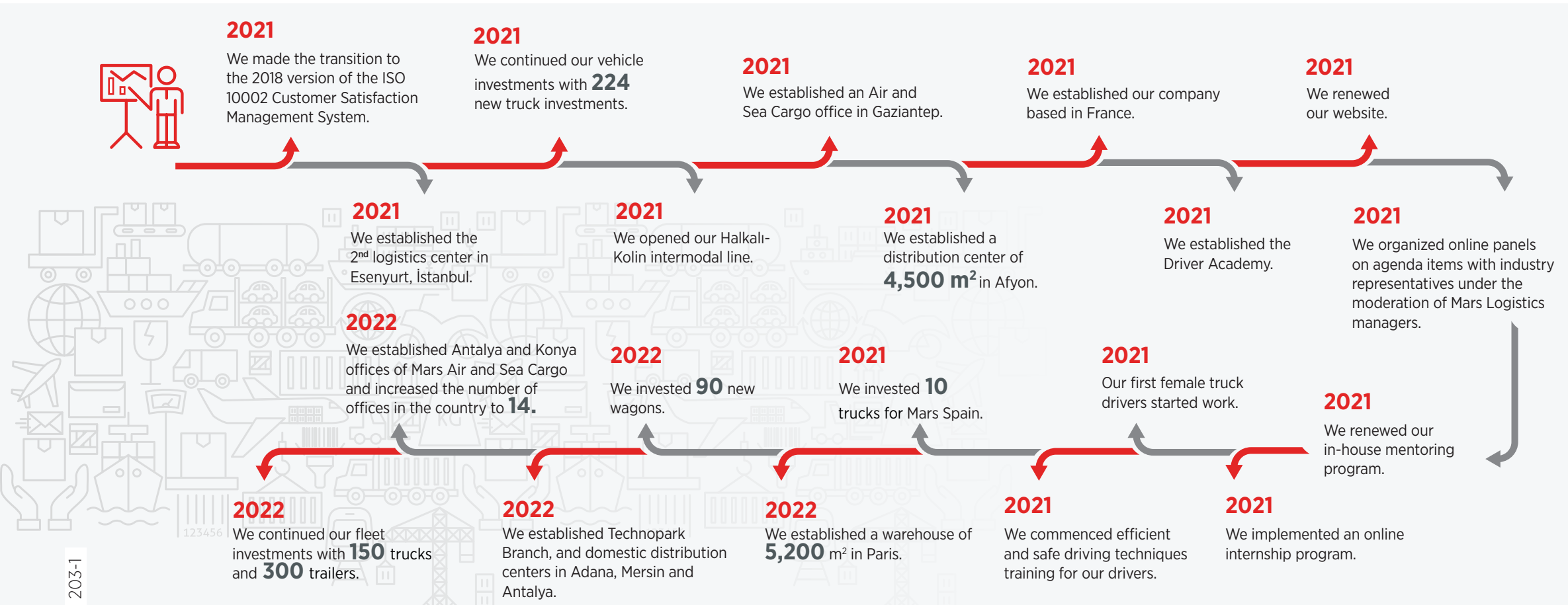
In 2015, we opened our Tuzla, Şekerpınar and Kocaeli logistics centers. We moved our head office to Güneşli in 2017, and opened our Hadımköy and Tepeören logistics centers in 2018. In 2019, we put our Ankara logistics center into operation and started road services between Turkey-Kazakhstan-China-Turkey.

We continued to make large investments in 2020-2022. Our Hadımköy Logistics Center's implementation of SPP required an investment of around 1 million, making it one of the most significant of these expenditures. In this way, we achieved a reduction of 2,988 tonnes of CO₂e emissions.

Our Innovations and Investments in 2020



Our Innovations and Investments in 2021-2022



GRI 203-1



Significant Investment Made in Spain on Our 30th Year

We stepped up our game by setting our sights on expanding our network beyond Turkey. In our 30th anniversary, we established a company with our own brand by making a significant investment in Spain, one of Europe's strategic logistics centers. With the investments we made in June and August 2020, we added 10 trucks to our Spanish fleet. We can now guarantee faster and more reliable transportation to our customers thanks to our new company in Spain.

Our goal is to continue to open new lines in other countries. With its new investment in Spain, our company, which has been steadily growing year after year, has taken on a more important role in global trade traffic in a short period of time.



Our Investment in France

Despite the challenging conditions of the pandemic that gripped the world, we continued our domestic and international investments in 2020 after the company we opened in Spain in 2019. We expanded our international presence by establishing a company in France. Our goal with this new European company is to improve traffic between France and Turkey and to open new lines between the two countries.

Our investments in France was continued with the warehouse which we opened in Paris in 2022. In 5,200 m² warehouse we will provide services such as crossdock, distribution-collection, bonded warehouse activities for Turkey's traffic and besides bonded-unbonded storage and value-added services for inland transport activities for France and Europe.



10 Million Euro Wagon Investment For Green Logistics

With our respectful for nature and environmentally friendly business approach, we continue our investments in intermodal and rail freight. As Mars Logistics, we made 10 million € wagon investment in 2022. We are the first company that export to Europe with our 90 pieces self-owned wagons that are produced in Turkey and registered to owner.

We focus on and prefer intermodal and rail freight because they are sustainable, environmentally friendly, reliable and the amount of cargo that can be transported at once. We provide environmentally friendly solutions in optimum time with our intermodal lines. We will use our new invested 90 wagons on Europe routes as well as on the lines we operate in Germany and Czech.

Our Collaborations and Memberships

We are members of several organizations and collaborate with them to contribute to social development. While we cooperate with Services Exporters' Association, GYİAD, Istanbul Japanese Association and DEİK; we are both corporate members of organizations such as IATA, UND, WIN Network, IELA, FIATA, UTIKAD, KALDER, LODER, DTD, TEDAR and we carry out our cooperation activities in harmony with these organizations.

WIN is an organization founded by financially strong members from various countries who want to grow with common goals. Mars Air and Sea Cargo is both a founding member and the sole authorized member of WIN in Turkey, which is headquartered in Zurich, Switzerland, has 350 offices in 77 countries across 5 continents, and employs over 8,350 transport and logistics specialists.

DEİK	: Foreign Economic Relations Board
DTD	: Railway Transport Association
FIATA	: International Federation of Freight Forwarders Associations
GYİAD	: Young Managers and Businessmen Association
IATA	: International Air Transport Association
IELA	: International Exhibition Logistics Association
KALDER	: Turkish Quality Association
LODER	: Logistics Association
TEDAR	: Supply Chain Management Association
UND	: International Transporters Association
UTIKAD	: Association of International Forwarding and Logistics Service Providers
WIN	: Worldwide Independent Network



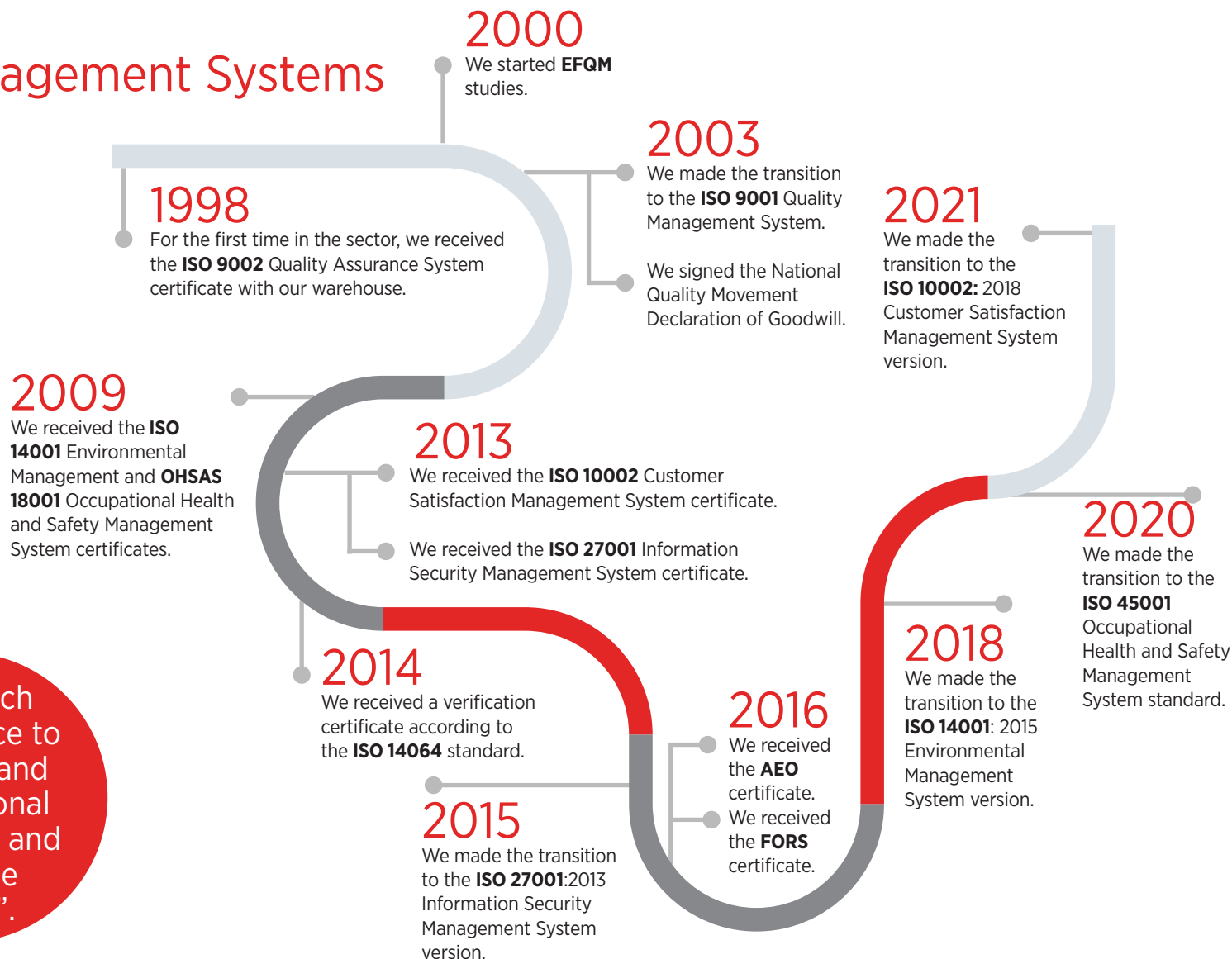
Our Certifications and Management Systems

In addition to meeting all legal and other requirements to carry out our operations, Mars Logistics continuously improves its management quality and processes and maintains all necessary documentation and certifications. We continue our efforts to comply with new certifications and standards by keeping abreast of developments in our industry and customer expectations. Due to our ability to manage these activities in an integrated manner, we analyze all the risks and opportunities we face as a whole and manage “value” effectively and efficiently in all our processes.

Our Other Certifications and Licences

- Authorized Economic Operator
- TIO Licence of Authorization
- L2 Licence of Authorization
- IATA
- FIATA
- DGCA
- UK Waste Carrier Registration Certificate
- UTİKAD

We attach importance to national and international standards and manage “value”.



Our Economic Performance

Due to the digitalization and digital transformation tools brought about by the development of trend technologies, the world has shrunk, business practices have changed, and the list of the world's largest and most valuable corporations has been reshaped. At Mars Logistics, which we laid the foundations of 33 years ago, we continue on our way with sustainable growth. We have been able to maintain our economic sustainability by maintaining our growth momentum even during global economic downturns as a result of our ability to keep up with evolving technologies and appropriately manage megatrends.

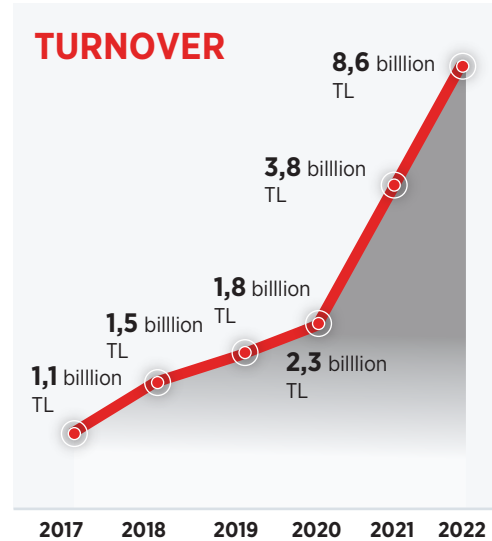
In 2013 the partnership we formed with Hitachi Transport System (Changed Corporate name to LOGISTEED, Ltd. as of April, 1st, 2023).one of the world's leading corporations, allowed us to accelerate our growth.

Our turnover in 2020 is 2.1 billion TL. In 2022, our turnover increased to 8.6 billion TL. The growth chart also reflected positively on the employment created, and the number of employees rose to 1,809 as of 2021 and to 2,378 in 2022. We produce the right solutions by accurately analyzing changes in trade and customer demands, which is the key to this success.

We maintain our growth by knowing how to achieve investments and goals across our organization as quickly as possible, especially in light of economic factors.

At Mars Logistics, we place a high priority on operational efficiency and customer satisfaction because these factors are essential to the long-term sustainability of the economy.

Our consistent growth in turnover, employee count, and market dominance attests to our strong position in the logistics market, our strategic management method, and our escalating competitive momentum.



Mars Logistics and Sustainability

Our Sustainability Management

We believe that when sustainability is fully integrated into an organization's core business processes, sustainability will be realized.

If leadership activities are not included in business processes, goals, and key performance indicators, it will be impossible for this structure to internalize and safeguard the understanding of sustainability, especially in complex management mechanisms. Due to this, the "Strategic Planning Process" and "Sustainability Management" are both taken into account in an integrated way at Mars Logistics.

The framework of the Strategic Planning Process has been established by the priorities of our internal and external stakeholders, as determined separately for the four main areas of our sustainability model, and the detailed work of the Expanded Sustainability Committee, under the leadership of the management, and includes the issues on which global compliance must be focused.

As we stated in our Sustainability Policy, we aim to fulfill our economic, social and environmental responsibilities with the respect we have for people and nature, taking into account the needs and expectations of all our stakeholders in the value chain in order to ensure a sustainable future. In this direction our strategic planning-based reports, which include our corporate objectives and, in turn, qualitative and quantitative key performance indicators, are linked to UN Global Compact and UN SDGs.

Associating sustainability management with the Strategic Planning Process enables all units to incorporate the work they must complete in the field of sustainability into their business plans, to establish performance tracking and measurement criteria, and to periodically report on their progress in this area.

We will continue our projects that will serve many SDGs such as **Decent Work and Economic Growth** with the employment and economic growth we provide every year, **Climate Action**, **Life on Land** and **Sustainable Cities and Communities** with our investments in intermodal transportation and railway equipment, **Affordable and Clean Energy** with our renewable energy investments, **Gender Equality** and **Reduced Inequalities** with our Equality Has No Gender project, **Quality Education** with Smart Truck Smart Kids, Driver Academy and Inter-University Logistics Case Competition projects with our perspective aiming continuous development, for **Responsible Consumption and Production** with zero waste and waste management projects, **Clean Water and Sanitation** with rainwater harvesting and with our many sustainable projects.

It is possible to accept sustainability not as an additional element but as a way of doing business if all process owners have a clear understanding of our sustainability goals and take ownership of and responsibility for monitoring their performance.

Sustainable Development Goals (SDGs)

It is a universal call to action that includes goals aimed to be achieved by UN member states by the end of 2030.

Its 17 main topics include eradicating global hunger and poverty, addressing climate change, ensuring gender equality, advancing high-quality education, and promoting responsible production and consumption. It focuses on finding solutions to these problems. It entered into effect in January 2016.



Strategic Planning Process and Our Priorities

We are a business that uses careful planning and analysis to manage our processes. We closely monitor our business, our competitors, our sector, and global developments prior to making every decision. In accordance with this viewpoint, we have continuously held annual Strategic Planning Meetings since 2006.

We review our company's vision, mission, values, and policies in advance of this meeting. With the contribution of our employees, we conduct thorough SWOT analyses for each of our businesses. These analyses highlight the opportunities and threats as well as the company's strengths and potentials for growth. We examine the political and economic landscape, market and industry trends, legal and other requirements, competitor and customer information. The outcomes of various surveys that we conduct both internally and externally are also helpful to us.

We identify the primary strategic goals we will concentrate on in four dimensions with our strategy map, which we present based on the Balanced Scorecard method: Finance, customers, processes, and human resources / infrastructure. This strategy map, which we review each year, is updated to reflect the most recent topics and requirements. In particular, topics that have grown in importance at our company recently and that we have included in our strategy map include sustainability, business continuity, digitalization, and employee loyalty. All our managers and staff base their work plans and resource requirements on the goals outlined in our strategy map.

Carrying out routine follow-up and controls is the most compatible approach with our company's strategic tradition for achieving our goals. In this context we review actions

that we set for achieving the goals defined in our strategy map, operational and budgetary targets, our employees' performance on a regular basis throughout the year. We have the opportunity to improve our processes by investing the time required in action.

We have been holding the Expanded Business Goals Meeting since 2018 to make our goals even more efficient in all our group companies by adding a new perspective to this process that we have been carrying out for many years. We increase cooperation and coordination between our companies in these meetings, where we both make a general evaluation of the previous year and share forecasts and goals for the coming year based on the results of the Strategic Planning Meetings.

The main agenda of our Strategic Planning Meetings in recent years is sustainability. In this context, we establish our company's sustainability vision, management approach, focus areas, and fundamental strategic principles in accordance with economic, social, and environmental sustainability policies.

We understand that focusing on the right sustainability issues and developing strategies for these focus areas is the most important indicator of corporate sustainability. The priority issues we have identified serve as the foundation for our sustainability vision and action plans.



The Expanded Sustainability Committee was recently formed to identify and develop strategically important sustainability issues. The Expanded Sustainability Committee, which includes participants ranging from assistant specialists to assistant general managers working in Mars Logistics Group companies; it organizes workshops, training activities, and efforts to raise sustainability awareness within the company. While the Expanded Sustainability Committee, through its sustainability workshop and subsequent meetings, determines Mars Logistics' sustainability agendas, it also conducts stakeholder prioritization studies.

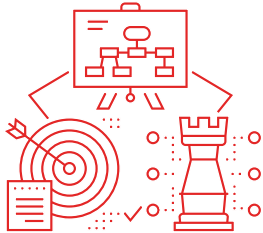
In response to global developments in sustainability, we developed a strategic analysis based on sectoral dynamics for 2020-2022. We completed a work on prioritizing sustainability issues in 2021-2022, taking into account both employees and stakeholders with whom we interact.

We reviewed the economic, social, and environmental issues, which are the main indicators of sustainability, in these meetings and analyses, and identified 25 potential sustainability issues.

In the subsequent phase, we prioritized these 25 issues based on the economic, social, and environmental impacts produced by Mars Logistics, the risks and opportunities presented by the related sustainability issues, and the projections of how these issues will impact the company's long-term performance.

Within the framework of the sustainability issues we identify, we conducted an impact assessment survey with both internal and external stakeholders to determine which issues have the greatest impact on sustainability performance and, as a result, should be given the highest priority.

325 Mars Logistics employees and **91** domestic external stakeholders participated in the study we conducted through an online survey.



In this survey, we investigated the impact of each sustainability issue on the corporate success today and in the next 5 years in the sectors in which we operate, while questioning Mars Logistics' performance on sustainability issues.

WEF Global Risks Report

The WEF's Global Risks Report, published annually, presents the results of the latest Global Risk Perception Survey as well as an analysis of key risks arising from current economic, social, environmental, and technological tensions.

According to the 2022 WEF Global Risk Perception Survey, the 10 most important risks facing the world in the next 2 years.

1 Cost-of-living crisis

2 Natural disasters and extreme weather events

3 Geoeconomic confrontation

4 Failure to mitigate climate change

5 Erosion of social cohesion and societal polarization

6 Large-scale environmental damage incidents

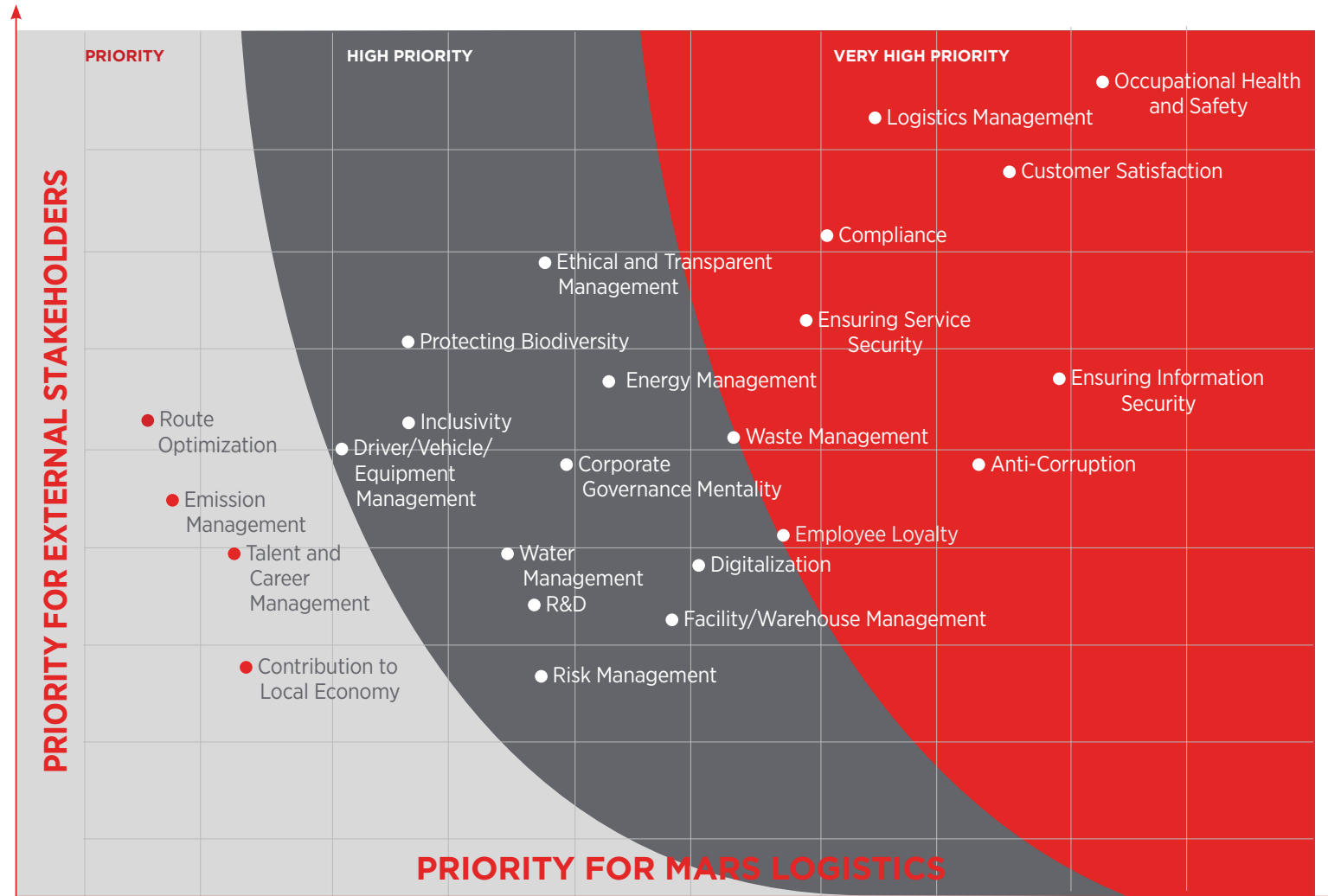
7 Failure of climate change adaptation

8 Widespread cybercrime and cyber insecurity

9 Natural resource crises

10 Large-scale involuntary migration

Stakeholder Priority Analysis



We aimed to ensure participation from all group companies and functions when determining internal stakeholder participants. We considered stakeholder groups such as suppliers, shareholders, NGOs, and public institutions when determining external stakeholder participants. We collected data from external stakeholders from people who are knowledgeable about the subject.

While determining our company's focal points and sustainability priorities in terms of economic, environmental, social, and governance, we were also guided by the internationally accepted GRI Sustainability Reporting standards and the WEF Stakeholder Capitalism reporting criteria published in 2020. We have handled our sustainability report in line with the results of the research, which we examined the leading institutions in the sector in terms of sustainability in the world and in Turkey, the WEF Global Risks Report and various sectoral studies, and taking the expression **“value”** as a basis; we determined our direction with the goal of **“value” managing, protecting, understanding and sharing.**

Our Strategic Sustainability Matrix

The main elements of the sustainability vision we adopt are:

- To manage the effects of our activities on sustainable development with their economic, social and environmental dimensions,
- To manage the effects of mega-trends emerging in these areas on company operations,
- To meet the expectations of our stakeholders regarding these aspects,
- In all these works, to prioritize, protect and increase transparency and ethical values.

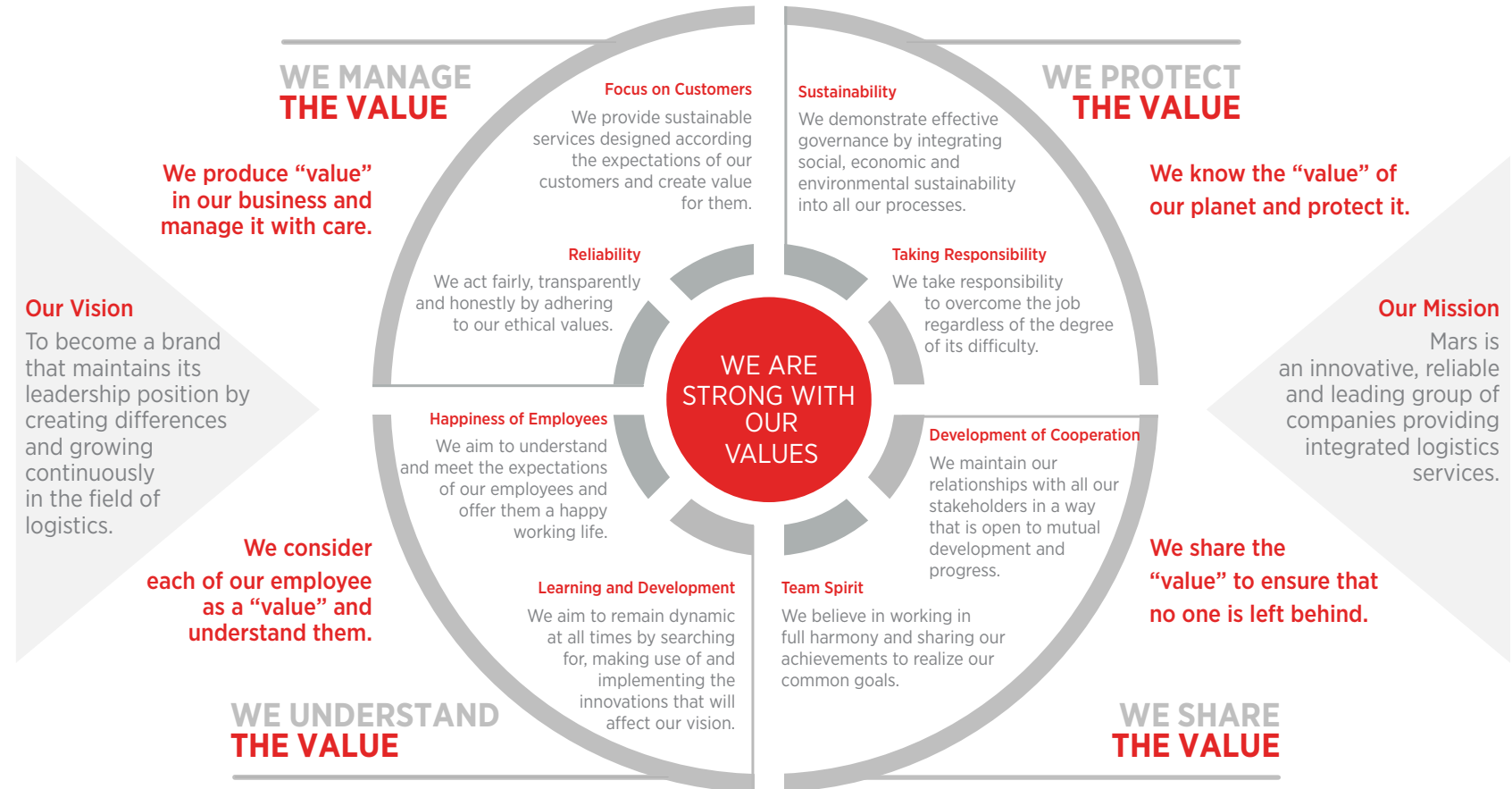
			UN SDGs																	MARS' Pillars				Strategic Position
Field	Focus Topics	Strategic practices and solutions	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	WE MANAGE THE VALUE	WE PROTECT THE VALUE	WE UNDERSTAND THE VALUE	WE SHARE THE VALUE	
Sectoral Priority Issues	Climate crises	Making resource efficiency projects																			X			Mars Logistics carefully follows sectoral priorities with its qualified management structure, its ethical business understanding guaranteed by its manifesto and strong risk analysis capability with stakeholder participation.
	Customer satisfaction	Analyzing future needs																					X	
	Innovation and R&D	Integration to digital transformation																					X	
	Ethical business and governance	Dissemination of ethical compliance principles																		X				
	Ensuring occupational safety	Building conscious staff																			X			
	Employment continuity	Employee satisfaction and talent management																			X			
	Responsible investing	Stakeholder participated investment planning																		X				
	Equality and inclusiveness	Making social responsibility projects																				X		
Sectoral Topics on the Agenda	European Green Deal	Full compliance studies																		X				Mars Logistics has realized the necessity of a healthy operation of the supply chain on a global scale. It demonstrates the ability to manage risks that may cause disruption of the supply chain with its R&D competence.
	Emission management	Emission reduction and making it zero																		X				
	Qualified workforce	Continuous training programmes																			X			
	E-commerce compatibility	Operational infrastructure investments																					X	
	Digital transformation	Digital integration for all processes																		X				
Global Priority Issues	Climate crises	Building climate change resistant structure																		X				Mars Logistics has succeeded in creating an infrastructure that will enable to overcome all related global problems and add value to its stakeholders by conducting qualified studies on climate compatibility and resilience.
	Biodiversity loss	Studies for reduction of all emissions																		X				
	Conflict of generations	Communication projects between generations																			X			
	Geopolitics issues	Strategic planning and management																		X				
	Climate neutral business target	Compliance with science based targets																		X				
	Economic crises	Specified risk analysis studies																		X				

*UN SDGs: United Nations Sustainable Development Goals.

Mars Logistics Sustainability Model

Our sustainability model was developed by incorporating risk and opportunity analysis into all business processes. By safeguarding the corporate common intelligence that improves all processes, it is one of our most important existence values to develop a qualified and continuously growing labor force. By analyzing the value system, we develop future-oriented strategies in accordance with our global, local, and corporate goals. In accordance with the metrics of stakeholder capitalism, we adopt an innovative sustainability model in accordance with the global standards and objectives of our industry to facilitate the sharing of common values on a global scale and to ensure the continuation and distribution of the service.

Our sustainability strategy, which focuses on the subjects of Governance, Planet, People, and Prosperity, aims to create a more habitable future for future generations by effectively managing the economic, social, and environmental impacts of Mars Logistics operations.



WE ARE STRONG WITH OUR VALUES

Our value-based sustainability model is founded on a solid analysis of risks and opportunities.

The ability to take a stance has been one of the most important aspects of Mars Logistics that has allowed it to reach its current position. With a management approach that allows risk and opportunity analysis to be reflected in all business processes, we provide all our stakeholders and constituents with the value they deserve.

Strategic development ensures the future of all our stakeholders.

Mars Logistics is a company that understands the future, analyzes the value system, and develops an appropriate strategy. We continue to implement and develop all necessary policies and strategies to help build a strong ecosystem capable of meeting global, local, and corporate goals on common ground.

Skilled labor is the model's existential value.

The most valuable aspect of Mars Logistics' existence and continuity is its qualified and constantly growing workforce. We strive not to leave anyone behind on the path to a sustainable future that recognizes and embraces diversity in our ecosystem and creates a fair and equitable environment for this, allowing the preservation of corporate collective intelligence that improves all processes.

Our goal is shared development.

Mars Logistics is a company that is constantly working to facilitate the global sharing of common value. We continue our work by implementing a business model that is compatible with stakeholder participation business metrics, which are the foundation of modern business understanding.

WE MANAGE THE VALUE

As Mars Logistics, we implement a business approach based on our Corporate Sustainability Manifesto, which is based on our founding values and purpose of existence.

In this framework, under the leadership of qualified staff; we manage the value we produce and carry with great responsibility, by considering the equitable participation of all our stakeholders in the decision processes, understanding their expectations, and with our fair, transparent and honest business approach.

WE PROTECT THE VALUE

As Mars Logistics, we take responsibility for reducing the negative effects that may arise from all our activities.

As a responsible stakeholder of our industry, we work devotedly to ensure that all our activities are sustainable and in line with the European Green Deal and the rules governing global trade.

WE UNDERSTAND THE VALUE

As Mars Logistics, we work in harmony with all our employees to have a better future.

With our dynamic and innovative approach, we ensure that our employees participate directly in the management processes. We carry out studies that contribute to increasing the motivation, happiness and productivity of our employees through practices that allow their development.

WE SHARE THE VALUE

As Mars Logistics, we see all our stakeholders as the most important element of our social sustainability.

We believe that conducting effective volunteering activities for our stakeholders in our value chain will add value to the sustainability of the society. We aim to transform our experience, knowledge and skills into social benefit by working with a team spirit.

Our Sustainability Goals

Goals	We Manage The Value	We Protect The Value	We Understand The Value	We Share The Value	UN SDGs
To provide social benefit with our sapling donations					
To diversify our projects that will provide qualified employment to the sector					
With new investments and new lines, increasing the share of intermodal and rail freight in our business volume while focusing more on green logistics.					
To continue our investments by opening logistics centers and transfer centers in different provinces of Turkey according to incoming demands and emerging needs.					
To be the solution partner of our customers in all transportation modes					
Increasing the number of female drivers					
Increasing our investments in projects that use the fastest techniques to share real-time information with our customers (make new investments to increase the efficiency of digital transformation and strengthen the infrastructure)					
Involving more of our employees in our mentoring program over time					

Goals	We Manage The Value	We Protect The Value	We Understand The Value	We Share The Value	UN SDGs
Closing the year 2023 with a 40% growth compared to the previous year in domestic distribution operations					
Opening suitable new warehouses that meet customer demands in the near term in our domestic distribution operations					
Strengthening Mars Europe organization					
Strengthening our leading position in milkrun transportation					
To expand our fleet with an investment of more than 30 million € in 2023 and to add alternative fuel vehicles to the fleet					
To continue the increase our inclusive employment in the coming periods.					
To replace our resources with environmentally friendly systems using renewable energy, and to continue breaking new ground by incorporating our understanding of sustainability in all fields.					
Increasing customer and supplier diversity					

Goals	We Manage The Value	We Protect The Value	We Understand The Value	We Share The Value	UN SDGs
Developing new sustainable business models					
Reducing our carbon footprint each year compared to the previous year					
Planning training activities to increase the sustainability awareness of employees					
Implementing sustainability projects					
Increasing the rate of female employees in new employment by 50%					
Increasing the awareness of employees by improving the occupational health and safety process					
Increasing the effectiveness of the risk management system and ensuring business continuity					
To provide effective talent, career and backup management					
Developing energy efficiency projects					
Increasing renewable energy investments					
Switching to a zero waste system in our facilities					

Goals	We Manage The Value	We Protect The Value	We Understand The Value	We Share The Value	UN SDGs
To fully comply with other legal issues published in the process of harmonization with the EU Green Deal					
Establishing the ISO 50001 Energy Management System					
Increasing the share of waste we bring to the circular economy					
Making our Scope-2 carbon emissions net 0					
Providing efficient driving trainings to all drivers					
Developing water saving projects in our facilities					
Migrating to Agile Human Resources practices					
Evaluating the sustainability performance of our suppliers					
Strengthening our disaster management processes to meet the expectations of our customers and ensuring our operational sustainability					
Implementation of zero-emission logistics operations with our railway and electric truck investments from Istanbul to Northern Europe					
Implementation of an automated carbon emission calculation tool project for all our customers with our new software infrastructure					



WE MANAGE THE “VALUE”

As Mars Logistics, we implement a business approach based on our Corporate Sustainability Manifesto, which is based on our founding values and purpose of existence.

In this framework, under the leadership of qualified staff; we manage the value we produce and carry with great responsibility, by considering the equitable participation of all our stakeholders in the decision processes, understanding their expectations, and with our fair, transparent and honest business approach.



Corporate Governance

In accordance with our understanding of innovation, which serves as the foundation of our mission, we have reviewed Mars Logistics' vision, mission, and values in the most detailed manner to date, taking into account our sustainability goals and works. One of Mars Logistics' values is our corporate governance approach, in which we place "customer orientation" at the heart of all our values; we have redefined it to be more dynamic and innovative in order to meet the happiness of our employees as well as the needs and expectations of our other stakeholders. We are constantly working toward the goal of becoming a trustworthy brand that makes a difference in its industry and maintains its leadership position.

Executive Boards have been formed in our corporate governance system to further strengthen our corporate structure within the framework of our companies' vision, mission, and strategies, as well as to support the continuity

of our activities, and to clearly separate the duties, authorities, and responsibilities of the Board of Directors and the executive. Procedures define these boards' duties and responsibilities. Each of our companies, Road & Rail Freight, Supply Chain Management, and Air and Sea Cargo, has its own Executive Board. The Board of Directors manages our insurance company. These committees meet on a regular basis to discuss performance and make decisions on the agenda in accordance with a specific agenda.

In addition, we have established various committees within our companies to address changing needs and requirements, such as the Information Security Coordination Committee, the Disciplinary Committee, the Ethics Committee, the Recognition Appreciation Committee, and the Occupational Health and Environment Committee.



Our Vision

To become a brand that maintains its leadership position by creating differences and growing continuously in the field of logistics.



Our Mission

Mars is an innovative, reliable and leading group of companies providing integrated logistics services.



Our Values

- Focus on Customers
- Happiness of Employees
- Sustainability
- Reliability
- Development of Cooperation
- Learning and Development
- Team Spirit
- Taking Responsibility

Today, the logistics sector is critical to the continuity of all sectors. Beyond the activity of transporting raw materials and products from one end of the world to the other, logistics has evolved into a complex process management that enables rational methods to overcome the negative factors affecting the entire value chain.

Consequently, the definition of the market position of the logistics sector is also a mixed position definition that does not limit itself to the actors of this sector, but rather consists primarily of particles from each sector. Developing sectoral strategies entails monitoring the evolution of all foreign sectors, comprehending the change, and managing it. In light of these analyses, we make strategic decisions regarding our growth based on our constant monitoring of market developments and our position by country and industry.

25 cents of every 1 dollar goes to logistics...

Currently, the continuation of all economies depends on the continuity of international trade. Uninterrupted continuity of the demand/value chain is contingent upon the logistics industry resolving its geopolitical and geoeconomic issues and demonstrating climate change resistance.

The logistics industry makes investments in all fields so that global value can be delivered from the producer to the consumer. These investments indicate that, according to global calculations, approximately 25 percent of all value is currently spent on logistics.

We believe that the creation of a sustainable future should be humanity's shared objective. Achieving this common objective is contingent upon each stakeholder's equitable and inclusive access to the economic, environmental, and social field, as well as their contribution of the value they generate. We believe that all the value we create for a better future can be realized by prioritizing the health, trust, and satisfaction of all our stakeholders, and that we can achieve our goals, which are based on an ethical understanding of business, by establishing an organization that is constantly learning and growing.

The globalization process was the first factor that allowed logistics to expand so rapidly. As a result of globalization, logistics is no longer merely a military term and has become an indispensable component of manufacturing and commerce. The logistics sector, which grew rapidly in the last quarter of the 20th century, is expected to be one of the three sectors with the greatest growth in the 21st century, along with communication and microbiology.

Enterprise Risk Management, Roles and Responsibilities

The logistics industry faces the same structural risks as any other industry. Being aware of this, we consider all risks in our operational and support processes at the senior management level before every step we take and every decision we take. Under the direction of the Internal Audit, Risk Management, and Compliance Directorate, we compile comprehensive risk inventories as part of our corporate risk management studies.

Together with all process responsables, we determine the root causes of the risks, the measures, and the actions to be taken. The Board of Directors is constantly on the lookout for critical risks. To support this structure, we conduct detailed risk analyses of various processes in accordance with the standards we follow, within the scope of our management systems and certifications. We view risks not only as a detriment, but also as a form of education, and consequently, we define our opportunities as a result of risks. We conduct detailed SWOT analyses with the participation of our employees in all our group companies' processes, particularly during our annual Strategic Planning Meetings. Risks and opportunities derived from SWOT analyses play a substantial role in determining our strategies for the upcoming year.



Our Ethical and Transparent Management Approach

We regard adherence to business ethics in all business processes and business relationships as an essential component of corporate culture. Our company has the “Mars Ethical Rules Guide,” which was created in 2007 and consists of ten articles. All our employees agree to accept the code of ethics and work in accordance with it.

The goal of ethical rules is to ensure that all our stakeholders, particularly our employees, understand the impact of their actions on the company and its environment. Trust, honesty, courtesy, discrimination and harassment, human rights, confidentiality, conflict of interest, intellectual property, relationships with business partners, gifts and entertainment are all part of our Code of Business Ethics. We prioritize fundamental human rights, and we respect individual differences and personal rights by protecting employees’ legal rights. We never tolerate discrimination on the basis of gender, race, marital status, or political beliefs.

In the event of a situation that violates the Code of Business Ethics, we have an Ethics Committee chaired by the Chairman of the Board of Directors that can be used with the principles of open communication and confidentiality.

Furthermore, Disciplinary Committees have been established to ensure that the rules and responsibilities specified in legal conditions, corporate procedures, and all other regulations are followed, as well as to follow the disciplinary procedures to be applied for employees who exhibit inappropriate behaviour.

1

We maintain a reliable and coherent standing and guard our corporate image.

2

We give utmost importance to the confidentiality of professional and private information of our company, affiliates and partners.

3

We stand clear of conflicting interests.

4

We do not accept or attempt to give bribes or unaccountable payments.

5

We adhere to generally accepted codes of respect and courteousness in written and verbal communications.

6

We have no tolerance for any kind of harassment.

7

We steer clear of any political activity within company environment.

8

We give importance to the protection of intellectual property.

9

We do not discriminate in selecting suitable employees.

10

We respect people’s private lives.

(Ethics Committee: etik@marslogistics.com – 0 212 411 40 40)





Stakeholder Relations

In 2020, the World Economic Forum's International Business Council published the Stakeholder Capitalism Metrics under the headings of Governance, Planet, People, and Prosperity, which are used in sustainability management. The Council developed 21 basic metrics grouped under various themes under these four main headings to enable monitoring of institutions' ESG performance, and defined the WEF Stakeholder Capitalism Metrics, which expanded these basic metrics to 34 basic metrics.

Internalizing Stakeholder Capitalism Metrics is critical for all institutions and organizations. Companies must create value not only for their shareholders, but also for all their stakeholders, including customers, employees, suppliers, and society, as a requirement of this understanding.

Companies that strive to create shared value for stakeholders strive to meet the expectations of all stakeholders by embracing the inclusion and diversity principles. Companies that act with this understanding will undoubtedly become more resilient and capable by creating safe and healthy working environments. In the process of determining the sustainability strategies for all our companies, our main principle has been to use fewer resources while providing more services to benefit the planet, economy, and society.

Companies must connect with their stakeholders more than ever before in today's world to create common solutions for sustainable development. Companies must share ideas among stakeholders, seek common solutions to problems, negotiate expectations, and establish two-way communication. It is critical that we guide our activities by understanding the expectations of the people, groups, and institutions that contribute to and are affected by our activities.

We also conduct joint studies and maintain regular dialogue with our stakeholders in order to create long-term value for all of our stakeholders. We care about creating value and providing social benefits for our external stakeholders in addition to our internal stakeholders. We communicate with all our stakeholder groups via a variety of channels. With our stakeholder groups such as shareholders, customers, suppliers, society, NGOs, competitors, government and official institutions; we communicate via e-mail, telephone, face-to-face, online and internet portals, and in addition to these communication channels, we communicate with our employees through our intranet system Mars Portal and announcement boards.

We conduct social and employee satisfaction surveys on a regular basis in order to properly manage stakeholder relations and contribute to strategic decisions. We now have a better understanding of brand perception, customer, employee, and social satisfaction thanks to these studies, and we see value in increasing these areas.

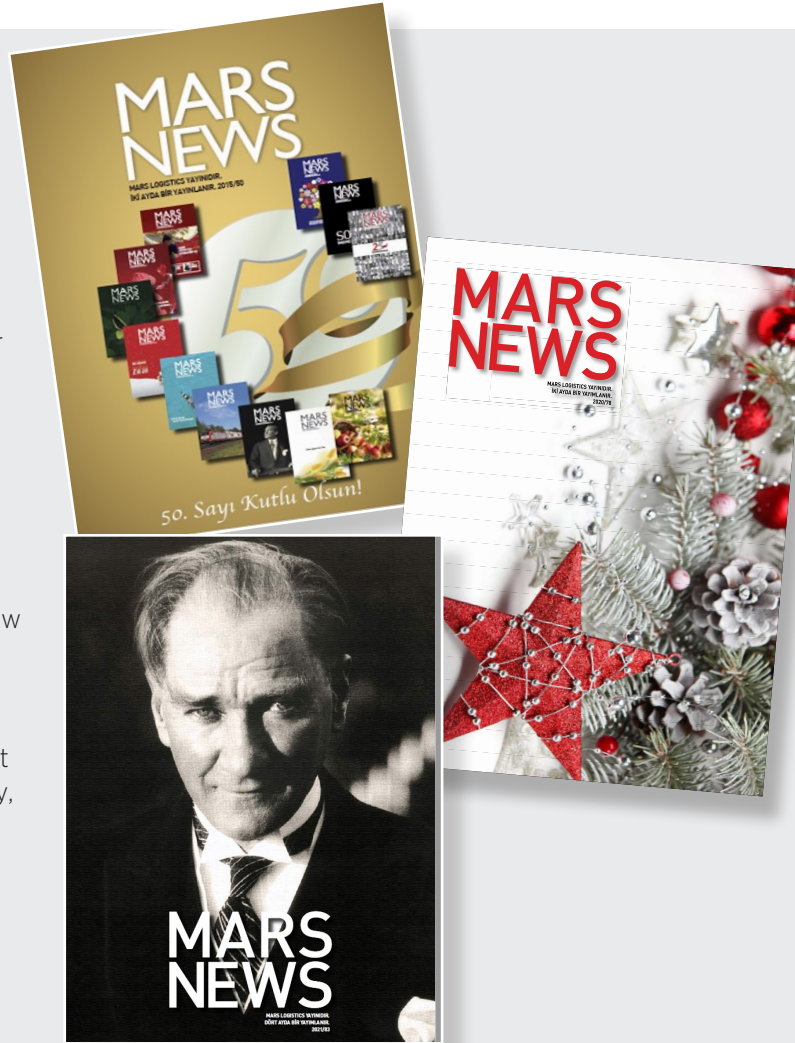
Meetings, visits, and various events are some of the ways we strengthen our stakeholder relationships. The impact of the meetings we hold to develop our suppliers, the national and international meetings we attend to closely monitor the industry, and the various events we organize for our customers can all be measured.

We are changing and developing together with our suppliers with whom we share our value. Determining the economic, social and environmental sustainability indexes of our suppliers in order to support their development on the road to sustainability and to increase their awareness is one of our targets for the upcoming period.



MarsNews

We have been publishing our Marsnews magazine since 2007 with the goal of improving the efficacy of corporate governance studies, strengthening internal communication, and preserving our corporate memory. Our magazine, the content of which we created with interviews with one of our managers, trainings, teamworks, activities, corporate news, and various announcements in each issue, has become a valuable resource where we can closely follow our organization's development and change. With the contributions of our employees, our in-house magazine, which is a very important value in terms of corporate memory, improves with each issue.



Economy Meetings with Mars

Information sharing and conversations about our collection and distribution center opened in Eskişehir and the benefits that this center will provide to our customers' export processes were held at the "Economy Meetings with Mars" event, which we held in Eskişehir in 2020 and attended by approximately 200 people. At this event, which brought together economists and our employees, developments affecting everyone in the Turkish and global economies were interpreted, and business recommendations were shared. Although we were unable to continue these activities due to pandemic conditions, we hope to meet again after our new investments.





Our Customer Satisfaction Approach

Meeting the needs and demands of customers in the quickest and most dependable manner has become a priority for businesses. In the face of ever-changing global conditions, we strive to be solution-oriented by anticipating our customers' needs. We believe that the preferences and expectations of our customers are the most important factors driving us to innovative and sustainable growth.

Receiving our customers' opinions and suggestions is one of the key elements that supports our company culture and encourages us to transform. We value customer feedback in order to provide sustainable, high-quality, efficient, easily accessible, and innovative services. **We handle all feedback we receive objectively in accordance with the ISO 10002 Customer Satisfaction standard.** Furthermore, we provide our customers with transparent information flow

through any channel they desire at any stage they require information.

In addition to measuring customer satisfaction, we conduct satisfaction surveys on a variety of topics for various customer segments and sectors to learn about their needs and expectations. We also diversify the data we collect through special surveys that we create on the fly in response to the sector's situation or Mars Logistics' goals.

We maintain constant communication with our customers via various channels in order to assess their needs and expectations and to improve the disrupted processes. We constantly take the pulse of our customers via our phone and e-mail channels, our website, contact forms, social media, face-to-face and online meetings, and our customer satisfaction surveys, which are one of Mars Logistics' most valuable data sources.



We manage our customers' feedback tracking process with the following steps:

We record all positive / negative notifications.

Prioritizes negative feedback; we ensure that these feedbacks are reviewed and prioritized by our employees who have the necessary personal behaviour, experience, education, training, and experience.

We stay in touch with our customers throughout the process and listen to their expectations.

We offer solutions to our customers within a certain period of time.

We conduct process surveys to measure our customers' satisfaction with the feedback process.

We evaluate all notifications through in-house analysis and meetings and determine actions to ensure continuous improvement.

Our efforts to acquire customers and develop potential are critical components of our customer satisfaction strategy. Each member of our sales and operations teams follows customers in various segments with various reports and meetings, utilizing all the infrastructure and resources available to them. We engage in customer retention and maintenance activities to ensure the long-term viability of customer satisfaction.

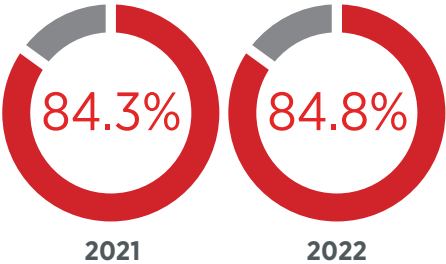
We also conduct mystery shopper surveys and performance measurements throughout the process to reveal Mars Logistics' strengths and areas for improvement in sales and operations, with the help of our Process and Business Development departments, as well as our Customer Experience and Customer Development departments. We develop our ERP systems and implement suggestions to make them more active in order to ensure process management based on systems rather than people.

ISO 10002
Our Customer Feedback Policy

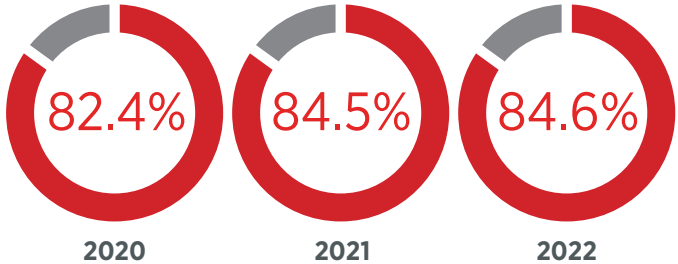
As Mars Logistics, we establish effective communication channels in order to understand and quickly respond our customers' requirements. We undertake to respond and conclude all positive or negative notifications in accordance with the laws, international transportation rules and the corporate procedures and to implement and continuously improve the customers complaints handling process together with our personnel aware of customer oriented approach.

Our customer satisfaction strategy is to prevent customer loss, satisfy existing customers, and ensure their long-term viability. We are also developing new strategies to ensure that our new customers have a positive first experience. To ensure the sustainability and satisfaction of our customers, our employees' satisfaction, happiness, technical knowledge, and competence are critical. Keeping this in mind, we plan a variety of trainings and activities for our employees. We organize technical trips, meetings and workshops where customers can share their experiences, and conversations where our experienced employees and managers can share theirs.

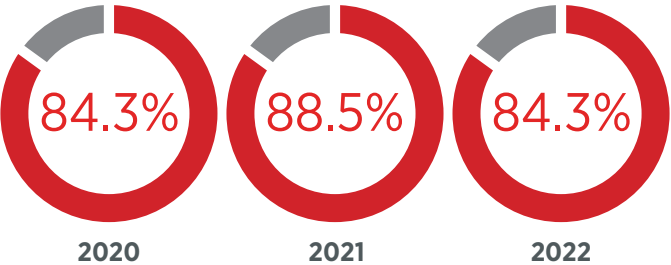
We track referral and retention rates.



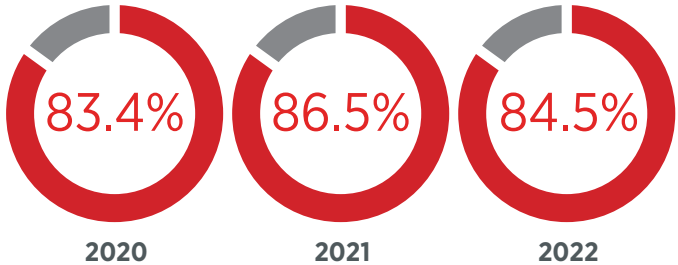
*Overall recommendation average



New customer overall satisfaction rate



Current customer overall satisfaction rate



Average customer satisfaction score

* The overall recommendation score has been measured since 2021.





R&D Studies, Digital Transformation and Our Technological Applications

Corporate agreements that include technological collaborations help to support our hardware infrastructure. Because of these agreements, we are able to keep our systems up to date by utilizing the most recent technologies and provide a dependable environment for our users. To meet our customers' needs and expectations, as well as to continuously improve our internal processes, we find and use the hardware, equipment, and software that will support our operational activities.

Parallel to the fact that digitalization and digital transformation studies have begun to emerge rapidly in the logistics sector, as in almost every sector, we have detailed these issues, which are among our company's main strategic objectives. With the training and workshop programs we organized with our managers and consultants, we assisted our employees in developing project ideas.

The lack of qualified labor, which is one of the most serious issues facing the Turkish and global economies, is also felt at Mars Logistics. The most important rule of competitive advantage is to understand the "value" of employing qualified labor force. Parallel to our other efforts to provide qualified human resources to our industry, we have begun to build our R&D studies in collaboration with universities.

We continue to diversify our activities and make our operations more efficient with the R&D & Innovation unit we established by improving our organizational structure. Our goal is to expand our R&D team and create services that will add value to our country and industry.

We develop our ERP systems, particularly by establishing special integrations for our customers' needs and expectations. With these integration opportunities, we are proud to be a preferred brand in our industry. Furthermore, with software support that allows us to use our internal processes more effectively and efficiently, we provide our employees with quick solutions in areas such as data analysis, data visualization, sales and operation tracking, internal communication, and document management.

Reaching the consumer: Last mile delivery...

The rapid growth of the retail industry, particularly over the past two decades, has prompted a reorganization of the logistics industry to accommodate this shift. Today, 72,000 m² of warehouse space is required to fulfill the 1 billion € retail order. In this process, the quality of the logistics industry determines the ability to meet this need and produce environmentally friendly solutions. For intermodal systems to work in tandem with last-mile delivery, the logistics industry must employ cutting-edge technology, digitalization, and low-emissions investments across all scopes.

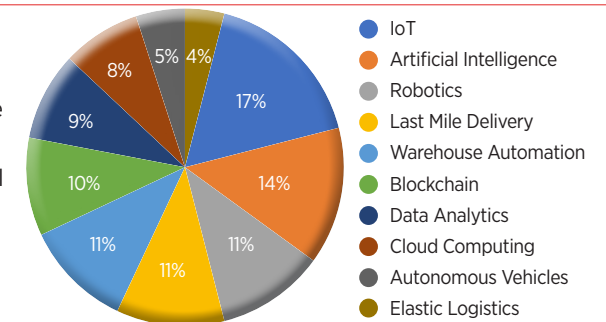
The third fastest growing sector: Logistics

Today, logistics is expected to be the third fastest growing sector after communication and microbiology.

Meeting the changing needs of the global value chain and making it more resilient to risks, particularly climate change, necessitates the logistics industry developing particularly high-tech solutions.

The logistics industry currently employs many systems that we regard as future technology. Technologies compatible with a low-carbon economy, the internet of things, artificial intelligence, robotics, autonomous vehicles, and automation systems are being implemented in today's society, with staff trained to use them.

The three main trends in the logistics industry after 2021 are expected to be IoT, artificial intelligence, and robotics. According to StartUs Insights' "Logistics A Breakdown on Startup Driven Innovation" report, based on data from 901 startups, the ten trending technologies that startups will prioritize after 2021 are as follows:



The main business line of “Transportation, Storage, and Communication,” which also includes logistics, has proven to be an important strategic field of activity, accounting for approximately 15% of the total value of the gross domestic product. For many years, we have been developing cooperation in education with projects such as “Smart Truck Smart Children” and “Interuniversity Logistics Case Competition,” and we have been carrying out important studies that contribute to the development of young people of all ages, having assumed the task of supporting the further development of the logistics sector, which has an important place in the country’s economy, and qualified education in all fields. Apart from that, we value the new generation and try to understand it by participating in events organized by our country’s various universities, including METU, Boğaziçi University, Istanbul Technical University, and Yıldız Technical University.

We conducted numerous studies as part of our 2019 strategic goal of “Ensuring Digital Transformation.” In accordance with this strategy, the Information Technologies Directorate conducted research as part of the digitalization and digital transformation project. The first project we completed in collaboration with the consultancy firm was to hold a seminar in early 2019 where we shared detailed information with the managers about the digital transformation project and the differences between digitalization and digital transformation. We held meetings with various departments and units within the company in the months following the seminar to determine the digitalization and digital transformation levels of each unit, and we received suggestions from the managers and employees of the units.

In the following stage, we assembled a team of 20 employees from across all departments to work on the



digital transformation. We used surveys and tests to gauge employee awareness of the topic and their level of knowledge before assembling this team. To raise the team’s awareness of digital transformation, to help them develop projects by gaining new perspectives and coming up with new ideas, and to share the technical details and real-world examples they would need, we gave them trainings. With the aim of creating new business models on various subjects that each group would also decide independently, we divided this team of 20 employees into groups and held workshops, brainstorming sessions, and opinion support meetings. We started working on creating a few of these groups’ projects as the new digital business models for Mars Logistics. The following time periods saw senior management at Mars Logistics evaluate projects that had been developed by the team for the digital transformation and take these projects into work plans of related departments.

We are successfully implementing a transformation that will enable us to integrate emerging technologies, like autonomous delivery and robotics, into our business processes. One of our top priorities is establishing the infrastructure required for the systems’ integration, as well as making sure that the staff members who will use the systems are competent.

With 24/7 load monitoring, a sectoral ERP system with 99.9% uptime, DLP data security, centralized system management, Tier 3 standards, fiber internet infrastructure, virtual server infrastructure, our technological system offers continuous service, and these technology systems can be accessed through customer portals.

In addition to improving our operational activities, a technological restructuring is planned for the mobile human resources application so that our employees can easily and quickly access human resources functions (leave requests, payroll, etc.).

We see the information obtained from all our stakeholders as a value. With the power we take from our values, we aim to ensure the security and business continuity of our corporate know-how. **We protect all our information assets thanks to our risk and opportunity analysis and ISO 27001 Information Security Management System.**





WE PROTECT THE “VALUE”

As Mars Logistics, we take responsibility for reducing the negative effects that may arise from all our activities.

As a responsible stakeholder of our industry, we work devotedly to ensure that all our activities are sustainable and in line with the European Green Deal and the rules governing global trade.



Environmental Policy

The absence or lack of integration of a measurable institutional environmental policy is known to have not only a “reputational” but also financial impact on companies. The most recent update of the world within the framework of sustainable development and business comprehension; clearly demonstrates that companies are incapable of achieving their business objectives without an acceptable environmental policy.

We continually assess and manage the environmental effects of our business processes and operations. We recognize environmental management as an integral part of our business processes, and **we work with all our stakeholders for the philosophy of “protecting the value” with the help of our environmental policy and ISO 14001 Environmental Management System.**

Environmental Policy

As Mars Logistics, we are committed;



To improve our environmental performance and Environmental Management System in line with our strategic direction, purposes and goals,



To create opportunities by minimizing the negative effects and environmental risks that may arise from our activities,



To prevent environmental pollution by using technologies that are environment friendly and supporting environmental protection,



To support our stakeholders to make environmental awareness a lifestyle by taking into consideration the needs and expectations,



To maintain ecological balance by using resources sustainably from a life cycle perspective, to use the most appropriate technologies and processes in our activities to reduce carbon emissions,



To comply with the current legal and other obligations regarding the environment in our activities.

Sustainability has become an important preference criterion for brands today. In this direction, in order to realize our “Developing Corporate Sustainability” strategy, which is supported by Mars Logistics’s senior management, we prioritize sustainability factors when making decisions and investing in our primary field of business, such as storage and transportation systems, intermodal transportation, and work equipment. We conduct studies to develop sustainable projects that address all these components while taking into account the needs and expectations of our stakeholders. With our new investments and lines, we are increasing the share of rail freight in our business volume that has a lower environmental impact, and we are on our way to becoming a carbon neutral company with our solar power plant and rainwater harvesting project. Receiving positive feedback from our stakeholders regarding such long-term investments makes us proud and brings us together on a level playing field to develop collaboration. It also encourages us to make new sustainability investments.

Being ready for a “Green Economy” by protecting the “Value”

The logistics industry is one of the most vital and perilous links in the supply chain. Alternatively, the compatibility of any value with the green economy in all contexts varies based on the logistics systems employed and personal preferences.

The logistics sector is included in the calculations such as carbon and water footprint in Scope - 2 and / or Scope - 3 for almost every sector. Every value produced and preferred logistics solutions, such as low emissions, accountability, traceability, technology utilization, digitalization, equality, and inclusiveness, are required by the green economy.





To prepare the first accordance with GRI standards sustainability report in 2012 and being one of the top ten companies in its sector to publish an A+ level sustainability report in Turkey in 2013 demonstrates that sustainability management has been on our agenda for quite some time. With our applications, we create projects that reduce our carbon footprint, such as route optimization, the development of intermodal lines, and the expansion of our rail network. We meet our facilities' electricity needs with solar energy by utilizing renewable energy sources in accordance with the article "Affordable and Clean Energy" in the SDGs.

In accordance with "Clean Water and Sanitation" and "Responsible Consumption and Production" goals of the SDGs, we store rainwater in our logistics centers for non-human consumption purposes, such as landscape irrigation and fire water. We saved approximately 13% of the annual water consumption of the Hadımkoç Logistics Center by storing rainwater in our approximately 1,000 m² warehouses.

Our work in the realms of social welfare service, renewable energy power plants, rainwater harvesting, alternative route optimizations, expansion and diversification of intermodal lines and rail investments, European Green Deal integrations, and Fit for 55 strategies will proceed with the utmost care.

European Green Deal

The European Green Deal was announced by the European Commission in 2019 with the goal of making the EU the first climate-neutral continent (zero emissions) by 2050. The European Green Deal is one of the EU's highest priorities for addressing the existential threat posed by climate change and environmental degradation. Goals and measures have been established to promote climate protection and biodiversity conservation, provide Europe with clean energy, develop sustainable industries, eliminate pollution, and encourage environmentally friendly transportation.



Fit for 55

In the context of the European Green Deal, the European Commission published the "Fit for 55" proposal package on July 14th, 2021 in order to align the EU's climate, energy, land use, transportation, and taxation policies with the 55% emission reduction goal. The package in question includes the expansion of emissions trading into new sectors as well as the tightening of the existing EU Emissions Trading System; it addresses issues such as increasing the use of renewable energy, improving energy efficiency, accelerating the use of low-emission transportation modes and the infrastructure and fuels to support them, aligning taxation policies with the climate goal, preserving and expanding natural carbon wells, and preventing carbon leakage.



Energy Management

The energy sector is undergoing global transformation and change. The utilization of renewable energy sources has also gained importance in this “Green Transformation”.

Our efforts to utilize natural resources efficiently allow us to reduce emissions and keep costs in check. We work to reduce the share of fossil fuels in our energy use.

We established the power plant in the Hadımköy Logistics Center, which at the time of its establishment was the largest unlicensed rooftop SPP project on the European Side. Along with the benefits of using renewable energy, this project helps fight global warming by reducing the effects of fossil fuels on Scope-2 emissions of greenhouse gases.

The Hadımköy Logistics Center’s SPP, which has a 2 MW installed power, and the transformation we were able to achieve as a result of this project can be defined as the use of electrical energy generated by photovoltaic solar panels installed on the facility’s roof throughout the facility and the transfer of excess energy to the distribution company network. In other words, the project entails generating solar energy, a renewable source of energy, a limitless source of energy generation. Along with the project’s economic benefits, we also introduced a sustainable business model that supports our environmentally friendly approach to conducting business.

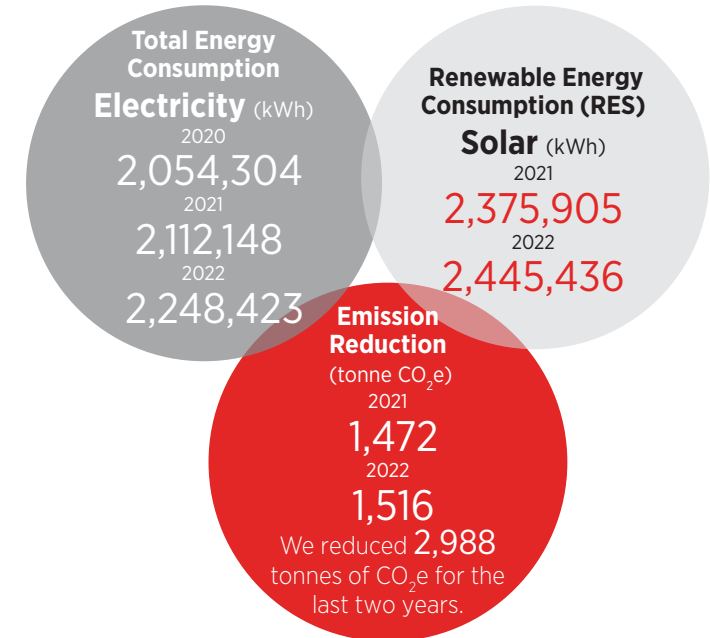
As of 2021, we have met the electricity consumption of all our facilities from solar energy with our electricity production at the SPP. Thus, we proudly announce that we have started work on the “Affordable and Clean Energy” goal of the SDGs. The amount of electricity we produced with SPP in 2021 was **2.4 MW**. With our green energy production, we saved **1,472 tonnes CO₂e emissions on 2021** and **1,516 tonnes CO₂e emissions on 2022** by producing more electricity than our consumption. This data corresponds to **approximately 5%** of our carbon emissions resulting from all Mars Logistics activities.

We selected this project because it has a lower environmental impact than fossil fuel technologies, is a clean, unlimited source of energy, and reduces greenhouse gas emissions, which reduces global warming. With this project we aimed to serve a total of 7 SDGs which are “Affordable and Clean Energy” and “Climate Action” directly, also “Decent Work and Economic Growth”, “Industry, Innovation and Infrastructure”, “Sustainable Cities and Communities”, “Responsible Consumption and Production” and “Partnerships for the Goals” indirectly.

With the help of IoT infrastructure, the electricity use in our logistics centers is remotely, continuously, and instantly monitored. With these measurements and monitoring, which we carry out with the support of IoT equipment and software, within the scope of efficient use of energy; we increase the efficiency of energy consumption in our logistics centers and carry out our activities in harmony with the circular economy model.

We supplied all our electricity consumption from renewable energy in years 2021-2022. We managed to be net-zero on Scope-2 emissions.

Internal Energy Consumption



In order to carry out our energy management in the future in a more systematic manner, we started organizing our processes in accordance with the ISO 50001 Energy Management System standard.





Emissions Management

The logistics sector, which is in a critical position for the world to achieve zero carbon and carbon neutral goals in the context of combating climate change and serving all sectors; it will play an important role in achieving the emission goals of exporting and importing brands.

When considering the emission issue, carbon taxation is one of the main issues that will have a significant impact on the sector's future. The carbon tax balances the external costs of greenhouse gas emissions (for example, agricultural damage, air pollution, climate events such as droughts, flash floods and the cost of the damage they cause) between the parties. In summary, there will be a mechanism to refer these damages to those responsible for the damage.

The importance of carbon taxation in the transition to a decarbonized economy continues to be acknowledged by a growing number of governments and businesses. At the point reached, carbon taxation corresponds to initiatives that place a clear price on greenhouse gas emissions and a value per tonne of carbon dioxide equivalent (tonne CO₂e).

Considering different carbon taxation approaches, concepts such as emissions trading system, carbon tax and results-based climate finance are encountered.

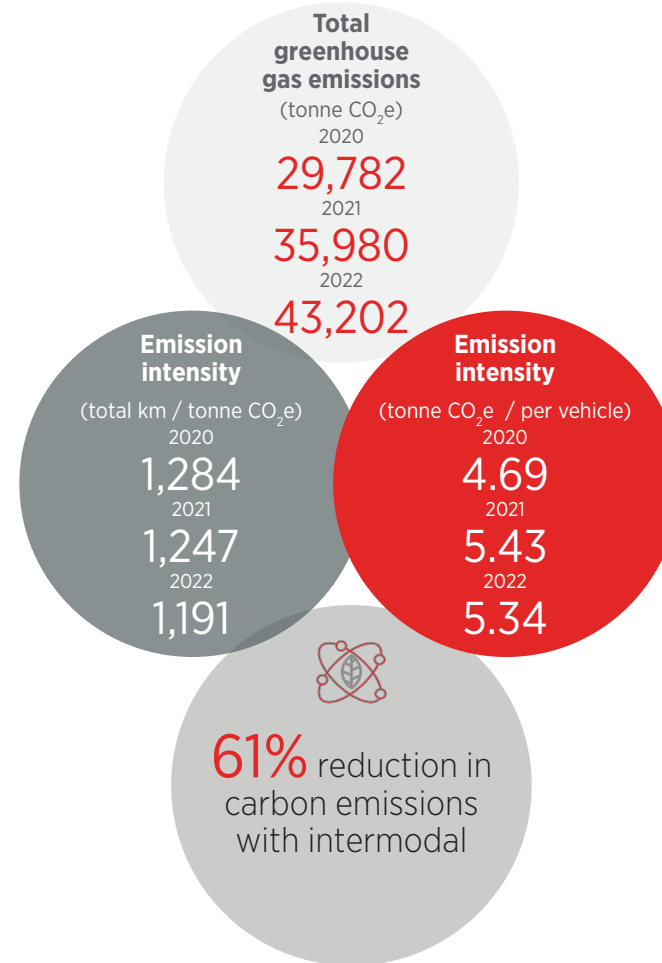
We have intensively implemented and continue to implement our Scope-1 efforts to reduce our carbon footprint. These studies conducted by us as Mars Logistics will allow you, our esteemed stakeholders, to achieve the lowest values in your Scope-2 and Scope-3 calculations.



We report carbon footprint analysis on a customer-specific basis, in this way we set out by saying “we protect the value” as well as the needs of our customers. In these studies, the number of which increases annually, we calculate the emissions caused by our customers based on the distance travelled and the weight of the cargo transported. To make these calculations meaningful, we compare the emissions that would occur if the same route was travelled exclusively by road as opposed to using intermodal transport. Also

- With the Hadimkoy Logistics Center SPP, which we commissioned as part of our Green Logistics/Energy-Saving practices, we are able to zero all scope 2 emissions from electricity that we consume at our facilities.
- All our self-owned vehicles have Euro 6 engine technology. Euro 6 is the engine technology with the highest level and the lowest emission value in the current internal combustion engine technology. **In the coming years, we will continue to invest in alternative fuel trucks that are environmentally friendly and sustainable.**
- We measure and report the carbon emissions of all our vehicles. We measure our carbon emissions per vehicle every year as environmental performance.

In addition, with the investments we have made since our intermodal transportation journey in 2012, we continue to contribute to rail freight, which is the least polluting mode of transportation.



Our total emission amount in 2022 is 43,202 tonnes of CO₂e. Despite an increase in the total amount of emissions compared to **2021, our emission intensity has a decrease of 5% per km and of 2% per vehicle**, as a result of the number of vehicles and our activities has increased. In addition, **our emissions per diesel fuel vehicles decreased by 16%** in 2022 compared to 2021.



Waste Management

An important pillar of the Circular Economy Model, a new economic model, is optimizing the resources we use correctly and keeping them in the usage cycle for an extended period of time in order to provide a sustainable service to a rapidly growing population with rising living standards. In this economic model, waste management is one of the most important topics.

The Zero Waste Project was launched in Turkey in 2017, and a total of 24.2 million tonnes of waste were introduced into the economy between 2017 and January 2022. We have also completed the necessary work to ensure that our waste management is compatible with the zero waste system in our logistics centers.

Through licensed organizations, we recycle, recover, and dispose of our wastes, and we engage in ongoing training and awareness-raising to enhance our waste management and reduce our waste output. In our facilities, each type of waste is collected in separate trash cans.



In our logistics centers, we use pallets made of recycled paper, as well as recycling waste and pallets. We have prevented and continue to prevent the cutting of 9,673 trees since our last report with the recycling of paper waste and cardboard, pallet repair and the use of paper pallets, and our sapling donations.

With the Paperless Office project, we altered our companies' invoice approval processes. The approval processes of printed invoices and invoices were transferred to the ERP system as a result of this project, and with digital approvals and invoices being received in the digital environment, the number of printed invoices was reduced and paper savings were realized.

In addition, thanks to our social responsibility project on the recovery of waste oils, we have prevented the contamination of 180 million litres of clean water on this journey with the mission of "protecting the value".



2020 2021 2022

Hazardous Waste Amount (kg)

Total hazardous waste	6,985	13,143	17,896
Recovered for energy purposes	6,985	13,084	17,854
Electronic waste	802	-	1,485

Non-hazardous Waste Amount (kg)

Total non-hazardous waste	137,106	261,131	155,866
Recycled	137,102	261,105	155,786

Plastic Cap Collection Campaign

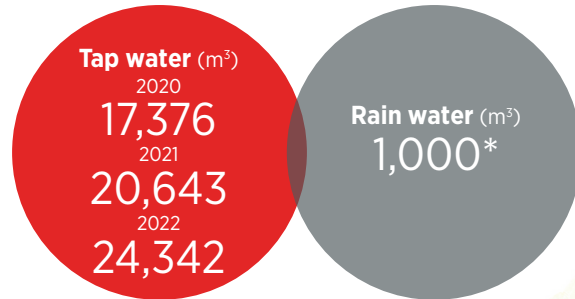
We began collecting plastic bottle caps in 2012 as part of our commitment to social responsibility, and this campaign continues to attract a large number of participants. We donate all the collected plastic caps to The Spinal Cord Paralytics Association. All our employees continue to support this campaign, which we have been conducting for many years. Our employees throw plastic caps into our office collection bins and also bring them from their homes for the same purpose. Consequently, this campaign, which has both environmental and social components, is always up to date.





Water Management

Water is one of the most essential elements of life. As a result, its demand is consistent, and it is increasing and diversifying. As a result, the use value of water is very high. Although water is a required component in agriculture and animal husbandry, it is also used as an input in a variety of stages ranging from manufacturing to construction, mining to health, transportation to energy production.



*We collect rainwater in a volume of approximately 1,000 m³ at our largest logistics center, the Hadımköy Logistics Centre. This water is stored in landscape irrigation and fire water pools to meet the other needs of the facility.

When we examine the current state of water resources both globally and in our country, the problems of water scarcity stand before us as the bitter end we are expected to face. According to the United Nations International Food and Agriculture Organization, by 2025, 1.8 billion people will live in countries and regions with severe water scarcity. In our country, the annual amount of available water per capita is approximately 1,350 m³. According to projections, Turkey's population will reach 100 million by 2030, with a per capita water consumption of around 1,000 m³. This means that Turkey will face water scarcity in a very short period of time.

Just like in other topics, we continue our work in water management under the scope of "protecting the value".

Biodiversity

We are currently experiencing the sixth major mass extinction of the planet's biodiversity. While five of these extinctions have occurred naturally, this sixth extinction is caused for the first time by man-made resource exploitation. As Mars Logistics, we favour eco-friendly modes of transportation to protect the biodiversity that may be impacted by our activities and to mitigate any resulting effects, and we continue to invest in this area.

However, we have no operations in areas with a high level of biodiversity or in habitats included on the IUCN Red List.



WE UNDERSTAND THE “VALUE”

As Mars Logistics, we work in harmony with all our employees to have a better future.

With our dynamic and innovative approach, we ensure that our employees participate directly in the management processes. We carry out studies that contribute to increasing the motivation, happiness and productivity of our employees through practices that allow their development.





With corporate tools designed to satisfy our employees, we create training and development plans to continue their mental and physical performance development, which is a critical actor in corporate success.

Our entire organization, from senior management to the lowest level, adheres to the management by objectives and performance management centered on key success indicators principle.

We maintain a business strategy that prioritizes OHS practices and the propagation of OHS culture. In this view, the health and safety of employees are the most important subjects under the main heading “human.” Having this understanding in logistics, which is a risky industry, is one of the most crucial components of the modern business strategy, which seeks a trustworthy and human rights-respecting supply chain.

Within the scope of our Equality Has No Gender project, we intend to improve the perception of Gender Equality. In accordance with our approach to equality, diversity, and inclusion, we aim to increase the proportion of female employees in new positions to 50% across all Mars Logistics Group companies in order to increase the number of women employees. We continue our efforts to increase the number of female drivers.



Human Resources Policy

As Mars Logistics, we ensure in employing the right people for the right job regardless of religion, language, race, gender or disability; to increase employee satisfaction; to strength corporate loyalty and develop efficiency; to ensure participation in the decision making process by providing an environment for self development.



Diversity and Inclusion

We view our employees as our most valuable resource and treat them equally by addressing all relevant factors in a fair manner. Within the framework of diversity and inclusion, we provide equal opportunities in all areas. We provide a fair and inclusive workplace as a result of the mechanisms we’ve put in place to prevent all forms of discrimination and safeguard our employees from ill-treatment. To maintain the highest level of employee satisfaction, we evaluate the opinions and suggestions we receive at the level of senior management and share feedback and solution suggestions openly throughout the organization.

We manage recruitment processes at Mars Logistics in accordance with procedures based on independent and objective criteria. In our understanding of employment based on a performance management system, we accept the principle of equal opportunity in processes such as compensation and advancement. Through the trainings we provide to our employees, we promote an efficient and productive work environment and the career advancement of our staff.

In accordance with our human resources policy and the principle of equal opportunity, we do not tolerate discrimination based on religion, language, race, gender, or age.

Likewise, local employment is our top priority. At our locations in various regions of Turkey, we provide task-appropriate local employment. Our local employment rate for senior managers is 100%.

Our Employment Profile

In accordance with the needs and expectations of our employees, we will continue to implement investments that will accelerate the achievement of our company's objectives. The number of our employees increased in tandem with our economic growth in 2020-2021, reaching 2,378 individuals by 2022. The most important factor in this success is that we accurately analyzed the changes in trade and employee demands and developed the best solution.

We will continue to improve our value with our employees by adopting the philosophy of achieving investments and goals as quickly as possible throughout our entire organization, especially regarding economic factors.

In recent years, it has become evident that numerous generations that are socially, culturally, and economically distinct from one another participate in business life together. Specifically, the employment rates of the Z generation will rise rapidly soon. In fact, our employment of individuals under the age of 30 is increasing annually. We organize trainings and interviews in order to develop career plans that are in line with the desires and expectations of this generation and to forge connections with other generations. Agile Human Resources Studies: Developing projects to create an agile corporate culture and supporting the formation of project groups throughout the company are among our goals.

Employee Profile

2020

Number of employees aged 18-30

Female 78 **Male** 152

Number of employees aged 30-50

Female 127 **Male** 811

Number of employees aged over 50

Female 22 **Male** 317

2021

Number of employees aged 18-30

Female 116 **Male** 253

Number of employees aged 30-50

Female 139 **Male** 923

Number of employees aged over 50

Female 24 **Male** 354

2022

Number of employees aged 18-30

Female 170 **Male** 415

Number of employees aged 30-50

Female 176 **Male** 1221

Number of employees aged over 50

Female 25 **Male** 371

Total number of employees

2020

1,507

2021

1,809

2022

2,378

Total number of employees

2020

Female 227 **Male** 1,280

2021

Female 279 **Male** 1,530

2022

Female 372 **Male** 2,006



Our Employee Satisfaction Approach

With the Employee Satisfaction Survey and result analysis that we've conducted continuously since 2001, we aim to measure employee satisfaction and motivational resources and to create the best possible working environment for everyone. We enable all our employees to have a direct impact on our management processes through these efforts.

As a result of these surveys, Mars Logistics employees state that they are competent and aware of what is expected of them in order to perform their jobs well, and that they are proud to work for their company; and it is evident that corporate commitment and belonging are high. In order to gain an understanding of our employees, we listen to all of them and act swiftly on important issues with areas for improvement. Multiple perspectives and open communication are among our most valued principles.

I Love Mars

We wanted our employees to freely express their opinions, feelings, and thoughts about our company through this application, which began with "I Love Mars Because..." We publish the posts we create by combining the words of our employees with their photos on all our social media accounts in an effort to increase their visibility within the organization and foster a sense of belonging.

"I Love Mars because I am a member of a large family that values employee ideas, fosters professional growth, and influences the industry."

"I Love Mars because it offers me all opportunities to explore and develop my skill."

"I Love Mars because I can constantly improve myself and work as a family with all of my teammates under this corporate roof."



Recognition and Appreciation System

With the Recognition and Appreciation System that we have been implementing since 2001, we aim to create a reward system for works in line with the mission, vision, and values of Mars Logistics Group companies, and to keep the organizational structure dynamic by increasing the motivation of our employees in accordance with our

goals; we reward people who are open to innovations and changes in our organization, who have entrepreneurial ability, who are energetic, and who seek to improve the organization. The Recognition and Appreciation Committee, which was formed through the voluntary participation of our employees, evaluates the system-received notifications.

The number of notifications to the Recognition and Appreciation System increased by 202% in 2022 compared to the previous year. Employees who contributed to the system throughout the year are awarded “suggestions awards” in various categories at the end of each year. In addition, our Recognition and Appreciation System rewards employees who participate in teamwork, acquire customers outside of their jobs, provide in-house training outside of their responsibilities, compete successfully in inter-company tournaments and activities, and win awards.

The
number of
notifications
increased by
202%



TOGETHER 25 YEARS...

We organized a special invitation to thank and to celebrate their success for our teammates who have worked for a lifetime to Mars Logistics, who have supported the development of the company and with whom we have been working together with a family consciousness for a quarter of a century that we started with a single office in Aksaray, Istanbul in 1989, and became one of the largest logistics companies in Turkey after 33 years and grew with their structuring in different parts of the world. Our employees of 25 years and over who participated in the invitation were presented with medallions specially produced by the Istanbul Mint. We would like to thank all our employees who have spent a very valuable part of their working lives with us for their dedication and effort.



Logistics as the employment guarantee of the future...

Formerly defined by a limited business area, the logistics industry's service area has expanded significantly and new business areas have been created.

Globally increasing employment needs necessitate the development of new business sectors. Numerous studies and projections indicate that the logistics industry will be a significant source of employment in the future. According to the management consulting firm Korn Ferry, the global demand for skilled labor in this industry could exceed supply by 16% by 2030.

As the logistics industry continues to grow, so does the need for employment. In order to meet the sector's demand for qualified employment, it is becoming increasingly important to also enhance the skills of current employees.



Logistics School

To enhance the operational knowledge and skills of our employees, we conduct numerous trainings led by both internal and external experts. Logistics School is one of the most important of these trainings. We provide our staff with comprehensive training that covers a wide range of topics, including the fundamentals of logistics and supply chain management, transportation systems and fundamental management concepts, significance of transportation in logistics, load type, how to design and manage transport activities taking into account transport vehicle characteristics and customer expectations, operations based on transport modes, documentation, transportation management, foreign trade and customs.



Driver Management

Our drivers have a very important place in our general employment structure. 44% of all our employees are our drivers. Today, as in all industries, the most significant problem in the logistics industry is the lack of qualified employment, and the even greater lack of qualified drivers. As Mars Logistics, we determine the health, education, knowledge, skill, competence, and experience levels of our employees and create a system for the selection, employment, and development of the most qualified driver for the job. In order to ensure the continuity of this system, we conduct our driver management under our General Directorate of Fleet Management with the coordination of our Document Management Department. Thanks to the Driver Academy, which we developed with the mission of bringing qualified drivers to the industry, we recruit drivers who are not only trained externally, but also within our own organizational structure and culture.



Performance Management

The scope of Team Performance Management System within Mars Logistics; is to determine the level of success and training needs of the company, departments and employees, to follow the development potential and to take measures to improve performance. This system is aimed at tracking and improving the performance of the employee.

Team Performance Management System is a three-step process consisting of measuring team performance, identifying the contribution of individual effort to team performance, and rewarding team performance.

Each employee has their own performance scorecard. By evaluating the performance of our managers and employees through performance interviews, we assign bonuses. As a result of interviews and evaluations with their employees, our managers determine development plans and share them with Human Resources; the training and career paths of our employees are prepared by supporting these development plans.



Remuneration and Social Rights

Using job descriptions and job analyses for all positions, we determine the pay scales for each position. In this context, we have a policy of equal pay for employees with comparable jobs. We reward our employees from the end-of-year bonus pool based on their performance in achieving corporate and departmental objectives.

We oppose all forms of discrimination; therefore, no religious, linguistic, racial, or gender-based wage discrimination is permitted. By conducting annual market wage research, we as an organization determine the annual wage increase rates based on the following factors:

- Change in the country-wide and the sector market in which we operate
- Analysis of where the basic wage is in the wage band
- Individual performance evaluation results

Apart from these, we reward our employees with systems such as invention bonus and seniority incentive award.

As outlined in our personnel policy, employees who provide quantifiable benefits to the company and make significant efforts to safeguard the material assets of the company and its employees may be rewarded to a degree determined by senior management, taking into account the benefits provided. In addition, commemorative plaques, assorted gifts, and a seniority incentive bonus are given to our

employees who have attained a certain level of seniority within our organization. Within the scope of our Recognition and Appreciation System, we have designed reward and motivation programs for our employees.

All our employees have health insurance coverage. Efforts are made annually to expand the scope and premiums of these insurances. Upon request from our employees, supplementary health insurance is also extended to their families.

Flexible Working Model



In order to provide a better work-life balance to our employees, as of 2022 we changed the model the remote work that we have implemented with the pandemic and implemented the flexible working model by stretching the working hours. Able to perform their duties in the company with a flexible working model all our employees can decide for themselves where and when they will work between hours 6:00-24:00.

Talent Management

In the Career Pool application we've developed for career and talent management, our company's policies and promotion and training procedures are regularly shared with employees.

To increase both corporate efficiency and employee satisfaction in the talent management process, our objectives are as follows:

- Ensuring that career and talent management needs are met,
- Helping employees recognize the skills and qualifications they need for both their current and future jobs,
- Integrating personal aspirations with organizational goals,
- Developing new career paths and plans in all directions, not just upwards,
- Providing opportunities for employees to develop themselves and their careers,
- Providing mutual benefits on both institutional and individual basis.



Our Mentoring Program

With the mentoring program that we started in previous years and relaunched in 2021 with a new arrangement, our mentors, who are managers, convey their knowledge and experience about business life to our young teammates (mentees), with the goal of creating a common corporate awareness by improving their skills and performances. In this program, in which Mars Logistics Executive Board members took part as mentors, a total of 45 mentees were mentored.



Occupational Health and Safety

We are working to make OHS a deep-rooted corporate culture by providing OHS training and informing regularly. All of our employees can follow all up to date OHS-related documents through our intranet system, the Mars Portal. In addition, we implement both pre-planned and instant trainings in order to raise awareness.

With our OHS policy and ISO 45001 Occupational Health and Safety Management System certification, we evaluate potential risks in service and other business processes in a proactive manner. A few years ago, we added this topic to our primary strategic objectives in order to raise OHS awareness within the organization and ensure that it becomes a part of the corporate culture. In OHS processes, our performance indicators, objectives, and business plans are continuously reviewed.

Our efforts to continuously improve our OHS culture are conducted both within the confines of the law and in accordance with our corporate consciousness. We are exerting significant effort to instil this culture in our subcontractors' employees.

Occupational Health and Safety Policy

As Mars Logistics, we are committed

- To regularly reviews occupational health and safety hazard sources of logistics services,
- To improve our performance about the environment and occupational health and safety in line with our purposes and goals,
- To prevent possible work accidents / injuries and occupational diseases in order to provide a healthier and safer working environment, considering our business and work environments, to determine the strategies and targets for occupational health and safety by evaluating the risks and opportunities that create them,
- To prevent environmental pollution by using technologies that never cause any problem in terms of occupational health and safety in our activities,
- To ensure the participation of our employees in all kinds of strategy, target and action studies,
- To adopt occupational health and safety / sensitivity to environment as a lifestyle,
- To comply with the current legal and other obligations regarding the occupational health and safety activities.



Total OHS training in 2021

4,719 hour

OHS average exam score
(out of 100)

77



Person/hour rate

4.5



Total OHS training in 2022

5,239 hour

OHS average exam score
(out of 100)

77



Person/hour rate

5.08

Some of our OHS practices are:

- Personnel emergency plans
- OHS risk assessments
- OHS activity reports
- Mandatory health screening
- OHS statistics tracking
- Regular OHS trainings
- Field checks and inspections
- Detailed analysis of accident and near miss events

Our OHS Good Practice Examples:

- In Esenyurt Logistics Center, we have made illuminated markings at the emergency gate so that pedestrian entrances and exits can be noticed.
- We used the central sound system in Tuzla Logistics Center to listen to our employees and visitors about the COVID-19 measures and general OHS rules.
- Concave mirrors were installed in the blind spots of the office hallways to prevent accidents from happening when turning.
- Thanks to the railing (cage) system we applied to the entresol spaces in Şekerpınar Distribution Center, we prevented other employees from entering the working area except for the operator who transferred the material during the material placement. Due to the

success of this application, we have begun implementing the identical system in our two warehouses.

- We installed a yellow corner board in our logistics centers and headquarters to display OHS announcements and information.
- We made stacking operations at Esenyurt Logistics Center safer by adding cameras to our stacking machines.



OHS Data

	2020	2021	2022
Number of Near Misses	17	51	26
Number of Accidents Occurred	38	66	77
Number of Work Days Lost Due to Accidents	197	8,327	8,443
Accident Frequency Rate	11.23	16.36	17.72
Accident Severity Rate	58.25	20.6	2.03

Accident Frequency Rate: It refers to the number of occupational accidents occurring in 1 million working hours in a certain period. It is calculated as:

$$\text{Accident Frequency Rate} = \left[\frac{\text{Total Number of Accidents in a Year}}{\text{Total Working Time}} \right] \times 1,000,000$$

Accident Severity Rate: It refers to the number refers to the number of days lost due to work accidents occurring in 1 million working hours in a certain period. It is calculated as:
$$\text{Accident Severity Rate} = \left[\frac{\text{Total Work Days Lost in a Year}}{\text{Total Working Time}} \right] \times 1,000,000$$



Driver Safety

Our drivers, to whom we entrust our vehicles and our customers' loads, occupy a crucial position in our employment structure. The working and resting hours of drivers are determined in accordance with the laws.

All our drivers are informed of the secure parking and rest areas designated along the routes. In addition, our driver's handbook, which we drafted for the first time in 2007 and subsequently revised, covers a variety of topics, including general information about our company, regulations and policies, working conditions, safe driving, safe loading and unloading, emergency procedures, and other information that drivers may find useful.

During recruitment and on a periodic basis thereafter, we provide driver training to all our domestic and international drivers. In these trainings, we explain in depth the topics within the scope of vehicle controls, load and route safety, parking and break rules, fuel usage, driving rules, transportation of hazardous materials, and AEO status.



The satellite tracking and messaging systems in our vehicles enable us to maintain constant communication with our drivers, to intervene immediately in the event of an emergency, and to regularly exchange information with our employees at the center regarding operational and other matters. In addition, the trainings given by professional institutions and the efficient driving techniques training prepared by our internal trainers who have gained competence in related subjects; we provide training to our drivers on the types of accidents involving heavy vehicles, the importance of functional vehicle controls and their role in preventing accidents, the concept of heavy vehicle speed and the importance of planning, distractions, the dangers waiting for us in traffic, the importance of seat belt use and control, driving fatigue awareness-night driving, drivers' work and rest hours, efficient driving techniques that affect vehicle and driver safety, the concept of economical driving and new traffic signs.

We conduct regular road checks on the routes that our drivers take. We require all our drivers to watch a security video that we have prepared for emergencies. Furthermore, our executive team evaluates all types of situations that may affect our drivers, conducts risk analyses, and provides the necessary measures and resources.

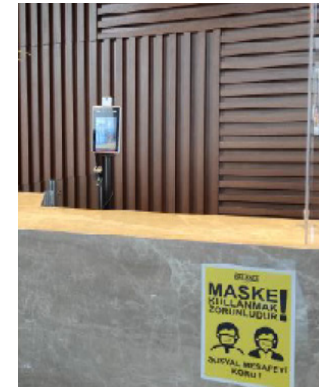
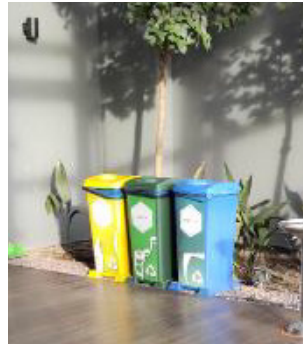


Our Effective Fight Against COVID-19

We evaluated and managed the negative effects and risks created by the COVID-19 pandemic, which has affected the entire world since 2020 and caused a complete change in business practices, with the high struggle competence we have and the protection of employee health as our top priority. We prevented the spread of the epidemic within the company as a result of the meticulous studies we conducted. In conjunction with our measures to protect the health of employees and their families during the pandemic, we have implemented strict business continuity measures.

As part of the fight against COVID-19:

- We regularly distributed masks to our employees to be worn in all indoor and outdoor areas. We placed waste bins for masks.
- We hung signposts and warning signs in order to comply with 1.5-2 meters personal distance in all areas (offices, elevators, building entrances, etc.).
- We displayed informational signs and cautionary posters instructing individuals to wash their hands frequently with soap and water for at least 20 seconds, or disinfectant and cologne if handwashing is not possible. We distributed disinfectant to the employees at regular intervals and placed hand sanitizer at certain points.
- We have made arrangements to comply with mask, distance and hygiene rules in transportation and service vehicles.
- We have made arrangements to comply with the personal distance rules in all fields and breakout areas. We determined the number of people and placed warning signs.
- In the event of symptoms, we received information about the status of employees and tested them using rapid test kits; we ensured that employees with symptoms were isolated from the rest of the workforce, and we monitored their condition.
- We reduced the number of personnel in the field to avoid crowding in the fields by applying remote work.
- We appointed pandemic responsible to all branches and locations, thus closely following the pandemic case and contact tracing process.
- We ensured that the Human Resources Directorate was informed of all our business and personal travels in Turkey and abroad, and that our employees complied with the return-to-work instructions.
- We organized online seminars and trainings periodically, and broadcast videos on the subject on our YouTube channel on the televisions in the cafeterias at regular intervals.
- We made it possible for employees to use their hands without touching surfaces by installing non-contact doors, contactless soap dispensers, and contactless disinfectants.
- We carried out awareness raising activities among employees through toolbox trainings and field controls.
- We have made the use of the dining room in accordance with the hygiene-distance rule.
- We carried out a temperature measurement and HES (track and trace) code query for visitors during the day, for those who work during working hours.





WE SHARE THE “VALUE”

As Mars Logistics, we see all our stakeholders as the most important element of our social sustainability.

We believe that conducting effective volunteering activities for our stakeholders in our value chain will add value to the sustainability of the society. We aim to transform our experience, knowledge and skills into social benefit by working with a team spirit.





With the understanding that sustainable development is dependent on the strengthening of society and that businesses must create value for all their stakeholders, our company develops socially beneficial activities. In addition to the projects we carry out in collaboration with foundations and associations, we also design and implement social responsibility activities. With these activities carried out on a voluntary basis, we aim to contact the whole society, especially children, women and youth, and share the value we produce by contacting whole society.

Our corporate social responsibility projects, which we implemented as part of the “Quality Education”, “Reduced Inequalities”, and “Partnerships for The Goals” which are the SDGs, are still ongoing. We train thousands of children by visiting village schools with our Smart Truck Smart Kids project, we hire drivers with our Driver Academy project, and we prioritize female drivers in particular. We work with our Equality Has No Gender project to reduce inequalities and ensure that no one is left behind on the path to a sustainable future.

Our Social Development Support Projects

We have been carrying out social responsibility projects since the day we were founded, as a company that places a high value on social responsibility studies, in order to build a productive and continuously developing society. We produce projects in various fields for a bright country and support important projects through social responsibility, which are an important part of our corporate structure.

Interuniversity Logistics Case Competition

Aware that the logistics industry, which has evolved from transportation to supply chain management, will need knowledgeable and talented higher education graduates, we have been organizing the Interuniversity Logistics Case Competition with the cooperation of LODER without interruption since 2004. The aim of this competition, in which 2,516 teams formed from university students, participated until today and accepts applications from foreign university students, is to provide an environment for researchers, curious, and creative young people to communicate their ideas, to communicate the sector’s problems to university students, and to develop university students’ case analysis skills. Most of the students who are ranked find employment in the fields of logistics and supply chain management after graduating from this competition, which introduces students to logistics and supply chain management and provides an instructive competitive environment where they can work on projects and teamwork and then re-evaluate their career plans.





Driver Academy

The Driver Academy project, which we started for people who do not have truck driving training, certifications, or experience, aims to bring a qualified workforce to the logistics sector. The first 29 graduates of the Mars Logistics Driver Academy, which we launched in 2021 as a first in the industry, have already received their certificates.

It takes about 6-7 months to complete the certification and training process. We support our candidates throughout their educational journey. We provide a career path for our current drivers and driver candidates at Mars Logistics. To begin with, our drivers with 1-1.5 years of domestic route experience continue to work in our company as international spare drivers, and after gaining experience, they are able to travel alone on our international routes.

We encourage female candidates to apply to the Mars Logistics Driver Academy, which we have implemented because we believe that doing a good job is not determined by gender, and we want to increase the female workforce in all areas of our industry. Our drivers, who were cultivated in a corporate environment, represent both our country and our company.

With this understanding, we aim to add value to the industry by training qualified drivers for our company and our country.



Smart Truck Smart Kids

We think that traffic awareness should be introduced to children at a young age. With this in mind, our Smart Truck Smart Kids project, which we have been conducting with the help of Mars Logistics volunteers since 2017, selects a city each year, visits village schools with primary school children, and come together with nearly 1,000 students. In the activities we implement as part of the project, we go to schools with our specially designed truck and play mini games in which we teach traffic rules to students during the Traffic Week. While learning about traffic rules, children play fun games, cross the street with virtual reality glasses, play traffic-related games on a tablet, and refresh their knowledge with Mars Logistics volunteers.



Equality Has No Gender

With the goal of becoming one of Turkey's leading logistics companies, we launched our long-term Gender Equality project, which included all Mars Logistics employees, with the slogan Equality Has No Gender as of 2021. Throughout 2021, we worked within the scope of the "Gender Equality" goal, which is one of the UN's 17 SDGs; with these studies, we hope to raise awareness that gender inequality is preventable, and to increase the number of studies conducted in Turkey and around the world to ensure equality and eliminate inequality. We believe that preventing all forms of negative discrimination against women and ensuring gender equality is a social problem that affects everyone, and that the gender equality perspective should be reflected in all aspects of life in order to empower women.

We will continue our work in the field of gender equality with our project, in order to strengthen the stance of women in society, with the belief that change must begin within ourselves and then spread to our environment and society in general.

Within the scope of the project, including Mars Logistics employees, we aim to collaborate with various non-governmental organizations in activities we will organize on topics including employment, education, physical and psychological violence against women, equality to women in business life, obstacles to women in society, combating negative stereotypes and judgments about the roles and

responsibilities of women, and equality for women in rights and responsibilities.

In addition, we will increase the percentage of female employees in every unit and level by implementing one of our strategic targets to increase female employment within the organization.



Together with the Mars Logistics volunteer team, we supported the preparation process for the recycling park of the Foundation for the Evaluation of Women's Work within the scope of our "Equality Has No Gender" project.

Equality Principles

In Mars, there is **zero tolerance for violence against women**, sexist approaches and harassment.



In Mars, there are no **sexist dress codes**.



In Mars, **within the scope of gender equality**, in-house trainings are organized and employees are encouraged to adopt this culture.



In Mars, men and women **equally benefit from in-house trainings and opportunities**.



In Mars, **jobs and job descriptions** are not determined by gender.



In Mars, **sexist expressions** are not used in internal and external communication.



In Mars, **an equal opportunity policy** between men and women is implemented in the promotion system.



In Mars, there is **an equal salary policy** between men and women.





We Stand With Universities

In addition to being the founder and permanent official sponsor of Beykoz Logistics University, we frequently collaborate with university students to sponsor them. We strive to participate in projects that contribute to the education of students, and we stand financially and morally by their side as they shape the future.

University Events We Attend

- Yıldız Technical University Quality and Efficiency Club - 15th International Supply Chain Champ (2020)
- Yıldız Technical University Quality and Efficiency Club - 17th International Supply Chain Champ (2020)
- İstanbul Kültür University - The Rise of Women in the Logistics Sector-2 (2021)
- Beykent University - Logistics Club - Transformation of Logistics (2021)
- Sakarya University - Industrial Engineering Club - Against Time (2021)
- Arel University - Digital Career Days (2021-2022)
- Yeditepe University - Intermodal Transport Course (2021)
- Ege University - Department of Civil Aviation - Air Transport - Lecture Guest (2021)
- Bursa Technical University - Logistics Community (2021)
- Akdeniz University - Management Information Summit (2022)
- Maltepe University - 11th Logistics and Trade Meeting - Logistics Company Award of 2021 (2022)
- Kütahya Dumlupınar University and LODER - Load Transport Driving Workshop
- THK University - Logistics Management Students Meet Sector (2022)
- Afyon Kocatepe University - Bolvadin Faculty of Applied Sciences Logistics Management - Career Days Conference (2022)
- İstanbul University Logistics Club Halkalı Terminal Technical Visit (2022)
- Yıldız Technical University - TEDxYildizTechnicalUniversity Women (2022)
- OSTİM Technical University - Manufacturing Turkey Sharings (2022)

We have completed
a total of **18**
trainings since
2019.

8,505
saplings

In the last
2 years:
6 trainings,
99 participants



Sapling Donation

To prevent the desertification of our country, we donate saplings in partnership with the Aegean Forest Foundation and TEMA. We have donated approximately 8,505 saplings to reduce our carbon footprint, prevent global warming and increase our oxygen resources. Our goal is to increase the number of saplings day by day.

LogiLife & LogiLife Kids

We send our 100-page, lifestyle magazine LogiLife & LogiLife Kids, published in Turkish and English, to our stakeholders free of charge. In addition to print, our magazine is available digitally in the AppStore and on our website.

LogiClub Training and Cuisine Workshops

Experts in their fields provide us trainings such as Effective Speaking Techniques, Personal Image Management, Logistics Management, Fundamental Finance for Managers, and Current Economic Developments, and we make these trainings available to LogiClub members.

Customers who are members of LogiClub have access to a variety of experiences and trainings for personal growth. In periodic cuisine workshops, we are instructed by chefs on the essential flavours of various cuisines and the techniques for preparing various dishes, including homemade delicacies, pizza, and salads.



ANNEXES

GRI Content Index



CONTENT INDEX
ESSENTIALS SERVICE

2023

GRI 1

Mars Logistics has reported in accordance with GRI Standards for the period of 1 January 2020 - 31 December 2022.

GRI Standard	Disclosure	Location - Page
GRI 1: Foundation 2021		
GRI 2: General Disclosures 2021		
GRI 2: General Disclosures 2021	2-1 Organizational details	About Mars Logistics, p. 8, 12-13
	2-2 Entities included in the organization's sustainability reporting	About the Report, p. 3
	2-3 Reporting period, frequency and contact point	About the Report, p. 3
	2-4 Restatements of information	It is the first report published in accordance with GRI Standards 2021.
	2-5 External assurance	No external audit was received within the scope of the report.
	2-6 Activities, value chain and other business relationships	About Mars Logistics, p. 11-14, 15-18
	2-7 Employees	Our Employment Profile, p. 60
	2-8 Workers who are not employees	All of the employees reported by Mars Logistics within the scope of the reporting are its own personnel.
	2-9 Governance structure and composition	Our Sustainability Management, p. 31-32, Corporate Governance, p. 41
	2-10 Nomination and selection of the highest governance body	"Limitation Mars Logistics does not share this information publicly in accordance with the privacy policies of the institution."
	2-11 Chair of the highest governance body	Corporate Governance, p. 41
	2-12 Role of the highest governance body in overseeing the management of impacts	Strategic Planning Process and Our Priorities, p. 32-33
	2-13 Delegation of responsibility for managing impacts	Our Sustainability Management, p. 31-32
	2-14 Role of the highest governance body in sustainability reporting	Our Sustainability Management, p. 31-32
	2-15 Conflicts of interest	Our Ethical and Transparent Management Approach, p. 43
	2-16 Communication of critical concerns	Enterprise Risk Management, Roles and Responsibilities, p. 42
	2-17 Collective knowledge of the highest governance body	Our Sustainability Management, p. 31-32

"For the Content Index - Essentials Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 are aligned with the appropriate sections in the body of the report. The service was performed on the English version of the report."



GRI Standard	Disclosure	Location - Page
GRI 2: General Disclosures 2021		
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	"Limitation Mars Logistics does not share this information publicly in accordance with the privacy policies of the institution."
	2-19 Remuneration policies	Remuneration and Social Rights, p. 65
	2-20 Process to determine remuneration	Remuneration and Social Rights, p. 65
	2-21 Annual total compensation ratio	"Limitation Mars Logistics does not share this information publicly in accordance with the privacy policies of the institution."
	2-22 Statement on sustainable development strategy	Our Sustainability Manifesto, p. 4, Message from our Chairman of the Board, p. 5-6
	2-23 Policy commitments	https://www.marslogistics.com/en/management-systems
	2-24 Embedding policy commitments	Our Certifications and Management Systems, p. 29
	2-25 Processes to remediate negative impacts	Strategic Planning Process and Our Priorities, p. 32, Enterprise Risk Management, Roles and Responsibilities, p. 42, Our Ethical and Transparent Management Approach, p. 43, Stakeholder Relations, p. 44, Our Customer Satisfaction Approach, p. 46
	2-26 Mechanisms for seeking advice and raising concerns	Our Ethical and Transparent Management Approach, p. 43
	2-27 Compliance with laws and regulations	Our Certifications and Management Systems, p. 29
	2-28 Membership associations	Our Collaborations and Memberships, p. 28
	2-29 Approach to stakeholder engagement	Stakeholder Relations, p. 44-46
	2-30 Collective bargaining agreements	"Mars Logistics does not have a workforce that works under a collective agreement."
GRI 3: Material Topics 2021		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Mars Logistics and Sustainability, p. 31-33
	3-2 List of material topics	Our Strategic Sustainability Matrix, p. 35
	3-3 Management of material topics	Mars Logistics Sustainability Model, Our Sustainability Goals, p. 36-39

GRI Standard	Disclosure	Location - Page
Responsible Investing		
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Economic Performance, p. 30, Our Sustainability Goals, p. 38-39
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Our Economic Performance, p. 30
	201-2 Financial implications and other risks and opportunities due to climate change	Our Investments, p. 25
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Our Investments, p. 25-27
Customer Satisfaction		
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Goals, p. 38-39, Our Customer Satisfaction Approach, p. 46-47
Ethical Business and Governance		
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Ethical and Transparent Management Approach, p. 43
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Our Trainings, p. 62
Innovation and R&D		
GRI 3: Material Topics 2021	3-3 Management of material topics	R&D Studies, Digital Transformation and Our Technological Applications, p. 48-49
Climate Crisis		
GRI 3: Material Topics 2021	3-3 Management of material topics	Mars Logistics Sustainability Model, p. 36, Our Sustainability Goals, p. 38-39, Environmental, p. 51-52, Waste Management, p. 56, Water Management, p. 57
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Management, p. 53
	302-4 Reduction of energy consumption	Energy Management, p. 53
	302-5 Reductions in energy requirements of products and services	Energy Management, p. 53
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Emissions Management, p. 54-55
	305-2 Energy indirect (Scope 2) GHG emissions	Emissions Management, p. 54-55
	305-4 GHG emissions intensity	Emissions Management, p. 54-55
	305-5 Reduction of GHG emissions	Emissions Management, p. 54-55

GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management, p. 56
	306-2 Management of significant waste-related impacts	Waste Management, p. 56
	306-3 Waste generated	Waste Management, p. 56
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water Management, p. 57
	303-3 Water withdrawal	Water use on a resource basis, p. 57
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	Biodiversity, p. 57
Employment Continuity		
GRI 3: Material Topics 2021	3-3 Management of material topics	Mars Logistics Sustainability Model, p. 36, Our Sustainability Goals, p. 38-39, We Understand the Value, p. 58-69
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Our Trainings, s. 62
	404-2 Programs for upgrading employee skills and transition assistance programs	Talent Management, p. 65, Our Trainings, p. 62-64
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Our Trainings, p. 62

GRI Standard	Disclosure	Location - Page
Equality and Inclusiveness		
GRI 3: Material Topics 2021	3-3 Management of material topics	Mars Logistics Sustainability Model, p. 36, Our Sustainability Goals, p. 38-39, We Understand the Value, p. 58-69, Equality Has No Gender, p. 73
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Our Employment Profile, p. 60
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	No discrimination cases were encountered during the reporting period.
Ensuring Occupational Safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	Mars Logistics Sustainability Model, p. 36, Our Sustainability Goals, p. 38-39, Occupational Health and Safety, s. 66-69
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety, p. 66
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety, p. 66
	403-3 Occupational health services	Occupational Health and Safety, p. 66-69
	403-5 Worker training on occupational health and safety	Occupational Health and Safety, p. 66
	403-6 Promotion of worker health	Occupational Health and Safety, p. 66-69
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety, p. 66

Annexes

Outsource List

- 2021 United Nations Climate Change Conference COP26 (Glasgow)
- EU Carbon Border Adjustment Mechanism
- EU Green Deal
- EU Green Deal “Fit for 55” package
- UN International Food and Agriculture Organization (FAO) water reports
- UN Global Compact
- UN Sustainable Development Goals
- Business Insider news feeds
- WEF Global Risks Report
- Stakeholder capitalism created by WEF and IBC
- eMarketer reports
- Forbes Insight survey reports
- GRI Sustainability Reporting Standards
- BCI survey study reports
- Korn Ferry Management Consulting’s Logistics, Technology and Talent Report (Logistics, Technology, and Talent)
- StartUs Insights “Logistics A Breakdown on Startup Driven Innovation” 2021 Report
- TÜİK
- IRU A Week without Truck Transport Report
- Reports published by the ITF

Abbreviations Used in the Report

5S: (Seiri, Seiton, Seiso, Seiketsu, Shitsuke) Workplace organization system including sorting, order, cleanliness, standardization

AEO (Authorised Economic Operator): Authorized Economic Operator

BCI: Business Continuity Institute

CBM: Cubic Meter

CO₂e: Equivalent carbon dioxide

DGCA: Directorate General of Civil Aviation

DLP: Data Loss Prevention

EFQM: European Foundation for Quality Management

ERP: Enterprise Resource Planning

ESG: Environmental Social Governance

ETS: Emissions Trading System

EU: European Union

FCL: Full Container Load

FORS: The Fleet Operator Recognition Scheme

GRI: Global Reporting Initiative

IoT: Internet of Things

IBC: International Business Council

IP: Internet Protocol

IRU: The International Road Transport Union

ISO: International Standardization Organization

ITF: International Transport Forum

IUCN: International Union for Conservation of Nature

LCL: Less Than Container Load

METU: Middle East Technical University

NGO: Non-Governmental Organisation

OHS: Occupational Health and Safety

OHSAS: Occupational Health and Safety Assessment Series

R&D: Research and Development

RBCF: Results-Based Climate Finance

RES: Renewable Energy Sources

SDGs: Sustainable Development Goals

SPP: Solar Power Plant

SWOT: Strengths, Weaknesses, Opportunities, and Threats

TEDAR: Supply Chain Management Association

TEMA: Turkish Foundation for Combating Erosion, Afforestation and Conservation of Natural Assets

TEU: Twenty-Foot Equivalent Unit

TIO: Transport Organization

TUIK: Turkish Statistical Institute

WEF: World Economic Forum

UN: United Nations

You can find terms related to the logistics industry through our Logistics Dictionary:

www.marslogistics.com

Legal Warning:

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