



# PrintCenter Sustainability Report 2024







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# Introduction

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## Presentation

2023, the year in which PrintCenter left behind its 30th anniversary and we celebrated the 100th anniversary of our Republic, was marked by serious challenges both on a global scale and for our country. Following the 6 February earthquake disaster, which had profound social and economic impacts on large geographies, global security risks, economic uncertainties and the growing effects of the climate crisis have posed significant threats to all stakeholders in achieving sustainable development goals.

2024 was a strategic turning point in strengthening corporate resilience in this multi-crisis environment, increasing adaptation capacity against climate risks and integrating the environmental and social responsibility approach more systematically into business processes.

In order to do the best for our environment and society by taking responsibility as an institution against climate change, we have decided to make sustainability our main agenda and discipline our work in the field while planning the next 30 years. Our aim is to reach a level that is successful in the field of sustainability but always improving itself by working at a level that will set the standards in our sector, beyond fulfilling the obligations. Our endeavour will always continue to benefit the environment and society.

## About the Report

We care about our responsibilities towards our society and the environment and aim to present our progress in sustainability to all our stakeholders through this report. We are very pleased to share our first Sustainability Report, which includes the sustainability performance of our corporation for the 24-month period covering the period between 1 January 2023 - 31 December 2024.

In our report, which we have prepared in compliance with the Global Reporting Initiative (GRI) Standards, we have also taken into account the Professional & Commercial Services guidance of the Sustainability Accounting Standards Board (SASB).

While presenting the work we have carried out in detail in our report, we also included our goals for the coming years. In our 2025 sustainability report, we aim to further expand our scope and practices. In this regard, we value the opinions of all our stakeholders, especially you, our esteemed readers, and we believe that your feedback will guide us on this journey.

You can share your views and suggestions with us via [sustainability@printcenter.com.tr](mailto:sustainability@printcenter.com.tr). We hope you enjoy reading the report.

## Letter from the Chairman of the Board



When we laid the foundations of a printing house, our goal was not only to print well, but also to continue our business in a proper, honest and stable manner. Today, as we leave 30 years behind, we better understand the value of having walked this path with determination.

Over the past years, much has changed both internally and externally. Technologies have developed, sectors have transformed and customer expectations have differentiated. We, on the other hand, have tried to move forward without compromising our core values. Being a reliable manufacturer, establishing long-term collaborations and continuing to offer solutions even in difficult times have always been a priority for us.

At the point we have reached today, we do not only produce books or corporate materials; we also consider the impact of this production on nature, people and the future.

We take care to make more responsible decisions at many points from paper use to energy efficiency, from supply chain preferences to production planning. FSC-certified paper, carbon footprint monitoring, digital production models that reduce waste and a culture of continuous improvement are all part of this approach.

Where we stand today is not only a result, but also the beginning of a new responsibility. At PrintCenter, we share more than just products with our customers — we share a common approach: producing not more, but with greater meaning.

Today, we are still firmly committed to the values we believed in 30 years ago. We want to walk into the future together in line with these values.

**Akif Kazmaz**  
**Chairman of the Board of Directors**



## Letter from the CSO



A few years ago, when we were printing the sustainability reports of our customers, a question arose in our minds: “Where are we in these reports?”

The answer took shape in the silence of the pandemic. In a period when everything slowed down, we had the opportunity to take a closer look at ourselves. And we realised that sustainability should be a matter not only for big companies, but also for producers like us who touch paper, ink and people.

Paper is not just a material for us; it is a forest, a cycle, a future. Therefore, we started to rethink the impact of production on nature and people.

In 2023, we measured our carbon footprint, restructured our waste management and switched to simplified production processes. We have shifted towards the production of long-lasting, sustainable book models such as board books.

But most importantly, we realised that this process is not only an environmental transformation, but also a cultural one. We started to define quality not only with pressure practices, but also with ethical stance. We learnt that taking ownership of mistakes, listening to employees, and making suppliers a part of the process are also a part of this transformation.

Where we stand today is just the beginning. This may be our first sustainability report, and although it may not be perfect, it is sincere. Because this is the moment we say, “We are here too.”

Our goal is to establish sustainability management integrated with digital systems, develop circular production models and make a meaningful difference in the sector.

We believe that a printing house that prints children’s books should also protect the nature of children. Let’s continue to produce together by adding hope, sensitivity and responsibility.

**Şamil Kazmaz**  
**Chief Sustainability Officer (CSO)**



### Our Vision

Europe's reliable, innovative and enduring market for children's publishing to become an option.

### Our Mission

To offer quality to our customers by continuously improving, to offer a career path for our current employees and those who will enter the new business life in a product with a future in the printing industry, to be a reliable business partner for our customers.

### Our Corporate Values

#### Customer Orientation

We are a reliable business partner that always prioritises the needs of our customers.

Timely and efficient production: We commit to and realise every job on time, meeting customer expectations on time.

#### Quality Orientation

We are in constant development to ensure the highest quality standards at every stage of our products and services.

Responsibility and quick compensation: We take responsibility for our mistakes and make a holistic effort to provide the best service to our customers. Compensating for our mistakes and building trust are our basic business principles.

#### Compliance with Legislation and Transparency

Our business process is based on full compliance with laws, local and international regulations and general rules. In the long term, we ensure and continue to aim for all our stakeholders to cooperate in trust. In this direction, we complete the audit of our financial processes with international independent audit institutions





## About PrintCenter

### Corporate Profile

PrintCenter has been providing professional printing services to publishers and corporate companies since 1993. Since our establishment, we have always been a pioneer in the sector with our innovative solutions and high service quality.

In the 30th year of our establishment, we focused on international markets, and we have been focusing on the production of children's books, especially board books, for publishing houses in Europe.

We started to develop customised solutions. By achieving a rapid and steady growth momentum abroad, we started to serve many publishing houses as production partners in a short time. Today, we continue to serve as a reliable solution partner to many institutions both in the local market and on a global scale.

Thanks to the logistical and communication advantages of our centrally located Istanbul office, we maintain close contact with our customers and deliver flexible, high-quality solutions tailored to their needs.



In addition to being one of Turkey's first and most comprehensive corporate online printing services, our strengths in this field include high-quality digital and offset printing investments, advanced color management systems, flexible binding solutions, and our commitment to HUV offset technology.

### Our Services

#### Printing Services

##### H-UV Offset Printing

Since 1993, we have been serving in the field of offset printing. As one of the limited number of companies in Turkey with H-UV offset printing technology, we specialize in the production of high-volume materials such as catalogs and books. H-UV technology ensures instant drying of the printed sheets. In this way, the binding stage can be started directly without any colour distortion. This method, which saves time and simplifies the process steps, is especially preferred for jobs that require fast and high quality production.

##### Digital Printing

As PrintCenter, we offer solutions to small quantity and urgent printing needs with our high capacity digital printing infrastructure. We provide two different digital printing services as sheet and wide format. Compared to offset printing, digital printing provides advantages in cases where less production is required. Thus, production can be made as much as needed and stock costs can be reduced.

##### Binding Service

We offer different binding options according to the intended use and storage conditions of printed products. These options include: Thread stitching, saddle stitching, American binding, creasing and other auxiliary processes. In every production, we take care to determine the most suitable binding method for the content and usage.

### Our Solutions

#### Corporate Printing Solutions

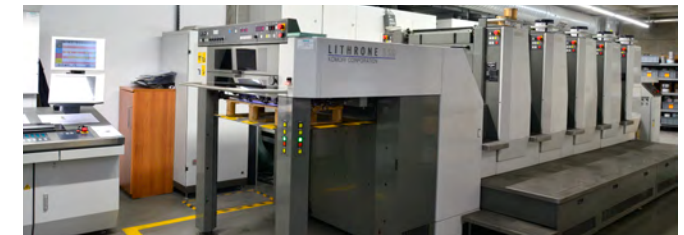
Thanks to our cooperation with children's book publishers, especially in Europe, we offer printing solutions in different book types, especially board books.

We are constantly improving our infrastructure, which enables us to produce books with features such as thick pages, movable or windowed pages in more accessible quantities, in a shorter time and with flexible application options compared to manufacturers in the Far East.

Our solutions in this field address the diverse needs of many publishers both in Turkey and abroad, and have become one of the areas in which PrintCenter has developed strong expertise.

We offer process-oriented solutions to corporate companies in their printing needs for marketing, promotion, human resources and corporate communication activities. We plan and follow all stages from determining the technical details of the products to production and logistics.

The main products we produce in this context are promotional notebooks, calendars and agendas, annual and sustainability reports, POP (Point of Sale) materials, corporate catalogues and prestige books.





## PrintCenter History

PrintCenter, established in Istanbul in 1993, has emerged as a leader in the printing industry by providing innovative printing solutions tailored for publishers and corporate clients. Since the day it was founded, our company has adopted the principle of understanding customer needs accurately and producing tailor-made solutions. In addition to having one of the most comprehensive corporate online printing services in Turkey, today it is the reliable solution partner of many institutions both in Turkey and abroad.

PrintCenter, headquartered in Istanbul, has developed a hybrid production approach with its 30 years of corporate memory, keeping pace with the rapid digital transformation, while at the same time preserving the classical values of printing. H-UV offset printing, digital printing, advanced binding techniques and With its colour management systems, it enables high quality production processes. Specialising in the production of “board book” type children’s books, which are particularly popular in the European market, the company has gained a competitive position in this field in a short time.

PrintCenter sees sustainability not only as a concept but as an integral part of its business model. This In this direction, FSC® (Forest Stewardship Council) certified production processes that contribute to the protection of forest resources have been developed, carbon footprint of production has started to be calculated, and waste management has been improved. Species-based sorting systems have been established. Sedex membership also ensures compliance with social compliance and ethical supply chain principles.

For our company, sustainability is not limited to environmental responsibility. It is also addressed with a multidimensional approach that extends to employee rights, equal opportunities, information security and social contribution. Career development paths for employees at PrintCenter have been clearly defined, the apprentice-journeyman-master system has been updated to align with modern conditions, and governance mechanisms have been made more transparent. It also contributes to the development of the sector by actively participating in professional organisations such as BASEV and ISO.

The working principle based on one-to-one contact with its customers has enabled the company to build long-term trust in its relations both at home and abroad. With the establishment of the export department PrintCenter, which continues to move forward with the mission of delivering books to children in many markets, especially in Europe, aims to carry the future to a more sustainable ground with its production approach that facilitates access to both the environment and information.

### PrintCenter in Figures

- **30 years of** sectoral experience
- **15.000+** active customers
- **550.000 +** completed orders
- **134.000+** online orders
- **22 countries,**  
**43 publishing houses**  
and international production
- **1.245** experience working with multinational brands
- **%76,6** operational simplification (post-pandemic)
- Increased productivity with **%40** less raw material variety
- **%28** reduction in quality-related errors (after new quality systems)
- **78.750 Kg** annual sorted waste (including paper, metal and hazardous waste)
- Separate collection and recycling system for **3 types of waste**
- Export Department established within **2 years** and new ERP system infrastructure

**Inception:****1993**

We began operations in 4. Levent, one of Istanbul's key business districts, as the first franchise of an international "Quick Printing" chain in Turkey. The partnership consisted of five young entrepreneurs with an average age of 22..

Quick Printing is a company that uses the most advanced colour and blackand-white reproduction technologies of the time in addition to traditional offset printing.

**Establishment of its own brand:****1996**

Following the decision of the American company to withdraw from Turkey, we established our own brand. By expanding our range of products and services, we began investing to better meet the needs of our corporate clients.

**Pioneer of digital printing:****1998**

As PrintCenter, we were one of the pioneers of digital printing in the first years of its introduction in the world. "Digital printing", which is a significant leap in print quality, was introduced to our customers in 1998. At the same time, sales and the service network continued to expand year by year.

**ISO 9001:****2000**

Our company offers multiple order management knowing that its ability is only possible with the existence of a good system, the production it has system, the Company obtained the first ISO 9001 Quality Management System certification and aligned its processes with international standards. This step not only increased customer satisfaction, but also operational efficiency. and optimised the use of resources, providing an important basis for achieving our sustainability goals.

**Personalised printing:****2003**

The development of digital printing technologies has brought the opportunity to develop new and creative products. With this development, "personalised printed products" and marketing, communication and We developed products that make significant contributions to HR activities and started to offer them to hundreds of companies.

**The transition from black and white to colour:****2005**

Turkey's first industrial high a leap in the speed of digital printing with the investment in colour digital printing technology with capacity to colour printing. In this process, we were one of the first institutions to make this transition. In this way, corporate companies started to switch from black and white printing to colour printing, which they preferred because it was faster.



**Transition to ERP:****2006**

One of the first ERP systems of the sector was established in our company in order to manage our expanding customer network and increasing number of orders much better. From Offer With this system, in which all services from ordering, delivery to accounting are integrated, a significant leap was made in the quality of service we provide to organisations.

**Transition to our own production facility:****2007**

By increasing our printing and binding capacity and moving to our new building in the center of Istanbul, we were able to reach more customers more quickly thanks to the ease of access of our production facility.

**Offset printing quality in digital printing:****2008**

The second digital-offset printing machine established in Turkey was installed in our company. With this technology, digital printing in offset printing quality was introduced in Turkey at the same time as the rest of the world under our leadership as an important innovation. High quality but more products such as books, catalogues, annual reports, which previously could not be printed below a certain number, are now less and order exactly the required quantities to be given out.

**As a first “From web to print” concept:****2008**

We established the first online printing service “Print Online” brand. They needed to allocate significant resources to printed product orders. As an innovative service that facilitates complex printing processes, “Print Online” has been used by hundreds of the world’s and Turkey’s largest brands in a short time.

**PrintCenter is the center of a new leap forward:****2014**

A new leap in digital printing was realised with the increase in print size. Turkey’s the first and the world’s second 50x70 cm digital print The European launch of the machine was made in Turkey, in our company.

**Sustainability:****2017**

The first steps towards sustainability were initiated. With the FSC certification, we provided customers who requested it the opportunity to use paper sourced from sustainable forests.

**Important decisions in the pandemic period:****2020**

The pandemic, which has affected the whole world, has caused a change in the printing industry that is expected to spread over many more years. In as little as one year. Almost all corporate printing habits have transformed into a completely different state with changing business models. Difficulties in the supply of raw materials and the sudden change in logistics services have brought about the necessity of making important decisions against opportunities and risks in the printing sector, as in many sectors

**A brand new product line:****2021**

With a quick decision, we shifted our direction to a completely different product group. We decided to produce children's books, which have a longer lifespan and a completely different enduser audience, from corporate printed products with a predominantly one-time lifespan. We aimed for a more sustainable product and service form with the production of "board book" type thick-page books specifically targeting the 3-6 age group, especially in Europe, and we made our first investment this year.

**30<sup>th</sup> anniversary:****2023**

With the pride of completing our 30<sup>th</sup> year, we embarked on rapid and effective sustainability initiatives, resulting in the publication of our first carbon footprint report. At the same time, we initiated efficiency analyses, improvements in human resources processes, and restructuring efforts.



## 2023-2024 Sector Trends

In the 2023-2024 period, the printing and publishing sector is positioned at a threshold where not only digitalisation but also environmental sensitivity and social impact are redefined. Sustainability norms published on a global scale have made the impacts of the sector on carbon footprint, resource efficiency and biodiversity more visible, especially due to the intensive use of forest-based raw materials. The “twin transformation” approach defined by the World Economic Forum (WEF) requires an integrated approach to digitalisation and sustainability. For the printing industry, this means that not only product processes, but also supply chain management, energy use and also requires structural transformation in areas such as waste minimisation. New generation printing technologies (e.g. H-UV drying systems, energy-optimised digital machines) both reduce environmental impact and support production continuity.

According to the practices shared in WEF’s Global Lighthouse Network, digitalised production centers reduce energy costs. 40% and material losses by more than 12%. Such technological investments are becoming not only a competitive advantage for printing enterprises, but also a building block of ESG performance.

However, despite these opportunities, sectoral risks are also becoming apparent. The traceability and certification of forestbased raw materials such as paper and cardboard (e.g. FSC®, PEFC) is no longer only optional but has become a condition of access in many markets. Failure to establish monitoring systems for these areas in the sector may lead to both operational risks and It has the potential to increase reputational losses.

In particular, the issue of biodiversity comes to the forefront in terms of indirect impacts of the sector. Although the printing sector does not directly create land use, the demand for raw materials from forest ecosystems is indirectly related to the protection of biodiversity. Therefore, focusing not only on paper quality but also on the sustainability of the resource in the supply chain is critical in reducing the sector’s impact on natural assets. The fact that organisations such as PrintCenter have made it a corporate principle to work with FSC® certified suppliers is a strong example of their sense of responsibility in this area. Another rising expectation is the tendency in the sector to move away from short-lived products and towards longer-lasting content with high cultural value. Educational books, children’s publications and products with low quantities but permanent use increase both environmental and social impact. This transformation indicates that production is not only an economic but also a social and cultural value production process.

In conclusion, the 2023-2024 period for the printing and publishing sector is a multidimensional transformation process where environmental compliance, digital efficiency and social impact management intersect. For organisations, this process is not only based on regulations. not to respond; it is the responsibility to shape the future of the sector.”







# Sustainability Management

- Our Sustainability Approach
- Value Creation Model
- Risks and opportunities
- Prioritisation Analysis
- Our Performance on Priority Issues
- Alignment with the Sustainable Development Goals (SDGs)

## Our Sustainability Approach

### Our Sustainability Management Model

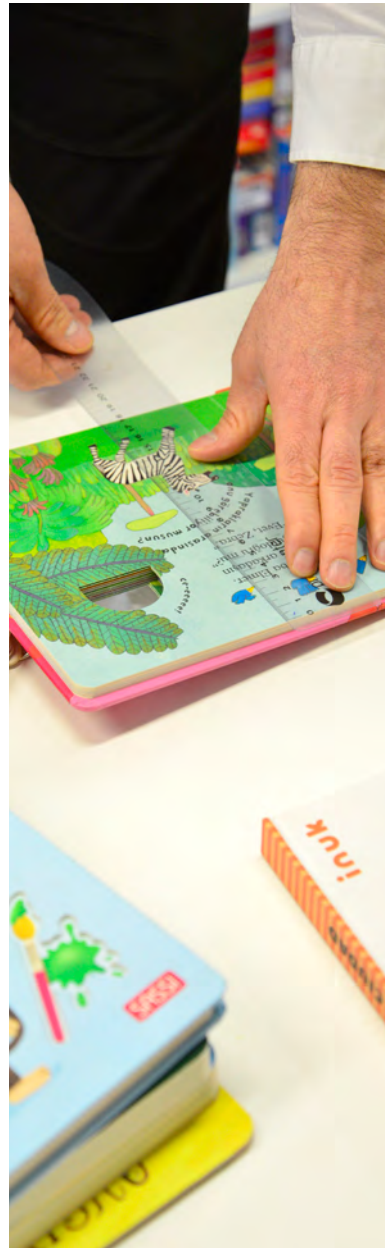
PrintCenter positions sustainability among its corporate priorities and aims to integrate its approach in this area into its existing business structure. Environmental impacts of production processes, resource utilisation, quality standards Issues such as product life cycle and product life cycle have started to be reconsidered in the context of sustainability. In this direction, a transformation process is planned to focus on product groups suitable for long-term use and to gradually reduce the production of disposable materials.

This transformation is being carried out gradually, taking into account the organization's current financial balance, workforce structure, and customer commitments. The company prefers to define its sustainability goals within a framework aligned with operational realities; therefore, instead of making firm commitments on timing, it adopts a direction- and priority-focused approach.

There is no dedicated committee or permanent team specifically structured for sustainability within the organization. Sustainability matters are addressed by the relevant functions within their own processes and are integrated

into decision-making at the senior management level, particularly in areas directly related to environmental impacts. A regular and institutionalised monitoring system for sustainability performance has not yet been established. However, data collection and monitoring practices have been initiated in certain areas and it is planned to expand the scope of these practices in time. Collection and monitoring of performance data on other material issues reporting has not yet reached a systematic structure. This situation is considered as a part of the development process of the sustainability management system and is a preparation for future steps.

PrintCenter is in transition in terms of sustainability management. The process of determining strategic priorities and gradual institutionalisation of practices is ongoing, and it is aimed to integrate performance monitoring and evaluation mechanisms into this structure.



## Value Creation Model

As PrintCenter, our production culture spanning over 30 years It is fed not by machines, but by a perspective that correctly understands the needs of the customer, the labour of our employees and a sense of responsibility towards nature. For us, creating value is not only about reaching the customer with a quality product, but also about being loyal to sustainability, efficiency and ethical principles in every link of this process.

While high quality printing services are at the center of our production model, the elements that differentiate these services are hidden in "how" we do it. We take sustainability into account in all processes from raw material selection to product design, from direct communication with customers to logistics solutions; we care about generating both economic, environmental and social value.

Our supply chain is shaped by FSC® certified forest products, ethical business partners and sustainable raw material preferences.

Our production processes are designed to reduce energy consumption with H-UV offset and high efficiency digital printing technologies.

Our employees are encouraged to learn continuously through a development model based on the apprentice-journeyman-master structure; this model provides not only technical knowledge but also business ethics and environmental responsibility awareness.

As of 2023, we started to measure our carbon footprint, simplified our operations, reduced the rate of waste, and shifted towards longer-lasting and recyclable products such as board books. Thus, we started to establish a system that both increases customer satisfaction and reduces the consumption of natural resources.

The relationships we establish with our stakeholders are shaped within the framework of not only commercial but also social and ethical responsibilities. While we contribute to the development of the printing industry through the projects we carry out with professional associations such as BASEV and ISO, we also increase our international impact by offering sustainable production solutions to our customers in Europe.

PrintCenter's value creation model combines the experience of the past with a vision for the future. With every print, we leave not only ink, but also value, meaning and responsibility.

## PrintCenter's Value Chain





## Risks and Opportunities

In order to identify and manage our risks, the management level, which has carried the PrintCenter to its 30<sup>th</sup> year, meets regularly. Our risk management approach, which generally focuses on market and production-based issues, started to include ESG issues in the period following the start of our production and sustainability studies with our productivity improvement project.



### Risks

- 1. Use of uncertified raw materials:** The use of uncertified or untraceable paper and cardboard sources carries both the risk of compliance with legal regulations and the risk of damaging customer confidence. This can lead to According to SASB RT-CP-430a.1, transparency and certification in the supply chain directly affect financial risk.
- 2. Waste and hazardous substance management is not institutionalised:** Separation and storage of hazardous wastes arising from production and disposal processes are not supported by institutional structures may lead to environmental violations and administrative penalties. According to RT-CP-150a.1, the amount and recovery rates of such wastes are decisive in corporate sustainability performance. This deficiency, which may create weaknesses in legal audits, may lead to operational interruptions in the future.
- 3. Lack of monitoring of social issues (equality, training, etc.):** The lack of regular data collection on employee development, gender equality, training hours, etc. makes it difficult to monitor social performance. The lack of concrete monitoring mechanisms in these areas risks inadequacy, especially in meeting the expectations of large corporate clients. SASB recommends that such social metrics be integrated into governance.
- 4. Risk of inefficiency in energy and water management:** The management of energy and water resources used in production is not yet integrated into systematic reporting and optimisation processes. This may increase cost pressure according to RT-CP-130a and RT-CP-140a standards. In addition, risks of operational interruptions may occur if operating in regions with high water stress.
- 5. Information security deficiencies:** PrintCenter's data backup and cyber security infrastructure is still evolving. Especially in the publishing industry, a data leak could result in significant reputational damage if trade secret content is not secured. Such risks are directly related to SASB regulations on product security and data integrity.
- 6. Low sustainability awareness among suppliers:** The failure of some suppliers to meet environmental and social criteria reduces holistic sustainability performance throughout the product life cycle. This can lead to, It hinders the achievement of the supply chain risk management objectives set out in RT-CP-430a.1. It also creates additional control costs for purchasers.
- 7. Risk management systematics not yet established:** The organisation does not yet have a structured risk inventory and monitoring system. This situation, which is not integrated with COSO-based structures, makes it difficult to recognise financial and operational risks in a timely manner. Therefore, regular surveys and internal control mechanisms are planned to be established by 2025.
- 8. Unpreparedness for changes in market demand:** Declining demand for traditional short-lived promotional products may prolong the return on investment in this area. While changing consumer expectations are shifting towards sustainable products, the transformation of the product range may take time. Competitiveness may weaken during this transition

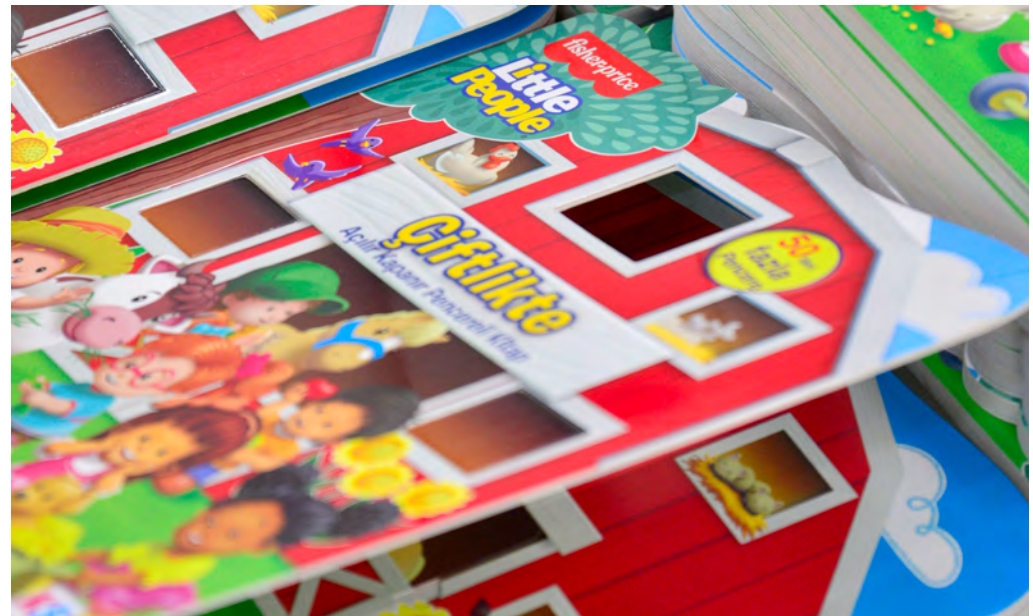
## Our Opportunities :

- 1. Carbon footprint measurement and orientation towards recyclable products:** PrintCenter has started to measure its environmental impact and aims to increase the use of recyclable content. This strategy provides a competitive advantage in product lifecycle management in line with RTCP- 410a.1 and RT-CP-410a.3. It also responds directly to the environmentally conscious demands of customers.
- 2. Orientation towards educational and cultural content:** Shifting corporate identity away from short-lived consumer products and towards products that create cultural benefits increases the potential for longterm social impact. In particular, popularising products such as children's books increases social contribution and strengthens the social perception of the company. This trend overlaps with SDG 4, SDG 12 and SDG 13.
- 3. Digital production planning and ERP integration:** The development of new production planning systems and ERP infrastructure increases operational efficiency and reduces resource waste. This digitalisation step also contributes to environmental performance in line with SASB's RT-CP-130a energy management criteria. It also accelerates decision-making processes.
- 4. Direct customer contact and international networks:** Direct customer contact without intermediaries is a great advantage in terms of customer loyalty and quality control. This not only shortens lead times but also creates a more transparent relationship with the customer. Expanding international networks increase opportunities to access new markets.
- 5. Structuring of corporate risk systems:** Planned for 2025, internal control systems and risk surveys will enable proactive risk management. When this structure is harmonised with global standards such as ISO 31000 and COSO, it will also create value in terms of investor confidence. Processes will move to a more predictable and reliable ground.
- 6. Initiating transformation within the sector through supplier development:** PrintCenter plans to initiate awareness-raising activities for suppliers that are not yet fully compliant with sustainability criteria. This approach supports SASB's supply chain management criteria as defined by RT-CP-430a. It has the potential to create collective transformation in the supply chain.
- 7. Increases brand value with projects that will create social impact:** By actively participating in BASEV and ISO, the company goes beyond corporate social responsibility and contributes to social transformation. Such projects contribute to the long-term reputation and brand differentiation of the organisation. It can be assessed in an integrated manner with SASB's cultural contribution and impact metrics.

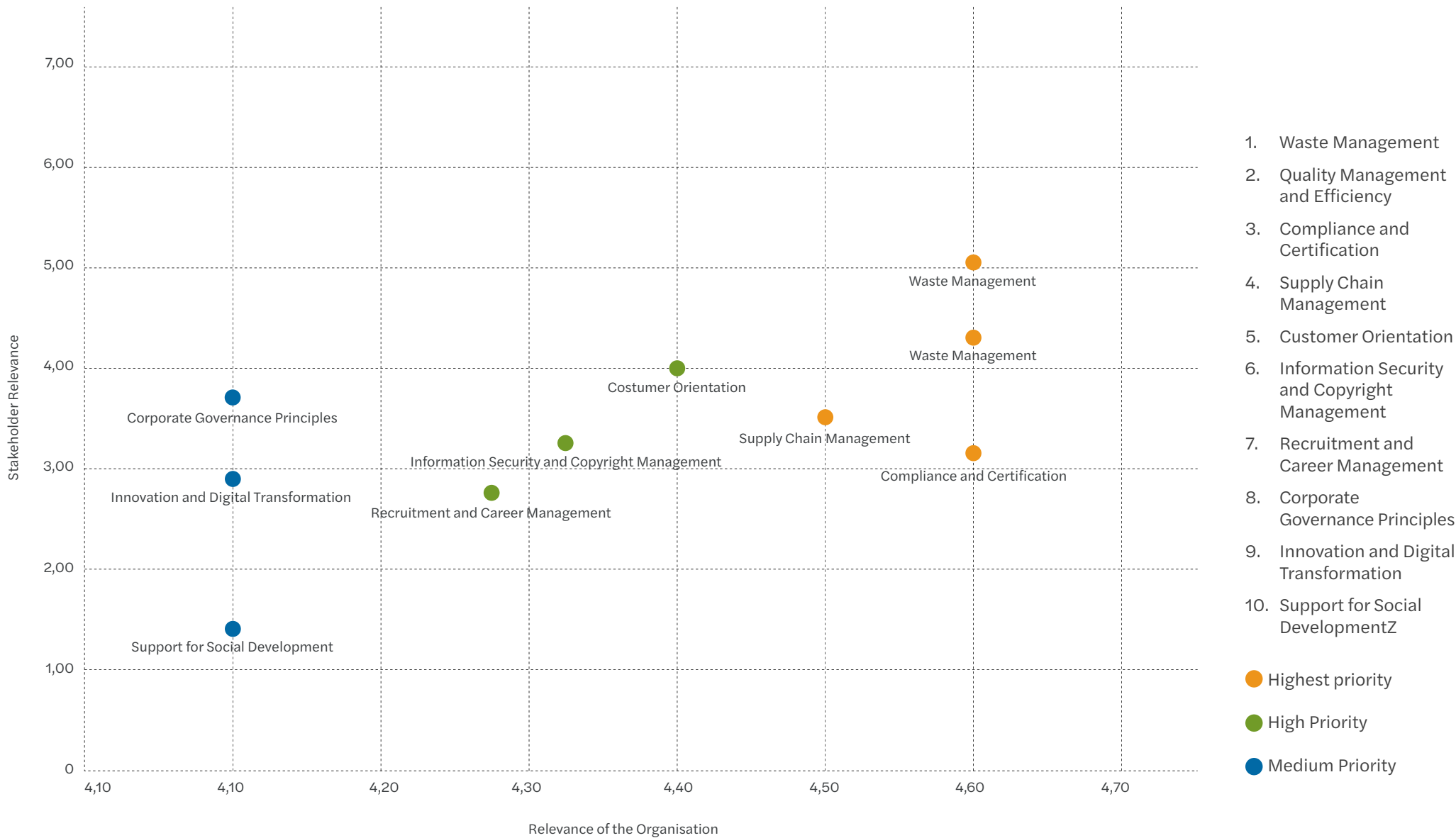
## The Next Step in Managing Our Risks and Opportunities

PrintCenter has started to structure its sustainability-oriented risk and opportunity management approach as of 2024; it has defined risks under certain topics and identified areas of opportunity. However, this structure is not yet handled in a systematic integrity. Therefore, by 2025, it is planned to implement regular risk surveys to assess corporate risks in a more comprehensive framework, to establish control mechanisms and to develop an in-house system for risk monitoring based on prioritised issues. These studies will be carried out with the input from different departments. will contribute to the pooling of insights and the deployment of early warning mechanisms.

It is also aimed to ensure that sustainability opportunities are not limited to the environmental field and that social, governance and technological opportunities are also made visible. Within the 2025-2026 period, in this context, the establishment of data systems to monitor social risks related to employees (such as diversity, equal opportunities, training), a feedback system to evaluate the sustainability maturity of suppliers mechanism and expanding the monitoring systems where environmental risks will be regularly reported are among the prioritised targets. This development process within the organisation will ensure that sustainability management is supported not only with intentions but also with a structure focused on measurement, analysis and improvement.



Prioritisation Analysis





## Our Performance on Priority Issues

PrintCenter's sustainability strategy is based not only on long-term goals, but also on concrete practices that are reflected in day-to-day operations. Accordingly, both process development and output-oriented performance steps were implemented in line with the main issues identified according to the internal prioritisation analysis.

Customer orientation underpins the company's entire service structure. Product and service groups were restructured with the effect of changing demands after the pandemic; the focus was especially on areas that enable long-term collaborations such as board books and children's books. The differences between corporate and retail demands were re-planned by considering operational efficiency, an export department was established and customer notification systems were put into operation. This transformation brought along the simplification of production processes as well as customer satisfaction.

In terms of employee rights and career development, the organisation aims to create a culture of sincere and long-term commitment. A gradual seniority system was established, fair differences were created between employees in the same position and the rate of remuneration above the minimum wage was increased. In addition, the apprentice-journeyman-master system was redefined; thus, the position definitions of employees were clarified and the promotion system was strengthened.

Quality management and efficiency are addressed through differentiated processes in both corporate channel services and high volume projects such as board books. Production processes were integrated into the ERP system, making quality control processes instantly traceable, and special production lines were commissioned for orders with low volume but high quality expectations.

Within the scope of compliance and certification processes, FSC certification was obtained and international audit processes such as Sedex and Fama were successfully completed. These certificates are considered as essential components of not only compliance but also supplier and customer trust.

In the field of innovation and digital transformation, new production planning systems have been designed and data-driven decision-making mechanisms have started to be developed. Recycled content has started to be preferred in some of the materials used in production; in this way, not only the product but also the product formation process has been harmonised with sustainability principles.

Contribution to social development shows that the corporation is not only about production, but also acts with a sense of social responsibility. The projects implemented in this context aim to increase children's environmental and cultural awareness and are strengthened through local and international non-governmental organization (NGO) collaborations.

Corporate governance is supported by transparency and ethics-based practices. Through one-to-one meetings, performance management systems and feedback mechanisms, employees are included in decision-making processes and a bridge of trust is built between layers of management.

Information security is one of the issues of strategic importance in the digitalised printing world. Data is backed up both in internal systems and cloud infrastructures, and security software (DLP, firewall, antivirus) is actively used. This area is constantly updated with technological developments.

Supply chain management was restructured with a focus on quality, environmental impact and ethical values. Written specifications were introduced in communication with suppliers, and preliminary information forms containing sustainability criteria were created. Waste management has been institutionalised by establishing systems that ensure the separation of waste from production and waste processes into domestic, recyclable and hazardous. This system includes not only physical separation but also the collection and regular reporting of each waste by a licensed company.



Customer Orientation	Positive Impact	Effective customer management and fast feedback processes increase customer loyalty and strengthen operational efficiency.
	Negative Impact	Poor communication and lengthy customer turnaround processes can reduce customer satisfaction and lower re-order rates, which can lead to cash flow disruptions..
Employee Rights	Positive Impact	Practices that support the development of employees increase workplace satisfaction and strengthen corporate loyalty.
	Negative Impact	Inadequate training, security and career development opportunities can have a negative impact on employee engagement and productivity.
Quality Management	Positive Impact	Production processes that comply with quality standards ensure customer satisfaction and reduce environmental impact.
	Negative Impact	Failure to control environmental risks to product quality can lead to customer complaints, reputational damage and environmental sanctions.
Compatibility	Positive Impact	Compliance with current legislation strengthens corporate reputation and minimises risks.
	Negative Impact	In case of non-compliance with the legislation, legal sanctions, operational disruptions and a decrease in brand value may occur.
Innovation	Positive Impact	Innovations in sustainable production technologies lead to efficiency in resource utilisation and improved environmental performance.
	Negative Impact	Lack of innovation processes weakens competitiveness and hinders the achievement of environmental and social sustainability goals.
Social Development	Positive Impact	Sustainable relationships with local stakeholders contribute to social value creation and enhance corporate reputation.
	Negative Impact	Lack of co-operation with local communities limits the capacity for social impact and weakens social acceptance.
Corporate Governance Principles	Positive Impact	Weak internal control mechanisms pose a risk in terms of managerial transparency and ethical compliance.
	Negative Impact	Effective information security practices ensure business continuity and customer confidence.
Information Security	Positive Impact	Effective information security practices ensure business continuity and customer confidence.
	Negative Impact	Inadequate data backup and protection infrastructure can lead to operational disruptions and loss of trust.
Supply Chain Management	Positive Impact	Responsible supply chain management supports resource efficiency and environmental compliance.
	Negative Impact	Low awareness of sustainable procurement makes it difficult to identify and manage environmental and ethical risks.
Waste Management	Positive Impact	Effective waste management practices contribute to reducing environmental impacts and enhance reputation.
	Negative Impact	Failure to segregate hazardous waste and non-compliant disposal can lead to environmental damage and sanctions.

## Alignment with the Sustainable Development Goals (SDGs)

In determining its approach to sustainability, PrintCenter not only considers its internal priorities, It also takes into account global goals, and in this respect, it maintains a strong alignment with the Sustainable Development Goals (SDGs) defined in the United Nations' 2030 Agenda.

In the survey conducted in 2023, stakeholders were asked to select the SDG topics that PrintCenter should focus on, and the results revealed a picture that largely overlapped with the strategic orientation of the organisation.

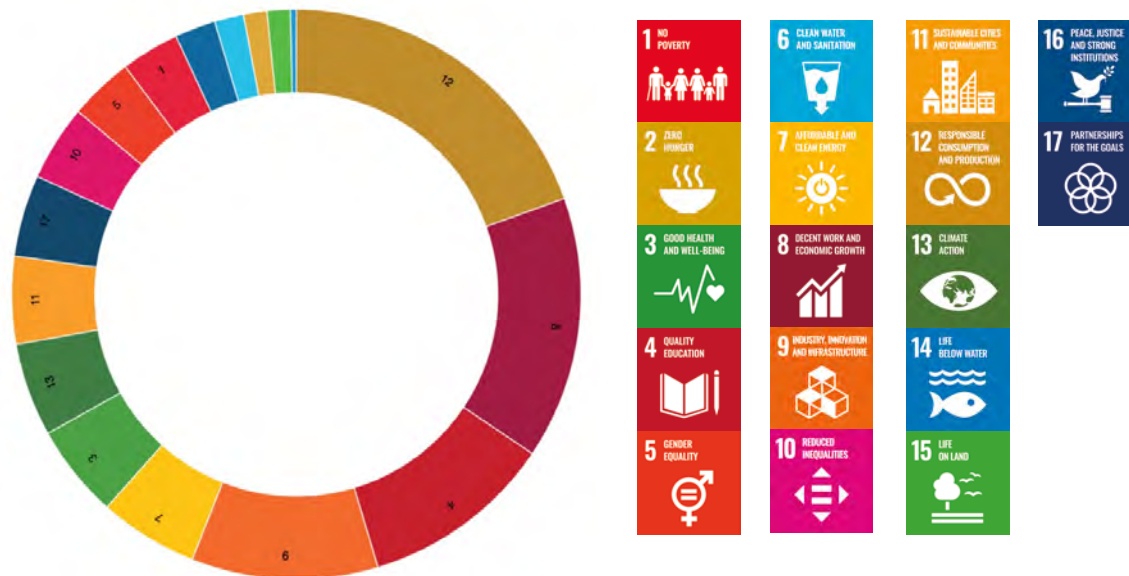
According to the results of the survey, the topic to which stakeholders attach the most importance is Responsible Consumption and Production (SDG 12). This shows that the steps taken by PrintCenter in areas such as waste reduction in production processes, use of recycled materials and sustainable resource management are recognised by the public and business partners. This area is the cornerstone of the organisation's approach to environmental responsibility.

Decent Work and Economic Growth (SDGs) 8). This tendency indicates corporate sensitivity towards practices such as observing employee rights, fair wage policies, career development and creating a healthy working environment. support. In particular, practices that prioritise youth employment and inclusiveness in production strengthen this heading.

Quality Education (SDG 4) and Industry, Innovation and Infrastructure (SDG 9) for PrintCenter, which operates in a production-oriented sector, the transfer of know-how is associated with digitalisation and the improvement of production technologies. Under these headings, stakeholders found it particularly important for the company to integrate the master-apprentice relationship with current training models and to increase its innovation capacity.

Climate Action (SDG 13) and Health and Quality of Life (SDG 13) under the environmental responsibility headings 3) was also clearly emphasised. This result shows that issues such as measuring carbon footprint, water and energy efficiency are not only environmental but also human It reveals that it should also be addressed in the context of health.

The topics that stakeholders gave lower scores are generally related to the sector. Aquatic Life (SDG 14), Terrestrial Life (SDG 15) with limited direct relevance and Zero Hunger (SDG 2). However, this was not the case with This does not mean that these areas are completely excluded; these topics continue to be addressed through indirect impacts and the supply chain. In line with this analysis, PrintCenter will link the highest priority SDG topics with operational targets in the coming period, in order to fulfil both its sectoral responsibilities and global to strengthen its contribution to the development agenda.





# Environmental Management

- Our respect for the environment
- Emissions and Carbon Footprint Management
- Supply Chain Management
- Respect for Biodiversity and Protection of Natural Resources



## Our Respect for the Environment

### Resource and Waste Management

PrintCenter's production processes are inherently based on paper, cardboard and uses various chemical inputs directly. In order to reduce the environmental impact of these materials, a trend has been initiated to favour sustainable sources for material procurement.

Especially with the preference of FSC® certified paper, it is aimed to reduce the forest-based impact of raw materials. Yet, all papers used throughout the organisation Although the infrastructure for systematic data collection on materials and measuring the proportion of recycled content has not been established, this area has been identified as a priority development area. Parallel to the use of materials, the waste arising from production processes effective management is considered as one of the key indicators of environmental performance. At PrintCenter Waste is monitored in three main categories in accordance with GRI 306:2020 standard: domestic office waste, paper waste from production and hazardous waste. Paper waste is generated as a result of printing errors, cutting wastes and machine setting losses.

Recycling by collecting in a way facilities. Hazardous wastes include some chemical solvents, toner residues and maintenance materials; all of these wastes are collected and disposed of by licensed companies. As of 2023, waste disposal methods, quantities generated The process of collecting data on indicators such as environmental compliance and recovery rates has been initiated. With the completion of this process, waste management will be more effective not only in terms of environmental compliance but also operational efficiency. In the post-2025 period, in-production improvement targets to reduce waste rates will be shaped together with circular economy principles.



### Waste Management

We collect our wastes in three different categories and ensure that they are recycled or disposed of according to their type.

**Paper and metal waste:** Metal (offset printing moulds) and paper wastes (excess paper wastes from production processes, preprinting paper scraps, paper scraps after final cutting) are delivered to certified recycling companies.

**Hazardous waste:** Hazardous wastes such as contaminated cloth, packaging, ink waste and printing toners are stored in a special container in the production area and delivered to licensed companies in certain periods.

**Household waste:** Delivered unmeasured to the waste vehicles of the municipality to which we are affiliated.

Paper Waste	Metal Waste	Hazardous waste
<ul style="list-style-type: none"> <li>Excess paper from production as waste</li> <li>Pre-press paper trimmings</li> <li>Paper trimmings after final cutting</li> </ul>	<ul style="list-style-type: none"> <li>Offset printing waste</li> </ul>	<ul style="list-style-type: none"> <li>Contaminated nappy</li> <li>Packaging</li> <li>Ink waste</li> <li>Printing toners</li> </ul>
69.463 KG	2.000 KG	3.597 KG
Total: 75.060 KG		

### Energy and Water Use

Energy use is a critical area in the printing industry, both in terms of cost and environmental impact. PrintCenter mainly uses mains electricity and to a lesser extent natural gas in its production processes. Currently, energy consumption is not monitored on a unit basis (kWh / production unit) and total consumption is only monitored annually through invoice data.

This situation limits the measurement of energy intensity and the systematic planning of efficiency improvement projects. Nevertheless, with the commissioning of production planning screens integrated into the ERP system by 2023, a structure that can establish a relationship between energy consumption and production outputs has started to be established. This structure will form the basis for the energy intensity and energy efficiency indicators defined within the scope of GRI 302:2016 in the future. At the same time, technical feasibility studies are being carried out to replace old machines with modern, low energy consumption alternatives in order to increase operational efficiency.

In terms of water use, PrintCenter has a limited environmental impact. In production processes, water is only consumed for cleaning, employee use and office areas. Our water source is mains water in the head office and production facilities. As of 2023, total water consumption has been measured and recorded on a m3basis. Although the region where the company is located does not have high water stress, water efficiency is supported by internal awareness projects. In this way, it is aimed to reduce direct non-production water consumption. PrintCenter plans a more systematic monitoring and performance tracking for energy and water management after 2025 and aims to include metrics such as energy intensity and per capita water consumption in its sustainability reporting. This approach will not only reduce environmental impact but also contribute to operational improvement.

### Emissions and Carbon Footprint Management

In 2022, PrintCenter conducted its first carbon footprint measurement as part of its corporate responsibility to combat the climate crisis. Emissions were calculated based on the GHG Protocol, covering Scope 1 (direct emissions from company-owned sources), Scope 2 (indirect emissions from purchased energy), and Scope 3 (other indirect emissions from value chain activities). Greenhouse gas emissions were reported in metric tons of CO<sub>2</sub>e. Initial results showed that production is largely electricity-dependent, with minimal direct emissions.

	2022	2023	2024
Scope 1 (tCO <sub>2</sub> e)	106,504	99,495	94,495
Scope 2 (tCO <sub>2</sub> e)	304,498	321,788	294,097
Scope 3 (tCO <sub>2</sub> e)	1.030,542	1.035,303	1.716,687



This data set provided an important basis for PrintCenter to formulate its carbon management strategy. In line with the goal of climate-friendly production, plans are being made to improve energy efficiency and reduce wastage during production. Reducing the production volume of short-lived and promotional products aims to reduce not only the amount of waste but also the emission intensity. Carbon In order to monitor the footprint in a comparable manner from year to year, it is planned to repeat the measurement annually and to associate the data obtained with performance targets.

PrintCenter has not made a net zero commitment to carbon reduction, but aims to reduce its climate impact through simplification of its operational processes and energy efficiency.

### Our Environmental Policy

The PrintCenter goes beyond its legal obligations in managing its environmental impact. This includes

- It ensures full compliance with environmental legislation and internal environmental standards in all its activities.
- To minimise environmental pollution that may arise from its activities and, where possible, prevention at source.
- Prioritises recycling practices and encourages the use of circular resources.

- It aims to reduce the consumption of natural resources by ensuring efficient use of energy, water and recyclable materials.
- Regularly monitors, evaluates and continuously improves its environmental performance in line with the principle of sustainability.
- Carries out regular awareness-raising and training activities to ensure that its employees and subcontractors act with environmental responsibility awareness.
- Manages wastes in accordance with legal regulations; organises recovery and disposal processes in a way that does not harm the environment.

PrintCenter recognises environmental sustainability as a core element of its corporate values by integrating all environmental commitments into its business processes.

### Supply Chain Management

It was planned to create a quality specification for works with quality expectations in order to be compatible with our quality processes. It was planned to communicate the control points, acceptance conditions and standards of the work to the suppliers in writing and verbally at the delivery of the work. By conducting a materiality analysis, we aim to create the first awareness of our sustainability efforts among our suppliers. In our next step, we also ask them we will state that we will have expectations.



### Environmental Responsibility in Supply Chain

The supply chain is one of the areas that have a decisive impact on the environmental performance of the printing industry. As PrintCenter, we have started to consider the environmental impact of the raw materials we use as much as product quality and customer satisfaction. In this context, a systematic transition process is being carried out to prefer products obtained from environmentally sensitive sources and having sustainability certificates such as FSC®, especially in paper and cardboard supply.

However, environmental assessment criteria are not yet structured for the entire supplier portfolio. Practices such as determining the environmental risk levels of suppliers, assessing their compliance with standards or audit mechanisms have not yet been systematised. This situation has been identified as an area for improvement according to the environmental assessment criteria defined in GRI 308:2016. By 2025, it is aimed to establish a supplier evaluation system that includes environmental criteria and to take this system as a reference in new collaborations.

As a first step, open and transparent sharing of sustainability criteria with suppliers will increase common environmental awareness. In this framework, practices such as environmental impact-oriented guidance in material selection, sustainability provisions to be added to quality specifications and environmental compliance declarations are planned. In the long term, the goal is to ensure that environmental responsibility is embedded not only in the production process but also in the entire supply chain.

### Respect for Biodiversity and Protection of Natural Resources

Although PrintCenter has no direct physical impact on land use or forest ecosystems, we recognise our responsibility towards biodiversity through our indirect impacts. In particular, the supply of raw materials such as paper and cardboard constitutes a critical area for the sustainability of forest existence and natural habitats. For this reason, it is adopted as a priority principle for the protection of biodiversity that the products we supply come from traceable and sustainable sources.

Our priority to work with FSC® certified suppliers is not only product quality but also a part of integrating environmental responsibility into our corporate structure. The use of products with this certificate contributes to reducing the impact of forest products in our supply chain on natural ecosystems. At the same time, practices to prevent unnecessary material use and high wastage during production planning are important not only for operational efficiency but also for the protection of natural resources.

Our company does not carry out its activities in protected areas or natural habitats with high biodiversity; therefore, there is no direct biological impact. However, in order to monitor our indirect impacts more systematically, it is planned to start an impact analysis aiming to evaluate the biodiversity impacts of the raw material supply chain after 2025. This approach is not only an indication of our environmental responsibility, but also of our determination to take part in sectoral transformation.





### Compliance and Environmental Impact Management

In addition to the requirements of the legal legislation, we have documented our sustainable production approach by obtaining FSC certification, which promotes the sustainable management of forest resources. We have also successfully completed Sedex and FAMA audits, ensuring that processes are managed in a transparent manner that is accessible to customers.

As part of our sustainability-oriented production approach, we produce FSC (Forest Stewardship Council) certified products. The paper used in these products comes from a supply chain that supports environmentally friendly and sustainable forestry practices.

In order to monitor and reduce environmental impact, we have started to regularly measure our carbon footprint since 2022. These studies have contributed and continue to contribute to both the development of internal processes and compliance with industry standards as part of environmental responsibility.

### Innovation for the Environment

As a contribution to digital transformation, new production planning screens were designed to manage changing product groups and export processes. Thanks to these screens, we have facilitated the planning of production processes that take an average of 20 times longer in the new business model compared to the old one.





In determining its sustainability strategy, PrintCenter takes into account not only global trends, but also its own sectoral dynamics and the uniqueness of its business model. In a sector such as printing, which is directly related to the consumption of natural resources, deciding which issues are really important should be based on a data driven and participatory approach, not just emotion.

Accordingly, the prioritisation analysis conducted in 2023 was completed with internal stakeholder assessments covering all units of the institution. Stakeholders' perception of sustainability, prioritised topics and the company's current interest in these areas were evaluated together. For each topic, both the strategic priority of the organisation and the perceived importance of stakeholders were measured and these data were analysed mutually.

The results revealed that PrintCenter's sustainability management is not only limited to reducing environmental impacts, but also takes a holistic view of operational excellence, quality management and governance.

Reducing the environmental impact of production processes is one of the most important areas of the organisation at both strategic and operational levels. came to the fore. This approach was based on making waste management directly traceable on the production line, simplifying and streamlining recycling systems and minimising waste rates in production planning. This area is also an important area for both employees and were also assessed by the managers with the highest priority scores.



Quality management and productivity are considered as an integral part of sustainability, not only in terms of meeting customer expectations, but also in relation to the efficient use of resources such as raw materials, energy and time. This approach is an integral part of sustainability. It is an indicator of the corporate reflex that ensures the integrated consideration of business performance.

Supply chain management was also a priority area, with sustainable paper sourcing, ethical business partnerships and environmental impact reduction in logistics processes being particularly emphasised. The prominent feedbacks in the survey revealed that this area should be supported not only by corporate policies but also by operational practices.

Topics such as data security, compliance and digital transformation are important for the adaptation of the organisation to developing technologies and It is directly related to information-based decision-making processes. In particular, the digitalisation of quality control systems and their integration into ERP systems both increase the internal audit capacity of the organisation and reinforce the trust relationship with customers.

Corporate governance principles, recruitment processes and social contribution areas were also considered within the scope of prioritisation; however, they were positioned as development areas in the second stage, following the environmental and operational themes that were prioritised in the first stage of the sustainability strategy of the corporation. This ranking ensures that resources are focussed on priority areas and that the implementation process proceeds in a realistic manner.

As a result, materiality analysis is a multi-layered decision making process that reflects not only the ranking of issues, but also the company's sustainability approach, strategic direction and the relationship model it establishes with its stakeholders. The identified areas will be supported by measurable targets by 2025, and their development dynamics will be regularly monitored and transparently reported.



# Social Governance

- Our Studies on Social Issues
- Our Stakeholders
- Customer Orientation
- Employee Rights

## Our Studies on Social Issues

### Our Employees and Social Approach

At PrintCenter, we recognise sustainability not only in terms of environmental performance or technical progress, but also the welfare of our human resources, the responsibility of the relationships we establish with our suppliers and our potential for impact on society. Our employees, who are the cornerstone of our corporate development, are not only part of our production process; they are also the basic elements that carry our understanding of quality, customer satisfaction and corporate values.

2023 witnessed significant developments in order to strengthen the structure established with employees and to create a fairer and more predictable working order. Our system, which is based on the “apprentice-apprenticemaster” model, has been restructured in order to support the knowledge and loyalty of employees working in the same position for a long time. With this model, remuneration was not only based on seniority difference; but also at the same time, job descriptions and development expectations were clarified according to positions. Newly recruited employees it has also become possible for them to plan their in-house careers by following a systematic progression structure. Working principles were re-evaluated taking into account the changing individual and social priorities after the pandemic; one-to-one interviews were held with all employees in this process.

The field of education and development has also become an important part of this new structure. The shift in production focus to children's books (Board Books), especially as of 2023, brought with it the need for new technical knowledge. Technical training was provided to production teams in this area throughout the process, with clear communication of quality standards, product safety, and customer expectations. At the same time, systems supporting on-the-job learning were established on production lines and product standardisation was ensured. The developed paper chart became a reference especially



for publishing houses and accelerated technical communication and decision-making processes. However, since metrics such as training hours and participation levels are not yet systematically tracked, the measurability of this area remain limited. By 2025, it is aimed to create personalised training plans for each position and to report this data annually.

While in-house awareness on occupational health and safety (OHS) increased, field practices were also reconsidered. Occupational safety risks were assessed specifically for production lines; basic safety trainings were updated in cooperation with OHS teams. Although the transition to a comprehensive OHS management system has not yet been planned due to the scale and production model of the organisation, basic legislative compliance is ensured; especially chemical materials and hazardous waste management

Employee awareness is raised on such issues. Waste generated during production is separated into three main categories - domestic waste, paper waste from production and hazardous waste - and disposed of through licensed companies.

Although diversity and equal opportunity hold an important place in the company culture, performance data related to this topic has not yet been collected systematically. There is a need to improve data infrastructure to monitor key indicators such as gender distribution, ratio of female employees, and pay equity. As of 2024, the newly implemented performance evaluation system is expected to make such data more visible and support the development of fairer decision-making mechanisms in promotions, salary increases, and career planning. No discrimination cases have been reported within the company to date; however, efforts are underway to transform this silence into a constructive feedback culture, reinforcing a climate of institutional trust.



## Our Stakeholders

PrintCenter positions stakeholder relations not only as an element that supports business processes, but also as one of the fundamental building blocks of its sustainability strategy. Relations with employees, customers, suppliers, regulatory bodies and non-governmental organisations are structured in line with the principles of mutual trust, transparency and continuity. At least once a year These relationships are managed dynamically through one-on-one interviews, satisfaction analyses and audit processes; and thanks to sectoral association memberships and direct customer contact, interaction creates not only commercial value, but also social and ethical value. Stakeholder feedback is directly taken into account in prioritisation analyses and corporate goal setting processes and integrated into strategic decision-making processes.

Stakeholders	Engagement Frequency	Importance	Engagement Platform	Disclosure Topics
Employees	Twice a year	High	One-on-one meetings	Business ethics Occupational health and safety Employee satisfaction Performance tracking
Customers	As needed	High	One-on-one meetings, online channels	Situation assessment Satisfaction monitoring New business opportunities
Suppliers	Annually	High	One-on-one meetings	Situation assessment
Competitors	None		Digital media channels	
Regulatory Authorities	As needed	High	PrintCenter office	Periodic financial audits
NGOs	Monthly (1-2 times)	Moderate	Data privacy and information security	Active participation in industry development (e.g., BASEV and ISO memberships)



Our social responsibility is not limited to internal employee relations. The relationships we establish with our suppliers also directly determine the social impact of the organisation. In the prioritisation analysis conducted in 2023, this issue was separately analysed. PrintCenter should share its environmental and social sustainability goals more effectively with its supply chain. The first information and orientation steps were taken for suppliers; environmental and social performance clauses were added to quality specifications. Has begun. However, there is no systematic social audit or compliance assessment yet. By 2025, it is aimed to integrate social impact indicators into the supplier evaluation system and establish riskbased monitoring mechanisms.

The sustainability-oriented restructuring towards corporate customers has not only led to a productbased change, but also transformed the structure of the relationship with the customer. Especially in board book production, thanks to the direct customer contact model, the cooperation with publishing houses has become more long-term and value-added. PrintCenter has transformed into a structure that not only takes orders but also contributes to technical decision-making processes and provides content and quality consultancy before production. Due to the sensitivity of the areas where the products are used (children, pre-school groups), compliance with health and safety standards is seen as a priority; all materials used are selected in accordance with these standards.

This transformation is also reflected in customer satisfaction processes. Form systems and digital communication channels are being developed to receive customer feedback more regularly. With this system, contact with the customer becomes sustainable not only before and after production, but also throughout the life cycle of the product. Thanks to product standardisation efforts, orders made at different times for the same customer quality deviations are minimised and technical communication is accelerated with sample boxes and cartons.

Social impacts are felt not only in relations with external stakeholders, but also in the cornerstones of the internal culture. Transparency at PrintCenter and ethical values are internalised through one-to-one interviews and open communication sessions. The individual interviews initiated in 2023 in this direction aimed to create a structure where employees feel more secure and can express their opinions more openly.

The employee performance evaluation system, which will be implemented in the second half of 2024, will enable this open communication. and aims to further institutionalise the culture of transparency. Data security has become more critical in this period of increased digital contact with customers. All production and planning systems are carried out on VMware-based servers hosted in-house.

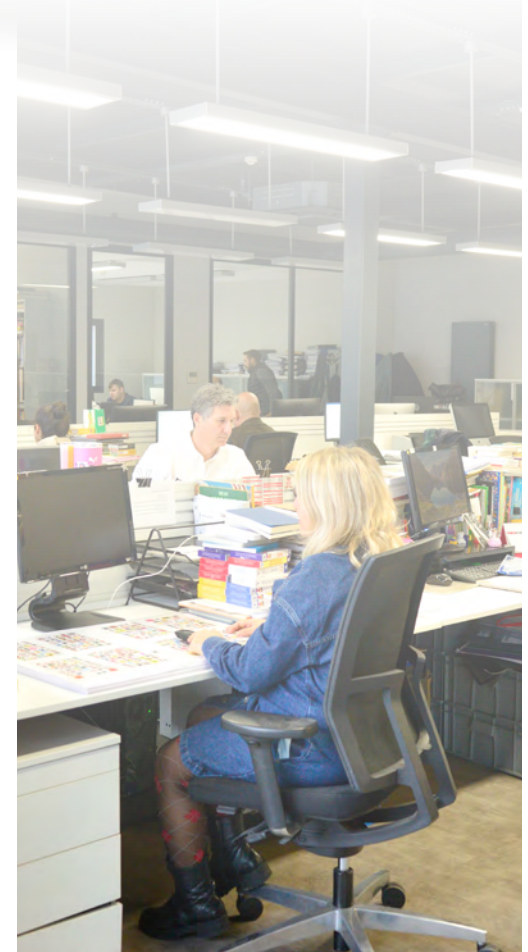
Cyberoam brand firewall is used for cyber security; Comodo antivirus is used on the user side and Safetica software is used for data loss prevention.

Daily backups are taken via Veeam and critical user data is protected instantly with OneDrive. However, the fact that the system is currently running only on local servers is identified as an area of vulnerability, and it is planned to switch to a cloud-based backup system by 2025.

Ethical communication is recognised as a fundamental principle in all PrintCenter's external stakeholder relations. Marketing This includes transparency in materials, accuracy in product content and the provision of full information to the customer. No communication The material does not contain misleading or exaggerated statements; product features, health standards and usage information are shared clearly.

In order for PrintCenter to manage its social impact more effectively in the coming period, development is targeted in several key areas. The first of these is the improvement of all indicators for employees (female employee ratio, training hours, number of occupational accidents etc.) is to strengthen the data infrastructure for systematic monitoring. Secondly, it is planned to include social criteria (child labour, forced labour, occupational health, etc.) in the supplier evaluation system. Thirdly, customer satisfaction data will be collected and analysed more systematically. and integrated into service design. In this way, social issues will become not only ancillary activities, but also elements integrated into the strategic management processes of the organisation.

PrintCenter's social approach is shaped not only within a framework that fulfils legal obligations, but also with the aim of creating a value chain that is more fair, transparent and respectful towards employees, customers, society and partners. Every new process developed as part of this approach is not only for the present, but also for securing a sustainable future.



## Customer Orientation

### Customer orientation at a glance

We renewed our product groups and services according to the changing corporate demands after the pandemic; we updated our target market.

We think that the demand and continuity will continue for many years. We focussed on “board book” production in the sector. We limited our corporate service to certain product groups.

The publishing houses have long-standing demands from the Far East, which they fulfil themselves. With this move, our daily operation load was reduced as follows:

- Up to 40% reduction in raw material diversity (compared to pre-pandemic)
- 76.6% decrease in the number of orders per day (due to the termination of the online printing service and rate of decrease compared to before the pandemic with narrowing)

The years 2021-2022 were focused on customer categorization and efficiency improvement initiatives. During this period, product standardization was implemented to streamline operations and enhance overall production efficiency. Innovations such as the standard product sample box have accelerated communication

processes, reduced the margin of error and made a direct contribution to the environment by preventing waste.

In 2023, in line with our vision, we focused on the “board book” field. The board book paper chart and sample book set, which we developed to provide better quality service to customers in this field, became a reference for publishing houses. The swatch card saved time for publishing houses by facilitating the definition of technical specifications and accelerated all decision-making mechanisms. Our corporate printing solutions have been developed with changing lifestyles, use cases and, most importantly, sustainability requirements in mind. Processes have been restructured in response to a contraction in overall demand.

Products with long-term use such as catalogues, annual reports and posters were prioritised, taking into account operational, financial and environmental impacts. On the other hand, the production of products such as business cards, Dönkart and short-term POP materials was gradually reduced. In this way, we contributed to our sustainability goals by reducing waste generation.

An export department was established in order to respond to opportunities in international markets and to achieve our global growth targets. In this way, while providing more effective service to our international customers, we have facilitated the processes with our reference products and popularised our high quality standards on a global scale. Our business model allows us to create a strong communication network and rapidly deliver books to over 1 million children in our country and European countries in 2023. By delivering books to children, we aim to support their access to information and education at an early age. In this way, we aim to create equal opportunities, ensure that our readers are aware of global trends and mediate the meeting of popular culture with buyers through our products.

As a result of the changes made in the job descriptions of the employees working in the export and logistics departments, 20% more time was allocated to customer service and customer relations.







## Employee Rights

### Employee rights at a glance

- We switched to a seniority system to encourage our employees to work together for many years.
- It was ensured that the employees who worked for longer years in the same position with equal wages received seniority difference.
- Likewise, it was aimed for new employees to gain loyalty to the company by receiving seniority difference from the first year. With the gradual seniority system, it was ensured that the longer the employee worked, the higher the seniority difference.
- By reducing the number of minimum wage employees, we ensured that our employees are supported with higher wages.
- We have defined career development more clearly. From apprentice journeymanmaster positions expectations and responsibilities were redefined. Thanks to this definition, the position was clarified and We had employees who were promoted several levels.

In 2023, we carried out extensive work on employee rights. Following the determination of the need for a seniority system, fundamental changes were made.

A position system was established, job descriptions and responsibilities for each position were determined and announced to employees. Working principles were reviewed in line with the changing needs after the pandemic and one-to-one meetings were held with employees. It was agreed that recruitment and career management processes should be shaped within the framework of human rights and equality criteria. an understanding was reached. Issues that will increase employee satisfaction were monitored, career development was planned, and the Company complied with international standards in the area of equal opportunities and diversity. It was decided to carry out governance activities.

### Quality Management

With the inclusion of board book production in our business model, we identified the need for a new approach and system in planning and quality processes. In our previous business model, the average product delivery time was 2-3 days after the order was received, while in board book production this time was extended to 4- 6 weeks. This situation necessitated a new a workflow,

planning and quality approach has become mandatory. The first important work carried out in this direction was to develop was to design a new interface. Using existing ERP data, a new layer was created on a different platform and a master planning screen was designed where machine-based job lists could be created based on machine capacity and delivery times of orders. This production planning screen is designed to form the basis of a new generation ERP system to be purchased in the future. We plan to use the data obtained as a resource to create a more perfect planning system in the coming years.

Quality management has been the other main focus of our work as one of the most critical parts of our business model. The need to develop a new quality system for board book production due to the longer processing time of the machines on the production line emerged. As a first step, we established a team of managers and operators to create quality awareness and to realise the installation of the system together. Regular meetings are held with the team and the error occurring every week.

We have discussed the measures to be taken to prevent the recurrence of these problems and all technical details in detail. We discussed it. We continued these meetings for 6 months until the quality system was established. We designed machine and operationbased quality control processes and transferred them to the production team in detail. We prepared quality forms for the use of operators and integrated them into the production process. In addition, we created a new quality department by providing comprehensive quality training to all staff.

With the introduction of the quality process, we have achieved a 28 per cent reduction in errors compared to the previous year, resulting in a reduction in our waste production. For PrintCenter, quality is a project that was initiated in 2023 and will remain important as long as book production continues.

### Social development

In our 30-year history, we have worked for the needs of departments such as marketing, communication and human resources of organisations from many sectors such as finance, pharmaceuticals, automotive, food, restaurant, software, hardware and retailing.

In this process, the need to ensure integrity in the contributions made and to measure their impact emerged.

In this direction, contributions in the field of social development have a single goal to be directed to the Ministry of Labour and Social Affairs. The various supports, donations and socially beneficial activities we have carried out so far were mostly in the form of responses to incoming requests. However, in 2024, we are planning to take a further step to spread sustainability awareness not only in Turkey but also in European countries, which are our customers.

In this context, in cooperation with a non-governmental organisation, we plan to support a project that encourages children to learn about sustainability at an early age in the areas of corporate communication and production.





# Governance

- Governance Structure
- Organisation Chart
- Ethical Standards and Compliance
- General Evaluation and Future Vision



## Governance Structure

### Our Governance and Ethical

Approach PrintCenter's sustainability is not limited to environmentally sensitive production; We also see it as an understanding that is integrated into the company's management structure, decision-making processes and ethical responsibility.

Our goal is to rethink and implement our corporate strategy in the light of environmental and social impacts. The governance structure we have created to achieve this goal is based on both our corporate values It is also based on national and international sustainability standards.

### Governance Structure and Sustainability Audit

In our corporate governance structure, the integration of sustainability principles into decision-making mechanisms is gradually increasing. In our Board of Directors, environmental Internal assessments are being conducted to establish a structure that will be responsible for monitoring environmental and social performance. In the coming period, it is planned to establish a "Sustainability Committee" where environmental and social impacts will be regularly assessed, performance targets will be

reviewed and strategic risks will be addressed. This structure will provide a framework to ensure compliance with both the GRI Standards and the United Nations Sustainable Development Goals.

### Leadership and Implementation Capacity

Although the structures to assume leadership in corporate sustainability issues have not yet been institutionalised, working groups formed with the participation of representatives from different departments ensure that environmental and social targets are disseminated to operational processes. Particularly in departments such as production, procurement, export and finance, awareness on sustainability has increased; In this direction, interdepartmental cooperation has started to be supported. In the coming period, it is planned to appoint a Sustainability Coordinator or to include this function in the corporate job description.

Sustainability-focused training for managers and employees is not yet provided on a regular basis; however, the development of initial training modules in this area and It is aimed to be generalised in 2025.

### Policies and Standards

PrintCenter has taken action to support its environmental and social responsibilities through corporate policy documents. The current Quality Policy includes compliance processes with standards such as FSC® certification and SEDEX/FAMA audits. In addition, internal standards have been set in the areas of waste management, carbon footprint monitoring, supplier evaluation and information security. By 2025, it is planned to publish the corporate "Sustainability Policy" document, where all these practices will be gathered under a single roof.

In addition, an "Ethical Procurement Principles Guide" will be prepared for the supply chain, clarifying expectations from suppliers and obtaining environmental-social compliance commitments.

### Stakeholder Engagement and External Relations

The success of sustainability is possible not only through internal will but also through interaction with all stakeholders. The PrintCenter has established idea-sharing channels to increase employee engagement and incorporate a sustainability perspective into internal processes. There is also closer and more transparent dialogue with customers in sustainability-based product development processes, e.g. using recyclable materials and solutions are developed together with customers on designs that reduce the product life cycle.

By 2024, a programme for the production of sustainability education oriented content for children Cooperation was developed with a non governmental organisation. In this way, not only a product but also a content and impact model that creates social benefit is created.

### Corporate Governance Principles

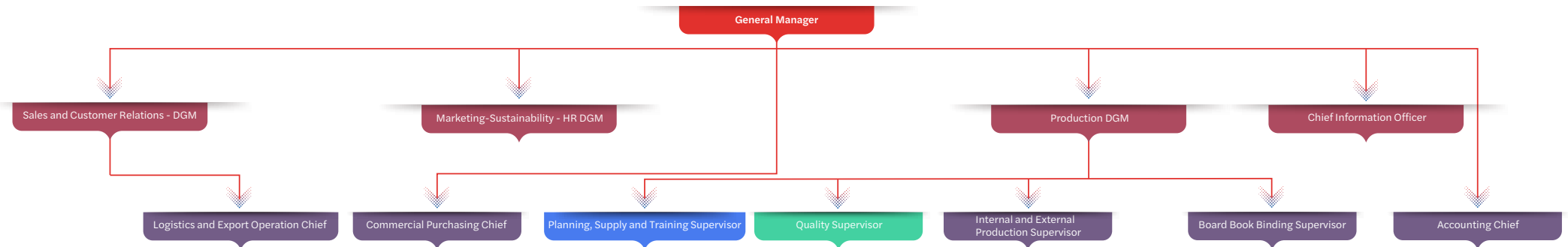
Compliance with corporate governance principles is considered as a part of governance activities. Infrastructural studies have been carried out in this field and During the year, one-to-one meetings were held on the theme of transparency and ethics. In the second half of 2024, the employee performance evaluation system was commissioned. Thus, a fairer management and career tracking system will be implemented for employees.





## Organisation Chart

Below you can see our organisation chart for 2023-2024 in detail.



With the introduction of new products and processes, some changes were made in our organisational structure in order to meet the emerging needs. For example, Board book production was structured as a separate department with its management team and staff. With this change, job descriptions were determined for new positions. In the production team within the company, the traditional apprentice-journeyman-master hierarchy was adapted to today's conditions and employees were categorised according to their experience, responsibilities and potential. Career plans were created for each position. With these arrangements, our organisation chart was reconstructed. Managers were identified and the department structure was reconstructed. In the first phase, job descriptions were completed, and plans were made for the second phase of job descriptions and the creation of a fair performance evaluation system for 2024.

Board book production, which promises a long-term future in the printing industry, offers sustainable career opportunities for both existing employees and newcomers to the profession.





### Performance Monitoring and Reporting

Although performance indicators are not yet fully systematically monitored, carbon footprint measurements, waste sorting data and energy consumption. The first environmental indicators, such as the ratio of female employees, occupational accident data, etc., have started to be monitored as of 2022. In the social field, indicators such as hours of education, the proportion of female employees, and data on occupational accidents are not yet systematically collected. In order to overcome this deficiency, digital strengthening the data infrastructure and sustainability indicators It is aimed to be integrated into KPIs.

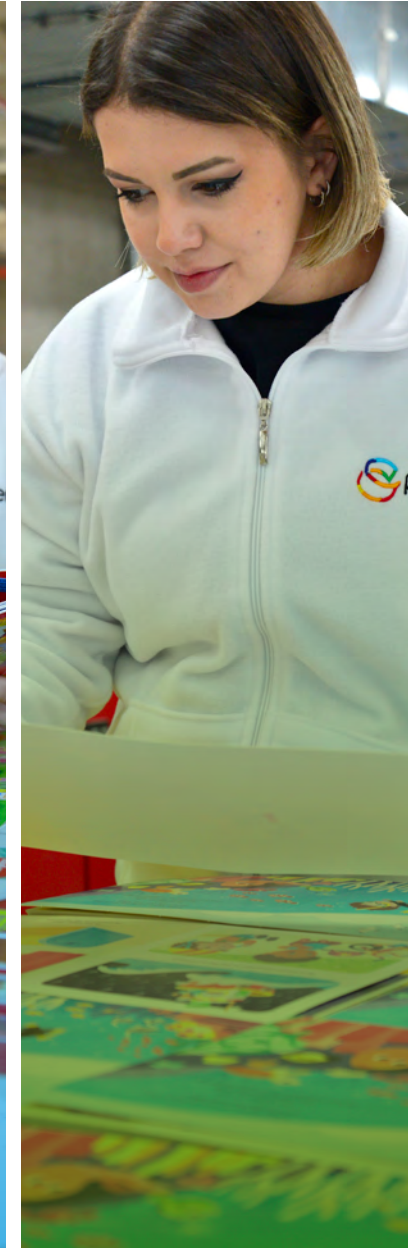
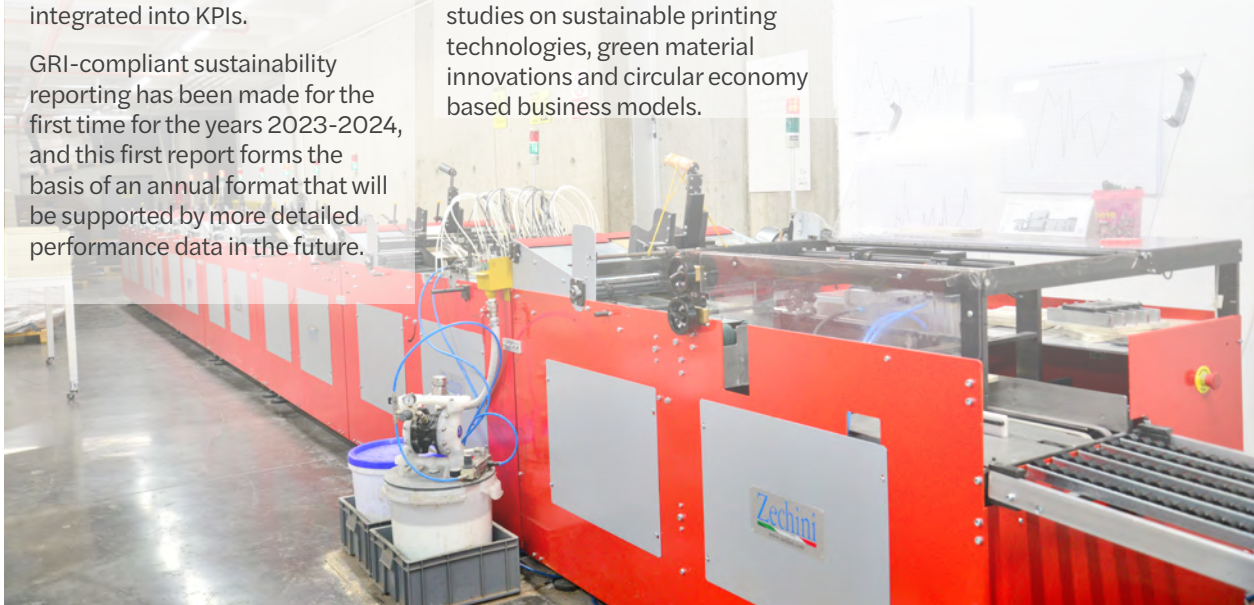
GRI-compliant sustainability reporting has been made for the first time for the years 2023-2024, and this first report forms the basis of an annual format that will be supported by more detailed performance data in the future.

### Compliance, Risk and Innovation

PrintCenter is fully compliant with national environmental, occupational health and data protection legislation operates in such a way. However, the fact that sustainability-related risks have not yet been integrated into the existing corporate risk assessment system has been identified as an important area of development. Accordingly, topics such as climate risk, supply chain risk, and adaptation to regulatory changes are expected to be integrated into the internal control system by 2025. Is planned to be included. The Institution also entered into a technical pre-feasibility process to initiate R&D studies on sustainable printing technologies, green material innovations and circular economy based business models.

### Transparency and Ethics

PrintCenter is committed to open dialogue with all stakeholders. The Company regards this as an ethical responsibility. A transparent language is adopted in customer communication, employee information and public disclosures; misleading statements regarding products, material content or environmental impacts are never included. By 2025, it is planned to establish anonymous feedback channels where ethical violations can be reported and to publish a "Code of Ethical Conduct" in which ethical principles are redefined.



## Ethical Standards and Compliance

### Ethical Standards and Compliance Approach

PrintCenter bases its sustainability approach not only on environmental and social responsibilities, but also on the ethical basis of these responsibilities. Our ethical principles shape our entire operation, from decision-making processes to customer relations, from employee behaviour to the supply chain. Accordingly, the **Code of Ethical Behaviour**, which applies to all employees and stakeholders of the company, is a corporate is the basic guarantee of harmony and honesty.

### Honesty and Transparency

Accuracy and honesty are our basic principles in all our business processes. We observe openness, consistency and accountability in all our relations with our stakeholders. The way to maintain corporate reputation and social trust is based on transparency in all areas from daily operations to strategic decisionmaking processes.

### Privacy and Data Security

PrintCenter employees are obliged to protect corporate information and documents. Internal data, private information of customers and business partners may only be

accessed by defined authorised persons and for defined purposes. in line with the Company's policies and procedures. The obligation to protect confidential information continues even in cases of leaving the company. This approach is based on long-term business relationships and is a critical assurance in terms of sustainability policies. Personal Data Protection Law (KVKK) compliance, employee information security, etc. (for 2024).

Our ERP, SQL and other data are safely stored on VMware servers that we host in-house. A Cyberoam brand firewall is used to protect our system against possible attacks from outside. We actively use Comodo software for user and server side antivirus protection and Safetica software for data security (DLP).

In our data backup processes, server data is backed up daily with "Veeam" software and critical user data is backed up instantly via OneDrive. However, according to the evaluations made in the current situation, it has been determined that the server backups performed only in the local environment are a deficiency.

Therefore, the integration of cloudbased backup solutions has been identified as a priority need. Our data security measures not only ensure information security, but also form the basis for our sustainable business operations. Strong cyber security measures prevent operational interruptions, protect data and plays a critical role in ensuring business continuity. In addition, the integration of cloud-based backup solutions will create an infrastructure that is more resilient to environmental impacts, preventing data loss in the event of disasters such as natural disasters. These approaches help our organisation achieve its sustainable growth targets.

### Avoiding Conflicts of Interest

PrintCenter expects its employees to carry out their duties impartially and to avoid potential conflicts of interest. Organisational resources and relationships are not used for personal or family interests. When in doubt, open dialogue with managers or Human Resources is encouraged. This principle plays an important role in preventing ethical risks and developing internal audit culture.

### Our Corporate Responsibility Approach

PrintCenter's ethical approach is not limited to internal processes; from customers to suppliers, from society to the environment, PrintCenter has a wide range of responsibilities network. The institution observes the responsibilities summarised below towards all its stakeholders:





### Legal Responsibilities

All our activities are carried out in full compliance with applicable legal regulations, national and international standards. We keep an equal distance from political or civil organisations; public interest and compliance with legislation are prioritised under all circumstances.

### Customer Responsibility

Customer satisfaction is one of PrintCenter's top priorities. Needs are responded to quickly and accurately; all services are provided within the promised time and conditions. Providing service to every customer with a fair, respectful and transparent approach is the basis of the corporate culture.

### Responsibility towards Employees

Employees are provided with fair wages, safe working environment and personal development opportunities. No discrimination is allowed; commitment to the principle of diversity and inclusion is demonstrated. Work and private life balance is observed; employee opinions are encouraged to contribute to governance processes.

### Relations with Suppliers

Mutual trust and confidentiality in relations with our business partners and fairness are at the forefront. PrintCenter expects its suppliers to comply with the principles of environmental and social responsibility and adopts a supportive attitude to develop in this area.

### Against Society and Environment Responsibility

PrintCenter promotes environmentally friendly production processes and aims to contribute to the sustainable development of society. Raising environmental awareness together with employees, customers and communities forms the basis of corporate responsibility.

### Brand Liability

The PrintCenter brand is synonymous with quality, trust and ethical behaviour. All activities to maintain this trust; company policies, ethical rules and in line with publicly disclosed commitments. A high sense of responsibility is observed in all stakeholder relations.







## General Evaluation and Future Vision

With this first sustainability report, PrintCenter had the opportunity to take a closer look not only at our stakeholders but also at ourselves.

We evaluated our production power, corporate values and social impact from a new perspective. This evaluation process was an opportunity not only to measure the performance of the past, but also to lay the foundation for a new management approach that will shape the future.

At the point we have reached today, we have made the first measurements to reduce our environmental impact, systematised waste management, and started to calculate our carbon footprint. We are a structure that has started. In the social field, we have put in place a seniority system that increases employee satisfaction, improved training and development processes, and initiated social contribution projects. On the governance side, we have reinforced ethical rules with transparent communication, made data security one of our operational priorities and strengthened our ties with stakeholders.

However, these advances are only the starting point of the process. As we have argued throughout this report, there are still areas where we do not collect systematic data, social impacts that cannot be measured and sustainability practices that have not yet been institutionalised. We do not hesitate to openly express these shortcomings and share our development areas. Because the nature of the sustainability journey is honesty, learning and transformation.

In the coming period, we aim to build a corporate structure that systematically monitors, reports and integrates all sustainability indicators, especially environmental performance, into decision making mechanisms. In the 2025-2026 period, we are preparing to implement systems that will set sustainability KPIs, monitor employee development indicators and manage social risks in the supply chain. At the same time, it is planned to create a special job description for sustainability management and to establish internal control mechanisms, risk analyses and ethical reporting channels.

Our strategic vision for the future is not only to reduce our environmental impact, but also to become an exemplary institution in the printing industry in terms of sustainability, contributing to society in every link of the value chain. In this context, our strategy of shifting from short-lived promotional products to longlasting cultural content will continue; we will increase our production diversity with recyclable, environmentally friendly materials. We will develop products and business models with high social responsibility both in Turkey and in the European market.

This report claims to be a mirror of the past as well as a compass for the future. Although we do not know everything today, we now know which questions to ask. We clarify the steps we will take to make every process fairer, more transparent, more environmentally friendly and more humane.

At this first stop of our sustainability journey, we would like to thank all our stakeholders for their contributions, suggestions and determination to walk together. We learn and develop together. And we know that: A more sustainable future is possible together.



# Attachments

- Annex 1: UN Global Compact
- Annex 2: Supplier criteria
- GRI index



## Annex 1: UN Global Compact

### Principles and PrintCenter

Within the framework of our sustainability strategy, we prioritise in all our activities and internal practices the principles of the UN Global Compact, which include: ending the practice of forced and compulsory labour, supporting precautionary approaches to environmental problems, and supporting all kinds of activities and formations that will increase environmental responsibility.

#### Principle 1

Businesses should support and respect recognised human rights.

#### Principle 2

Businesses should not be complicit in human rights violations.

#### Principle 3

Businesses should support workers' freedom of association and collective bargaining.

#### Principle 4

The practice of forced and compulsory labour should be ended.

#### Principle 5

All forms of child labour must be stopped.

#### Principle 6

Discrimination in recruitment and placement should be eliminated.

#### Principle 7

Businesses should support precautionary approaches to environmental issues.

#### Principle 8

Support all activities and organisations that will increase environmental responsibility.

#### Principle 9

Support the development and dissemination of environmentally friendly technologies.

#### Principle 10

Businesses must fight corruption in all its forms, including bribery and extortion.

## Annex 2: Supplier Criteria

### Supplier Criteria

We care that our suppliers pay attention to the following issues.

#### Environmental:

- Water and energy consumption
- Carbon footprint
- Waste (paper, plastic, glass, technological waste separation) management
- Impact of products and services on the environment
- Awareness of using less material

#### Social:

- Implementation of all of our discrimination principles in our suppliers
- Ethics in business relationships
- Contribution to employee development and competence
- Contribution to campaigns and projects that support the well-being of society
- A healthy and safe working environment for the employees of our suppliers to create
- Presence of occupational health and safety expert
- Presence of an occupational physician
- Implementation of risk analysis and actions in the work environment
- Occupational health and safety committee, participation of employee representatives in the committee
- Number of occupational accidents, occupational diseases

### Legal practices

- Regular payment of wages of employees, control of payrolls
- No employees below the minimum wage
- Regular use of annual leaves
- Related to the entry and exit from work timely notification to the authorities
- Payment of severance and notice pay
- Control of labour contracts
- Control of maternity leave and milk leave periods
- No child labour and forced labour
- Freedom of unionisation, collective bargaining





## GRI Index

GRI Standard	GRI Disclosures and Requirements	Page numbers, descriptions and / or URL
GRI 2: General Disclosures 2021	2-1 Organizational details	About PrintCenter: 9 PrintCenter History: 10, 11, 12, 13 Vision, Mission, Values: 8
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	2-3 Reporting period, frequency and contact point	About the Report: 5
	2-4 Restatements of information	About the Report: 5
	2-6 Activities, value chain and other business relationships	About PrintCenter: 9 Value Creatin Model: 16 PrintCenter's Value Chain: 17
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	2-22 Statement on sustainable development strategy	Our Sustainability Approach: 16 Alignment with the Sustainable Development Goals (SDGs): 23
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GRI Standard	GRI Disclosures and Requirements	Page numbers, descriptions and / or URL
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	3-2 List of material topics	"Prioritisation Analysis: 20 Our Performance on Priority Issues: 21, 22"
	3-3 Management of material topics	Value Creation Model: 16
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Risks and Opportunities: 18, 19
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	No confirmed incidents of corruption have been identified
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No lawsuits have been filed concerning anti-competitive behavior or practices
GRI 3: Material Topics 2021	3-1 Process to determine material topics	"Prioritisation Analysis: 20 Our Performance on Priority Issues: 21, 22"
	"3-2 List of material topics "	"Prioritisation Analysis: 20 Our Performance on Priority Issues: 21, 22"
	3-3 Management of material topics	Our Respect for the Environment: 25, 26, 27, 28, 29
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Waste Management: 25
	301-2 Recycled input materials used	Waste Management: 25
	301-3 Reclaimed products and their packaging materials	Waste Management: 25
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy and Water Use: 25
	302-4 Reduction of energy consumption	Energy and Water Use: 25
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Energy and Water Use: 25
	303-5 Water consumption	Energy and Water Use: 25



GRI Standard	GRI Disclosures and Requirements	Page numbers, descriptions and / or URL
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Respect for Biodiversity and Protection of Natural Resources: 27
	304-2 Significant impacts of activities, products and services on biodiversity	Respect for Biodiversity and Protection of Natural Resources: 27
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management: 25
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GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	"Supply Chain Management: 26, 27 Supplier Criteria: 44"
	308-2 Negative environmental impacts in the supply chain and actions taken	Waste Management: 25
GRI 3: Material Topics 2021	3-1 Process to determine material topics	"Prioritisation Analysis: 20 Our Performance on Priority Issues: 21, 22"
	3-2 List of material topics	"Prioritisation Analysis: 20 Our Performance on Priority Issues: 21, 22"
	3-3 Management of material topics	"Our Studies on Social Issues:31 Our Stakeholders: 32, 33 Customer Orientation: 34 Employee Rights: 35"
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Employee Rights: 35
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	"Our Studies on Social Issues: 31 Compliance, Risk and Innovation: 39"





GRI Standard	GRI Disclosures and Requirements	Page numbers, descriptions and / or URL
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	Leadership and Implementation Capacity: 37 Performance Monitoring and Reporting: 39
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	No incidents of discrimination occurred during the reporting period
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Supply Chain Management: 26, 27 Supplier Criteria: 44
	414-2 Negative social impacts in the supply chain and actions taken	Supply Chain Management: 26, 27 Supplier Criteria: 44
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents of non-compliance occurred during the reporting period
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	No incidents of non-compliance occurred during the reporting period
	417-3 Incidents of non-compliance concerning marketing communications	No incidents of non-compliance occurred during the reporting period
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No incidents of customer privacy breaches occurred during the reporting period



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