

Risk Management Training Strategic Security
Social Media Satisfaction Corporate Culture Measurement and Management
Integrity Supplier Reputation&Perception NGO Innovation Recovery
Accessibility Data Integrity Corporate Citizen Asset Integrity
Occupational Health Security Systems Occupational Health and Safety
Information Technologies Security Customer Satisfaction
Compliance Management Dynamics Sport
Safety Emission
Local People
Research&Development
Employee Development
Shareholder Satisfaction
Sustainability
Occupational Health
Data Integrity
Corporate Culture
Security Systems
Integrated Management
Innovation
Corporate Citizen
Volunteerism
R&D Integrity
NGO
Energy
Stakeholders
Ethics Training
Waste Governance
Organizational Development
Performance
Arts&Culture Recovery
Employee Development

CONTENTS

01	About the Report
02	Message from the Chairman
04	Message from the General Manager
06	Tüpraş by Highlights
14	The Future of Energy
24	Business Continuity
26	Business Culture
32	Occupational Health and Safety
34	Energy and Climate
38	Environmental Management
42	Economic Area of Influence
44	Social Development
52	Sustainability Management
58	Performance Data
62	GRI G4 Content Index
66	Contact

ABOUT THE REPORT

Tüpraş aims to present all its stakeholders, primarily its employees, investors, customers, suppliers and business partners, unions, media, and NGOs with the latest and most integrated information through its corporate responsibility reporting practice, which it maintains since 2008, as one of the practices it implements for generating sustainable added value. Tüpraş once again shares with its stakeholders the social, economic and environmental results of its operations, its managerial approaches, performance results and targets in line with the principles of transparency and accountability through its corporate social responsibility report, which is being published for the seventh time this year.

As with the report for the previous year, Tüpraş Corporate Responsibility Report was prepared in accordance with GRI G4 reporting standard, the latest application option published by the Global Reporting Initiative (GRI), and all the information included in the report was disclosed in line with option "core" requirements. While GRI G4 indicators were primarily used in performance disclosures, United Nations Global Compact Progress Report requirements were also complied with and performance assessment methods accepted throughout the industry were made use of to allow for an extensive analysis.

The information included in Tüpraş 2015 Corporate Responsibility Report involve the performance realized between January 1st and December 31st 2015. However, data from previous reporting periods is also shared in order to offer readers with an opportunity of performance comparison.

The scope of the reporting is limited to the refining operations of Tüpraş; this report reflects the operation and performance results of refinery operations. On the other hand, information concerning various stakeholder groups such as suppliers and business partners, as well as general introductory information about Opet Petrolcülük A.Ş. and Ditaş, subsidiary companies of Tüpraş, were included within the report so as to represent corporate integrity. As required by the financial reporting principles followed, only the financial data concerning subsidiaries were included in Tüpraş performance figures.

Tüpraş aims to conduct its future reporting works on an annual basis following the same guideline methodology. The corporate responsibility reports of Tüpraş for previous periods and its corporate responsibility works can be accessed at www.tupras.com.tr.

Sincerely,

MESSAGE FROM THE CHAIRMAN



We left behind another year, when recession and fragilities in global economic activities persisted, a significant slowdown was experienced in the growth rate of developing countries, despite a limited recovery in developed countries, with significant economic and political fluctuations. In the year 2015, the growth rate of the world economy regressed from 4.3% to 3.1% and impacts of fluctuations experienced in the global markets were also observed in the Turkish economy.

The price of crude oil, which was at the level of 55 USD/barrel in the beginning of 2015, regressed to the level of 36 USD/barrel by yearend. Global oil consumption, which was realized as 92.8 million barrels/day in the year 2014, rose to the level of 94.4 million barrels/day with a high increase of 1.7% in 2015, with prices promoting demand.

Full capacity usage was achieved in 2015 with the impact of the high margin environment and the engagement of the Residuuum Upgrading Facility, our most significant investment which constitutes the focal point of our mid-term strategy. Thanks to the effective use of upgrading units, white product efficiency has increased and 27.3 million tons of product was produced. Tüpraş realized 4.4 million tons more of middle distillate imports and 1 million tons more of gasoline export as against the year 2014, thereby contributing to the reduction of our country's current deficit. While the oil consumption of Turkey increased by 13.7% during the period, Tüpraş domestic sales have increased by (31.9%) exceeding this growth, and reached the level of 22.25 million tons. In 2015, when total product sales were realized as 28.7 million tons with an increase of 29.5%, Tüpraş achieved a turnover of 36.9 billion TL. In this period when financial objectives as well as operational objectives were met, 2.6 billion TL of net profit was obtained with the positive contribution of the deferred tax income in relation to investment incentives.

Tüpraş maintains its R&D studies at an increasing rate in order to achieve the necessary technological competence in this regard. Tüpraş,

who invested around 160 million TL in research & development following the establishment of the R&D Center in 2010, ranked 18th in the country R&D ranking disclosed in 2015, having spent 31.6 million TL on R&D expenditures in 2014. The amount spent by Tüpraş on R&D works in 2015 has reached 36 million TL in 2015. Tüpraş aims to be included among low-emission refineries in Europe. On the other side, Tüpraş follows advanced technologies and programs implemented with regards to energy efficiency around the world and gives priority to energy efficiency studies in order to reduce environmental impacts of production process within the frame of combating climate change. A significant amount of energy and emission saving was provided through projects implemented within this scope.

Tüpraş continues its works for improving its performance regarding occupational health and safety, which is among its basic priorities. Occupational health and safety is constantly improved by following in-company and international risk assessment systematics and operational procedures. Communication among refineries in relation to the issue of OHS is consolidated with the Weekly Accident Sharing practice, which was started in the reporting period as part of these works.

Tüpraş, who acts with the awareness of its responsibilities before its stakeholders, continues to further its economic, social, and environmental performance with each passing day and s to generate sustainable value for our country. We extend our thanks to our employees, suppliers, and business partners, who contributed to the success we have achieved, as well as our customers, investors, and shareholders, we present our compliments to all our stakeholders.

Ömer M. Koç

Chairman of the Board of Directors

MESSAGE FROM THE GENERAL MANAGER



We left behind a year when limited success in growth was achieved in developed countries, alongside a weak performance in developing countries on a global scale. Crude oil consumption has increased with the support of the low-price environment that arose in relation to economic risks in developing countries, and increase in crude oil production and stocks globally. With the positive impact of gas, jet fuel, and diesel oil price ratios, which increased thanks to the growth in the vehicle park and low oil prices supporting global product consumption, refinery profitability increased around the world. As Tüpraş, we achieved full capacity usage, increasing the total capacity usage in 2015 by 27.6% with the impact of the improvement in the Mediterranean margin and the Residuum Upgrading Facility that was engaged during the year. We have produced 27.3 million tons of salable products and realized a net sales of 28.7 million TL, in the reporting period.

In the year 2015, we consolidated our corporate governance performance alongside our operational and financial performances. We continued to be listed in Istanbul Stock Exchange Sustainability Index. Besides, as a result of the positive developments we carried out in corporate governance issues, we improved our Corporate Governance Rating, the main indicator for the compliance of companies with Capital Markets Board Corporate Governance Principles, to the level of 9.44 in 2015 which was realized as 9.31 in 2014.

We work to ensure a sustainable development in all its dimensions, social, environmental, and economic, and to add value to our country. In line with this objective, we constitute a sustainable business model with our environmental performance improvement works, supply chain and customer relations practices, R&D works, occupational health and safety practices, and social development projects. In the reporting period, we continued to advance our success through works carried out in light of our sustainability priorities.

We act with the awareness of the risks implied by climate change in maintaining our operations, we do our share with regards to our environmental responsibilities through our activities and investments aimed at constant improvement, minimizing the environmental impacts of all our operational and production processes. In the reporting period, we maintained our greenhouse gas emission quantification and mitigation works in line with the Climate Change Strategy and 2020 Greenhouse Gas Strategic Plan. We decreased our energy consumption and the amount of emissions. Hereby, the amount of emission decrease achieved since the year 2008 reached the level of 2.0 million ton CO₂e. The advancements and gains we exhibited in energy savings were registered through the award won at "SENER" Industrial Energy Efficiency Project Competition organized by the Ministry of Energy and Natural Resources in 2015, as in previous years.

We carry out R&D projects in line with our objective of enhancing the characteristics of oil products, developing products with low environmental impact and alternative fuel technologies making use of our skill of developing the most competent technologies in refinery and applying them on the field. As part of our R&D studies, we conducted 10 TEYDEB approved projects, two HORIZON2020 labeled projects and one ARDEB 1003 approved project, and we applied for 11 national and eight international patents during the reporting period. Our Tüpraş R&D Center was once again deemed worthy of the first prize, becoming the best R&D Center in its sector at the Fourth Private Sector R&D Centers Summit organized by the Ministry of Science, Industry and Tehnology.

We aim to contribute to the local economy by opting for local suppliers in our purchasing operations. We contribute to the improvement of the working conditions of suppliers through our supplier audit practices and the trainings we provide. In the reporting period, we conducted audit practices involving 196 suppliers and we provided 10,121 man*hour of environmental trainings.

We also continued to ameliorate our practices in the year 2015, in order to enhance our occupational health and safety performance, which is among our main sustainability priorities. While managing our processes with the understanding of effective risk evaluation and continuous learning, we continued to provide trainings in order to enhance the information and awareness level of our employees and that of subcontractor company employees with regard to occupational health and safety. In this scope, we organized 104,091 man*hour of occupational health and safety training with the participation of 19,918 people.

On the other side, we contribute to the advancement of the level of prosperity of the society in which we live and the enhancement of the quality of life through our social development projects. We work to create added value for the society in the areas of education, environment, culture & arts, sports through projects in which our employees voluntarily participate. In this scope, we transferred funds worth a total of 17.3 million TL to donation and sponsorship activities in the reporting period.

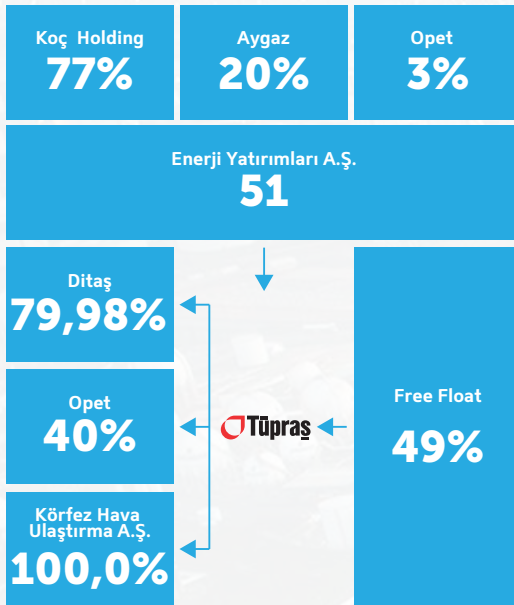
We continue to contribute to the sustainable development of our country bearing the responsibility of being Turkey's leading refinery company. We extend our thanks to our employees, who add value to our works with their talents, and our suppliers, business partners, customers, investors, and shareholders for the trust they put in us and their support.

Sincerely,

İbrahim Yelmenoğlu
General Manager

TÜPRAŞ BY HIGHLIGHTS

TÜPRAŞ PARTNERSHIP STRUCTURE



CAPITAL STRUCTURE

Group	Name Of Shareholder	Value (TL)	Type	Number Of Shares
A	Enerji Yatırımları A.Ş.	127,713,792.22	Registered	12,771,379,222
A	Other (Public Float)	122,705,407.77	Registered	12,270,540,777
C	Özelleştirme İ. Bşk. (Privatization Administration)	0.01	Registered	1
Total		250,419,200.00		25,041,920,000



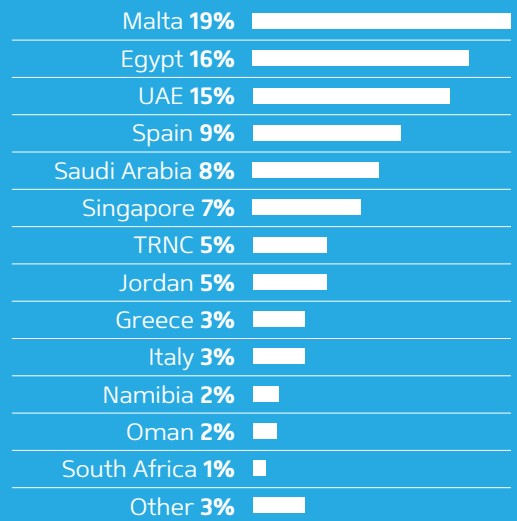
TOTAL SALES

(million tons-%)








EXPORTS BY COUNTRY

(%)




TÜPRAŞ BY HIGHLIGHTS

ENERGY SAVED THROUGH ENERGY EFFICIENCY PROJECTS (TJ)

2011		3,053
2012		5,255
2013		2,841
2014		1,772
2015		1,031

ENVIRONMENTAL INVESTMENTS AND OPERATIONAL EXPENDITURES (MILLION TL)

2011		181
2012		212
2013		197
2014		179
2015		200

TOTAL TRAININGS (MAN*HOUR -%)








TOTAL AMOUNT OF WATER RECOVERY (MILLION M³)

2011		11.16
2012		9.87
2013		11.02
2014		12.21
2015		17.22

LOCAL PROCUREMENT RATE (%)

2011		52.48
2012		56.7
2013		59.05
2014		42.2
2015		72.09

DONATIONS AND SPONSORSHIPS (MILLION TL)

2011		12.58
2012		16.07
2013		25.56
2014		8.9
2015		17.3

TÜPRAŞ BY HIGHLIGHTS

Opet, 40% of which belongs to Tüpraş, is involved in the fuel oil distribution sector, in the areas of retail, commercial and industrial sales, storage, and international product trading. Opet provides Tüpraş with a significant logistical advantage with its 1.1-million m³ storage capacity.



OPET

Opet, who preserved its market share in the fuel oil distribution sector thereby consolidating its second place, completed the year with an increase both in its number of stations and sales amount. Increasing its sales volume by 15% as against the year 2014, it sold 4.0 million m³ of jet fuel in 2015.

Opet, who serves consumers with over 1,400 Opet and Sunpet dealers, works to

become the first choice of the consumer in its sector through its understanding of "Flawless Service". In consequence of the works carried out in line with this objective, the company has reinforced its success with numerous awards in the year 2015. Opet, who acts in accordance with the understanding of superior responsibility before its stakeholders, also develops its social responsibility projects with this awareness. In this regard, it carries out long-termed, successful projects such as

"Respect for History", "Green Road", "Exemplary Village", "Clean Toilet", and "Traffic Detectives". You can access detailed information regarding the corporate responsibility performance of Opet Petrolcülük A.Ş. through the corporate responsibility reports published online at www.opet.com.tr.

a

TÜPRAŞ BY HIGHLIGHTS

Deniz İşletmeciliği ve Tankerciliği A.Ş. (DİTAŞ), 79.98% of which is owned by Tüpraş, was founded in 1974 to procure, build, or rent tanker ships of different tonnages and qualities for domestic and international maritime transportation of crude oil and petroleum products, and it has expanded its areas of operation throughout the years. Today, Ditaş provides shipping line operation, brokering/ship renting, guiding, tugboat, supervision, and agency services, it conducts crude oil transport in line with the needs of Tüpraş and oil product transport according to the needs of Tüpraş and other suppliers.



Ditaş, which provides operational and cost advantages to Tüpraş with more than 40 years of experience, has transported 6.6 million tons of crude oil and 5.2 million tons of oil product in 2015. All crude oil transports and 44% of oil product transports were realized in line with the needs of Tüpraş refineries.

Ditaş holds ISO 9001-2008 Quality Management System and ISO 14001-2004 Environmental Management System certifications for its headquarters and ships, as well as ISM (International Safety Management) and ISPS (International Ship & Port Facility Security Code) certificates for ships. Izmit and Izmir terminals have ISO 9001-2008 Quality Management System Certificate. In addition, Ditaş acquired the International Standard for Maritime Pilot Organizations (ISPO) certificate for its Izmir Terminal, becoming the first company in Turkey, and 11th in the world, to receive this certificate. Ditaş is

also a member of Kalder (Turkish Quality Association) and Turkish Marine Environment Protection Association (Turmepa).

Ditaş provides load operation captainship service in order to enhance safety during the operations of crude oil, chemical, and product ships arriving at marine terminals, controls the compliance of arriving ships with national and international rules, as well as Tüpraş standards and reports the results to Tüpraş. In the year 2015, a total of 11 ships were provided with supervision and 128 ships with load operation captainship service at Izmit and Izmir terminals.

TÜPRAŞ BY HIGHLIGHTS



DİTAŞ TANKERS

	M/T Cumhuriyet	M/T T. Sevgi	M/T T. Gönül	M/T T. Suna	M/T T. Leyla	M/T T. Esra	M/T T. Aylin
Tanker Type	Crude Oil	Oil/Chemical	Oil/Chemical	Oil/Chemical	Oil/Chemical	Asphalt/Chemical	Asphalt/Chemical
Year Built	2001	2008	2009	2012	2011	2014	2015
Stop Tank Capacity (m³)	4,443	406.4	413.4	1,019.36	141.4	-	-
Cargo Tank Capacity (m³)	173,759	12,247	12,224	52,925	7,209	17,643	17,643
DWT (tons)	164,859	10,983	10,873	51,532	6,297	19,968	19,968
GRT (tons)	84,476	7,318	7,318	29,754	4,225	15,674	15,674
Net Tonnage (tons)	53,710	3,651	3,651	14,116	2,047	4,702	4,702
Length (m)	274.18	131.85	131.85	183.31	121.62	156.50	156.50

CRUDE OIL AND PRODUCT TRANSPORTATION (THOUSAND TONS)

	2011	2012	2013	2014	2015
Crude oil	19,297	14,850	6,435	4,825	6,606
Products	2,593	3,106	3,126	3,526	5,209

TÜPRAŞ BY HIGHLIGHTS

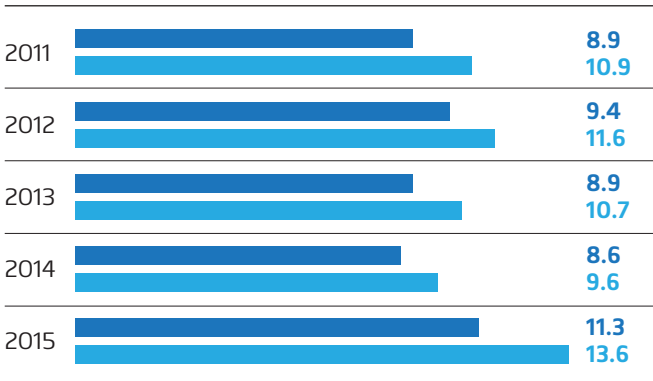


IZMIT REFINERY

Izmit Refinery, which is at the very heart of the center of consumption where around 33% of Turkish oil product consumption is realized, carries out production at Euro V standards. With the engagement of the Residuum Upgrading Project that was completed by 2014 yearend, Izmit Refinery became one of the refineries with the highest conversion rate in the world, with a Nelson Complexity Index of 14.5. Thanks to the full capacity engagement of the Residuum Upgrading Project in 2015, full capacity usage rate was achieved by loading a total of 12.1 million tons including semi-products, of which 11.2 million tons of crude oil.

Year of Establishment	: 1961
Refining Capacity	: 11 million tons
Storage Capacity	: 3.02 million m ³
Capacity Usage Rate	: 110.3%
Nelson Complexity	: 14.5
Number of Employees	: 1,823

(MILLION TONS)



■ Production ■ Sales

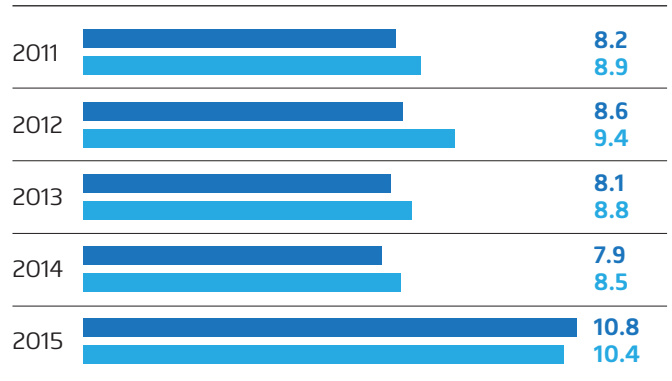


IZMIR REFINERY

Izmir Refinery enjoys competitive advantage thanks to its high complexity rate, connection to open seas, and market location in a tourism region. The refinery, which carries out production in line with EU norms, is the only refinery in Turkey to have machine oil production complex with a capacity of 400 thousand tons/year. In 2015, full capacity usage was achieved by loading 11.3 million tons including semi-products, of which 11.1 million tons of crude oil, at Izmir Refinery which has a Nelson Complexity of 7.66.

Year of Establishment	: 1972
Refining Capacity	: 11 million tons
Storage Capacity	: 2.51 million m ³
Capacity Usage Rate	: 102.8%
Nelson Complexity	: 7.66
Number of Employees	: 1,287

(MILLION TONS)



■ Production ■ Sales

TÜPRAŞ BY HIGHLIGHTS

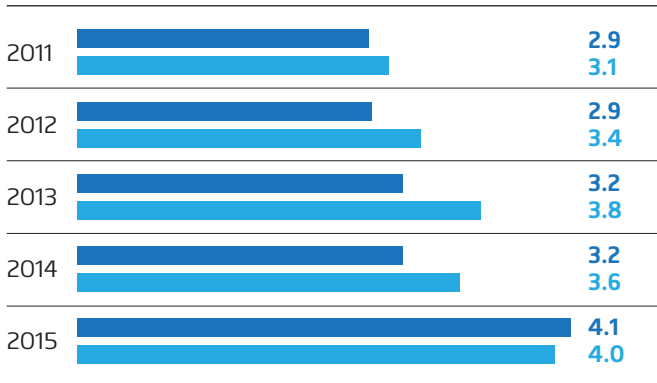


KIRIKKALE REFINERY

Boasting an annual refining capacity of 5 million tons of crude oil, Kırıkkale Refinery has the largest fuel truck filling capacity in Turkey, with a Nelson Complexity of 6.32. Connected to oil sources through pipelines and to other Tüpraş refineries by railway, the refinery enjoys significant logistic advantage with its ability to offer products at EU standards to inland markets. In 2015, a capacity usage rate of 87.1% was achieved at the refinery by loading a total of 4.4 million tons including semi-products, of which 4.2 million tons of crude oil.

Year of Establishment	: 1986
Refining Capacity	: 5 million tons
Storage Capacity	: 1.38 million m ³
Capacity Usage Rate	: 87.1%
Nelson Complexity	: 6.32
Number of Employees	: 844

(MILLION TONS)



■ Production ■ Sales

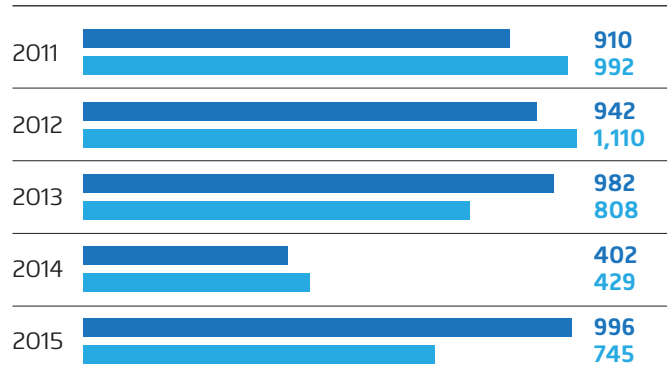


BATMAN REFINERY

With an annual refining capacity of 1.1 million tons of crude oil, Batman Refinery is characterized as the first refinery established in Turkey. Enjoying the advantage of proximity to local crude oil sources, the refinery is also connected to foreign crude oil resources through pipelines. In 2015, 745 thousand tons of product sales were realized at Batman Refinery, which sells products at EU standards transported from Kırıkkale and Izmir Refineries.

Year of Establishment	: 1955
Refining Capacity	: 1.1 million tons
Storage Capacity	: 253 thousand m ³
Capacity Usage Rate	: 37.2%
Nelson Complexity	: 1.83
Number of Employees	: 460

(THOUSAND TONS)



■ Production ■ Sales

THE FUTURE OF ENERGY

The rapid increase of the world population and the rise in the level of welfare of developing countries precipitates the energy demand to increase with each passing day. The energy need of developing Turkey is also increasing in parallel. Meeting the increasing energy need safely and constituting the infrastructure for sustainable growth are of great significance. In the wake of periods of crisis, Turkey enters a period of rapid economic growth and all types of energy demand also rise rapidly in parallel. Directing the industry through innovative practices and achieving the highest level of customer satisfaction, while working to meet the country's need for petroleum products constitute the focal point of the strategy of Tüpraş.

PETROLEUM MARKET

In the year 2015, the demand for middle-distillate fuels reached a plateau with the impact of the slowdown in the momentum of growth in China, India, and Middle East, which are the driving power of global demand and where significant refining capacity investments were engaged. In addition to the rising export from these regions, the price difference between the crude oils of US Refineries WTI and Brent and the persistence of the advantage coming from cheap natural gas further increased the competition in the sector and our region.

The price of crude oil, which was at the level of 55 USD/barrel at the start of 2015, dropped to the level of 36 USD by yearend, due to economic risks in China and developing countries, global crude oil production and stock increase, lifting of the US export ban on crude oil, and the expectation that sanctions on Iran would be lifted. Crude oil consumption rose to 94.4 million barrels/day with an increase of 1.61 million barrels/day in 2015 with the support of the low price environment. Refinery margins increased around the world with the positive impact of increasing gas, jet fuel, and diesel price ratios due to the growth in

the vehicle park and low oil prices supporting global product consumption.

Looking at our country, we witness an increase in the consumption movement of certain products due to the impact of the national income rising throughout the years and the increase in the young population. Turkish diesel consumption reached 20.2 million tons with a 15.8% increase in 2015, according to Energy Market Regulatory Authority (EPDK) data. In addition to the reflection of the economic growth on consumption, the positive impacts of important infrastructural projects that were actualized, low oil product prices, and legal regulations were also influential in the increase in diesel consumption. With the impact of prices supporting demand and the growth in the vehicle park in relation to the efficiency increase in gasoline engines, an increase of 9.1% was recorded in gasoline consumption in 2015.

The operations of Tüpraş are directly influenced by international developments and local oil and energy markets, since its production activities consist of processing crude oil, which is directly connected to the global economic conditions and geopolitical developments. Tüpraş is aware that its

adaptation to global competition can only be accommodated by being prepared and responding quickly to changing market conditions. Tüpraş aims to further the distance it has covered in the direction of developing its adaptation skill to changing market conditions. In this regard, it follows all developments with a risk and opportunity oriented approach. Tüpraş provides the petroleum products need of the country from local resources at the maximum level, while also working to guarantee its financial sustainability.

Tüpraş resorts to optimization and resource diversification in crude oil purchasing operations in order to achieve risk diversification in the supply chain and to ensure price and freight advantages. A significant portion of crude oil purchasing operations are realized through annual agreements made with the national oil companies of countries. Besides, the positive impact of the increasing oil supply arising from the changing equilibrium in North Africa and South America was also evaluated in purchases aimed at increasing supply flexibility and additional options for crude oil types that bear the characteristics required by product demands.



THE FUTURE OF ENERGY



In the year 2015, Tüpraş has supplied 24.8 million tons of crude oil from abroad, and 2.6 million tons domestically.

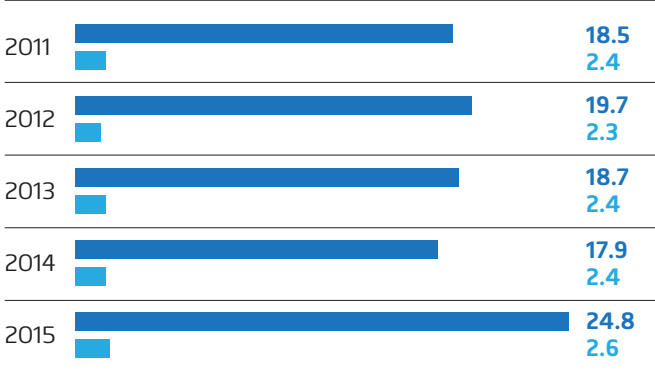
The product sales of Tüpraş in 2015 were realized as 28.7 million tons, exceeding the previous year by 6.5 million tons, due to full capacity usage and on premise sales strategies that were implemented. Domestic sales increased by 31.9%, and were realized as 22.2 million tons. Total

sales reached the level of 28.7 million tons with a 29.5% increase. The total market share of petroleum products, excluding industrial products produced by Tüpraş, was around 60%, while the market share for domestic diesel sales was realized as 45%.

Tüpraş loaded a total of 28.8 million tons, of which 27.6 million tons of crude oil and 1.2 million tons of semi-product, on its units and reached a record high with full

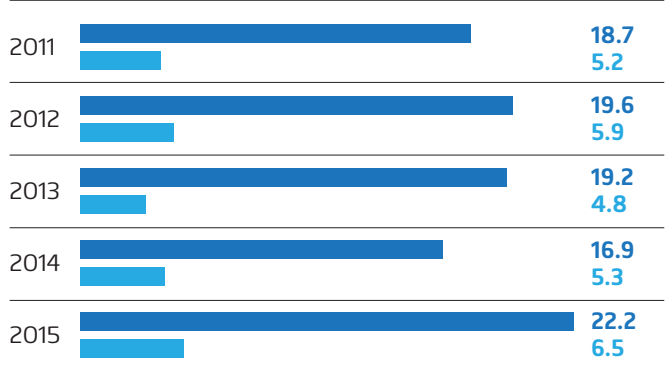
capacity usage, with the contribution of the engagement of the Residuum Upgrading Project, which started test productions in the beginning of 2015, in May, as well as the high margin environment. Despite high capacity usage, white product production was realized at the rate of 75.4% and 27.3 million tons of product was produced thanks to the efficient use of conversion units as well as the impact of the Residuum Upgrading Unit.

CRUDE OIL SUPPLY (MILLION TONS)



■ Imported ■ Domestic

NET SALES (MILLION TONS)



■ Imported ■ Domestic

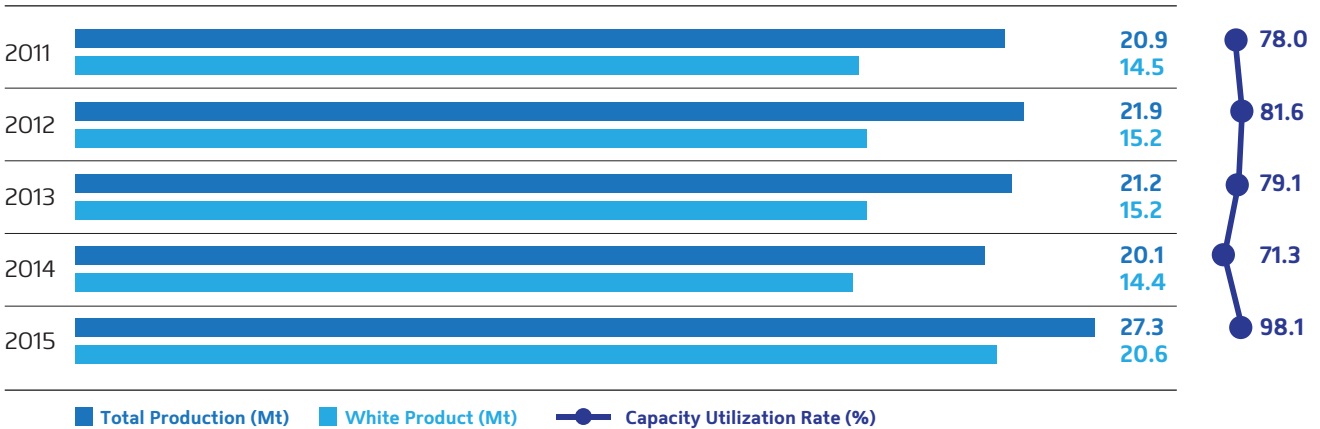
THE FUTURE OF ENERGY

Tüpraş offers the quality products it produces also to international markets, exporting demand surplus products during the domestic market's shrinkage periods. In this way, it reduces production and stock costs, constituting a natural

defense mechanism against currency risk. In 2015, Tüpraş exported 6.5 million tons of product, achieving a 25% increase as against the year 2014. Petroleum product imports also followed an upward trend, reaching the level of 3.0 million tons with a

3.4% increase. 4.4 million tons less of middle distillates were imported and 1 million tons more of gasoline was exported in comparison with the previous year, thereby contributing to the mitigation of the national current deficit.

PRODUCTION



	2011	2012	2013	2014	2015	Alteration (%) 2014-2015
Petroleum Product Imports (million tons)	4.2	4.4	3.8	2.9	3.0	6,606
Petroleum Product Exports (million tons)	5.2	5.9	4.8	5.3	6.5	5,209

THE FUTURE OF ENERGY

müşterinin kahramanı olmaya hazır mısın

İyileşik Çevre verimlilik, Objektif Açık Tarafsızlık

Müşteri odaklı yaklaşım, Hesap verimlilik, Sürekli iyileştirme

Güçlük Etkinlik, Bütünlük Adına, Dürerlik

Kaliteli ürün ve hizmet sunma anlayışı içerisinde müşteri odaklı yaklaşımı benimseyen Tüpraş, yeni bir döneme geçiyor.

Müşteri İlişkileri Eğitimlerimiz Başlıyor!

Müşteri İlişkileri Politikası

Customer Satisfaction

Offering swift and permanent solutions to the changing and developing expectations of customers is among the priorities of Tüpraş. Tüpraş works with the objective of establishing sustainable relations with its customers; in this scope, it commits to offer products and services of the highest possible quality to its customers, to continuously improve its products and services, and to treat all its customers equally and fairly. Tüpraş, which maintains its activities with the understanding of customer orientation, actualizes practices to enhance customer satisfaction and periodically assesses the level of satisfaction of. In 2015, survey questions prepared separately for

each customer group were shared with customers simultaneously. In consequence of the survey, 88.8% of customers indicated their satisfaction with Tüpraş and no negative feedbacks were received.

It is planned for filling and safety attendants to attend a large-scale training program on relation management, in line with the feedbacks received from customers as part of Customer Relations Management works in 2016. Besides, necessary works for the publication of a Customer Relations Policy within the framework of Tüpraş Integrated Management Systems were started, to constitute a basis for all customer relations activities.

R&D AND INVESTMENTS

Tüpraş conducts its R&D studies with the objective of becoming a global player in the area of refinery with a high capacity to compete, achieving operational excellence, and implementing technological innovations in all spheres of its operations. Tüpraş, which aims to contribute to our country with its operations, ceaselessly maintains its investments launched for a more prosperous Turkey.





OIL AND OIL PRODUCTS INDUSTRY FIRST PLACE

Tüpraş R&D Center was elected first in the oil and oil products industry at the "Fourth Private Sector R&D Centers Summit" organized by the Ministry of Science, Industry and Technology and attended by 215 R&D center managers, in 2015.

R&D AND INVESTMENTS

R&D STUDIES

Tüpraş, who is aware that achieving technological competence is necessary to persist within global competition and attain success, carries out its R&D studies in line with its goal of becoming a highly competitive company pioneering in innovation globally. Tüpraş R&D Center, which conducts technology and innovation process planning, charts road and risk maps, and technological action plans, aims to contribute both to its own business processes and the Turkish energy industry with each R&D project produced within the scope of these plans.

The R&D strategy of Tüpraş is based on creating projects that feed and develop each other to achieve Tüpraş Technology Roadmap targets, improve the test measurement and laboratory infrastructure, enhance the skills of R&D employees, and to become capable of developing its own technology in consequence of these steps.

The needs and suggestions of internal and external stakeholders are taken into consideration in designing all R&D projects. Within this framework, a suggestion systematic accessible to all stakeholders was constituted. All demands and suggestions received through this systematic are evaluated. The long-term expectations and needs of customers are also recorded within the scope of Tüpraş Technology Roadmap.

When conducting R&D projects, Tüpraş analyzes the compliance of products with long-term needs, industry-specific expectations and regulations, as well as the Best Available Technologies (BAT) in the refineries and the world, it researches technologies that can be implemented in the refineries in the future, as well as being developed within its body.

Strategic decisions and infrastructure development works took an important place among the studies of Tüpraş R&D

Center in the year 2015. Besides strategic steps, Tüpraş conducted 10 TEYDEB approved projects, two HORIZON2020 labeled projects, and one ARDEB 1003 approved project in 2015. In addition, four TEYDEB approved projects and two EUREKA labeled projects were successfully completed during the year.

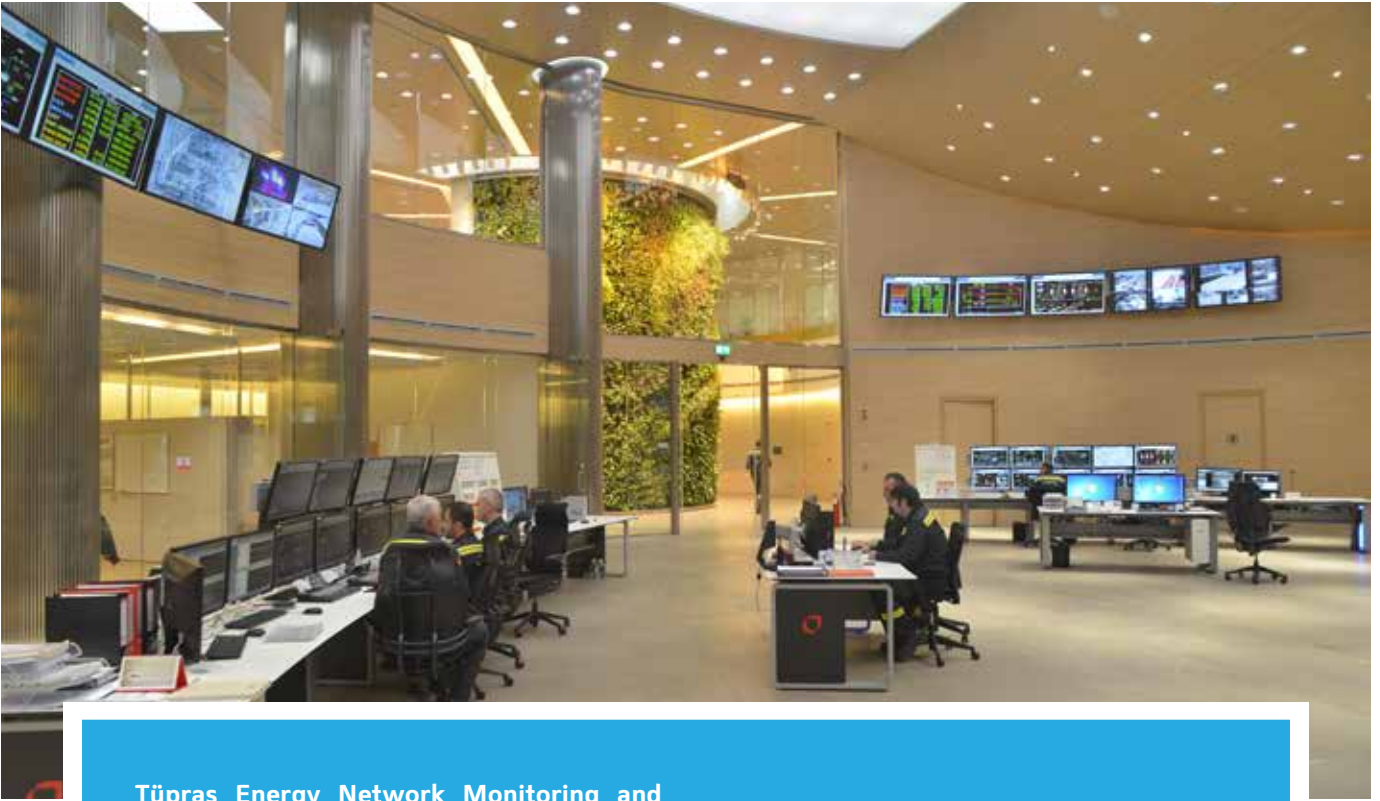
Tüpraş attaches great significance and priority to gains such as scientific publications and patents, in its R&D studies. In line with this policy, 11 national and eight international patents were applied for, while five patent applications and one industrial design were registered in 2015. Tüpraş R&D Center ranked 28th in the list of Companies with the Most Patent Applications Locally in 2014, which was disclosed by the Turkish Patent Institute in 2015. Tüpraş also published 42 international and national scientific publications, in 2015.

Project for Developing Methods for Compatibility and Stability Measurements of Crude Oils

In our day, it has become a necessity for refineries to be able to process crude oils with high sulfur/asphalt content that are cheaper than relatively lighter crude oil types, such as Brent, that contain less sulfur, in order to preserve their profitability. At this point, it is important to add crude oils in the right amount to the crude oils processed in the refinery; if a certain rate is exceeded, asphalt molecules amass causing sedi-

mentation and occlusion (incompatibility) in the equipment and lines. With this project, it is aimed to increase refinery profitability and to mitigate energy losses and additional maintenance costs that result from asphalt sedimentations, which arise when incompatible crude oils are processed together, through the identification of the maximum rates at which crude oils can be used at the refinery without experiencing incompatibility problems.

R&D AND INVESTMENTS



Tüpraş Energy Network Monitoring and Decision Support System

With the project, a decision support system, which ensures the management of operating equipment in a manner that will always meet the refinery energy demand with minimum cost and environmental impact, was developed specifically for TÜPRAŞ, in consideration of the complex energy network structure and high energy costs. This system, which was developed for the first time in Turkey, aims to increase

productivity by minimizing energy expenses, without risking the continuity of operations. In addition to improving energy costs, it will also serve to better the processes of various industries in the issues of mitigating the emission of greenhouse gases and other harmful gases, monitoring and improving water consumption.

Tüpraş, which spent around 160 million TL on R&D following the establishment of the R&D Center in 2010, was ranked 18th in the country R&D ranking disclosed in 2015, with its 31.6 million TL worth of R&D spending in 2014. The R&D expenditure of Tüpraş reached 36 million TL, in 2015.

One of the keystones of the R&D strategy of Tüpraş is university-industry collaborations. These collaborations aim to dispose the common values of Tüpraş and the country, to generalize the culture of collaboration within the company and across the sector, and to evaluate universities as a stakeholder of the R&D Center. In this regard, around

60% of R&D projects are supported by TÜBİTAK and European Union programs and various universities are collaborated with on these projects. In this scope, Tüpraş collaborated with 15 universities and institutions in the year 2015.

R&D AND INVESTMENTS

INVESTMENTS

Residuum Upgrading Facility Project

Tüpraş, who completed the Residuum Upgrading Facility Project, which is characterized as the largest one-time industrial facility investment in Turkey to date, launched 55 mid and small-scaled new investment projects that will significantly contribute to its productivity and profitability, in 2015. Tüpraş spent a total of 344 million USD on investments in the reporting period.



New Water Treatment Unit Facility

Tüpraş established a new Water Treatment Unit in its Izmit Refinery, as required by its responsibility to reduce natural resource consumption and to make efficient use of water resources, with the foresight of the risks constituted by global climate change.

Tüpraş, which makes frequent use of water both as fire water in emergencies and as process water in various stages of production processes, meets all of its process water need, as well as ensuring the recovery of municipal urban wastewaters through the project. The project, which ensures the sustainable use of resources and protects

biodiversity, is of great significance in terms of the protection of the ecosystem.

Tüpraş, which ensured the development and implementation of this technology for the recovery of urban wastewaters to be used in the refinery in consequence of the research process and feasibility studies with a pioneering approach, also realized a first for local administrations and our country's refinery industry by integrating the technology in its practices.

Tüpraş, which conducts many efficiency projects for the effective and efficient use of resources, as well as the mitigation of raw

water consumption by improving operational conditions, achieved a reduction of about 1,250 m³/hour in the amount of raw water withdrawn from natural sources. This amount is approximately equivalent to the hourly water use of a settlement of 130 thousand people.

The Project for the Recovery of Körfez Facility Urban Wastewaters to be Used as Process Water in Industry, which was developed in cooperation with Kocaeli Metropolitan Municipality ISU General Directorate, was engaged at Izmit Refinery in two stages, in November 2014 and May 2015.

R&D AND INVESTMENTS



U-7000 Crude Oil Unit Revamp Project

It is planned for the furnaces and some equipment at the unit to be renewed within the framework of the project that aims to increase the capacity of the existing Crude Oil Unit at Izmit Refinery by 33% and to ensure energy efficiency. The detailed engineering works and equipment shipping for the project whose construction and infrastructure works were initiated, are proceeding. The project is expected to be completed in 2016.

New Water Treatment Unit Facility

The project that was engaged at Izmir Refinery aims to improve the existing demineralized water system, to increase the raw water intake quality, achieve water savings, and increase the wastewater

treatment (WWT) recovery rate. Acquiring a reliable process water resource for the refinery in the mid and long-terms, improving tower and demineralized water operations, and ensuring energy efficiency will be included among the gains achieved by the project. The project, whose engineering works and groundwork on the field were completed to a large extent, is planned to be completed by 2016.

Kırıkkale Refinery Railcar Maintenance Workshop

Kırıkkale Refinery Railcar Maintenance Workshop, which is the first workshop in Turkey to be designed according to the international Railcar Maintenance & Repair Standards, will serve the fleet of Tüpraş comprising 443 railcars. As of 2015

yearend, the construction of the workshop was largely completed and the substantial completion of the building was achieved. It is aimed for the ECM (Maintenance Unit) Maintenance Function Certification, which will ensure that the responsibility of maintenance will be taken on in accordance with international railway rules, to be acquired in 2016.

Refinery Flare Gas Recovery System

The system that was formed for the recovery of products in the gases fed to the flare system is being established in three refineries. The project at Kırıkkale refinery was completed and engaged, while works are proceeding at Izmit and Izmir Refineries.

BUSINESS CONTINUITY

The business continuity of Tüpraş is of vital importance to the timely and complete supply of the petroleum products needed by the Turkish economy. Tüpraş ensures its business continuity through risk assessment, performance management systems, and continuous improvement works. In this regard, several variables such as market conditions, product demand, product portfolio efficiency projections, refinery configuration, and raw material procurement are assessed by means of various decision support mechanisms as part of the process of production planning.

Short, medium, and long-term production targets are determined in light of different probabilities and investment and operation plans necessary for achieving these targets are implemented. Practices and investments assuring the mechanical integrity and configuration development of the refineries are implemented for these plans to be safely and effectively conducted.

SYSTEMS AND STANDARDS

The uninterrupted operability of information systems is of great importance for the continuity of the activities of Tüpraş. For this reason, secure, flexible, and backed-up information infrastructures are constituted. These infrastructures are managed by information system managers with superior competences in terms of professional knowledge and experience, holding various certifications. Tüpraş constantly carries out studies aimed at improving the adaptation of business processes by associating them with one other and information flow. Within the scope of the project for updating the Integrated Management System (IMS) Policy, two one-day workshops were held, one with the participation of quality groups and another attended by other units, in the reporting period. The new policy that was prepared by using the data collected in result of the workshops was published with the approval of the General Manager.

Besides practices developed within the company, international quality and management system standards and business excellence models are adopted in order to ensure standardization in business processes, management systems, and products. Tüpraş manages all of its operations within the framework of the Integrated Management System consisting of ISO 9001 Quality Management System, ISO 14001 Environmental Management System, OHSAS 18001 Organizational Health and Safety Management System, and ISO 50001 Energy Management System; and its laboratories within the framework of ISO 17025 Standard. Besides, ISO 27001 Information Security Management System is used, which continuously analyzes threats against information assets, decides which controls will be implemented against what risk, and tracks the correct management of these controls. Tüpraş identifies and actualizes its improvement plans within the scope of the EFQM Excellence Model. While production is realized in line with standards determined by regulatory institutions, quality controls are conducted by Tüpraş laboratories affiliated with the refineries, all of which hold accreditation certificates.

In the reporting period, CE signs were obtained according to TS EN 12591 standard and TS EN 15322 standard as part

of the European Union compliance works for coating class bitumen and liquid petroleum bitumens, it was certified that production was carried out at European standards. EU conformity declarations were made into declarations of performance and published on the corporate website.

The constant control of management systems is ensured through internal and external audits realized at the Headquarter and refineries. In case any nonconformity is identified, Corrective and Preventive Actions (CPA) are initiated. In addition, Integrated Management System Internal Audits, for which Tüpraş employees are assigned as auditors, are conducted every year at the Headquarter and refineries. In this scope, process mid product and end product analyses are conducted at refinery laboratories to guarantee the production of products with the proper specifications. In the reporting period, a Quality Index, comprising document continuities, CPA and CPA action realization rates, and document update rates, was constituted and included among the performance targets of all white-collar employees.

BUSINESS CONTINUITY



DISASTER AND EMERGENCY PREPAREDNESS

At Tüpraş, disaster and emergency preparedness is managed within the framework of Emergency Management Center Standard, Tüpraş Safety Policy, Safety Management Standard; Technical Safety, Environmental, and Security Measures Standard Concerning National Marker; Search & Rescue Standard, Electronic Security Systems Procedure and in line with contemporary safety management practices and national and international safety norms.

At Tüpraş, practices and plans to be implemented against all extraordinary conditions and disasters are available and continuously improved. Tüpraş always makes a certain amount of petroleum products, determined within the framework of legal regulations, available as emergency reserve. In the refinery sector, the rationalization of product qualifications necessitates the maximization of the availability of every unit in production. In this regard, Tüpraş carries out stock and storage works in order to ensure the availability of stocks, which might endanger the technical safety integration of refineries and cause production loss in units incurring in significant financial losses, and to supply noncritical stocks

within a reasonable period to meet needs. At Tüpraş, technical safety is always emphasized in order to minimize the probable impacts of accident risks such as fire, power/water cuts, working accidents, earthquake, flood, terror, and sabotage. Technical safety and firefighting systems are equipped with latest technology product fire sprinklers, fire water pumps, firefighting towboats that fightback environmental pollution, and other equipment, serving to minimize risks that might arise from fire and natural disasters. Drills and audits are constantly carried out to ensure the safe action of employees in a probable emergency situation.

Each part of the process is systematically reviewed, dangers and problems with the existing units are identified, and suggestion lists are formed for their elimination through HAZOP works. Error/Incident Tree Analyses are conducted for probable major risks identified through HAZOP works and risk are quantitatively evaluated. Scenario modellings are realized for identified potential major accidents and incidents and intervention strategies are developed.

ASSET INTEGRITY

One of the important practices aiming at ensuring the operational reliability and continuity of Tüpraş is asset management. Thanks to the systems and processes developed in this regard, all strategic decisions are actualized uninterruptedly, with no quality or incompatibility issues, and without risking human health and environmental safety. Production is realized timely and safely, while ensuring mechanical and operational integrity.

In 2015, Process Safety Culture and Management System was brought in compliance with international regulations. In this way, the constant revision of Process Safety organization and processes was ensured, while it is aimed to achieve excellence in 15 basic issues through international compliance.

WORKPLACE CULTURE

Tüpraş works for the purpose of stabilizing its qualified workforce in global competition. It promises a fair, equal, safe and healthy working environment where employees' human rights are protected. At the same time, it contributes to improve occupational and personal competence in its employees and cares to protect the work life and private life balance. Tüpraş performs its human resources processes in accordance with international norms and legal regulations such as UNGC and OHSAS 18001. In all these processes conducted with fair, systematic and objective methods, human honor, physical and social cohesion are prioritized.

Employees take active roles in decision-making, application and performance through mechanisms such as Occupational Health and Safety Committees, Employee and Union Agencies. Performance results from human resources are continuously tracked and subjected to monitoring.

HUMAN RIGHTS

Tüpraş operates in accordance with the universal human rights as well as complying with UNGC provisions in its operations. It does not take part in human rights violations in any way and promotes the development of human rights within its

area of influence. Expecting from its suppliers and business partners to adopt the same principles, Tüpraş closely observes this approach in the establishment and continuation of business relations.

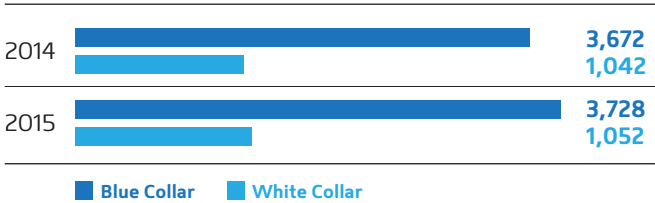
All employees at Tüpraş are free, without prior consent of the managers at work, to be a member or a founder of trade unions, non-governmental organizations (NGOs) and other various initiatives provided that they are established and organized within the framework of laws. Tüpraş has a widely accepted conception of civil society

aware of organized acting, therefore employees are supported to be part of these organizations. Given that it is one of the companies in Turkey with the highest rate of union member employees, in 2015 all blue collar workers at Tüpraş were covered by the collective bargaining agreement, and this year the general unionization rate in the company was 78%. During the reporting period, 33 Tüpraş employees took part in union management. In 2015, there were no employees with fixed-term contracts, and due to its sectorial qualities, Tüpraş does not hire part-time or seasonal employees.

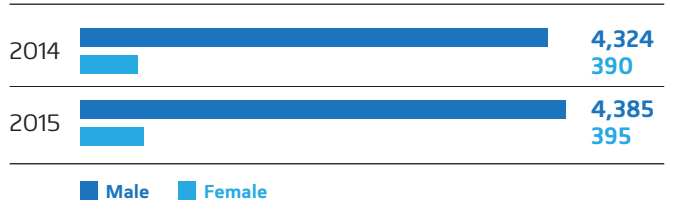


WORKPLACE CULTURE

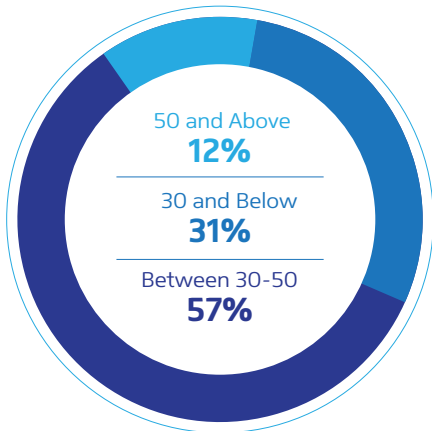
EMPLOYEES BY CATEGORY



EMPLOYEES BY GENDER



EMPLOYEES BY AGE



Tüpraş does not allow any forced or compulsory labour, child labour practices or cases reminiscent of these practices. Business partners and suppliers of Tüpraş are required to adopt these principles, and these principles are clearly stated in the contracts for procuring their services and products. In addition, suppliers are audited with visits to see if they comply with relevant principles.

All processes regarding Tüpraş employees are handled with objective criteria, fairly and equally. Regardless of gender, age,

religion, ethnicity or any other personal trait, all employees are offered equal opportunities and any discriminative practices or treatments reminiscent of discriminative nature are prevented.

Although differences may occur in certain elements such as overtime, performance bonuses and other similar benefits depending on job evaluation and grading of the employee within the company remuneration policy, all Tüpraş employees receive equal wages as long as they perform the same jobs.

Tüpraş provides vocational training and internship opportunities for women, and grants legal rights such as maternity leave in a favorably extended fashion so that women are further encouraged to participate in the refinery sector. Putting into practice the "Articles of Declaration of Equality at Work" which was signed by the Holding for the purpose of increasing the number of female employees and female managers, there are now 395 female employees at Tüpraş that is 9% of the total workforce in 2015.

WORKPLACE CULTURE

I Support Gender Equality

Tüpraş conducts projects with the theme of 2015-2017 "I Support Gender Equality" which is a division of "For My Country" responsibility project of Koç Holding. Also for 2016, Tüpraş will organize

"Knowledge Mill Seminars" with 28 volunteer instructors.

Safety and Human Rights

Within the framework of related regulations and company security procedures, private security staff who receive the required vocational trainings are responsible for the security of Tüpraş refineries and employee common areas. All security staff are required to take part in a vocational training programme, thus the company security

procedures and human rights issues are also covered before they start to work. For further development of their professional skills, knowledge and behaviour, the staff also go through regular refresher trainings. During the reporting period, 342 security staff received 5.923 man*hours of occupational training.

EMPLOYEE BENEFITS

Sector figures obtained through market research and performance results are taken as basis when determining the wages of employees. Under Tüpraş Remuneration Policy, wages received by Tüpraş employees compete with average sector wages. Since 2015, the minimum base wage for blue collar employees is 2.6 times higher than the general minimum wage while this rate is 4.1 times higher for white collar employees.

Apart from being covered by official social security system plans, all Tüpraş employees are able to benefit from the private health insurance and the optional pension plan implemented through Koç Holding Retirement Funds. Employee families can also benefit from the health insurance

program. As members of the Foundation, all non-compromised employees below the age of 35 certainly benefit from the optional retirement insurance while all compromised employees and non-compromised employees above the age of 35 can benefit from it on request. 6% of monthly wages of all employees are transferred to the Foundation, and Tüpraş also contributes to the fund with the same rate. Accordingly, Tüpraş gave 63.88 million TL for employer's contribution to the fund in 2015. For members leaving the fund or retiring, the fund either makes a lump sum payment or allocates monthly payments while also providing coverage against various risks during their membership.

All Tüpraş employees are able to benefit from houses of duty for their needs. While priority in the allocation of housing is given

to technical employees and to those having the qualifications and abilities to serve in case of unusual developments, so that they can live close to the facilities for the continuity and safety of production. Employees and their families can also benefit from "My Koç Family" Program. All Tüpraş employees are able to benefit from the products and services provided by Koç Group companies with special price advantages during their work life and retirement time. During the reporting period, the project, which was underway to make the side benefits of employees more flexible and directed for their needs, is completed and put into practice with the title, Flextra.

WORKPLACE CULTURE

EMPLOYEE DEVELOPMENT

In order to improve the occupational and personal competence of its employees through its performance evaluation, career planning, development and training practices in parallel with its requirements for a qualified workforce, to increase engagement and satisfaction of its qualified workforce, Tüpraş values employee expectations and suggestions, and develops engagement practices which enable its employees to contribute to company

management processes. Working environment and social living standards of all employees are improved in accordance with their expectations and suggestions.

Performance and Career Management

Performance evaluations of Tüpraş employees are held annually while multi-dimensional scorecard system is conducted to evaluate the performance of white collar employees. In meetings held throughout the year, objectives are set and

in meetings held at the end of the year, employees receive feedback on the outcome of their performance. Also in mid-term meetings, behavioral models and competence of employees are examined and potential fields of strength and development are identified. As for blue collar employees, objective dissemination meetings are held at refineries where senior managers provide feedback on periodical results and deliver expectations on objectives for the upcoming period.

Internal Coach Training Program

Internal Coach Training Program, launched in 2012 by Koç Holding to make coaching practices and coaching culture more widespread throughout the Group, also continued during the reporting period. In Tüpraş, the number of internal coaches increased to 10 and new internal coaches -together with

current coaches- began to give coaching support to the employees of various Group companies. In 2015, 24 employees completed their internal coaching service and at the end of the year, 16 employees began to receive coaching service.

Guidelines and newsletters were sent to department managers to start their talent management process in 2015. Each department manager received personalized trainings to identify potential employees for their departments. Recently updated in 2014, all critical roles in the company were re-evaluated by department managers and substitute employees were selected for these roles. Therefore, a database for Human Resources Planning and to assign substitutes was obtained. Potentials of employees are clarified on the basis of

refinery by consolidating results received from all departments. This project goal is to utilize human resources efficiently and correctly as well as being a guideline for promotion and assignments.

Studies were also initiated for the management of Human Resources Planning and Energetic System of Talent Management Process. Additionally, a Development Module on Energetic System for the purpose of guiding feedback processes is underway. In this direction, employee

development-oriented meetings will be organized with participation of both managers and employees. With this module, the goal of Tüpraş is to deliver its employees development suggestions for those competencies they want to improve within provided Tüpraş competency sets and do the follow-up on their own processes.

WORKPLACE CULTURE

Professional and Personal Development

Tüpraş gives great importance to occupational and personal development of its employees. Through various training programs, it supports the development of its employees who have a great role in increasing the competition force of the sector. Trainings that begin with hiring and periodical orientations also include personalized trainings on all employee's work process and career planning. Trainings are organized with the principle of giving equal opportunities to all employees. Essential technical competencies of employees are identified and trainings are designed in accordance with their needs.

Each year, more than 100 employees participate in leadership training programs which aim to strengthen leadership competencies of employees. When they complete their first year, employees receive trainings on topics such as knowing oneself, communication and team skills. Therefore, employees are prepared for leadership positions through team and work management trainings.

Training outline for the cultural exchange project which targets to form and strengthen co-working culture was completed in 2015 and the trainings took start. In this 2 year project, each employee will join the training 3 times. Also "Being the Hero of the Client" themed general training program which began in 2015 aims to develop awareness and competency in employees who engage with clients.

Thanks to the agreements made with various universities, several master's

programs are made available to provide expertise to the sector. While Tüpraş employees receive a master's degree education as an extension of their career programs, those students who wish to continue their academic learning are also welcome to benefit from those programs. Participation to master's degree and MBA programs are financially supported by Tüpraş.

During the reporting period, 22.308 employees got 234.311 man*hours of training. In average each blue collar employee got 37 and each white collar employee got 95.3 hours of training, and the average training hours for the whole company is 49.7. Also in average, male employees received 47 hours and female employees received 80 hours of training possibilities.

Employee Engagement

Tüpraş has a participatory management approach which allows to evaluate ideas and suggestions of employees. In this direction, employee opinions on company management in a wide scope of topics such as target distribution meetings, OHS committee meetings, suggestion systems, surveys, collective agreements and activities of social facility clubs are considered and evaluated in process improvement practices. One of these tools, Recognition, Appreciation and Rewarding System (RARS) increases employee motivation and commitment by highlighting their successes, behaviors and efforts which contribute to the goals of the company. Also Refined Suggestions System (RSS) enables employees to deliver their views and

suggestions on business processes and practices, and therefore supports their creativity.

Tüpraş implements satisfaction and commitment surveys in order to collect and evaluate employee opinions on their work environments and applies continuous advancements. As a result of the survey conducted in 2015, the satisfaction and engagement rate in Tüpraş was measured as 50%. Tüpraş aims to maximize areas of sharing and communication for blue collar and white collar employees for increasing employee satisfaction and commitment.

Tüpraş expects its employees to be individuals who have a responsible, active social life and are sensitive for their community's development. Thus, Tüpraş employees get organized for their community's development and hold diverse activities in various fields from environment, education, sports to culture-arts and social responsibilities and Tüpraş supports these initiatives of its employees. Also, employees are organized at four refineries under Social Activities Clubs. The corporate communications department guide employees to organize activities which allows them to transform their personal abilities into benefit of society and to provide income for non-governmental organizations. As a result, 271 Tüpraş employees voluntarily participated in social development activities in 2015. Thanks to the support given by the local community, business partners and suppliers for these practices, total number of volunteers rose to 784.

WORKPLACE CULTURE



EDUCATION

2015

Number of Participants

22,308

Category

Blue Collar	15,178
White Collar	7,130

Gender

Female	2,306
Male	20,002

Total Training Hours (man*hours)

234,311

Category

Blue Collar	135,997
White Collar	98,314

Gender

Female	31,095
Male	203,216

Average Training Hours Per Employee

49.7

Category

Blue Collar	37.0
White Collar	95.3

Gender

Female	79.9
Male	47.0

The Most Successful Koç Members

Tüpraş employees were granted award in 2015 in the Most Successful Koç Members Competition carried out in order to revealing and sharing the best practices to inspire employees. Tüpraş joined the pre-evaluation with 9 projects, and 4 of these

projects were selected for the finals. Support for the Maintenance Activities in Planned Stand Program Project of Refinery Search and Rescue Team conducted in İzmir Refinery won the 1st rank in the category of "Collaborators".

OCCUPATIONAL HEALTH AND SAFETY

Health and safety of all Tüpraş employees and stakeholders on operation sites are ensured by high-level safety measures. The topic of occupational health and safety (OHS) is handled within the frame of Tüpraş Integrated Management System and HSE Policies. Health and safety processes on all Tüpraş operation sites are managed in accordance to OHSAS 18001 Standard, and OHSAS 18001 Certification is renewed periodically through independent inspections.

Out of the 35 members taking part in 5 Health and Safety Committees at Tüpraş, 10 of them are employee representatives. While this number shows the legal power to cast votes, nearly 90 people participate in the committees. Apart from full members, participants also consist of Occupational Health and Safety officials from contractor companies, all unit managers and representatives from units.

To increase their knowledge, awareness and readiness of occupational safety,

Tüpraş organizes trainings for company employees and contractor company employees included in targets of accident severity and frequency. During the reporting period, 19,918 participants received 104,091 man*hours of training on occupational health and safety.

The main purpose of Occupational Health and Safety System is to prevent occupational accidents and diseases by using proactive approaches. In 2015, the efforts to bring OHS performance to higher levels

have continued. In this direction, the business permission system was examined and revised to minimize all standard systematic errors and incident risks. 12 training modules were prepared and given to the individuals who have duties in business permission.

OCCUPATIONAL HEALTH AND SAFETY TRAININGS

2015

Number of Participants - Tüpraş Employees	4,359
Number of Participants - Business Partner Employees	15,559
Hours of Training - Tüpraş Employees (man*hours)	63,596
Hours of Training - Business Partner Employees (man*hours)	40,495

OCCUPATIONAL SAFETY

By managing occupational health and safety processes with an approach of effective risk assessment and continuous learning, Tüpraş reduces occupational safety risks and increase the level of measures taken against potential risks. Safety risks are eliminated by adopting many internationally recognized corporate standards, risk assessment systems and working procedures such as Risk Assessment Table (RAT), Hazard and Effects Management Process (HEMP), Incident Classification, Research and Reporting

(ICRR), Contractor-HSE Management System, Tüpraş Tracking System (TTS). In case an incident occurs despite the measures already taken, the practices for analyzing and learning are implemented to prevent any similar incidents from happening in the future.

"Couldn't We Prevent These Accidents?" meetings are held monthly for all Tüpraş employees and contractor employees. In these meetings, accidents and incidents are shared and evaluated. Refinery units inform employees with a weekly "Safety

speech". In these speeches, accidents and incidents that occurred in Tüpraş or in the world are shown and employees are informed about health and safety topics. Within the scope of "Visible Leadership", Tüpraş managers participate in behavior-oriented safety tours. This practice aims to increase awareness for general safety, to monitor field applications for safety standards, to correct unsafe behaviors and to minimize accident potentials.

OCCUPATIONAL HEALTH AND SAFETY

Tüpraş performs improvement studies to prevent accidents by applying necessary precautions and aims to build a better future by taking lessons and learning from past experiences. In this direction, Process Safety Practices that started in 2014 for

detection, comprehension and control of process dangers to prevent big industrial accidents such as fires, explosions, poisonous material emissions, continued in 2015. For these safety practices, all OHS and Process Safety incidents are reviewed in

categories of accident, small incident, fire, environmental pollution, unsafe situation and nearly-missed accident from the reports of four refineries and significant issues have been listed.

	2011	2012	2013	2014	2015
Accident Frequency Rate	2.2	1.5	1.1	1.6	2.5
Accident Severity Rate	83	289	26	308	315
Fatalities	0	1	0	2	1

OCCUPATIONAL HEALTH

Tüpraş is a firm believer that sustainable development and continuity of work are only possible with a healthy workplace and environment, therefore it works to protect employees from occupational and general diseases. In this direction, Tüpraş offers periodic check-ups to employees and takes preventive measures featuring constant health services as well as vaccination

studies. Thanks to the measures taken, no occupational diseases were reported neither among Tüpraş nor contractor company employees.

To identify possible health risks in workplaces, Health Risk Assessments (HRA) were held in all refineries. Throughout the assessments, field-based chemical, physical, biological, ergonomic and psycho-

logical dangers were examined in detail. In 2015, Health Risk Assessments Team received an updated training. Besides the training activities for the protection of employee health, employees are additionally informed about healthy life and preventive measures. Employee families as well as contractor company employees can also benefit from these trainings.

ENERGY AND CLIMATE

Due to the constant increase in energy needs and the negative effects of climate change on human health and ecosystems, companies must take on a more responsible approach for the climate. The refinery sector also holds a great deal of responsibilities on this topic. Tüpraş acts in awareness of environmental, social and economic risks that resulted from increasing energy consumption and the climate change. Tüpraş is working to meet its responsibilities to supply for the energy demand and to face the climate change problem.



ENERGY MANAGEMENT

In refinery sector, production takes place in dense energy processes and thus, results in high energy consumption and emission levels. Amounts of energy and emissions are directly influenced by the changes in the amounts of refined crude oil.

When compared to 2014, the amount of crude oil refined by Tüpraş increased 37% in 2015. Despite this high increase, Tüpraş succeeded to limit its energy consumption by %13 as a result of the outcomes of applied energy efficiency studies. In the reporting period, total energy consumption amounted to 76.062 TJ of which 75,678 TJ is direct and 384 TJ is indirect consump-

tion; Solomon Energy Intensity Index (EII) value is dropped from 101.6 to 99.3.

Land transportation accounts for the largest stake in logistics of Tüpraş fuel products between refineries and sales terminals. Land transportation is mainly preferred to provide for urgent refinery demands and due to the insufficiency of railroads that are currently under maintenance. On the other side, Tüpraş moved its logistic choices to railroad transportation because it is a more cost-efficient and safer transportation method compared to land transportation, and moreover it helps reducing energy consumption and emission generation. When wagons were purchased

under RUP project, the amount of wagon parks reached 491. In railroad transportation, block train system is applied, except Kırıkkale-Mersin areas for traffic safety.

When railroad modernization works were completed, the amount of products transported by railroad have significantly increased in 2015. Whereas railroad transportation corresponded to 8% of the logistic operations in 2014, it showed an increase up to 23% in 2015 and 920,496 tons of product were transported by railroads.

ENERGY AND CLIMATE

ENERGY CONSUMPTION PER REFINED CRUDE OIL (GJ/TON)

2011	3.39
2012	3.21
2013	3.21
2014	3.35
2015	3.26

TÜPRAŞ EII PERFORMANCE

2011	105.4
2012	105.3
2013	102.1
2014	101.6
2015	99.3

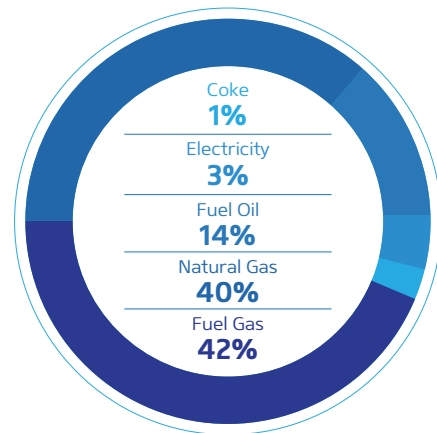
ENERGY EFFICIENCY PROJECTS

By increasing efficiency while supplying Turkey's need for oil products and minimizing costs, Tüpraş aims to carry operational perfection in every field to the highest level. With energy efficiency projects, Tüpraş prevents energy loss without losing quality and performance, and

thus minimizes the amount of consumed energy. Tüpraş has a goal to be one of the lowest emission refineries in Europe. In this direction, advanced technologies and programs to save energy throughout the world are followed continuously.

In the reporting period, Tüpraş materi-

ENERGY USE BY SOURCE (%)



alised 21 energy efficiency projects that are focused on opting for energy efficient equipments in business processes, process improvements and energy loss prevention. As a result of these projects, energy consumption was reduced by 1,031 TJ and 71,744 ton of CO₂e were saved from greenhouse gas emissions.

	Number of Projects	Energy Savings (TJ)	Emission Savings (ton CO ₂ e)
2011	92	3.053	316.955
2012	97	5.255	348.173
2013	40	2.841	189.019
2014	22	1.772	126.442
2015	21	1.031	71.744

ENERGY AND CLIMATE

Online/Offline Cleaning Applications in Furnaces and Boilers

With online cleaning applications, the wastes accumulated on the furnace tubes can be cleaned while the unit is on and without any margin losses. In 2015, 8 process furnaces in Izmit Refinery and 4 in Izmir Refinery were cleaned. Also, offline cleaning was applied to 1 boiler in Izmir Refinery and 2 in Kırıkkale Refinery. In 2015, thanks to these applications, we saved 47,257 Gcal/year oil in furnaces and boilers.

Cancellation Project of Izmir Refinery Turbogenerator Condense Level

In the scope of Energy Road Map studies, the refinery will receive a new gas turbine and a waste heat boiler. In this direction, we continue our modernization studies in TG-4 turbine to optimize refinery electricity and steam balance by decreasing the number of turbo generators that keep Power Central boilers on. Low efficiency condense level is cancelled and co-generation efficiency is increased. Thus, 36,261 Gcal/year energy was saved.

Burner and FD Fan Modifications Project in Izmit Refinery Platformer Furnaces

In this project realized in Izmit Refinery, we renewed the burners of 4 furnaces which heat the reactor inflows at Plant-36 Platformer Unit and by installing FD fans in air suction, furnaces have been turned into forced draught furnaces. With this project, 18,573 Gcal/year energy was saved in 2015.

Kırıkkale Refinery DHP Unit Exchangers' Chemical Cleaning Project

In Kırıkkale Refinery, Pt-1650 DHP Unit reactor front heater exchangers were chemically cleaned. As these exchangers work in high pressure, this chemical cleaning prevents the risk that might be caused by mechanical cleaning. With this project, 14,065 Gcal/year energy was saved in 2015.

ENERGY AND CLIMATE



CLIMATE CHANGE

Environmental, financial and social risks caused by climate change bring important responsibilities for the refinery sector. Increasing global emission amounts demand refinery companies to utilize climate-friendly technologies in their production and product portfolio. To take these steps early will make it easier to benefit from the opportunities that come with the low carbon economy.

Tüpraş measures environmental impact of all current operations and production processes, analyses greenhouse gas emissions and their negative impacts on environment with a development-oriented

approach by sectorial comparisons, utilizes activities and investments on struggling with climate change as cost-increasing elements, turns them into projects and start these projects immediately. Aware of its responsibilities, Tüpraş conducts energy efficiency studies to reduce greenhouse gas emissions deriving from production processes, implements environmental-friendly technologies and methods to reduce greenhouse gas emissions deriving from operational processes, and invests in product specifications along with R&D studies to reduce greenhouse gas emissions deriving from consumption processes. Tüpraş follows domestic and international developments on climate change closely.

In this direction, it participates in meetings and seminars organized by the Ministry of Environment and Urbanization, official authorities, non-governmental organizations and EU studies.

Tüpraş paid attention to domestic and international developments in 2015, calculated greenhouse gas emissions and is working to reduce them. Thanks to the improvement studies in 2015, greenhouse gas emissions were reduced to 71.7 thousand tons CO₂. Total reduction since 2008 reached 2.0 million ton CO₂.

ENVIRONMENTAL MANAGEMENT

While supplying for the oil demand of the country, Tüpraş also works to improve the quality of life of future generations by minimizing environmental impacts. It's goal is to be a leading company by decreasing negative environmental impacts with the best technological solutions. In this respect, it keeps an approach which includes source efficiency with a focus on environmental management, decreasing emissions, waste and other environmental impacts of production processes and keeping up with legal regulations.



1st Prize in European Union Environmental Awards

Tüpraş won the 1st Prize in Process Category at the European Union Environmental Awards Turkey Program which was organized in collaboration with Regional Environment Cent

(REC) and Turkey's Union of Chambers and Stock Markets. The prize was granted to the Using Membrane Deaerated Cold Boiler Feed Water For Energy Recovery Project.

Environmental Directorate is responsible for the environmental management policy of Tüpraş. Energy Management Directorate is responsible for the issues about energy management that are of critical sectorial significance. In the refineries, environmental management is performed by Environmental Management Units and Energy Managers.

Environmental management of Tüpraş rests on systems based on risk analysis and

it is founded by domestic and international standards. Moreover, environmental practices and performances of Tüpraş are subjected to audits carried out by the Ministry of Environment and Urbanization, authorized institutions and independent organizations, as well as Koç Group Environmental Supervision. The results obtained are crosschecked and evaluated by many institutions within and outside the company.

All Tüpraş operation facilities comply with the integrated management systems such as ISO14001 Environmental Management System Standard and ISO 50001 Energy Management System Standard. For the monitoring of energy consumption and greenhouse gas emissions within the essential environmental impact area of the company, all facilities use common calculation criteria.

ENVIRONMENTAL MANAGEMENT



WATER MANAGEMENT

Tüpraş adopts a responsible approach in usage of water, an element which is essential to all its operations. By efficiency and recycling practices, it aims to decrease the usage of fresh water and the amount of waste water. It performs studies to improve the quality of the discharged water to a level even higher than the norms quoted by regulations. Thanks to these studies, on one side operational efficiency is increased, and on the other, operations are held without any negative impacts on water resources and biodiversity of the source area.

In parallel to the significant increase in the

amount of production, during the reporting period water consumption increased and total water consumption has been 25.7 million m³. On the other hand, water consumption per crude oil refined fell to 22.2% and was 0.7 m³/ton. In 2015, 74% of water consumption was from surface sources and 22% of it from municipal sources. The remaining 4% is acquired from other sources and during the reporting period underground water was not used. Water recycling continued in 2015 as it did in other years. As a result of the studies, 17.3 million m³ water was recycled and 40% of the amount of water used in Tüpraş activities were recycled water.

Water recovery is the most essential practice for limiting fresh water consumption values. Introduction of new practices and investments in wastewater treatment facilities play a significant role in enhancing water recovery performance. As a result of these studies, the amount of water to be reused in production increases while the discharged wastewater boasts a level of pollution load much lower than the limit values defined by the regulations before it is discharged to the receiving environment. During the reporting period, Tüpraş refineries discharged 11.3 million m³ of wastewater to receiving environments in line with the limit values set by the legal regulations.

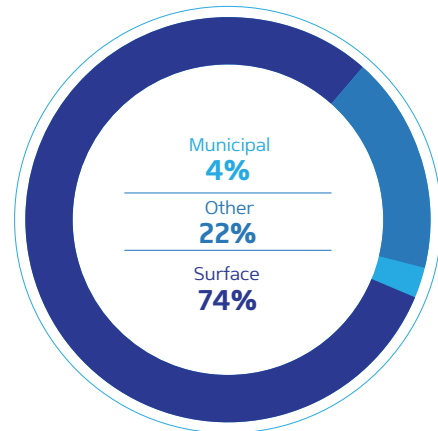
WATER CONSUMPTION PER REFINED CRUDE OIL (M³/TON)

2011		0.9
2012		1.0
2013		0.9
2014		0.9
2015		0.7

RECOVERED WATER CONSUMPTION RATE (%)

2011		37.1
2012		32.2
2013		36.3
2014		40.7
2015		40.1

WATER USAGE BY SOURCE



ENVIRONMENTAL MANAGEMENT



WASTE MANAGEMENT

As far as solid waste management is concerned, the principle of Tüpraş is to reduce the amount of waste generated, then recycle the waste after separating at the source while disposing of the waste that cannot be recovered through licensed companies in line with proper methods. Waste management is operated under domestic regulations that are followed from Tüpraş portal. From generation of waste to its elimination, all controls are handled by related laws within Waste Management Program.

Hazardous waste is stocked in the temporary hazardous waste fields and non-hazardous wastes are stocked in the general waste fields. As a result of its operations in 2015, the total amount of waste generated improved by 77% in comparison to the previous year and turned out to be 25,538 tons. 14,192 tons of the total

amount were hazardous waste, while 11,346 tons were non-hazardous waste. The waste generated was then recovered for up to 70% and the waste that could not be recovered was disposed of through licensed companies in line with the norms and methods quoted by the legal regulations.

WASTE RECOVERY RATE (%)

2011	81
2012	72
2013	76.7
2014	35.3
2015	69.7

BIODIVERSITY AND ENVIRONMENTAL PROTECTION

Tüpraş researches the potential negative impacts of its activities on natural areas and species, and develops caution systems against these potential risks. Therefore, environmental impacts are continuously measured and controlled at all times. In line with risk-based methods, response plans are drawn up and regular drills are organized to ensure preparations in case of emergency.

Tüpraş production plants are established on locations designated suitable for industrial production. Moreover, the physical impact area of those plants does not include protected natural areas, special environmental areas, wetlands identified by laws or areas protected by RAMSAR (Convention on Wetlands of International Importance). While taking physical investment decisions, special

attention is paid to keep away from areas with special status. Thanks to the responsible environmental approach adopted and the efficient environmental practices implemented, Tüpraş operations did not cause any significant negative impacts on neither the natural environment nor the living populations during the reporting period.

Tüpraş prevents waste with recycling studies in production processes, makes contributions to increase environmental awareness by environmental trainings and helps to increase biodiversity by forestation projects, also strives to reduce environmental impact of its products through studies on product specifications and R&D.

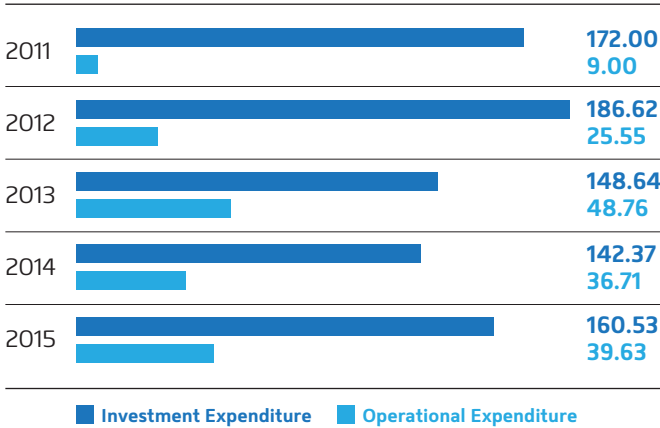
Environmental Trainings and Investments

For Tüpraş, environmental trainings are one of the most important elements of environmental management system. Tüpraş organizes annual environmental trainings to increase environmental awareness of its business partners and society. In this direction, 16,778 participants received 17,787 man*hours of environmental training.

Tüpraş spares significant amount of financial resources annually for environmental investments. In this respect, during the reporting period, total environmental spending of Tüpraş amounted to 163.53 million TL while 39.63 million TL of that amount was investment costs and the remaining 200 million TL was operating costs.

ENVIRONMENTAL MANAGEMENT

ENVIRONMENTAL EXPENDITURE (MILLION TL)



Employees

Number of Participants	4,428
Man*Hour	7,438

Business Partners

Number of Participants	11,945
Man*Hour	10,121

Community

Number of Participants	405
Man*Hour	228

Forestation Studies

Tüpraş undertakes forestation studies to contribute to the development of natural life. An important amount of forestland is created as a result of these studies. In the reporting period, 223 saplings were planted in nature and 75 tons of CO₂

emissions were reduced.

Within the scope of forestation studies and "Putting Back the Oxygen We Consume" Project since 2008, a sapling is planted for each guest who stays at Kırıkkale Refinery Social Facilities. In this qualified sustainable project, which started with the idea that

the most efficient way to give back the oxygen we consume is by planting trees, 185 saplings were planted in 2015. Therefore, the total amount of saplings planted since 2008 reached 5,262.

	2011	2012	2013	2014	2015
Number of Saplings Planted	14,158	8,836	6,635	1,460	223
Reduction in CO ₂ e Emissions (ton) ¹	4,672	2,916	2,191	482	75

¹The calculations are based on the TEMA Foundation Karbonmetre Software accepting that 0.33 tons of emission is offset by every tree planted www.tema.org.tr

ECONOMIC AREA OF INFLUENCE

With its local supply chains, occupational training programs for its business partners and students, and its tax revenue, Tüpraş directly and indirectly contributes to Turkey's economy and creates a wide economic area of influence.

SUPPLY CHAIN PRACTICES

Tüpraş continues to create added value in the country's economy thanks to its wide value chain including thousands of suppliers. The number of employees recruited by companies acting as business partners of Tüpraş reached 613, and they also took part in Tüpraş operations.

Selection of suppliers is focused on local suppliers who can sustain necessary norms. During the reporting period, Tüpraş paid its 2,238 active suppliers 1,573 million TL in total for procurement. File basis procurements were 81.7% and in total 72.1% from local suppliers. Local producers making special production for Tüpraş accounted for 3.3% of the supply operations on file basis and 3.8% on total amount basis.

Considering its suppliers as an indispensable part of the value chain it creates, Tüpraş gives importance to establishing a close and fair form of communication with them. For that purpose, Tüpraş organizes acquaintance meetings for suppliers in addition to the meetings organized at the refineries to inform them about the products at related refinery units or about the latest developments in their areas of operation. What is more, Tüpraş organizes occupational trainings to assist suppliers in

OCCUPATIONAL TRAINING

Tüpraş indirectly contributes to national economy with its support for occupational training. In the reporting period, it continued to support the occupational training of business partner employees, high school and university employees. In this respect, while 1,966 people benefited from occupational training programs, 629 university

students had the opportunity to do internship in Tüpraş.

developing their occupational skills, conducts on-site inspections to examine working conditions and therefore supports its suppliers in their efforts to reach identical norms implemented by Tüpraş. In 2015, 196 suppliers were inspected and they received 10.121 man*hours of trainings. Tüpraş seeks to fully meet mutual expectations in its business relations with the suppliers and heads to create the highest supplier satisfaction. In this direction, it aims to measure satisfaction levels of suppliers and strengthen the relationships by the annually organized Supplier Satisfaction Survey. As a result of this survey which was held during the reporting period, 95.8% of suppliers expressed their satisfaction about the relations established.

Tüpraş creates various applications to improve supplier chain practices. "Tüpraş Supplier Portal", which has been designed to offer an easier, faster and more efficient communication to suppliers, started to be used in 2015. This portal which is an information, application, news, measurement and reporting resource for suppliers also published documents such as Tüpraş Supplier Management Policy and Tüpraş Supplier Principles.

A survey structure has been prepared and it is on a test-run for receiving supplier applications from the supplier portal. Tüpraş aims to set fair and objective evaluations for all suppliers' applications who accept the formerly declared standards, principles and conditions, and to include these suppliers in supply processes.

Supply Operations by Source

2015

	Number of Files	Total Amount (Million TL)
Domestic	10,368	1,122
Imported	1,903	439
Local Production	421	12
Total	12,692	1,573

students had the opportunity to do internship in Tüpraş.

Project for Improving Vocational Education and Training System (MEGEP)

Signed within the scope of the Tüpraş Technical Education Program between Tüpraş and the Ministry of National Education in 2007, this protocol involves cooper-

ation to train technical staff in Refinery and Process branches in the field of Chemistry Technology. Tüpraş takes part by building the necessary educational environment, supplying materials and forming the educational staff, and it continued its MEGEP projects in the reporting period too.

ECONOMIC AREA OF INFLUENCE



In Izmir Refinery, 12th and 13th grade students of Körfez Technical Industry Vocational High School Machinery Maintenance and Repair Branch continued their internships. Due to the modules in their schools, students sometimes come to the field and learn about machinery maintenance and refinery processes. Also 8 students from 11th grade of Izmir Technical Industry Vocational High School Refinery and Petrochemistry branch visited the refinery for fieldwork and got education in topics related to their departments. In Kırıkkale Refinery, 8 students from 11th grade of Hacı Hidayet Doğruer Multi-Program High School got 2 days of education every week. Students who are supported by employees according to their curriculum, had an opportunity to make observations in the field. In Izmir Refinery, 9 students and 1 teacher from Kırıkkale Hacı Hidayet Doğruer Multi-Program High

School received technical education for a week.

Since 2013, Technical High School Coaches Project in collaboration with "Private Sector Volunteers Association" is organized for MEGEP Technical Education Students. From the beginning of the project, nearly 900 volunteers have completed their 2 day Coaching Skills and Application Modules education and started to apply the program. In frame of this program, companies are matched with technical high schools based on location

and branches, after students make applications 10-12 person groups are formed and these groups are brought together with volunteer coaches in a period of 2 years. In this direction in 2015, personal development presentations and museum visit with the guidance of volunteer coaches were organized for 13 students from 11th grade of Izmir Refinery Körfez Technical Industry Vocational High School Machinery Maintenance and Repair Branch, 8 11th grade students from Izmir Technical Industry Vocational High School Refinery and Petrochemistry Branch.

Number of students reached through vocational training projects

2015

Number of Students Attended Vocational Training	1,966
Total Number of Interns (High School)	380
Total Number of Interns (University)	629

Tax Policy

The most significant contribution of Tüpraş to national economy is tax payments. Direct and indirect tax revenues from Tüpraş operations constitute a significant part of the total tax revenue collected by the Turkish state. In the reporting period, Tüpraş contributed to Turkish economy with 32 million TL through taxes and similar liability payments. Total tax paid by Tüpraş consists 7.79% of the total tax revenues in Turkey in 2015.

	2011	2012	2013	2014	2015
Tax and Similar Liability Payments (million TL)	24,147	26,643	28,607	23,433	31,916
Share of Payments in Turkish Central Administration Revenues (%)	8.16	8.01	7.35	5.5	6.6
Share of Payments in Total Tax Revenue of Turkey (%)	9.47	9.52	8.74	6.62	7.79

SOCIAL DEVELOPMENT

Tüpraş organizes social development projects with the principles of being a citizen and focuses on enhancing the quality of social life and increasing the sustainable development of the social wealth on its operation regions. Through its projects for education, environment, culture-arts and sports Tüpraş accomplishes its social responsibility.



Tüpraş makes periodical surveys to measure its perception and status among various stakeholders. Suppliers were also taken into consideration for the 2015 survey and 1.380 people were interviewed in 15 stakeholder groups. The results obtained from this survey guide the planning of other social projects.

Besides social projects, Tüpraş supports other initiatives and projects financially and operationally, and contributes to institutions in targeted areas through donations and sponsorship. In the reporting period, 17.3 million TL worth of funds were transferred to 79 donation and sponsorship activities.



SOCIAL DEVELOPMENT



SUPPORT FOR EDUCATION

8th Batman April 23rd Children's Festival

8th traditional "Tüpraş April 23rd Batman Children's Festival" took place in May 9th with participation of 1.750 children. Children from central schools of Batman and Educational Volunteers of Turkey Foundation (TEGV) 50th year Division joined the festival which was organised by Batman Governor's Office in collaboration with the Provincial Directorate of National Education. This year in the festival, a group of students and their teachers from Şırnak's İdil Town, Kaşıkçı village were also accommodated. 50 Tüpraş employees and 14 volunteers from Volunteers of Society Foundation Diyarbakır Branch, 16 volunteers from Batman Branch, 20 volunteers from TEGV 50th Year Division and 75 teachers, in total 125 volunteers, guided children in groups. So far, in these festivals, from the year 2008, 18,250 children were reached.

Firefly Project Sponsorship

TEGV Firefly Education Program was launched to create a proper environment for the development of various skills and emotions in children such as self-confidence, self-expression, creativity and empathy, as well as teaching them sensitivity for environment, children's rights, hygiene and citizenship values. Tüpraş continues to give support and be the sponsor of 5 Mobile Learning Units of the Firefly Project since 2008. In 2015, Firefly Mobile Units reached 10,689 children in 8 cities. From the year 2008 when we became part of the project for the first time, mobile units reached 107,026 children in total.

Zeyrek Educational Branch Development Project

In Koç Academy Leader Development Training Programs to increase competency in Koç Group employees, 4 of our employees representing Tüpraş initiated a campaign and restored Zeyrek Educational Branch. Thanks to the support of Tüpraş employees for "Zeyrek Educational Branch Development Project" campaign, the building with a science and technology room, library, two event halls and office space have been repaired, painted and restored.

SOCIAL DEVELOPMENT



Tüpraş Ran in Runatolia Marathon for the Benefit of Youth

31 Tüpraş employees who said "We don't have the luxury to stop, Run for the benefit of youth" ran in Runatolia Marathon. Simultaneously, the amount which was collected from the campaign organized in the company, was donated to Community Volunteers Foundation of Turkey which supports young people's social responsibility volunteering projects.

We are Collecting Books for Children

In order to improve reading habits in children, employees collected books from the General Directorate and other refineries and volunteers distributed these books to schools in Batman where children are in-need of better educational tools. Also, reading days held by Tüpraş volunteers support children to keep reading as a permanent habit. In 2015, 600 books were delivered to high schools and primary schools, and the total amount of books donated since 2013 have reached 6,600.

April 23rd International Children's Festival "Super Children Circus" Sponsorship

Held for the 4th time between the dates of 23-26 April, "Super Children Circus" show by "23rd April International Children Festival Education and Entertainment Fair" was sponsored by Tüpraş. 1,100 children from 44 countries joined this festival in the last 4 years.



SEK Izmit Theatre Club was on Stage for the Benefit of Community Volunteers Foundation

Our Tüpraş Izmit Refinery SEK Theatre Club staged "The Visit" written by Friedrich Dürrenmatt, adapted by Sevil Onaran and directed by Aydın Sigalı. The revenue of the first performance was donated to the Community Volunteers of Turkey in 2015. 550 people watched the play which was organized by SEK Izmit Theatre Club in collaboration with "We don't have the luxury to stop, Run for the benefit of youth" corporate responsibility project team.

SOCIAL DEVELOPMENT



Koç University Scholarship Programs

In order to support studies and development of social sciences in Turkey, Tüpraş continued to give its support to Koç University Social Sciences Honorary Scholarship Program in 2015 too. In the project, 8 students continue their doctoral education with the scholarships given by Tüpraş for Archeology and Art History, International Relations, Psychology and Design, Society, Technology departments.

As for the Anatolian Scholars Program, Tüpraş continued for its support in 2015 too. This is a program which offers equal educational scholarship opportunities to young people throughout the country. With the academic year of 2015-16, there is 2 more students from Kocaeli and Karabük who will be educated in Finance and Machinery Engineering departments. By year 2015, 8 students continue their education at Koç University with the support of Tüpraş.

Izmir Refinery Technical Tours

In 2015, 270 students from Izmir High Technology Institute Chemistry Engineering, Dokuz Eylül University Science Faculty Chemistry Engineering, Maltepe Military High School and Ege University Engineering Club joined technical tours in our Izmir Refinery. These tours aim to inform students about the refinery sector and contribute to their vocational development.



Prevent Accidents!

Tüpraş Izmir Refinery distributed "Prevent Accidents!" leaflets to inform Tüpraş employees and their families about household accidents. This activity was organized in the framework of Safety and Environment Week with the collaboration of Technical Safety and Environment Directorate.



Community Volunteers Foundation Key Trainings

In 2015, Community Volunteers Foundation Key Trainings were given by trainers of Community Volunteers Foundation. The topics were "Volunteering and Civil Society", "Project Management" and "Team Work and Communication". 19 Tüpraş employees joined these trainings that focuses on responsibility projects, management and project development and application, communicating with NGOs.

SOCIAL DEVELOPMENT



SUPPORT FOR ARTS AND CULTURE

Young Musicians on World Stages

Tüpraş project "Young Musicians on World Stages" continued in collaboration with our international pianists Güher-Süher Pekinel in 2015. This project supports talented 15-23 year olds to receive scholarships in the most qualified music schools. Students win awards in international competitions and are invited to perform with famous orchestras.

Sponsorship for the 14th IKSV Istanbul Biennial

Tüpraş was one of the sponsors of 14th IKSV 2015 Istanbul Biennial "SaltWater: A Theory of Thought Forms" curated by Carolyn Christov-Bakargiev. In the biennial more than 1500 artworks by more than 80 artists met 545 thousand people in 36 different venues. More than 3 thousand children also joined in children training programs under the umbrella of the Biennale.

Publication Sponsorship for Aktüel Archaeology Magazine

Since 2007, Aktüel Archaeology Magazine publishes the history of Anatolia for Turkish people. Since 2010, Tüpraş supports the publication of this magazine. In 2010, Aktüel achieved 100,000 prints and still works for the protection of Anatolia which will be handed over to new generations.



SOCIAL DEVELOPMENT



SUPPORT FOR ENVIRONMENT

Happy Wastes Project – Aliğa Packaging Waste Decomposition Movement at Aliğa

Initiated at Izmir Refinery in 2010 to separate and recycle packaging wastes, the project continued with various activities in 2015. The project team were hosted in Project Design classes in 5 Aliğa primary schools and while informing children about recycling packaging wastes, they taught them how to make kites. Traditional “Happy Wastes Kite Festival” took place at Aliğa Cumhuriyet Centre in 19th May for the 6th time in 2015. In this festival where colorful kites filled the sky, Foundation for Children With Leukemia opened a stand for their campaigns and Red Crescent participated with their blood donation cars.

In the framework of “Happy Wastes Aliğa Packaging Waste Decomposition Movement”, our project volunteers in collaboration with LPG platform, cleaned shores and coastal strips during Safety and Environment Week.

Trainings to Raise Awareness for Recycling Waste, Environment and Health

During the reporting period, Tüpraş Batman Refinery employees continued their Trainings to Raise Awareness for Recycling Waste, Environment and Health at 4 schools in Siirt, Bitlis, Batman and Tatvan. In 2015, 385 students received 770 man*hours of training and since its start, the project reached 2,605 students. In this project, community and apartment members also received 223 man*hours of training upon request.

“We Collect Plastic Lids” to Have No Barriers

“Plastic Lid Collection Campaign” continues in 2015 with valuable efforts of Batman Refinery volunteers. The campaign distinguishes itself from similar campaigns by aiming to collect any plastic lids rather than the plastic lids for only bottled water. In the campaign, 2 motor wheelchairs were collected through 450 kg of lids. The revenue from the collection of the lids was used to provide 6 motor and 2 manual wheelchairs for disabled citizens to contribute making their lives easier.

“We Collect Waste Oils” to Have No Barriers

Started by Batman Refinery volunteers, waste vegetable oils are collected, recycled in a licensed recycling company and comes back to our disabled citizens as hearing aids, wheelchairs and other apparatus. In 2015, 50 lt of waste oil was delivered to the recycling company.

SOCIAL DEVELOPMENT



SUPPORT FOR SPORTS

We Teach Judo and Basketball to Our Volunteer Trainers

With the goal of introducing different sports to Tüpraş İzmir Refinery employees and their children, especially improving the sense of responsibility, team spirit, anger management and concentration problems among children, hobby-based sportive learning is established through judo and basketball. Children between 9-13 years completed "I'm learning basketball" classes and children between 8-16 years still continue their judo training with the careful assistance of their volunteer instructors.

Batman Tüpraş Sports Football Club Engages Youth in Sports

Founded by Tüpraş Batman Refinery's volunteer employees in 1995, Tüpraş Sports Football Club offers for Batman's youth a platform to consciously perform sports in a healthy environment, and encourages their self-development in football. The Club is successfully managed by our volunteers in collaboration with Youth Sports Directorate, Batman Amateur Sports Clubs Federation, Turkey Football Federation and many others.



As of 2015, the Club has 76 sportspeople aged between 10-18, 41 licensed and 35 non-licensed sportspeople and it achieved significant success in regional and national competitions. One of the football players trained in Tüpraş Sports Club was successful to be selected for the National Team and many football players have been transferred to other professional football clubs. Tüpraş Sports Football Club got 16 championships in 4 branches.

They Don't Know Any Barriers

Established in 2006, Batman Sports Club Association for the Disabled competes in Turkish 2nd League Wheelchair Basketball Games since 2007-2008 season. From the very beginning, the Club features 35 sportspeople in total, including 20 licensed sportspeople and it gave hundreds of disabled people an opportunity to be involved in sports. Batman Sports Club Association for the Disabled continues its practices with the goal of moving to the 1st League with the support of Tüpraş.

SUSTAINABILITY MANAGEMENT

Tüpraş considers supporting the development of our country as a fundamental responsibility as much as the development of profitability, operational continuity and social reliability with a sustainable business model. Having adopted a transparent, accountable and participatory understanding of management, Tüpraş devises policies and strategies focused on identified risks and liability areas, improves its organization structure, and undertakes diverse practices within the framework of its corporate responsibility management.

SUSTAINABILITY PRIORITIES

The foundation of Tüpraş corporate responsibility activities consists of priority performance areas. Priorities are identified with systematic methods based on risk, responsibility and opportunities by business units who represent the organization.

Tüpraş Responsibility Study Group periodically meets and manages the process to identify priority areas. In this process, as well as taking stakeholder expectations and views of experts outside the company into consideration; social, economic and environmental issues are evaluated. The

results obtained guide future studies and establish a framework for responsibility reports, application and performance.

Tüpraş material issues' framework is formed by a research which gave attention to elements such as sector and activity geography, current engagements, stakeholder expectations and conjecture. In this study representing the general functions of the company, related subject's potential impact on Tüpraş activities, the level of stakeholder expectation and its position in value chain phases have been evaluated with a risk and opportunity-oriented approach. The results are concluded with

feedback received from experts and senior executives and thus, our portfolio of material issues was finalized. Before each reporting period, our portfolio of material issues is evaluated by experts, its update needs are identified, and revision are done when necessary. Portfolio of material issues was re-evaluated in the reporting period and the decision was made that there are no conditions that could cause significant changes in Tüpraş responsibility. As these studies go on, we care that these subjects are of great importance for our stakeholder groups, so their expectations also determine the context of these responsibility reports.

	Material Issues	Supply Processes	Production Processes	Distribution Processes	Marketing and Sales Processes	After Sales Processes
Governance Priorities	Sustainability and Risk Management	X	X	X	X	X
	Public Policies and Lobbying	X	X	X	X	X
Environmental Priorities	Energy and Climate Change		X	X		
	Environmental Impact of Production		X			
	Water Management		X			
Economic Priorities	Product and Service Quality		X		X	X
	Tax and Similar Liabilities		X		X	X
	Customer Satisfaction		X		X	X
	R&D Studies		X			
Social Priorities	Asset Integrity		X			
	Occupational Health and Safety		X			
	Talent Management		X			
			X			

SUSTAINABILITY MANAGEMENT

RISK MANAGEMENT AND INTERNAL AUDIT

Audit operations at Tüpraş are conducted by an expert team from Tüpraş Risk Management and Audit Directorate through a methodology formed in accordance to the International Audit Standards and Tüpraş Code of Conduct Principles. Tüpraş keeps necessary plans ready to detect risks earlier and utilize by turning

them into opportunities. Risk Management Committee is responsible for establishing internal audit systems to define, evaluate, monitor and manage risk elements, measure risk elements, report them to the Board of Directors and review them in decision-making processes.

Tüpraş Risk Management Model takes

corporate responsibility priorities into consideration as well and is composed of five main sections. Detailed information regarding the model also supported by early warning and monitoring systems besides the risk management methodology is available in the 2015 Annual Report.

TÜPRAŞ RISK SUMMARY MAP

Safety Risks	Fire, Energy/Water Cuts, Occupational Accidents, Earthquakes, Floods, Terrorist Acts and Sabotages
Financial Risks	Exchange Rates, Liquidity, Interest Rates
Commercial Risks	Raw Material Prices, Product Prices, Customer Loans
Operational Risks	OHS-Environment, Supply/Transport, Product Specifications, Information Technologies
Strategic Risks	Customer Preferences/Consumption Trends, Law, Politics

Internal audit studies have a significant place in risk management at Tüpraş. Main audit operation titles cover financial, operational, risk processes legal compliance, business ethics and misconduct, and they are performed monthly, every three months, every six months and every year with a coverage and frequency devised

depending on the related standards. Financial audits and process audits are performed at every two months in all Tüpraş operations and thematic audits for the work period are performed at least one time in every year. Apart from the planned audits performed, there are also ad-hoc audits formed in accordance to the

changing needs. After routine internal audits, findings are shared with senior executives and projects for constructive preventions and process developments are applied. Findings are routinely examined and revisions are followed.

SUSTAINABILITY MANAGEMENT



In 2015, all refineries were visited and monitored 29 times, in total 81 man*days by the Risk Management and Audit Directorate. Among the audit activities, all business branches are evaluated for risks of bribery and corruption. In any case of evidence, the issue is handed to the Ethics Committee. According to the decisions of the committee, necessary actions can be taken and in case there is a need, corrective and preventive controls can be applied. In addition to all, in any case of doubt, necessary communication channels to hand the issue to Risk Management and Audit Directorate exist.

Tüpraş aims compliance to regulations in all its activities, and manages the commitment of its indirect or direct initiatives within compliance and internal audit studies. In the same way, compliance with system standards such as OHSAS 18001, ISO 14001 for different business processes are observed closely and compliance with those standards are audited and certified by independent auditing companies.

All Tüpraş employees are informed on the Ethical Conduct and Implementation Principles. The reports delivered by employees are examined by the Risk Management and Audit Directorate with

confidentiality and the results obtained are shared with senior management.

In the framework of audit studies, supplier operations are also evaluated. In the reporting period, 196 suppliers were audited. In the audits that were performed during the reporting period, there were no suppliers whose contracts were cancelled due to the lack of minimum conditions for production quality, environmental management, workplace and human rights.

STAKEHOLDER ENGAGEMENT

Tüpraş has a transparent, accountable and participatory approach of management in regards to its stakeholders. It develops mechanisms where stakeholder views are taken into consideration during decision-making and implementation processes. Through these mechanisms, related stakeholder groups are informed about company activities and the results of these activities.

Tüpraş cooperates and develops joint projects with its stakeholder groups. While selecting stakeholder groups to work with, the company cares to have a common goal, establish transparent and open communication, adopt ethical principles

and business norms that are identical to those of Tüpraş, ensure that the parties have the know-how, experience and resources required for the cooperation or the partnership for the implementation of the project at hand.

Tüpraş does not submit or take part in any political or ideological opinion, tendency or organization; none of the operations or campaigns of any political parties, politicians or nominees can be directly or indirectly supported. Tüpraş does not lobby in favor of the company's private benefits and does not lend its support for those who organize such activities on company operation sites or with company resources. However, Tüpraş exchanges ideas in transparent relations with public organizations and meet their demand for information in regards to the sector. It supports the studies of sectorial NGOs and therefore contributes to the solution of sectorial problems. Tüpraş acts in line with open competition and shows full compliance with related legal procedures when public organizations are clients or there are processes of winning a tender.

SUSTAINABILITY MANAGEMENT

STAKEHOLDER COMMUNICATION INSTRUMENTS

Employees	Sustainability Report (annual), Annual Report (annual), Employee Engagement Survey (annual), Internal Communication Meetings (annual), Performance Evaluation Meetings (annual), Rafine Magazine (every 4 months), Occupational Health and Safety Boards (monthly), Technical Safety Bulletins (weekly/monthly), Internal Information Announcements (instant), Social Projects (continuously), Social Activity Clubs (continuously), Refined Suggestions System (continuously), Acknowledgement, Appreciation and Rewarding System (continuously), Tüpraş Code of Conduct (continuously), Collective Bargaining Agreement (continuously), Employee Trainings (continuously), Website (continuously), Refinery Information Bank (continuously) and Corporate Portal(continuously)
Shareholders and Investors	Sustainability Report (annual), Annual Report (annual), General Assembly of the Shareholders (annual), Interim Reports (quarterly), Information and Material Disclosure (instant), Roadshow and Investor Presentations (upon request), Meetings and Interviews (upon request), Analyst Presentations and Teleconferences (upon request), Tüpraş Code of Conduct (continuously), Website (continuously)
Customers	Sustainability Report (annual), Customer Satisfaction Survey (annual), Rafine Magazine (every 4 months), Meetings and Interviews (upon request), Internet-based Applications (Customer Portal, Tüpraş Order Portal) (continuously), Customer Relations Managements System (continuously), Tüpraş Code of Conduct (continuously), Website (continuously), Customer Information Documents (continuously), Customer Representaiton (continuously), Customer Refinery Visits (upon request)
Business Partners and Suppliers	Sustainability Report (annual), Supplier Satisfaction Survey (annual), Rafine Magazine (every 4 months), Technical Safety Bulletins (weekly/monthly), Meetings and Interviews (upon request), Tüpraş Code of Conduct (continuously), Business Partner HSE-Q System (continuously), Website (continuously)
Indirect Employess	Rafine Magazine (every 4 months), Technical Safety Bulletins (weekly/monthly), Meetings and Interviews (upon request), Tüpraş Code of Conduct (continuously), Business Partner HSE-Q System (continuously), Employee Trainings (continuously), Website (continuously)
Trade Unions	Sustainability Report (annual), Annual Report (annual), Rafine Magazine (every 4 months), Occupational Health and Safety Boards (monthly), Meetings and Interviews (continuously), Collective Bargaining Agreement (continuously), Website (continuously)
State Institutions and Organizations	Sustainability Report (annual), Annual Report (annual), Audits (periodic/instant), Meetings and Interviews (upon request), Joint Projects (upon request), Incentives (upon request), Website (continuously)
NGOs	Sustainability Report (annual), Annual Report (annual), Meetings and Interviews (upon request), Joint Projects (upon request), Donations and Sponsorships (upon request), Memberships (continuously), Website (continuously)

SUSTAINABILITY MANAGEMENT

Education Institutions	R&D Partnership (Project based), Donations and Sponsorships (upon request), Infrastructure and Trainee Support (upon request), Master's Degree and Sector-specific Expertise Programs (continuously), Website (continuously)
Media	Sustainability Report (annual), Annual Report (annual), Rafine Magazine (every 4 months), Meetings and Interviews (upon request), Pres Meetings and Bulletins (instant), Website (continuously)
Local Community	Perception and Prestige Surveys (biennial), Meetings and Interviews (upon request), Announcemenets (instant), Social Projects and Infrastructure Support (continuously), Website (continuously)
Society	Perception and Prestige Surveys (biennial), Announcemenets (instant), Social Projects and Infrastructure Support (continuously), Website (continuously)

ORGANIZATIONS TÜPRAŞ PARTICIPATED ACTIVELY DURING THE REPORTING PERIOD

Participation in Management or Vocational Committees	Mediterranean Exporters Unions, Railroad Transportation Society, Aegean Region Chamber of Industry, Kırıkkale Chamber of Commerce and Industry, Kocaeli Chamber of Industry, International Chamber of Commerce, Association of Turkey, The Union of Chambers and Commodity Exchanges of Turkey, Körfez Chamber of Commerce
Membership	Koç Holding Retirement Funds, Corporate Communicators Society, Sustainable Development Association, Turkey Science Association, ISACA, Turkey Ethics and Reputation Society, Turkey Co-generation Society, Turkey Management Society, Turkey Foreign Trade Foundation, Turkish Industry & Business Association, TUYİD, Aliağa Chamber of Commerce, Batman Chamber of Commerce and Industry, Bosphorus Energy Club, World Energy Counsel Turkish National Committee, Istanbul, Marmara, Aegean, Mediterranean and Black Sea Chamber of Shipping, Izmit Sail Club Sports Association, Koç Yönder, Education and Development Platform Association, Deniz Temiz Turmepa, All Battery Manufacturers and Exporters' Association

SUSTAINABILITY MANAGEMENT

SUCCESS AND AWARDS RECEIVED DURING THE REPORTING PERIOD

	Organization	Organized by	Success Enjoyed	Date
1	SENER Awards	Ministry of Energy and Natural Resources	SENER-2 Category 1st Prize (Kırıkkale Refinery), 2nd Prize (İzmit Refinery), 3rd Prize (İzmir Refinery) SENER-3 Category Jury Award	February 2015
2	"Doruktakiler" Awards	Kocaeli Newspaper	"Event of the Year" Category "Fuel Oil Recycle Facility Investment" Award "Professional Manager of the Year" Category Mr. Yavuz Erkut Award	May 2015
3	ISO 500 Study	Istanbul Chamber of Industry	Largest Industrial Organization in Turkey	June 2015
4	TİM Export Award	Turkey's Exporter Assembly	2014 Export Championship	June 2015
5	European Union Environment Awards	Regional Environment Centre Turkey's Union of Chambers and Stock Markets	Process Category 1st Prize	June 2015
6	Successful Industrial Organizations Award	Aegean Region Chamber of Industry	Largest Industrial Organization in Izmir	June 2015
7	Fortune 500 Study	Fortune Magazine	Largest Private Company in Turkey	June 2015
8	Capital 500 Study	Capital Magazine	Largest Private Company in Turkey	August 2015
9	4. Private Sector R&D Centers Meeting	Ministry of Science, Industry and Technology	1st Prize in Oil and Oil Products Sector	October 2015
10	Stars of Export Award	Mediterranean Exporter's Union	1st Prize in Export	November 2015
11	Bosphorus Business World Awards	Bosphorus University Engineering Club	The Industrial Company of the Year	November 2015
12	8th Sectorial Performance Awards	Kocaeli Chamber of Industry	"High-scale Company" Award in Oil and Oil Products Sector	November 2015

PERFORMANCE DATA

Operational Performance	2011	2012	2013	2014	2015
Processed Crude Oil (thousand tons)	20,896	22,118	21,568	20,043	27,559
Production - Refining (thousand tons)	20,898	21,867	21,175	20,101	27,268
Sales (thousand tons)	23,897	25,441	24,083	22,194	28,739
Product Exports (thousand tons)	5,152	5,860	4,844	5,333	6,494
Product Imports (thousand tons)	4,214	4,387	3,805	2,920	2,999
White Product Ratio in Total Production (%)	69.70	70.30	72.40	71.30	75.40
Capacity Utilization (%)	78.00	81.60	79.10	74.90	102.50
Financial and Administrative Performance	2011	2012	2013	2014	2015
Net Sales (million US dollars)	24,302	23,677	21,595	18,165	13,751
Operational Profit (million US dollars)	1,181	631	22	199	1,012
Profit Before Taxes (million US dollars)	918	753	7	84	819
Profit After Taxes (million US dollars)	740	817	629	667	938
EBITDA (million US dollars)	1,329	715	560	338	1,397
Net Debt (cash) (million US dollars)	578	551	1,340	1,663	2,370
Return on Equity (%)	30.1	31.8	24.1	25.9	35.0
Net Working Capital (million US dollars)	359	595	-296	-667	-53
Investment Expenditure (million US dollars)	628	974	1,201	959	344
Profit per Share (TL)	4.96	5.85	4.78	5.83	10.18
Gross Dividend per Share (TL)	3.93	3.85	1.58	-	6.5
Net Dividend per Share (TL)	3.34	3.27	1.34	-	5.53
Paid Taxes (million TL)	24,147	26,643	28,607	23,433	30,796
Corporate Governance Rating	8.62	9.10	9.34	9.31	9.44
Fitch Ratings Foreign Currency Long Term Rating	BBB-	BBB-	BBB-	BBB-	BBB-
Fitch Ratings Local Currency Long Term Rating	BBB-	BBB-	BBB-	BBB-	BBB-
Procurement Operations (million TL)	257	348	386	769	1,573
<i>Domestic</i>	113	177	214	305	1,122
<i>Special Production</i>	22	20	14	20	12
<i>Overseas</i>	122	151	158	444	439
<i>Domestic Procurement Rate (%)</i>	52.48	56.70	59.05	42.26	72.10
Incentives Received (million TL)	19.27	22.20	77.24	70.49	320.50
Environmental Performance	2011	2012	2013	2014	2015
Direct Energy Consumption (TJ)	70,356	70,622	68,752	66,529	75,678
<i>Natural Gas</i>	35,731	34,784	32,863	32,906	30,258
<i>Fuel Oil</i>	13,211	12,650	10,966	8,811	13,184
<i>Fuel Gas</i>	18,601	20,543	22,285	22,770	29,624
<i>Coke</i>	2,812	2,645	2,638	2,042	2,611
Indirect Energy Consumption - Electricity (TJ)	437	464	395	505	384
Total Energy Consumption (TJ)	70,792	71,086	69,147	67,034	76,062
Change in Energy Consumption (%)	-5.64	-0.41	-2.73	-3.06	13.47
Energy Consumption per Refined Crude Oil (GJ/Tons)	3.39	3.21	3.21	3.35	2.76
Solomon Energy Intensity Value	105.4	105.3	102.1	101.6	99.3
Number of Energy Efficiency Projects	92	97	40	22	21
Saving in Energy Consumption (TJ)	3,053	5,255	2,841	1,772	1,031
Reduction of Costs Through Energy Efficiency (million TL)	188	159	61	51	25
Reduction in GHG Emissions Through Energy Efficiency Projects (Ton CO ₂ e)	316,955	348,173	189,019	126,442	71,744
Total Water Consumption (million m ³)	19	21	19	17.8	25.7
<i>Underground</i>	0	0	0	0	0
<i>Surface</i>	18	20	18.8	17.2	19
<i>Municipal</i>	1	0.7	0.6	0.5	1
<i>Other (Treated waste water from Körfez Municipality)</i>	-	-	-	0.04	5.7

PERFORMANCE DATA

Environmental Performance	2011	2012	2013	2014	2015
Changes in Water Consumption (%)	5.5	10.5	-9.5	-6.3	4.4
Water Consumption per Refined Crude Oil (m ³ /Tons)	0.9	1.0	0.9	0.9	0.7
Volume of Water Recycled (million m ³)	11	10	11	12	17.3
Percentage of Water Recycled in Total Water Consumption (%)	37.1	32.2	36.3	40.7	40.1
Total Wastewater Discharge (million m ³)	10.3	13.1	11.6	10.2	11.3
Total Amount of Solid Wastes	28,992	38,028	27,450	112,664	25,538
<i>Hazardous Waste by Weight (tons)</i>	17,999	22,944	19,411	94,974	14,192
<i>Non-Hazardous Waste by Weight (tons)</i>	10,993	15,084	8,039	17,690	11,346
Wastes by Disposal Method					
<i>Recycling (tons)</i>	23,367	27,471	21,045	39,724	17,812
<i>Disposal (ton)</i>	5,625	10,577	6,405	72,940	7,726
Solid Waste Recycling Rate (%)	81.0	72.0	76.7	35.3	69.7
Number of Saplings Planted during Afforestation Activities (units)	14,158	8,836	6,635	1,460	223
Estimated Reduction in CO ₂ Emissions due to Afforestation Activities (ton CO ₂ e)	4,672	2,916	2,191	482	75
Environmental Investment and Operational Expenditures (million TL)	180.94	212.17	197.41	179.09	200.16
Environmental Training (person x hours)	56,813	35,719	46,418	15,512	17,787
<i>Tüpraş Employees</i>	26,668	15,138	23,751	3,302	7,438
<i>Contractors</i>	27,622	14,644	19,727	8,385	10,121
<i>Community</i>	2,523	5,937	2,940	3,825	228
Social Performance	2011	2012	2013	2014	2015
Total Training (person x hours)	144,227	289,095	167,961	388,696	234,311
<i>Female</i>	20,831	32,125	19,562	31,172	2,306
<i>Male</i>	123,396	256,970	148,399	357,524	20,002
<i>White Collars</i>	62,908	129,599	68,240	92,571	7,130
<i>Blue Collars</i>	81,319	159,496	99,721	296,125	15,178
Total Training (per employee)	34.0	63.0	35.6	82	49.7
<i>Female</i>	63.0	88.0	49.3	80	79.9
<i>Male</i>	32.0	61.0	34.4	83	47
<i>White Collars</i>	71.0	131.0	65.2	89	95.3
<i>Blue Collars</i>	25.0	45.0	27.2	81	37
Total HSE Training Hours (person x hours)	49,857	75,190	82,533	110,694	104,091
<i>Tüpraş Employees</i>	23,888	28,550	44,775	70,004	40,495
<i>Business Partner Employees</i>	25,969	46,640	37,758	40,690	63,596
Accident Frequency Rate (number of incidents x 1,000,000/person x hour)	2.2	1.5	1.1	1.6	2.5
Accident Severity Rate (lost days x 1,000,000/person x hour)	83	289	26	308	315
Number of Fatalities	0	1	0	2	1
Total Number of Suppliers	1,874	1,383	1,595	2,012	2,238
Number of the Suppliers and Contractors gone through Human Rights Screening	122	157	26	-	0
Employee Satisfaction (%)	59	57	60	57.3	50
Customer Satisfaction (%)	85.0	85.0	-	83.8	88.8
Supplier Satisfaction (%)	97.7	98.9	97.3	93.4	95.8
Koç Holding Pension Fund Liabilities (million TL)	37.81	42.72	48.22	54.9	63.9
Donations and Sponsorships (million TL)	12.58	16.07	25.56	8.90	17.3
Total Number of Interns	1,744	1,704	1,292	993	1,009
Rate of Minimum Wage to Minimum Starting Salary					
<i>Blue Collars</i>	2.7	2.5	2.6	2.6	2.6
<i>White Collars</i>	4.6	4.4	4.4	4.2	4.1

PERFORMANCE DATA

Employee Demographics	Head Office		Izmit Refinery		Izmir Refinery		Kırıkkale Refinery		Batman Refinery		Total	
	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015
Total Number of Employees	378	1.823	1.823	1.287	844	448	448	448	448	448	395	4.780
Female	146	84	84	89	44	32	32	44	32	32	395	8.3%
Male	232	1,739	1,739	1,198	800	416	416	800	416	416	4,385	91.7%
Contractor Employees	109	211	211	110	85	90	90	85	90	90	605	
Employees by Contract Type												
Employees on Permanent Contract	378	1,823	1,823	1,287	842	448	448	842	448	448	4,778	100%
Female (number-%)	146	84	84	89	44	32	32	44	32	32	395	8.3%
Male (number-%)	232	1,739	1,739	1,198	798	416	416	798	416	416	4,383	91.7%
Employees on Fixed-term Contract-number	0	0	0	0	2	0	0	0	0	0	0	0%
Employees by Category												
Blue Collars	62	1,531	1,531	1,075	700	360	360	700	360	360	3,728	78%
Female (number-%)	19	38	38	42	22	16	16	22	16	16	137	3.7%
Male (number-%)	43	1,493	1,493	1,033	678	344	344	678	344	344	3,591	96.3%
White Collars	316	292	292	212	144	88	88	144	88	88	1,052	22%
Female (number-%)	127	46	46	47	22	16	16	22	16	16	258	24.5%
Male (number-%)	189	246	246	165	122	72	72	122	72	72	794	75.5%
Employees by Employment Type												
Full-time	378	1,823	1,823	1,287	844	448	448	844	448	448	4,780	100%
Female (number-%)	146	84	84	89	44	32	32	44	32	32	395	8.3%
Male (number-%)	232	1,739	1,739	1,198	800	416	416	800	416	416	4,385	91.7%
Part-time	0	0	0	0	0	0	0	0	0	0	0	0%
Employees by Education (number-%)												
Primary and Secondary School	8	34	34	40	25	9	9	25	9	9	116	2.4%
High School and Equivalent	37	772	772	587	451	225	225	451	225	225	2,072	43.3%
Associate Degree	19	646	646	402	211	119	119	211	119	119	1,397	29.2%
University and Further	314	371	371	258	157	95	95	157	95	95	1,195	25.0%
Employees by Age Groups (number-%)												
Under 30	100	626	626	262	221	96	96	221	96	96	1,305	27.3%
Between 30-50	209	1038	1038	907	437	266	266	437	266	266	2,857	59.8%
Above 50	69	159	159	118	186	86	86	186	86	86	618	12.9%

PERFORMANCE DATA

Employee Demographics	Head Office	Izmit Refinery	Izmir Refinery	Kırıkkale Refinery	Batman Refinery	Total
	2015	2015	2015	2015	2015	2015
Senior Executives (number-%)	19	3	1	2	1	26
by Gender						
Female	19	4	2	0	0	25
Male	42	43	32	17	12	146
by Age Groups						
Under 30	0	0	0	0	0	0
Between 30 - 50	43	37	29	10	7	126
Above 50	18	10	5	7	5	45
by Nationality						
Local	19	3	1	2	1	26
Expat	0	0	0	0	0	0
Mid-Level Executives (number-%)	61	47	34	17	12	171
by Gender						
Female	19	4	2	0	0	25
Male	42	43	32	17	12	146
by Age Groups						
Under 30	0	0	0	0	0	0
Between 30 - 50	43	37	29	10	7	126
Above 50	18	10	5	7	5	45
Recruitment (number - %)	29	156	51	31	7	274
by Gender						
Female	9	11	3	3	1	27
Male	20	145	48	28	6	247
by Age Groups						
Under 30	18	135	45	24	5	227
Between 30 - 50	10	21	6	7	1	45
Above 50	1	0	0	0	1	2
Employee Leaves (number - %)	33	69	52	36	18	208
by Gender						
Female	12	3	4	2	1	22
Male	21	66	48	34	17	186
by Age Groups						
Under 30	4	13	4	1	3	25
Between 30 - 50	17	34	30	15	8	104
Above 50	12	22	18	20	7	79
Number of Employees Covered by Collective Bargaining Agreements (number - %)	62	1,531	1,075	700	360	3,728
Çocuk İznine Ayrılan Çalışan Sayısı	0	0	0	0	0	0

GRI G4 CONTENT INDEX



Indicator	Description	Identified Omissions	External Assurance
G4-1	Message from the Chairman (p.3); Message from the General Manager (p.5)	-	-
G4-2	Message from the Chairman (p.3); Message from the General Manager (p.5); Risk Management and Internal Audit (p.53)	-	-
G4-3	Contact (p.66)	-	-
G4-4	Corporate Website: https://www.tupras.com.tr/en/products	-	-
G4-5	Contact (p.66)	-	-
G4-6	"Tüpraş operates in only Turkey except for supply and exportation processes. Tüpraş by Highlights (p.7)"	-	-
G4-7	Tüpraş by Highlights (p.7)	-	-
G4-8	Tüpraş by Highlights (p.7)	-	-
G4-9	Petroleum Market (p.15); Workplace Culture (p.27); Performance Data (p.58, 60)	-	-
G4-10	Performance Data (p.60)	-	-
G4-11	Human Rights (p.26); Performance Data (p.61)	-	-
G4-12	Supply Chain Practices (p.42)	-	-
G4-13	"Corporate Website: https://www.tupras.com.tr/en/material-disclosures "	-	-
G4-14	Business Continuity (p.24-25); Human Rights (p.26); Risk Management and Internal Audit (p.53-54)	-	-
G4-15	Business Continuity (p.24); Human Rights (p.26)	-	-
G4-16	Sustainability Management (p.56)	-	-
G4-17	About the Report (p.1)	-	-
G4-18	About the Report (p.1); Sustainability Priorities (p.52)	-	-
G4-19	Sustainability Priorities (p.52)	-	-
G4-20	About the Report (p.1); Sustainability Priorities (p.52)	-	-
G4-21	About the Report (p.1); Sustainability Priorities (p.52)	-	-
G4-22	About the Report (p.1)	-	-
G4-23	About the Report (p.1)	-	-
G4-24	Stakeholder Engagement (p.55)	-	-
G4-25	Stakeholder Engagement (p.54)	-	-
G4-26	Stakeholder Engagement (p.55)	-	-
G4-27	Customer Satisfaction (p.17)	-	-
G4-28	About the Report (p.1)	-	-
G4-29	About the Report (p.1)	-	-
G4-30	About the Report (p.1)	-	-
G4-31	Contact (p.66)	-	-
G4-32	About the Report (p.1); GRI Index (p.62); Legal Disclaimer (p.66)	-	-
G4-33	Legal Disclaimer (p.66)	-	-
G4-34	Tüpraş Annual Report 2015 (p.92, 116-117)	-	-
G4-56	Risk Management and Internal Audit (p.53-54); Corporate Website: https://www.tupras.com.tr/etik-kurallar	-	-
Standard Disclosures			
Material Aspect: Economic Performance			
G4-DMA	Employee Benefits (p.28); Community Development (p.44)	-	-
G4-EC1	Community Development (p.44) ; Performance Data (p.58)	-	-
G4-EC3	Employee Benefits (p.28); Tüpraş Annual Report 2015 (p.194)	-	-
G4-EC4	Tüpraş Annual Report 2015 (p.199)	-	-
Material Aspect: Market Presence			
G4-DMA	Not material	-	-
G4-EC5	Tüpraş pays equal salary for equal job, hence no salary difference can be measured by gender. Therefore ratios of entry wage to minimum wage is calculated by employee category.	-	-
G4-EC6	Performance Data (p.61)	-	-

GRI G4 CONTENT INDEX

Indicator	Description	Identified Omissions	External Assurance
Material Aspect: Indirect Economic Impacts			
G4-DMA	Petroleum Market (p.14-16); R&D and Investments (p.18-24); Professional and Personal Development (p.30); Community Development (p.44)	-	-
G4-EC7	R&D and Investments (p.18-24); Professional and Personal Development (p.30); Community Development (p.44)	-	-
G4-EC8	Petroleum Market (p.14-16); R&D and Investments (p.18-24); Professional and Personal Development (p.30); Community Development (p.44)	-	-
Material Aspect: Procurement Practices			
G4-DMA	Not material	-	-
G4-EC9	Supply Chain Practices (p.42); Performance Data (p.58)	-	-
Material Aspect: Energy			
G4-DMA	Energy and Climate (p.34); Energy Management (p.34); Energy Efficiency Projects (p.35); Climate Change (p.37)	-	-
G4-EN3	Energy Management (p.34); Performance Data (p.58)	-	-
G4-EN5	Energy Management (p.34); Performance Data (p.58)	-	-
G4-EN6	Energy Efficiency Projects (p.35); Performance Data (p.58)	-	-
Material Aspect: Water			
G4-DMA	Environmental Management (p.38); Water Management (p.39)	-	-
G4-EN8	Water Management (p.39); Performance Data (p.58)	-	-
G4-EN9	Biodiversity and Environmental Protection (p.40)	-	-
G4-EN10	Water Management (p.39); Performance Data (p.59)	-	-
Material Aspect: Biodiversity			
G4-DMA	Biodiversity and Environmental Protection (p.40)	-	-
G4-EN11	Biodiversity and Environmental Protection (p.40)	-	-
G4-EN12	Biodiversity and Environmental Protection (p.40)	-	-
Material Aspect: Emissions			
G4-DMA	Energy and Climate (p.34); Energy Efficiency Projects (p.35); Climate Change (p.37)	-	-
G4-EN19	Energy Efficiency Projects (p.35)	-	-
Material Aspect: Effluents and Waste			
G4-DMA	Energy Management (p.38); Water Management (p.39); Waste Management (p.40)	-	-
G4-EN22	Water Management (p.39); Performance Data (p.59)	-	-
G4-EN23	Waste Management (p.40); Performance Data (p.59)	-	-
G4-EN26	Biodiversity and Environmental Protection (p.40)	-	-
Material Aspect: Products and Services			
G4-DMA	Not material	-	-
G4-EN27	Energy Management (p.34)	-	-
Material Aspect: Transport			
G4-DMA	Not material	-	-
G4-EN30	Energy Management (p.34)	-	-
Material Aspect: Overall			
G4-DMA	Not material	-	-
G4-EN31	Performance Data (p.59)	-	-
Material Aspect: Employment			
G4-DMA	Vocational Training (p.42-43); Workplace Culture (p.26-30)	-	-
G4-LA1	Performance Data (p.61)	-	-
G4-LA2	All Tüpraş employees are offered identical rights. Our employees benefit from these rights in accordance with their type of contract. Tüpraş does not hire part-time employees.	-	-
G4-LA3	Performance Data (p.61)	-	-
Material Aspect: Labour/Management Relations			
G4-DMA	Not material	-	-
G4-LA4	Possible changes in company operations or working conditions and workplaces of employees are announced before the execution of the changes, according to minimum notice periods indicated in applicable legal regulations.	-	-

GRI G4 CONTENT INDEX

Indicator	Description	Identified Omissions	External Assurance
Material Aspect: Occupational Health and Safety			
G4-LA5	Occupational Health and Safety Committees, established in all refineries, are composed of health and safety professionals, management and employee representatives. Through the presence of elected union and employee representatives, health and safety measures and performance are monitored, as well as employee suggestions and expectations are addressed by the Committee.	-	-
G4-LA6	Occupational Safety (p.33)	-	-
Material Aspect: Training and Education			
G4-DMA	Employee Development (p.29-30)	-	-
G4-LA9	Employee Development (p.31); Performance Data (p.59)	-	-
G4-LA10	Employee Development (p.29-30)	-	-
G4-LA11	Employee Development (p.29)	-	-
Material Aspect: Diversity and Equal Opportunity			
G4-DMA	Human Rights (p.26)	-	-
G4-LA12	Performance Data (p.61)	-	-
Material Aspect: Equal Remuneration for Women and Men			
G4-DMA	Human Rights (p.26)	-	-
G4-LA13	Tüpraş adopts equal salary for equal work approach, therefore gender base remuneration practices are prevented. Both female and male employees receive same basic salary unless they perform same duty. Salaries can only vary as a result of performance bonuses, overtime payments and similar fringe benefits.	-	-
Material Aspect: Non-discrimination			
G4-DMA	Human Rights (p.26)	-	-
G4-HR3	No such case occurred during the reporting period.	-	-
Material Aspect: Freedom of Association and Collective Bargaining			
G4-DMA	Human Rights (p.26)	-	-
G4-HR4	In all Tüpraş operations, exercise of the freedom of association and collective bargaining is ensured. Business partners are also expected to adopt same principle. During the reporting period, no breach or significant risk is identified regarding exercise of these rights.	-	-
Material Aspect: Child Labour			
G4-DMA	Human Rights (p.26)	-	-
G4-HR5	Tüpraş does not employ child labour. Likewise, business partners are also expected to adopt same principle. During the reporting period, no breach or significant risk is identified regarding this principle.	-	-
Material Aspect: Forced and Compulsory Labour			
G4-DMA	Human Rights (p.26)	-	-
G4-HR6	Tüpraş does not employ forced or compulsory labour. Likewise, business partners are also expected to adopt same principle. During the reporting period, no breach or significant risk is identified regarding this principle.	-	-
Material Aspect: Security Practices			
G4-DMA	Not material	-	-
G4-HR7	Security and Human Rights (p.28)	-	-
Material Aspect: Anti-Corruption			
G4-DMA	Risk Management and Internal Audit (p.53-54)	-	-
G4-S05	No such case occurred during the reporting period.	-	-
Material Aspect: Public Policy			
G4-DMA	Stakeholder Engagement (p.54)	-	-
G4-S06	"Tüpraş maintains close communications with public authorities within the limits of information exchange regarding its field of activities; can participate cooperation activities as a corporation or as a member of a sectoral organization upon invitation. However, Tüpraş does not involve in lobbying activities for company's interest; does not support individuals or groups carrying out the same. Stakeholder Engagement (p.54)"	-	-

GRI G4 CONTENT INDEX

Indicator	Description	Identified Omissions	External Assurance
Material Aspect: Customer Health and Safety			
G4-DMA	Not material	-	-
G4-PR1	In accordance with REACH and local regulations all products and chemical substances used as raw material are subject to analyzes including their health and safety impacts and labeled accordingly. All product labels, namely MSDS forms, include possible H&S impacts of products and measures to be taken regarding these impacts.	-	-
Material Aspect: Product and Service Labeling			
G4-DMA	Customer Satisfaction (p.17)	-	-
G4-PR3	All Tüpraş products are labeled in line with legal regulations.	-	-
G4-PR4	No such case occurred during the reporting period.	-	-
G4-PR5	Customer Satisfaction (p.17); Performance Data (p.59)	-	-
Material Aspect: Marketing Communication			
G4-DMA	Not material	-	-
G4-PR7	No such case occurred during the reporting period.	-	-
Material Aspect: Product and Service Quality			
DMA	Systems and Standards (p.24)	-	-
Material Aspect: R&D Studies			
DMA	R&D Studies (p.20)	-	-
Material Aspect: Asset Integrity			
DMA	Asset Integrity (p.25)	-	-
Material Aspect: Disaster and Emergency Preparedness			
DMA	Disaster and Emergency Preparednes (p.25); Occupational Health and Safety (p.32-33); Biodiversity and Environmental Protection (p.40);Risk Management and Internal Audit (p.53-54)	-	-

CONTACT

For more detailed information, views and feedbacks on Türkiye Petrol Rafinerileri A.Ş. Corporate Responsibility Report please contact to:

Seval KIZILCAN

Corporate Communications Manager
kurumsal.iletisim@tupras.com.tr

Contact:

Türkiye Petrol Rafinerileri A.Ş.
Headquarters
41790 Körfez Kocaeli
T: 0262 316 30 00
F: 0262 316 30 10-11
www.tupras.com.tr

Reporting Consultant:

www.kiyemetiharbiye.com

Design:

Kutay Güven
www.kutayguven.com

Legal Disclaimer:

The Corporate Responsibility Report (The Report) has been prepared by Türkiye Petrol Rafinerileri A.Ş. (Tüpraş) with regard to the Global Reporting Initiative (GRI). All information and opinions contained in this Report, which does not purport to be comprehensive, have been provided by Tüpraş and have not been independently verified for this purpose. This Report has been prepared solely for information purposes and does not aim to form the basis for any investment decision. No information in this Report constitutes a proposal or part of a proposal relating to the sale of Tüpraş shares, or an invitation to this kind of sales process, and the publishing of this report does not mean that a legal relationship of this kind has been established. All featured information and related documents are believed to be accurate at the time of this Report's preparation, and all information has been provided in good faith and relies on trustworthy sources. However Tüpraş does not make any kind of declaration, guarantee or promise in relation to this information. Accordingly, neither Tüpraş nor any of its subsidiaries, or their respective advisors, directors or employees shall be liable for any direct, indirect or consequential loss or damage suffered by any person as a result of relying on any statement in or omission from this Report or in any other information or communication in connection with the Report.