

THE FUTURE, IS FOR ALL OF US.

2023 SUSTAINABILITY REPORT



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1. ABOUT THE REPORT



This report, drafted in line with the GRI Standards published by the Global Reporting Initiative (GRI), presents the environmental, social and governance efforts of Altınmarka Group in a transparent manner. Relating to the activities carried out by Altınmarka Group in 2023, it details the targets set in line with the Group's sustainability priorities and the progress in achieving these targets.

The report covers the sustainability efforts in the activity period between 1 January 2023 and 31 December 2023 carried out at the companies that comprise Altınmarka Group, namely Altınmarka Gıda San. ve Tic. A.Ş., Detay Gıda San. ve Tic. A.Ş., Detay Kahve San. ve Tic. A.Ş., Detay Unlu Mamuller ve Dondurma San. ve Tic. A.Ş., Altınkılıçlar Kahve ve Kakao Ürünleri Tic. ve San. A.Ş., Baylan Gıda San. ve Ltd. Şti. and Altınyapı İnşaat Turizm Lojistik Tic. ve San. A.Ş. The environmental, social and economic data presented in the report provide measurable information on the company's sustainability performance.

Future sustainability efforts are planned to be continuously improved and shared with our valuable stakeholders regularly through annual reports. Altınmarka Group also aims to continue fulfilling its environmental and social responsibilities with a view to contributing to sustainable development.

2.

MESSAGE FROM THE MANAGEMENT





Dear Stakeholders,

At Altınmarka Group, a global leader in industrial cocoa and chocolate production, we are continuously reinforcing our commitment to integrating sustainability principles into all our business processes. Regarding sustainability as the driving force of our business processes, we press ahead with our efforts to reduce our environmental and social impacts. In the rapidly evolving and dynamic landscape of our sector, we view sustainability both as a responsibility and an investment in the future of our brand.

We aim to minimize our environmental impacts while maintaining the production of cocoa butter, cocoa powder, cocoa liquor, and industrial chocolate through processing raw cocoa beans in our modern production facilities in line with high quality standards. In doing so, we embrace methods that respect nature, prioritize resource efficiency, and minimize waste as our working principle.

We continue our operations with the awareness that cocoa, the main raw material in our operations, must be handled in a transparent and traceable manner throughout the entire supply chain. As a leading manufacturer, we strive, in close cooperation with cocoa suppliers, to improve the living standards of farmers in regions of production, support environmental sustainability, and strengthen sustainable supply chain practices in order to fulfil this responsibility. We take firm steps with the goal of leaving a greener world for future generations by maintaining quality and sustainability hand in hand, combatting deforestation, and protecting natural resources in all links of the value chain.

With our very first sustainability report, we present our achievements throughout the past year, as well as our sustainability strategy and future targets. This report is a reflection of our efforts in our sustainability journey and the progress resulting from such efforts.

We will continue to cooperate with our stakeholders in our sustainability journey, maintaining our commitment to building a greener and fairer future that is more responsible.

3. ABOUT ALTINMARKA GROUP

Based in Istanbul, Altınmarka Group is a leading industrial chocolate manufacturer with over 30 years of experience in the domestic market. Having begun by building a cocoa processing plant, the company expanded its operations in 2005 with the launch of a fully automated chocolate factory equipped with the state of the art technology for high capacity premium chocolate production. Over the years, Altınmarka expanded its product portfolio and made a name for itself in the sector with numerous new brands and subsidiaries. In 2012, the company made a strategic move into the European market to establish Alcao in Bulgaria, further expanding its presence in Europe. Domestically, Altınmarka operates with eight facilities extending an area of over 215,000 square meters, all of which are modern plants equipped with cutting edge technology. As one of the leading industrial cocoa and chocolate producers worldwide, Altınmarka has served as a reliable solution partner for well renowned global brands in more than 50 countries.

In 2012, Altınmarka received **“Europe’s Best Cocoa and Chocolate Factory of the Year”** award by the European Candy Kettle Club.

With state of the art facilities in Istanbul and an annual processing capacity of 270,000 tonnes for cocoa and industrial chocolate production, Altınmarka is the 6th largest cocoa processor and the 2nd largest industrial chocolate manufacturer in the world.

The company supplies cocoa powder, cocoa butter, and cocoa liquor of the highest quality. Its range of chocolate products includes hundreds of liquid chocolate recipes for chocolate ingredients, additives, decorations, or chocolate bars.

The high technology infrastructure of Altınmarka, advanced R&D capabilities, rapid internal decision making processes, and dedicated and well trained workforce form a strong foundation for the company, particularly in product development, improvement and recipe optimization.

With its convenient geographic location in Istanbul, Altınmarka also offers its customers a logistical advantage for deliveries to European countries as well as Russia, Caucasus, Central Asia, Middle East, and North Africa.

3.1. Corporate Profile

Altınmarka Group, which includes Altınmarka Gıda, established 40 years ago and is now the sixth largest cocoa producer in the world and the largest in Türkiye, comprises 8 companies, 9 factories, and over 200 Kahve Dünyası shops bringing all coffee and chocolate enthusiasts together under the motto “Our Common Ground”.

Continuing its rapid growth by investing in most advanced technologies and production techniques and expertise, Altınmarka Gıda reaches 90% of the domestic market and exports to more than 80 countries with its high quality and reliable products and services. Ranking among the top 100 industrial enterprises in Türkiye, Altınmarka Gıda also possesses a chocolate facility that is the second largest industrial chocolate manufacturer in the world.

Altınmarka Gıda, which was founded by Altınmarka Group in 1992 for coffee and cocoa importing purposes, meets the high quality cocoa mass, cocoa butter and cocoa powder needs of the Turkish as well as the global market with its cutting edge production plants. Detay Çikolata, which became operational in 2009, has begun to cater to leading brands, both domestic and foreign, with intermediate products as well as finished chocolate products, guaranteeing that all critical quality related support processes are handled in house. Offering high quality coffee beans as well as ground and instant coffee products to the coffee market through Detay Kahve, the Group serves as the leading manufacturer in the premium coffee segment, as it does in the chocolate sector with Detay Çikolata. With over 200 shops in every corner of the country, the Group continues to successfully deliver its services in the coffee sector through Kahve Dünyası, now recognized as the country’s largest domestic coffee shop chain.

Altınmarka Group acquired Baylan in 2009, the oldest patisserie that is still operational in Istanbul, with the aim of preserving the legacy of such a valuable Istanbul based brand and delivering its services in a way worthy of its history.

Under Kahve Dünyası, operating with the motto “Our Common Ground”, the budunyahepimiz.org platform brings together corporate social responsibility projects that aim to remind us that this world belongs to all of

ALTINMARKA GRUBU



us through creative initiatives and environmental sustainability themed projects launched for our shared future. Alcao, established in 2012 in Bulgaria under Altınmarka Group, is a cocoa and coffee manufacturer that ensures superior access to all European markets with an annual net capacity to process 34,560 tonnes of cocoa beans and produce 29,000 tonnes of cocoa liquor, 7,200 tonnes of cocoa powder, 3,000 tonnes of chocolate dragée, and 15,800 tonnes of coffee blend.

3.1.1. Vision, Mission and Values

The Group companies continue their operations with the mission to continuously deliver reliable and superior chocolate products, chocolate coatings, ingredients, decorative items and coffee. They focus on developing increasingly superior and exciting new products for bakeries, chocolate producers, FMCG companies, food manufacturers, and ice cream producers across the country, as well as for retail customers.

Vision: Altınmarka aims to become a leader in its sector with high quality and innovative products, prioritizing customer satisfaction, ensuring sustainable growth, and embracing best sectoral practices.

Mission: Altınmarka's mission is to offer high quality products to customers, create value for society, and development of its employees. In this context, it strives to strengthen its position in the sector by adopting such values as reliability, quality, and innovation.

Values:

- Quality

Quality is our top priority.

- Commitment

Solutions are only available through cooperation, and growth is only possible through contribution from each employee.

- Inspiration

We aim to inspire ourselves by enjoying working together.

- Respect

We adopt a philosophy that embodies respect and responsibility.

3.1.2. Products and Services

Altınmarka Group has a vast and diverse product portfolio that contains reliable and high quality chocolate, cocoa and coffee products. The product portfolio consists of

various cocoa and chocolate products that help large food manufacturers, artisans, and other customer groups improve and diversify their products.

Furthermore, the R&D researchers and experienced team of technical experts in the Group offer support services that directly meet the special requirements of all customer segments.

The products manufactured under Altınmarka Cocoa and Chocolate include chocolate, couverture, chocolate coins, chocolate splinter and sticks as well as cocoa powder, cocoa nibs, cocoa butter, praline, waffle sauces and cocolin.

Altınmarka Consumer Goods

Altınmarka Consumer Goods incorporates the companies Detay Gıda (Food), Detay Kahve (Coffee), Detay Unlu Marmuller & Dondurma (Baked Goods & Ice Cream) and Detay Ambalaj (Packaging) operating under the umbrella of Altınmarka Group. It is a leader in the food and drink sector with its high tech manufacturing plants, innovation oriented approach, and strong position in the global market.

Detay Gıda

Founded in 2008, Detay Gıda offers a broad and innovative product portfolio for the chocolate and coffee sectors and has an annual production capacity of over 100,000 tonnes. In addition to itself brand products, Detay Gıda collaborates with leading global manufacturers to implement private label product development projects. Offering comprehensive solutions ranging from semi finished to finished products for boutique producers as well as large scale international brands, Detay Gıda is a trusted partner in the sector thanks to its flexibility, high quality, and sustainable production capabilities.

Brands under Detay Gıda:

- Perfecto: Established in 2020, Perfecto is a premium brand that offers superior quality and innovative range of chocolates, offering unique flavours with its unwavering dedication to creativity and a passion for chocolate.
- Balin: Acquired by Detay Gıda in 2012, Balin is positioned as a reliable brand in the chocolate and confectionery sector with its wide product range and high quality approach.

Detay Kahve

Detay Kahve aims to provide the highest quality coffee aficionados with its broad product portfolio ranging from the original Turkish coffee to filter coffee, espresso, ins-

tant brews and special blends. Green coffee beans, meticulously sourced from different parts of the world, are processed with advanced technology at the fully automated production plant extending over an area of 6,000 m2, and transformed into innovative products that cater to different tastes. In this journey from beans to coffee cups, Detay Kahve builds its production on quality assurance in full compliance with hygiene and quality standards.

Brands under Detay Kahve:

- **Bikaldi:** Aiming to represent the Turkish coffee culture at the highest level locally and globally, Bikaldi stands out with a wide range of products including Turkish coffee, filter coffee, espresso, salep, and hot chocolate. High quality coffee beans imported from Brazil are processed using advanced production techniques to deliver a rich aroma and superior flavour in each sip.

Detay Unlu Mamuller & Dondurma

Detay Unlu Mamuller & Dondurma (bakery products and ice cream) operates with a wide range of products from croissant, tarts, and muffins to authentic desserts, ice cream and other innovative flavours. Each bakery or ice cream product is meticulously designed, aiming for perfection in terms of flavour, texture and appearance, and manufactured in line with hygiene and food safety principles at modern production facilities with high quality standards. With natural ingredients, skillfully developed recipes, and advanced processing techniques, this category best reflects the creative production power of Altınmarka.

3.1.3. Policies

Stakeholder relationships, social and environmental procedures, and management systems are implemented in line with management policies and code of conduct underlying the corporate structure. Altınmarka Gıda has different policies and procedures that guide the execution of business processes such as environmental and occupational health and safety (OHS), energy, quality and food safety, and human resources. Where required, the policies are updated by the relevant departments.

- Supplier Assessment Procedure
- Internal/External Purchasing Procedures
- Environmental and Occupational Health and Safety Policy
- Energy Policy
- Quality and Food Safety Policy
- Human Resources Policy

- Code of Conduct Policy
- Information Security Management Systems Policy
- Sustainability Policy

Detay Gıda and Detay Kahve have a Quality and Food Safety Policy in place, with the key objective of making quality and food safety a part of production, making the best of science and technology, and combining skills and experience with faith in all production facilities. With a view to preserving the existing brand value, all processes from the initial supply stage through delivery to customers or end users, including the delivery of reliable and quality products to customers and consumers, reaching out to new customers and consumers, development of new products and improvement of existing products, are managed in the most efficient manner possible. A quality and food safety management system is implemented and maintained.

3.1.4. Milestones

1970

The beginning of our story

Start of Cocoa and Coffee Bean Trade

1992

Establishment of the world's 5th largest cocoa production facility

First cocoa production at Altınmarka

2003

Detay Kahve

Beginning of our passion for coffee production

2004

Kahve Dünyası Opens Its Doors

The First Kahve Dünyası Shop at Eminönü, Istanbul

2005

World's 2nd largest and Europe's largest production plant starts production

Industrial Chocolate Production

2008

Premium Quality Chocolate Is Brought to Consumers

Detay Çikolata

2009

*Born with the proclamation of the Republic,
and joined the Altınmarka family*

Baylan

2011

*The factory of our unrivalled ice cream and bakery
products*

Kahve Dünyası Kemerburgaz Factory

2011

Kahve Dünyası crosses the borders

The First Overseas Shop in London

2012

Altınmarka Chocolate is the best in Europe

European Candy Kettle Club "Europe's Best Cocoa and
Chocolate Factory" award

2012

*An essential holiday delicacy becomes a part of our family
with its trustworthy legacy*

Balin

2013

Opening the doors for our chocolates to Europe

Alcao

2016

International Store

Romania

2016

An original concept...

Kahve Dünyası Veliefendi Factory

2017

Specialized coffee production welcomes professionals...

Bikaldi

2019

The founder of the unlimited coffee application...

This is Company ve Frink

2020

The creator of unique designs...

Altınyapı

2020

The world of elite chocolate fanatics...

Perfecto

4. CORPORATE MANAGEMENT

4.1. Corporate Structure

Through its companies specialized in different areas of operation, Altınmarka Group offers innovative solutions at all stages of the value chain. Operating in line with sustainability principles, the Group is built on an exemplary structure in environmental, social and governance terms and is firmly committed to transparency, ethical values, and sustainability principles in its management processes. The management approach of the Group companies is built on strong leadership and corporate responsibility. Accountability and effective risk management are priorities in governance methods. Additionally, the decision making processes of the companies are handled by the senior management team in line with a strategic vision. Altınmarka Group improves its business processes by keeping in contact with stakeholders and paying attention to feedback.

Altınmarka Group holds a prominent global position in industrial cocoa and chocolate production, delivering services to global brands in more than 50 countries. The cutting edge production facilities in Istanbul, with a production capacity of 270,000 tonnes, are where raw cocoa beans are processed for the purpose of cocoa butter, cocoa powder, cocoa liquor, and industrial chocolate production.

Kahve Dünyası, the retail coffee brand of Altınmarka Group, has many shops throughout Türkiye. Recognized for high quality coffee beans and unique recipes, Kahve Dünyası places a premium on sustainable production processes and meets customer expectations with state of the art products.

Detay Gıda, which is another Altınmarka Group brand specialized in wholesale food and drink supply, offers quick and reliable solutions to customers and is one of the leading suppliers in the Horeca sector with its wide product range.

In 2012, Altınmarka Gıda was named “Europe’s Best Cocoa and Chocolate Factory” by the European Candy Kettle Club, thanks to the company’s high technology production processes. This award is not only a testament to the company’s commitment to quality and innovation but also highlights its sensitivity to environmental sustainability. Since 2008, the company has consistently implemented ISO 14001 Environmental Management System standards with the goal of minimizing its environmental impacts.

Altınmarka Gıda sets zero waste and carbon neutral production targets in its environmental management strategies and practices sustainable waste management. It also takes

innovative approaches to develop its environmentally sensitive policies in a sustainable manner and protect natural resources.

4.2. Effective Risk Management

The efforts to identify environmental dimensions at Altınmarka Gıda are led by the Environmental and Occupational Health and Safety (OHS) Expert, with the participation of relevant departments and through in depth fieldwork and technical analyses. In designating the environmental dimensions, one on one interviews are held with the relevant department officials and the processes implemented by various organizational units such as production, maintenance, and R&D are subjected to thorough examination. Before fieldwork is initiated, environmental objectives and targets are reviewed, compliance with the Environmental Policy is evaluated, and the necessary legislation is reviewed. Furthermore, in depth examinations are conducted on capacity reports, process flows, hazardous chemicals, packaging materials and raw materials in order to determine the qualitative and quantitative characteristics of waste. This preparation process includes the assessment of the results of compliance with the environmental legislation and external audits, in addition to considering past environmental non compliances and the corrective actions taken. Risk scores of environmental impacts are calculated and prioritized using the Environmental Dimensions Analysis Form. Risk scores are determined based on the “Likelihood x Impact” formula, with likelihood and impact being scored on a scale from 1 to 5 based on specific criteria. This scoring system enables the assessment of the potential harms of the environmental dimensions. For example, the impact score of an environmental disaster to result in a large scale ecological damage is calculated as 5, based on its likelihood.

Based on the risk assessment table, the scores are used to determine the measures to be taken for risk mitigation and a plan is established outlining who will implement these measures, with which resources, and within what timeframe. The environmental dimensions analysis works are revised once a year or prior to any environmental change or new activity, and the measures taken are incorporated into Altınmarka’s annual environmental and OHS programme.

4.3. Certificates

The certificates held by the companies under Altınmarka Group clearly establish the Group’s emphasis on sustainability and quality management. The certificates, particularly those relating to food safety and quality standards, substantiate that the principle of implementing hygiene, safety and environmental sensitivities at the highest level is maintained in all stages of the production process.

Altınmarka Gıda certifies the compliance of its products with relevant safety, quality, and production criteria through various certificates, including for BRC Food Safety Global Standard, ISO 22000 Food Safety Management System and ISO 9001 Quality Management. These certificates ensure food safety from the supply chain up to the final product. The BRC standard, in particular, is a safety standard recognized in the global retail sector that proves that Altınmarka meets international criteria in its production processes. Halal and Kosher certificates, on the other hand, document that the products are manufactured in line with different cultural and religious requirements and therefore cater to a wide mass of consumers.

Similarly, Detay Çikolata operates in line with international standards in terms of safety, environment and occupational health in its production processes, as proven by its BRC Food Safety Global Standard, ISO 22000, ISO 14001 Environmental Management System, and ISO 45001 Occupational Health and Safety Management System certificates. Additionally, reliability in business ethics and commercial processes is ensured through SEDEX and Authorized Economic Operator Certification.

Altınmarka Group also holds certification that supports sustainable farming practices. Altınmarka Gıda and Detay Gıda prove their commitment to environmental and social responsibility principles with their UTZ and Rainforest Alliance certificates. These certificates demonstrate their commitment to sustainability in cocoa procurement while supporting projects that also include contributing to local communities and protecting biodiversity.

Kahve Dünyası holds the V Label certificate certifying the conformity of their vegan and vegetarian products. Various chocolate products in their vegan product portfolio are offered to consumers in line with health safety and sustainable production standards.

These certificates, emphasizing Altınmarka Group’s diligence and determination in sustainability, environmental responsibility and occupational health matters, demonstrate that each Group Company adheres to the applicable international standards.

Company	Certificates
Altınmarka Group	ISO 9001
	ISO 14001
	FSSC 22000
	IFS (International Featured Standards) Certificate
Altınmarka Gıda	BRC Food Safety Global Standard
	ISO 22000
	ISO 27001
	ISO 50001
	ISO 9001
	ISO 14001
	ISO 45001
	Permission to Trade
	Halal
	Kosher
	UTZ Certificate
V Label Certificate	
Detay Çikolata	BRC Food Safety Global Standard
	ISO 9001
	ISO 14001
	ISO 22000
	ISO 45001
	SEDEX
	Authorized Economic Operator Certificate
FDA	
Detay Gıda	Halal
	Detay Gıda
	Rainforest Alliance
Kahve Dünyası	V Label Certificate

Description
A Quality Management System standard aiming to meet customer expectations and boost satisfaction.
An Environmental Management System standard that helps enterprises to minimize their environmental footprint.
An international standard developed as part of food safety management systems.
A standard approved by GFSI to certify the safety and quality of food products and production processes.
Ensures that food products comply with safety, quality and operational criteria and that legal requirements are met.
An international standard for food safety management systems.
A standard that specifies information security management systems.
Aims to enhance the efficiency of energy management systems.
A Quality Management System standard aiming to meet customer expectations and boost satisfaction.
An Environmental Management System standard that helps enterprises to minimize their environmental footprint.
An Occupational Health and Safety Management System standard that ensures a safe and healthy working environment.
A license that authorizes commercial activity.
Certifies compliance with Islamic dietary guidelines.
Certifies compliance with Jewish dietary guidelines.
A certificate that prioritizes sustainable farming practices and ensures responsible cocoa production.
Certifies the conformity of vegan and vegetarian products.
Sets food safety management requirements and ensures the compliance of products with safety and quality regulations.
A Quality Management System standard aiming for continuous improvement.
An Environmental Management System standard that helps enterprises to minimize their environmental footprint.
An international standard for food safety management systems.
An Occupational Health and Safety Management System standard that ensures a safe and healthy working environment.
Certifies compliance with business ethics, working conditions, and sustainability principles.
Facilitates customs procedures.
Certifies compliance with safety rules and laws in food and pharmaceutical production in USA.
Certifies compliance with Islamic dietary guidelines.
Certifies compliance with Jewish dietary guidelines.
A certificate that promotes sustainable farming practices and the protection of biodiversity.
Certifies the conformity of vegan and vegetarian products.

4.4. Business Ethics and Compliance

Altinmarka Group maintains its business ethics and compliance policies in line with relevant regulations and the internal code of conduct. All companies give particular importance to ethical values, aiming to create a working environment that aligns with work ethic. In this context, comprehensive business ethics training programmes are held for all employees, which enhance their commitment to ethical principles.

In the business ethics training, which is regularly updated to keep up with sectoral developments, employees are informed of how to approach potential ethical issues at the workplace. Training programmes are continuously delivered to new recruits as well as existing employees, thus ensuring that all team members are equipped with current information on business ethics. Additionally, A support system has been established to ensure employee compliance with the code of conduct. This system enables employees to easily report and receive guidance on any ethical issues or nonconformities they experience, as well as ensuring that they can speak out through a safe and secure communication channel established within the company and encouraging ethical behaviour at the workplace.

Furthermore, Altinmarka Group does not limit its business ethics policies to its internal operations. The company encourages its suppliers and other business partners to comply with codes of conduct and takes on awareness raising efforts to ensure that business relationships are built on a healthy foundation. Contracts with business partners

explicitly include conformity clauses related to business ethics and compliance policies, with a view to maintaining ethical relations with all stakeholders.

4.5. Internal Control and Audit

Risk management at Altinmarka Group is handled proactively in all business processes, and strategic risk analyses are conducted on a regular basis. Financial and operational risks are continuously tracked and managed by internal control units. The Quality Management System Unit is in charge of formulating and updating procedures and guidelines and performing internal audit processes. Process development and auditing efforts involve the internal audit team, whereas the monitoring of legislative and legal requirements is handled by the Accounting and Human Resources Units, with independent audits being performed biannually by Deloitte. As part of internal controls and audits, market trends and legislation are regularly analysed to identify sustainability risks and opportunities, and strategic decisions are shaped in line with the feedback from stakeholders. While the risks identified include elements such as climate change, legislative compliance, labour rights, and diversity; the Group considers the opportunities to break into new markets through sustainable product development, energy efficiency and cost saving, and offering environment friendly products.



Fotoğraf ALTINMARKA FABRIKA

5. SUSTAINABILITY AT ALTINMARKA

5.1. Sustainability Journey

In line with responsible business practices, the Group performs controls in all its operations, especially of the sustainability criteria in the cocoa industry. The control process is defined and managed based on social, economic, and environmental impacts. Altinmarka Group places sustainability at the core of its business processes, attaching great importance on environment friendly production, energy efficiency, waste management, and social responsibility projects. The Group has developed expertise in ESG matters and formed a special team to address these topics, in addition to continuously reviewing sectoral challenges, customer requirements, and stakeholder expectations. Furthermore, the Group reviewed best practices from competitors and conducted a comprehensive materiality assessment, as a result of which priority topics reflecting the company’s most significant areas of impact were identified.

5.2. Sustainability Strategy

Having the companies build their sustainability approach with their business model in mind is considered one of the key steps of corporate sustainability. In this context, a sustainability strategy shaped in accordance with risks and opportunities provides the companies with a long term perspective and communicates their sustainability approach to all stakeholders.

The Group carried out efforts to set objectives and targets in line with the United Nations (UN) Sustainable Development Goals (SDGs). The identified material topics include product quality and safety, human rights, employee development, water management, sustainable packaging, traceability, waste management, transparent communication, nature and forest conservation, sustainable supply chain, ethical governance, climate change, carbon mitigation, circular economy, and biodiversity. These targets reinforce corporate responsibility while also supporting the achievement of sustainability targets.

5.2.1. Materiality Analysis

Material topics, which underpin the sustainability strategy, strengthen the company’s environmental, social, and governance impacts. The identified material topics, which serve as guidance for the company’s long term sustainability targets, are summarized below:

- 

1. Product Quality and Safety:
Enhancing customer satisfaction and trust with products that comply with quality standards.
- 

2. Human Rights:
Aiming to protect employee rights and ensure fair working conditions.
- 

3. Employee Development:
Contributing to employees’ careers through training and development opportunities.
- 

4. Water Management:
Prioritizing the sustainable management of water resources, and savings measures.
- 

5. Sustainable Packaging:
Aiming to reduce environmental impacts through the use of recyclable materials.
- 

6. Motivating Work Environment:
Providing working conditions that boost employee motivation.
- 

7. Traceability:
Ensuring transparency in the supply chain enhances consumer trust.
- 

8. Waste Management:
Effective management through recycling and reusing waste.
- 

9. Fair Wage:
Implementing fair wage policies among workers.



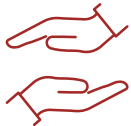
10. Transparent and Responsible Communication: Boosting corporate transparency by openly communicating with stakeholders.



11. Nature and Forest Conservation: Conservation of ecosystems is supported through sustainable resource management.



12. Sustainable Supply Chain: Managing supply chains to meet environmental and social responsibilities.



13. Ethics, Compliance and Governance: It is important to adopt ethical business principles.



14. Climate Change: Developing climate change strategies.



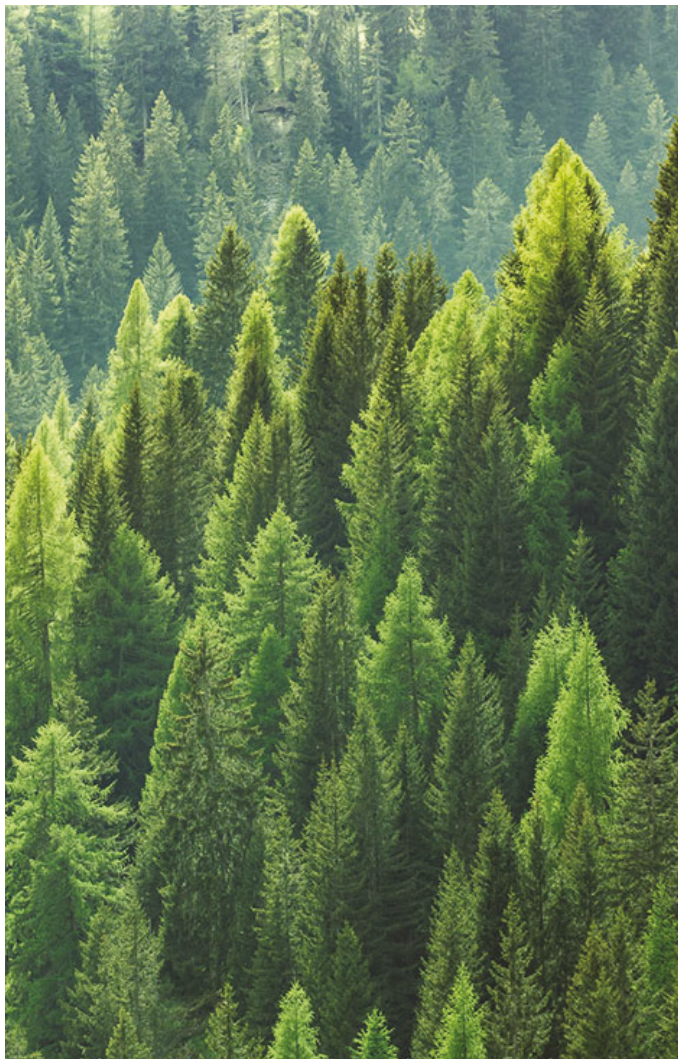
15. Carbon Mitigation and Management: Aiming to reduce carbon footprint.



16. Circular Economy and Upcycling: Ensuring waste reduction and efficient use of resources.



17. Biodiversity: It is deemed significant to support biodiversity to protect ecosystems.



Fotoğraf SUYADER

5.2.2. Compliance with Sustainable Development Goals

The identified material topics are mapped in order to enhance the company's gravitation towards targets that align with the SDGs. The priority sustainability areas of the company were aligned with SDG 3 (Good Health and Well Being), SDG 6 (Clean Water and Sanitation), SDG 8 (Decent Work and Economic Growth), SDG 10 (Reduced Inequalities), SDG 12 (Responsible Consumption and Production), and SDG 13 (Climate Action). In line with these goals, strategies aimed at producing social benefit are developed, and alignment with international standards is ensured.



5.2.3. Sustainability Targets

Altınmarka Group's sustainability targets include reducing energy consumption, reducing carbon footprint, and active engagement in social responsibility projects. The Group aims to minimize energy consumption in production processes by developing projects to boost energy efficiency. In the frame of the Energy Policy, the Group prioritizes setting energy targets and providing the information and resources required to achieve these targets. It aims for the continuous improvement of energy performance in line with the enterprise's requirements and sharing these processes with all employees. It commits to meeting the requirements by complying with relevant laws, regulations and other requirements related to energy. In terms of energy sensitivity, another significant objective is to train all employees and contribute to raising the awareness of suppliers, sub employers, and visitors. Furthermore, the Group concentrates on the use of renewable energy resources and minimize unfavourable environmental impacts, in accordance with the target to reduce carbon

projected to establish various committees and working groups to ensure effective management and reporting process.

It is planned for the committee to review sustainability policies, strategies and roadmaps, have the risks and opportunities identified and make the necessary revisions, and conduct periodic performance monitoring and reporting to the Board of Directors in this regard. Additionally, it is planned for the tasks of the committee to include managing sustainability related budget approvals and representing the Group in national and international platforms.

It is planned to structure the working groups in a way that enables them to conduct collective efforts to raise awareness throughout the company and among stakeholders, in line with the sustainability targets. The working groups will consist of the relevant departments and representatives and cooperate with the committee through



emissions. With an approach that prioritizes contributing to society, Altınmarka Group continues to participate in social responsibility projects and fulfil its environmental and social responsibilities for a sustainable future.

5.3. Sustainability Governance Structure

Works are underway to establish a committee to manage Altınmarka Group's sustainability strategies. This management structure is planned to play a significant role in setting and implementing sustainability targets, and it is

regular reporting. The working groups will be in charge of developing, implementing, and updating sustainability projects in line with the designated strategies and targets.

This management structure, which is still in the process of being established, is designed to enable Altınmarka Group to effectively implement its sustainability strategy at the national and international levels.

6. RESPECT FOR ENVIRONMENT

6.1. Responsible Use of Resources and Circular Economy

Altınmarka Gıda considers environmental risk management as an integral part of its general management policy. The company's commitments include combatting environment pollution and continuously improving environmental performance as part of its environmental policy. The company complies with the legislation, and supports environmental sustainability by exploring, planning and implementing the activities to reduce natural resource consumption. The main targets of Altınmarka Gıda include taking the measures required for the recycling of waste and their disposal in a way that does not harm the environment.

The electricity and water consumed by Altınmarka during its operations are regularly tracked; remediation efforts aimed at reducing natural resource consumption and boosting efficiency are included in the annual environmental and OSH programme, and their level of achievement is monitored.

Noise measurements are conducted in the indoor and outdoor areas of the Altınmarka factory by accredited laboratories authorized by the Ministry; based on the results, a noise map is formulated and necessary actions are planned and implemented to prevent potential harm to people and the environment. Other measurements are periodically carried out using a decibel meter available within the facility, and the results are monitored accordingly. Additionally, measures are taken and consistently implemented at all emission sources within Altınmarka to prevent air pollution. An agreement was made with ÇEVKO for the use of the Green Dot Trademark Logo to label recyclable packaging and raise awareness of recycling. Furthermore, Kahve Dünyası entered into a "Green Thermos" agreement with the TEMA Foundation to reduce waste generation and promote awareness of forest conservation and reforestation.

6.2. Combatting Climate Change

Today, climate change is regarded as one of the greatest environmental issues. Combatting this issue effectively is of critical importance for the society as well as the environment. Altınmarka Gıda commits to develop sustainable solutions in combatting climate change, and implements various investments and practices in this scope. Sustainable energy investments include installation of

solar power plants (SPPs), efficient engines, LED lighting, and sensor activated faucets, in addition to promoting the use of electric vehicles. Employees receive training on waste prevention and the importance of water and the environment, and informed on various topics including water consumption, waste management, and zero waste.

In order to mitigate greenhouse gas impacts in logistics, fossil fuel vehicles were replaced with electric vehicles and electric forklifts are used in haulage and storage. Additionally, as part of the "Green Thermos" project implemented by Kahve Dünyası in cooperation with the TEMA Foundation, saplings were planted to build a Memorial Forest in the Görece district of Çanakkale. In this context, a sapling is donated on behalf of each customer who purchases a "Green Thermos" through the mobile application or refills their "Green Thermos" with coffee six times; a total of 10,000 saplings has been planted so far. Waste paper is recycled as part of the zero waste project, recycled paper is used in offices, and transportation emissions and environmental pollution are prevented through online meetings, as well as contributing to energy saving.

6.3. Energy and Emissions Management

With industrialization and growing population, protecting air quality has become critical for a sustainable future. Altınmarka Group effectively maintains its emissions management by taking various measures to prevent air pollution. In this context, with a view to reducing dust emissions, flue gases that cause unpleasant odours are treated in a wet system odour treatment facility before being released into the atmosphere, using the cyclone system installed in the chimneys. Natural gas is used in emission sources that generate combustion gases, and an automatic burner system is used to continuously maintain the air to fuel ratio at an optimal level.

As part of compliance with the legal requirements on air pollution, emission measurement is carried out at certain periods in all air polluting sources throughout the factory, and the Provincial Directorate for Environment and Urbanization is informed through the emissions report. Efforts to have greenhouse gas emissions estimated was launched by the head office and the Kabataş Unit. The ISO 50001 Energy Management System was installed at the

Energy Consumption Data	Unit	2021	2022	2023
Electricity Consumption	kWh	32.278,047	42.027,387	39.356,658
Electricity Consumption from Renewable Sources	kWh	-	574.490	2.500,357
Natural Gas Consumption	Sm ³	13.200,000	10.400,000	11.300,000
Total Energy Consumption	GJ	608.567	541.287	572.175

Altınmarka Gıda production facility in 2021. All energy management works are handled in line with the standards, certified by the BSI firm, and regularly audited.

As part of the Energy Policy, a framework is presented to identify energy goals, formulate the relevant targets, and review the relevant activities. The aim of the framework is to provide the knowledge and resources required to achieve the designated objectives and targets, continuously improve energy performance in line with the needs of the establishment, ensure the framework is announced to all employees and kept up to date. Additionally, the framework commits to comply with the laws, regulations, and other specifications relating to energy and fulfilling the relevant requirements. It is aimed to train all employees on energy sensitivity, in addition to contributing to raising the awareness of suppliers, sub employers, and visitors in his regard.

A 5% reduction in total energy consumption is planned to be achieved by 2028 as part of the plans to reduce energy consumption. Electricity is generated through SPPs which, since their installation, have generated a total of 11,069 GJ of electricity by the end of 2023. Through the SPP initiatives carried out in 2022, a total of 1,472,112 kg of CO² emissions were prevented: 422,578 kg through the production of 953,900 kWh at Detay Esenyurt, 159,990 kg through the production of 361,150 kWh at Detay Kahve, and 889,544 kg through the production of 2,008 kWh at Detay Çatalca. Approximately 200 tonnes of sludge from wastewater treatment are generated annually at Altınmarka Gıda, and the goal is to utilize this waste for energy recovery. In this context, an agreement was made with the Ekolojik Enerji firm to use the waste for biofuel production.

6.4. Water Management

Altınmarka Gıda conducts environmental training programmes for employees, in line with its environmental sustainability targets. The training covers prevention of waste generation, protection of water resources, and mitigation of overall environmental impacts. Employees are encouraged to appreciate the importance of water consumption, waste management and zero waste targets and take an active part in these processes. Various strategies are developed and implemented with the target to reduce water consumption by 1% (1 m³) every year.

Multi-pronged measures are taken to reduce the daily water consumption quantity of 350 m³. While current water consumption is 300 m³ daily, energy efficient systems are



utilized to further reduce this figure, including steam generators and sensor activated faucets which contribute to reducing operational costs while saving water.

The rainwater harvested from the roof through various practices are used in garden irrigation and cleaning of surfaces, with the aim of using this method to make efficient use of natural resources. In addition, Altınmarka Gıda

operates a wastewater treatment facility with a capacity of 600 m³, allowing for the treatment of 250–260 m³ of water per day. The treated water is discharged into the İSKİ sewer channel, thereby contributing to the preservation of the water cycle.

6.5. Waste Management

Altınmarka Gıda organizes environmental training programmes for employees to emphasize the importance of protecting water resources and environmental sustainability. The training programmes are carried out by the Environment and OHS Unit and cover the targets relating to water consumption, waste management, and zero waste. The Unit aims to reduce waste generation, sorting at source, and collaborate with licensed firms to ensure the recycling of the waste collected.

The wastewater resulting from the production activities at Altınmarka Gıda are collected through the combined sewer system and discharged into the İSKİ wastewater sewer system. Wastewater analyses are conducted at certain points of this process to check compliance with legal requirements. Additionally, solid wastes are marked in line with the Regulation on Control of Solid Waste. The domestic solid waste collected in various bins throughout the factory are gathered in sealed and leakproof bags and brought to the waste storage. It is then transported to and disposed of at landfills by the municipality’s contracted garbage trucks. Recyclable waste is collected separately at the source, without being mixed with domestic waste. To facilitate this, paper cardboard and plastic nylon recycling bins have been placed at various locations throughout the factory.

Waste generated at Altınmarka Gıda in 2023:	
Name of Waste	Amount (kg)
Waste resulting from wastewater treatment within the operational area	167.520,00
Other engine, gear, and lubricating oils	11.100,00
Plastic packaging	16.200,00
Wooden packaging	99.020,00
Materials not suitable for consumption or processing	1.140,00
Packaging containing residues of or contaminated by hazardous substances	2.300,00
Absorbents, filter materials (including oil filters not otherwise specified), wiping cloths, protective clothing contaminated by hazardous substances	5.400,00
Antifreeze liquids containing hazardous substances	3.574,00
Discarded equipment containing hazardous components other than those mentioned in 16 02 09 to 16 02 12	9.960,00
Lead batteries and accumulators	180,00
Waste subject to special treatment to prevent infection	5,00
Paper and cardboard	837.660,00
Fluorescent tubes and other mercury containing waste	180,00
Metals	74.780,00



Detay Gıda'da 2023 yılında oluşan atıklar

Name of Waste	Amount (kg)
Copper, bronze, brass	1.600,00
Waste resulting from wastewater treatment within the operational area	840,00
Other engine, gear, and lubricating oils	518,00
Plastic packaging	4.768,00
Metallic packaging	52,00
Glass packaging	51,00
Packaging containing residues of or contaminated by hazardous substances	580,00
Absorbents, filter materials (including oil filters not otherwise specified), wiping cloths, protective clothing contaminated by hazardous substances	10,00
Antifreeze liquids containing hazardous substances	200,00
Discarded equipment containing hazardous components other than those mentioned in 16 02 09 to 16 02 12	30,00
Waste subject to special treatment to prevent infection	9,00
Liquid and solid oils other than those mentioned in 20 01 25	150,00
Paper and cardboard	64.001,00
Fluorescent tubes and other mercury containing waste	10,00
Batteries and accumulators other than those mentioned in 20 01 33	2,00
Plastics	55.380,00
Metals	12.660,00

The recyclable wastes generated in offices are accumulated in paper recycling bins, regularly collected, and sent to the waste storage where they are stored separately from other wastes; they are then delivered to the collection and transportation companies licensed by the Ministry of Environment, Urbanization and Climate Change to be sent to recycling plants. The quantities of waste and recyclables are weighed at the factory scale and monitored on an annual basis.

While domestic solid waste is collected by the municipality, those that are usable as animal feed are separated before they are handed over to the municipality. Process related wastewater is treated and then discharged into the İSKİ sewer system, thereby preventing soil and water pollution. Waste classified as hazardous, such as contaminated packaging, oily cloths, electronic waste, and batteries, is separated and collected in the designated hazardous waste area, after which they are delivered to licensed recovery or recycling companies.

As a producer that releases packaged goods, Altınmarka meets its legal obligations to recycle packaging through ÇEVKO, the contracted company authorized by the Ministry of Environment and Urbanization. The hazardous wastes specified in the hazardous waste list, on the other hand, are collected at separate bins, labelled, and temporarily stored in the hazardous waste storage in line with the Regulation on Control of Hazardous Waste. The hazardous waste storage has a leakproof floor and a drainage pit at the base to contain potential leaks. Recycling or recovery options for these wastes are explored, and their transport is carried out by licensed companies to licensed hazardous waste disposal facilities, ensuring environmentally safe disposal. In 2022, 22,280 kg of packaging waste was recovered, with this figure reaching up to 25,036 kg in 2023.

The waste oils produced throughout the Altınmarka Gıda factories are collected in line with the Regulation on Control of Waste Oils, analysed, categorized, temporarily stored, and then transported and disposed of by companies licensed by the Ministry of Environment and Urbanization. The microbiological waste generated in cocoa and chocolate quality assurance laboratories are removed as domestic solid waste after being sterilized in the sterilization device. Waste toner and cartridges generated in offices are refilled and reused whenever possible.

The medical waste resulting from the medical unit's activities and first aid applications at the Altınmarka Gıda factory are processed in line with the Regulation on Control of Medical Waste. As required by the contract made with the Esenyurt Municipality, medical waste is picked up weekly by licensed medical waste transport vehicles and shipped to the medical waste incineration plant where they are disposed of.

6.6. Biodiversity

Biodiversity is comprised of all different forms of life sharing a common space. Our planet, on which we share this space, includes not only complex organisms such as humans, plants, and animals, but also single celled microorganisms such as fungi (moulds, yeasts, mushrooms), protozoa, algae, and bacteria. This group may also include non living forms that can only exist in the presence of living organisms, such as viruses and prions. An ecosystem refers to the entire structure formed by the interactions among these living organisms within the shared environment, along with the environmental factors we call nature. Sustainable development involves the activities, and the organization of these activities, that are required to ensure that the ecosystem continues to exist in harmony.

Türkiye, which is a rich country in terms of diverse species, is home to more than 400 ornithes, more than 100 mammals and reptiles, and more than 400 fish. Türkiye ranks ninth in Europe in terms of biological diversity. Yet, it is known that global biodiversity has declined by up to 70%; unsustainable use of natural resources, environmental pollution, mismanagement of agricultural land and urban development, wars, and climate change are rapidly reducing biodiversity and threatening the ecosystem. Altınmarka closely monitors the activities related to the sustainable use of natural resources and the protection of biodiversity, and develops relevant policies. With a view to preserving biodiversity within its areas of operation and maintaining the ecological balance in the supply processes, the company diligently addresses and formulates projects for supplying its raw materials and consumables from sustainable sources, and protecting the environment in the reutilization and disposal of waste. Combatting deforestation is also taken into account throughout all supply chain processes. To support both employee well being and the protection of animal rights, animal shelters are built to contribute to the welfare of stray animals and public health.

6.7. Sustainable Supply Chain

Altınmarka Group manages its supply chain processes in line with the sustainability principles and strives to minimize its environmental impacts. In this context, supplier alignment with the company's environmental management system is diligently monitored, and preference is given to raw materials obtained from sustainable sources. Environmental as well as social criteria are prioritized in sustainable procurement processes, with prevention of child labour, gender equality, environmentally friendly production, and support for local producers playing a decisive role in supplier selection. The company encourages the adoption of sustainable business processes by considering ESG criteria, which help to ensure that brands are recognized in the global market for their ethical and responsible business conduct, in its procurement processes.

Sustainability criteria for cocoa production and the supply chain are carefully monitored and implemented for the entire Altınmarka Group. The Group companies pay the

utmost regard to transparency and traceability, and actively participate in social and environmental responsibility projects in the countries from which cocoa is procured. In particular, they support sustainable farming practices in the cocoa producing West African countries of Côte d'Ivoire and Ghana, as well as taking various measures to prevent problems including child labour, deforestation, and inadequate working conditions.

Cocoa beans are carefully processed at the relevant production facilities to ensure the highest quality. The modern technologies utilized at the facilities ensure hygiene standards in production processes, and best practices are adopted in terms of energy efficiency and waste management. Altınmarka and Detay Gıda maintain their commitment to environmental and social sustainability as proven by their Rainforest Alliance certificate, while encouraging ethical business practices together with all their stakeholders in the supply chain.

7. RESPECT FOR PEOPLE

7.1. Human Resources Philosophy

Altınmarka Group's human resources philosophy is managed strategically to improve employee competencies as well as boosting their well being and productivity. With the aim of ensuring that employees achieve long term job satisfaction through training and development opportunities, the company builds a system that supports the career paths of those who add value to the workforce.

Altınmarka Group's working conditions and principles are set by the "*Altınmarka Working Policy*", which is elaborated with other policies such as:

- Working Hours Policy,
- Wage Policy,
- Training Policy,
- Employment Age Policy,
- Leave Policy,
- Anti discrimination Policy,
- Employee Representation, Suggestions and Complaints Policy,
- Harassment and Ill treatment Policy,
- Women's Rights Policy,
- Health, Safety and Environment Policy.

Designating the qualified candidates in recruitment processes and formulating long term career plans for employees comprise the main components of Altınmarka Group's human resources strategy. When first recruited, Altınmarka Group employees are put through orientation training covering topics such as general work rules, company policies, salary, overtime, leaves, and legal rights. In addition to the orientation training, annual training sessions are planned and tailored to employees, in line with the principles set out in the Training Policy. Furthermore, the professional development of employees is continuously monitored and improved through performance assessment systems. In this context, attention is paid to ensure that individual contributions harmonize with corporate success.

Paying the utmost importance to employment age, Altınmarka Group does not employ individuals younger than 18 years. However, only the students at the Apprenticeship

Training Centre can be recruited as apprentices, provided that they are at least 16 years of age. The insurance coverage and working hours of the students employed are monitored, and they are not permitted to work night shifts.

Altınmarka Group clearly defines weekly working hours and schedules, and may adjust daily working hours in line with legal limits depending on production needs and seasonal circumstances. Employees are informed in advance of any changes in this regard.

Altınmarka Group specifies in its Human Resources Policy that no employee is forced to work overtime; in cases where overtime is necessary, it is documented through individually signed forms for each employee that they voluntarily consent to working overtime without any external pressure. In addition, under no circumstances women employees are made to work more than seven and a half hours during night shifts. Once pregnancy is confirmed with a medical report, women employees are exempt from night shifts until childbirth, and breastfeeding women are exempt from night shifts for one year starting from the date of childbirth.

7.2. Inclusivity, Equal Opportunities, and Diversity

Altınmarka Group places inclusivity and equal opportunities at the core of its business culture. Recognizing the positive contributions of each employee having different skills and perspectives, Altınmarka Group builds a system in which all individuals are valued and contribute under equal conditions at the work environment. Comprehensive policies are implemented to ensure equality and to prevent discrimination based on gender, age, ethnic origin, language, or religion differences. This enables a dynamic working environment in which different points of view enhance the company's innovative nature and contribute to sustainable growth. Diversity is regarded as a significant factor in producing creative solutions, and continuous improvement and development works are carried out accordingly.

All employees are treated equally during recruitment, wage determination, promotion, and dismissal processes, regardless of language, religion, race, gender, age, marital status, physical disabilities, etc.; it is also ensured that no

manager or employee is subjected to such discrimination. According to this policy;

- No personal data is requested from job applicants other than the information required for the position.
- Persons with disabilities and former convicts are employed in accordance with legal regulations.
- Employees with disabilities are assigned to the tasks most suitable for their abilities.

Altinmarka Group adopts gender non discrimination as a principle in recruitment, dismissal, wage determination, promotion, or similar processes. In this context, Altinmarka Group provides women employees with the following opportunities:

- Maternity leave of 8 weeks each for before and after birth,
- Up to 6 months of unpaid leave, in accordance with the relevant legal definition, for those who wish to take additional time off after maternity leave,
- 1.5 hours of daily breastfeeding leave for mothers until the child turns one year old,
- Opportunities for pregnant employees to work in roles suitable to their health condition and to rest as needed.

With the Harassment and Ill treatment Policy in place, Altinmarka Group aims to protect its employees against all kinds of harassment and ill treatment, protecting those who have been subjected to harassment and ill treatment, and determine the applicable sanction to any perpetrator after conducting an investigation in accordance with the relevant policy clauses. To that end, Altinmarka Group considers the situations including but not limited to the following as harassment and ill treatment, and performs the relevant procedures accordingly:

- Use of physical discipline as a threat,
- Application of psychological pressure,
- Harassment, yelling, use of humiliating language, or being threatened,
- Encouraging or provoking illegal behaviours,
- Acting or speaking in a manner that undermines self esteem,
- Offering any kind of personal relationship or sexual innuendo in exchange for promotion,
- Treating employees unfairly as a result of rejection of any kind of relationship proposal,
- Engaging in any form of harassing behaviour, peeping/spying/stalking, or physical contact,

- Failing to respect gender differences during security checks,
- Not allowing employees sufficient time to meet basic needs such as using the restroom, drinking water, or receiving medical assistance,
- Unjustifiably restricting workers' movements outside of working hours.

Filing Complaints

Any person(s) who were subjected to harassment can file their complaints;

- By putting a written letter into the complaints and suggestions box,
- Via a letter or telephone to the Personnel and Administrative Affairs Officer.

Practice

Grounded on confidentiality principles in practice, Altinmarka Group subjects the perpetrator to investigation as soon as it becomes aware of the occurrence of any incident of harassment or ill treatment, following the steps outlined below:

- A committee of at least three members is formed, including an employee representative, depending on the nature of the incident.
- The committee conducts the necessary investigations confidentially, collects written or verbal statements from relevant individuals, and records all relevant efforts in official minutes.
- The victim is informed of each stage of the investigation in writing, with a signed acknowledgement.
- The evidence collected is assessed, taking into account the severity of the act, and a decision is made regarding the appropriate sanction.
- The final decision of the investigation is reported to senior management to be implemented.
- If the investigation committee concludes that a case of harassment or ill treatment has occurred, the perpetrator's employment contract is terminated.
- The matter is also referred to judicial authorities, by also considering the request of the complainant.

Reporting

The date and place of the incident, the content of the complaint, the person(s) accused, and the method employed are presented in full detail in the investigation report and the minutes.



7.3. Employee Commitment

Employee commitment is regarded by all Group companies as one of the key elements of creating a high performance work environment. With the awareness that job satisfaction and commitment are a part of corporate sustainability, practices are employed to create a high performance working environment. Regular feedback processes, surveys, and internal communication mechanisms are implemented to keep employees' sense of belonging and motivation at a high level. Active engagement in business processes is encouraged, and employees are offered programmes that play a key role in their career development.

Complying with the annual leave requirements set out by

law, Altinmarka Group grants paid annual leave to employees who have completed one year of service. In the event of termination of employment, any unused paid leave entitlement is compensated to the employee in corresponding monetary terms. Employees under the age of 18 and over the age of 50 are entitled to a minimum of 20 days of annual leave. In addition, employees are granted three days of paid leave in the event of marriage or upon the death of a parent, spouse, sibling, or child.

No employee is paid less than the legally established minimum wage. For roles where the nature of the work requires a salary above minimum wage, Altinmarka Group determines the wage by taking into account the emplo-

employee's duties, experience, and performance. Wages are calculated in proportion to the number of days worked in the month. Besides annual paid leave; no wage deduction is made for maternity leave, bereavement leave, marriage leave, or for up to two days of medical leave proven by a medical report. Employees who work their full weekly schedule receive one day's wage for the weekly off day (Sunday) without requiring any work performed on that day.

Altınmarka Group takes into consideration any request, suggestion, or complaint by all employees and takes the following approaches in this regard:

- **Employee Representative**
Two "Employee Representatives" are selected from among the employees in order to communicate employees' problems, requests, and complaints. Altınmarka Group provides all conditions required to make such a selection in a reliable manner. The representatives refer the complaints and requests communicated by employees to the management. Regular meetings are held once a month with the Personnel and Administrative Affairs Officer, and the topics discussed at the meetings are put down into minutes. The Personnel and Administrative Affairs Officer informs senior management in line with the decisions taken at the meetings.
- **Request Box (Complaints and Suggestions Box)**
Altınmarka Group practices an open door policy and uses "Request Boxes" to ensure that employees' requests, suggestions, and complaints are communicated to the management. Although anonymous submissions are accepted, only those that include contact information can receive a response. Request boxes are opened and the contents are read by the Personnel and Administrative Affairs Officer and Employee Representatives. The letters from the request boxes are classified based on their content, and communicated to the management. Employees are informed of the applicable actions following the relevant evaluations.

The Department of Personnel Affairs also continues the "Open Door" practice, under which all employees are entitled to communicate their problems directly to the Personnel and Administrative Affairs Officer, directly and with no prior permission required. Requests, suggestions, and complaints can also be e mailed to the Personnel and Administrative Affairs Officer or Employee Representatives.

7.4. Talent and Career Management

Talent management is regarded as a significant strategic factor for the company's long term success. Talent management prioritizes the continuous improvement of competencies and making career plans for employees. The career planning processes, designed in line with the individual development requirements of each employee, aims to boost labour qualifications, as well as enabling the employees to fulfil their highest potential. Additionally, long term human resources policies are implemented to maintain and enhance the talented workforce, thereby ensuring employee satisfaction as well as boosting the company's performance.

7.5. Occupational Health and Safety

Occupational health and safety (OHS) is the top priority in terms of Altınmarka Group's operations. Comprehensive OHS policies are implemented to ensure that employees continue to work in a safe and healthy working environment. Potential hazards are identified early through regular audits and risk assessments, and the necessary measures are taken in this regard. It is aimed to prevent occupational accidents through training programmes and awareness raising. The OHS management systems maintained in line with the legislation is implemented with a view to protecting the physical and psychological well being of employees.

The necessary OHS measures are taken in all factories of Altınmarka Group. All employees receive training on emergency situations, and an emergency drill is conducted once a year. Mandatory protective equipment (e.g., gloves, masks, safety goggles) is provided to employees free of charge.

Altınmarka Group is committed to preventing occupational accidents and diseases, minimizing environmental pollution, and continuously improving its OHS performance. It ensures the employees' involvement in relevant processes, in compliance with the legislation. Through training programmes, Altınmarka Group aims to raise awareness of workplace safety and encourages its suppliers to improve their own OHS performance.

OHS related activities are monitored to reduce negative impacts, thereby creating a safer working environment. Altınmarka Group informs all employees about its OHS policy and expects them to act accordingly. The policy is reviewed and updated where necessary.

8. RESPECT FOR SOCIETY

8.1. Communication with Stakeholders

Building sustainable relationships with stakeholders lies at the core of the company's long term targets for success. Altınmarka Group adopts open, transparent, and continuous communication with all stakeholders as a principle. Stakeholder communication plays a key role for the company to achieve its strategic objectives and fulfil its social responsibilities. The relationships with customers, suppliers, employees, investors, and local communities are built upon mutual benefits. With the active use of communication channels, strategic solutions aligned with stakeholder expectations are developed through feedback mechanisms and collaborative processes, and these solutions are integrated into business processes. This enables the company to build sustainable relationships based on mutual trust.



Fotoğraf ANADOLU AJANSI

Altınmarka Group's Stakeholder Communications Table

Stakeholders	Communication Frequency	Communication Channel/Method
Stakeholders	Communication Frequency	Communication Channel/Method
Employees	Frequently	Face to Face, E mail, Meetings
Managers	Frequently	Face to face, Meetings
Public Bodies	Rarely	Mail
Customers	Frequently	Face to face, E mail, Meetings
Suppliers	Frequently	Face to face, E mail, Meetings
Sectoral Organizations	Sometimes	Face to face, E mail, Meetings
Non Governmental Organizations (NGOs)	Sometimes	Face to face, E mail, Meetings
Universities	Sometimes	Face to face, E mail, Meetings

8.2. Customer Satisfaction and Product Management

The importance attached to customer satisfaction is one of the building blocks of Altınmarka Group's core values and business philosophy. In order to ensure that products and services meet customer expectations, the company closely follows customer expectations and implements its quality management systems accordingly. Customer demands are continuously monitored through feedback mechanisms, and product development processes are optimized in line with these demands. Innovative product management strategies are implemented to produce fast and effective solutions to customer demands, aiming to provide the customers with the best experience and boost their loyalty to Altınmarka Group. Maintaining high standards is guaranteed through tight inspection processes implemented at the quality control phase for the products.

The companies under Altınmarka Group comply with high quality standards in their production processes to certify their products. In this context, the certificates held by Altınmarka Group companies are listed below:

ALTINMARKA GROUP COMPANIES PRODUCT CERTIFICATION

Vegan Certified Product List



• ALTINMARKA GIDA

Vegan Oatmeal Chocolate
Coconut Milk Dark Chocolate
Dark Chocolate
Sugar free Dark Chocolate

• KAHVE DÜNYASI

Vegan Gluten free Chocolate Bar with Cocoa Nibs
Ecuador 75% Dark Chocolate
Colombia 70% Dark Chocolate
Madagascar 65% Dark Chocolate
Tanzania 75% Dark Chocolate
Venezuela 80% Dark Chocolate
Ghana + Côte d'Ivoire Sugar free 52% Dark Chocolate

• DETAY GIDA

Daphne Couverture
Buono Vegan Gluten free Chocolate Bar with Cocoa Nibs

Halal certified Product List



• DETAY GIDA

Plain Chocolate
Filled Chocolate (Fondant, Caramel)
Flavoured Chocolate (Hazelnut, Pistachio, Almond, Wafer)
Filled/Unfilled Hard Candies (Sweet, Sour, Minty)
Chocolate coated Products (Pistachio, Hazelnut, Almond, Coffee, Crispy Dragée)
Balin Grandis Stick (Pistachio, Hazelnut, Milk Chocolate, Dark Chocolate)
Balin Chockat
Confectionery (Filled/Unfilled Hard Candy, Flavoured Hard Candy, Soft Filled Candy, Filled Hard Candy)
Chocolate Bars (Plain, Flavoured, Fruity, Crispy, Filled)
Chocolate Drops/Dragée (Flavoured, Fruity, Raisin, Coffee, Roasted Chickpea)
Filled Creamy Wafer
Coated Wafer
Chocolate Filling/Cream
Coated Wafer
Chocolate Filling
Cocoa Spread with Hazelnut
Cocoa Spread/Cream with Peanut
Peanut Spread
Antep Pistachio Spread/Cream
Peanut Spread/Cream
Cream (Dark, Milk, White)
Caramelized Popcorn (Salty Caramel Peanut and Salty Caramel Chocolate)
Wafer (Plain, Filled, Cream Filled, Wafer Sheet)
Nougat Bar (Chocolate Filled, Chocolate Coated, Compound Chocolate Coated)
Puffed Wheat, Puffed Rice

• KAHVE DÜNYASI

Filled Chocolate (Cream, Nougat, Fruit, Biscuits, Turkish Delight, Marzipan, Wafer)
Flavoured Chocolate (Hazelnut, Antep Pistachio, Almond, Peanut, Processed Cereal)
Wafer (Vanilla, Cocoa, Milk, Coconut, Orange, Lemon, Strawberry, Hazelnut Cream)
Wafer (Gold Chocolate, Hazelnut, Antep Pistachio, Peanut, Coconut, Crispy, Creamy No Coating, Creamy Chocolate Coated, Chocolate Chip Creamy Coated)
Gofrik (Milk, Dark, Gold)

Helal certified Product List



• **ALTIMARKA GIDA**

- Filled Compound (Dark, Milk, White)*
- Hazelnut Spread*
- Cocoa Nibs*
- Cocoa Butter*
- Cocoa Mass*
- Cocoa Powder*
- Chocolate (Dark, Milk, White)*
- Couverture (Dark, Milk, White, Caramel White)*
- Couverture Compound (Dark, Milk, White, Caramel White)*
- Chocolate Bars (Plain, Flavoured, Fruity, Crispy, Caramel White)*
- Hazelnut Butter/Giaduja Chocolate*
- Chocolate Powder (Dark, Milk, White)*
- Liquid Chocolate (Milk, Extra Milk, White, Dark, Semi Dark, Caramel)*
- Liquid Compound (Dark, Milk, White, Caramel White)*
- Chocolate Filling/Cream*
- Filled Chocolate (Dark, Milk, White)*
- Flavoured Chocolate (Dark, Milk, White)*
- Filling Cream/Cream/Filling (Dark, Milk, White)*
- Hazelnut Spread*
- Hazelnut Spread with Cocoa*
- Hazelnut Spread/Cream*
- Pistachio Spread/Cream with Cocoa*
- Cream (Dark, Milk, White)*
- Chocolate Chips and Compound (Dark, Milk, White, Caramel White)*
- Chocolate Flakes and Compound (Dark, Milk, White, Caramel White)*
- Sugar free Chocolate (Vitamin C, Omega 3, Collagen, Probiotics, Calcium, Fibres, Protein)*
- Vegan Chocolate (Dark, Dark with Coconut Milk, Dark with Oatmeal)*

Rainforest Alliance certified

Product List



• **ALTIMARKA GIDA**

Cacao

• **DETAY GIDA**

Cacao

Kosher certified Product List



• **ALTIMARKA GIDA**

- Alkalized Cocoa Powder*
- Cocoa Butter*
- Cocoa Mass*
- Cocoa Chunks*
- Dark Chocolate*
- Dark Chocolate (Couverture, Chunks, Chips, Compound, Flakes)*
- Fillings and Nougat*
- Milk Chocolate*
- Milk Chocolate (Couverture, Chunks, Compound)*
- Natural Cocoa Powder*
- Sugar free Chocolate (Dark, Milk, White)*
- White Chocolate*
- White Chocolate (Caramel, Compound, Chunks)*

• **DETAY GIDA**

FDA certified Product List



• **DETAY GIDA**

Flocert certified Product List



• **ALTIMARKA GIDA**

V Label certification guarantees compliance with vegan requirements, whereas Halal Certificate of Compliance and Kosher Certificate protect the religious and ethical sensitivities of a large mass of consumers. Additionally, certified gluten free products offer various options for healthy nutrition. These certificates demonstrate that the products were produced in line with international standards and are diverse enough to meet different consumer demands. Altınmarka Group companies aim to keep customer satisfaction at the highest level with such a comprehensive approach to product management.

8.3. Corporate Social Responsibility (CSR)

Altınmarka Group's corporate social responsibility policies are designed to mirror its sense of responsibility towards society and the environment. Various projects on education, health, environment, and protection of cultural heritage are implemented as part of social responsibility projects. The projects aimed at increasing the life quality of local communities contribute to sustainable growth. Additionally, the impacts on nature are minimized through environment friendly production processes, energy efficiency, and waste management practices. Altınmarka Group aims to capitalize on its environmental and social responsibilities in order to create long term value.

Embracing a sense of social responsibility since it was founded in 2004, Kahve Dünyası has been proudly continuing its works to support dozens of projects and give hope to countless people.

DARÜŞŞAFKA



Darüşşafaka branded coffee cups, thermoses, and chocolates purchased from Kahve Dünyası stores help to support the mission of "equal opportunities in education".

As part of the project aimed at bringing out the creativity in students and turning their designs into a product, the selected designs sketched by students are printed on cups and thermoses. Bearing the name of their respective designers, these items are then sold at Kahve Dünyası. The revenue generated from the sale of the cups and thermoses under this long lived project is donated to Darüşşafaka.

TSÇV



Since its establishment in 1989, the Spastic Children's Foundation of Türkiye (TSÇV) has been providing services to children with cerebral palsy and their families who seek further inclusion in society through rehabilitation and education training programmes. In collaboration with TSÇV, Kahve Dünyası supports this initiative by selling special chocolate boxes created for this project, contributing to the education and rehabilitation of children with cerebral palsy.

TOFD



As part of the plastic caps campaign, Kahve Dünyası helps to deliver wheelchairs to those in need in exchange for plastic bottle caps.

AÇEV



Every purchase of a chocolate box featuring drawings by the Mother Child Education Foundation (AÇEV) member children supports the education of primary school aged children, helping them to grow into well equipped and qualified individuals.

KAÇUV



The chocolate boxes sold at Kahve Dünyası feature drawings that reflect the dreams of children at the Hope Foundation for Children with Cancer (KAÇUV), with every purchase contributes to supporting the foundation.

KORUNCUK



The project carried out in collaboration between Kahve Dünyası and the Koruncuk Foundation engrave the dreams of little girls on chocolate boxes, creating a sense of shared fantasies. Every box purchased helps support girls whose access to basic needs and education is at risk by supporting their access to education and helping them to become empowered individuals.

TEMA VAKFI

As part of the “Green Thermos Project” carried out in collaboration with the TEMA Foundation, every purchase of a Green Thermos translates into donating a sapling for the purchaser. Additionally, another sapling is donated at every sixth coffee purchase made by scanning the QR code found under the thermos on the Kahve Dünyası Mobile Application. This initiative enables the Kahve Dünyası customers to join hands to grow the saplings in the Kahve Dünyası Memorial Forest in Güreçe, Çanakkale.

**8.4. Memberships and Collaborations**

In line with its sustainability strategies, Altınmarka Group actively collaborates with national and international organizations that support sectoral development, create social impact, and encourage exchange of information. In this context, Detay Gıda is a member to the Academy of Sweets (ZDS), a long established German confectionery and chocolate research and training center.

ZDS is a prestigious institution that performs studies focusing on quality, innovation, and sustainability in confectionery and chocolate industries throughout the world. This membership enables Detay Gıda to access international know how in the company’s R&D and product development processes, and reintegrate the latest sustainable raw material, energy efficiency, production technologies, and food safety practices into the company’s processes. Furthermore, the partnership with ZDS supports Altınmarka in adopting a production philosophy that is more innovative, more conscious, and more responsible in terms of envi-

ronmental and social impact.

Altınmarka Group’s sustainability approach also covers cultural and social dimensions, in addition to the environmental dimension. In this context, the collaboration between Kahve Dünyası and Yan Köşe, a social art platform, is a meaningful example that contributes to cultural sustainability. The Yan Köşe exhibition space on the exterior (one of the side walls) of the Kahve Dünyası store in Kabataş, Istanbul brings public visibility to young artists and utilizes art to call attention to social issues. This initiative, aimed at making art accessible for all, also reinforces the brand’s vision to create value for society.

The relationships Altınmarka Group has built at the local and global levels through such memberships and collaborations are a concrete indication that the company addresses sustainability as a multidimensional and holistic strategy.

**A liveable world
WITH SUSTAINABLE
RESOURCES**

When you see this logo on a package, you can be sure that your chocolate, cocoa, and coffee has contributed to a better world.

For further information: rainforestalliance.org

9. THE FUTURE AND ALTINMARKA



9.1. R&D and Innovation

Research and development activities are among the other most important factors that enhance the company's competitiveness. R&D works are carried out in order to discover new technologies and support innovation processes. Altınmarka Group aims to strengthen its leadership in the sector by developing new products and processes, taking an innovative approach to create solutions that meet customer needs. R&D activities are continued through technology and knowledge based strategies, thus contributing to sustainability and efficiency targets. These efforts are among the most significant factors supporting the company's long term success.

9.2. Digitalization

Digitalization is critical in modernizing Altınmarka Group's business processes. It is aimed to boost operational efficiency and enhance customer experience through digital transformation strategies. Business processes are innovated through data analytics, automation, and integration of digital technologies. Digitalization enables optimizing

the use of resources, boosting customer satisfaction, and supporting sustainable growth. This transformation contributes to the company in holding a strong position among global competitors.

Kahve Dünyası aims to transform customer experience through its mobile application which was developed as part of the digitalization strategy. The application offers a fast and practical ordering experience while enabling users to optimize energy efficiency and resource utilization. The "Instant Buy" feature reduces the customers' time spent at the store, thereby keeping down energy consumption and crowdedness in the store. These digitalization actions not only boost customer satisfaction but also contribute to sustainability targets. The "Bean Points" racked up via the application employs a digital rewarding system which encourages users to visit more frequently, as well as standing out as an example of digital transformation aimed at preventing the waste of resources.

10. PERFORMANCE INDICATORS

10.1. Environmental Performance

Energy Consumption Data				
Energy Consumption Data	Unit	2021	2022	2023
Electricity Consumption	kWh	32.278,047	42.027,387	39.356,658
Electricity Consumption from Renewable Sources	kWh	-	574.490	2.500,357
Natural Gas Consumption	Sm ³	13.200,000	10.400,000	11.300,000
Total Energy Consumption	GJ	608.567	541.287	572.175

Types and Quantities of Waste from Altınmarka Gıda	
Name of Waste	Quantity (kg)
Materials unsuitable for consumption or processing	1.140,00
Waste resulting from wastewater treatment within the operational area	167.520,00
Other engine, gear, and lubricating oils	11.100,00
Plastic packaging	16.200,00
Wooden packaging	99.020,00
Packaging containing residues of or contaminated by hazardous substances	2.300,00
Absorbents, filter materials (including oil filters not otherwise specified), wiping cloths, protective clothing contaminated by hazardous substances	5.400,00
Antifreeze liquids containing hazardous substances	3.574,00
Discarded equipment containing hazardous components other than those mentioned in 16 02 09 to 16 02 12	9.960,00
Lead batteries and accumulators	180,00
Wastes whose collection and disposal is subject to special requirements in order to prevent infection	5,00
Paper and cardboard	837.660,00
Fluorescent tubes and other mercury containing waste	180,00
Metals	74.780,00

Types and Quantities of Waste from Detay Gıda	
Name of Waste	Quantity (kg)
Copper, bronze, brass	1.600,00
Waste resulting from wastewater treatment within the operational area	840,00
Other engine, gear, and lubricating oils	518,00
Plastic packaging	4.768,00
Metallic packaging	52,00
Glass packaging	51,00
Packaging containing residues of or contaminated by hazardous substances	580,00
Absorbents, filter materials (including oil filters not otherwise specified), wiping cloths, protective clothing contaminated by hazardous substances	10,00
Antifreeze liquids containing hazardous substances	200,00
Discarded equipment containing hazardous components other than those mentioned in 16 02 09 to 16 02 12	30,00
Wastes whose collection and disposal is subject to special requirements in order to prevent infection	9,00
Liquid and solid oils other than those mentioned in 20 01 25	150,00
Paper and cardboard	64.001,00
Fluorescent tubes and other mercury containing waste	10,00
Batteries and accumulators other than those mentioned in 20 01 33	2,00
Plastics	55.380,00
Metals	12.660,00

10.2. Social Performance

Occupational Health and Safety Data						
Training Programmes	2021		2022		2023	
	Hours	Persons	Hours	Persons	Hours	Persons
Total Number of Persons Trained on OSH	Blue Collar	White Collar	Blue Collar	White Collar	Blue Collar	White Collar
Total Number of Persons Trained on OSH	Employee	Subcontractor	Employee	Subcontractor	Employee	Subcontractor
	444	76	543	309	295	156
			852		451	
Total OSH Training (Hours)	Blue Collar	White Collar	Blue Collar	White Collar	Blue Collar	White Collar
	7.148		11.904		8.128	
Total OSH Training (Hours)	Employee	Subcontractor	Employee	Subcontractor	Employee	Subcontractor
	7.148	608	11.904	2.472	8.128	1.248
	7.756		14.376		9.376	
Total OSH Training (Person. Hour)	Blue Collar	White Collar	Blue Collar	White Collar	Blue Collar	White Collar
	7,9 adam.saat		13,15 adam.saat		8,98 adam.saat	
Total OSH Training (Person. Hour)	Employee	Subcontractor	Employee	Subcontractor	Employee	Subcontractor
	7,9	8	13,15	8	8,98	8
	8,5 adam.saat		15,71 adam.saat		10,24 adam.saat	
Number of Accidents	Employee	Subcontractor	Employee	Subcontractor	Employee	Subcontractor
	129	1	137	1	128	2
	130		138		130	
Number of Fatal Accidents	Employee	Subcontractor	Employee	Subcontractor	Employee	Subcontractor
	0	0	0	0	0	0
	0				0	
Number of Work related Fatalities	0		0		0	
Lost Time Injury Rate	559		662		584	
Occupational Disease Rate	0		0		0	
Absenteeism Rate Due to Accidents	559		662		584	
Lost Workday Rate (%)	0,2		0,23		0,21	
Number of Employees in High Risk Accident / Occupational Disease Environments or Tasks	90		90		90	
Injury Frequency Rate*	59,7		63,4		59,7	
Injury Severity Rate*	0,26		0,31		0,28	

