

Social Responsibility Stakeholder Handbook

Message From the General Manager

Dear Colleagues and Business Partners,

At QTerminals Antalya, we are taking our shared journey in social responsibility, sustainability, and ethical management principles into a new era. With the recent change in our management structure, we continue to move forward more strongly, preserving our core values while aligning our operations with internationally recognized standards.

Within this framework, we have successfully completed our transition to the IQNet SR10:2024 Social Responsibility Management System, thereby establishing our stakeholder relationships on a more inclusive, transparent, accountable, and sustainable foundation.

As the QTerminals Antalya team, we operate with a business approach that contributes to the welfare of our community, supports the development of our employees, prioritizes environmental responsibility, and adheres firmly to ethical values. We have embedded the principles of “Ethical Conduct,” “Respect for Human Rights,” and “Respect for the Rule of Law” as integral elements of our corporate culture.

In all our collaborations with stakeholders, we embrace:

- a communication approach based on respect, fairness, and integrity,
- a strong commitment to confidentiality and data protection, and
- a zero-tolerance policy toward discrimination.

We consider cultural, ethnic, and individual differences as a source of richness and diversity, and we do not allow any form of discrimination to damage our relationships. We protect your data privacy and confidentiality with the highest technological standards and manage all our processes in full compliance with national legislation and internationally recognized norms.

In line with our commitment to continuous improvement, we continue to create added value for the development of our employees, stakeholders, and society as a whole.

We strive for a more livable future through Environmental, Social, and Governance (ESG) projects that support this approach. We take pride in contributing to our country’s climate goals through our digitalization initiatives, energy efficiency practices, Green Port applications, and sustainable operational processes.

The transition to the SR10:2024 standard stands as one of the most powerful instruments guiding us on this journey toward a responsible and sustainable future. On this occasion, we extend our sincere appreciation to all our employees, suppliers, customers, and business partners who continuously support our social responsibility vision and contribute to the progress of society, our workforce, and the business world. Sincerely,



Hüseyin SİPAHİOĞLU

General Manager



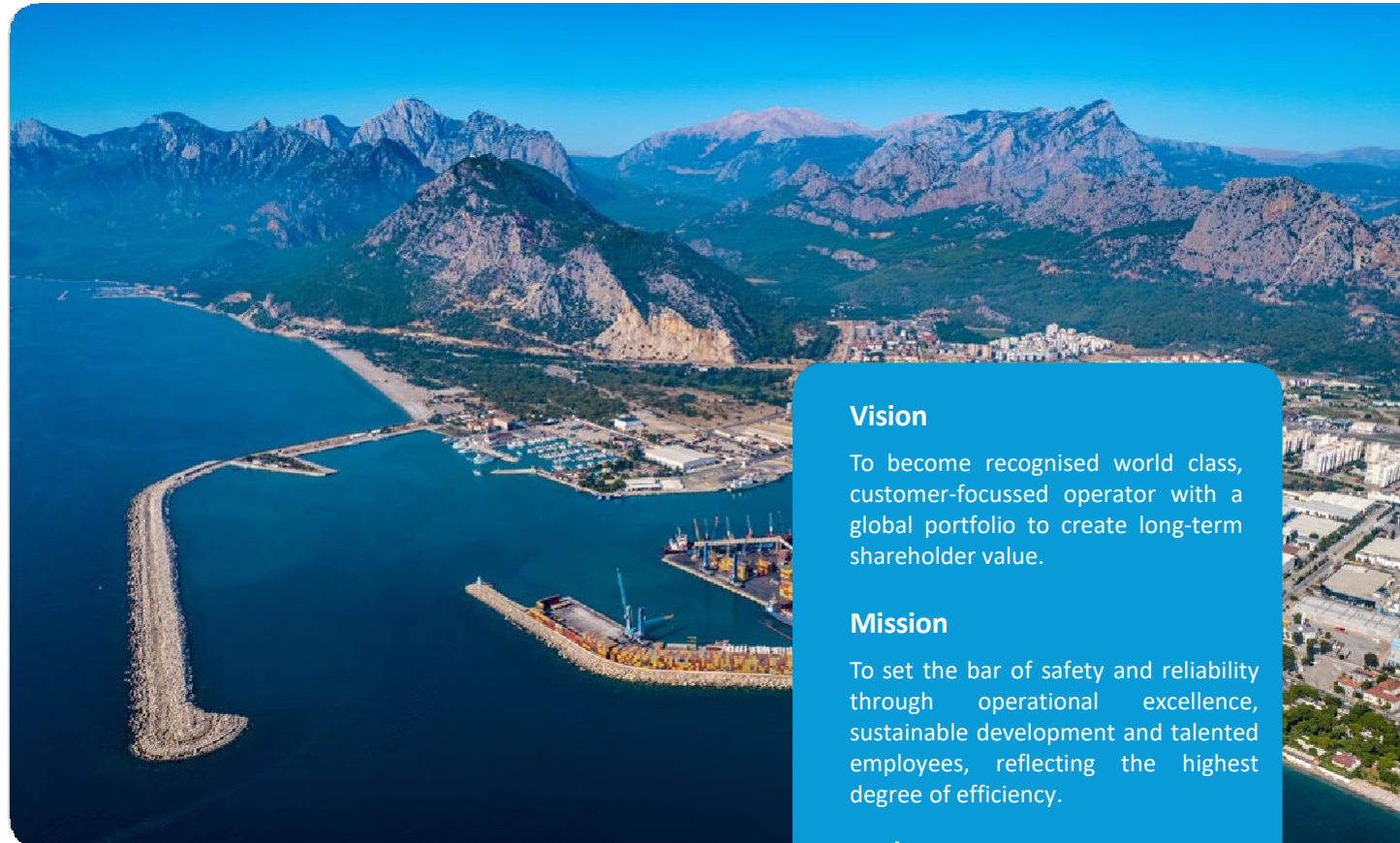
About

Purpose

This handbook has been prepared to outline the fundamental components and interactions of the IQNet SR10 Social Responsibility Management System implemented at Ortadoğu Antalya Port Management Co., to define the stakeholders identified by the port, and to articulate the corporate behavior and ethical conduct principles adopted by the organization.

Contents

This handbook covers the stakeholders defined under the IQNet SR10 Social Responsibility Management System implemented by Ortadoğu Antalya Port Management Co., including company employees, subcontractor representatives and staff, customers and their on-site representatives, agency officials, customs brokers, employees of public institutions and organizations, as well as technical and administrative personnel providing consultancy services. It provides a concise overview of the port operator's corporate code of conduct.



Vision

To become recognised world class, customer-focussed operator with a global portfolio to create long-term shareholder value.

Mission

To set the bar of safety and reliability through operational excellence, sustainable development and talented employees, reflecting the highest degree of efficiency.

Values

Safety / Integrity / Teamwork



Our Corporate Social Responsibility and Sustainability Policy

As Ortadoğu Antalya Port Management Inc., we are committed to conducting all our activities in line with the IQNet SR10:2024 Social Responsibility Management System Standard. Our understanding of corporate social responsibility goes beyond mere legal compliance; it reflects a holistic approach that considers the expectations of our stakeholders, the needs of society, and the rights of future generations.

We base our operations on the principle of ethical governance, adhering to transparency, accountability, integrity, and the rule of law. Compliance with all policies and procedures issued by our Head Office is recognized as a binding commitment.

We place respect for human rights at the core of our values and apply a zero-tolerance approach to discrimination. We guarantee the prevention of child and forced labor, equal opportunities for all, and the freedom of association.

The health and safety of our employees are our top priority. Within the framework of ISO 45001 and national OHS legislation, we create a safe and healthy workplace, operate with a “zero accident” goal, and encourage employee participation.

The Climate Law (No. 7552) and the Paris Agreement requirements are binding for our organization and constitute the fundamental basis of all our sustainability activities. With full awareness of our environmental responsibility, we act in compliance with ISO 14001, ISO 14064 standards and Law No. 7552 on Climate. We are committed to combating climate change, enhancing energy efficiency, conserving natural resources, and ensuring the sustainability of marine ecosystems and biodiversity.

We embrace fair business practices; we guarantee the fight against bribery and corruption, the prevention of conflicts of interest, and fair competition. Our relationships with suppliers and business partners are managed on the basis of transparency, accountability, and social compliance criteria.

We protect customer and consumer rights by ensuring that complaints are resolved effectively and fairly in accordance with ISO 10002, and by continuously improving customer satisfaction.

We maintain open, transparent, and continuous communication with the community and all stakeholders. We support social responsibility projects that contribute to local communities, public authorities, and civil society organizations, and actively participate in activities that promote sustainable development.

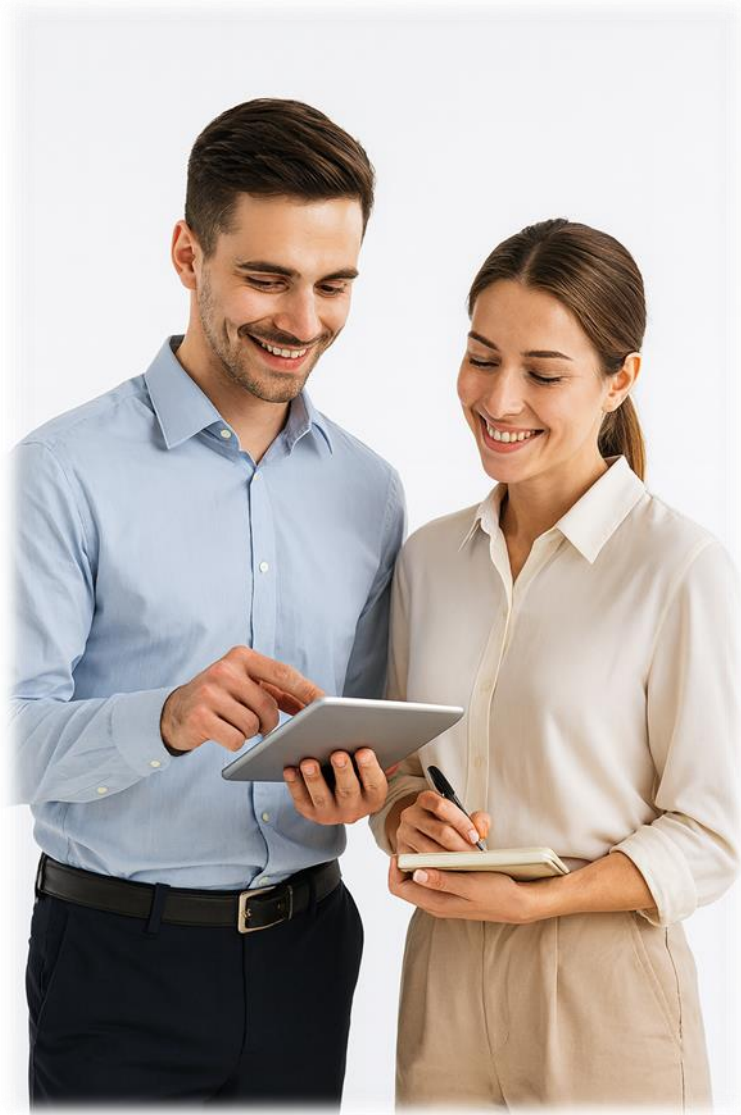
We regularly review all our processes within the principle of continuous improvement, evaluate our social responsibility performance in Management Review Meetings, report our performance transparently, and share it with stakeholders.

Ortadoğu Antalya Port Management Inc. Management undertakes to disseminate this policy to all employees, business partners, and stakeholders, to ensure its effective implementation, and to continuously improve it.





Our Corporate Social Responsibility and Sustainability Principles



Open and Transparent Communication

We strive to establish a safe, healthy, honest, fair, and non-discriminatory communication environment with all our employees and stakeholders. In everything we do, in every promise we make, and in all our actions, we uphold integrity first within ourselves and reflect this principle equally in all our interactions with stakeholders.

Stakeholder → Feedback → Evaluation → Action Plan → Reporting

Ethical Behavior

The reputable image and corporate brand value built through all our administrative and operational activities are among our most valuable assets. To ensure the protection and enhancement of our corporate reputation, we expect all our employees and stakeholders to comply with and embrace our “Ethics and Conduct Policy” in every aspect of their professional interactions.

Respect for Stakeholder Interests

We protect and respect the interests of our customers and suppliers engaged in commercial relations with our company in a manner that is fair and proportionate to the legitimate interests of our organization. We expect our stakeholders to demonstrate the same approach and ensure that no unethical gains are pursued beyond the rights arising from contractual obligations.

Respect for Rule of Law and International Codes of Ethics

In our stakeholder relations, we adopt business conduct principles based on the United Nations (UN) Global Compact and full compliance with national legislation, and we carry out all our activities in alignment with these universal values and principles.

Employee/Stakeholder → Code of Conduct → Nonconformity Notification → Investigation → Disciplinary/Improvement

Respect for Human Rights

In line with our Human Rights Policy, which has been developed and publicly announced to all stakeholders, our codes of conduct that respect human rights are established as a fundamental principle of our organization, inspired by internationally recognized frameworks such as the United Nations (UN) Global Compact, the UN Convention on the Rights of the Child, and the International Labour Organization (ILO) Conventions. All our activities are carried out in accordance with these principles. Accessible grievance mechanisms (Ethics Platform, web form, e-mail, hotline, grievance boxes, etc.) have been established for all employees and stakeholders. Submissions can be made anonymously, confidentiality is guaranteed, and the principle of non-retaliation is fully ensured.

Confidentiality and Privacy

In all relations with our stakeholders arising from our operational activities, all written, verbal, and digital records and data are protected in compliance with the ISO/IEC 27001 Information Security Management System and the ISO/IEC 27701 Privacy Information Management System implemented within our organization. In addition to these system requirements, all interactions with stakeholders are managed with due diligence in accordance with the principle of privacy, the Law on the Protection of Personal Data (KVKK), and all other relevant legal regulations in force.

Integrated Management Approach

In our organization, the principles of social responsibility and sustainability are always taken into consideration at every stage of decision-making and implementation. This approach is maintained in full integration with all management systems implemented within our organization and is embraced as an integral part of our corporate culture.

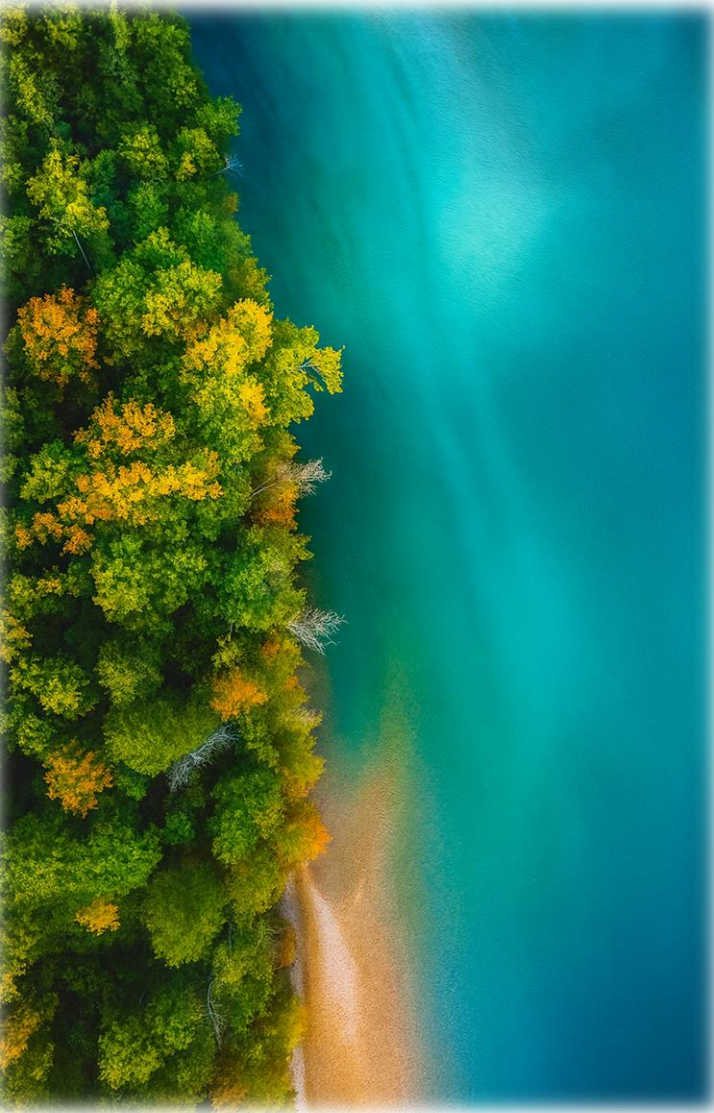
Leadership

To achieve our organization's social responsibility and sustainability objectives, we expect all our employees—starting with our management team—to demonstrate leadership, continuous improvement, and a solution-oriented attitude within their respective areas of responsibility.

Feel Like a Stakeholder

We are committed to being aware of the needs and expectations of all our stakeholders and to ensuring continuous improvement by identifying and acting on opportunities for enhancement. We actively listen to our stakeholders and take all necessary steps to ensure mutual satisfaction and trust in our relationships.





Consistency With Undertakings

All written agreements concluded with our stakeholders on the basis of mutual consent are established in accordance with the principles of transparency, integrity, trust, and good faith. We strictly prevent the influence or dominance of our organization's position or power from evolving into any business approach that could disadvantage or exploit our stakeholders.

Ensuring voluntary participation

In line with our social responsibility perspective toward society and the environment, we aim to contribute to the sustainable development of our region and province, within the means and resources of our organization. Accordingly, we provide both direct and indirect participation and support to organizations and initiatives that promote social and environmental welfare.

Operation → Monitoring (ISO 14001/14064) → Reporting → Improvement → Management Review (YGG)

Sustainability and Continuous Improvement

We conduct our operations in accordance with environmental legislation and international service standards, fulfilling our responsibilities in mitigating climate change, protecting the marine ecosystem, and reducing waste. By adopting innovative technologies that make life easier, we integrate the principle of continuous improvement into all our business processes.

Grievance Mechanisms

Accessible grievance mechanisms have been established for all stakeholders, including employees, suppliers, customers, and the local community. Submissions can be made anonymously, confidentiality is protected, and the principle of non-retaliation is fully guaranteed.

SLA timeframes:

- T+1 business day: Registration confirmation
- T+3 business days: Preliminary assessment
- ≤30 business days: Case closure and feedback to the applicant

Monitoring and Improvement

The applicability of the policy is measured through Key Performance Indicators (KPIs) (e.g., grievance resolution time, stakeholder satisfaction score, training participation rate). These indicators are reviewed at least once a year during Management Review (YGG) meetings, and DFT/Action processes are initiated whenever necessary.

Other Related Policies

Through the link provided below, you can access other policies developed within the scope of our management systems and social responsibility, as well as the documents published by the Head Office, and review our organization's commitments and declarations of compliance in these areas.



www.QTerminals-Antalya.com



Contact

QTerminals Antalya

Ortadoğu Antalya Liman İşletmeleri A.Ş.
Liman Mah. Liman Caddesi 07130 Konyaaltı
- Antalya - Turkey

Phone

+90 242 259 13 80

Fax

+90 242 259 11 83

Customer Feedback Line

+90 850 258 5 258

Email

etik@QTerminals-Antalya.com

info@QTerminals-Antalya.com

Website

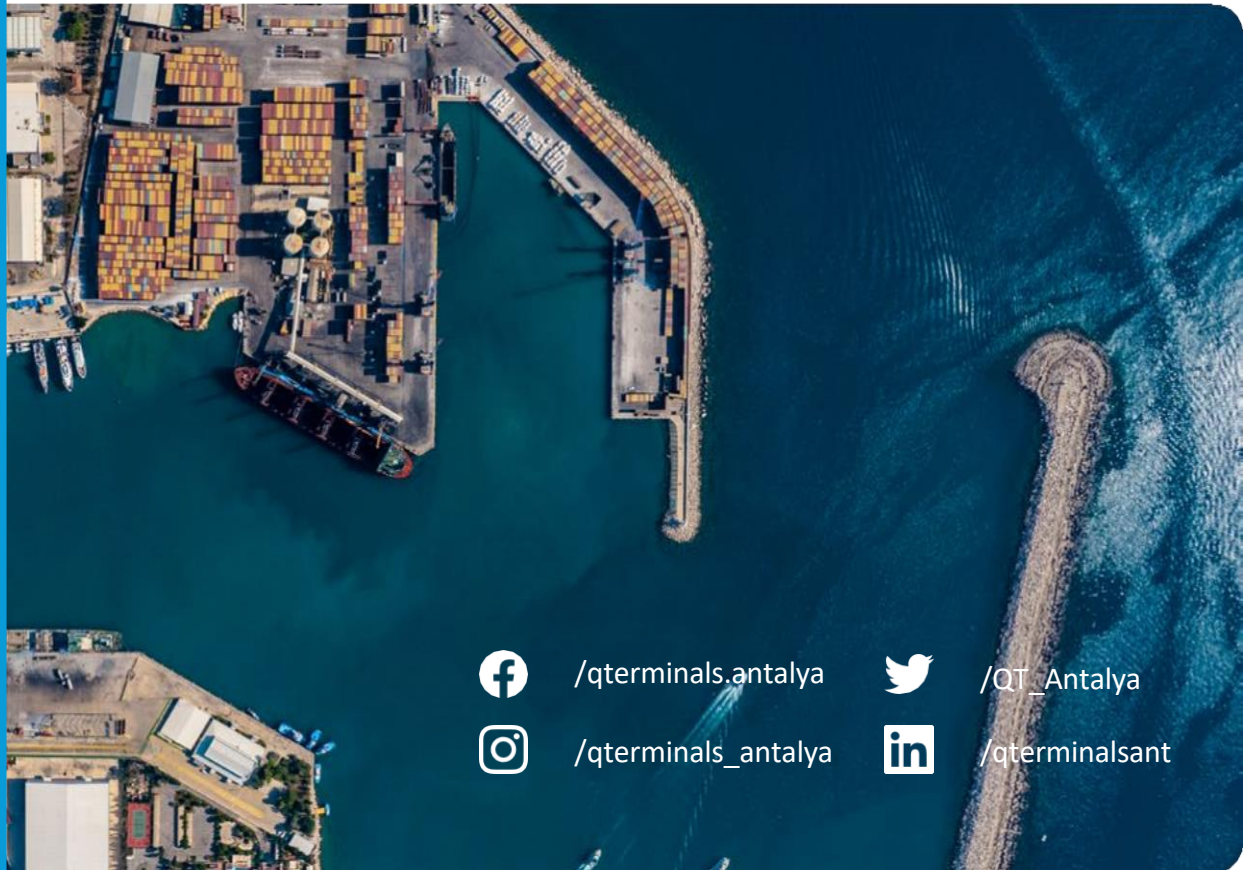
www.QTerminals-Antalya.com

QTerminals Ethics Platform

Qterminals.ethicspoint.com

Qterminals-mobile.ethicspoint.com

If you have any questions and your grievance submission, please feel free to contact us through the communication channels listed below.



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