

MARS LOGISTICS 25 years

2013 Sustainability Report

Our Steps Are For
a Sustainable Future



MARS LOGISTICS 25 *years*

TABLE OF CONTENTS

ABOUT OUR REPORT	3
OUR MESSAGE TO STAKEHOLDERS	4
CORPORATE PROFILE	6
Group Companies and Services	6
Mars Logistics In Figures	8
MARS LOGISTICS IN 2013	10
Firsts	10
Investments	12
Innovations	13
Mars Logistics and Hitachi Transport System Partnership	13
Corporate Memberships	14
Awards	15
STRATEGY AND MANAGEMENT	16
Vision, Mission and Values	16
Corporate Management	18
Management Systems and Policies	20
Sustainability Management	21
Sustainability Impacts Along Our Value Chain	24
Strategic Sustainability Targets	26
ECONOMIC PERFORMANCE	28
Operational Efficiency	28
Customer Satisfaction	30
Sector Development Investments	33
SOCIAL PERFORMANCE	36
Employee Satisfaction	36
Occupational Health and Safety	41
Social Contributions	44
ENVIRONMENTAL PERFORMANCE	48
Energy Efficiency and Diminishing of CO ₂ Emission	48
Responsible Use of Natural Resources	50
Waste Management and Prevention of Environmental Pollution	51
PERFORMANCE INDICATORS	52
Economic Performance Indicators	52
Social Performance Indicators	53
Environmental Performance Indicators	56
APPENDIX	58
GRI Content Index	58
GRI Statement	65
External Assurance Statement	66
Contact Information	67

We prepared our report taking as a basis the globally accredited GRI Global Reporting Initiative G3.1 Sustainability Reporting Guide, and the sector annex for Logistics and Transportation of GRI, in accordance with the GRI A+ implementation level.

ABOUT OUR REPORT

We hereby submit to our stakeholders this second sustainability report of ours where we convey our economic, environmental and social performance involving the reporting period for 2013, a year when we step into our 25th year. Our first report involving our sustainability performance for 2011-2012 allowed us to break ground for another time in Turkish logistics sector, and acquired a level C approval from Global Reporting Initiative GRI. In this new report, we aimed to make a more comprehensive presentation to our stakeholders to further involve our management approach and concerned strategic targets.

Stakeholder Participation

Starting from the process of preparation of our initial report, we started to examine the expectations of our key stakeholders from our company within the framework of sustainability. We started stakeholder communication within the scope of sustainability management by reaching out to our employees and customers through our sustainability awareness questionnaire. We obtained the opinions of our other stakeholders through a social satisfaction questionnaire. The details of our studies are included in the Communication with Stakeholders section and conclusions are in the concerned sections of our report. We aim that this report we plan to prepare annually will become an important means of communication whereby we will share our steps toward managing our effects within the scope of sustainability through future periods.

Scope of our Report

In our studies with our executives, we took into consideration land, air, sea and railway transportation, the main fields of business of Mars Logistics, in determination of the strategic issues. Our report also includes corporate information on all our services of fair and events logistics, project transportation, inter-modal transportation, insurance and logistics warehouse. The information we provide in this report includes, the activities of Mars Logistics Group in Turkey between January 1, 2013 - December 31, 2013, unless specified otherwise. All locations are included in this report. The expressions 'our company' and 'we' in our report shall refer to 'Mars Logistics Group Companies' and/or 'Mars Logistics Group employees'.

Principles of our Report

We prepared our report taking as a basis the globally accredited GRI Global Reporting Initiative G3.1 Sustainability Reporting Guide, Logistics and Transportation Sector Supplement and in accordance with the GRI principles of materiality, stakeholder engagement, sustainability context and completeness as well as application level GRI A+.

<http://www.globalreporting.org>

In the case of stakeholder prioritization, we heeded EFQM Excellence Model and AA1000 Accountability Stakeholder Participation Standard Principles.

<http://www.efqm.org>

We prepared the GRI content index of our report with reference to the fundamental principles of United Nations Global Compact.

<http://www.unglobalcompact.org>

Future Report

In 2015, we plan to publish our future report in which we target to express our sustainability performance for 2014.

OUR MESSAGE TO STAKEHOLDERS



Dear Stakeholders,

Last year, we shared our pride in publishing the first approved Sustainability Report of Turkish Logistics Sector at global scale. This year, step by step approaching 25th year of our incorporation, our company grew and strengthened further with the support of you, stakeholders. Furthermore, we continued in a determined and consistent manner our investments to contribute to improvement of the foreign trade of Turkey in domestic markets with our warehouse investments, and in developing foreign markets, particularly Far East, Africa and Eastern Europe.

We started to analyze our effects more not only from economic perspective but also from social and environmental points of views and to exchange ideas with a higher number of our stakeholders in realizing our 'profitable growth' target set as a strategy every year. 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.

And now we are submitting our second sustainability report to you as a comprehensive document in which we share sustainability subjects of strategic signi-

ficance to Mars Logistics, best practices, opinions from our stakeholders, and particularly our targets and undertakings. This report also summarizes the significant landmarks in the history of our company. Our new partnership with Japan Hitachi Transport System ranks first among the same.

In Mars Logistics, we revealed once again in the strategy review workshop that the indispensable components of our economic sustainability are operational efficiency and customer satisfaction. Operational efficiency is also critical in maintaining customer satisfaction. Also in this year, we met their expectations and needs with the most efficient methods and solutions with our quality understanding with a customer focus, and crowned our approach with ISO 10002 Customer Satisfaction Management System and ISO 27001 Information Security Management System certificates.

The most important components of our social sustainability performance are satisfaction of our employees and their health and safety. This year, we further deepened our measurement methods aiming at increasing employee satisfaction. We continued development of the platforms we opened to increa-

se intra-company communication, the measures for the health and safety of our employees and drivers, and trainings provided. As the entire Mars Logistics team, we enjoy lack of any accidents causing death occurred in the reporting period just like the years before.

We manage our environmental effects in fields of energy efficiency, diminishing of CO₂ emissions and waste management. This year, we started to calculate our carbon footprint arising from our activities. Reducing our carbon release is among the actions we target for the prospective reporting period.

We are continuing our journey of sustainability management. The factors to make the journey meaningful will be the feedbacks from you, our stakeholders.

We wish that this report we plan to prepare annually will be an important means of communication whereby we will share our steps toward managing our economic, environmental and social effects with you.

Best regards,

Garip Sahilliođlu
Chairman of the Board of Directors

CORPORATE PROFILE

Mars Logistics is a corporate logistics firm following a policy of full service with its more than 1,000 professional employees, strong fleet with 1,500 vehicles, well-supported substructure, strong communication network, and companies with different competencies under its roof.

GROUP COMPANIES AND SERVICES

- » Mars Logistics Group INC.
- » Mars Logistics International Transportation, Warehousing, Distribution and Trade INC.
- » Mars Air and Sea Cargo Transportation INC.
- » Mars Insurance Ltd. Co.
- » Mars Logistics S.A.R.L.

Our Activities and Sectors We Serve

Land, Air, Sea, Railway Transportation	
Fairs and Events Logistics	
Project Transportation	
Intermodal Transportation	
Customs Clearance	
Storage and Distribution	
Insurance	



CHEMICALS



CONSTRUCTION



AUTOMOTIVE



ENERGY



HEALTH CARE



TEXTILE



COSMETICS



RETAIL

Known for numerous innovations it introduced to the sector, Mars Logistics operates with the target of most efficient presentation of its services in line with a customer focused vision.

Locations

We have 17 offices and 7 warehouses in 4 countries.

1. Turkey: İstanbul Yenibosna Headquarters, İstanbul Avcılar, İstanbul Tuzla, İstanbul Esenyurt, Autoport, 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

Countries of Land Transportation

Spain, Portugal, Morocco, Tunisia, France, Italy, Germany, Switzerland, Britain, Belgium, Holland, Poland, Czech Republic, Finland, Denmark, Sweden, Norway, Luxembourg, Rumania 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 Railway Transportation

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

Countries of Air and Sea Transportation

We offer services to every accessible point in the world.



MARS LOGISTICS IN FIGURES



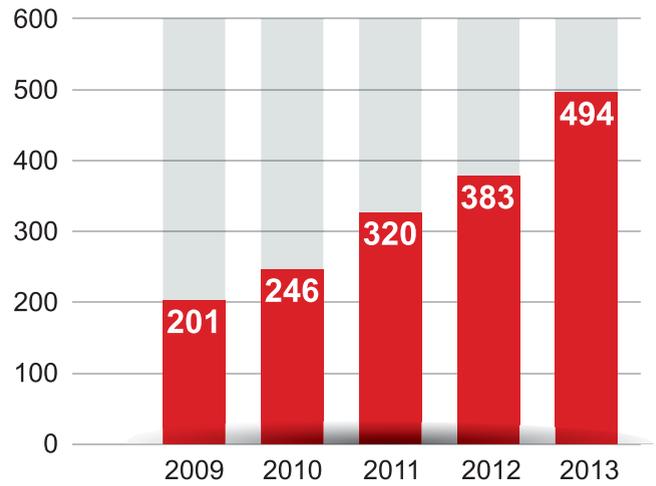
1st Rank - UBAK List
(Number of Land Trips)



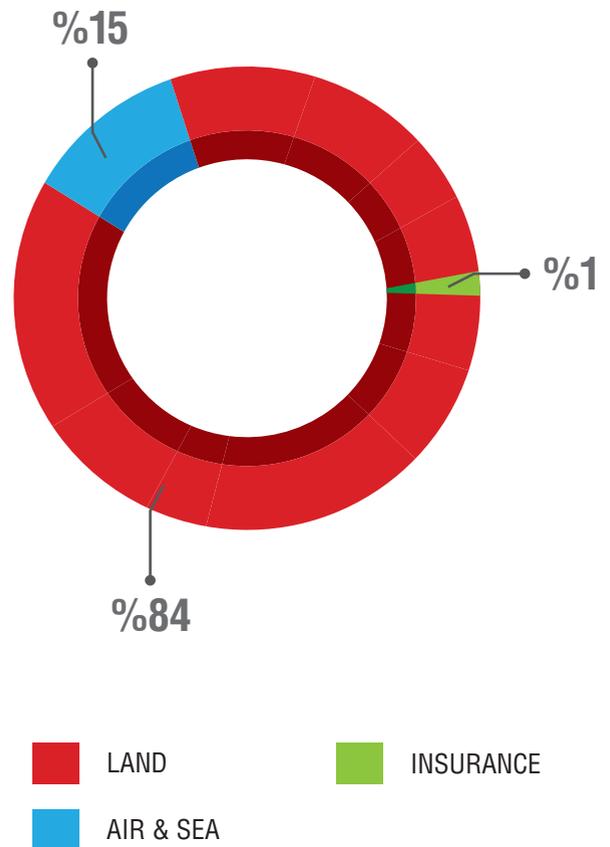
7th Rank - Air
IATA* Turkey List

(*IATA: The International Air Transport Association)

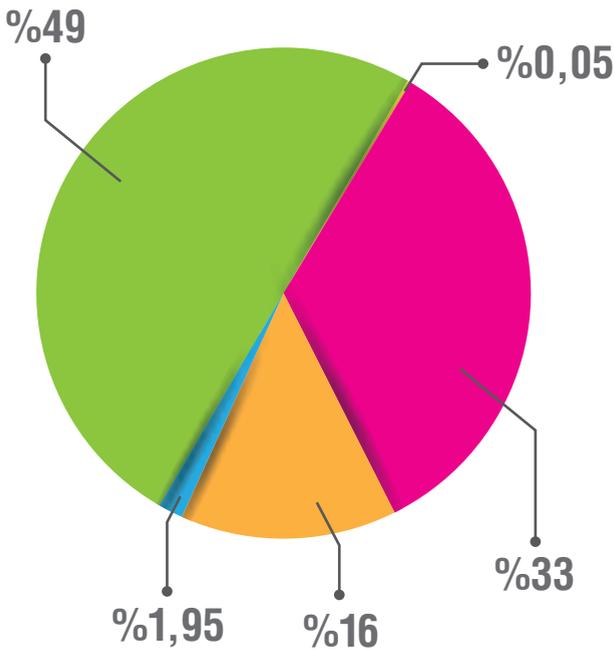
Turnover (mil. / TRY)



Distribution of Turnover



Economic Value Distributed to Stakeholders



1,009 TOTAL NUMBER OF EMPLOYEES
(Including Constructors)

DISTRIBUTION OF EMPLOYEES



OUR CUSTOMERS 7,893

91% (LAND)

92% (AIR & SEA CARGO)

CUSTOMER SATISFACTION INDEX

1,500 (LAND)
VEHICLE FLEET

200 (RAILWAY)
45FT CONTAINER

20 (LAND)
14 (RAILWAY)

192 (AIR-SEA)
NUMBER OF COUNTRIES SHIPPED

89,550 M²
OUR TOTAL WAREHOUSE AREA IN TURKEY
17 OFFICES AND 7 WAREHOUSES
IN 4 COUNTRIES
LAND-AIR-SEA

MARS LOGISTICS IN 2013

FIRSTS

We kept on breaking grounds...

Mars Air and Sea Cargo, one of the group companies of Mars Logistics and a leader in its sector with its technological investments, has become one of the two corporations starting the "e-airway bill" practice for the first time in Turkey.

e-awb (e-airway bill) system, the first step of the system name 'e-freight' which ensures sending on digital environment of all documents necessary for import and export for airlines and forwarders which are members to IATA (International Air Transport Association), has become officially applicable as of April 1, 2013.

On March 25, 2013 in the process of transition to the digital system, Mars Air and Sea Cargo and Turkish Cargo from Turkey took part in the committee with 21 international firms comprised by IATA to form the articles related to the system whose pilot practice was started in 9 places including Germany, France, Italy, Spain, Holland, Dubai, Britain, Hong Kong and Seoul.

INTERNAL STAKEHOLDER OPINION

We are proud of being one of the two companies first implementing the digital airway bill system in Turkey. The reason of our being preferred for the study is that we constantly renew ourselves technologically, and make substantial investments to this end. In the course of the preparations for the project lasting approximately 6 years, we realized

significant investments to make our current systems in compliance with the project. The most important features of the system are its ability to allow faster, flawless and ultimately efficient procedures, and its being environment-friendly avoiding any paper printing of the airway bills.

Selmin Kahraman
CEO of Mars Air and Sea Cargo

The first train car export of Turkey in the last 30 years has been realized to Bulgaria on special trucks organized by Mars Logistics.

We realized delivery to Bulgaria of the 30 luxury passenger sleeping cars started in 2012 to be produced by Türkiye Vagon Sanayi A.Ş. (TÜVASAŞ) for Bulgarian Railways via Mars Logistics.

We transferred 20 of the train cars via railway, and the remaining by land due to railway maintenance. We used heavy duty vehicles with telescopic features with assistance of 300 ton capacity cranes for transportation of the carriers with a length of 26.4 meters.

INTERNAL STAKEHOLDER OPINION

In recent years, investments in our country to railways were not limited to roads and tractive stocks only but emerged in other fields too. Turkey is on the way to become a reference country in terms of the rate of hauled stock.

Erdirn Erengül
Mars Logistics Railway Operations Manager

Firsts by Mars Logistics in Turkey and/or the Sector

ACTIVITY	START	COMPLETION
ISO 9002 Quality Assurance Certificate (with our warehouse)	1998	Continued as ISO 9001 Quality Management System
Logistical Case Study Contest	2003	Continued
LogiLife Magazine	2004 - English 2012	Continued
LogiClub Loyalty Programme	2005	Continued
LogiTV Television Programme	2005	2006
First Euro5 Investment	2007	Continued
The first Highway Journey of Spain-Turkey with a 3 day Tariff	2008	Continued
Speed Service (Fast vehicle)	2008	Continued
Beykoz Logistics Occupational Institute	2008	Continued
TÜRLEV (Turkey Logistic Researches and Training Foundation)	2008	Continued

INVESTMENTS

We enriched our investments bringing value to our sector with new others...

We expanded our Adana branch to turn it into a logistic center.

Via this transformation as logistic center, we, Mars Logistics, aim at providing faster and privileged service to our customers in provinces such as Adana, Mersin, Konya, Kahramanmaraş and Gaziantep, which were called Anatolian Tigers with their investments and export moves in 2000s.

We inaugurated our new office in Adana Şakirpaşa Airport.

We opened our fourth airport office in Adana Şakirpaşa Airport after İstanbul, Ankara and İzmir. We aim, with this new branch, to conclude the international transport, land, air and sea cargo as well as railway import and export procedures of our customers more easily and efficiently.

Turkic Republics and Romania are now also among the alternative markets we provide service through regular journeys.

We are fulfilling our strategy to open up to new and alternative markets, which is highly important to Turkish Foreign Trade, by starting regular journeys on new lines. We take the loads of our customers to Turkmenistan in 8, to Uzbekistan in 10, to Kazakhstan in 12, to Azerbaijan in 4, to Georgia in 2, and to Romania in 3 days.

We realized our new logistics center investment in İstanbul in Esenyurt-Kıraç after Avclar, Tuzla and Yenibosna.

We are continuing our leadership in the logistics sector with our new logistics center we opened on an area of 16.000 m² in İstanbul Esenyurt-Kıraç, which will further strengthen our widespread service network. We are targeting to create space adequate for the incoming surplus demand, and to realize our warehousing activities more fast in Esenyurt.

We took our place among the International Exhibition Logistics Association (IELA) members.

IELA, established in 1979, gathers the leading transportation firms of countries under a common roof, and ensures creation of new markets increasing their business union. By conducting successful activities within the country and abroad in the fields of fair and events logistics, we are less affected thanks to such membership from the negotiations within the scope of the customs regime practices differing among countries. Thus we provide advantage to our customers in obtaining service from a single source in areas such as fair organizations, intermediary transportation, warehousing, international transportation methods and customs clearance in Turkey.



INNOVATIONS

We continued our journey to excellence with our new management system certificates...

We obtained our ISO 10002 Customer Satisfaction Management System certificate.

We added ISO 10002 Customer Satisfaction Standard to the management system standards (ISO 9001, ISO 14001 and OHSAS 18001) we possess in Mars Logistics. We have successfully concluded the studies we initiated by establishing a project group in the last reporting period for the purpose of more systematic and reliable execution of the processes of gathering, evaluation and solution of customer notifications.

We acquired ISO 27001 Information Security Management System certificate for our company.

As a result of meticulous and successful studies we conducted as Mars Logistics, we were awarded the ISO 27001 Information Security Management System certificate, which is applicable throughout the world, imposes standards on how efficient information security management should be made in corporations and is yet possessed only by a few firms in Turkey.

MARS LOGISTICS AND HITACHI TRANSPORT SYSTEM PARTNERSHIP

We continued growing with our new partner...

Hitachi Transport System (HTS) established in 1950 under Japan Hitachi, a 103 year-old industrial giant among one of the biggest companies of the world, is active with its 6 billion dollars of turnover and app-

roximately 25,000 employees. As a part of its global growth strategy, HTS preferred Mars Logistics Group, leading the sector with its strong substructure, with its decision to invest in Turkey, which it logistically considers a highly significant market for Europe, Russia, North America and the Middle East.

Partnership negotiations resulted in an agreement in October 2013, and HTS became partner of Mars Logistics Group by 51%.

INTERNAL STAKEHOLDER OPINION

International investors have been showing their interest to our group for a long time. I believe that we made the right choice by deciding on Hitachi firm. The working style of Japans which is close to ours, their business understanding taking as a basis confidence and discipline as well as the position of Hitachi in the world market played significant role in our preference. The synergy arising from this unity shall allow increasing our logistics potential in international markets, and faster growth in domestic and foreign markets.

Garip Sahillioğlu

Chairman of the Board of Directors of Mars Logistics



CORPORATE MEMBERSHIPS

NAME OF CHAMBER / ASSOCIATION / UNION	MARS LOGISTICS REPRESENTATIVE	POSITION
DTD Railway Transportation Association	ERDİN ERENGÜL	Railway Operations Manager
LODER Logistics Association	AYDAN BİLGEL	Corporate Development Manager
KALDER Turkish Quality Association	CORPORATE MEMBERSHIP	–
IATA International Air Transport Association	SELMİN KAHRAMAN	CEO of Mars Air & Sea Cargo
UND International Forwarders Association	ENGİN ÖZMEN	Board Member
FIATA Federation of International Associations for Transport and Logistics	SELMİN KAHRAMAN	CEO of Mars Air & Sea Cargo
UTİKAD International Transportation and Logistics Service Providers Association	SELMİN KAHRAMAN	CEO of Mars Air & Sea Cargo
WIN Worldwide Independant Network	SELMİN KAHRAMAN	CEO of Mars Air & Sea Cargo
IELA International Exhibition Logistics Association	EŞBER KAYNAK - NAMİK KELEŞ	Fairs and Events Logistics Manager - Fairs and Events Logistics Operation Responsible

*The informations in the table were changed after October 2013.

AWARDS

We crowned our success...

Logistics Company of the Year Award

Republic of Turkey Ministry of Economy 2013 Logistics Awards

THY Success Reward of 2013

Once again after 2008 and 2011

2013 UBAK Logistics Firm with the Highest Number of Trips

Every year and again since 2009...



STRATEGY AND MANAGEMENT

Breaking grounds from day one we have been established as Mars Logistics, we are providing in a leading spirit our services with a focus on customer and employee satisfaction with an internal management understanding, and cooperating with all our stakeholders in harmony.

VISION, MISSION AND VALUES

OUR VISION

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 logistics services.

OUR VALUES

Hitachi Group Core Values

Wa (Harmony): The willingness to respect the opinions of others and discuss matters in a manner that is thorough and frank, but fair and impartial, and once a conclusion has been reached, to cooperate and work together to achieve a common goal.

Makoto (Sincerity): To approach issues openly and honestly, without drawing false distinctions between oneself and others. "Sincerity" is the spirit that inspires the confidence that society has placed in us.

Kaitakusha-Seishin (Pioneering Spirit): A purposeful approach to one's work based on individual initiative, to create new business by pursuing novel, new goals. This spirit is manifested in a keen desire

to be at the forefront of technology and the top of our chosen fields of expertise. These objectives are achieved by promoting the limitless potential of each individual member of Hitachi.

Mars Logistics Values

Customer Oriented Approach: To anticipate and meet present and future customer expectations coherent with "Win, Win" philosophy.

Employee Satisfaction: To offer more than the expectations of our employees. To increase social sharing and mutual respect with the objective of ensuring social communication.

Respecting the Environment and Society: Be responsible about society's expectations and the need to protect the environment.

Reliability: To keep promises given to shareholders, be honest and respect ethical values.

Develop Cooperation: To work and ensure mutual development of partnerships developed with suppliers, agencies, non-governmental organizations etc. in compliance with "Win, Win" philosophy.

Learning and Development: To facilitate continuous development by obtaining knowledge that will pave the way for improvement and positive change and give a sense of direction to our conduct.

Taking Responsibility: Requires pushing the limits of knowledge and skills, even with the tasks that are way too challenging.

Team Spirit: Solving problems and sharing the success together.



CORPORATE MANAGEMENT

CUSTOMER OPINION

72% of our customers participating in our sustainability questionnaire say...

“Mars Logistics manages all of its business processes in line with its principles of transparency, fairness, accountability and responsibility (corporate management).”

The Structure of the Board of Directors

Some changes occurred in Mars Logistics' board of directors due to the partnership it made with Hitachi Transport System in October 2013. There had been three members in the Board of Directors of Mars Logistics before the partnership. These people were also the partners of the companies. In the Board of Directors formed after the partnership, a total of three members started to serve one from Mars Logistics with a share of 49% (Chairman of the Board of Directors), and two representing Hitachi Transport System with a share of 51%.

There is no independent member in the current Board of Directors as in the former board. The two new members of the board of directors apart from the Chairman of the Board of Directors have no executive function. While a total of two female members were serving in the Board of Directors of all companies in the group before partnership, today there is one female member.

The Chairman of the Board of Directors who was the General Manager of both Mars Logistics Group INC. and Mars Logistics International Transportation, Warehousing, Distribution and Trade INC. before partnership, continues to serve as the General Manager of Mars Logistics Group INC. on partnership.

Before the partnership with Hitachi Transport System, the minority shareholders in the group companies were fulfilling their duties permanently with regular communication because they were Board of Directors members simultaneously. There is no minority shareholder in our company since October 2013.

The Internal Audit Department consisting of two people reporting to the Board of Directors, audits departments where operational risks are observed with planned and instant audits. These audits serve to not only detailed examination of performance in operational and support processes, but also prevention of possible conflicts of interest among shareholders. The Internal Audit Department shares its audit reports in relation with the subjects it may determine with the senior management, and may request action and improvement from concerned departments.

There are separate Disciplinary Boards of each company under Mars Logistics Group in addition to the Ethics Board working under the Board of Directors. The Disciplinary Board involves representatives from the departments of Law, Human Resources and Internal Audit. Besides, principal and alternate members from the relevant company also serve.

Communication of the Board of Directors with Employees

The Board of Directors ensures via the weekly '**Mars Information Exchange Meeting**' with the department managers 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 of the system and the suggestions received within the framework of sustainability are included in the "Employee Satisfaction" section of our report.

Participation in Public Policies

In line with our ongoing cooperation since 2001 with Logistics Association (LODER) whose purpose of incorporation is to ensure effective and efficient performance of logistics activities within the scope of 'supply chain management', we, as Mars Logistics, take active duty in the Board of Directors of the association.

We support as participant and speaker several national and international organizations of LODER such as congress, fair, symposium etc. For most effective realization of the project, we provide sponsorship support every year to LODER, which arranged Inter-University Logistical Case Study Contest arranged for the 10th time in 2013.

Ethical Values

CUSTOMER OPINION

69% of our customers participating in our sustainability questionnaire say...

"The informing and raising awareness efforts of Mars Logistics to its employees on ethical business practices and prevention of corruption are adequate."

We prepared our Mars Logistics Ethical Values Guide arranging the relations of our employees with each other and all of our other stakeholders within the framework of certain rules in 2007. The guideline of preventive nature to possible conflicts of interest is printed and distributed to all employees by Human Resources Department and is shared with our employees and all of our stakeholders 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. They are required to notify The Ethics Board of their evaluations in case they witness violation of the ethic rules or involved in

a practice that seems unethical to them.

Solution of Incompliance with Ethical Rules

The Ethics Board consists of the Chairman and his assistant. The Chairman of the Board of Directors also presides the Ethics Board. He is assisted by the Internal Audit Manager. 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. Denunciations are evaluated by the board to ensure taking of necessary actions. 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.

Code of Professional Ethics

Mars Logistics approves ethical principals and codes within a responsible perspective and adopts a development and growth policy coherent with these values.

- We maintain a reliable and coherent standing and guard our corporate image.
- We give utmost importance to the confidentiality of professional and private information of Mars Logistics Group, affiliates and partners.
- We stand clear of conflicting interests amongst Mars Logistics Group employees.
- We do not accept or attempt to give bribes or unaccountable payments.
- We adhere to generally accepted codes of respect and courteousness in written and verbal communications.
- We have no tolerance for any kind of harassment.
- We steer clear of any political activity within company environment.
- We give importance to the protection of intellectual property.
- We do not discriminate in selecting suitable employees.
- We respect people's private lives; we frown upon gossip.

MANAGEMENT SYSTEMS AND POLICIES

Initiating our journey to quality in 1998, we started documentation of our modern logistics services with quality standards, and in 2000, studies of EFQM (European Foundation for Quality Management) Based Total Quality Management. We manage our companies via management systems supporting our sustainability performance. In the reporting period, we added new ones to those systems bringing a new dimension to our quality efforts toward customer satisfaction and information security.

CERTIFICATE CODE	CERTIFICATE NAME	YEAR RECEIVED
ISO 27001	Information Security Management System	2013
ISO 10002	Customer Satisfaction Management System	2013
ISO 10002 (Air & Sea Cargo)	Customer Satisfaction Management System	2013
ISO 14001	Environmental Management System	2009
OHSAS 18001	Occupational Health and Safety Management System	2009
ISO 9001 (Air & Sea Cargo)	Quality Management System	2007
ISO 9001	Quality Management System	2003
ISO 9002	Quality Management System	1998



Quality Policy

Mars management believes that quality is customer satisfaction. We aim at reaching the level of superior quality at low cost by achieving flawless service generation. Hence Mars management has adopted the Excellence Approach that equally and fairly meets the expectations of its customers, employees, suppliers, society and shareholders, which in essence is a continuous process of improvement, learning and innovation. Policies and principles adapted to successfully implement the Excellence Approach have been listed below.

- Sustainability Policy
- OHS and Environmental Policies
- Corporate Social Responsibility Policy
- Customer Feedback Policy
- Human Resources Policy
- Information Security Management Policy
- Cooperation Policy
- Communication Policy
- Financial Affairs Policy
- Purchase Policy
- Information Policy
- Technology Policy
- Active Management Policy
- Stock Management Policy
- Sponsorship Policy

Details of our policies are on our web site:

http://www.marslogistics.com/en/mars_logistics_company_policies.aspx

To reach a sustainable future, Mars Logistics aims at fulfilling its economic, social and environmental responsibilities within the scope of corporate responsibility, employee satisfaction and customer focus in view of the expectations of its stakeholders.

SUSTAINABILITY MANAGEMENT

To reach a sustainable future, we, as Mars Logistics, aim at fulfilling our economic, social and environmental responsibilities within the scope of our values in view of the needs and expectations of the stakeholders.

We realize a SWOT analysis involving all of our companies before the Strategic Planning Meeting we hold every year. In the course of this analysis, we determine the strengths and weaknesses of Mars Logistics as well as the threats and opportunities that might affect our company. With participation of the senior management and other executives, we conduct self-evaluation studies according to EFQM Excellence Model including subjects affecting our economic, social and environmental performance, for the purpose of initiation of the concerned improvement efforts.

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 the management systems we integrate to our activities. We realize internal audits twice a year under the coordination of the Corporate Development Department and external audits at least once a year with the support of the audit corporation although it differs depending on the concerned certificate. We share the results of internal and external audits with all concerned departments and the senior management, and follow the statuses of realization of action and improvement works on necessary subjects.

We update our strategy map and reports with Balanced Scorecard logic as a result of the Strategic Planning Meeting held at the end of each year. These platforms have economic, social and environmental performance parameters varying per department/unit/individuals. We control performance indicators via monthly and quarterly follow-ups. The perfor-

mance of all employees including the members of the Board of Directors is evaluated using this system. The Fee Management System process managed by the Human Resources Department and the procedures pertaining to the process involves all company employees.

Operational Risk Management

Occupational Health and Safety (OHS) and Environmental Risks: Our OHS and Environment Specialist conducts periodic risk assessment studies in a way to involve all departments of the company. The results of these studies define 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 department/unit/company executive is responsible for follow-up of their own processes.

Communication with Stakeholders

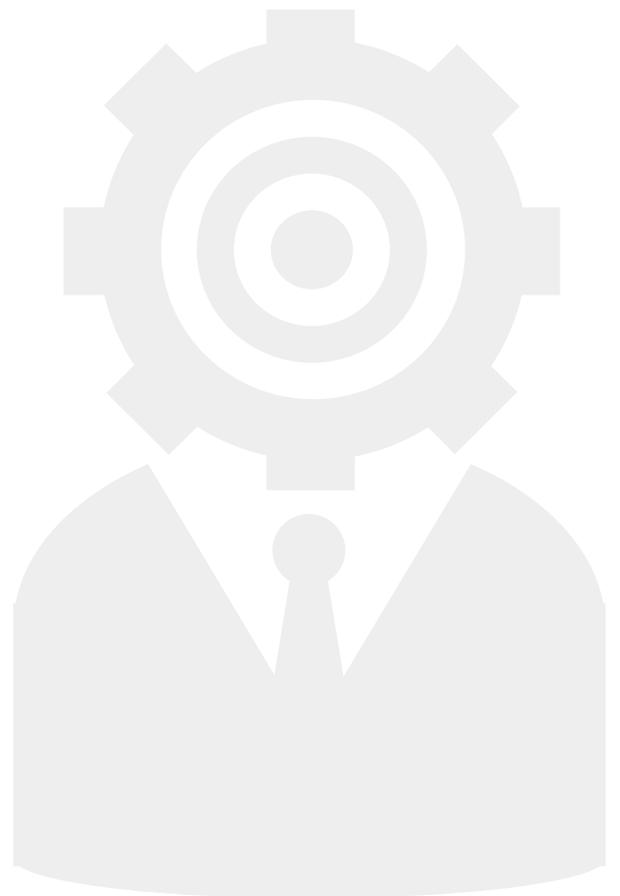
EMPLOYEE OPINION

58% of our employees participating in the sustainability questionnaire say...

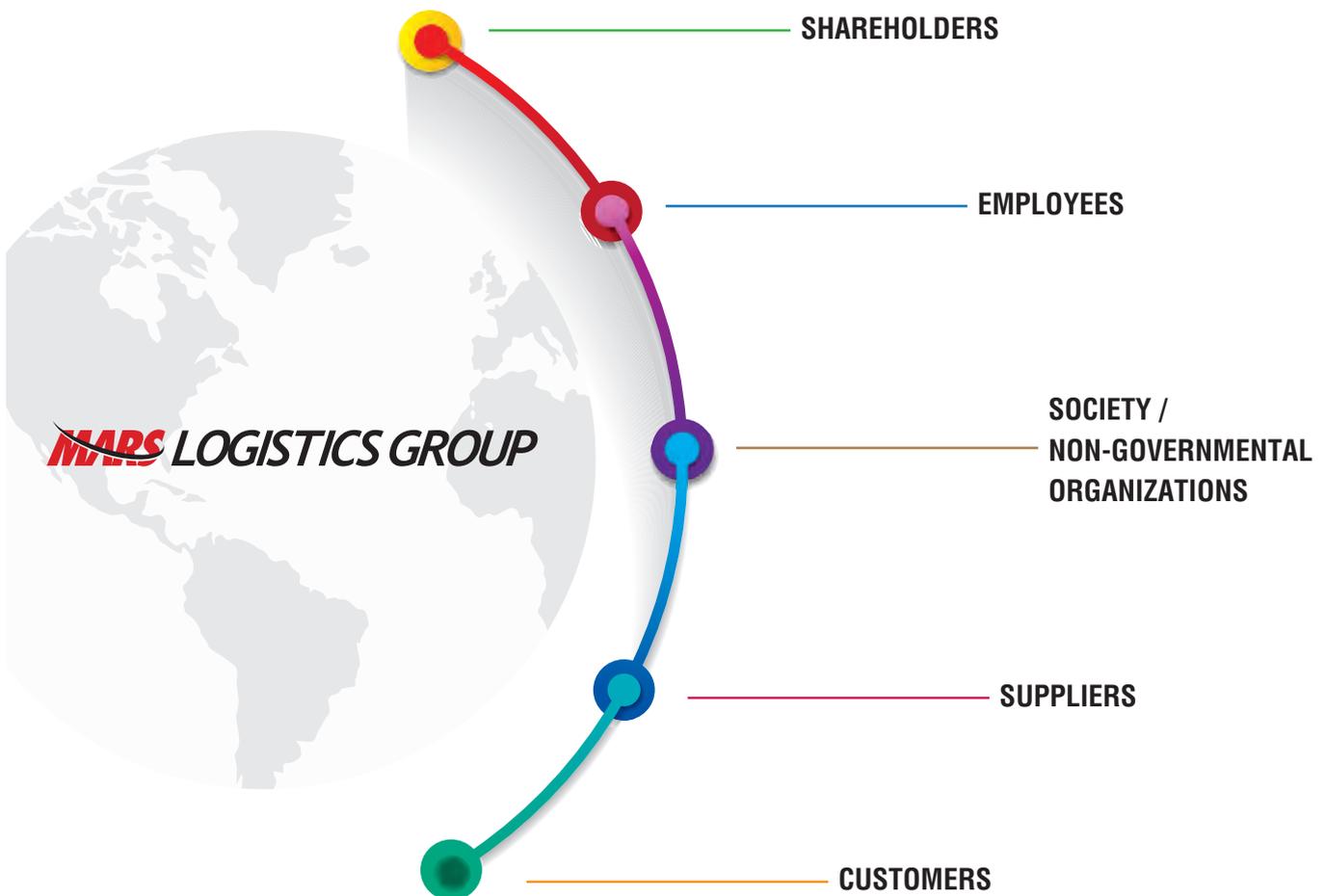
“Regular communication platforms are adequate in Mars Logistics wherein one may learn about the opinions/suggestions or expectations of priority stakeholders.”

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

We defined stakeholder groups in Mars Logistics within the framework of EFQM studies in past years. In the last reporting period, we reviewed all stakeholders in the Sustainability Strategy Workshop we realized with participation of our executives, and re-evaluated them prioritizing within the framework of our strategic matters. In the workshop we realized in the reporting period, we reviewed our key stakeholders and communication platforms. We reached our employees and our customers via sustainability questionnaires, and heard their opinions on the sustainability effects of our company.



Communication Platforms With Our Stakeholders

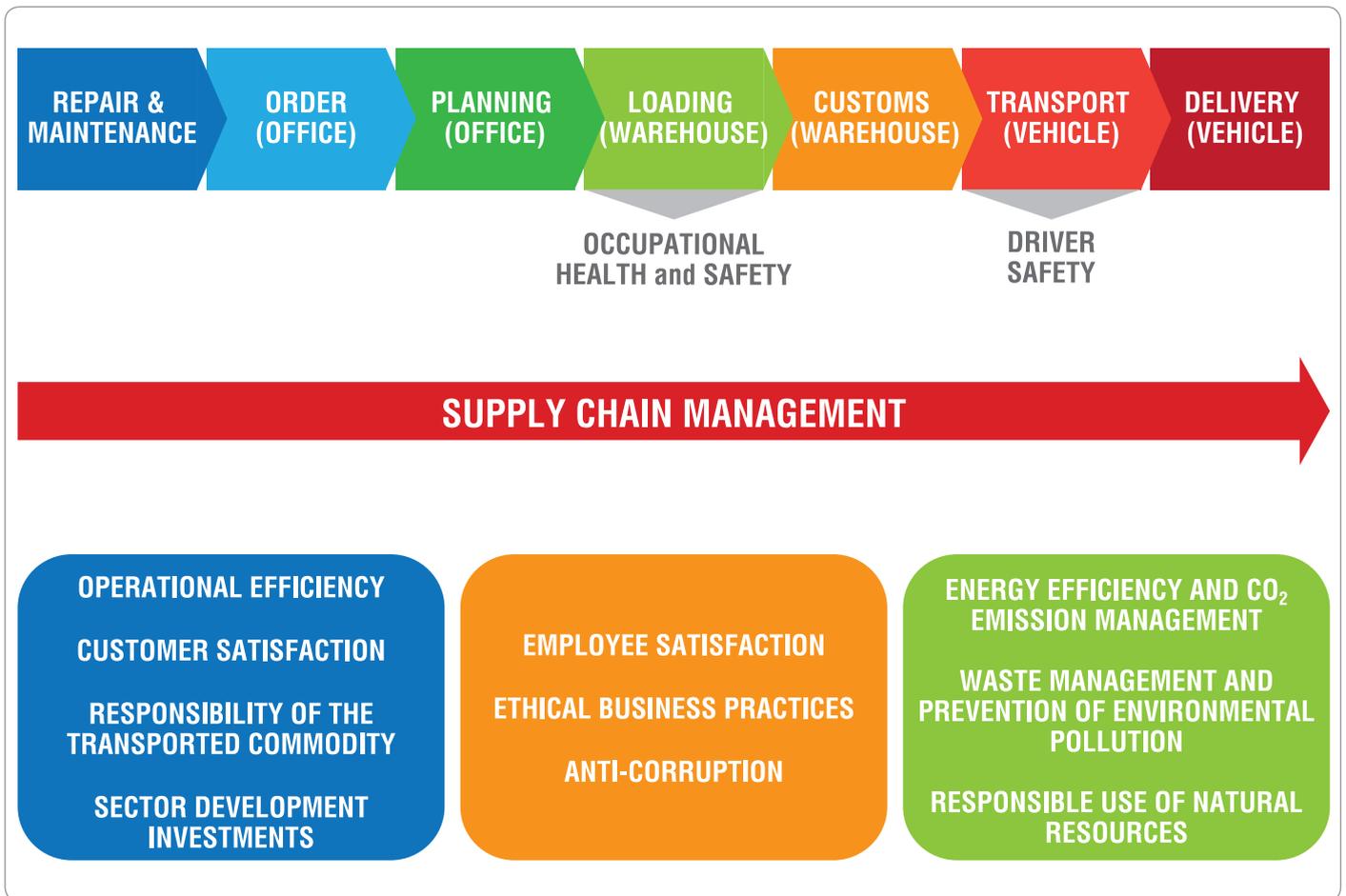


OUR STAKEHOLDERS	COMMUNICATION PLATFORM	FREQUENCY OF COMMUNICATION
Shareholders	Included on Page 18	Various
Employees	Included on Page 40	Various
Customers	Satisfaction Questionnaire	Continuously
	Logilife / Logilifekids	Quarterly
	Logiclub	Continuously
	Logiclubkids	Continuously
Society/Non-Governmental Organizations	TMA – Social Satisfaction Questionnaire	Once a year
Suppliers	TMA – Social Satisfaction Questionnaire	Once a year

SUSTAINABILITY IMPACTS ALONG OUR VALUE CHAIN

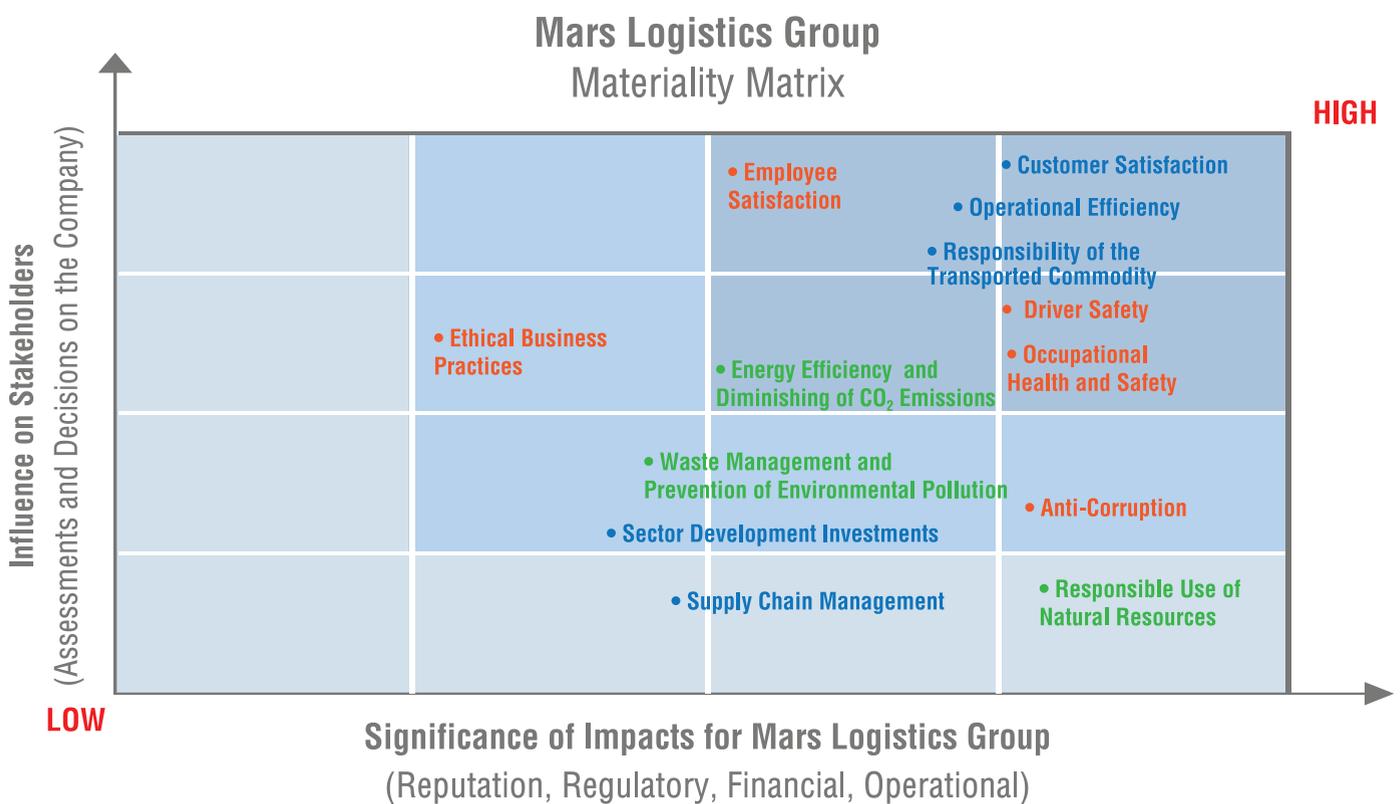
In the last two years, we realized sustainability strategy development and review workshops with participation of our senior executives. As a result of our evaluations, we examined the subjects of strategic importance to our company in economic, environmental and social terms separately.

With our studies taking into consideration our operational value chain in Mars Logistics, we added new matters like ‘supply chain management’ and ‘driver safety’ to the matters established by us in the previous reporting period in accordance with the strategic targets of our company. With this study, we found out that almost all of the strategic subjects we established are effective in our all operational processes. We handled the subject of operational health and safety within the scope of plants and warehouses, and the subject of driver safety within the scope of vehicle maintenance, route and safe driving.



‘Operational efficiency’ became prominent in the matrix with a higher level of significance compared to others for both our group and our stakeholders. The reason for this is that operational efficiency has direct effects on our other sustainability subjects such as customer satisfaction and energy efficiency. As a result of the workshop, we updated Mars Logistics Sustainability Matrix.

On the top right-hand side of the table are the subjects with higher significance to both our stakeholders and our company compared to others and subjects which affect, directly and substantially, the nominal, legal, financial and operational performance of our company. These being the main titles of the concerned sections of the report, we present in detail the performance on those subjects of our corporation with supporting data within the report.



Our fundamental purpose in preparation of such a matrix is to determine the subjects heeded by both our company and our key stakeholders, and to materialize our plans and targets related to sustainability within the framework of such subjects. In the future, we are planning to have opinion exchanges with a higher number of stakeholders, and to improve the subjects and our current targets we are to focus on within the scope of sustainability.

STRATEGIC SUSTAINABILITY TARGETS

In line with the strategic targets of Mars Logistics, we determined our targets indefinitely within the scope of sustainability within the framework of our constant improvement and development approach.

SUBJECTS	TARGETS
Operational Efficiency	Reducing operational costs
Customer Satisfaction	Putting new products / new lines to market Reducing negative complaint ratio Taking action in line with the new customer questionnaire and current customer questionnaire targets
Responsibility of The Transported Commodity	Providing insurance processes trainings to drivers and warehouse employees
Sector Development Investments	Developing intermodal transportation
Supply Chain Management	Raising awareness of our suppliers on environmental and social responsibilities
Energy Efficiency and CO ₂ Emission Management	Calculating our carbon emissions and taking measures to reduce release Having our measurements verified according to ISO 14064 standard
Waste Management and Prevention of Environmental Pollution	Making investments toward reducing our wastes
Responsible Use of Natural Resources	Reducing fossil fuel and water consumption
Occupational Health and Safety (plant and warehouses)	Prevention of work accidents Increasing awareness of the employees
Driver Safety (vehicle maintenance, route and safe driving)	Completing trainings of current drivers Preparation training documents for our subcontracted drivers Increasing the rate of ADR licensed drivers
Employee Satisfaction	Increasing the competence of our employees Elevating motivation through social activities Taking action according to the results of Employee Loyalty and Efficiency Questionnaire
Ethical Business Practices and Anti-Corruption	Popularizing our ethical values among our employees and suppliers

*25 years ago
we had a dream...*

Now we are a logistics company that
goes to every destination in the world.



ECONOMIC PERFORMANCE

Operational efficiency and customer satisfaction constitute the basis for our economic performance in Mars Logistics. While our sector investments create value for all our stakeholders, we are continuing to grow with pride of being the preferred logistics brand.

OPERATIONAL EFFICIENCY

EMPLOYEE OPINION

60% of our employees participating in the sustainability questionnaire say...

"Mars Logistics has systems to conduct its operations with highest efficiency."

For gaining profitability and customer satisfaction, it is substantial in the logistics sector where competition is intensive to create difference and to perform our business more effectively and efficiently. We actively carry on our 'constant improvement and development' studies to increase our operational efficiency. In our strategy map we prepare as a result of the Strategic Planning Meeting we hold every year, we update our targets under four main headings (financial, customer, processes, human resources-substructure). In the case of operational efficiency, we target to reduce our costs by ensuring optimal use of all of our resources, particularly human resources.

Not only customer demands vary in parallelism with the varying market/competition conditions but also our operations are occasionally affected by external

factors such as road condition, strike, customs etc. In such cases, we review our processes and revise quickly when necessary.

Our information technology investments, our dynamic and qualified team, the support of the senior management, our skills to manage changes and crises facilitate most efficient management of our operations. We conduct workshops and benchmarking studies for operational efficiency; and maintain our improvement studies through quality circles, project groups and suggestion system.

OPINION OF OUR CUSTOMER FOR 15 YEARS

"I believe Mars Logistics is a logistics company that has a high operational efficiency and gives value to its customer. We have been working with Mars Logistics for more than 15 years. First three elements that I can think of when said Mars are "reliable and pleasant service, fast communication and price advantage."

**Nigar Şerifoğlu, Export & Import Responsible
YKK Metal ve Plastic Products INC.**

As a result of our approach 'the more centralized data are, the easier to improve the operation process is', we are using the intranet system we call 'Mars Portal' to facilitate in-house communications and 'SOFT' software system to facilitate our operational processes.

Operational Efficiency Practices

Disposition

We call the planning on how to place the loads within the vehicle for organized and efficient performance of load organizations as disposition. The disposition program designed by Mars employees by virtue of the reservation information of our customers involves virtual vehicle loading, license plate assignment and organization process. The persons in charge of disposition serving on country basis work in coordination with relevant departments aiming to ensure vehicle fullness and profitability. They plan which vehicle to transport which load, and the order of unloading. Therefore, it would be possible to save labor, time and cost. Disposition works in integration with SOFT, our ERP (Enterprise Resource Planning) system; and changes in the process are instantly processed on the program.

SOFT

It is our software and ERP system whereby data are pursued in operational processes. SOFT works in integration with the intranet system Mars Portal, e-mail program, and the satellite follow-up system in our own vehicles. It exchanges information via the intranet system, and allows instant automatic message sending to users via the e-mail system. Thus it prevents independent action of the processes allowing instant informing of all concerned stakeholders. Besides, it allows execution over the systems of relevant transactions such as customs, agencies, airline firms etc. in relation with official and legal matters.

The program provides the possibility of reporting in various formats to its users, and online follow-up of the loads to our customers. This program facilitating planning in operational processes and thus saving labor, cost and time facilitates one stop follow-up of

operational processes and all kinds of financial transactions such as invoicing etc. with its financial module. It provides accurate and timely information flow to all of its stakeholders in addition to chances such as fast and easy access to past data, archiving of information, constant improvement of data acquired as a result of reports.

Hand Terminal

We initiated the load barcode system starting from 2011, and hand terminal use by the end of 2013 within the scope of that project launched for sound follow-up of the loads received at the warehouse and ensuring instant and rapid data flow. Instant follow-up of the movements process after opening of the reservation records of the loads as well as regular access by all concerned personnel to the data to be recorded by the system afterwards over such loads are ensured.

With the control mechanism installed in line with the system, we are aiming at minimization of the problems to arise from human factor in the process. Thanks to the sound data gained, customer complaints were reduced as a result of proper meeting of the customer needs and increased transaction speed, and we conducted improvements having measured the performance of the concerned personnel and processes. We are able to keep the entry-exit of the loads under control by detecting the loads of which customers get intense on which days at which time intervals in the warehouse. Thus we are able to arrange shift hours accordingly.

Mars Portal

It is one of the most important platforms of inter-department communication used actively by all of our employees who are computer users. Each support and operational department of the company has a page of their own. These pages involve information and data on operational processes; and the updates as well as various reports realized within daily work flows are instantly shared with users. Since it is integrated to the e-mail system, it allows making announcements such as questionnaires, assignments, trainings, social activities etc. to the entire company at the same time. It not only facilitates in-house communication, but also allows single stop data follow-up and reporting and access to data of the past periods.

Mars Portal, updated constantly in line with the user demands and needs, has been designed by our employees under Mars Logistics. Some of the subjects that can be followed over Mars Portal are:

- Information technologies support requests
- Administrative works maintenance repair requests
- Personnel leave follow-up
- Suggestion System
- Near miss notifications etc.

Team Works

In Mars Logistics, workgroups are formed toward all or part of the processes with participation of employees from all levels for the purpose of improvement of the business environment, enhancing quality and efficiency, reducing costs, and solution of problems on workflow basis. Concerned studies are held under two groups every year as Project Groups and Quality Circles.

We reviewed the evaluation system process used for our agency and truck suppliers in the reporting period in all aspects within the scope of the works of the **Supplier Evaluation System Review Project Group**.

With the participation of the concerned department executives, we ensured acquisition of sounder data for improvement of the processes of our suppliers by issuing evaluation process, evaluation criteria and questions.

With the study we conducted within the scope of the **Vehicle Follow-up Systems Quality Circle**, we ensured that the two different systems used for vehicle follow-up are easier and faster followed from a common database.

CUSTOMER SATISFACTION

CUSTOMER OPINION

73% of our customers participating in our sustainability questionnaire say...

"The communication channels where Mars Logistics customers can share their opinions and suggestions with Mars management are sufficient."

As Mars Logistics, we provide logistics service to several sectors playing significant roles on the Turkish economy such as energy, construction, cosmetics, chemistry, health, retail, particularly automotive, textile, electronics. The satisfaction of our customers reaching nearly 8,000 in number bears key significance for sustainability of our business. We accomplish different implementations aiming at ultimate management of customer satisfaction.

We apply regular satisfaction questionnaires on the phone to approximately 50% of our customers throughout the year, and plan improvement actions per the outcomes. We perform this study through departments independent from operation to obtain objective results. Regular visits to our customers are

the most important element of customer satisfaction. Our customers can communicate their notifications to us via various channels like telephone, fax, e-mail, the notification form on our web site and questionnaires.

We register and classify 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 work out solutions to turn notifications we evaluate fastidiously into opportunities, and constantly develop our customer processes with our 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.

Developing our processes in line with the needs of our customers is our first priority at all times. Therefore, we channel our works not only in operational subjects, but also in line with other needs of our customers. To this end, we, in 2013, succeeded for Mars Logistics in accomplishing the ISO 10002 Customer Satisfaction Management System and ISO 27001 Information Safety Management System certificates we aim to obtain in the last reporting period.

OPINION OF OUR CUSTOMER FOR 25 YEARS

"I believe Mars Logistics is a logistics company that provides innovative solutions and gives value to its customer and makes investments with a consciousness of social and sectoral responsibility.

We have been working with Mars Logistics for 25 years. First three elements that I can think of when said Mars are "speed, accuracy and team work."

Sami Persentili, Company Owner
Persentili International S.L.U.

Responsibility of the Transported Commodity

We have responsibility with international convention limits (CMR) as trustee in transportations on self-owned or rental vehicles on land. The damage/reserve note to CMR or the signatures of the driver or agency/agency representative are evaluated in evaluation of responsibility. Responsibility cannot be legally established unless there is a reserveless CMR, report showing the accident, minutes documenting theft etc.

We are responsible in accordance with the provisions of the international convention (The Hague, Brussels, Warsaw) as trustee in air-sea shipments just as in land loads. We are responsible within the framework of international COTIF (The Convention concerning International Carriage by Rail) / CIM (International Convention concerning the Carriage of Goods by Rail) limits in railway transportation like other transportation means.

It is essential that determination of responsibility be clear in all types of transport. Our responsibility is secured with a single insurance policy in land, railway, air and sea transport. Our extended scope FFL-Freight Forwarder Liability policy is made by American Navigator through Marsh Brokerage. Our partner in Turkey is Ak Sigorta.

FFL scope: In all international forms of transport, payment is included within cover within the framework of the responsibilities set forth in the CMR, the

Hague, Warsaw, Brussels etc. convention in damages that can be incurred also in the course of storage, domestic distribution. Wrong deliveries, personnel mistakes, unconfirmed delivery etc. additional covers are insured within the framework of limit.

The losses of our customers may incur are reduced to a minimum thanks to extended scope policy FFL. Thanks to FFL, wider in scope compared to CMR, we manage damage process better. We obtain faster results and ensure conduct of the processes without any jam.

Customer Satisfaction Practices

LOGILIFE / LOGICLUB

With the culture-art magazine named Logilife we have been preparing specially for our customers since 2003, we take a very rich content from economy to sports, from history to technology to Mars customers. We send our magazine we publish in Turkish/English quarterly to our customers free of charge along with the Logiclubkids prepared by us for children.

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

ISO 10002 Customer Satisfaction Management System

Although popularization of global commerce today hardens competitive conditions, customers satisfaction, the most significant reason of existence of companies becomes prominent as a subject requiring further sensitivity.

In this context and to provide better and more reliab-

le service in Mars Logistics, we reviewed the current condition of the customer feedback process applied within the company, and ensured rearrangement of not only complaints but also all kinds of feedbacks to our company in a way to be more systematic being capable of instant response to customer requests.

In the course of these studies;

- We published a guideline on our web site that tells about the customer feedback process.
- We reviewed all documents used in the concerned departments of the company.
- We ensured redesign of the software we use within the company in accordance with the requirements of the standard.
- We increased the level of awareness of company employees about customer satisfaction by providing trainings.

Mars Logistics International Transportation, Warehousing, Distribution and Trade INC. Customer and Process Development Department and Mars Air and Sea Cargo Transportation INC. Customer Development Department conduct necessary works within the scope of ISO 10002.

Among the principles of Information Security Management System, 'confidentiality' precludes unauthorized access to company information assets, 'integrity' ensuring the accuracy and completeness of information, and 'accessibility' allowing access to information when needed.

ISO 27001 Information Security Management System

Information security aims at preservation in all cases of the confidentiality, accessibility and integrity of data, the biggest treasure of companies, business sustainability, and minimizing of loss in case of disasters. With the developing technology, security

problems particularly in major corporations may cause not only serious problems regarding business sustainability, but also corporations' loss of market, loss of trust and credit across customers and business partners.

Thus, we made an application to obtain ISO 27001 certificate, an international standard not involving special definitions per country, in order to document that we are a corporation with all standards on Information Security Management.

ISO 27001 Information Security Management System plays a significant role in protection of our information assets, and particularly creating confidence in the eyes of our customers. The system necessitates, for confidentiality, accessibility and consistency of information assets, preparation of risk management, risk processing plan, duties and liabilities, work sustainability plans and emergency incident management procedures; and keeping records thereof in practice.

We determined the information assets pertaining to our company one by one in the process of system formation. We classified this information, and ensured an increase in the level of protection of confidential information particularly. Unauthorized access was systematically and physically prevented. By defining the threats to pose on the company information via risk analysis, we ensured taking of necessary measures in right proportion with the risks, and protection of not only operational and personal information pertaining to Mars Logistics, but also information pertaining to the customers. We designed the protection taking into consideration company employees, suppliers and other third party persons and entities. Within the scope of the standard, we increased the knowledge and awareness of our company personnel on the subject.

We undertake ensuring the security of the information emerging as a result of the services provided to

our customers via documents in accordance with the concerned laws and regulations.

Thanks to our company substructure being strong, we acquired ISO 27001 certificate sooner than we planned. After acquisition of the certificate, firms from different sectors applied to our Information Technologies Department and notified that they wished to conduct a benchmark study on the certificate acquisition process. This case is proud for our company considering positively the benchmark studies in accordance with EFQM.

EXTERNAL STAKEHOLDER OPINION

94% of our stakeholders participating in the 2013 Social Satisfaction Questionnaire say...

"Mars Logistics is a corporation contributing to the country economy and logistics sector development."

SECTOR DEVELOPMENT INVESTMENTS

Mars Logistics provides significant contributions to the growth of the logistics sector with its firsts to make a model of and its investments since the very first day it has been established. Technologic substructure investments, warehouse investments and vehicle investments took the lead among the same in the reporting period too.

Technological Infrastructure Investments

In order to be able to conduct our operations in a way to meet customer expectations in line with the set procedures, it is important to have adequate infrastructure installed and sustained. In line with the needs of our customers, agencies and employees, we conduct studies to reach beyond the current technological conditions by constant reviews of our technological infrastructure by the Strategy and Business

Development Department and Information Technologies Department.

Particularly in the course of preparations for ISO 27001 Information Security Management System, we reviewed our Information Technologies substructure from top to bottom. The fact that our central server securing information is in our building and established in accordance with all necessary standards is a significant advantage for Mars Logistics. The fire resistant nature of the room of our central server, double uninterrupted power source (UPS) and double air conditioning system as well as conditions such as support with FM 200 gas extinguishing system are a few of the criteria ensuring compliance with the standards in question.

The fact that fiber optic connection is now used instead of the copper cables allowing our communication with locations other than the headquarters entailed an increase in our operational performance. In addition, we are demonstrating an environment-friendly approach using virtual server architecture. Before this practice, a physical box was needed to install a server, and every box required a space and a cooling system like air conditioning etc. With the virtual server, necessary number of servers can be installed on the existing physical box, which entails savings in physical space, power spent for cooling as well as maintenance and operating expenses.

Vehicle Investments

All tow trucks in the self-owned vehicle fleet of Mars Logistics consist of vehicles with environment-friendly Euro 5 engine. We prefer these vehicles because they cause less greenhouse gas emission, have less maintenance cost, and are more efficient. We also use AdBlue fuel additive to reduce emissions chemically. We ensure more efficient use of the vehicle engines with this non-toxic additive which poses no risk to people, animals or environment if used properly. In parallelism with technologic developments, we are targeting to shape our investments

in 2014 accordingly, and to replace the vehicles in our fleet with Euro 6 engine vehicles.

Warehouse Investments

As Mars Logistics, we opened our new logistics center in September 2013 in Esenyurt with an area of 16,000 m² to create adequate space to meet the demand and for faster organization. In our new logistic center, we provide all storage services like open, closed, free and warehouse to our customers from different sectors from chemistry to textile, automotive to electronics, designed in view of all kinds of current logistics needs. Esenyurt Logistics Center provides great transportation advantage because of its close position to the beltway and highway junctions.

In Esenyurt Logistics Center, we provide not only warehouse and storage services, but also added value services such as order-stock follow-up and management, inventory management, reverse logistics services, customs clearance, packaging, 7/24 shopping center distribution, distribution service throughout Turkey, bar-coding, quality control procedures, labeling etc. We also preserve our environment-friendly principle because all work machines in our plant are electrical.

Supply Chain Management

In Mars Logistics, we have a selection procedure for our suppliers when we procure commodities and services in different subjects such as personnel service, food, spare part, cleaning, equipment, security. Furthermore within the scope of relevant instructions, we evaluate the suppliers of various categories such as Land Transport, Foreign Land Agency, Customs Supplier/Subcontractor and Domestic Transit Transport.

In coordination of the Purchasing and Administration Department, supplier firms make an application with an application form. The application form involves

different questions in view of the supplier type. For the general supplier/subcontractors, in addition to the firm general and financial information and special criteria questions for the service/materials to be received, there are questions regarding OHS and environment. Compatibility of the firms is checked according to the information included in the forms. A contract is signed with the suppliers who are found appropriate, and they are included in the Approved Suppliers List. As of the end of 2011, a total of 502, as of the end of 2012, a total of 537, and as of the end of 2013, a total of 683 suppliers were in the Approved Suppliers List.

Local Supply

The products and services procured from abroad in Mars Logistics are the storage service in our foreign agencies, and the fuel purchased by our drivers on journey abroad in line with the agreement with the liquid fuel firm in Turkey. We procure our other service, material and equipment needs from within the country intensively.

Audits

A supplier evaluation study is held by the concerned departments every year within the scope of ISO certificates and written procedures and instructions we have. A plan will be used to pre-determine which suppliers are to be evaluated. All departments working with the supplier to be evaluated pursue the evaluation in coordination. Thus, an objective evaluation is ensured with participation of not only a single department but also all concerned departments. Different evaluation questions are used per the type of suppliers. The results are shared with the departments making the evaluation and senior management. The success levels of the suppliers are determined using a point scale. A decision is made to continue doing business with the supplier or not in view of the results. Besides, unplanned instant audits may also be made. These evaluation and audit records are kept. They are shared with the relevant departments and suppliers to serve as a reference

and monitoring of the improvements.

Subcontractors

The working conditions of our suppliers within our company have been regulated with our contracts and an additional protocol involving OHS & environment articles. The responsibilities of the suppliers and Mars Logistics as well as terms and conditions are notified to the concerned people; and the works are realized under the control of the concerned department executives and OHS & Environmental Specialist. The contracts specify all matters the suppliers are supposed to abide by (for example prohibition of uninsured workers or workers who hasn't yet completed 18 years of age).

According to the intensity of the work, we provide day-labor supply adequate for daily vehicle loading and unloading processes in our stores. Therefore, the number of the daily incoming day laborers is not fixed. In the course of the work, we stipulate use of personal protective equipments by the day laborers as by Mars personnel. Besides, we make operational controls with the concerned department executives and ensure that such persons work in accordance with the processes.

It is obligatory that the day laborer personnel working in all fields pertaining to Mars Logistics have social security records. There are articles toward performance of the work in line with the relevant laws and regulations in the contracts with supplier firms. In works requiring the use of day laborers, the personnel information is sent by the supplier firm to our company even before the day laborer personnel enters our company. The information is compared to the information on the person coming to our company to work, and in case of any discrepancy, he/she will not be allowed to work. The process is executed in coordination with the concerned department executive, Human Resources Department and Security Unit.

SOCIAL PERFORMANCE

Mars Logistics sees its employees as the most valuable asset of the company. The health, security and happiness of our employees are the most important factors of our social performance. We channel our social investments to projects to increase employment in our sector.

EMPLOYEE SATISFACTION

EMPLOYEE OPINION

69% of our employees participating in the sustainability questionnaire say...

“The communication channels where Mars Logistics employees can share their opinions and suggestions with their executives and senior management are sufficient.”

Mars Logistics sees its employees as the most valuable asset of the company. Our targets for our employees in our rapidly growing company which is open to change and learning are to enhance their satisfaction, increase their company loyalty and efficiency, provide an environment to allow their self-improvement, and ensure their direct or indirect participation in making decisions.

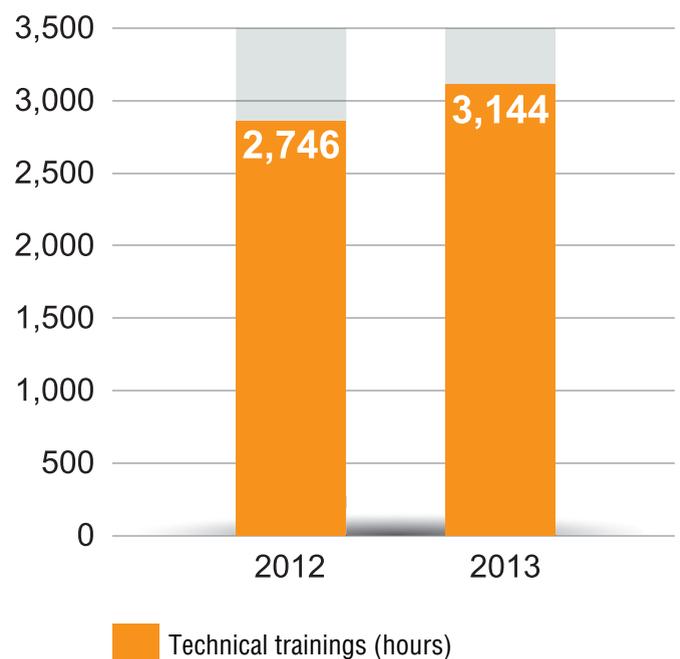
By employing right people without making any discrimination on the basis of religion, language, race, gender, disabled, we ensure that personnel to newly participate in our team meet duties optimal to them in which they can function with ultimate efficiency, and realize several activities to ensure improvement of our employees.

Training and Improvement

We believe that training is highly significant in the rapidly developing sector to manage change and improvement. We make in-house and external trainings to ensure constant development of our employees in our company. We aim to train employees to take our company forward, to use developing technology effectively, and to reflect the change and improvement in the world to their work.

Our new employees take part in an orientation program consisting of on-the-job and collective training provided by the concerned department executives. With this program, we aim at teaching work processes to and faster adaptation to our company by people. Our fundamental objective is to develop personal improvements, knowledge, skills and competence of our employees through training and improvement activities, and thus to ensure development of our company.

According to the Type of Education



In the reporting period, technical training we provided to our employees showed an increase by 15%.

Berrin AYDOĞAN, İzmir Branch Manager, who has been working at Mars Logistics for 25 years, says...

“Mars Logistics is a highly operational efficient logistics company that serves innovative solutions for their customers.”

3 elements when said Mars Logistics...
Family, Trust, Serenity

About Mars Logistics and the value that is given to employees...

I have many friends who have been working hard as myself in Mars Logistics and believes growth and development will occur with team spirit. This shows the value and dearness that are given to its employees by Mars. In global crisis period it conducted the crisis well and moved forward with its employees.

About Mars Logistics' 2012 Sustainability Report...

Firstly, I have to confess that, as a long time employee, “Mars Logistics in Figures” and “Firsts of Mars Logistics” are the most mind-blowing and proud-giving chapters for me.

“Operational efficiency and customer satisfaction”, two of our strategic sustainability subjects, are necessarily and our focused points for a long time. Our continuously improving corporate consciousness about environmental performance is another important point for us. Our social performance, which means health, safety and happiness of our employees, is the most noteworthy subject for me. As a Mars employee and a manager, I have always given great importance to that and as well as I was given importance. Our cooperative relations with educational institutions are set me at ease for the future of our sector. We will proudly devolve duties upon well qualified associates.

Expectations from Mars Logistics for the future...

Last year, as could be seen from the questionnaire results of sustainability report, Mars is a reliable and preferred trademark that has systems to conduct its operations with the highest efficiency. Of course, it is not easy to obtain this success... However, nowadays sustainable performance is very important. Our difference is the ability of evaluating and meeting our customers necessities with a wide perspective.

I believe we have to focus on contract logistics and the parcel transportation which we already point out in our strategy.

Employment and Social Means

In Mars Logistics, we employed 1,009 people including our subcontractors in 2013. 15% of our full-time employees are our female employees. The female executive ratio functioning in senior management rose from 28% to 32% in the reporting period. In 2013, 27 female and 178 male personnel joined our team. While our monthly employee turnover ratio was 1.3 for 2012, it became 2.1 in 2013.

We prioritize local employment in our company. We prefer local people fit for duty in various locations of Turkey. The rate of our locally employed senior executives is 100%.

Mars Logistics is with its employees in their special days. The Social Activity Group consisting of our employees arranges various social and cultural activities such as sightseeing, bowling tournaments, sport activities, cultural activities etc.

Working hours are between 08:30-18:30 on weekdays. Our employees perform their duties in line with the common goals of our company, and within the scope of the working rights set with law. There is no pension plan offered to the employees by our company. Possibilities for full-time employees are food, service bus and private health insurance.

Pricing and Performance Management Systems

In our company, a work and performance linked pricing system is applied. Performance and inflation based price arrangement is made in the beginning of the year. Our group does not discriminate between female employees and male employees on gender basis in terms of their salaries. Salaries are determined according to the Performance Management System.

There is no collective work agreement involving Mars Logistics employees. There is no condition restricting the freedom of our employees to become members of the trade union. The minimum notification period in relation with significant operational amendments shall apply according to the labor code provisions.

Human and Labor Rights

In our group, we do not allow practices in breach of or restricting human rights and freedoms and behaviors precluding equality of opportunity. Although no training under the title of human rights was provided to our employees in the company in the reporting period, we provide information on working conditions and rights in OHS trainings. Reviews regarding human rights compliance are realized within the scope of employee rights and work conditions in Mars Logistics. There has been no incident of discrimination or any complaint involving a human rights violation among our stakeholders in the reporting period.

We have no operation in Mars Logistics bearing the risk of employing child or forced labor. All of our employees serve within the framework of the relevant laws and regulations. Our security personnel is responsible for protection of human rights within the scope of our ethical rules. Trainings provided to the security personnel by the security firm are realized under the titles of first aid, fire and extinguishing, effective communication, image, occupational health, elocution, so there is no special trainings on human rights.

In all locations and operations pertaining to Mars Logistics, work is conducted in accordance with the code of labor and other applicable legal liabilities. The processes are followed and reported by the Human Resources Department at the time of recruitment, and through audits by the relevant department executives and OHS and Environment Specialist thereafter. There are also audits by the Ministry of Labor at certain intervals.

Employee Loyalty and Efficiency Questionnaire

Our employee satisfaction questionnaire organized every year by the Human Resources Department has been realized in a new format starting in 2013 under the name of '**Employee Loyalty and Efficiency Questionnaire**' with the support of an expert counselling firm. The content of the questionnaire held in previous years was renewed to obtain more detailed and reliable outcomes.

The results that revealed were evaluated under four main categories, and were compared to the general industry reference and high-performance organizations reference. Through the study, satisfaction in different aspects of the employees was determined separately for each department and each of Mars Logistics companies.

While satisfaction was high in the categories of clear and promising management, quality and customer focus, resources, employee loyalty, possibilities provided to employee, confidence in leaders; areas open to improvement were found out in the subjects of wage and side benefits, development possibilities, cooperation and performance management.

Data obtained on department basis were shared with the senior management and concerned department executives by the Human Resources Department. Face-to-face interviews were started with employees

prioritizing departments with low results, and analysis of the negative aspects and acquisition of detailed information regarding what could be done for improvement were targeted. Because the questionnaire was held differently compared to the previous years and the results can be examined in much more detail, we believe that the results of the actions planned and/or implemented would be visible and measurable in 2014.

Erdoğan TAHTACI, Field Operation Staff, who has been working at Mars Logistics for 20 years, says...

“Mars Logistics is a logistics company which makes investments with social and sectoral responsibility consciousness and serves innovative solutions for its customers.”

3 elements when said Mars Logistics...
Satisfaction, Success, Quality

About Mars Logistics and the value that is given to employees...

I am proud of and happy for working for Mars. There is a family atmosphere here and friendships are great. I feel as Mars is my own company and I know that Mars will always stand by me.

About Mars Logistics' 2012 Sustainability Report...

I have not read every page in detail but it belongs to my company, it's honorable...

Expectations from Mars Logistics for the future...
To improve the efficiency, Mars should give more importance to its employees.

Suggestion System

We formed a suggestion and reward system in 2006 to conduct studies in line with the mission, vision and values of Mars Logistics 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 recommendations, complaints and wishes from Mars Portal page. The recommendations and other notifications entered are seen by all employees and Board of Directors. However name of employees who enter the notification can not be seen. Notifications are communicated to and evaluated by the manager of the concerned department after examination of the Suggestion Committee formed on voluntary participation of our white and blue collar employees. Points are granted over the system to the suggesting person for accepted recommendations.

Suggestion System received 1,356 recommendations, 114 complaints and 147 petitions-wishes from 2006 to the end of 2013. 421 of the notifications were accepted and put into practice. 209 of 1,356 recommendations were received in the reporting period 2013.

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.

Our Communication Platforms with our Employees

CATEGORY	METHOD	SINCE	FREQUENCY	PARTICIPANTS
Meetings and Workshops	Mars Information Exchange Meeting	2006	Weekly	Department Managers
	Department Meeting	2000	Monthly	Department Employees
	Total Quality Coordination Board Meeting	2000	Quarterly	Department Managers
	Self-Evaluation Meeting	2000	Annually	Self-Evaluation Team Members
	Workshops	2007	Three times per year	Concerned Department Employees
	Quality Chambers / Project Groups	2003	Always	All Employees
	Occupational Safety Board	2007	Monthly	Board Members
	Suggestion Committee	2001	Once every 15 days	Board Members
	Performance Management System	2008	Within schedule	Department Managers / Executive / Person in charge
Social Events	Uludağ Journey	2003	Annually	All Employees
	New Year Party / Personnel Information Meeting	2001	Annually	All Employees
	Victual	2000	Annually	All Employees
	Social Responsibility Event	2013	Semiannually	All Employees
	Concert Event	2013	Semiannually	All Employees
	Bowling Tournament	2001	Annually	All Employees
	Hello to Summer Event	2013	Annually	All Employees
	Dragon Festival	2012	Annually	All Employees
Questionnaires	Chess / Backgammon Tournament	2007	Annually	All Employees
	Employee Loyalty and Efficiency Questionnaire	2001	Annually	All Employees
	Inter-Department Satisfaction Questionnaire	2008	Annually	All Employees
	Chief Satisfaction Questionnaire	2009	Annually	All Employees
Publications	Subject Based Questionnaires		Annually	All Employees
	Logilife	2004	Quarterly	All Employees / Customers
	Mars News	2007	Bimonthly	All Employees
	Employee Manual	2004	On employment	All Employees
Visio/Audio	Ethical Values Guideline	2007	On employment	All Employees
	Music / Audio Broadcast	2008	Everyday	Office Employees
	Panels	2001	Everyday	All Employees
	Closed Circuit TV	2008	Everyday	All Employees / Visitors
Electronic	Company Promotion (TV)	2008	Everyday	All Employees / Visitors
	Intranet/Mars Portal	2003	Everyday	Office Employees
	Outlook	1997	Everyday	Office Employees
	Soft	1999	Everyday	Office Employees

OCCUPATIONAL HEALTH AND SAFETY

EMPLOYEE OPINION

75% of our employees participating in the sustainability questionnaire say...

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

OCCUPATIONAL HEALTH & SAFETY (OHS) AND ENVIRONMENTAL POLICIES

Mars Logistics guarantees to; improve its environmental and OHS performance in accordance with its targets and aims, minimise environmental pollution by investing in environmentally friendly and OHS standards compliant technologies in all operations, reduce potential of occupational accidents and vocational illnesses by creating a healthier and safer working environment, make OHS and environmental sensitivity a way of life, comply with current legal and various other responsibilities regarding the environment and OHS activities, by means of regularly reviewing environmental and OHS hazards involving the logistics services sector.

As Mars Logistics, we believe that the path to achieve our OHS targets is training and informing initially. We realize planned and momentary trainings within the scope of OHS. On-the-job trainings, OHS and environment legislation and informing, emergency, work accidents, near-miss, fire fighting, ISO 14001 Environmental Management System and OHSAS 18001 Occupational Health and Safety Management System internal auditor trainings constitute the main titles of our OHS trainings. We provided a total of 466 hours of OHS training to 192 people in 2013. While

the number of our employees receiving OHS training increased by 30%, the training we provided showed an increase of 155%.

Occupational Health and Safety Trainings



There are no informing/counselling and risk control programs implemented by our company for prevention of serious diseases, however the health checks of the personnel commissioned in the field are held regularly (lung graphy, respiratory function test, urine analysis, ECG etc.).

Our target for 2014 is to increase the level of awareness of the employees on these subjects by publishing regular informing letters on Mars Portal for personnel with computer access and on the announcement boards for other personnel.

No accidents causing death has occurred in this reporting period as in previous years thanks to the

training programs and possibilities we offer as well as the maximal attention of our employees. The details of our OHS data are included in the Social Performance Indicators chapter of our report.

Driver Safety

We, along with the Fleet Management Department, apply the work and rest hours for drivers within the framework of the rules set by the laws. We forward information on safe parking and rest areas on the routes to all drivers. Besides, there are possibilities for our drivers in Yenibosna Headquarters building such as a recreation room, shower, dorm and barber.

Drivers' Manual

Our drivers' manual formed in 2007 for the first time as a result of the common work of Human Resources, Corporate Development, Corporate Communication, Law and Fleet Management departments contains all informations about ethical, health and safety rules our drivers may need and are required to comply during navigation.

Headings in the book:

- General information on Mars Logistics
- Discipline rules, regulations and policies
- Working conditions
- OHS, safety (safe drive rules, personal protective equipments etc.)
- Emergencies
- Safe loading and unloading
- Useful informations that can be necessary for drivers (addresses, document examples, logistics dictionary)
- Other rules the drivers are obliged to comply

Our manual raises awareness of our drivers against risks to jeopardize their health and life, and also ensures more regular pursuit of their relations with our customers and other business partners.

Driver Trainings

Drivers' manual is delivered to our new driver personnel and oral interviews are made on the subjects included in this book.

Informations are given by the Documents Unit on documents being used within the country and abroad and pertaining to the vehicle (trailer and tow truck); and it will be told which documents should be received and given at which stage of the operation process, from whom such documents are to be received or to whom they are to be presented.

Information shall be provided by the Repair & Maintenance Unit Manager on what needs to be done in cases of damage, breakdown and accident, whom to contact with, and the forms to be filled in.

OHS and Environment Specialist provides detailed trainings on the following main headings to all of our drivers:

- Safe Drive Rules
- Code of Conducts in Tunnels
- Personal Protective Equipments and ADR Equipments
- Emergencies
- Health and Safety Marks

Driver Workshop

The driver workshop we realize once a year since 2007 is 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.

After determination of study in the workshop, all drivers are informed on the subject via fleet message. Feedbacks from the drivers are collected and presented in the workshop. The Chairman of the Board of Directors and the executive of the concerned

department participate at the end of the workshop also attended by our drivers, and the results are shared with them. After the study, an interview or a meeting is made with the employees of the concerned department and its executives to cause them take action; and the follow-up of the action is made along with the concerned process owners. As a result of these studies, improvements are made in processes, operation or working conditions.

Satellite Message System

Instant position information of the vehicles can be received with the satellite follow-up system in self-owned tow trucks. Furthermore, instant messaging possibility is provided within the country and abroad with the drivers. The entire vehicle fleet can be informed via message simultaneously. General informing messages, warnings, information related to operational activities (vehicle loading-unloading address informations etc.) can be sent to the drivers via the system. It is also possible for the drivers to send messages for the purpose of informing of the operation employees in the Headquarters in cases of accidents etc. and emergencies. Since the sent messages are archived, it is possible to conduct retrospective interrogation when necessary.

Award of Honor to Mars Logistics Drivers from IRU

IRU (International Road Transport Union) has an "Award of Honor" for professional drivers engaged in national or international load transport via highway every year. IRU chooses among candidates suggested as a result of a preliminary evaluation considering their successful occupational performance, significance they attach to safe vehicle driving, their loyalty to their companies, and their ethical commitments.

A total of 42 drivers from 11 different firms were worthy of this award in 2013. Mars Logistics became

the firm with the highest number of awards in 2013 with 24 drivers. 62 Mars Logistics drivers had been awarded in 2012.

The qualifications sought in the drivers are as follows:

- Permanent and regular work in the occupation for at least 20 years in full commitment to his/her employer,
- Providing service to the same company for the last 5 years at least,
- At least 1 million kilometers of road driven as a professional driver in the field of domestic or international land transport,
- Having caused no serious highway traffic accidents resulting in injury and arising from his/her own fault within the last 20 years,
- Not having substantially violated the traffic, customs rules or administrative rules within the last 5 years.



EXTERNAL STAKEHOLDER OPINION

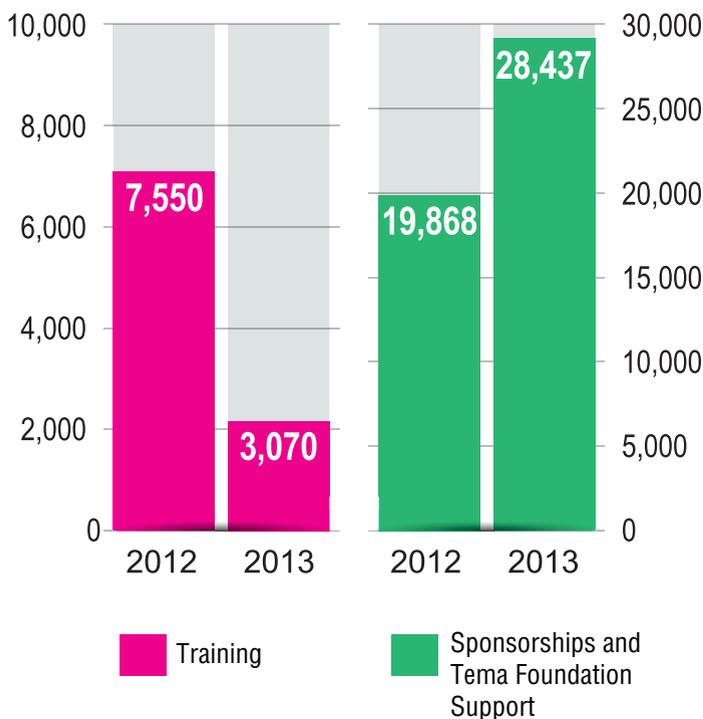
90% of our stakeholders participating in the 2013 Social Satisfaction Questionnaire say...

“Mars Logistics makes physical and spiritual contribution to the education-training corporations and students.”

SOCIAL CONTRIBUTIONS

In Mars Logistics, we channel our social investments to projects to support occupational training, and to increase employment in our sector. We support several university activities in addition to the Inter-University Logistical Case Study Contest we arranged for the 10th time in 2013. Our social and environmental contributions in the reporting period increased by 15% to reach approximately 31.5 million TRY.

Social Investments (1,000 TRY)



Effects on Local People

We have no operations with substantial existing or potential adverse effects on the local people in regions of our headquarters, warehouse and other facilities. Nevertheless, we are careful in the course of our activities to take into consideration the environment and the society, and to plan accordingly.

We establish each of our new facilities to be erected in line with legal permits to supervise the effects of its operations, entry, operating, and leave processes on local societies. We take necessary social security measures in these studies. For example, our Esenyurt warehouse inaugurated in the reporting period is outside residential area at a region with similar industrial corporations. In local distances driven before our vehicles' starting journey, we provide necessary trainings and make necessary warnings for our drivers to comply with all driver and security rules.



INTER-UNIVERSITY LOGISTICAL CASE STUDY CONTEST WE HAVE BEEN ITS MAIN SPONSOR EVERY YEAR SINCE 2003

LOGISTICAL CASE STUDY CONTEST

We, Mars Logistics, have carried on uninterruptedly for 10 years the Logistical Case Study Contest we started in 2003 for the purpose of presenting logistics sector to students, creating human resources toward the sector, supporting deployment of successful students within in the sector, contributing to the development of the sector by university-sector cooperation.

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 finale of the contest in BLMYO.

The Logistical Case Study Contest also contributes to the brand awareness and credit of our company due to the added value created in the sector. In previous years, we carried on Logistical Case Study Contest in various subjects such as Logistics of Refrigerated Catering Products, Management of Supply Chain for Tea, Logistics in Disasters and 2013's final case of 10th Logistical Case Study Contest was Logistics of Solid Wastes. 880 students from 64 different universities applied for the contest and in 3 different categories 6 groups competed in the finale.

As Mars Logistics we finance all transportation and accomodation fees for finalists students. We allocated approximately 40,000 TRY of budget in 2013 for Logistical Case Study Contest. Our target in this project we wish to carry on in the future years is to increase the number of participants every year.

11.
**Logistical Case
Study Contest 2014**

The time has come to use your logistics information. Collect your team, join the competition, find the most creative solution, you will both have the opportunity to win the big prize and to be an intern at important companies.

Deadline: 31 January 2014
www.marslogistics.com / www.loder.org.tr



SCIENTIFIC SUPPORT TO LOGISTICS WITH BEYKOZ LOGISTICS OCCUPATIONAL INSTITUTE

The pioneers of the logistics sector keeping a close eye on the developments in the world and in our country founded Turkish Logistic 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 logistic 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 with efforts to serve such end.

Thematic Training

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

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.

BLMYO holds simulation platforms suitable for the course contents by way of purchase and development. Computerized interactive learning can be ensured and levels of success of the users can be simultaneously measured thanks to these platforms.

Opportunities to Obtain a Bachelor’s Degree Abroad

BLMYO, which showed rapid advance in Erasmus Programme activities planned for higher education institutions within the EU LLP (European Union Lifelong Learning Programme) 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 2nd 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 and HAMK UAS Logistics and Supply 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. 1 of our students have been awarded these scholarships in 2013 period.

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.

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.

Future Plans

3,958 students have enrolled in our school since 2008 (enrolled, graduated, deleted record, re-enrolled). 467 students graduated in 2012-2013 academic year. The total number of our graduates is 1,708.

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



ENVIRONMENTAL PERFORMANCE

Execution of our operational and administrative activities in the most efficient manner affects our environmental performance directly. We reveal our environmental sensitivity, which we consider an obligation, by using natural resources and energy efficiently, and reducing our wastes and emissions.

ENERGY EFFICIENCY AND DIMINISHING OF CO₂ EMISSION

EMPLOYEE OPINION

75% of our employees participating in the sustainability questionnaire say...

“The environmental sensitivity of the vehicles of Mars Logistics is sufficient.”

The energy resources we use in the course of our activities are electricity (illumination, heating and cooling, forklifts, elevator, electrical equipments), natural gas (heating and dining hall needs) as well as diesel oil (company vehicles, tow trucks, forklifts and generators).

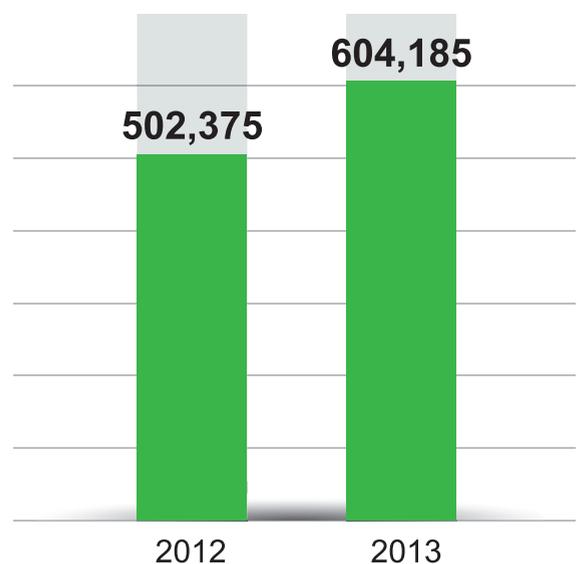
In line with our strategic target of operational costs, reduction of the fuel consumption by way increasing to maximum the vehicle fullness via optimum disposition is our permanent target. Fossil fuels are mostly used for electricity generation in Turkey. As Mars Logistics, we purchase the electricity power we consume in our offices from a firm generating electricity in Hydroelectric Plants and Natural Gas Combined Cycle Plants since 2007. In our Luxembourg office,

we procure 100% of our energy needs from renewable power sources from a firm generating electricity via TUV certified renewable energy.

We use fluorescent lamps in all illuminations in our headquarters, and 14 W electronic balance and 18 W mechanic balances in offices. We plan to use LED illumination in our new headquarters we plan to move.

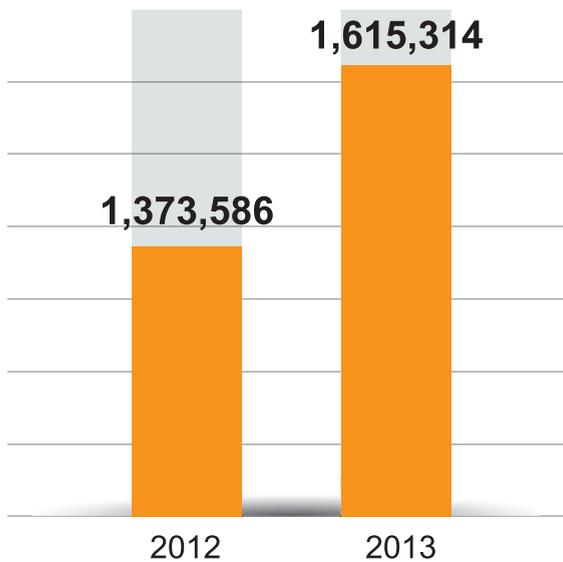
Just as in our Tuzla and Avclar locations we also carry out, in our Esenyurt Logistics Center inaugurated as of September 2013, our works with more environment-friendly and healthy electrical lifting and forwarding equipments not consuming fossil fuels directly. These equipments increase the quality of air breathed by our employees because they do not release CO₂ gas directly. On the other hand, electrical forklifts increase the quality of life in the working environment since they cause less noise pollution. We prefer these equipments which are more practical in terms of cost because risk of breakdown is smaller.

Natural Gas Consumption (kWh)



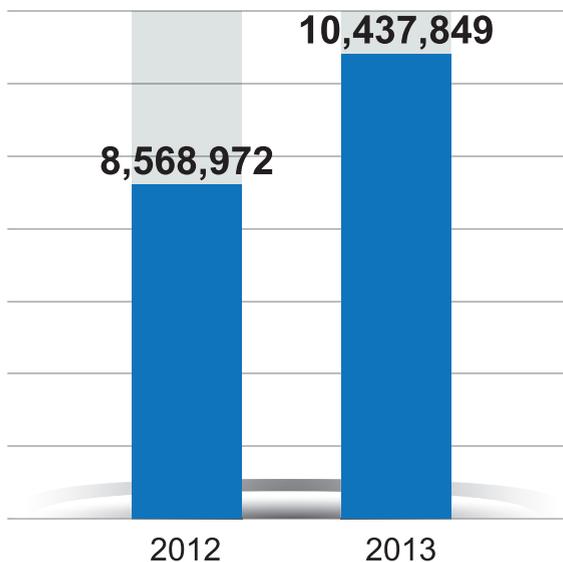
A 20% increase occurred in our natural gas consumption as a result of negative seasonal conditions in 2013.

Electricity Consumption (kWh)



Our electricity consumption in the reporting period showed an increase at a rate of 17.6% as a result of opening of Esenyurt Logistics Center, increase of employment, and added electrical air conditioners and devices.

Diesel Oil Consumption (Liter)



The reason of the increase in our diesel oil consumption from 2012 to 2013 is the increase in the number of our vehicles and service ratio.

TARGET FOR 2014:

Calculation and Verification of our Greenhouse Gas Emissions in accordance with ISO 14064 Standard

The most important step of fight against climate change, which threatens sustainable development in several countries of the world, consists of emission management. The Intergovernmental Panel on Climate Change (IPCC) reports reveal that a significant portion of the increase in greenhouse gas emissions, the main reason of global climate change is ignition of fossil fuels, particularly coal.

According to the results of Greenhouse Gas Emission Inventory of Turkey, the total greenhouse gas emission was calculated 439.9 million tons of CO₂ equivalent in 2012. Although emissions of energy origin took the biggest share with 70.2%, industrial processes, wastes, and agricultural activities follow by 14.3%, 8.2% and 7.3% respectively.

As Mars Logistics, we aim at consuming power sources less and increasing energy efficiency, and diminishing our greenhouse gas emissions due to fossil fuel use. The first step to realization of this purpose is measurement of our consumptions, and calculation of our emissions.

In 2013, we, Mars Logistics, started calculation and reporting studies within the scope of ISO 14064-1 standard both to meet with accurate criteria the demands of our environment-sensitive customers for calculation of the carbon footprint caused in the course of transport of their own loads and to inventory the greenhouse gas emissions arising from our activities. We calculated our total greenhouse gas emissions in 2013 as equivalent to 29.87 million tons of CO₂. Within 2014, we aim to confirm such measurements in accordance with ISO 14064-1 standard.

Environmental Investment 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 railway 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 railway 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 thousand tonnes of CO₂ 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.

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

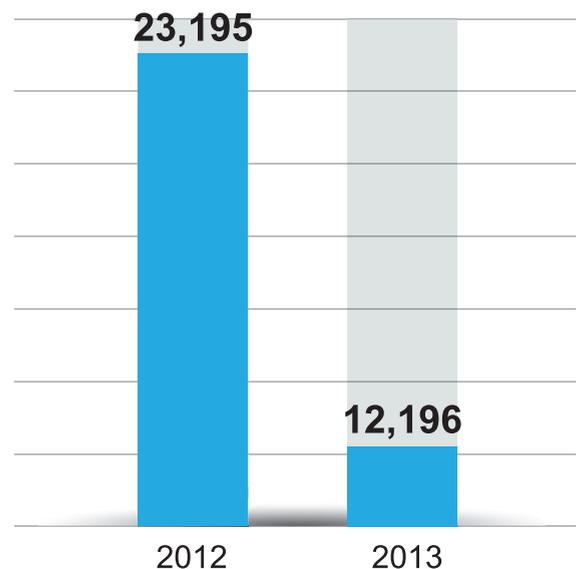
RESPONSIBLE USE OF NATURAL RESOURCES

56% of our employees participating in the sustainability questionnaire say...

“In Mars Logistics, efforts toward economic and economical use of sources are adequate.”

In Mars Logistics, our most important natural resource further to energy resources in the course of our activities is water. We mostly use water for cleaning in our offices, and washing of vehicles in our maintenance and repair areas. It is possible to clean a higher number of vehicles with less water due to our using automatic carwash systems and pressure water machines in the course of maintenance of the vehicles.

Water Consumption (m³ / Year)



84 m³ and 211 m³ water consumption occurred respectively in our Ankara office and Adana warehouse in 2013. Since the vehicle washing service could not be made for a long time due to the stream improvement works in Yenibosna in 2013, a reduction of 47% occurred in the water consumption in our facility. However, we have no records on the water consumed for cleaning of our vehicles during the time we outsourced the service.

WASTE MANAGEMENT AND PREVENTION OF ENVIRONMENTAL POLLUTION

90% of our stakeholders participating in the Social Satisfaction Questionnaire say...

“Mars Logistics is a sensitive corporation for protection and beautification of immediate surroundings pursuing its activities.”

Our fundamental objectives in waste management are ensuring collection, storage, transportation in accordance with the laws and regulations of the wastes from all activities of our companies, from source to disposal.

All subjects related to wastes are followed by OHS and Environmental Board consisting of the OHS and Environmental Specialist, Employer’s Attorney, Purchasing Unit Manager, Corporate Development Manager, Warehouse Directors, Company Lawyer, Work Place Doctor, Human Resources Manager, Administrative Affairs Unit Manager, Repair & Maintenance Unit 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 specified areas suitable for the waste types. They behave as shown in the trainings and exercises if a condition occurs that might cause environmental pollution. In the course of orientation of all our new employees, we provide information on wastes to the people working at workshop and storage fields where wastes are produced most.

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 occa-

sional 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	Akçansa
Other Machinery Transmission and Lubricating Oils	SE Petrol
Contaminated Packaging	Vebsan Industrial Wastes
Air Filter	Vebsan Industrial Wastes
Fluorescent	Vebsan Industrial Wastes
Accumulator	Tatkap
Oil and Fuel Filter	Vebsan Industrial Wastes
Contaminated Waste	Vebsan Industrial Wastes
Paper Waste	Erdoğan Hurdakağıt (Bahçelievler Municipality)
Metal Waste	Deryol Metal

In 2013, an increase occurred in our wastes as a result of the expiry of the guarantee period of some of the vehicles and increase of the processes. We ensured disposal 100% of our dangerous and non-dangerous wastes via recycling and recovery.

PERFORMANCE INDICATORS

ECONOMIC PERFORMANCE INDICATORS

Economic Value Created & Distributed	Unit	2012	2013	GRI
Economic Value Generated (Net Revenues)	TRY 1,000	379,128,622	493,731,584	EC1
Economic Value Distributed to Stakeholders				
Operating expenses (payments to suppliers etc.)	TRY 1,000	18,952,655	21,323,942	EC1
Benefit to governments (tax etc.)	TRY 1,000	3,536,126	10,442,071	EC1
Benefit to lenders/creditors (interest etc.)	TRY 1,000	1,243,425	1,146,081	EC1
Benefit to employees (salaries, social security etc.)	TRY 1,000	27,929,315	32,138,482	EC1
Benefit to community (donations, sponsoring etc.)	TRY 1,000	27,418	31,507	EC1

Vehicle Type	Fleet Age	Engine	Number of Vehicles		GRI
			Diesel	Hybrid	
Tow Truck	3,73	EURO 5	356	-	LT2
Trailer	4,15	-	966		LT2
Forklift	-	-	14	10	LT2

SOCIAL PERFORMANCE INDICATORS

OCCUPATIONAL HEALTH & SAFETY (OHS)	Unit	ALL EMPLOYEES		FEMALE EMPLOYEES		GRI
		2012	2013	2012	2013	
OHS Trainings	Unit	2012	2013	2012	2013	GRI
Total OHS trainings	Hours	183	466	76	274	LA7
Number of trained people	Employees	148	192	21	11	LA7
OHS training per employee	Average hours	1.2	2.4	3.6	24.9	LA7
Accidents	Unit	2012	2013	2012	2013	GRI
All except first aid level minor injuries	Number/Year	4	1	0	0	LA7
With fatality - (All inc. drivers)	Number/per million km	0	0	0	0	LA7-LT12
Reportable*	Number/Year	4	1	0	0	LA7
Frequency**	Rate	0	0	0	0	LA7
Days of Absence	Unit	2012	2013	2012	2013	GRI
Lost days caused by work related accident	Days	107	***224	0	0	LA7
Occupational disease frequency	Number/Year	0	0	0	0	LA7
Illness related absence	Rate	0.006				LA7

* Reportable: A work related accident when more than 3 days of absence is involved.

** Accident Frequency: Number of accidents in one million hours worked. Due to low number of reportable accident days the ratio is given as zero.

*** The high number of lost days in 2013 is due to an accident occurred in 2012 with long-term treatment.

Social Performance Indicators

WORKFORCE				
Employees by Employment Type	Unit	2012	2013	GRI
White collar female employees	Number	134	132	LA1
White collar male employees	Number	292	273	LA1
Blue collar female employees	Number	1	3	LA1
Blue collar male employees	Number	446	501	LA1
Total	Number	873	909	LA1
Employees by Contract	Unit	2012	2013	GRI
Permanent female employees	Number	135	135	LA1
Permanent male employees	Number	738	774	LA1
By Gender	Unit	2012	2013	GRI
Male	Number	738	774	LA13
	Ratio	85%	85%	LA13
Female	Number	135	135	LA13
	Ratio	15%	15%	LA13
By Age	Unit	2012	2013	GRI
30 and below	Number	217	181	LA13
	Ratio	25%	20%	LA13
Between 30 - 50	Number	554	606	LA13
	Ratio	63%	67%	LA13
50 and above	Number	102	122	LA13
	Ratio	12%	13%	LA13
By Management Category	Unit	2012	2013	GRI
Executive Level (GM+AGMs+Managers)	Number	35	42	LA13
	Ratio	4%	5%	LA13
Middle Level Managers	Number	84	92	LA13
	Ratio	10%	10%	LA13
Specialists and Assistant Specialists	Number	219	199	LA13
	Ratio	25%	22%	LA13
Staff	Number	535	576	LA13
	Ratio	61%	63%	LA13
Other Groups	Unit	2012	2013	GRI
Non-Turkish	Number	7	5	LA13
	Ratio	0.8%	0.6%	LA13
Disabled	Number	13	13	LA13
	Ratio	1.5%	1.4%	LA13
Distribution of Female Employees	Unit	2012	2013	GRI
Executive Level (GM+AGMs+Managers)	Ratio	28%	32%	LA13
Middle Level Managers	Ratio	32%	21%	LA13
Specialists and Assistant Specialists	Ratio	37%	41%	LA13
Staff	Ratio	3%	6%	LA13

Social Performance Indicators

EMPLOYEE TURNOVER				
By Gender	Unit	2012	2013	GRI
Female	Number of new	35	27	LA2
Male	Number of new	82	178	LA2
By Age	Unit	2012	2013	GRI
30 and below	Number of new	68	104	LA2
Between 30 - 50	Number of new	47	94	LA2
50 and above	Number of new	2	7	LA2

TRAININGS PROVIDED TO EMPLOYEES				
Full-time Employees	Unit	2012	2013	GRI
Total training hours	Hours	6,372	4,180	LA10
Total number of employees trained	Number	890	799	LA10
White collar - Female	Average Hours	13,9	9	LA10
White collar - Male	Average Hours	9,2	6	LA10
Blue collar- Female	Average Hours	0	0	LA10
Blue collar- Male	Average Hours	648	290	LA10

TRAININGS PROVIDED TO EMPLOYEES				
By Category	Unit	2012	2013	GRI
Technical	Hours	2,746	3,144	LA10
Personal development	Hours	3,626	1,036	LA10

Employees Subject to Parental Leave		Female	Male	GRI
Employees entitled to parental leave	Number	7	8	LA15
Employees that took parental leave	Number	7	8	LA15
Employees returned to work after parental leave	% / Number	86% / 6	100% / 8	LA15
Employees returned to work and were still employed after 12 months	Number	6	8	LA15

ENVIRONMENTAL PERFORMANCE INDICATORS

DIRECT ENERGY CONSUMPTION		All Facilities		
Direct Non-Renewable Energy Sources Consumed	Unit	2012	2013	GRI
Natural Gas (Headquarters)	kWh	502,375	604,185	EN3
	GJ	1,809	2,176	EN3
Other Non-Renewable GHG Emission Sources Consumed	Unit	2012	2013	GRI
Diesel	Liters	8,568,972	10,437,849	EN3
	GJ	372,750	454,047	EN3
Gasoline	Liters	245,303	8,675	EN3
	GJ	10,990	389	EN3
Climate Gases and Welding Emissions	kg	312	626	EN3
Total	GJ	385,549	456,612	EN3
INDIRECT ENERGY CONSUMPTION		All Facilities		
Intermediate Energy Purchased and Consumed	Unit	2012	2013	GRI
Electricity	kWh	1,373,586	1,615,314	EN4
	GJ	4,945	5,815	EN4
TOTAL WATER CONSUMPTION BY SOURCE		Headquarters, Avcılar Warehouse, Ankara		
Source: City	Unit	2012	2013	GRI
Water	m ³ /year	23,195	12,196	EN8
TOTAL WATER DISCHARGE		Headquarters, Avcılar Warehouse, Ankara		
HQ: creek; Other locations: sewage	Unit	2012	2013	GRI
Water Discharge	m ³ /year	23,195	12,196	EN21
GHG EMISSIONS		All Facilities		
	Unit	2012	2013	GRI
Total CO ₂ Emissions	1,000 t	n.a.	29,869	EN16
Direct CO ₂ Emissions	1,000 t	n.a.	29,072	EN16
Indirect CO ₂ Emissions	1,000 t	n.a.	797	EN16
WASTE BY TYPE AND DISPOSAL METHOD		Headquarters		
By Type	Unit	2012	2013	GRI
Hazardous Waste (Other)	Tones	26	33	EN22
Hazardous Waste (Oil)	Liters	7,745	16,585	EN22
Non-hazardous Waste (Packaging, paper, glass)	Tones	9	13	EN22
By Disposal Method	Unit	2012	2013	GRI
Recycling (Metal scrap, packaging, paper, fluorescent, tires, scrap filters, contaminated waste)	Tones	24	35	EN22
Recycling (Oil)	Liters	7,745	16,585	EN22
Recovery (Scrap battery, glass)	Tones	11	11	EN22

n.a.: not available

We can reach
wherever you want...



APPENDIX

GRI CONTENT INDEX

Profile Disclosures

GRI	Strategy and Analysis	References & Comments	Reported
1.1.	Statement from the senior management	Page 4	Fully
1.2.	Key impacts, risks, and opportunities	Pages 4, 21-26	Fully
GRI	Organizational Profile	References & Comments	Reported
2.1.	Name of the organization	Page 67	Fully
2.2.	Primary brands, products, and/or services	Pages 6-9	Fully
2.3.	Operational structure	Pages 6-9	Fully
2.4.	Location of headquarters	Page 67	Fully
2.5.	Countries of operation	Pages 6-9	Fully
2.6.	Ownership	Page 13	Fully
2.7.	Markets served	Page 6-9	Fully
2.8.	Scale and size	Page 6-9	Fully
2.9.	Significant changes	Pages 10-13	Fully
2.10.	Awards	Page 15	Fully
GRI	Report Parameters	References & Comments	Reported
3.1.	Reporting period	Page 3	Fully
3.2.	Date of previous report	2012	Fully
3.3.	Reporting cycle	Annual	Fully
3.4.	Contact	Page 67	Fully
3.5.	Defining content	Pages 21-26	Fully
3.6.	Boundary of the report	Page 3	Fully
3.7.	Limitations	Page 3	Fully
3.8.	Basis for reporting entities	Page 3	Fully
3.9.	Data measurement techniques	Page 20	Fully
3.10.	Re-statements	Corporate profile is updated.	Fully
3.11.	Changes	Calculations on CO ₂ emissions are based on ISO 14064.	Fully
3.12.	GRI content index	Pages 58-64	Fully
3.13.	Assurance	Page 66	Fully
GRI	Governance & Commitments	References & Comments	Reported
4.1.	Governance structure	Page 18	Fully
4.2.	Chairman	Page 18	Fully
4.3.	Unitary board	Page 18	Fully
4.4.	Mechanisms for recommendations	Pages 18-19, 39	Fully
4.5.	Compensation and performance	Page 18	Fully
4.6.	Conflicts of interest	Page 19. Included in ethics guideline.	Fully
4.7.	Qualifications	Page 18	Fully
4.8.	Mission and values	Page 16	Fully
4.9.	Overseeing sustainability	Page 18	Fully
4.10.	Evaluating sustainability	Evaluation of sustainability performance is directly linked with realization of strategic objectives and targets.	Fully
4.11.	Precautionary approach	Pages 20, 26	Fully
4.12.	External principles	Page 4	Fully
4.13.	Memberships in associations	Page 14	Fully
4.14.	Stakeholder groups	Pages 21-23	Fully
4.15.	Basis for selecting stakeholders	Pages 21-23	Fully
4.16.	Approaches to stakeholder engagement	Pages 21-23	Fully
4.17.	Key topics from stakeholders	Pages 21-25	Fully

Disclosures On Management Approach

GRI G3.1	Economic Performance	References & Comments	Reported
DMA EC	Economic Performance	Pages 26, 52. Analysis of impacts of climate change does not exist. To be reported in 2016.	Partially
	Market Presence	Pages 26, 34-35, 37	Fully
	Indirect Economic Impacts	Pages 34-35, 44-47	Fully
GRI G3.1	Environmental Performance	References & Comments	Reported
DMA EN	Materials	Pages 26, 60. As Mars Logistics is a service company, substantial amounts of materials are not used.	Partially
	Energy	Pages 26, 48-49, 56	Fully
	Water	Pages 26, 50, 56	Fully
	Biodiversity	Not applicable. All Mars Logistics facilities are located within the related city boundaries.	Not
	Emissions, Effluents and Waste	Pages 26, 56. Insignificant amount of such emissions are not monitored according to their weight and included in total emissions (EN16)	Fully
	Products and Services	Pages 26, 49-51	Fully
	Compliance	We operate in line with Turkish laws and regulations.	Fully
	Transport	Pages 49-51	Fully
Overall	Pages 33, 61	Fully	
GRI G3.1	Social Performance (Employees)	References & Comments	Reported
DMA LA	Employment	Pages 37, 54-55. Turnover by region data does not exist. Leaving employees data as gender and age group is not reported. Plan to collect and report this data by 2016.	Fully
	Labor/Management Relations	Pages 26, 38, 39	Fully
	Occupational Health and Safety	Pages 26, 41, 53	Fully
	Training and Education	Pages 26, 41, 54	Fully
	Diversity and Equal Opportunity	Page 54	Fully
	Equal Remuneration for Women and Men	Page 38	Fully
GRI G3.1	Social Performance (Society)	References & Comments	Reported
DMA HR	Investment and Procurement Practices	Pages 37-38, 63	Fully
	Non-discrimination	Pages 37-38, 63	Fully
	Freedom of Association and Collective Bargaining	Pages 37-38, 63	Fully
	Child Labor	Pages 37-38, 63	Fully
	Forced and Compulsory Labor	Pages 37-38, 63	Fully
	Security Practices	Pages 37-38, 63	Fully
	Indigenous Rights	Pages 37-38, 63	Fully
	Assessment	Pages 37-38, 63	Fully
	Remediation	Pages 37-38, 63	Fully
GRI G3.1	Social Performance (Society)	References & Comments	Reported
DMA SO	Community	Page 44	Fully
	Corruption	Pages 19, 64	Fully
	Public Policy	Pages 19, 64	Fully
	Anti-competitive Behavior	Page 64. We operate in line with Turkish laws and regulations.	Fully
	Compliance	Page 64. We operate in line with Turkish laws and regulations.	Fully
GRI G3.1	Social Performance (Product Responsibility)	References & Comments	Reported
DMA PR	Customer Health and Safety	Pages 24, 64	Fully
	Product and Service Labeling	Pages 26, 30-33, 64	Fully
	Marketing Communications	Page 64	Fully
	Customer Privacy	Pages 26, 30-33, 64	Fully
	Compliance	No significant fines for non-compliance. We operate in line with Turkish laws and regulations.	Fully
GRI	Logistics Sector Supplement	References & Comments	Reported
LT2 (Core)	Fleet information	Page 52	Fully
LT3 (Core)	Mitigating environmental impacts	Pages 49-50	Fully
LT4 (Core)	Renewable energy usage	Page 58	Fully

Performance Indicators

UNGC	GRI	ECONOMIC PERFORMANCE	References & Comments	Reported
Economic Performance				
	EC1 (Core)	Direct economic value generated and distributed	Page 52	Fully
	EC2 (Core)	Financial implications due to climate change	As analyses on risks and opportunities due to climate change are not done, we plan to complete and report it in detail by 2016.	Not
	EC3 (Core)	Organization's defined benefit plan obligations	A special benefit plan does not exist. All our employees are under social security.	Fully
	EC4 (Core)	Significant financial assistance received from government	No financial assistance from government.	Fully
Market Presence				
1	EC5 (Add)	Ratios of standard entry level compared to local minimum wage	Minimum wages are the same at all locations in Turkey.	Fully
	EC6 (Core)	Policy, practices and proportion of spending on local suppliers	Pages 34-35	Fully
	EC7 (Core)	Procedures for local hiring	Page 37	Fully
Indirect Economic Impacts				
	EC8 (Core)	Impact of infrastructure investments and services for public benefit	Pages 45-47	Fully
	EC9 (Add)	Indirect economic impacts	Pages 33-35, 44-47	Fully
UNGC	GRI	ENVIRONMENTAL PERFORMANCE	References & Comments	Reported
Materials				
8	EN1 (Core)	Materials used by weight or volume	Not material. As Mars Logistics is a service company, substantial amounts of materials are not used.	Fully
8-9	EN2 (Core)	Percentage of materials used that are recycled input materials	No use of any recycled materials.	Fully
Energy				
8	EN3 (Core)	Direct energy consumption by primary energy source	Page 56	Fully
8	EN4 (Core)	Indirect energy consumption by primary source	Page 56	Fully
8-9	EN5 (Add)	Energy saved due to conservation and efficiency improvements	Pages 48-50	Fully
8-9	EN6 (Add)	Energy-efficient or renewable energy based products and services, and reductions in energy requirements	Pages 48-50	Fully
6, 8-9	EN7 (Add)	Initiatives to reduce indirect energy consumption and reductions achieved	Pages 48-50	Fully
Water				
8	EN8 (Core)	Total water withdrawal by source	Page 56	Fully
8	EN9 (Add)	Water sources significantly affected by withdrawal of water	No water resources are significantly affected.	Fully
8-9	EN10 (Add)	Percentage and total volume of water recycled and reused	No use of recycled water.	Fully
Biodiversity				
8	EN11 (Core)	Location and size of land owned, leased, managed in protected areas and areas of high biodiversity value	Not applicable. Mars Logistics does not own such locations.	Not

8	EN12 (Core)	Description of significant impacts of activities, products, and services on biodiversity	Not applicable. All Mars Logistics facilities are located within the related city boundaries.	Not
Emissions, Effluents And Waste				
8	EN16 (Core)	Total direct and indirect greenhouse gas emissions by weight	Page 56	Fully
8	EN17 (Core)	Other relevant indirect greenhouse gas emissions by weight	Insignificant amount of such emissions are not monitored according to their weight and included in total emissions (EN16)	Fully
7-9	EN18 (Add)	Initiatives to reduce greenhouse gas emissions and reductions achieved	As we have recently started measuring emissions, we have not recorded any reductions yet. We plan to monitor and report results by 2017.	Not
8	EN19 (Core)	Emissions of ozone-depleting substances by weight	Insignificant amount of such emissions are not monitored according to their weight and included in total emissions (EN16)	Fully
8	EN20 (Core)	NOx, SOx, and other significant air emissions by type and weight	Insignificant amount of such emissions are not monitored according to their weight and included in total emissions (EN16).	Fully
8	EN21 (Core)	Total water discharge by quality and destination	Page 56	Fully
8	EN22 (Core)	Total weight of waste by type and disposal method	Page 56	Fully
8	EN23 (Core)	Total number and volume of significant spills	Our operations do not create any significant spills.	Fully
8	EN25 (Add)	Water bodies and related habitats significantly affected by organization's discharges of water and runoff	The water used is discharged into creek or municipal sewage; no direct impacts.	Fully
Products And Services				
7-9	EN26 (Core)	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Pages 49-51	Fully
8-9	EN27 (Core)	Percentage of products sold and their packaging materials that are reclaimed by category	Our products or services are not provided in packages.	Fully
Compliance				
8	EN28 (Core)	Monetary value of significant fines for noncompliance with environmental laws and regulations	No cases of non-compliance with environmental laws and regulations.	Fully
Transport				
8	EN29 (Add)	Significant environmental impacts of transporting products and other goods, and transporting members of the workforce	Pages 49-51	Fully
Overall				
7-9	EN30 (Add)	Total environmental protection expenditures and investments by type	Adblue investment in 2013 is TRY 95,500.	Fully

UNGC	GRI	SOCIAL PERFORMANCE (EMPLOYEES)	References & Comments	Reported
Employment				
	LA1 (Core)	Total workforce by employment type, employment contract, and region	Page 54	Fully
6	LA2 (Core)	Total number and rate of employee turnover by age group, gender, and region	Pages 37,55. Turnover by region data does not exist. Leaving employees data as gender and age group is not reported. Plan to collect and report this data by 2016.	Partially
	LA3 (Add)	Benefits provided only to full-time employees	Page 37	Fully
	LA15 (Core)	Return to work and retention rates after parental leave, by gender	Page 55	Fully
Labor/Management Relations				
1-3	LA4 (Core)	Number and percentage of employees covered by collective bargaining agreements	Page 38.	Fully
	LA5 (Core)	Minimum notice period(s) regarding significant operational changes	Page 38. Labour law nr. 4857 applies for all our employees regarding notice periods.	Fully
Occupational Health And Safety				
1	LA6 (Add)	Percentage of total workforce represented in occupational health and safety committees	We have an Occupational Safety Board. All OHS rules and preventive actions apply for all our employees.	Fully
1	LA7 (Core)	Injuries, occupational diseases, working days lost, absentee rate and work-related fatalities	Page 53	Fully
1	LA8 (Core)	Preventive healthcare counselling and training regarding serious diseases	Page 41	Fully
1	LA9 (Add)	Health and safety topics covered in agreements with trade unions	No agreements with trade unions.	Fully
Training And Education				
	LA10 (Core)	Average hours of training per year per employee by employee category	Page 55	Fully
	LA11 (Add)	Skills management and lifelong learning programs	Page 36	Fully
	LA12 (Add)	Percentage of employees receiving regular performance and career development reviews	In general: 85%, Female: 97.7%. Male: 83%	Fully
Diversity And Equal Opportunity				
1, 6	LA13 (Core)	Diversity in senior management and employee structure	Page 54	Fully
Equal Remuneration For Women And Men				
1, 6	LA14 (Core)	Ratio of basic salary of male and female employees	Page 38	Fully

UNGC	GRI	SOCIAL PERFORMANCE (HUMAN RIGHTS)	References & Comments	Reported
Investment And Procurement Practices				
1-2-3-4-5-6	HR1 (Core)	Investment agreements that include human rights clauses	We do not have any investment agreements that include human rights clauses.	Fully
1-2-3-4-5-6	HR2 (Core)	Suppliers that have undergone screening on human rights	100% under contracts	Fully
1-2-3-4-5-6	HR3 (Add)	Employee training on human rights	Page 38	Fully
Non-Discrimination				
1-2, 6	HR4 (Core)	Incidents of discrimination and actions taken	No incidents occurred.	Fully
Freedom Of Association And Collective Bargaining				
1-3	HR5 (Core)	Operations with significant risk concerning the freedom of association and collective bargaining	Page 38	Fully
Child Labor				
1-2, 5	HR6 (Core)	Operations with significant risk for incidents of child labor and measures taken	Page 38	Fully
Forced And Compulsory Labor				
1-2,4	HR7 (Core)	Operations with significant risk for incidents of forced and compulsory labor	Page 38	Fully
Security Practices				
1-2	HR8 (Add)	Percentage of security personnel trained on human rights	Page 38	Fully
Indigenous Rights				
1-2	HR9 (Add)	Incidents of violations involving rights of indigenous people	No incidents occurred.	Fully
Assessment				
	HR10 (Core)	Percentage and total number of operations that are subject to human rights reviews	No reviews on human rights on operations.	Fully
Remediation				
	HR11 (Core)	Number of grievances related to human rights filed and resolved by formal mechanisms	No grievances filed.	Fully

UNGC	GRI	SOCIAL PERFORMANCE (SOCIETY)	References & Comments	Reported
Community				
	SO1 (Core)	Impacts of entering, operating, exiting on local communities and regions	Page 44	Fully
	SO9 (Core)	Operations with significant potential or actual negative impacts on local communities	Page 44	Fully
	SO10 (Core)	Prevention and mitigation measures with significant potential or actual negative impacts on local communities	Page 44	Fully
Corruption				
10	SO2 (Core)	Business units analyzed for corruption risks	We have not rendered such an analysis.	Fully
10	SO3 (Core)	Employee training regarding anticorruption	Page 19. 100%.	Fully
10	SO4 (Core)	Actions taken in response to incidents of corruption	No cases or incidents of corruption.	Fully
Public Policy				
All	SO5 (Core)	Public policy participation and lobbying	Page 18	Fully
	SO6 (Add)	Contributions to political parties	No contributions to political parties	Fully
Anti-Competitive Behavior				
	SO7 (Add)	Number of legal actions for anti competitive behavior	No cases or incidents of anti competitive behavior.	Fully
Compliance				
	SO8 (Core)	Monetary value of fines for noncompliance with laws	No monetary fines.	Fully
UNGC	GRI	SOCIAL PERFORMANCE (PRODUCT RESPONSIBILITY)	References & Comments	Reported
Customer Health And Safety				
1	PR1 (Core)	Life cycle stages in which health and safety impacts of products and services are assessed	Page 24	Fully
1	PR2 (Add)	Incidents of non-compliance with regulations concerning health and safety of products	No cases or incidents of noncompliance with regulations concerning health and safety of products.	Fully
Product And Service Labeling				
	PR3 (Core)	Principles and measures related to product and service information and labeling	Our products and services are not subject to labeling.	Fully
	PR4 (Add)	Incidents of non-compliance with regulations concerning product information and labeling	No cases or incidents of noncompliance with regulations concerning product information and labeling.	Fully
	PR5 (Add)	Customer satisfaction practices	Pages 30-33	Fully
Marketing Communications				
	PR6 (Core)	Programs for compliance with laws, standards related to marketing communications	All advertising and sponsoring rendered by Corporate Communications Department is in line with Turkish laws and regulations regarding competition.	Fully
	PR7 (Add)	Incidents of non-compliance with regulations related to marketing communications	No cases or incidents of noncompliance with regulations related to marketing communications.	Fully
Customer Privacy				
1	PR8 (Add)	Number of substantiated data protection complaints by customers	No complaints by customers on data protection.	Fully
Compliance				
	PR9 (Core)	Significant fines for non-compliance concerning the provision and use of products and services	No fines for non-compliance concerning the provision and use of products and services.	Fully

GRI STATEMENT



Statement GRI Application Level Check

GRI hereby states that **Mars Logistics** has presented its report "Sustainability Report 2013" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A+.

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

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 2014

Ásthildur Hjaltadóttir
Director Services
Global Reporting Initiative



The "+" has been added to this Application Level because Mars Logistics has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

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

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 10 October 2014. GRI explicitly excludes the statement being applied to any later changes to such material.

EXTERNAL ASSURANCE STATEMENT



Greenhouse Gas Verification Statement Number TR3026GV.REV1

The inventory of Greenhouse Gas emissions in the period
01/01/2013 – 31/12/2013 for

MARS Lojistik Grup A.Ş.

Merkez Mah. Değirmenbahçe Cad. No:21 34197 Yenibosna
İstanbul /TURKIYE

has been verified in accordance with ISO 14064-3:2006 as
meeting the requirements of

ISO 14064-1:2006

To represent a total amount of:

29872, 04 tCO₂e

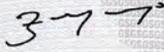
For the following activities

Logistics, transportation and warehouse activities.

Lead Assessor: Peter Simmonds

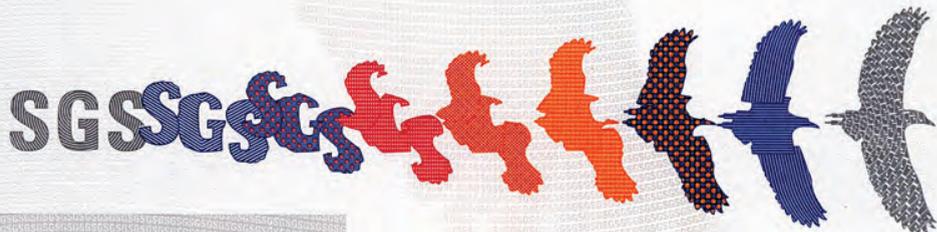
Technical Reviewer: A Pickersgill

Authorised by: Zeynep SAKA MUMCU



Verification Statement Date 30th September 2014

This Statement is not valid without the full verification scope, objectives, criteria and conclusion available
on pages 2 to 3 of this Statement.



CONTACT INFORMATION

Mars Logistics

Merkez Mah. Değirmenbahçe Cad. No:21
Yenibosna Bahçelievler 34197 İstanbul

T: +90 (212) 411 44 44

F: +90 (212) 411 44 45

Aydan BİLGEL

Corporate Development Manager



Telephone: +90 (212) 411 40 10



aydanbilgel@marslogistics.com

Meltem ÇINAR

Corporate Development Specialist



Telephone: +90 (212) 411 40 09



meltemcinar@marslogistics.com

Kader ÖZAL

Corporate Communications

Unit Manager



Telephone: +90 (212) 411 40 94



kaderozal@marslogistics.com

Elif ÖZKUL GÖKMEN

Sercom Consulting

Sustainability and Reporting



Telephone: +90 (533) 648 07 40



elif@sercomconsulting.com

LEGAL WARNING

The information and analyses included in Mars Logistics Group sustainability report (report) have been written for informing purposes only in the time period of the preparation of the report using resources and information believed to be true and reliable.

No corporate executives, employees and all other people and corporations contributing to the generation of the report can be held responsible for the losses to arise from use of the information included in this report.

All rights of the report are reserved by Mars Logistics Group.

MARS LOGISTICS 25 *years*

MARS LOGISTICS **25** years



www.marslogistics.com

