

 Mars Logistics

# 2012 Sustainability Report



**MARS** LOGISTICS

[www.marslogistics.com](http://www.marslogistics.com)



***MARS LOGISTICS***

## About Our Report

In this first sustainability report, we, as Mars Logistics, aim at sharing our economic, environmental and social performance in 2012 with our stakeholders. In the process of preparation of this report, we started to examine the expectations of our company's key stakeholders within the framework of sustainability. With this report which we plan to publish annually, will be an important means of communication where we will share our efforts toward managing our economic, environmental and social effects also in the future.

### **Scope and Boundary of Our Report**

In the workshops we facilitated with our executives, we took into consideration land, air, sea and railroad transportation, the main fields of business of Mars Logistics, in determination of the strategic issues. We included in our report information on fairs and events logistics, project transportation, intermodal transportation, customs clearance, insurance, storage and all other logistics services. The information included in this report includes the activities of Mars Logistics, with no limitations, between January 1, 2012 and December 31, 2012, unless otherwise specified.

### **Principles of Our Report**

We prepared our report based on the globally accredited GRI (Global Reporting Initiative) G3.1 Sustainability Reporting Guidelines, GRI Logistics and Transportation sector supplement and in accordance with the GRI principles of materiality, stakeholder inclusiveness, sustainability context and completeness as well as the GRI C Application Level requirements.

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### **Future Report**

**In 2014, we plan to publish our next report in which we target to disclose our sustainability performance in 2013.**

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## Message to Our Stakeholders

Dear Stakeholders,

We are glad and proud for sharing the first sustainability report of Mars Logistics with you. Being the first implementer several times in Turkish logistics sector, Mars Logistics did it once again. This report reveals our economic, environmental and social performance in 2012 for your information.

Our priority target is to render our growth vision sustainably by creating differences in the sector. In 2012, we rose from 307<sup>th</sup> rank to 291<sup>st</sup> in the Fortune 500 list. One of our strategies in reaching our growth target is to carry on our environmental and social responsibilities. In describing our responsibilities, we reviewed our environmental and social impacts in all our activities in the Sustainability Strategy Workshop with our executives.



We described the indispensable components of our economic sustainability as **operational efficiency** and **customer satisfaction**. The fact that our operational costs constitute approximately 88% of our total costs underlines the significance of the matter for our company. We continue our business with a customer oriented quality approach. We analyze the expectations and needs of our existing customers well, and continue to gain new customers. We included in detail our efforts and good practices about this topic in our report.

The most important components of our social sustainability performance are our **employee relations** and their **health and safety**. We continue development of the platforms we opened to increase internal communication, the measures for the health and safety of our employees and drivers, and training provided. We are glad to say that no fatal accidents occurred in the reporting period just like the years before.

We manage our environmental effects in fields of **energy efficiency**, **CO<sub>2</sub> emission reductions** and **waste management**. One of the actions we target in the prospective period is to measure our carbon footprint arising from our activities, and to reduce carbon release. Our efforts to use energy and natural resources efficiently allow us to both reduce our emissions and control our costs.

In awareness of the fact that improvement of our performance requires measurement, we hold social satisfaction questionnaires giving the opportunity to evaluate our performance to our stakeholders. In the process of preparing this report, we started to examine the expectations of our key stakeholders within the framework of sustainability. To evaluate our sustainability performance, we obtained feedbacks from our employees and our customers via questionnaires, and included the results in the relevant sections of our report.

**The main activity branch “Transportation, Storage and Communication” which also involves logistics proved being a significant strategic field of activity comprising approximately 15% of GDP. Beykoz Logistics Occupational Institute and Logistics Case Contest** which we have been supporting for years, for the development of the logistics sector, holding a significant position in the country economy and will be our socio-economic projects to remain on our agenda constantly in the prospective period. You can review the details of those studies in our report.

We are just starting our journey of sustainability management. The most important factors to make the journey enjoyable and meaningful will be the feedbacks from you as our stakeholders. This report we plan to prepare annually will be an important means of communication whereby we will share with you, our steps and efforts toward managing our economic, environmental and social impacts.

Sincerely,

**Garip Sahilliođlu**  
Chairman

## Corporate Profile

Mars Logistics is a corporate logistics firm following a policy of complete service with its more than 800 professional employees, numerous innovations in the sector, well-supported substructure, flawless communication network, and companies under its roof.

### **Our Group Companies and Fields of Activity**

Our group consisting of Mars Logistics Group, Mars Logistics International Freighting Warehousing Distribution, Mars Air and Sea Cargo, Mars Insurance and Mars Logistics S.A.R.L., aim at flawless offering Land Transportation, Air Transportation, Sea Transportation, Railroad Transportation, Fairs and Events Logistics, Project Transportation, Intermodal Transportation, Customs Clearance, Insurance, Storage and all other logistics services, with a vision of 'customer focus'.

### **Locations**

We have 16 offices and 6 warehouses in 4 countries.

1. Turkey: İstanbul Yenibosna Headquarters, İstanbul Avcılar, İstanbul Tuzla, Ankara, İzmir, Adana, Bursa, Mersin, İstanbul Atatürk Airport, İzmir Adnan Menderes Airport, Ankara Esenboğa Airport, Adana Şakirpaşa Airport
2. China: Guangzhou, Shanghai (liaison office)
3. Italy-Trieste
4. Luxembourg

### **Changes in the Reporting Period**

Our Tuzla warehouse and Mersin office were inaugurated in 2011, and our Adana warehouse, Bursa warehouse and Luxembourg office in 2012.

### **Countries of Land Transportation**

Spain, Portugal, Morocco, Tunisia, France, Italy, Germany, Switzerland, Britain, Belgium, Holland, Poland, Czech, Finland, Denmark, Sweden, Norway are countries we do business with on a regular basis. We offer our services to the European continent, North Africa, Middle East, Russia and Turkic Republics in line with customer demands.

### **Countries of Railroad Transportation**

Bulgaria, Serbia, Hungary, Germany, Austria, Switzerland, Sweden, Holland, Poland, Belgium, Luxemburg, Iraq, Syria, Bosnia Herzegovina, Slovenia are countries we do business on a regular basis.

### **Countries of Air and Maritime Transportation**

We offer services to every accessible point in the world.



## Quality Understanding

Initiating our journey to quality in 1998, we, as Mars Logistics, started documentation of modern logistics services with quality standards, and in 2000, studies of Total Quality Management.

## Management Systems and Quality Certificates

We manage our companies via management systems supporting our sustainability performance.

Certificate Code	Certificate Name	Year Received
ISO 9002	Quality Management System	1998
ISO 9001	Quality Management System	2003
ISO 9001 Air and Sea Cargo	Quality Management System	2007
ISO 14001	Environmental Management System	2009
OHSAS 18001	Occupational Health and Safety Management System	2009





# Figures of Mars Logistics in 2012

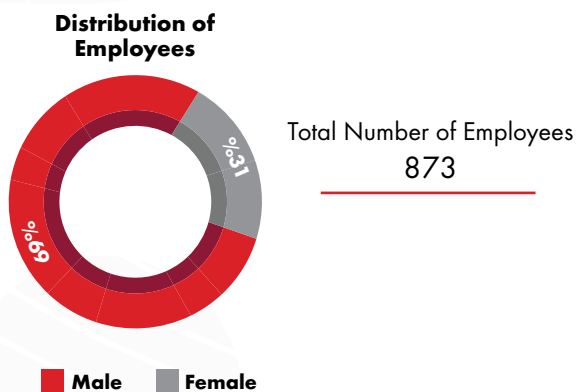
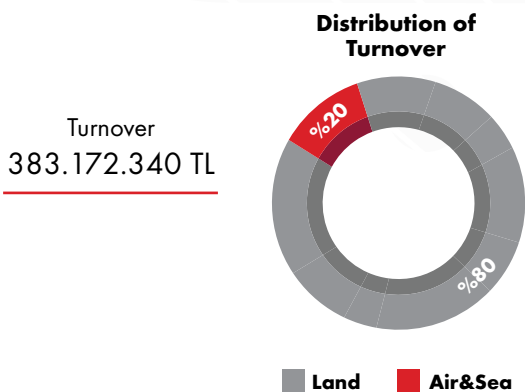
# Figures of Mars Logistics in 2012

**1<sup>st</sup> Rank**  
**UBAK List**  
 (Number of Land Trips)

**7<sup>th</sup> Rank (Air)**  
**IATA \* Turkey List**  
 (\* IATA: The International Air Transport Association)

**Capital 500 List**  
 We rose from 392<sup>nd</sup> to 365<sup>th</sup>

**Fortune 500 List**  
 We rose from 307<sup>th</sup> to 291<sup>st</sup>



<b>873</b> Total Number of Employees	<b>7.500</b> Our customers	<b>%91 (Land)</b> <b>%90 (Air&amp;Sea Cargo)</b> Customer Satisfaction Index	<b>1.500 (Land)</b> Vehicle Fleet
<b>69 (Railroad)</b> 45ft Container	<b>18 (Land)</b> <b>15 (Railroad)</b> <b>192 (Air&amp;Sea)</b> Number of Countries Shipped	<b>96.550 m<sup>2</sup></b> Our Total Warehouse Area in Turkey	<b>16 Offices and 6 Warehouses in 4 Countries</b> Land-Air-Sea

## Firsts by Mars Logistics in Turkey and/or the Sector

Activity	Start	Completion
ISO 9002 Quality Assurance Certificate (With Our Bonded Warehouse)	1998	Continues as ISO 9001 Quality Management System
Logistics Case Contest	2003	Continues
LogiLife Magazine	2004 - English 2012	Continues
LogiClub Loyalty Program	2005	Continues
LogiTV Television Program	2005	2006
First Euro5 Investment	2007	Continues
The first Highway Journey of Spain-Turkey with a 3 day Tariff	2008	Continues
Speed Service (Fast Vehicle)	2008	Continues
Beykoz Logistics Occupational Institute	2008	Continues
TÜRLEV (Turkey Logistic Researches and Training Foundation)	2008	Continues



*Being in the right place  
at the right time...*





# Management Approach

# Management Approach

## Our Vision

Our vision is to create differences in logistics and to grow constantly to become a brand maintaining leadership.

## Our Mission

Mars is an innovative and leader companies group offering logistic services.

## Our Values

**Customer Focus:** Perception and meeting of current and prospective expectations of customers in line with "Win-Win" philosophy

**Learning and Development:** Ensuring constant development by acquisition and behavioral guidance of the information leading to improvement and change

**Employee Satisfaction:** Meeting more than the expectations of our employees

**Team Spirit:** Co-solution of problems and sharing success

**Respect for Environment and Society:** Sensitivity in our processes to the expectations of the society and protection of the environment

**Reliability:** Keeping our promises to the stakeholders, not lying, action in harmony with ethical values

**Development of Cooperation:** Doing business through cooperation with the suppliers, agencies, non-governmental organization etc. from which we procure service in accordance with "Win-Win" philosophy, and to ensure mutual development

**Taking Responsibilities:** Accepting duties even in hard cases, forcing the limits of knowledge and skills

## Corporate Governance

According to 81% of our customers participating in our sustainability questionnaire; “Mars Logistics manages all its business processes in line with the principles of transparency, fairness, accountability and responsibility (corporate management).”

### **Board of Directors**

Mars Logistics Group Board of Directors consists of three people. These are also the partners of the companies. There is no independent member in the Board of Directors. The companies within the group have their respective board of directors, and a total two women as members of the board of directors of all of the companies.

Chairman of The Board of Directors is also the General Director of Mars Logistics Group and Mars Logistics International Freightling companies. Mostly managing the economic and environmental impacts of the group companies, he gives direction to related investments. The second partner manages social matters such as social investments, public relations. Third partner concentrates on operational efficiency.

Since the minority shareholders in the group companies are also members of the board of directors, they are always in contact with each other. The members of the Board of Directors meet four times a year to monitor the company policy, strategy and fundamental business outcomes, and to make investment decisions of the company.

The Internal Audit Department consisting of two people also affiliated to the Board audits departments where operational risks are observed, in order to prevent any conflict of interest in the Board of Directors.

### **Other Committees Affiliated to the Board of Directors**

**The Ethics Board** consists of the chairman and his assistant. The Chairman of the Board of Directors also presides the Ethics Board, assisted by the Internal Audit Manager. In case it is found out that the ethical rules included in Mars Logistics Ethical Values Guide are violated, the Ethical Board steps in and makes an evaluation.

**The Disciplinary Board** consists of representatives active in the departments of Law, Human Resources and Internal Audit. Besides principal and alternate members of the relevant company are also commissioned. The Disciplinary Board receives the defense of the personnel in question, makes a detailed examination, and reports to the management. Information and opinion is received from the relevant department and/or consultants where deemed necessary.



## **Ethical Business Practice and Prevention of Corruption**

As Mars Logistics, we prepared Ethical Values Guide in 2007. The guideline is printed and distributed to all employees by the Human Resources Department is published on our web page and intranet (Mars Portal). Our employees in all our companies under Mars Logistics undertake at the time of recruitment to work in line with the rules in this guideline.

Ethical Board is affiliated to the Board of Directors. All notifications to the Board shall be considered denunciation. Employees may make notifications via post, e-mail and telephone. No names shall be revealed in denunciations including names.

There has been no complaint to the Ethics Line in the reporting period. No corruption case has been encountered in our company originating from our employees.

## **Contact of the Board of Directors with Employees**

The Board of Directors ensures via the weekly '**Mars Information Exchange Meeting**' with the department directors that new information and developments regarding the company are communicated to the employees.

The most important communication platform where the Board of Directors hears the opinions and suggestions of the employees is the '**Suggestion System**'. The details regarding the system and suggestions received within the framework of sustainability are included on page 25 of our report.

## **Sustainability Management**

A SWOT analysis is held by all companies and departments before the Strategic Planning Meeting we hold in October-November every year. In the course of this analysis, we determine the strengths and weaknesses of the company as well as the threats and opportunities that might affect our company.

Every year with participation of the Senior Management and other executives, we conduct self-evaluation studies according to EFQM (European Foundation for Quality Management) excellence model including its articles involving economic, social and environmental subjects, for the purpose of determination of strong and improvable areas, and initiation of the concerned improvement plans.

We review all supporting and operational processes also by taking as a basis the concerned procedures and instructions in the course of the internal and external audits within the scope of our management system certificates. We conduct internal audits twice a year and external audits at various times depending on the concerned certificate however not less than at least once a year.

The Internal Audit Department reporting to the Senior Management also conducts detailed examinations in the course of its planned and momentary audits.

We control performance indicators via monthly and quarterly follow-ups. The Senior Management reviews the business plans and budget condition three times a year with operation departments, and twice a year with support departments. In the course of the work, we benefit from the report and strategy map included in the QPR program we follow the target and performance indicators from.

We have our strategy map and reports prepared with BalancedScorecard rationale. These platforms have economic, social and environmental performance parameters varying per department/unit/individuals. We evaluate the performance of all employees including the members of the Board of Directors using this system.

### **Operational Risk Management**

**Occupational Health and Safety (OHS) and Environmental Risks:** Our OHS and Environmental Engineer conducts periodic risk assessments in a way to involve all departments of the company. These studies specify what kind of risks each department of the company bears, the probable reasons of such risks and which hazards they might cause, outcomes and potentially influenced parties in case of realized, and put forth the activities necessary for precluding such risks.

**Operational Risks:** The procedures and instructions of all departments involve risk and control points defined for the concerned process. Each manager is responsible for follow-up of their own processes.

### **Communication with Stakeholders**

According to 62% of our employees participating in the sustainability questionnaire; **“Regular communication platforms are adequate in Mars Logistics wherein one may learn about the opinions/suggestions or expectations of priority stakeholders.”**

We describe our stakeholders as persons and entities who are influenced today and possibly in the future by our activities and also influence our business with their actions and decisions. We, as Mars Logistics, contact with all of our key stakeholders, inform them in various platforms about our activities, and try to obtain their opinions.

We defined stakeholder groups in Mars Logistics within the framework of EFQM studies. We reviewed all stakeholders in the **Sustainability Strategy Workshop** we realized with participation of our executives, and reevaluated them prioritizing within the framework of our strategic matters. We

examined our existing communication platforms. We reached our employees and our customers via **sustainability questionnaires**, and heard their opinions on the sustainability impacts of our company.

**Our Stakeholders and Communication Platforms**

Our Stakeholders	Communication Platform	Frequency of Communication
Shareholders	Included on page 17.	Various
Employees	Included on page 26.	Various
Customers	Satisfaction Questionnaire	Regular
	Logilife / Logilifekids	Quarterly
	Logiclub	Regular
	Logilclubkids	Regular
Society/Non-Governmental Organizations	TMA – Social Satisfaction Questionnaire	Once a year
Suppliers	TMA – Social Satisfaction Questionnaire	Once a year



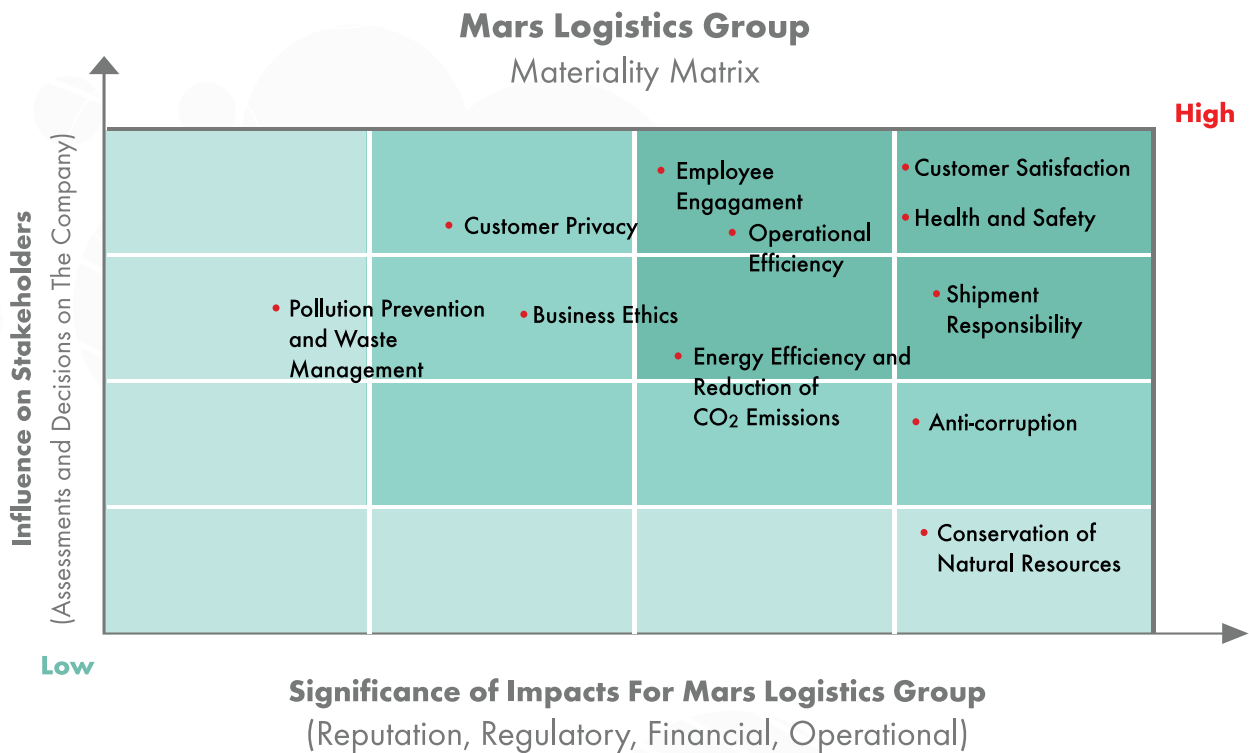


# Strategic Sustainability Issues

# Strategic Sustainability Issues

The outcomes of the strategy workshop and sustainability questionnaires we realized with participation of our senior executives, employees and customers allowed us to better understand our triple impacts.

As a result of the evaluations with our executives in the strategy workshop, we examined and exemplified the matters of strategic importance to our company in economic, environmental and social terms separately, and built the **Mars Logistics Sustainability Matrix**.



On the top right-hand side of the table are the issues with higher significance to both our stakeholders and our company compared to other matters and headings, which affect, directly and substantially, the credit, legal, financial and operational performance of our company. These being the main titles of the related sections of the report, the performance of our company has been provided in detail within the report with supporting data.

## Economic Performance

Becoming a reliable and preferred brand with customer satisfaction, and reducing our unit costs with operational efficiency is the foundation for our strong economic performance.

### Operational Efficiency

According to 66% of our employees participating in the sustainability questionnaire; "Mars Logistics has systems to conduct its operations with the highest efficiency."

It is substantial in the logistics sector where competition is intensive to create a difference and perform our business more effectively and efficiently. Since operational efficiency ensures optimal use of all of our resources, particularly human resources, it reduces our costs.

The customer demands may vary in parallelism with the varying market/competition conditions. Our operations may be affected occasionally from external factors such as road condition, strike, and customs. In such cases, we review our processes and revise when necessary. The fact that we do necessary IT investments, our dynamic-young-qualified team, support of the senior management, our skills to manage change and crises facilitate most efficient management of our operations.

We actively carry on our 'constant improvement and development' studies to increase our operational efficiency. In our strategy map we prepare on the basis of BalancedScorecard rationale as a result of the Strategic Planning Meeting we arrange every year, we update our targets under four main headings (financial, customer, processes, human resources-substructure).

### Our Tools For Operational Efficiency

**Quality Circles:** A community consisting of our voluntary employees of 3 to 7 people conducting studies for problem detection, development and generalization of a solution proposal. The purpose of the quality circles is to improve the business environment, increase quality and efficiency, reduce costs toward all or part of the main and supporting processes.

**Project Groups:** They consist of senior and middle managers and operational personnel between 3 to 15 people. Project groups pursue studies involving long-term, different processes, generally affecting the main activities of the company, and toward problems and requirements based on system formation.

**Workshops:** They are a group study approach designed for analysis of the subject/matter in a participatory environment, for synthesizing of opinions in order for 'common' decisions on certain subjects and arranged for drivers and blue collar employees.

**Comparative Works:** In processes prioritizing improvement, these are studies aiming at constant improvement seeking the best or investigating better, finding, learning and adapting to the personal processes.

**Suggestion System:** This system evaluates and realizes creative and individual ideas of employees. In addition to all of these tools there are regular department and inter-department meetings such as Management Review Meeting which is held four times per year, weekly Mars Information Exchange Meeting, monthly Sales and Customer Analysis Meeting.

## Customer Satisfaction

According to 80% of our customers participating in our sustainability questionnaire; "The communication channels where Mars Logistics customers can share their opinions and suggestions with Mars management are sufficient."

We provide logistics service to several sectors such as energy, construction, cosmetic, chemistry, health, retail, particularly automotive, textile, electronics. Satisfaction of our customers is of key importance to our company, and we aim at best management of customer satisfaction with various practices.

We apply regular satisfaction questionnaires on the phone to approximately 50% of our customers throughout the year, and take action per the outcomes. We perform the study through departments independent from operation, and ensure their objectivity. We periodically visit our customers to make customer satisfaction permanent.

Our customers can communicate their notification to us via various channels like telephone, fax, e-mail, the notification form on our web site, face-to-face interviews and questionnaires. We develop solution recommendations to turn fastidiously evaluated notifications into opportunities.

We classify and register all kinds of notifications by our customers. The progress for solution of these notifications are followed by departments independent from operation, and after conclusion, we talk to customers to measure their level of satisfaction from the progress. We evaluate problems via teamwork on some subjects (quality circles or project groups), and work for development of solution suggestions.

We open a CPAR (Corrective Preventive Action Request) within the scope of ISO 9001 when necessary for matters highlighted in the course of classification, and manage in follow-up of the Corporate Development Department. Our target in all these processes is to provide special service to the customer and the project, thus creating a win-win relationship.

## LOGILIFE / LOGICLUB

A culture-art magazine named **Logilife** has been published quarterly since 2003 in Turkish/English for our customers, and we send it free of charge along with the **Logiclubkids** Magazine prepared by us for children. With Logilife Magazine, we take a very rich content from economy to sports, from history to technology to Mars customers.

Within the framework of **Logiclub Loyalty Program** started in 2005, we arrange academic and self-improvement trainings, cuisine workshops, theater, museum travel etc. cultural activities for children. Furthermore, our customers earn points with their shipments, which allow them to participate in the activities we may arrange.

## **Confidentiality of Customer Information**

**According to 75% of our employees participating in our sustainability questionnaire; "Mars Logistics has sufficient systems and substructure to ensure confidentiality of its customer information."**

Although we have departments for gathering, evaluation and solution of the customer notifications, we set a target for acquisition of ISO 10002 Customer Satisfaction certificate for more systematic and reliable operation, and started our efforts by establishing a project group.

We register and follow our customer information over SOFT software system. The system is available to authorized persons only. Situations such as access to or changing of information by other means are out of question. Besides, all data of the company are protected with necessary security software and hardware thanks to our IT Department. We also target at obtaining ISO 27001 Information Security certificate in the prospective reporting period to render our efforts more reliable about the issue.

## **Responsibility of the Transported Commodity**

We are responsible to the extent set by the international CMR convention in flaws originating from Mars Logistics since CMR (Land Transportation Certificate) is provided by our company in land transport. As forwarder, we are successively responsible per international rules in air, sea and railroad transports. Acts of God are excluded.

We procure our FFL (Freight Forwarder Liability) policy from RSA Insurance Group headquartered in Britain. Beyond the liabilities set by the international CMR convention, losses of the customers due to the personnel faults, periods of waiting in warehouse, wrong deliveries, delays arising from damage as well as domestic transportation are included within the scope of the FFL cover.

Thanks to FFL, the losses the customers may incur are reduced to a minimum. Wider in scope compared to CMR, we manage damage process better, obtain faster results and ensure conduct of the processes without any hitch.

We take pictures of the loads shipped on vehicles for each customer in the course of our operations, and register via camera. We use proper equipment for the load to prevent any damage in the course of the journey.



According to 2012 TMA (Social Satisfaction Questionnaire), 95% satisfaction;  
"Mars Logistics is a corporation contributing to sector development and country economy."

## Logistics Case Contest

We, as Mars Logistics, have carried on uninterruptedly for 10 years the Logistic Case Contest we started in 2003 for the purpose of contributing to development of, enhancing awareness about, and creating human resources toward the sector.

We organize the contest, which all university students within Turkey are invited to with the support of Corporate Communication Department, Beykoz Logistics Occupational Institute (BLMYO) and Logistics Association (LODER). While LODER provides support on selection of cases, evaluation of the answers and formation of the jury, we realize the final of the contest in BLMYO.

As from September every year until February, we accept applications originating from the banners and leaflets distributed with the support of the student clubs in the universities as well as our announcements in the social media, visual media and digital environment. We send the team numbers and cases to the applicants, and request their solutions until April. We set the finalists from the solutions, and invite them to the finale in June. All transportation and accommodation of the students are organized and funded by Mars Logistics.

The Logistics Case Contest also contributes to the brand awareness and credit of our company due to the added value created in the sector. We allocated approximately 40.000 TL of budget in 2012 for Logistics Case Contest. Our target in this project we wish to carry on in the future years is to increase the number of participants every year. Participation in Logistics Case Contest showed an increase of 32% in 2012.

### The Logistics Case Contest Topics of the Last 5 Years:

- Significance of Logistics Maps and Substructure in National and Regional Development
- Logistics of Electronic and White Goods
- Logistics of Chemical Products
- Logistics of Electronics

- Logistics of Refrigerated Catering Products
- Logistics of Grocery
- Logistics of Ready-To-Wear Clothing
- Management of Supply Chain for Tea
- Logistics of Solid Waste
- Logistics in Disasters

## Social Performance

Health, safety and happiness of our employees, their efficient performance in harmony with ethical business practices along with our other business partners are indicators of our social performance.



### Occupational Health and Safety

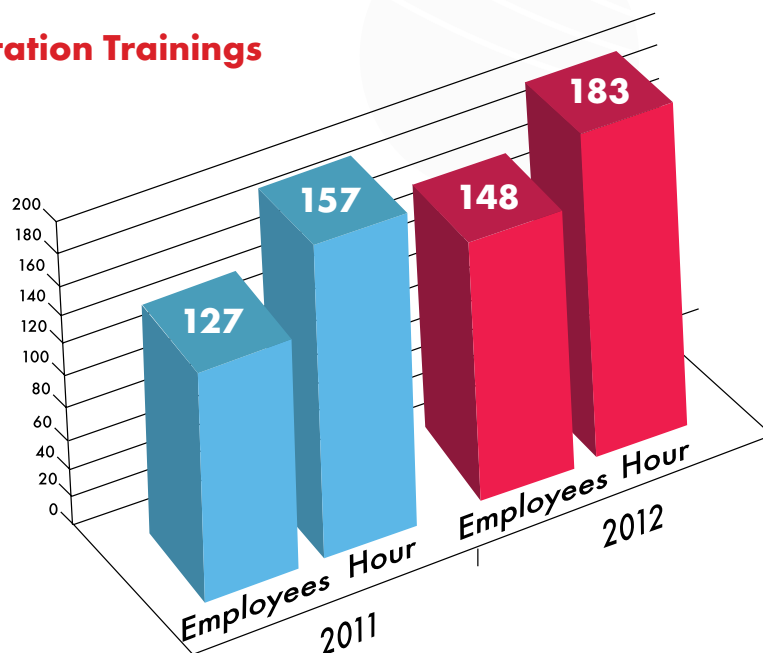
According to 71% of our employees participating in the sustainability questionnaire;

*“The significance attached and preventive measures taken by Mars Logistics for ensuring occupational safety and supervising the employee health are sufficient.”*

We, as Mars Logistics, heed Occupational Health and Safety (OHS) training and information. All of our employees may access to OHS and environment page on Mars Portal. Besides, we publish information brochures and announcements. We have planned and momentary training within the scope of OHS. On-the-job training, fundamental OHS and environmental training, emergency, work accidents, near-miss, ISO 14001 and OHSAS 18001 internal auditor training, C class occupational safety expertise training are the main titles of our OHS trainings. We provided a total of 157 hours of comprehensive OHS training to 127 employees in 2011, and a total of 183 hours to 148 employees in 2012. We undertake to increase the number of training programs and hours in the future periods.

We apply the work and rest hours for drivers within the framework of the rules set by the laws. This practice is regularly controlled by the Transportation Department. There are safe park and rest areas on the routes, and we notify these locations to all drivers. Besides, there is a facility offering a recreation room, shower, dorm, barber etc. possibilities for drivers in Yenibosna Headquarters building.

### OHS Orientation Trainings



No fatal accidents has occurred in this reporting period as in previous years thanks to the training programs and possibilities we offer as well as the maximum attention of our employees and drivers. The details of our OHS data are included in Social Performance tables on page 37 of our report.

## Employee Relations

According to 70% of our employees participating in the sustainability questionnaire; "The communication channels where Mars Logistics employees can share their opinions and suggestions with their executives and senior management are sufficient."

## Employee Satisfaction Questionnaire

We reach 100% of our personnel with our employee satisfaction questionnaire organized by Human Resources Department every year. We realized a satisfaction of 72% with 87% participation in 2012.

We regularly share the results of the questionnaires and actions taken with our employees. In the reporting period, we increased the hours of work place doctor, rearranged personnel service hours, and started to follow the performance management system online in view of the questionnaire results.

## Suggestion System

We formed a suggestion and reward system to conduct studies in line with the mission, vision and values of Mars Logistics Companies and to encourage practical ideas from within the company.

Our goal with this system is to award our energetic employees open to innovations and changes and targeting at improving him/herself and his/her job to adopt and sustain our values, to elevate their motivation and to keep the organization structure dynamic and sustainable in line with our targets.

Suggestion System, which is available to all our employees in Mars Logistics, is followed under the coordination of Human Resources and relevant departments. Our employees may log in to the system with their suggestions, complaints and wishes from Mars Portal page. The suggestions and other notifications entered are communicated to and evaluated by the manager of the concerned department after examination of the Suggestion System Committee formed on voluntary participation of our white and blue collar employees. Points are granted over the system to the suggesting person for accepted suggestions. Suggestion System received 1.166 suggestions, 99 complaints and 129 petitions-wishes from 2006 to the end of 2012. 333 of the notifications were accepted and put into practice. 504 of 1.166 suggestions were received in the reporting period 2011 - 2012.

In the New Year party at the end of every year, we award "Suggestion of the Year", "Employee with the Highest Number of Accepted Suggestions" and "Suggestion Encouragement Award" from among the accepted suggestions within the year. Our purpose is to encourage submission of at least one suggestion within the year by each of our employees.

## Examples of Results and Gains

With the suggestion “Controlled printing of color printouts and checking of printouts for reduction of costs”, we precluded unnecessary color printouts, and ensured savings in our costs.

The suggestion “Placing a TV at the lobby and corporate broadcast” made positive contribution to the image of our company.

The suggestion “Loading of daily meal credit to the personnel ID cards, and availability of the credits in both the dining hall and the cafeteria” reduced the time of meal ordering for our corporate employees, and prevented erroneous entries.

We established a system for “Kilometer follow-up of automobiles” and ensured control of kilometer costs.

## Our Communication Platforms with our Employees

CATEGORY	METHOD	FREQUENCY	PARTICIPANTS
Meetings and Workshops	Mars Information Exchange Meeting	Weekly	Department Managers
	Department Meeting	Monthly	Department Employees
	Total Quality Coordination Board Meeting	Quarterly	Department Managers
	Self-Evaluation Meeting	Annually	Self-Evaluation Team Members
	Driver and Blue Collar Workshops	Semiannually	Drivers/ Department Employees
	Quality Circles / Project Groups	Regularly	All Employees
	Occupational Safety Board	Monthly	Board Members
	Suggestion System Committee	Once every 15 days	Board Members
	Performance Management System	Within schedule	Department Managers / Executive / Person in charge
Social Events	Uludağ Trip	Annually	All Employees
	New Year Party / Personnel Information Meeting	Annually	All Employees
	Concert Event	Semiannually	All Employees
	Bowling Tournament	Annually	All Employees
	Hello to Summer Event	Annually	All Employees
	Dragon Festival	Annually	All Employees
	Chess / Backgammon Tournament	Annually	All Employees
Questionnaires	Employee Satisfaction Questionnaire	Annually	All Employees
	Inter-Department Satisfaction Questionnaire	Annually	All Employees
	Chief Satisfaction Questionnaire	Annually	All Employees
	Subject Based Questionnaires	Annually	All Employees

Publications	Logilife	Quarterly	All Employees
	Mars News	Bimonthly	All Employees
	Employee Manual	On employment	All Employees
	Ethical Values Guideline	On employment	All Employees
Visio/Audio	Music / Audio Broadcast	Everyday	Office Employees
	Panels	Regularly	All Employees
	Closed Circuit TV	Everyday	All Employees
	Company Promotion (TV)	Everyday	All Employees
Electronic	Intranet / Mars Portal	Everyday	Office Employees
	Outlook	Everyday	Office Employees
	Soft	Everyday	Office Employees

According to 2012 TMA (Social Satisfaction Questionnaire), 91% satisfaction;  
 "Mars Logistics makes monetary and intangible contribution to the education-training corporations and students."

## Scientific Support To Logistics From Mars:

### Beykoz Logistics Occupational Institute

As the need increases in the globalizing world for trained qualified employees who do only one job right and completely rather than everything, focus of universities on certain areas gains higher significance. The pioneers of the logistics sector keeping a close eye on the developments in the world and in our country founded Turkish Logistics Researches and Training Foundation (TÜRLEV) to meet the qualified employee deficit in the sector, and TÜRLEV founded BLMYO in 2008.

BLMYO, due to its geo-strategic position, aims at the following in relation with our country constituting a logistics base between Europe, Asia and African continents;

- Her becoming a leader center of information in the field of logistics,
- Contribution to formation of contemporary and competitive logistics policies,
- Training the "educated qualified manpower" the logistics sector needs,
- Contributing to the country economy with the level of quality of the produced information,
- Training the personnel having command of the processes who completed their occupational development having the skills and experience to pursue operations uninterruptedly.

BLMYO targets at becoming a respected and pioneer training institution, at not only national but also regional and international scales.



### **Thematic Training**

All of the programs opened in accordance with the establishment mission in BLMYO are peculiar programs involving logistics operations.

“Cooperation protocol” has been signed with several corporations and establishments active in the sector in order to ensure that our students implement the theoretical information they attained via practical implementations. Our school supports positioning of our students in corporations and institutions related to their own areas.

Our school willing to train his/her own academicians on completion of the university formation currently continues academic education at international quality standards with its academic staff consisting of professors, associate professors, doctors, lecturers, instructors.

In BLMYO, we provide education on Logistics, Foreign Trade, Enterprise Management, Sea and Port Management, Civilian Air Transportation Management, Civilian Aviation Cabin Services, Rail Systems Management, Energy Facilities Management, Public Relations and Promotion, Computer Programming, Mobile Technologies and Marina Management.

BLMYO, in belief that occupational training cannot be provided based merely on theoretical information but absolutely requires implementation, redesigns training implementations based on the philosophy “Learn in Action”.

There are Logistics and Foreign Trade Laboratory, Maritime Workshop, Mobile Technologies Workshop, Alternative Energies Laboratory, Conventional Energies Laboratory, Intra-Cabin Training Unit etc. laboratories and workshops under the **Center for Improvement of Occupational Skills** formed to improve practical occupational skills of our students. The center has been designed as environments for learning and for improvement of the cooperative learning skills of students. The center targets at not only education, but also project development.

### **Simulation Implementation Platforms**

BLMYO holds simulation platforms suitable for the course contents by way of purchase and development. Hamburg Port Simulation, Foreign Trade Logistics Simulation, Storage Simulation, Project/Street Laboratory Practices are some. These platforms with highest level of interaction are indispensable for adult training. Computerized interactive learning can be ensured and levels of success of the users can be simultaneously measured, thanks to these platforms.

### **Evening School and Distance Education**

There are several people who completed high school education without the possibility of higher education because they immediately start a career due to living conditions. There are two different associate degree programs in our school to eliminate the problem: **Evening School Programs** (Logistics, Foreign Trade and Computer Programming) and **Distance Education Programs** (Logistics and Foreign Trade).

3.330 students have enrolled in our school since 2008 (enrolled, graduated, deleted record, re-enrolled). 230 students graduated in 2011-2012 academic year. The total number of our graduates is 693.

### **Opportunities to Obtain a Bachelor's Degree Abroad**

BLMYO, which showed rapid advance in Erasmus Program activities planned for higher education institutions within the EU LLP (European Union Lifelong Learning Program) since its establishment, has high quotas at all stages such as Student Learning Action, Student Internship Action, Academic and Administrative Personnel Action, and maintains its efforts in a way to support bidirectional change.

The graduates of our Institute and 2<sup>nd</sup> grade students are entitled to complete their bachelor's degree without any educational fee in HAMK University of Applied Sciences (HAMK UAS) on condition of fulfilling necessary conditions as a result of the mutual agreement signed by HAMK UAS Logistics and Supply Chain Management (Logistics and Procurement Chain Management) Department in Finland and our Institution in June 2010.

Our students are entitled to apply to the Occupational Institute Scholarships granted by Fulbright Educational Commission every year. 3 of our students have been awarded these scholarships in 2010 - 2012 period.

## **Graduates are Employed in the Sector**

BLMYO Graduates Association (BEYMED) was established to promote solidarity and communication between the graduates of our institute, to monitor the condition of the graduates in the business life as professionals or entrepreneurs, doing facilitating works to find places of internship, and to develop cooperation possibilities between graduates and BLMYO students carrying on their education.

BEYMED performs integrated studies with Industry-Based Learning and Internship Coordination Office in career planning to introduce the students to graduate with business possibilities where they can have mutual efficiency with the employer in corporations they are to work where they can use their competence in the best manner in a professional working environment. It arranges training programs on subjects such as Fundamental Communication Skills, Presentation Techniques, CV Preparation and Interview Techniques to support career planning advice. It cooperates with different companies within the scope of the "Career Planning" events gathering the students – graduates – employers together and offers via sector – student meetings the possibility to students for sharing CV with companies, recruitment processes, career planning and interview techniques even at the stage of education & training. BEYMED pursues activities with graduates to facilitate and encourage constant communication, participation in organization etc. events, information exchange, constant cooperation, solidarity and social binding, doing business with the leading corporations and establishments of the world and doing social benefit projects.

## **International Relations**

BLMYO, a member of the board of directors in EEIK (Education Economy Business Council) active under DEIK (Foreign Economic Relations Board), also plays an active role in Turkey's becoming an international higher education center. It also takes part in international fair and seminar activities arranged to turn Turkey into a "center of attraction" in higher education, and make the higher education services provided in Turkey known in international markets.

BLMYO is the first higher education institute in Turkey accredited by IRU (International Road Transport Union) affiliated to the United Nations and titled as Authorized Educational Institute. (IRU is a Non-Governmental Organization established on 23 March 1948 with participation of 8 countries, and continues its works with 180 international member corporations in 74 countries as of 2010. The original purpose of the corporation is to allow movements of the people and products safely and without damage.)

This accreditation will not only provide certification within the framework of professional competence of BLMYO students, but also contribute to meeting the trained labor need of over 44.000 trailers in highway transportation and transportation firms numbering about 1.400.

## **Future Plans**

It was specified in the 2012 Social Satisfaction Questionnaire that the Social Responsibility campaign the participants would wish to see first is "Support to Education" by a ratio of 79%. The subject of "support to increase of the training possibilities" was underlined as a priority social responsibility subject for Mars Logistics in the study with the managers in the strategy workshop.

We will keep developing and supporting our studies related to BLMYO taking into consideration the supporting feedbacks of our priority stakeholders.



*We can reach  
wherever you want...*



## Environmental Performance

We evaluate environmental sensitivity as an obligation, and shape our activities, both administrative and operational, to minimize our impacts within this context.

### Energy Efficiency and CO<sub>2</sub> Emission Reductions

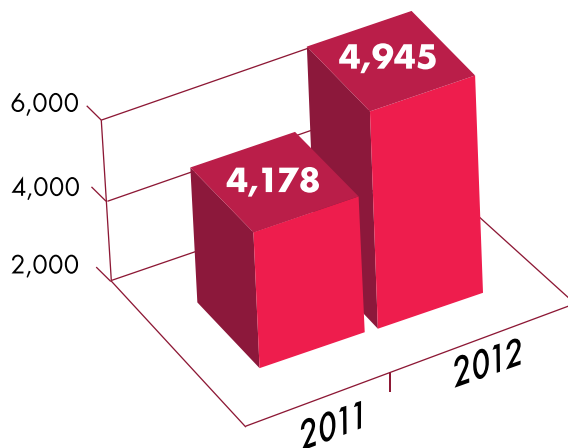
According to 73% of our employees participating in the sustainability questionnaire; "The environmental sensitivity of Mars Logistics' vehicles is sufficient."

The energy resources we are to use in the course of our activities are electricity (illumination, ventilation, elevator use and forklifts), natural gas (heating and dining hall needs) as well as gasoline and diesel oil (vehicle, forklift and generator fuel). We target at increasing energy efficiency by consuming less of the energy resources. Because the reduced emission earned as a result of energy efficiency has direct effect on the nature.

We are using fluorescent lamps in all office illuminations at our headquarters. We use 14 W electronic balances and 18 W mechanical balances in offices. LED illumination will be used in our new headquarters we plan to move in 2014. Fossil fuels are mostly used for electricity generation in Turkey. As Mars Logistics, we purchase the electricity power we consume in our offices from Voytron firm generating electricity in Hydroelectric Power Plants and Natural Gas Combined Cycle Plants since 2007. Consequently, we supply some of our office needs from renewable energy resources.

The forklift trucks at Tuzla and Avclar locations run on electricity. We are using diesel forklifts in Yenibosna Headquarters, and all our forklifts in our new headquarters will be electrical. The most important reason of this modification plan is that electrical forklifts are more environment-friendly and healthy in closed areas because they don't release CO<sub>2</sub> gas. Electrical forklifts cause less noise pollution with less risk of breakdown, and better in terms of costs.

55% of our employees participating in the sustainability questionnaire, and 58% of our customers indicated that the most important subject of environment requiring management in Mars Logistics is reduction of CO<sub>2</sub> emissions and climate protection. The subject significant for our key stakeholders is also strategically significant for us. We target at further bringing up in the prospective period, calculation of our carbon emissions, and preparation of our company for ISO 14064 standard.



**Electricity Consumption (GJ)**

The reason why our electricity consumption increased in 2012 is the increased number of our employees and air conditioners and other electrical devices added.

## OPTIMUM PERIOD, MAXIMUM ENVIRONMENTALISM FROM MARS LOGISTICS

As Mars Logistics, we put into service the new “Intermodal Transportation” with an investment of 500 trailers costing 27 million Euros, and initiated railroad transportation on trailers between Trieste city of Italy and Bettembourg city of Luxembourg. The trailers traveling by sea from Turkey to Italy-Trieste are taken to Luxembourg by railroad thanks to the journeys started in September 2012. Each trailer travels more than 2.500 kilometers from the point of commencement as far as the final destination in this new nature friendly journey we as Mars Logistics offer to our customers. At least 13 billion grams of CO<sub>2</sub> release will have been prevented annually thanks to this new service of our company that broke ground in the field of international transport.

The train voyages between Trieste and Bettembourg to be made in three return voyages every week carry the trailers carrying commodities from various spots of Turkey. The trailers, after reaching Trieste by sea from İstanbul, İzmir and Mersin ports, continue travel on train, and after having passed Bettembourg Multimodal terminal, reach various destinations in Luxembourg, Belgium, Holland, Britain, France and Germany. We are planning to transport 10 thousand trailers annually in connection with İstanbul, İzmir and Mersin ports in the first year with this new intermodal network.

With this new route, we target at reaching the sustainable development targets of Mars Logistics with a 75 percent reduction in carbon emissions compared to highway solutions.



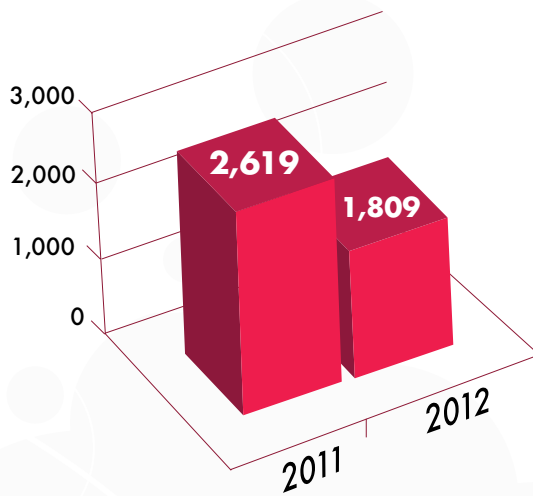
## Our Fleet Composition

Vehicle Type	Age of Fleet	Motor	Number of Fleets		GRI
			Diesel	Hybrid	
Tow Truck	2,68	EURO 5	354	0	LT2
Trailer	3,18	-	938		LT2
Forklift	-	-	13	9	LT2

According to 2012 TMA (Social Satisfaction Questionnaire), 91% satisfaction;  
 “Mars Logistics is a sensitive corporation for protection and beautification of immediate surroundings pursuing its activities.”

## Responsible Use of Natural Resources

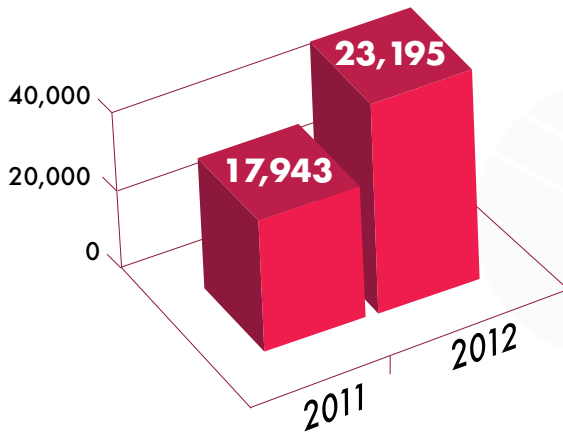
All of our work for waste management, energy efficiency management and reduction of emissions in Mars Logistics serve for protection of natural resources and natural life.



**Natural Gas Consumption (GJ)**

A 31% reduction occurred in our natural gas consumption as a result of positive seasonal conditions and careful use in 2012. The primary reason why our gasoline and diesel consumption increased in 2012 is the increased number of our vehicles.

Our most important natural resource further to energy resources in the course of our activities is water. We mostly use water for cleaning and washing of vehicles. We can also use it for fire extinguishing purposes when needed.



**Water Consumption (m³/year)**

Our Ankara office was also added to our water consumption data for 2012. Another reason for the increase in our consumption is the expansion of our vehicle fleet and increase of our number of personnel.

## Prevention of Environmental Pollution and Waste Management

According to 54% of our employees participating in the sustainability questionnaire; "The efforts of Mars Logistics for reduction of environmental pollution and waste management are sufficient."

Mars Logistics have necessary teams and systems to ensure collection, storage, transportation of the wastes from all activities of our companies, from source to disposal, in accordance with the laws and regulations.

Our fundamental targets in waste management is contributing to the country economy via proper handling of the recyclable wastes, reduction of the damages on the environment, and fulfillment of our responsibilities to the government acting in accordance with the relevant laws and regulations.

All subjects related to wastes are followed by Occupational Safety Board consisting of the OHS and Environmental Engineer, Employer's Attorney, Purchase Manager, Corporate Development Manager, Warehouse Directors, Company Lawyer, Work Place Doctor, Human Resources Manager, Administrative Affairs Manager, Workshop Manager, Security Responsible, and Blue Collar Representatives.

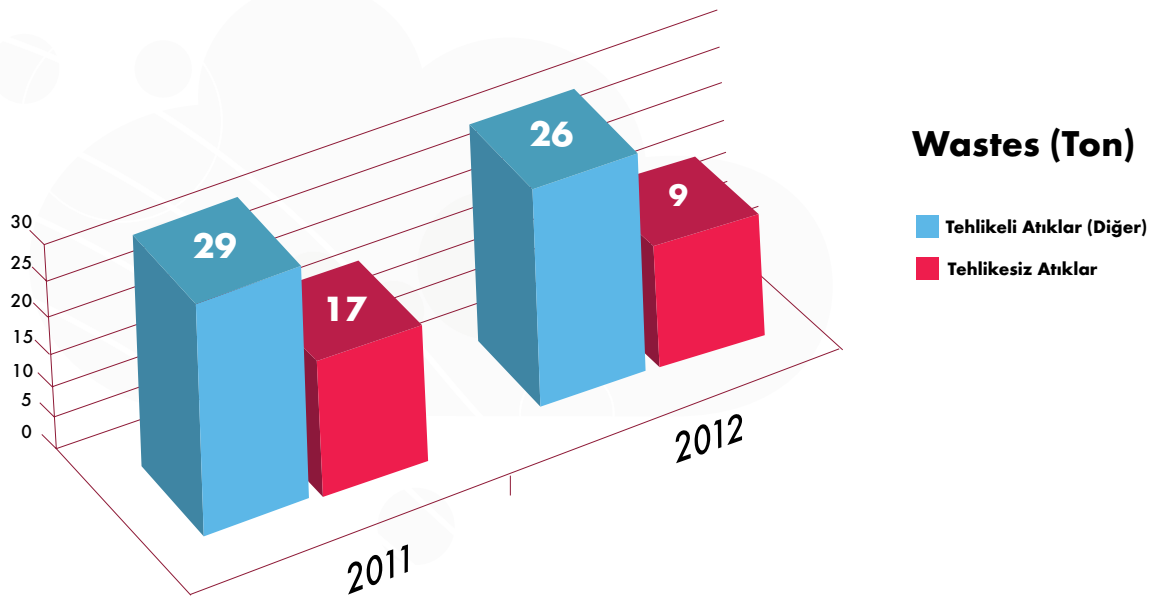
All personnel working in the departments where the wastes are formed are liable to discard the wastes in areas suitable for the waste types. They are required to behave as shown in the training and exercises if a condition occurs that might cause environmental pollution.

Our mostly produced wastes and the licensed firms of disposal we deliver to are listed below. Since the operation field is not adequate in size, we have occasional troubles on collection of the wastes and storage until delivery to the concerned disposal firms. We plan a proper arrangement for collection of wastes in our new headquarters we plan to move.

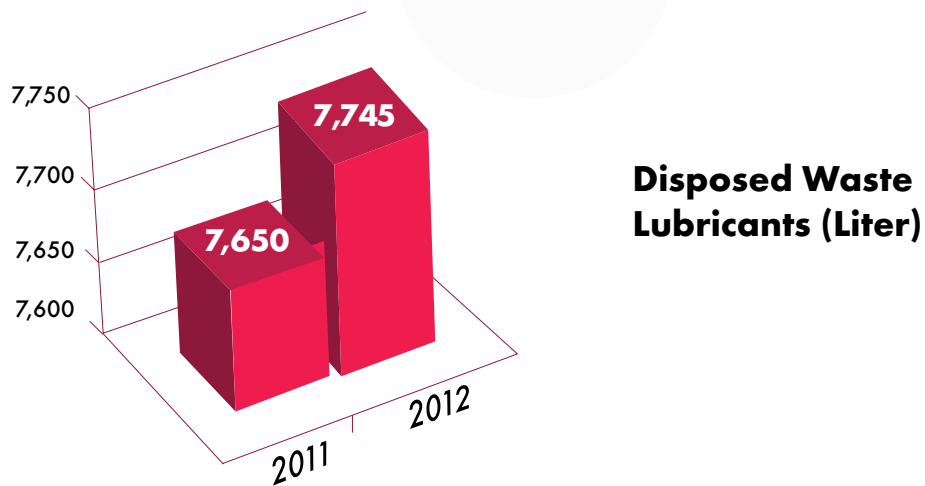
Waste	Disposal & Recycling Firms
Battery	Tap
Glass Bottle	Özen Cam
Rubber	Lokman Geri Kazanım A.Ş / Mutlu Ticaret / Akçansa
Other Machinery Transmission and Lubricating Oils	SE Petrol
Contaminated Packaging	Doğa Lojistik
Air Filter	Doğa Lojistik
Fluorescent	Doğa Lojistik / Anel Doğa
Accumulator	Esan Akümülatör / Kudret Metal
Oil and Fuel Filter	Doğa Lojistik / Anel Doğa
Contaminated Waste	Doğa Lojistik / Anel Doğa
Paper Waste	Erdoğan Hurdakağıt (Bahçelievler Municipality)
Metal Waste	Deryol Metal

We provide information to all new employees in the course of orientation training. We provide further information to the people working at workshop and warehouse fields where wastes are produced most.

We ask questions about environment and waste management to our employees within the scope of ISO 14001 in the course of the internal audits realized by our certified employees twice a year. Internal audits put forth not only the level of knowledge of our employees on the subject but also whether or not the practices were held correctly. Various actions are taken in case an inconsistency is detected in internal audits or the daily controls by OHS and Environmental Engineer.



While a reduction took place in our wastes due to the renewal of our vehicle fleet in 2012, our lubricant wastes showed an increase due to the same reason. We dispose 100% of our waste lubricants by burning.



## Performance Indicators

### Social Performance Indicators

Occupational Health&Safety	Unit	All Employees		Female Employees		GRI
		2011	2012	2011	2012	
Accidents						
All except first aid level minor injuries	Number/Year	0	4	0	0	LA7
Reportable*	Number/Year	0	4	0	0	LA7
With Fatality	Number/Year	0	0	0	0	LA7
With Fatality - Drivers (All)	Number/per million km	0	0	0	0	LT12
Days of Absence	Unit	2011	2012	2011	2012	GRI
Lost days caused by work related accident	Number/Year	0	107 days	0	0	LA7
Illness related absence days	Number/Year	0	92 days	n.a.	n.a.	LA7
Occupational Disease Frequency	Number/Year	0	0	0	0	LA7

\* Reportable: A work related accident when more than 3 days of absence is involved. - n.a. = not available

WORKFORCE				
Employees by Employment Type	Unit	2011	2012	GRI
White collar female employees	Number	126	134	LA1
White collar male employees	Number	262	292	LA1
Blue collar female employees	Number	1	1	LA1
Blue collar male employees	Number	336	446	LA1
TOTAL	Number	725	873	LA1
Employees by Contract Type	Unit	2011	2012	GRI
Permanent female employees	Number	127	135	LA1
Permanent male employees	Number	598	738	LA1
Employees By Location	Unit	2011	2012	GRI
Istanbul Office - Female	Number	104	110	LA1
Istanbul Office - Male	Number	583	715	LA1
Rest of Turkey and Abroad - Female	Number	17	25	LA1
Rest of Turkey and Abroad - Male	Number	21	23	LA1

## Environmental Performance Indicators

Direct Energy Consumption by Primary Energy Source		All Facility		
Direct Non-Renewable Energy Sources Consumed	Unit	2011	2012	GRI
Natural Gas (Headquarters)	kWh	727.462	502.375	EN3
	GJ	2.619	1.809	
		All Facility		
Other Non-Renewable GHG Emission Sources Consumed	Unit	2011	2012	GRI
Diesel	l	5.902.643	5.902.919	EN3
	GJ	255.762	255.773	
Gasoline	l	177.673	245.303	EN3
	GJ	7.960	10.990	
Climate Gases and Welding Emissions	kg	312	312	EN3
Indirect Energy Consumption by Primary Energy Source		Headquarters and Avcilar Warehouse		
Intermediate energy purchased and consumed from non-renewable energy sources	Unit	2011	2012	GRI
Electricity	kWh	1.160.693	1.373.586	EN4
Electricity	GJ	4.178	4.945	EN4
Total Water Consumption		Headquarters, Avcilar Warehouse	Headquarters, Avcilar, Ankara	
Source: City	Unit	2011	2012	GRI
Water	m <sup>3</sup> /year	17.943	23.195	EN8
Waste by Type and Disposal Method		All Facility		
By Type	Unit	2011	2012	GRI
Hazardous Waste (Other)	Ton	29	26	EN22
Hazardous Waste (Oil)	l	7.650	7.745	EN22
Non-hazardous Waste (Packaging, paper, glass)	Ton	17	9	EN22
By Disposal Method	Unit	2011	2012	GRI
Recycling (Metal scrap, packaging, paper, fluorescent, tires, scrap filters, contaminated waste)	Ton	42	24	EN22
Recovery (Scrap battery, glass)	Ton	5	11	EN22
Burning (Oil)	l	7.650	7.745	EN22



## Corporate Memberships

Name of Chamber / Association / Union	Abbreviation	Mars Logistics Representative in Management	Position
Railroad Transportation Association	DTD	Erdirn Erengül	Railroad Manager
Logistics Association	LODER	Aydan Bilgel	Corporate Development Manager
Turkish Quality Association	KALDER		
International Air Transport Association	IATA		
International Transporters Association	UND	Engin Özmen	Board Member
Federation of International Associations for Transport and Logistics	FIATA		
International Transportation and Logistics Service Providers Association	UTİKAD	Selmin Kahraman	General Manager of Mars Air and Sea Cargo
Worldwide Independent Network	WIN	Selmin Kahraman	General Manager of Mars Air and Sea Cargo

## Rewards

Reward Name	Date of Delivery	Submitted by	Received by
THY Success Reward	2011	THY	Mars Air and Sea Cargo
İstanbul Chamber of Commerce Successful Exporters Award	2009	İTO	Mars Logistics International Freighting Warehousing Distribution
İstanbul Chamber of Commerce Corporate Tax Reward	2009	İTO	Mars Logistics International Freighting Warehousing Distribution
Foreign Trade Under Secretariat Logistic Success Award	2008	Foreign Trade Under Secretariat	Mars Logistics International Freighting Warehousing Distribution
Respect for Human	2005	Kariyer.net	Mars Logistics Group
CRM Corporate Customer Satisfaction Reward	2003	CRM INSTITUTE	Mars Logistics Group

## GRI Content Index

### Profile Disclosures

GRI	Strategy and Analysis	References & Comments	Reported
1.1.	Statement from the most senior decision-maker of the organization	Page 4 (Message to Our Stakeholders)	Fully
GRI	Organizational Profile	References & Comments	Reported
2.1.	Name of the organization	Mars Logistics Group	Fully
2.2.	Primary brands, products and/or services	Page 6 (Corporate Profile)	Fully
2.3.	Operational structure	Page 6 (Corporate Profile)	Fully
2.4.	Location of headquarters	Page 43 (Contact Information)	Fully
2.5.	Countries of operation	Page 6 (Corporate Profile)	Fully
2.6.	Ownership	Private group of incorporated companies	Fully
2.7.	Markets served	Page 6 (Corporate Profile)	Fully
2.8.	Scale and size	Page 6 (Corporate Profile)	Fully
2.9.	Significant changes	Page 6 (Corporate Profile)	Fully
2.10.	Awards	Page 39 (Awards)	Fully
GRI	Report Parameters	References & Comments	Reported
3.1.	Reporting period	Page 2 (About Our Report)	Fully
3.2.	Date of previous report	This is the first report.	Fully
3.3.	Reporting cycle	Annual	Fully
3.4.	Contact	Page 43 (Contact Information)	Fully
3.5.	Defining content	Page 16 (Stakeholder Communication)	Fully
3.6.	Boundary of the report	Page 2 (About Our Report)	Fully
3.7.	Limitations	Page 2 (About Our Report)	Fully
3.8.	Basis for reporting entities	Page 2 (About Our Report)	Fully
3.10.	Re-statements	This is the first report.	Fully
3.11.	Changes	This is the first report.	Fully
3.12.	GRI Content Index	Page 40	Fully
3.13.	Assurance	Not externally assured.	Fully
GRI	Governance & Commitments	References & Comments	Reported
4.1.	Governance structure	Page 14 (Board of Directors)	Fully
4.2.	Chairman	Page 14 (Board of Directors)	Fully
4.3.	Unitary Board	Page 14 (Board of Directors)	Fully
4.4.	Mechanisms for recommendations	Page 14 (Board of Directors)	Fully
4.6.	Conflicts of Interest	Page 14 (Board of Directors)	Fully
4.8.	Mission and Values	Page 12 (Management Approach)	Fully
4.9.	Overseeing sustainability	Page 15 (Managing Sustainability)	Fully
4.10.	Evaluating sustainability	Page 15 (Managing Sustainability)	Fully
4.11.	Precautionary approach	Page 15 (Managing Sustainability)	Fully
4.12.	External principles	Page 15 (Managing Sustainability)	Fully
4.13.	Memberships in associations	Page 39 (Corporate Memberships)	Fully
4.14.	Stakeholder Groups	Page 16 (Stakeholder Communication)	Fully
4.15.	Basis for selection	Page 16 (Stakeholder Communication)	Fully
4.16.	Approaches to stakeholder engagement	Page 16 (Stakeholder Communication)	Fully
4.17.	Key topics from stakeholders	Page 16 (Stakeholder Communication)	Fully

## Performance Indicators

GRI	Economic Performance	References & Comments	Reported
<b>Economic Performance</b>			
EC3 (Core)	Organization's defined benefit plan obligations	No plans available	Fully
<b>Indirect Economic Impacts</b>			
EC8 (Core)	Impact of infrastructure investments and services for public benefit	Page 27 Beykoz Logistics Occupational Institute	Fully
GRI	Environmental Performance	References & Comments	Reported
<b>Energy</b>			
EN3 (Core)	Direct energy consumption by primary energy source.	Page 38. Environmental Performance Table	Fully
EN4 (Core)	Indirect energy consumption by primary source.	Page 38. Environmental Performance Table	Fully
<b>Water</b>			
EN8 (Core)	Total water withdrawal by source.	Page 38. Environmental Performance Table	Fully
<b>Emissions and Waste</b>			
EN22 (Core)	Total weight of waste by type and disposal method.	Page 38. Environmental Performance Table	Fully
GRI	Social Performance (Employees)	References & Comments	Reported
<b>Employment</b>			
LA1 (Core)	Total workforce by employment type, employment contract, and region	Page 37. Social Performance Table	Fully
<b>Labor/Management Relations</b>			
LA4 (Core)	Number and percentage of employees covered by collective bargaining agreements	%0	Fully
LA5 (Core)	Minimum notice period(s) regarding significant operational changes	Notice periods specified by Article 17 of Business Code Nr 4857 apply for all our employees, according to the length of time they work.	Partially
<b>Occupational Health and Safety</b>			
LA7 (Core)	Injuries, occupational diseases, working days lost, absentee rate and work-related fatalities	Page 37. Social Performance Table	Partially
GRI	Social Performance (Human Rights)	References & Comments	Reported
<b>Investment and Procurement Practices</b>			
HR2 (Core)	Suppliers that have undergone screening on human rights	100% under contracts	Fully
<b>Child Labor</b>			
HR6 (Core)	Operations with significant risk for incidents of child labor and measures taken	No identified risks	Fully
GRI	Social Performance (Society)	References & Comments	Reported
<b>Corruption</b>			
SO3 (Core)	Employee training regarding anti-corruption	%100	Fully
GRI	Social Performance (Product Responsibility)	References & Comments	Reported
<b>Customer Privacy</b>			
PR8 (Add)	Number of substantiated data protection complaints by customers	No complaints occurred	Fully
GRI	Logistics and Transportation Sector Supplement	References & Comments	Reported
LT2 (Core)	Fleet composition	Page 33.	Fully
LT3 (Core)	Applications of reducing of environmental effects	Page 32.	Fully
LT4 (Core)	Use of renewable energy resources	Page 32.	Fully

Not reported core performance indicators: EC1, EC2, EC4, EC6, EN1-2, EN11, EN12, EN16-21, EN23-28, LA2, LA8-15, HR1, HR4-5, HR7, HR10-11, SO1, SO4-10, PR1-6, PR9

## GRI Application Level Check Statement



# Statement GRI Application Level Check

GRI hereby states that **Mars Logistics** has presented its report "2012 Sustainability Report" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level C.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see [www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf](http://www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf)

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 17 October 2013

A handwritten signature in blue ink, appearing to read "Nelmara Arbex".

Nelmara Arbex  
Deputy Chief Executive  
Global Reporting Initiative



*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. [www.globalreporting.org](http://www.globalreporting.org)*

**Disclaimer:** *Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 11 October 2013. GRI explicitly excludes the statement being applied to any later changes to such material.*

## Contact Information

### MARS LOGISTICS

Merkez Mah. Deęirnenbahe Cad.  
No:21 Yenibosna Bahelievler  
34197 İstanbul

**T:** +90 (212) 411 44 44

**F:** +90 (212) 411 44 45

### Aydan BİLGEL

Corporate Development Manager

**T:** +90 (212) 411 40 10

**E:** aydanbilgel@marslogistics.com

### Kader ÖZAL

Corporate Communication Responsible

**T:** +90 (212) 411 40 94

**E:** kaderozal@marslogistics.com

### Meltem ÇINAR

Corporate Development Specialist

**T:** +90 (212) 411 40 09

**E:** meltemcinar@marslogistics.com

The logo for Mars Logistics features the word "MARS" in a bold, red, italicized sans-serif font, followed by "LOGISTICS" in a grey, italicized sans-serif font. A thin black swoosh underline is positioned beneath the "MARS" text. The logo is centered horizontally and partially overlaps a light grey circular graphic element.

**MARS** LOGISTICS



[www.marslogistics.com](http://www.marslogistics.com)