




COLIN'S

Sustainability Report 2023

A woman with dark hair in a ponytail, wearing sunglasses and a dark purple athletic tracksuit, is sitting on a weathered concrete pillar. She is holding a white water bottle with a black lid. The background shows a sandy beach, a wooden pier, and the ocean under a clear sky.

The journey of shifting from ready-to-wear to responsible apparel is fundamental for us.



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About the Report

Since 1983, we have been working towards a sustainable future with a sense of responsibility towards the environment, people, society and the economy.

As COLIN'S, we uphold our journey that we set off in 1983 in line with our mission of "Living Life with Joy" with the awareness of our responsibility towards the environment, people, society and economy in all geographies that we serve. Within this framework, we are pleased to present to our stakeholders the extent and manner in which we fulfill our responsibilities through our 2023 Sustainability Report.

Our Sustainability Report was prepared in accordance with the GRI Sustainability Reporting Standards published by the Global Reporting Initiative (GRI) by taking into consideration the IFRS S1 and S2 framework of the International Accounting Standards Board (IASB) which further constitute the basis of the Türkiye Sustainability Reporting Standards (TSRS).

Our report covers our operations and activities realized in a total of 24 countries in which we operate, particularly in Türkiye and Russia, throughout the 12-month period between 1 January 2023 and 31 December 2023.

Through our sustainability efforts, we are adding value to the future across 24 countries, with a primary focus on Türkiye and Russia.



Message from the Chairman

We are dedicated to building a sustainable future through nature-friendly production, our commitment to people and society, and innovative solutions.



Yavuz Eroğlu

Chairman of the Executive Board
(CEO)

Dear Stakeholders,

As we present our 2023 Sustainability Report, I am honored to highlight that this year holds exceptional significance as we proudly celebrate the centennial of our Republic. On this occasion, I would like to once again express my deepest gratitude to Mustafa Kemal Atatürk, the founder of our Republic, and to everyone who has kept our Republic's values alive and brought it to this day.

Last year made us understand once again that change is inevitable. Natural disasters, becoming more frequent and more severe due to the effects of the climate crisis, have clearly revealed the vulnerabilities of not only individuals and societies but also global economies. Increasing energy expenses, disruptions in supply chains and rapidly depleting resources have clearly confirmed that sustainability should be at the center of economic development. The textile and fashion industry has embraced the responsibility of shaping the future in this rapidly evolving landscape, positioning itself at the forefront of transformation through sustainable solutions and responsible production practices. It has become even more evident that we, as the textile industry, need to evolve towards a more resilient, innovative and sustainable structure in the face of environmental and economic challenges.

The earthquake disaster we experienced in Türkiye has reminded us once again of the importance of unity and solidarity while reflecting our fragility against nature. This staggering disaster, where we experienced the effects of global risks on a local scale, screwed our questions on the sustainability of production and consumption.

At COLIN'S, our core mission is to embed sustainability into our very essence, making it an integral part of who we are rather than merely a choice, in line with our mission to inspire young people and the young at heart to 'Living Life with Joy.' In 2023, we made significant progress in adapting to our ever-changing world and laying the foundation for a better future.

This year has been a year of strong economic growth and we have further achieved this success in parallel with our sustainability strategies. While significantly increasing our net revenue and expanding our activities to wider geographies, we also managed to observe our responsibility towards the environment and society at every step as a reflection of our understanding of "We are Responsible towards the Planet and People".

Owing to our "Ecologic Jeans" collection, which is one of the most significant steps of our sustainability efforts, we have reduced water consumption and reduced waste by using recycled materials. We uphold taking determined steps to minimize our environmental impact by choosing biodegradable materials that are compatible with the natural cycle for this collection. In addition, we have offered more environmentally friendly products by reducing water consumption and chemical use with innovative technologies such as laser fading and stone enzyme washing.

We have achieved significant gains this year as part of our Smart Green Store project, which we launched in 2022. Improving our energy efficiency, we have achieved both energy savings and financial savings, thus reinforcing our environmental and economic success with innovative steps.

The "Denim Fikrim" (My Denim Idea) contest, which we organized to raise young talents' awareness of circular fashion, replenished our hopes for the future of the industry with designs that focus on recycling and overlap with the Dünya Konuşabilseydi (If the World Could Speak) theme. This contest, which we successfully held in 2022 and 2024, could not be organized in 2023 due to the earthquake.

Reflecting our sustainability-focused efforts, we were recognized as one of the most reputable brands in the 'Jean/Denim' category in the Türkiye Reputation Index (TIE) Survey conducted by the Turkish Reputation Academy. This recognition highlights the trust and appreciation we have earned from our consumers.

In line with all these initiatives we have taken, 2023 has been a period in which we have strongly implemented our sustainability and innovation-focused strategic goals. As COLIN'S, we have further achieved significant progress in digital transformation and customer experience while taking important steps to fulfill our environmental and social responsibilities. The improvement in customer satisfaction and reaching 13 million registered customers in digital processes on a global scale have reinforced our Company's growth potential and leadership in the industry. Thanks to our progress in digital transformation and customer experience, we have confirmed our innovative stance in the industry once again by being granted the "Most Proactive New Product Adaptation" award at the Lift Awards 2023 organized by Insider.

We have embedded sustainability at the core of our business model, guided by our commitment to "Living Life with Joy" along with our sense of responsibility towards the environment, people and society. In this regard, we keep taking confident and determined steps in our sustainability journey, which we set out with the aim of "Shifting from Ready-to-Wear to Responsible Apparel". Throughout this journey, we take on a leading role together with all our stakeholders to make our ecosystem sustainable and we are moving forward with determination to realize this transformation at every step.

At COLIN'S, we are dedicated to enhancing our positive environmental and social impact at every stage of our business processes, accelerating innovative projects, and contributing to economic sustainability, just as we have in 2023 and the years to come.

I am pleased to share with you our 2023 Sustainability Report, in which we share the significant steps we have taken in our sustainability journey and our future goals.

In line with our sustainability goals, we invest in the future with innovative projects by minimizing our environmental and social impacts.

We aim to attain further achievements in the coming years by strengthening our determination in the field of sustainability. We would like to thank all our employees, customers, and stakeholders for being part of this journey with us. We look forward to continuing our collective efforts toward a more joyful and sustainable world.

Regards,

Yavuz Eroğlu

Chairman of the Executive Board
(CEO)



About COLIN'S

We enable young people to living life with joy they live in with our jeans-focused fashion products.

With our brand, whose foundations were laid in a small clothing workshop in 1983, we have upheld sales and marketing activities for 37 years now, starting with Russia and the Turkic Republics in 1986. We offer sustainable collections, focused on jeans, by which everyone can reflect their own style and feel the youthful vigor. In line with our understanding of quality, we manufacture sustainable products with color, fabric, stitching, durability and stance.

As COLIN'S, we work to offer ready-to-wear clothing products besides adopting the mission of making our customers feel better with our products and services. We make a difference by offering INNOVATION, FIT and QUALITY all together in our stores all around the world.

The conception of INNOVATION offers eye-catching showcase designs, different collections appealing to your emotions and a wide range of products. The conception of FIT allows our products to provide comfort by fitting your body perfectly and to reflect your style freely. The conception of QUALITY refers to offering a long-lasting and sustainable experience by standing out with the color, fabric, stitching and durability of each product.

Today, we work and provide 24/7 services worldwide via more than 600 stores in 24 countries with a huge team of approximately 6,000 employees. 11 different languages are spoken in our stores, which is also a reflection of our global structure. As the first Turkish company to produce ready-to-wear clothing in Russia, we optimize our planning and production processes using artificial intelligence technologies. With our jeans-focused trending collections, we closely follow the rapid changes in fashion and offer distinctive and stylish products suitable for every period. We keep this free spirit alive in our stores and inspire our customers accordingly.

Global Operations in

24
Countries





Our Mission

To enable young people to live life with joy through our jeans-focused fashion products.

Our Values

- Focusing on Steady Development and Innovation
- Being Quality Oriented
- Being Reliable and Stable
- Being Free-Spirited
- Respecting Customs and Traditions

Our Vision

To be renown as the jeans-focused fashion brand of choice, meeting the expectations of young people, prioritizing universal values and sustainability, offering superior customer experience at affordable prices while maintaining high quality.



COLIN'S, From the Very Beginning to Present

1983

- We set off for this journey to the COLIN'S brand in a small haberdashery equipped with six machines, producing coats and jackets with a team of 15 in a closed area of 150 square meters.

1987

- We moved the haberdashery to Küçükçekmece.

1995

- We incorporated COLIN'S Giyim San. ve Tic. A.Ş. and opened the first COLIN'S store in Moscow. We further established a local company and office in Russia and started to manage operations on-site.

1999

- The number of our domestic stores and international stores have reached out to 11 and 6, respectively. Meanwhile we started to produce for world renowned brands such as Calvin Klein, Next, Tommy Hilfiger, GAP and Next with an off-brand production move.

2006

- With Eroğlu Giyim opening a factory in Egypt, we initiated production activities in this country.
- We started to benefit from the government's Turquality supports..

2010

- We accelerated our investments in information technologies and internal resources in order to technologically strengthen our developments in the retail industry. As COLIN'S, we initiated our first e-commerce activities in Türkiye.

1986

- We started to manufacture Kulis branded jeans and shirts in addition to coats and jackets. We set up a sales store in Mercan to engage in wholesale and retail marketing of our products.

1992

- We started producing the Kulis branded clothes as COLIN'S.

1998

- We increased the number of our domestic stores to 7 and our international stores to 3.

2003

- We upheld our store opening initiative by making significant investments in Russia. We became the first Turkish company to manufacture apparel products in Russia.

2008

- As of 2008, we transformed our wholesales units and adopted to a completely retail-focused organizational structure in line with the goal of becoming a global retail company.
- We established COLIN'S Academy.
- We started COLIN'S Jeans Fest campaigns.

2012

- As COLIN'S, we initiated our first e-commerce activities in Ukraine.



COLIN'S, From the Very Beginning to Present

2013

- We received ISO 9001 Quality Management System certificate.

2015

- As of 2015, we have activated our e-commerce operations in our third strategic market. We opened the colins.ru online store for the Russian market and started cooperating with 3rd party companies.
- We received the ISO 27001 Information Security Management System certificate.
- We established COLIN'S Dijital Academy.

2018

- As COLIN'S, we introduced our collection specifically designed for the 2018 World Cup in Russia.
- We were ranked as the most preferred brand in the jeans chain category in the "No. 1 Choice of the Year" competition held in Belarus.

2020

- We launched our new perfumes C'HER and C'HIM in our stores in Türkiye and on colins.com.
- We opened 3 new COLIN'S stores in Morocco, bringing our total number of stores in this country to 8.
- We opened our online store in Ukraine at colins.ua.
- We established the Sustainability Committee.
- We initiated the Smart Green Store project.
- We moved to our new office in Skyland İstanbul.
- We have received the AEO (Authorized Economic Operator) certification.

2022

- We organized "Denim Fikrim" (My Denim Idea) design contest in the field of Denim, in collaboration with the Fashion Design departments of universities in İstanbul.
- In collaboration with İstanbul Kültür University, we started to offer "COLIN'S Denim Design" courses in the Fashion Design program. We reached our 10 millionth customer registered with digital processes globally.
- With our 604th store opened in Ada Mall in Belgrade, Serbia, we increased the number of countries we operate in to 24.
- As part of the December 3rd International Day of Persons with Disabilities events, we realized a social responsibility project for children with special needs in collaboration with our national basketball player Çağla Nur Uzundurukan, who is the first hearing impaired basketball player to play in the FIBA European Cups.
- We received the Zero Waste Certificate for our Distribution Center.
- We integrated 56 of our stores into the Smart Green Store system.
- We started using the FSC®-certified labels.

2014

- We opened our new and modern Distribution Center and activated our colins.com website.

2017

- We were granted the most technological project of the year award at the most effective Supply Chain Professionals of Türkiye Awards ceremony organized by SCP Club.
- We have provided accreditation for our Design Center.

2019

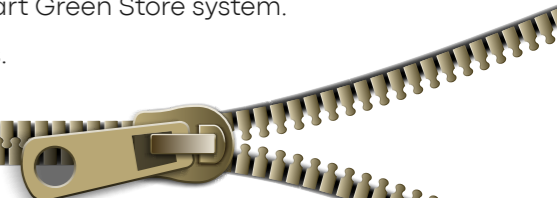
- We were ranked as the "Best Clothing Brand of the Year" at Crystal Deer Awards organized by Hacettepe University.
- We introduced our sustainable jeans collection "COLIN'S Ecologic Jeans" prepared in line with environmentally friendly production techniques.
- We were ranked as the third best e-commerce brand of the year in the Men's Clothing Category in the survey conducted by Marketing Türkiye magazine.
- We received the ISO 14001 Environmental Management System certificate.
- We established COLIN'S Ethics Line.
- We launched our 2019 Ecologic Jeans collection.

2021




- We offered for sale our Recycle Knitwear collection made of recycled cotton.
- We sponsored the MUZ TV music awards organized in Russia for the third time.
- We opened our 500th store in Vivo AVM in Baia Mare, Romania. We were ranked as the best jeans brand of the year for the fifth time in Belarus.
- We broadcast our first TV and outdoor advertisements as part of the Jeans Fest campaign held in Morocco.
- We offered our SELFSIZED Jeans suitable for all ages and body types for sale.
- We activated our online store colins.ro in Romania
- We launched our Employer Brand COLIN'S Together.
- We conducted the Work-Life Balance Survey for the first time.

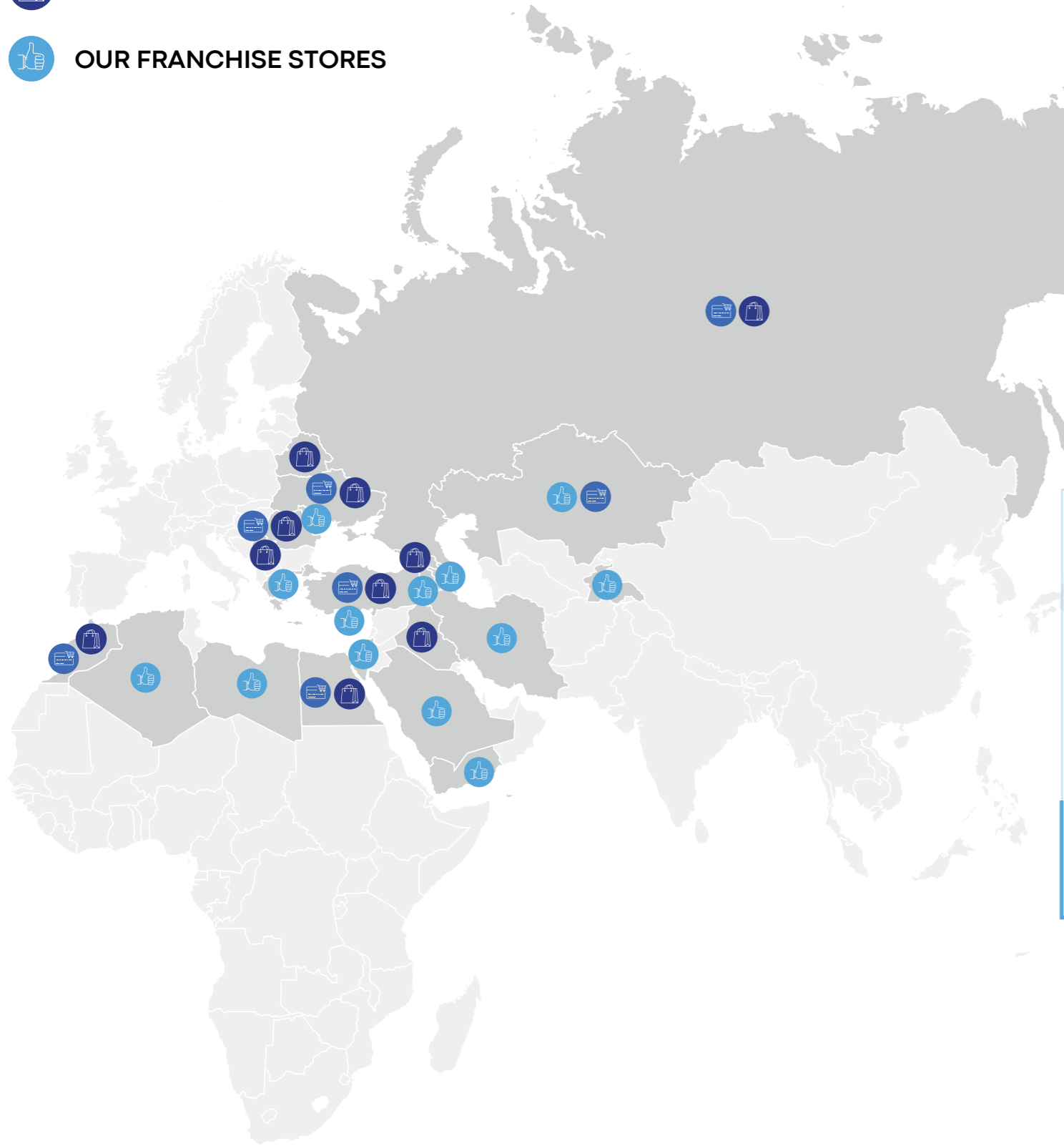
2023



- We issued our first Sustainability Report.
- We collaborated with Italian Designer Christian Recca.
- We have designed a men's knitted denim trousers collection where comfort is at the forefront.
- We established COLIN'S Project Office.
- We integrated 49 of our stores into the Smart Green Store system, including 13 automation and 36 energy monitoring.
- We started the Supplier Segmentation (Manufacturer Report Card) project.
- We collaborated with designer Güneş Güner.



COLIN'S and its Fields of Activity

-  OUR ONLINE STORES
-  OUR OFFLINE STORES
-  OUR FRANCHISE STORES




TURKIYE Stores: 185 Employees: 2.178	RUSSIA Stores: 195 Employees: 1.796	UKRAINE Stores: 61 Employees: 607
ROMANIA Stores: 33 Employees: 274	MOROCCO Stores: 16 Employees: 125	EGYPT Stores: 12 Employees: 104



BELARUS Stores: 22 Employees: 207	GEORGIA Stores: 6 Employees: 44	IRAQ Stores: 8 Employees: 61	SERBIA Stores: 3 Employees: 34
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SAUDI ARABIA Stores: 8 Employees: 75	ALGERIA Stores: 5 Employees: 50	AZERBAIJAN Stores: 9 Employees: 89	GREECE Stores: 6 Employees: 42	
MOLDOVA Stores: 1 Employees: 10	PALESTINE Stores: 3 Employees: 27	IRAN Stores: 2 Employees: 19	TRNC Stores: 3 Employees: 25	QATAR Stores: 2 Employees: 18
YEMEN Stores: 1 Employees: 8	TAJIKISTAN Stores: 1 Employees: 7	ARMENIA Stores: 2 Employees: 17	LIBYA Stores: 2 Employees: 18	

KAZAKHSTAN
Stores: 21
Employees: 198

COLIN'S in Figures



Employees

Türkiye

 1,082 Female

 1,096 Male

2,178 Total Number of Employees

Russia

 1,513 Female

 283 Male

1,796 Total Number of Employees


Ukraine

 444 Female

 163 Male

607 Total Number of Employees

Belarus

 142 Female

 64 Male

206 Total Number of Employees

Romania

 210 Female


 64 Male

274 Total Number of Employees




COLIN'S in 2023


Being Responsible Towards Our **Business**




Portfolio of **13 million** customers




Responding to customer requests and complaints within an average of **32 hours**




Customer satisfaction rate of **51%**



48% domestic suppliers




68 new suppliers selected in line with social criteria




TRY 3.3 Million investments in digitalization and innovation




Being Responsible Towards Our **People**




Approximately **126 thousand** hours of employee trainings




Performance Monitoring System (**COLIN'S MAP**) project to assess individual performance of employees




Resolution of all **115** calls received on the Ethics Line



Approximately **8800 hours** of OHS trainings




Establishment of an Internal Trainer System




Ergonomics Project with a budget of **TRY 945 Thousand**


Being Responsible Towards **Environment**




TRY 2.5 Million of investment in energy efficiency




359 MWh energy savings and **TRY 2 Million** financial savings achieved with the Smart Green Store Project



Environmental Management System Internal Auditor Training Program



Reuse of approximately **310 thousand** boxes



Approximately **168 thousand** tons of water savings thanks to the use of non-cotton soft fibers

Awards



We were granted the Most Proactive New Product Adaptation Award in the Multi-Channel E-Commerce Category in 2023 at the Lift Awards organized by Insider.

We were ranked the "Most Reputable Brand in the Jean/Denim category" in the Türkiye Reputation Index (TIE) Survey organized by the Turkish Reputation Academy.

With our Employee Engagement Projects, we won the "STEVIE Happiness Manager of the Year Award" at the Stevie Awards for Great Employers.

We received the Platinum Award at the '2023 Successful Exporters Award Ceremony' organized by İstanbul Apparel Exporters' Association (IHKIB).

The awards we won in 2023 were a strong indicator of our innovative projects and commitment to sustainability.

Memberships



We Embrace Life with Joy on Our Sustainability Journey



Governance Approach



Board of Directors

Our Board of Directors provides strategic recommendations to guide our roadmap, aiming to strengthen and enhance our plans in new markets, investments, sustainable growth and innovation.

Our plans for entering new markets, making new investments, sustainable growth and innovation are evaluated by our Board of Directors who then govern our road map by offering suggestions to further strengthen and develop these plans. The three-member Board of Directors in COLIN'S organizational structure is responsible for monitoring the budget and commercial performance. COLIN'S Board of Directors convenes every two weeks throughout the year to review significant decisions and to make evaluations on strategic issues. All board members fully participated in all meetings held throughout the year.

A redundancy plan has been developed for possible changes regarding the Board of Directors in 2023 and the umbrella structure of this plan has been completed. We aim to finalize this plan throughout Türkiye in 2024 and in the global scale in 2025.

The Executive Board consists of 6 members. The decisions of the Executive Board are communicated to the group managers through the directors, and the group managers work to implement these decisions in all directorates and business processes. All developments and critical issues related to the company are regularly conveyed to the Board of Directors by the Chief Executive Officer.

Organizational Structure:



With the backup plan established in 2023, we aim to strengthen our management structure and achieve our global objectives.

Corporate Governance and Strategy

All countries in which we operate are organized under our head office in Türkiye. Each country has its own central administrative structure with regard to the size of its operations. Our core policies and procedures are developed at our head office, while the countries play an implementing role in this process. The local dynamics of the countries are evaluated under the management of our Country Managers; feedbacks constitute a significant source for the policies and procedures developed at the head office.

The management of legislation and official affairs in all our locations of operation is the responsibility of our Country Managers. Necessary alignments are made according to the needs and local legislation of the countries, hence our global policies are adapted to local conditions. Different practices of each country provide us the opportunity to learn from each other and share best practices.

We manage supplier relations mainly through representative offices or country offices in the countries where we operate. Thereby, we can establish closer, faster and stronger communications with our suppliers. This structure provides a significant advantage in terms of both quality and speed in our supply management, improving our operational efficiency.

Working Committees

There are various working committees in our company that are committed to corporate governance principles. In 2023, the "Disaster and Emergency Committee", which is responsible for planning the necessary precautions for possible emergencies was constituted.

Working Committee	Committee Chair	Meeting Frequency	Committee Working Purpose / Area
Sustainability Committee	Global Products Directorate	Once a month / 1 hour	Gathers sustainability-related activities executed by different departments within the Company under a single roof; sets and monitors targets in line with the sustainability strategy.
Strategy Committee	Global Corporate Development Group Manager	Convenes once a year for workshop. Convenes at the end of each quarter for interim reviews of corporate performance.	Determines the company vision and coordinates strategic administrative activities. Plans developed to date: First Five-Year Strategic Plan / 2011-2015; Second Five-Year Strategic Plan / 2016 - 2020; Third Five-Year Strategic Plan / 2022 - 2026
Design Center Committee	Director of the Design Center	Every 3 months - 1 hour	Convenes with the participation of responsible people from each business unit to meet the requirements of the Design Center. Discusses and exchanges information on issues such as the closure of the assignments received from the audits, current status of the projects, the number of employees, the trainings provided to the employees, the trainings received, the events attended.
Ethics Committee	Global HR Operations Group Manager	Every 3 months - 1 hour	Evaluates the calls and notifications submitted to the Disciplinary Board and Ethics Line and is responsible for securing the quality process. Convenes regularly or on occasion to evaluate the actions taken regarding incoming notifications.

Working Committee	Committee Chair	Meeting Frequency	Committee Working Purpose / Area
Career Development Committee	HR Manager (TR) Organizational Development Manager	When necessary	The results of the prospective head office personnel who have been determined to meet the promotion criteria and included in the promotion processes by the Organizational Development Department are evaluated. It makes unanimous decisions on promotion. Records the evaluations and decisions in the Central Promotion Report.
Merchandising Career Development Committee	HR Manager (TR) Organizational Development Manager	When necessary	The results of the prospective merchandising personnel who have been determined to meet the promotion criteria and included in the promotion processes by the Organizational Development Department are evaluated. It makes unanimous decisions on promotion. Records the evaluations and decisions in the Merchandising Promotion Report.
Information Security Committee	IT Operations Man. (BGYS Manager) Process Development Man. (BGYS Manager)	Once a year / 2 hours	The committee convenes with the participation of responsible persons to discuss the necessary agenda items within the scope of ISO 27001 Information Security Management System "Management Review" article. Agenda items are discussed and necessary decisions are taken. Agenda items are Changes in the Scope Analysis Document, Review of CPA Records, Monitoring, Measurement and Assessment Results, Information Security Targets (Target Tracking List), Review of External Audit Findings, Internal Audit Results, Cyber Security Breach Incidents, Information Assets Risk Processing, Risks to be Recommended for Risk Acceptance, Review of Information Security Awareness Trainings, Continuous Improvement - Suggestions - Requests.
Head Office OHS Board	Employer Representative	Every 3 months - 2 hours	Agenda items are discussed and decisions are taken to ensure COLIN'S Head Office Occupational Health and Safety and Environmental requirements. The relevant period is evaluated by exchanging information on topics such as elimination of non-conformances detected in audits, evaluation of work and environmental accidents, trainings provided to employees, evaluation of employees' demands and requests, evaluation of compliance with current legislation.
Distribution Center OHS Board	Global Warehouses Group Manager	Every 2 months - 1 hours	Convenes with the participation of responsible people from each business unit to meet the Occupational Health and Safety and Environmental requirements of the Distribution Center. The relevant period is evaluated by exchanging information on topics such as elimination of non-conformances detected in audits, evaluation of work and environmental accidents, trainings provided to employees, evaluation of employees' demands and requests, evaluation of compliance with current legislation.
Management Systems Internal Audit Committee	Global Corporate Development Group Manager	Once a year (in December)	Reviews management reports as well as the results of corrective and remedial actions, plans the audit calendars for the next year, and positions auditors in the relevant processes with a comprehensive audit scope.
Disaster and Emergency Committee	Global Security and Administrative Affairs Group Manager	Every 2 months - 1 hours	This Committee, constituted immediately after the Earthquakes in Türkiye on February 6 th , manages the aid/support projects to be provided to the region affected by the earthquakes and determines the precautions to be taken for all locations.

Risk & Crisis Management

Risk management issues in COLIN'S are effectively addressed by the relevant business units and reported directly to the CEO. Risks are determined, managed and regularly monitored by our departments specialized in different fields of activity.

While financial risks are managed by the Financial Affairs Directorate, occupational health and safety risks and environmental risks are addressed by the Human Resources Directorate. Information security risks are meticulously monitored and managed by the Information Technologies Directorate.

Throughout the reporting period, we conducted a comprehensive review of potential Environmental, Social and Governance (ESG) risks that could affect the operations of COLIN'S. This review was executed under the headings "Impact Area, Sub-Impact Area, Risk, Description, Measures and Actions Taken to Manage Risk, Targets". The analysis was conducted on three main categories: Environmental Risks, Social Risks and Governance Risks. The action plans developed for each risk area are supported by measures implemented to manage the risk and process improvement studies. In line with this approach, clear targets have been determined for each risk and continuous monitoring processes have been put into effect.

Impact Area	Sub-Impact Area	Risk	Description	Measures and Actions Taken to Manage the Risk	Targets
Environmental	Climate Change	<ul style="list-style-type: none"> - Carbon Emissions - Climate Change Related Risks 	<ul style="list-style-type: none"> - Textile production may end up with high carbon emissions, in particular due to energy-intensive processes (dyeing, drying and heat treatments etc.). Energy sources that use fossil fuels may create a huge carbon footprint in the industry. - Increasing temperatures, depletion of water resources and unpredictable changes in climate may negatively affect the production processes of natural raw materials such as cotton, may increase the costs and jeopardize the continuity of production. - Increased environmental regulations and sustainability standards could bring tighter controls on emissions. This may pose a risk in terms of compliance obligations and legal sanctions. 	<ul style="list-style-type: none"> - Thanks to our Smart Green Store project, which we have implemented as of 2020, we are using energy resources more efficiently and minimizing our consumption. - We have made a significant contribution to energy efficiency with the photocell automatic lights we installed in the Distribution Center. - We have taken steps to reduce our carbon footprint by preventing the delivery of 19,200 cargo parcels between the store and the center and the use of 72,000 papers with the digital cash register project. 	<ul style="list-style-type: none"> - We aim for all stores to have an Energy Management System by 2030. - We aim to supply all of our energy needs from renewable sources by 2030.
	Water Consumption	<ul style="list-style-type: none"> - Excessive Water Consumption - Water Pollution 	<ul style="list-style-type: none"> - The production processes of textile products, in particular cotton farming and dyeing, may require huge amounts of water consumption. This amount of consumption may cause ecological and social risks in regions experiencing water scarcity. - Releasing water used for dyeing, washing and other chemical processes without being treated into natural water resources may cause water pollution and ecosystem degradation. - Climate change, drought and excessive consumption of water resources may aggravate the access to water. Water scarcity can disrupt production processes and even increase costs. 	<ul style="list-style-type: none"> - With our COLOR DENIM collection, where we reduced water consumption and chemical use by 84%, we combine the trends of the season with environmental awareness and offer different color variations starting with indigo. - We contribute to reducing the water and chemical consumption in production processes by working with suppliers who prefer advanced techniques (laser washing, ozone) rather than conventional methods like washing. - We saved approximately 168 thousand tons of water by using non-cotton soft touch fibers and eliminating the product washing operation. - In order to ensure a soft feel in sewn products, we developed a method that eliminates the need for washing by using soft-textured fibers such as viscose, modal, polyester and polyamide in addition to cotton fiber. - Within the framework of the Color Denim project, we carried out the weaving and dyeing processes of denim fabrics using sulfur dyes. We produced our collection using sustainable methods such as water-saving ball dyeing techniques and clay-coated dyes. 	

Impact Area	Sub-Impact Area	Risk	Description	Measures and Actions Taken to Manage the Risk	Targets
Environmental	Chemical Use	- Use of Harmful Chemicals	<ul style="list-style-type: none"> - Dyes, bleaches and other chemicals are used extensively in the textile industry. These chemicals, which can harm human health, can leak into the environment and cause soil and water pollution. - Legal sanctions caused by the use of harmful chemicals and cleaning costs may increase the financial burden of the company. In addition, investments to be undertaken to comply with sustainability standards (e.g. purification/treatment systems) may require high costs. - The disclosure of the use of chemicals that are harmful to the environment or human health can seriously damage the brand's reputation in the public. Consumer confidence may be damaged and customers may turn to alternative brands that adopt sustainable practices. 	<ul style="list-style-type: none"> - With our COLOR DENIM collection, where we reduced water consumption and chemical use by 84%, we combine the trends of the season with environmental awareness and offer different color variations starting with indigo. - We contribute to reducing the water and chemical consumption in production processes by working with suppliers who prefer advanced techniques (laser washing, ozone) rather than conventional methods like washing. - With the Colorful Organic Cotton Based Innovative Denim Project, we are able to color denim naturally without using chemicals and dyes. We aim to offer environmentally friendly and innovative designs using organic, colored cotton fiber. 	
	Waste Management	<ul style="list-style-type: none"> - Textile Wastes - Pollution Caused by Microplastics 	<ul style="list-style-type: none"> - Fabric scraps, defective products and unused materials released during the production process constitute a huge amount of waste. These wastes are usually not recyclable and are sent to landfills. - Synthetic fabrics harm marine life and ecosystems by releasing microplastics into water resources during washing. 	<ul style="list-style-type: none"> - Our main supplier DNM produces steam energy by burning solid wastes from its own production processes. Thanks to this facility, DNM consumes 700,000 m³ less natural gas annually and makes a positive contribution to climate change. In addition, these wastes are revalued and used as input in other processes. - All labels used in our products are produced using industrial trees and are FSC certified. Accordingly we ensured 2,700 trees to be conserved in nature in 2023. - We have minimized the use of plastics and other harmful materials by using mannequins made of natural materials. - We have reduced our environmental impact by using Compressed Wood Materials, denim card and recycled wood such as OSB cubes in store equipments. - We have significantly reduced waste generation by reusing the boxes used in our distribution center. - We bring sustainable denim designs to life with completely recycled and water-free fabrics. 	
	Raw Material Use	- Unsustainable Raw Material Sourcing	<ul style="list-style-type: none"> - High water consumption and the use of pesticides in the production of natural raw materials such as cotton threatens environmental sustainability. Raw materials such as viscose obtained from unsustainable sources like forests may cause deforestation. - Depletion of natural resources and persisting in unsustainable practices may make it difficult to access raw materials in the long term and cause prices to increase. This may increase the company's operational expenses and impair its competitiveness. - Procuring raw materials from unsustainable sources may lead to the depletion of these resources and may cause interruptions in the supply chain in the long term. 	<ul style="list-style-type: none"> - As an alternative to pumice stone, we have turned to using washing stones made from recycled plastic materials (F-stone, Hand Made Stones (HMS)). - Hemp, modal and TENCEL™ Lyocell fibers are raw materials with lower water footprints compared to cotton. We have aimed to reduce our water footprint, beginning with the design process, by using these fibers in our products. - We develop environmentally friendly designs by preserving the denim texture with biodegradable fibers. 	

Impact Area	Sub-Impact Area	Risk	Description	Measures and Actions Taken to Manage the Risk	Targets
Social	Supply Chain Traceability and Transparency	<ul style="list-style-type: none"> - Insufficient Traceability - Lack of Transparency 	<ul style="list-style-type: none"> - The complexity of the supply chain makes traceability difficult, particularly from raw material supply to final product production. This may hinder the detection of human rights violations and environmental damage. - Incomplete or incorrect disclosure of information about sub-suppliers in the supply chain puts the reputation and legal compliance of brands at risk. Lack of transparency can lead to unethical practices (e.g. child labor) being disguised. 	<ul style="list-style-type: none"> - We monitor the environmental impact performance of our denim suppliers using EIM (Environmental Impact Measurement) scores. - With the COLIN'S Audit Infrastructure project, we aim to raise our service procurement standards and improve the quality standards of our manufacturers. - The Supplier Segmentation (Producer Report Card) Project is a significant step we have taken to make our supply chain more sustainable and efficient. With this project, we aim to classify our suppliers according to their performance and to establish long-term partnerships and support our high-performing suppliers. 	<ul style="list-style-type: none"> - By 2030, we aim to supply all products from manufacturers with Sedex and/or BSCI certification.
	Employee Rights	<ul style="list-style-type: none"> - Low Wages and Long Working Hours - Human Rights Violations 	<ul style="list-style-type: none"> - Low wages paid to workers and excessively long working hours are common problems encountered in the textile industry, particularly in developing countries. These practices can negatively affect workers' living conditions and lead to social unrest. - Violation of employees' fundamental rights, suppression of labor unions and practices such as forced labor pose both ethical and legal risks. 	<ul style="list-style-type: none"> - We seek the opinions of employees through the feedback mechanism. - We conduct "COLIN'S Work-Life Balance Survey" with approximately 4,000 people, covering all employees working in our stores in Türkiye, Russia, Belarus, Ukraine and Romania along with the Head Office and Distribution Center personnel. - For performance assessment purposes, we aim to take timely action by predicting areas of future development and identifying increasing risks in advance with proactive analyses using our internal portal COLIN'S Map. 	<ul style="list-style-type: none"> - We aim to increase the new graduate recruitment rate to 30% by 2030.
	Occupational Health and Safety	<ul style="list-style-type: none"> - Hazardous Working Conditions - Inadequate Safety Measures 	<ul style="list-style-type: none"> - Employees working in textile factories and production facilities may face risks such as dangerous machines, harmful chemicals and inadequate ventilation. This may lead to work accidents and occupational diseases. - Failure to comply with safety standards may cause serious accidents such as fire and explosion. Such incidents endanger the health and lives of employees, while also increasing the legal and financial liabilities of the company. 	<ul style="list-style-type: none"> - We provide safe working environments using automation and sensor systems. - In addition to compulsory OHS trainings, we further develop employees' OHS culture with on-the-job toolbox trainings. 	
	Gender Equality	<ul style="list-style-type: none"> - Gender Inequality 	<ul style="list-style-type: none"> - Problems such as low wages paid to female employees, female employees' limited access to promotion opportunities and gender discrimination can be common in the textile industry. These conditions reinforce inequality in the workplace and negatively affect employee satisfaction. - Gender inequality may cause negative perception, particularly among the public and customers who are sensitive to gender equality issues. This may put significant pressure on the brand's reputation and result in customer loss. 	<ul style="list-style-type: none"> - We provide equal opportunities in recruitment, working environment and career advancement. - While female labor force participation is 33% in Türkiye, COLIN'S Türkiye is well above this average with a female labor force participation rate of 50%. - We implement a policy of equal pay for equal work. 	<ul style="list-style-type: none"> - We aim to increase the share of Women Managers to 50% by 2030.

Impact Area	Sub-Impact Area	Risk	Description	Measures and Actions Taken to Manage the Risk	Targets
Governance	Change in Consumer Preferences	<ul style="list-style-type: none"> - Demand for Sustainable Products - Rapidly Changing Fashion Trends - Ease of Purchasing and Access Problems 	<ul style="list-style-type: none"> - Consumers' expectations of sustainable products can lead companies to face cost increases and supply chain problems. - Failure to meet consumers' demand for sustainable products and/or sustainability standards or misleading environmental claims (greenwashing) may cause reputation loss. - Rapidly changing fashion trends can create excessive production and consumption pressure, challenging sustainability efforts. Constant demand for new products may cause problems such as inventory risk and increased wastes and may cause the brand to conflict with its sustainability principles. - When consumers cannot easily access sustainable products, they may abandon the purchasing process. In addition, the high price or difficulty of access of sustainable products compared to other products may negatively affect consumer satisfaction and demand. 	<ul style="list-style-type: none"> - We collect the payments for products that are available in our online warehouse but not physically available in our stores and ensure that the products are delivered to our customers' addresses or to the stores of their choice. - We offer our customers healthier and more environmentally friendly product choices with our sustainable product collections. (Ex: Color Denim, Ecological Jeans) 	
	Reputation Management	<ul style="list-style-type: none"> - Communication Deficiencies - Legal Disputes 	<ul style="list-style-type: none"> - Incorrect or incomplete information provided to the public or shareholders may cause loss of credibility and impair the brand's reputation. - Companies may face the necessity of complying with laws and regulations in different countries or regions. Failure to ensure this compliance may cause companies face serious financial penalties, loss of reputation and legal problems. Different requirements of regulatory authorities in different regions may complicate business processes causing operational difficulties. 	<ul style="list-style-type: none"> - We provide equal opportunities to protect and develop corporate reputation while prioritizing sustainability practices. - We have been within the scope of Turquality supports since 2006. - We have constituted the necessary infrastructure within the scope of the Personal Data Protection Law (KVKK) and put the implementations into practice. We constantly receive consultancy services regarding KVKK and fully comply with our legal obligations by keeping our documents up to date. 	<ul style="list-style-type: none"> - We aim to be present in more than 50 sales channels by 2030. - We aim to be operating in more than 35 countries and 800 stores by 2030.
	Digitalization	<ul style="list-style-type: none"> - Failure to Align with Digital Transformation 	<ul style="list-style-type: none"> - Companies that cannot keep up with technological innovations and digitalization may lose their competitive power. Companies that lag behind, particularly in areas such as e-commerce, data analytics and digital marketing, may lose their market share to their competitors. 	<ul style="list-style-type: none"> - We eliminate manual errors and save time in the processes by digitizing proforma invoices. - We strengthen our cooperation by simplifying and making PO forms sent to manufacturers understandable. - We integrate our sales channels into the Omnichannel-ERPOS project, use our inventories more efficiently and thereby improve customer satisfaction. - We reduce paper usage with e-invoice approval process and manage invoices quickly in digital environment. - We have been increasing speed and efficiency in our purchasing operations via the automation of the telescopic conveyor line. 	<ul style="list-style-type: none"> - We aim to move strategic operations to the cloud environment and support them with artificial intelligence by 2030.

Commitment to Ethical Values

As COLIN'S, we build our way of doing business on the principles of "Equity", "Transparency", "Accountability" and "Responsibility". We aim to create a safe, fair and transparent working environment for our employees within the framework of these core values.

We have adopted adhering to ethical principles as an understanding that we will by no means compromise on. With our Ethics Line, which we put into practice in Türkiye as of 2019, in Russia and Belarus as of 2023, and in Romania as of 2024, we offer our employees a reliable channel through which they can report any inappropriate behavior they encounter. We respond to all complaints and notifications submitted through the system with a 100% response target and take steps to improve our processes. We secure our processes and procedures by taking into account the feedback of our employees. We escalate the notifications that are not within the scope of Ethics Line to the relevant units and carry out process improvements in line with the feedback. For example, a critic conveyed by our employees regarding the bonus system is escalated to the relevant business unit, even if it does not fall within the scope of Ethics Line, thus we take into consideration all expectations submitted by the field force.

We introduce our employees to COLIN'S Ethics Line during the orientation program and we maintain this awareness throughout their professional lives through posters and brochures available in all our offices along with regular informative e-mails. Our commitment to ethical values stands out as an element that our employees constantly remember and experience throughout their professional lives. Our complaint reporting mechanisms provide a safe and effective platform not only for our employees but also for all our stakeholders.

Within the scope of the process, managed by our Ethics Committee, we regularly improve ourselves in line with sectoral reports. The managers from different departments, participating in our committee meetings, allow us to evaluate our processes more comprehensively. By working with a third-party professional service provider, we further ensure impartial and effective process management.

Legal Compliance

As COLIN'S, we are committed to protecting the information security and privacy of our customers at the highest level. We have constituted the necessary infrastructure within the scope of the Personal Data Protection Law (KVKK) and put the implementations into practice. We constantly receive consultancy services regarding KVKK and fully comply with our legal obligations by keeping our documents up to date.

Our company conducts its activities in full compliance with the scope of competition law. We regularly conduct audits and provide trainings to our employees through our legal affairs department and our external Competition Law Consultant. There were no investigations or lawsuits filed regarding any anti-competitive behavior, anti-trust or anti-monopoly legislation violations detected throughout the reporting period. In this context, we undertake to carry out our business processes on a transparent and fair basis.

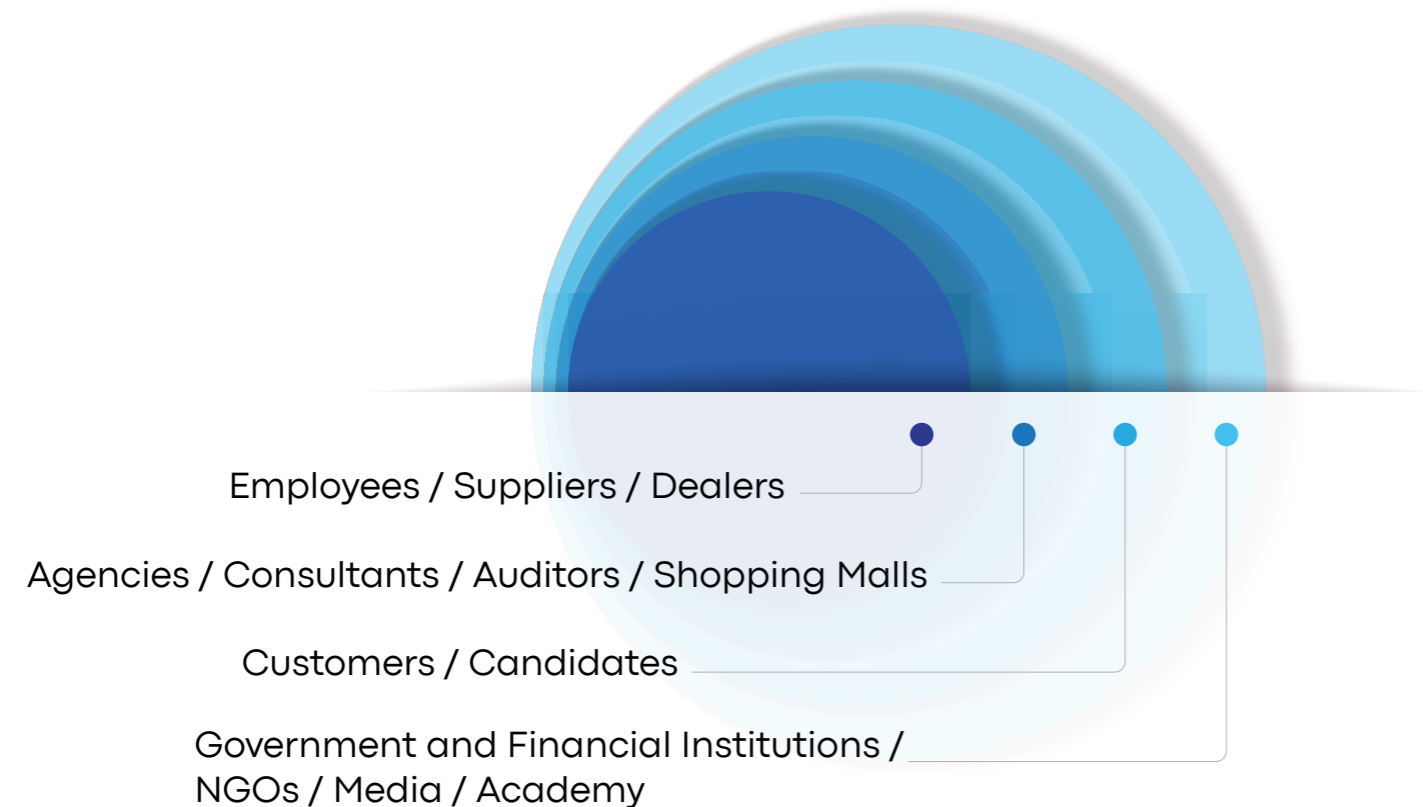


Interaction with Stakeholders

The sustainable solutions we develop by considering our stakeholders' expectations enable us to move forward into the future with greater confidence.

The strong and open communications we have established with our stakeholders constitute the pillars of our sustainability strategy. These relationships based on transparency and mutual trust help us improve our business processes and manage our social and environmental impacts more effectively. Owing to these interactions, we can develop sustainable solutions by taking into account the expectations of our stakeholders. These relationships and collaboration opportunities enable us to closely follow the developments in the industry and to build our strategic steps for the future on more solid foundations.

Built on trust and transparency, our strong stakeholder relationships serve as a guiding force in realizing our sustainability goals.



Stakeholder Group	Means of Communication	Significance for COLIN'S
Employees	E-mail, Online surveys Meetings, Intranet Trainings, Social media	Our stakeholders in the first circle of this network are our closest business partners that enable us to sustain our operations. Understanding and supporting each other well, they contribute to us providing our products and services with the highest quality. This stakeholder group forms the basis of the wide and strong team that we work with.
Suppliers	E-mail, One-on-one meetings, Periodical manufacturer visits	
Dealers	E-mail, One-on-one meetings and visits	
Agencies	E-mail, Online meetings, One-on-one meetings	We learn from our stakeholders in this circle and feed off their expertise. We work with these stakeholders in a professional, transparent and accountable manner in compliance with the principles of governance and in line with our understanding of creating value.
Consultants	E-mail, Online meetings, One-on-one meetings	
Auditors	E-mail, One-on-one meetings	
Shopping Malls	E-mail, One-on-one meetings	
Customers	Website, Customer services, E-mail, Surveys, SMS	This stakeholder group, to whom we offer our products and services and aim to reflect the reputation and power of our brand, includes our customers and candidates we expect to join our family. We aim to earn their trust in our products, services, and business practices, encouraging them to choose us.
Candidates	E-mail	
Government and Financial Institutions	One-on-one meetings, Digital channels, Projects	For the purpose of our operations in line with the principles of governance and our understanding of creating value, we aim to strengthen our contribution to society and our ecosystem by collaborating with civil society organizations, government and financial institutions, media and academia in a regular, transparent and accountable approach. These collaborations enable us to contribute to the process of creating sustainable value while approaching the needs of society with sensitivity and to fulfill our responsibility towards the ecosystem.
NGOs	Joint projects, Trainings, Events	
Media	Press bulletins, Social media	
Academy	Joint projects, Trainings, Events	

Policies

The policies we have established to enhance efficiency, sustain our competitive edge and align with global standards across all areas of our operations serve as a roadmap for achieving our strategic goals.

We aim to strengthen our image and quality perception in the international arena in the apparel industry. In this context, we aim not only to offer quality products but further to make a difference in the industry through sustainable growth, customer satisfaction and innovative solutions.

COLIN'S Quality Policy

We aim to increase the image and quality perception of the Turkish apparel industry in the international market. We are working to ensure the sustainability of customer satisfaction and to strengthen the brand experience in order to achieve this strategic goal. In line with a process-oriented approach, we have adopted continuous improvement and risk-opportunity management. We are committed to taking into account the needs and requirements of all our stakeholders by acting in accordance with the law and contractual requirements. We further prioritize raising well-equipped teammates and strengthening our intellectual capital by supporting the career development of our employees.

COLIN'S Information Security Policy

Within the scope of information security, we are committed to ensuring the confidentiality, integrity and accessibility of the information of all relevant parties. We aim to timely meet the product, service and information demands without interruption. We act in accordance with international standards and continuously improve our services by following innovations in order to ensure information security in the apparel industry.

COLIN'S OHS and Environmental Policy

We undertake to fulfill our responsibility to protect human health and ecological balance in all our processes. We try to eliminate possible dangers, risks, near-miss situations and occupational diseases by providing healthy and safe conditions in our work environments. We aim to act in line with a zero work accident and zero occupational disease approach. We aim to protect the environment and to minimize the consumption of natural resources and waste generation throughout the life cycle of our products. We have adopted the principle of creating an environmentally responsible team and community. We have adopted a management approach that supports employee engagement by providing decent work.

Certifications

Aiming to improve our business processes, we support the importance we attach to sustainability and quality standards with concrete steps. The international certificates and documents we hold reflect the technical specifications of our work besides our determination to build a safer, more sustainable future for our employees, our environment and our stakeholders.

We strengthen our commitment to quality, safety and environmental awareness in every field with the following certifications.



Our Human Resources Policies

We aim to create a dynamic and enjoyable workplace by aligning with the working models of today and the future, engaging talented and competent professionals. Our goal is to become the most desired and enjoyable jeans-focused apparel brand to work for in Türkiye and all our strategic markets.

For COLIN'S, denim is more than just a priority product category in our stores and online platforms; it is a lifestyle. We see it as a symbol of freedom, social life, and personal style for young people and those who feel young at heart. Through our denim-focused fashion products, we foster a collaborative work environment within Human Resources that inspires everyone to enjoy life more.

We strive to understand both the rational and emotional expectations of our customers. By prioritizing universal values and sustainability, we combine all our talents and capabilities to deliver high-quality, accessible products paired with a delightful customer experience.

As COLIN'S Human Resources, we believe that working in the apparel industry, enriched by the positive emotions fashion brings to the human spirit, is a privilege.

We value happiness both at work and during rest, and this philosophy lies at the heart of our employer brand. We embrace development, innovation, and open-mindedness not only in our professional lives but in every moment of life, while also preserving traditions as an integral part of our culture.

Core Pillars of Our Human Resources Strategy:

- Talent Management-Focused Human Resources Model
- Digital Human Resources
- Next-Generation Performance Management Model
- New-Generation Training System Based on a Tailored HR Approach
- A Next-Generation Enjoyable Work Environment
- High-Level Employer Brand Value

Beyond everything, we believe that great achievements are only possible with teams who enjoy life.



Our Sustainability Approach



Our Sustainability Strategy

In line with our mission of “living life with joy” we shift ready-to-wear to responsible apparel, embodying our commitment to sustainability toward the environment, people, society and the economy in every step we take.

At COLIN'S, we blend the joy of fashion with the responsibility of sustainability, creating a business ecosystem that prioritizes the environment, people and society.

In line with our mission of “Living Life with Joy”, we act with the awareness of our responsibility towards the environment, people, society and economy in all geographies that we serve. In collaboration with our internal and external stakeholders, we develop sustainability practices for a wide public universe and act in line with this awareness.

We believe that enjoying life is possible with ensuring the sustainability of people, the environment, society and the economy. For this reason, we act with the understanding of “shifting from ready-to-wear to responsible apparel” and consider this philosophy as the cornerstone of our sustainability initiative. We are working to make the standards required by our sustainability goals the “new normal” in our business ecosystem.



COLIN'S 4Ps in Sustainability Journey

We figure out our sustainability journey within the framework of our "4P" strategy: Our Planet, Our People, Our Policy and Our Product. With this strategy, we address our environmental, social and corporate responsibilities in a holistic manner.



Our Planet

Reduce Consumption



- Fighting Against Climate Change
- Water and Wastewater Management
- Energy Management
- Waste Management



Our People

Develop/Empower



- Occupational Health and Safety
- Employee Rights and Fair Working Conditions
- Equality, Diversity and Inclusion
- Adding Value to Society



Our Product



Our Policy

Define/Implement



- Customer Satisfaction and Experience
- Our Dealers, Cost Reduction
- Development of Standards/Policies
- Reputation Management



We manage our responsibility towards our planet in line with the principles of reducing consumption and transforming wastes. We primarily prioritize using our resources effectively, reducing consumption and minimizing waste generation. We measure and optimize the use of natural resources in our activities through the "Conserve, Reduce, Reuse" model that we developed. We implement continuous improvement processes to reduce all our environmental impacts from water and energy consumption to carbon footprint.

We develop a business model based on inclusion, equality and equal opportunities at the "People" level. We establish strong human resources management systems and undertake social responsibility projects to ensure the development, safety and diversity of our employees. We aim to strengthen our human resources at both individual and social levels in line with our G3 (Güvence [Assurance], Gelişim [Development], Güçlendirme [Empowerment] principle).

In line with our policies, we integrate our sustainability strategies into all our business processes, from our supply chain to after-sales services. We aim to reduce our expenses and improve resource efficiency while establishing strong relationships with our suppliers and dealers.

By adopting international standards, we comply with high quality and sustainability standards at every stage of our operations.

Our products are a concrete reflection of our sustainability strategy. We undertake a responsible production approach at every stage of the product life cycle, from design to production and presentation to the customer. Designing and producing our products to contribute to the quality of life is at the heart of our sustainability strategy.

We uphold our responsibilities to the planet, people and our business processes by aligning with sustainability principles, integrating these values into our strategies while using our resources efficiently.



Our Sustainability Governance

Our sustainability governance has been constituted on a management model that embraces sustainability principles in all our processes. Each department and business unit within the company has undertaken a shared responsibility to achieve our sustainability goals. Our sustainability policies, procedures and standards determine the way we do business and these approaches are implemented at every stage from choosing the store location to supplier relations, from production processes to after-sales services.

As COLIN'S, we established the Sustainability Committee, the company's highest-level governing body, to effectively manage and oversee our sustainability strategy. Our committee is structured to cover all activities of our company with the participation of representatives from different business units. The Sustainability Committee, plays a key role in integrating sustainability strategies into the entire organization.

The project team, comprising the Committee Chair, Committee Vice Chair, Chief Advisor to the Executive Board, and Sustainability Manager, follows the works of the Sustainability Committee. The Committee Chair is responsible for reporting the outcomes of sustainability activities directly to the Chief Executive Officer. The Committee Chair is also a member of the Executive Board. The Committee assumes a critical role in the strategic management of our sustainability goals and the monitoring of achieving these goals.



Our Material Sustainability Issues

Through a participatory and comprehensive evaluation process, we define the core material issues of our sustainability strategy, taking solid steps toward the future.



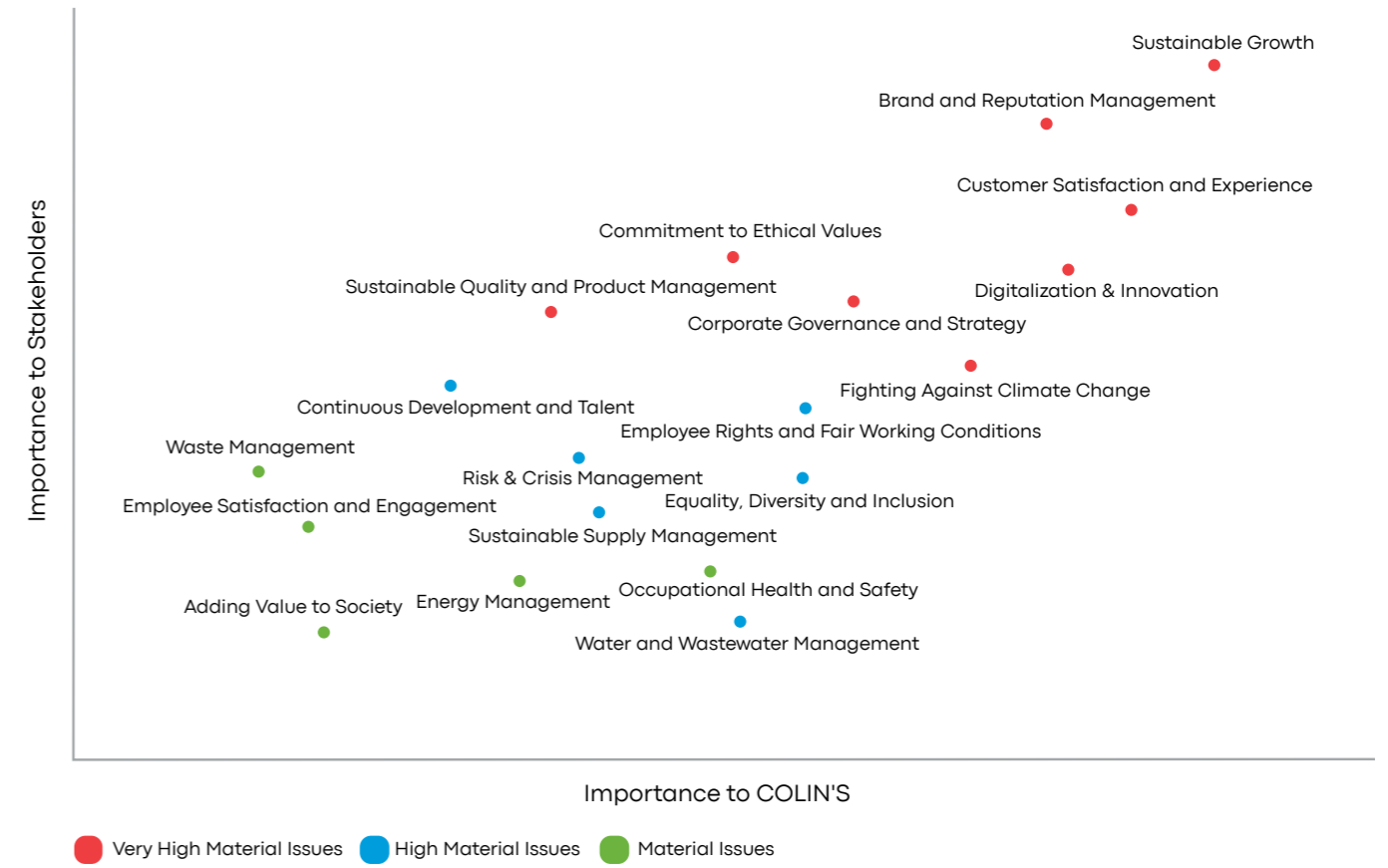
In line with a participatory approach, we have determined significant issues that will affect adding value in the short, medium and long term with a focus on sustainability, taking into account their impact levels. Throughout this process, we conducted a comprehensive assessment with the participation of 25 employees from different levels in order to guide our sustainability strategy, we shared the results with the Board of Directors and finalized the process accordingly.

We align the material issues we have determined with our strategy using a materiality matrix. When preparing the matrix, we take into account our sustainability goals and the expectations of our stakeholders. We develop and implement concrete action plans in line with these priorities.

In this reporting period, we reviewed our material topics in line with global developments, sectoral innovations and stakeholder expectations. With the contributions of 25 stakeholders, we preserved the main framework we had previously determined and made our statements more inclusive and accessible in line with changing conditions and new demands. In this way, we aimed to address a wider stakeholder audience in line with our sustainability goals.

We have redefined our material topics in response to global developments and advancements in sustainability reporting area, updating our statements to be more effective and comprehensive, aligning with evolving conditions and emerging needs.

Materiality Matrix



- ### Very High Material Issues
- Sustainable Growth
 - Customer Satisfaction and Experience
 - Brand and Reputation Management
 - Digitalization & Innovation
 - Corporate Governance and Strategy
 - Commitment to Ethical Values
 - Fighting Against Climate Change
 - Sustainable Quality and Product Management

- ### High Material Issues
- Employee Rights and Fair Working Conditions
 - Equality, Diversity and Inclusion
 - Risk & Crisis Management
 - Sustainable Supply Management
 - Continuous Development and Talent Management
 - Water and Wastewater Management

- ### Material Issues
- Occupational Health and Safety
 - Energy Management
 - Waste Management
 - Employee Satisfaction and Engagement
 - Adding Value to Society

Our Sustainability Goals


	Target	2023 Target	2023 Realization	2030	Related Material Topic
1	Stores with an Energy Management System	60% in TR	60% in TR	100% Globally	Energy Management
2	Energy Supplier	--	--	100% Renewable Energy in TR	Sustainable Supply Management Energy Management
3	Supplier Management Practices	--	85%	Supplying 100% of products from manufacturers with Sedex and/or BSCI certification.	Sustainable Supply Management Commitment to Ethical Values
4	Number of Online Stores	Being available in 25+ online sales channels	22 online sales channels	Being available in 50+ online sales channels	Digitalization & Innovation Sustainable Growth
5	Number of Stores and Countries	Operating over 620 stores in 24 countries	607 stores in 24 countries	Operating over 800 stores in 35+ countries	Sustainable Growth Brand and Reputation Management
6	Share of Women Managers	25% Globally	34%	50% Globally	Equality, Diversity and Inclusion Employee Rights and Fair Working Conditions
7	Providing Employment Opportunities to the Young Generation within the Growing Company Organization	Increasing the new graduate recruitment rate to 15%	13%	Increasing the new graduate recruitment rate to 30%	Continuous Development and Talent Management Employee Satisfaction and Engagement
8	Digitalization	Implementing cloud-based omnichannel applications in more than one country	Realized in Romania, Russia, Georgia, Morocco	Moving strategic operations to the cloud environment and supporting them with artificial intelligence	Digitalization & Innovation Corporate Governance and Strategy

OUR PLANET
 OUR PRODUCT
 OUR PEOPLE
 OUR POLICY

Contributions to Sustainable Development Goals

The Sustainable Development Goals (SDGs), launched by the United Nations in 2015, are a 17-item road map that aims to achieve vital goals such as alleviating poverty on a global scale, protecting the environment, eliminating inequalities and strengthening peace. These goals have been determined with the aim of ensuring a more sustainable life in the world by 2030.

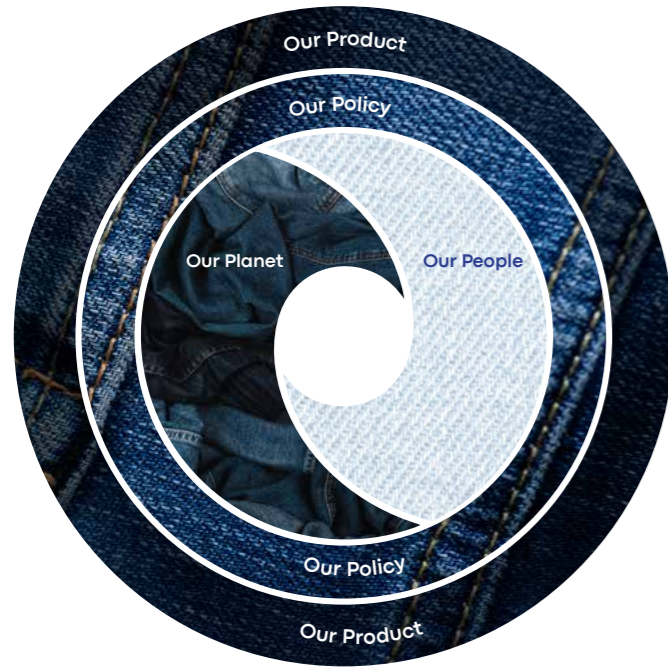
As COLIN'S, we have identified that we can directly contribute to 9 of the 17 targets within the scope of SDGs. Integrating these goals into our sustainability model, we evaluate our impact areas from a comprehensive perspective. Our sustainability strategy addresses both our environmental and social responsibilities together, enabling us to adopt an approach that is parallel to these universal goals in our way of doing business.

Contributed SDGs	Related Material Issue	Relevant Capital Item	Relevant Units
	Equality, Diversity and Inclusion	Human Capital	Equality, Diversity and Inclusion
	Water and Wastewater Management	Natural Capital	Water and Wastewater Management
	Energy Management	Natural Capital	Energy Management
	Sustainable Growth Brand and Reputation Management Employee Rights and Fair Working Conditions Employee Satisfaction and Engagement Occupational Health and Safety	Human Capital Financial Capital Produced Capital Intellectual Capital	Brand and Reputation Management Sustainable Growth Employee Rights and Fair Working Conditions Occupational Health and Safety Employee Satisfaction and Engagement

Contributed SDGs	Related Material Issue	Relevant Capital Item	Relevant Units
	Adding Value to Society	Social and Relational Capital	Adding Value to Society
	Sustainable Supply Management Waste Management Sustainable Quality and Product Management Brand and Reputation Management Digitalization & Innovation	Social and Relational Capital Natural Capital Produced Capital Intellectual Capital	Brand and Reputation Management Sustainable Quality and Product Management Waste Management Sustainable Supply Management Digitalization & Innovation
	Fighting Against Climate Change	Natural Capital	Fight Against Climate Change
	Corporate Governance and Strategy Commitment to Ethical Values Risk & Crisis Management	Financial Capital	Governance Approach Board of Directors Corporate Governance and Strategy Risk & Crisis Management Commitment to Ethical Values Interaction with Stakeholder Policies
	Corporate Governance and Strategy Sustainable Supply Management	Social and Relational Capital Produced Capital	Governance Approach Our Sustainability Approach Sustainable Supply Management

Creating Value at COLIN'S

Focus of Our Business Activities 4P Strategy



Capital Items & Inputs	Outputs	Value and Impact We Create
Human Capital <ul style="list-style-type: none"> • Employment for 6,033 people • Training and Development Activities • Diverse, Inclusive, and Equitable Work Environment • Employee Engagement Initiatives • Health and Safety Culture 	<ul style="list-style-type: none"> • Female Employee Ratio: 67% • Female Manager Ratio: 34% • New Graduate Recruitment Ratio: 13% • Employee Turnover Rate (Head Office): 22% • Employee Satisfaction Score: 62% 	<ul style="list-style-type: none"> • Employment of Competent and Qualified Workforce • Diversity in the Workforce • Employee Satisfaction • Employee Training and Development • Promotion of Occupational Health and Safety
Social Capital <ul style="list-style-type: none"> • A total of 101 suppliers • Local Supplier Ratio: 48% • Strong Business Partnerships with Stakeholders • Customer Relationships 	<ul style="list-style-type: none"> • Donation Support • Customer Satisfaction: 51% • Supplier Audits • Number of Suppliers Selected Based on Social Criteria: 68 	<ul style="list-style-type: none"> • Promotion of Social Investment • Strong Relationships with the Community • Customer Experience • Customer Satisfaction • Effective Stakeholder Engagement
Natural Capital <ul style="list-style-type: none"> • Total Water Consumption: 156 m³* • Total Energy Consumption: 5,818 MWh • Sustainable Carbon and Water Management • Cotton Consumption 	<ul style="list-style-type: none"> • 6% Water Savings Compared to 2022 • Total Recycled Waste: 376 tons • Number of Products Containing Sustainable Fiber: 379,658 	<ul style="list-style-type: none"> • Climate Action & Environmental Sustainability Awareness • Emission Reduction • Sustainable Raw Material Usage • Energy and Water Efficiency
Financial Capital <ul style="list-style-type: none"> • Total Investment: 15,460,547 USD • Turquality Support: 1,083,139 USD 	<ul style="list-style-type: none"> • Total Revenue: 623,498,905 USD • Total Export: 158,167,238 USD 	<ul style="list-style-type: none"> • Investor Confidence • Strong Market Share • Transparency and Reliability • Robust Financial Structure • Sustainable Profitability
Manufactured Capital <ul style="list-style-type: none"> • 607 Stores • Logistics Network and Value Chain • Online Sales Channels • Ministry-Approved Design Center 	<ul style="list-style-type: none"> • Production in 9 Countries • Operations in 24 Countries • 101 Million Store Visits 	<ul style="list-style-type: none"> • Production Efficiency
Intellectual Capital <ul style="list-style-type: none"> • 86 Researchers Working in the Digitalization and Innovation Department • Quality Management Systems • Information Technology Infrastructure • Brand Value 	<ul style="list-style-type: none"> • Total R&D Investment: 3,275,768 USD 	<ul style="list-style-type: none"> • Innovative Practices and Products • Business Efficiency • Digitalization

*Information on operational and production water consumption per product has been provided.

We Approach People with Responsibility and Life with Joy





We Approach People with Responsibility and Life with Joy.

One of the cornerstones of our sustainability approach is our responsibility towards people and society. We develop our sustainability approach by prioritizing fair working conditions, occupational health and safety, and the well-being and development of our employees. We consider our employees as the key assets of our company and we place ensuring their pleasure at the workplace at the heart of our human resources approach.

At COLIN'S, we embrace a mission that goes beyond economic growth. Our aim is to drive positive change in both business and social spheres, consistently prioritizing a people-centered approach throughout this journey.



Employee Rights and Fair Working Conditions

Protecting the rights of our employees and providing them fair working conditions are amongst our material issues. We constantly update the policies and practices required for our employees to work in a safe, healthy and fair environment and we support them in every area.



Fair Compensation and Benefits

We implement a transparent and equitable compensation policy in order to ensure our employees to receive fair compensation in return for their efforts.

We further offer various discount agreements for our employees' family members and children. With these discounts on different items, we offer significant support that will improve the quality of life of our employees.

Employment Security and Employee Rights

In line with our aim to comply with the ILO's fundamental human rights conventions and the UN Declaration of Human Rights, we implement a zero tolerance policy against forced labor, child labor and discrimination in the workplace.

We consider gender equality not only as a human right but also as a critical factor for the sustainability and success of our organization. Accordingly, we adopt attitudes and practices in line with gender equality to ensure diversity and equal opportunities in our recruitment processes.

Ethics Line and Feedback Mechanisms

Our Ethics Line is active to safeguard the rights of our employees and to quickly resolve potential issues. This system allows all our employees to anonymously submit their feedback and share the problems they experience.

All 115 notifications reported through the Ethics Line in 2023 were resolved quickly. We believe that this practice is of great importance in terms of allowing our employees to safely express their opinions and identifying areas that need improvement.

Improving Working Conditions

As COLIN'S, we regularly improve working conditions in order to ensure our employees to work in a healthy and safe environment. Ergonomic arrangements in workplaces, occupational safety measures and policies aiming to preserve the physical and mental health of employees are among our material issues.

Equality, Diversity and Inclusion

We aim to improve diversity in our human resources, to provide equal opportunities and to create an inclusive environment where every employee feels valued. We implement the necessary policies for ensuring all our employees to work under equal conditions, and we aim to provide a work environment where each individual will maximize their potential by taking proactive steps.



We strengthen the essence of our brand with the concepts of equality, freedom and happiness. We shape our organizational culture around these values and provide a fair, inclusive and supportive work experience for each of our employees.



Gender Equality Goals

We pay attention to the representation of women in the workforce and managerial roles. We are working to increase the representation of women, especially in managerial positions, and to shape our management team with gender equality in mind.

Equality

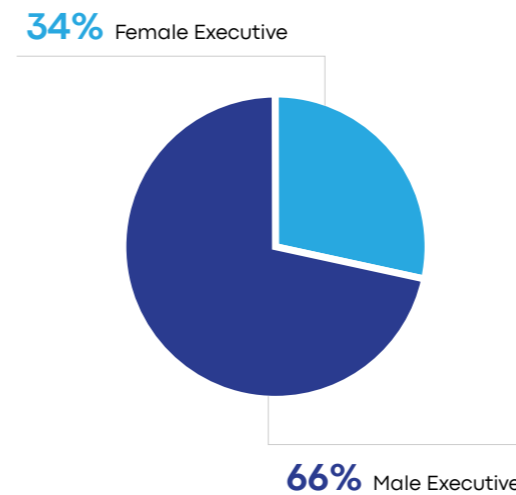
As COLIN'S, we undertake creating a fair, inclusive and supportive work environment for all our employees and all segments of society to best demonstrate their potential. With our policies promoting diversity and gender equality, we not only strengthen our workforce but also contribute to a more inclusive and fair society. With this awareness, we move forward towards our goal of contributing to a sustainable future by providing equal opportunities for everyone.

Countries		2021	2022	2023
Female Employees (%)	Türkiye	47	47	50
	Russia	77	85	84
	Ukraine	77	70	73
	Belarus	69	67	69
	Romania	72	76	76

Number of Employees at Executive Level		2023	
		Female	Male
Number of Managers and Directors	Türkiye	56	123
	Russia	2	11
	Ukraine	18	9
	Belarus	0	1
	Romania	5	2
Number of Group Managers	Türkiye	7	15
	Russia	0	2
	Ukraine	0	1
	Belarus	0	0
	Romania	0	1
Number of Directors*	Türkiye	0	6
	Russia	0	0
	Ukraine	0	0
	Belarus	0	0
	Romania	0	0

*The directorates operate under our centralized structure in Türkiye..

The figure below presents the distribution of our female and male managers in the Turkish organization. Pursuant to the table, our female managers constitute 34% of the total managers, while men constitute 66%. We pay attention to increasing the female labor force participation rate, providing equal opportunities and achieving gender equality goals. We aim to increase the percentage of our female executives to 50% by 2030.



Recruitment and Promotion Processes

We adopt a fair and transparent approach in our recruitment and promotion processes. We support our female and male employees to advance in their career paths, and for this purpose we conduct performance and competency-based assessments. Throughout 2023, a total of 510 employees were assessed in Türkiye in terms of achieving their systematically determined targets. 118 employees, 53 of whom were women and 65 of whom were men, were further promoted.

Assessment of the Systematic Targets and Promotion	Female	Male
Number of employees whose progress is assessed in the face of systematically determined targets	223	287
Number of employees promoted	53	65

Maternity and Parental Leave

We adopt an egalitarian approach in terms of parental and maternity leave and provide our employees with the support they need throughout these terms. In this context, we offer opportunities for both mothers and fathers to benefit from parental leave.

In order to ensure our employees to stabilize their career and family lives, we organized a seminar entitled "Self-Realization in the Modern Age" for parents. As part of this seminar, we provided information on in-family communication issues and contributed to parents for being more effective in both their personal and professional lives.

The rate of employees who uphold their current position after returning from maternity leave significantly indicates that this process is managed successfully and that our employee satisfaction rate is high. These rates also demonstrate that the support we provide to our employees is effective and that our efforts to foster a positive workplace culture are yielding results.

Maternity and Parental Leave ¹	Female	Male
Number of employees taking maternity/parental leave	49	39
Number of employees returning to work after maternity/parental leave	40	39
Number of employees returning to work and kept working for at least 12 months after maternity/parental leave	36	39

¹Represents Türkiye data.

Diversity and Inclusion

We believe that fostering collaboration among employees of different age groups and seniority levels is key to achieving diversity in the workplace.

For this reason, we regularly monitor the distribution of our employees by age groups and the gender balance in managerial positions. These monitoring processes, which allow us to take strategic steps to improve diversity, further strengthen our organizational structure.

The table below presents the distribution of our employees in different countries by age groups and gender.

Employment of Individuals with Disabilities

We strive to provide opportunities for individuals with disabilities to make the most of their skills and talents in order to improve diversity in our workplace. In this regard, we encourage the employment of individuals with disabilities and make sure that they become part of our workforce. We aim to increase our disabled employee ratio above the legal requirements.

Number of Employees by Age		2021			2022			2023		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
Türkiye	< 30 years	834	795	1.629	757	793	1.550	885	884	1.769
	30 to 50 years	238	358	596	184	357	541	194	284	478
	> 50 years	8	15	25	5	15	20	3	17	20
Russia	< 30 years	801	259	1.060	932	176	1.108	1.012	210	1.222
	30 to 50 years	365	77	442	417	60	477	461	60	521
	> 50 years	30	13	43	26	11	37	40	13	53
Ukraine	< 30 years	431	109	540	330	146	476	329	114	443
	30 to 50 years	100	38	138	102	34	136	104	38	142
	> 50 years	12	13	25	11	12	23	11	11	22
Belarus	< 30 years	107	50	157	117	60	177	108	50	158
	30 to 50 years	29	11	40	28	11	39	31	12	43
	> 50 years	4	1	5	4	1	5	4	1	5
Romania	< 30 years	150	48	198	135	55	190	158	49	207
	30 to 50 years	51	28	79	82	13	95	50	15	65
	> 50 years	3	0	3	9	0	9	2	0	2

Continuous Development and Talent Management

We implement a robust talent management system to ensure that all our employees feel valued at work and are empowered to build a successful future throughout their careers, with the guidance and support we provide. In this context, we focus on the personal and professional development of our employees by offering comprehensive programs and resources and aim to maximize their potential.



Career Planning and Development Programs

We offer our employees comprehensive programs for career planning and management. We prepare customized development plans for each of our employees in line with the career management document and matrix. We further offer specific coaching (mentoring) programs such as "Leadership Development Program" for store employees and newly promoted teams.

These programs help us allow our employees develop their leadership skills while also improving their motivation and engagements. We aim to contribute to the career development of more employees by expanding the scope of these programs until 2025. Thus, we aim to provide a work environment that allows each employee to realize their potential and take successful steps in their career path.

We aim to support the career development of more employees by broadening the scope of our programs by 2025.

Training and Development Activities

We organize training programs for our employees to develop their professional knowledge and skills. We provide sales and customer orientation trainings to our store employees and communication, social behavior styles, time management and feedback trainings for our head office employees. We further organize leadership development programs for our employees at the executive level. As of 2023, total training hours provided to our employees was an estimation of 125,856² hours. The content of these trainings include professional, personal development and executive trainings.

As of 2023, the total duration of training provided to our employees amounted to 125,856 hours.

Training Expenses and Hours	Countries	2021	2022	2023
Total expenditure on employee training	Türkiye (TRY)	409,149.65	997,486.18	1,538,256.42
	Russia (Ruble)	2,500,000	2,700,000	4,000,000
	Belarus (BYN)	7,000	11,000	13,500
	Romania (RON)	13,545	18,099	10,637
Mean annual training expenditure per employee	Türkiye (TRY)	195.15	494.04	710.48
	Russia (Ruble)	1,618	1,665	2,227
	Belarus (BYN)	35	50	66
	Romania (RON)	48	62	39
Total training hours	Türkiye	6,305	14,847	21,676
	Russia	50,158	64,920	91,314
	Ukraine	277	77	126
	Belarus	7,878	11,271	12,154
	Romania	527	545	586
Mean annual training hours per employee	Türkiye	0.27	0.82	0.96
	Russia	31	39	41
	Ukraine	14	8	12
	Belarus	39	51	59
	Romania	1.65	1.70	1.90

²Total training hours provided to the personnel in Russia, Belarus, Türkiye, Romania and Ukraine.

Trainings provided to employees in different geographies include different contents. Our common goal in all training programs offered is to provide our employees various skills and a comprehensive content.

For the purpose of these training programs, we offer training content that focuses on strengthening the leadership, successful management skills, team management, communication and time management and contributes to career development in addition to professional trainings such as advanced sales techniques and additional sales strategies, starting from the basic principles of the sales cycle. For example, we offer programs such as "Sales Circle" and "Expert Sales Representatives" for our employees working as sales representatives and cashiers in stores. We further provide these groups "Customer Orientation" trainings. We offer "Communication and Social Behavior Styles", "Time Management" and "Feedback" trainings for our head office employees. "Leadership Development Programs" are further organized specifically for promoting managers.

We also offer various e-learning programs and digital learning channels aiming to develop the competencies of our employees. These platforms provide our employees continuous and flexible learning opportunities, contributing to their personal and professional development.

Training Goals

We aim to complete all leadership development programs in our head office, stores and logistics centers by the end of 2025 and increase annual training hours by 15%. In addition to in-class trainings, we aim to contribute to the continuous development of our employees in Türkiye, Russia, Ukraine, Romania, Belarus, Serbia, Georgia, Morocco and Egypt via digital and distance learning platforms in line with our Sustainability approach.

We believe these innovative and environmentally friendly training programs will provide higher efficiency, employee engagement and operational sustainability in our business processes.

Performance Management and Digital Transformation

Our "Performance Tracking System (COLIN'S MAP)" project, launched in 2023 to covers a period of 12 months, aims to assess the individual performance of our employees objectively, transparently and comprehensively. We use this system to improve our individual and corporate performance, analyze our current situation and determine the improvement areas of our employees. In the system, managers and executives are assessed through SMART targets, while employees with specialist and staff roles are assessed through competency-based questions. We monitor the processes dynamically through quarterly held review meetings in addition to annually held assessments.

With this project, we aim to transparently follow the development processes of our employees, strengthen feedback processes and encourage continuous development within the company. This project, executed in collaboration with the HR and Information Technologies departments, plays a key role in analyzing performance data and making strategic decisions. The system is further used as a determining factor in wage increases, promotion processes and training plans.

Improving Recruitment Processes with Digitalization

"Digitalization and Integration of the Recruitment Process" project implemented in 2023 allowed us to digitalize our recruitment processes. This project, executed in collaboration with the HR and Information Technologies departments, has moved all stages of the recruitment process to the digital environment and ensured that the processes are managed more efficiently. We have also integrated with Peoplise platform as an external stakeholder.

This project has eliminated the use of paper in the recruitment process and made the process 100% digital. The workload of human resources personnel has been reduced and time has been saved accordingly. Thanks to the digitalization of processes, operational efficiency has been significantly increased.

Through the 8-month long "Digital HR Projects", we further aimed to monitor and analyze demographic indicators, training data and performance management system in the human resources unit this year. Using Power BI, we supported data-driven decision-making processes with fast and effective reporting.

Main purpose of this project was to manage our human resources processes more effectively and to strengthen our strategic decisions with a data-based approach. We optimized our workforce planning and human resources processes by collecting a wide range of data from demographics to training analysis and employee performance monitoring.

Main objectives of our project include:

- Optimization of Human Resources,
- Performance Improvement,
- Increasing Training Efficiency,
- Improving Workforce Planning,
- Increasing Strategic Decision Making Ability.

The instant reports we prepared using Power BI allowed our human resources team to adopt faster and more effective decisions. Thanks to the digitalization step, we have adopted a data-driven and strategic approach in human resources management.

At the end of the project, we made significant improvements in our human resources processes, adopted a management approach based on data analysis and achieved higher efficiency in our processes. Bringing together the digitalization of our recruitment processes and our improvements in data management, this project has given new momentum to COLIN'S human resources strategies.

Employee Feedback and Suggestion System

The employee feedback and suggestion system is a channel through which our team members can submit their views and experiences on business processes, offering us the opportunity to strengthen our continuous development culture. Complaints submitted by our employees regarding human resources issues are received confidentially via the "Ethics Line" and resolved with a target of 100% closure rate. In 2023, all 115 calls submitted via the Ethics Line were resolved.

Owing to this system, we encourage our employees to actively participate in business processes and to contribute to the development of our Company.

In 2023, we completed the infrastructure and project planning process of our Employee Suggestion System. We aim to put this system into operation at full capacity by 2024.

Occupational Health and Safety

Protecting the health and safety of our employees is one of our top material issues. We have adopted the principle of complying with all legal requirements by acting with the responsibility of protecting human health.

In line with our [OHS and Environment Policy](#), we aim to identify in advance and to eliminate all kinds of dangers, risks, near-misses and illnesses that may occur in the work environment. We strive to provide healthy and safe conditions in the work environment and to identify in advance and eliminate potential risks.

As of 2023, there is no need for any updates to our OHS policy; this demonstrates the effectiveness of our current OHS practices besides our commitment to the safety of our employees.

OHS Management and Relevant Boards

In order to carry out OHS processes regularly and effectively, we have OHS boards at our head office and distribution centers. OHS boards convene every two months to address work accidents, risk assessments and feedback from employees. Representatives from different business units participate in these meetings, and we ensure that the decisions adopted are implemented effectively.

OHS Board	Total Number of Members	Number of Employee Representatives
Head Office	15	5
Distribution Center	15	4

OHS Trainings and Briefings

We periodically provide trainings to our employees in order to raise their awareness on OHS. These trainings include trainings provided online in the digital environment via COLIN'S Academy, practical on-the-job trainings and toolbox trainings in the distribution centers. Throughout these trainings, necessary information on OHS issues is provided and employees are made aware of safe working methods.

As of 2023, a total of 5,375 hours of OHS trainings have been provided to personnel at our head office and stores, and a total of 2,962 employees participated in these trainings. In our distribution center, a total of 508 employees received 3,374 hours of trainings and were provided orientation, basic OHS training and made aware of earthquake and disasters. In line with these efforts, we aim to increase our employees' knowledge and skills in occupational health and safety while creating a healthy and safe working environment.

	Total Number of OHS Training Hours			Total Number of Participants		
	2021	2022	2023	2021	2022	2023
Head Office and Stores	5,627	7,496	5,375	3,720	2,988	2,962
Distribution Center	6,990	11,784	3,374	1,171	1,964	508

We further ensure our employees to work in a healthy and safe environment with emergency notifications.

Within the scope of our OHS policy, we check the work equipment at regular intervals, ensure that the detected nonconformities are quickly resolved and thus aim to create a safe working environment. By means of the health checks requested within the scope of recruitment procedures, we evaluate the suitability of our employees for the job.

The health and safety of our employees are among our highest priorities. In this regard, we act with the responsibility to protect human health and adhere to all legal requirements as a fundamental principle.

Risk Assessment and Corrective Actions

Our risk assessments, specific to each location, cover risks such as ergonomic conditions, electrical safety, fire risk, working with screened tools, and use of cutting tools. For the purpose of the risk assessment specific to our distribution center, we focus on specific risks such as shelf systems, product acceptance processes, work machines and maintenance and repair activities. Detected nonconformities, at the end of the risk assessments, are quickly resolved to ensure safe working conditions.

In 2023, a total of 29 near-miss notifications were received concerning our head office, stores and distribution center. In line with these notifications, a total of 93 corrective actions were taken and 74 of these actions were successfully closed. 35 of the corrective actions taken within the scope of OHS policy in our distribution center were successfully finalized.

Employee Health Services and Support

We pay attention to the health of our employees, therefore we have assigned workplace physicians to provide services in our head office and distribution centers. Our health unit checks whether our employees are suitable for the job in terms of their health status during the recruitment process. We constantly monitor the health status of our employees and strive to raise the awareness of our employees on health issues with informative activities on health. In this context, we periodically organize health seminars with the participation of physicians from various branches.

Ergonomics Project

In 2023, COLIN'S implemented an ergonomics-focused improvement project. We aimed to relieve the physical burden on employees due to load handling processes by installing manipulator machines at two stations feeding the sorter line in our distribution center. These machines, with mechanical systems powered by compressed air, allow operators to complete tasks with mechanical support instead of personally carrying heavy loads. Thus, we reduced the risk of our employees being exposed to musculo-skeletal disorders and prevented work accidents. The project improved the efficiency in business processes while also emphasizing the importance given to employee health. This improvement, undertaken with a total budget of TRY 945,000, provided sustainable development in operational processes and significantly improved employee satisfaction.

Incident Reporting and Notification System

Our OHS management meticulously evaluates the feedback from our employees and the observations in the field. Notifications submitted through our intranet system or near-miss boxes installed in distribution centers constitute a fundamental element of our OHS process. The notifications submitted ensure us to quickly eliminate potential hazards and risks. Near-miss notifications submitted by our head office and store personnel via the intranet and notifications submitted by the field personnel at the distribution center are evaluated one-on-one and necessary precautions are duly taken.

- Orientation and occupational safety trainings are regularly provided to employees within the Head Office and Distribution Center.
- Work equipment and all installations are periodically checked.
- The health status of the personnel is regularly checked, and required assistance is provided by workplace physicians and outsourced health professionals.

The health status of our employees is constantly monitored and we work to increase the awareness of our employees in this process through informative activities on health.



Employee Satisfaction and Engagement

As COLIN'S, we invest in sustainable projects and innovative solutions in order to improve employee engagement to our company and to make them feel valued in the work environment.

Prioritizing the happiness of our employees, we pay attention to their development and appraise their contributions to our company culture and strive to provide an enjoyable work life.

We undertake various strategic programs to improve the job satisfaction and engagement of our employees. We aim for ensuring our employees to be happier, motivated and more productive in their work lives in line with our organizational culture and values. For this purpose, we implement different assessment/evaluation mechanisms and improvements.

As a result of our efforts to improve the job satisfaction of our employees, we were awarded **"Chief Happiness Officer of the Year GOLD STEVIE®"** in 2023 for our employee engagement projects and we confirmed our leadership in this field once again.

As COLIN'S, we have established the **"Internal Training System"** in 2023 aiming to support the professional development of our employees. With this system, we aim to ensure our employees to receive the training they need throughout their career path and to provide our employees with new skills.

Measuring Employee Satisfaction and Engagement

Our Employee Satisfaction and Engagement survey, designed to measure both employee satisfaction and engagement, is applied to our employees in Türkiye, Russia, Ukraine, Romania and Belarus. Our employees in all countries participated at a rate of 90% and above to our employee satisfaction survey conducted in both reporting periods of 2022. As a significant finding of the survey, we found out that employee satisfaction increased compared to the previous year in all the regions we operate except Russia. This improvement may be attributed to the fact that our organization has been able to better respond to the needs and expectations of our employees besides the supportive working environment, trainings and development opportunities we provide as well as the attention we pay to our employees' opinions.

While employee engagement in Türkiye remained at the same level of 66% as the previous year, we observed a significant increase especially in Romania and Belarus.

In 2024, we aim to take strategic steps to ensure more employees to participate in these surveys and to improve their satisfaction and engagement levels. With these efforts, we aim to support the sustainable success of our Company and to ensure our employees to feel themselves valued at work.

By prioritizing the happiness of our employees, we value their development and contributions to our company culture, and we strive to provide an enjoyable work life.





With the projects and events we coordinate under our Employee Engagement Management we continue to strengthen the "Together" concept in every field by coming together like a family. We have demonstrated the best examples of solidarity and unity with the aid we provided to those in need and our employees through the COLIN'S Kindness Line during difficult times such as earthquakes. During this process, we have increased corporate loyalty and strengthened our spirit of charity by implementing our communication projects.

We care about being together with our employees not only in difficult times but also on special days. We share the happiness of our employees with the Welcome Boxes, Birthday Gifts, Baby Packages and the Promotion and Marriage Packages we have added in the new period within the scope of our Motivation Packages and make them feel that we are with them at every moment. We have created unforgettable memories with our employees with the events we organized by getting together on Retailers' Day and organizations such as Türkiye largest pizza party. In addition, we continue to support team spirit with social and sports activities. We continue to increase motivation with activities such as the success of our Volleyball and Dragon Boat teams in inter-institutional tournaments, the billiards tournament organized with the opening of our game room, the Boat Tour and Bowling events organized at Kırac Distribution Center. We are also pioneers in communication and ethics processes. With the Ethics Line system put into operation in Russia, Belarus and Romania, we provide assurance against negativities in our employees' business lives and produce solutions to problems from the very beginning with the target of 100% return on incoming calls. We also offer a wide range of discounts from hospitals to restaurants, from shopping sites to holiday opportunities by developing our COLIN'S Privileges program that we offer via the intranet.

As the COLIN'S family, we prioritize always being with our employees and supporting them at all times within the Human Resources department.



As the COLIN'S family, we are not just a workplace, but a community that lives the values of solidarity and commitment at the highest level. We are walking towards a stronger future "Together" with our employees, whom we care about being together with at every moment!



Adding Value to Society

As COLIN'S, we place contributing to society at the heart of our operations. By using our brand power, we mobilize a broad ecosystem of stakeholders ranging from our customers to our employees, from our suppliers to the civil society organizations that we cooperate with.

We not only integrate the effects of societal development and sustainability on social life into our business strategies, but we also transparently share our responsibilities with all our stakeholders. Thanks to this collaboration, we implement measurable projects that contribute to society and act together for a better future.

At COLIN'S, we are fully aware of the social and environmental impacts of the fashion and apparel industry. Therefore we diligently uphold our corporate responsibility to address them.

Not only do we meet the expectations of our customers, but we further aim to make positive contributions to our employees, suppliers and society. We support societal development with sustainability-oriented projects and we implement these projects as long-term and self-sufficient structures. While strengthening our internal dynamics with cooperation and our solidarity approach, we provide social benefits to the outside world.

As a brand that has environmental awareness and defends animal rights, we develop projects for the protection of animals. In this regard, we collaborated with the Association for Protection of Animals from Helplessness and Indifference (HAÇİKO) in Türkiye and became a donator to the association; we further expanded our awareness by collaborating with HUKA in Russia.

By supporting young talents, we contribute to the career development of university students and guide them to improve themselves in the field of design. While aiming for our leadership in this field to be exemplary in the industry, we strengthen our social responsibility projects with aid and donations and keep adding value to society in every field.



In line with our mission to support young talents, we aim to organize the second "Denim Fikrim (My Denim Idea) Design Contest" in 2024.

This contest, first held in 2022 under the umbrella of COLIN'S Academy which is then planned to grow as a permanent platform, offers young designers the opportunity to develop their creativity and sustainability vision. We provide students, studying fashion and textile design, the opportunity to improve themselves by learning from world-renown fashion designers, reveal their imagination and contribute to the sustainable fashion concept.

In the first year of the competition in 2022, students showcased their designs in commercial and artistic categories, winning various awards. Due to the earthquake, the competition could not be held in 2023. However, in 2024, we aim to continue the competition with a similar approach, opening new horizons for students, helping them discover their creative potential, and enabling them to contribute to a sustainable future.



Our Support and Message for the 2023 Earthquake Relief Campaigns

As COLIN'S, we have provided in-kind and cash assistance totaling 25 million TL to help heal the wounds caused by the disaster we experienced. Today, we are proud to contribute an additional 7.5 million TL to the Türkiye Tek Yürek (Türkiye United as One) aid campaign on behalf of our valued employees and cherished customers. As we work to rebuild our region, we will stand with our state and nation with all our strength. Through our 'İyilik Hattı' (Kindness Line) initiative, we have swiftly and efficiently responded to the needs outlined in the official lists prepared by authorities. Additionally, in collaboration with our partners Setexgroup in Azerbaijan and Anhui Shucheng Jiujiu Garment Factory in China, we have sent winter clothing to support citizens in the earthquake-affected areas.



April 23rd Event with the Kırmızı Çocuklar (Red Children) Association

In collaboration with the Kırmızı Çocuklar Association (Red Children Association), the "Kırmızı Çatı" (Red Roof) Rehabilitation Center was established in Kahramanmaraş for children affected by the earthquake. The center's opening was celebrated with a special event held on April 23rd, and it aims to support the rehabilitation of children over the next two years. During the opening event, a t-shirt painting workshop hosted by two artists welcomed hundreds of children. Additionally, 11 volunteers from COLIN'S participated in the event, distributing toys, backpacks, and hygiene kits to the children. The day was dedicated to creating a joyful experience for the children and providing them with cherished moments. COLIN'S remains committed to supporting the Kırmızı Çatı (Red Roof) project, a long-term initiative aimed at making a meaningful difference in the lives of children.



October 4th - World Animal Day

As part of our efforts to protect animal rights, regular donation support was initiated in October 2023 for World Animal Day through a collaboration with Haçiko (Animal Neglect and Despair Prevention Foundation) in Türkiye. This initiative extended beyond Türkiye, with additional contributions made in Russia through a partnership with HUKA to strengthen the impact of this special day. The promotion and awareness activities for the project were carried out through social media, digital communication channels, and email campaigns, reaching a broad audience to amplify the message of compassion and care for animals.



We Approach
the Planet with
Responsibility
and Life with Joy





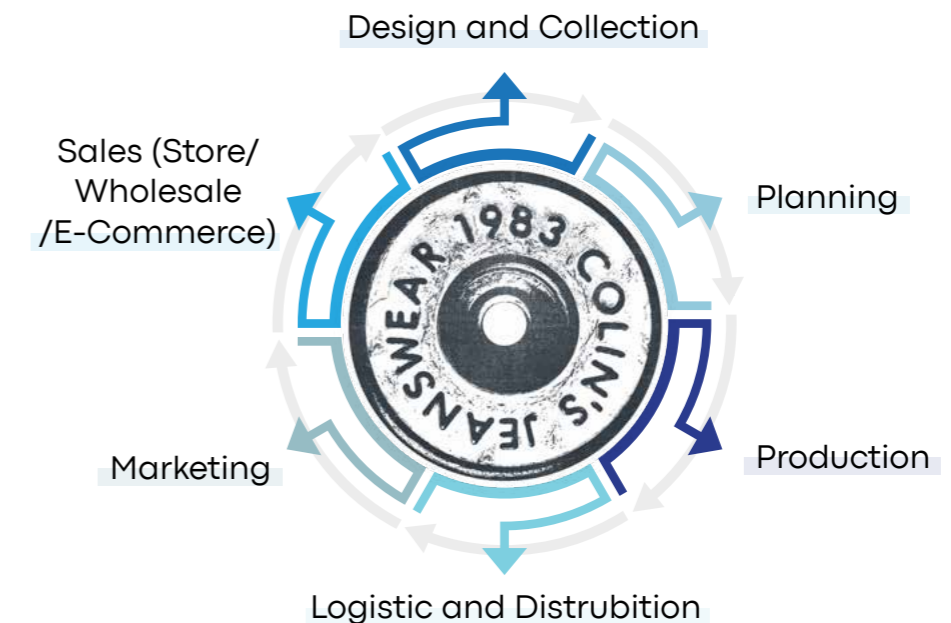
We Approach the Planet with Responsibility and Life with Joy.

As COLIN'S, we aim to use natural resources efficiently, reduce carbon emissions, and minimize our environmental impacts with a sense of responsibility towards our planet.

As COLIN'S, we believe that we should act responsibly towards our planet in order to approach life with joy and we uphold our sustainability journey with this awareness. Conservation of our PLANET, one of the four pillars of our sustainability strategy (4Ps of COLIN'S), is at the heart of all our operations. In this context, we focus on using our natural resources in the most efficient way possible and to minimize our environmental impacts while playing an active role in fighting against climate change.

We develop innovative methods to reduce water consumption and we offer effective solutions to waste management. With our "Smart Green Store" projects, we optimize our energy consumption, reduce our carbon footprint and decrease our emissions.

We reflect the 'Conserve, Reduce, Reuse/Recycle' approach to all our processes, reducing our carbon emissions and improving energy efficiency.



Fight Against Climate Change

Climate change is one of the most critical global environmental issues of our time. As COLIN'S, we prioritize the fight against climate change across our entire value chain, from production to supply chain, in line with our sustainability strategy. We aim to reduce our carbon footprint, improve energy efficiency and minimize our environmental impacts throughout our business processes. In this context, we integrate sustainable practices into our business processes and strive to take concrete steps towards protecting the future of our planet.

The Smart Green Store project, launched in 2022, is a significant initiative that aims to support environmental sustainability by improving energy efficiency. Thanks to this innovative automation system, we centrally manage the air conditioning and lighting of our stores, and we instantly monitor energy consumption and interior temperature. The system's alarm and warning mechanisms are activated in case the specified limits are exceeded, contributing to energy savings and reducing carbon emissions. With the Smart Green Store project, we reduce our environmental impacts while increasing energy efficiency in our business processes and thus achieve significant financial savings.

As a company operating in the Retail and Textiles Industry, we are aware of our responsibilities at all stages from raw material supply to the presentation of our final products to our customers. With this awareness, we prioritize ensuring the sustainability of natural resources and integrating environmentally friendly practices into our business processes. By gradually improving our processes in this regard, we are working for a healthy planet where we can enjoy life more.

We have a direct environmental impact in logistics, storage and sales processes throughout our value chain however we create an indirect impact through our suppliers in other business processes. In order to manage indirect impacts, we regularly audit our supplier network and support them to ensure their continuous development. We monitor the environmental impact performance of particularly our denim suppliers using EIM (Environmental Impact Measurement) scores.

We have been undertaking environmentally responsible projects since 2019 with ISO 14001 Environmental Management System, which we have integrated into our Management Systems. Throughout this process, our Sustainability Committee convenes periodically to identify the opportunities to manage our emissions more healthily and to improve our environmental performance and implements the necessary actions by setting targets in this direction.

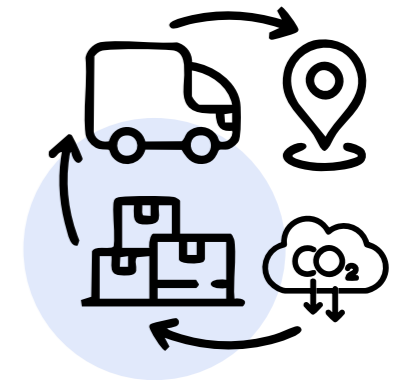
As of 2023, we have started to calculate our Scope 1 and Scope 2 emissions. With this step, we aim to better manage our carbon footprint and to set concrete targets to reduce our emissions. Throughout our journey to fight against climate change, we are structuring our strategies to reduce our emissions more strongly and consciously.

There has been an increase in Scope 1 emissions over the years. This increase is due to factors such as the growth of our operations and increased consumption resulting from the transition to normalcy after the pandemic. Although there was a significant increase in Scope 2 emissions in 2022, a partial decrease was achieved in 2023 due to the impact of our emission reducing efforts. Following the increase in total carbon emissions in 2022, a partial decrease was recorded in 2023.

In 2023, we launched the Internal Auditor Training Program within the scope of the Environmental Management System. Our team, who were entitled to receive the ISO 14001 internal auditor certificates following a two-day comprehensive training, started to organize internal audit organizations. Thanks to this team, we have been continuously monitoring our environmental performance and strengthening improvement processes.

	2021	2022	2023
Scope 1 Emissions (ton CO ₂ e)	459,45	563,81	627,33
Scope 2 Emissions (ton CO ₂ e)	2.356,44	2.752,81	2.586,22
Total Carbon Emissions (ton CO ₂ e)	2.815,88	3.316,63	3.213,55

At COLIN'S, we prioritize addressing climate change throughout our entire value chain, from production to supply chain in line with our sustainability strategy.



Water and Wastewater Management

Textile stands out as one of the industries where water is consumed the most.

As COLIN'S, we are well aware that water is a vital resource for both the continuity of ecosystems and human life. We know the impact of the industry we operate in on water resources; accordingly we consider water and wastewater management as one of our critical responsibilities.

Therefore, we prioritize minimizing water consumption and implementing best practices in wastewater management as part of our sustainability strategy. We focus on using water resources efficiently in all our business processes, from production to the water we consume in our stores, and we develop solutions for reducing water consumption.

We attach importance to environmentally sensitive practices in wastewater management and aim to recycle water back into nature. In this regard, we prioritize the availability of wastewater treatment systems in all suppliers we cooperate with. DNM, one of our denim suppliers, has taken significant steps to reduce water consumption in production processes; they treat all the water they use and reuse 84% of it in production processes. Similarly, Eroğlu Giyim treats the water consumed in production processes with wastewater management practices.

Considering that raw materials also have a water footprint, we take care to use alternative and more environmentally friendly raw materials. Fibers such as hemp, modal and tencel stand out with requiring much lower water consumption compared to cotton production; thereby we aim to contribute to water savings by choosing these materials in the design phase. Although cotton is the basic raw material of the textile industry, it requires high amounts of water to be consumed in the production phase. In line with this awareness, we try to procure the cotton we use in our fabrics from producers who have adopted sustainable agricultural practices. In this way, we not only reduce our water consumption but also reinforce our responsible production approach by minimizing our negative impacts on the environment. This approach improves our contribution to a more sustainable future besides allowing us to conserve water resources.

We regularly monitor our water consumption data and evaluate our performance in this regard with detailed analyses. We constantly improve our processes and keep working on innovative solutions to sustainably and permanently reduce our water consumption. We aim to take this success we have achieved in water management one step further and minimize our environmental impacts.



As COLIN'S, we strive to minimize water consumption in the production of our denim collections, which constitute 40% of our total sales. We are gradually moving away from conventional washing methods in order to reduce the negative impacts of denim products that require a very high amount of water consumption on the environment. In this context, we cooperate with suppliers who have adopted advanced technology washing methods that require less water consumption and chemical use, such as laser washing, ozone washing and stone enzyme application.

Soft Touch, Sustainable Solution

By eliminating washing operations through the use of non-cotton soft-touch fibers, we achieved significant environmental and financial gains. Our products, designed with fibers such as viscose, modal, polyester, and polyamide instead of traditional stiff cotton fibers, are crafted to deliver a natural softness to end consumers without the need for washing processes.

Through this initiative, we produced and marketed 33,500 products. In the production processes, we saved a total of 167,500 tons of water and reduced the amount of chemicals released into nature to zero. Additionally, we minimized carbon emissions by eliminating the transportation process to washing facilities.

COLOR DENIM Project

The COLOR DENIM project, which was launched in 2022 to last 18 months, aims to ensure denim production process focused on water saving and environmental sustainability by taking inspiration from nature. In line with the objectives of this project, we use sulfur dyes that reduce water consumption instead of traditional indigo dyeing. Innovative and sustainable methods such as ball warping techniques and clay-coated dyes are preferred, particularly in denim washing and dyeing processes where water consumption is high. These methods minimize water consumption while offering an environmentally friendly production process.

This project aims to raise awareness for the conservation of water resources and draw attention to environmental problems. Owing to the techniques used, we save significant amounts of water in denim production process and reduce the amount of hazardous chemicals released into the environment. We offer aesthetics that is in harmony with nature by using pastel earth tones obtained with sulfur dyes instead of indigo.

The COLOR DENIM project contributes to COLIN'S sustainability strategy by reducing water consumption and chemical use while expanding the already known boundaries of denim with earth and nature shades. With this project, we are taking concrete steps to conserve water resources in denim production and minimize environmental impacts.

Energy Management

As COLIN'S, we continuously improve our operations by focusing on energy efficiency to reduce our environmental impacts.

Using energy resources efficiently is significant in terms of reducing our environmental impacts and ensuring our operational sustainability. In line with this awareness, we strive to continuously improve our energy management strategies and expand their application. We implement projects to both reduce energy consumption and increase efficiency, and we prioritize energy-saving applications. In this context, reducing the energy intensity in our operations and improving energy efficiency are among our material issues.

We make significant investments to reduce energy consumption and improve efficiency as part of our sustainability strategy. We managed to save TRY 2 million annually by making an investment of TRY 2.5 million in energy efficiency. We regularly monitor our energy intensity data and focus on further reducing our energy consumption by continuously making improvements on this issue.

TRY 2.5 million

Energy Efficiency Investments

TRY 2 million/year

Savings achieved

	2021	2022	2023
Head Office Energy Intensity (MWh/employee) ³	0.94	0.84	0.79
Store Energy Intensity (MWh/m ²) ⁴	0.16	0.20	0.18
Distribution Center Energy Intensity (MWh/hours) ⁵	0.52	0.53	0.53

³Calculated based on the number of employees.

⁴Calculated based on store floor area.

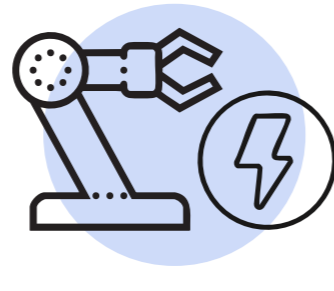
⁵Calculated based on work hours.



Energy Efficiency and Lighting Systems

In order to reduce energy consumption, we popularized the use of LED fixtures in our stores and we have switched to energy efficient lighting solutions. By encouraging natural lighting particularly in our All Season Park store, we have achieved a significant reduction in energy consumption during daylight hours. With these practices, we are moving forward with determined steps towards our energy saving goals.

In our distribution centers, we aim to improve energy efficiency and reduce environmental impact by using photocell automated lighting systems. These systems, activated only when movement is detected, prevent unnecessary energy consumption and automatically adjust the lighting level according to the intensity of activity. Thus, we both save energy and ensure that employees have access to adequate lighting. Longer economic life of these systems further reduce maintenance expenses and improve our energy efficiency.



Automation Sensor Systems

Our automation sensor systems optimize material flow in distribution centers and improve operational efficiency. Sensors monitor the mobility on the belt system, regulate energy consumption in accordance with the needs and minimize environmental impacts by saving energy during inactivity. These technologies contribute to more efficient and sustainable progress of our operations.



Energy Efficiency in Logistics Processes

In line with our energy efficiency and environmental sustainability goals, we consolidate product and loading in our logistics processes. We minimize the number of delivery trips by consolidating the loads. We are working to effectuate time management by working closely with our logistics suppliers to increase our container occupancy rates. Accordingly, we reduce energy consumption per load carried and make our logistics operations more efficient.

Digitalization and Energy

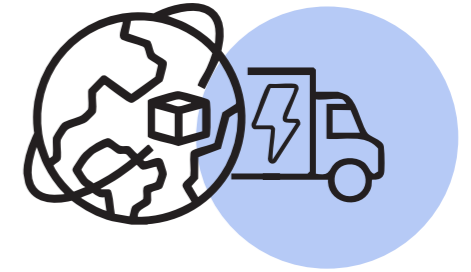
Management in Distribution Centers

The efficiency-oriented systems installed in our distribution centers as part of the digitalization strategy contribute to our energy management. Focusing on using resources effectively in our e-commerce operations, we strive to improve energy efficiency with approaches such as single parcel addressing, category-based addressing and fast access to every parcel. Developed to ensure that the distribution center delivers products to the right place at the right time, these systems optimize our operations while reducing energy consumption.

Smart Green Store

The Smart Green Store project, launched in 2022, is an innovative automation system developed to improve energy efficiency and reduce our environmental impacts. For the purpose of the project, which is planned to be finalized in March 2025, we aim to install the automation system in all new opening stores and to integrate energy monitoring and warning systems into existing stores. Owing to this system, air conditioning and lighting of the stores are managed centrally, energy consumption and internal temperature are monitored instantly, and alarm and warning mechanisms are activated in case specified limits are exceeded.

The project has already provided 15-20% efficiency in electricity consumption, and it is further expected to achieve annual savings of TRY 15-20 million when it is finalized. The investment cost of the project has been determined as TRY 11 million. Throughout the project period, 359 MWh of energy was saved in 50 stores and TRY 2 million of financial savings were achieved in 2023. Full automation system is an innovation not currently available in many competitors and improves the company's profitability by providing energy efficiency, contributes positively to the country's current deficit and supports environmental sustainability by reducing carbon emissions.



We are expanding our sustainability strategy by further supporting the importance our suppliers give to energy management. Our main supplier DNM produces steam energy by burning solid wastes from its own production processes. This project not only reduces energy consumption significantly by saving 700,000 m³ of natural gas per year and contributes to the fight against climate change. Reuse of wastes in this process further supports the circular economy and improves energy efficiency. This project implemented by DNM is a significant indicator of how we effectively implement our sustainability goals in energy management in our supply chain.

Waste Management

As COLIN'S, minimizing the wastes generated in our production and operation processes and using our resources in the most efficient way constitute significant items of our sustainability strategy.

We aim to minimize our environmental impacts with the "Reduce, Reuse and Recycle" approach that we have adopted within the scope of waste management. In this context, we develop innovative solutions to prevent waste generation at every stage from production process to our stores and to increase the use of recyclable materials. We aim to contribute to a more sustainable future by conserving natural resources while minimizing the amount of wastes.

We parse our hazardous and non-hazardous wastes and deliver them to licensed companies. As of 2022, we started to implement the Zero Waste system in our distribution center and stores located in shopping malls and officialized this process with the Zero Waste certificate. We uphold the same certification process for our high street stores in 2023. In this context, we strive towards achieving the most sustainable waste management approach in all our operations.

We have created specific waste parsing points and appropriate waste containers for duly parsing the wastes in our distribution centers and operation areas. Wastes are parsed taking into consideration whether they will be further reused, recycled or disposed of using other methods. This process helps us reduce our environmental impact by increasing the recycling rate of wastes while providing sustainable waste management.

Each year, we fulfill our environmental responsibility by recycling almost all the wastes generated in our head office and distribution center.

We regularly monitor the amount of hazardous and non-hazardous waste generated in our head office and distribution center, and we continuously strengthen our waste management policies. Thanks to these efforts, we both conserve natural resources and contribute to environmental sustainability through the recycling rates we have achieved.



	2021	2022	2023
Head Office Hazardous Waste Amount (kg)	31	114	23
Head Office Non-Hazardous Waste Amount (kg)	8,400	9,200	10,327
Distribution Center Hazardous Waste Amount (kg)	4	166	48
Distribution Center Non-Hazardous Waste Amount (kg)	332,180	218,580	365,920
Amount of Wastes Recycled (kg)	340,580	227,780	376,247

As part of our waste management strategy, we implement recycling and reuse policies in our production processes and stores. In this context, we have mandated at least 50% of the materials we choose to be suitable for recycling. With this approach, we contribute to recycling processes by reducing both resource consumption and wastes.

We regularly maintain the mannequins we display in stores and ensure that damaged ones are reused. With the "Reuse" approach, we use our resources more efficiently and minimize our environmental impacts by preventing waste generation.

We have further developed a reuse-oriented system for printed communication materials used in our stores. We reuse certain campaign visuals repeatedly over seasons by packaging them, thus we significantly reduce wastes. With this policy, we not only save costs, but also use our resources more efficiently.

FSC®-Certified Labels

As COLIN'S, we prefer sustainable and environmentally friendly sources by using FSC (Forest Stewardship Council) certified labels on our products. The FSC certificate is an international standard that guarantees that forests are managed in an environmentally, socially and economically sustainable manner. This certificate confirms that the products used are produced without illegal deforestation, by conserving natural ecosystems and respecting the rights of local communities.

By using FSC certified labels on our products, we confirm our preference for materials produced from industrial trees and sustainably managed forests. This policy contributes to the conservation of natural forests and the efficient use of resources. Thereby, we ensured 2,700 trees to remain in nature in 2023. By using these labels, we have strengthened our environmentally friendly supply chain and we are one step closer to achieving our sustainability goals.

As part of our waste management strategy, we aim to make at least 50% of the materials we choose suitable for recycling. In this way, we aim to optimize our use of resources and minimize our environmental impact.

Mannequins made of Natural Materials

The project concerning the use of Mannequins made of Natural Materials, launched in 2022, represents a significant step towards reducing our environmental impact with each new store opening. Thereupon we have minimized the use of plastics and other hazardous materials by using mannequins made of natural materials. Main purpose of the project is to reduce our environmental impact and offer a more eco-friendly shopping experience through these mannequins produced with sustainable materials.

Compressed Wood (CW) Materials

Through Compressed Wood (CW) Materials project, which we have been successfully implementing for several seasons, we aim to reduce our environmental impact by using Compressed Wood Materials, MDF denim cards and recycled wood such as OSB cubes in store equipments. For the purpose of the project, recycled wood is compressed and brought together and used in our stores. Main purpose of the project is to conserve natural resources while creating an environmentally friendly shopping environment by using recycled materials.

Reuse of Existing Furniture and Mechanical Systems

As part of our sustainability approach, we prefer to reuse furniture and mechanical systems redeemed from closed stores in new opening stores. This approach contributes to the prevention of waste generation by reducing the production and supply of new materials. We further strengthen our efforts to minimize our environmental impacts by supporting the efficient use of resources.

Reuse of Parcels

As COLIN'S, we have significantly reduced waste generation by reusing 45% of the parcels already used in our distribution center. Parcels in good condition are sorted by the staff throughout the operation and reused. Thereby, we prevented the use of approximately 309,543 new parcels in 2023. This policy reduces our logistics costs and contributes to minimizing our environmental impact.

Reuse of Alarms

We collect the alarms we use for product safety purposes from stores and reuse them after necessary maintenance and cleaning processes. Thereby, we both reduce waste generation and our carbon footprint. We prevent waste generation by reusing safety alarms.

Reducing Paper Usage Through Digitization

In order to minimize paper wastes, we digitize our business processes and strive to create and share all documents electronically. We strive to minimize our environmental impact by reducing paper wastes with digital applications such as electronic signature, electronic invoice, and electronic reporting. Thereby, we reduce the amount of waste generation and make our processes more efficient.

As COLIN'S, we prioritize sustainable and environmentally friendly resources by using FSC-certified labels on our products.



**We Approach
Our Business with
Responsibility and
Life with Joy**





We Approach Our Business with Responsibility and Life with Joy

As COLIN'S, we approach our business with sustainability responsibility and embrace life with joy.

We strive to minimize our impact on the environment and society in every arena, from brand and reputation management to sustainable supply chain management.

In line with our sustainable growth goal, we continue creating lasting values in local and global markets.

With a sustainable quality and product management approach, we prioritize our products to be environmentally friendly and provide long-lasting use.

Customer satisfaction and experience-oriented operations aim to offer stylish and durable products and provide our customers with a sustainable shopping experience.

While making our business processes more efficient with innovative solutions in digitalization and innovation, we further cooperate with ethical and environmentally friendly suppliers in line with our sustainable supply management policy. Thereby, we both contribute to our planet and safeguard the future of our business.

Brand and Reputation Management

As COLIN'S, we manage our reputation with a responsible approach by positioning sustainability principles among the core values of our brand.

Throughout 2023, we have not only strengthened our brand's place in the fashion industry, but we further have taken significant steps in the fields of environmental, social and economic sustainability. The sole purpose of these efforts is to instill a sense of trust in all our stakeholders.

Our fundamental approaches safeguarding our sustainability efforts are built on a 40-years of know-how and our understanding of continuous learning and improvement. We operate in a wide geographical range with over 600 stores spread across 24 countries and nearly 6,000 employees.

One of the key elements that shape our brand reputation is our ethical and responsible production approach. We prioritize minimizing the resources used in our production processes, reducing our carbon footprint, and looking after the well-being of our employees. These goals reinforce our sense of responsibility towards society and our planet while offering our customers quality and environmentally friendly products.

Customer Satisfaction and Engagement are among our significant successes in brand and reputation management. We measure and strengthen the superior service experience we offer to our customers and high quality standards through the indicators such as Net Promoter Score (NPS). This approach contributes to the sustainable growth of our brand by continuously improving customer satisfaction besides creating a loyal and reliable customer base.

We maintain the solidity and sustainability of our brand reliability by adopting the mission of establishing a transparent and equal relationship with our stakeholders. Accordingly we periodically disclose our progress in achieving our goals in our sustainability report to the public and we meticulously evaluate the feedbacks.

Adopting an integrated understanding, we safeguard sustainability by effectively using and transforming our 6 capital assets that constitute the basis of our business. We constantly improve our performance with our management systems and strategic planning approach. We maintain and strengthen our corporate reputation and economic sustainability with these strategic approaches.

We transform the know-how attained through experience into a systematic structure and shape the way we do business throughout the organization. Our defined and measurable policies, procedures and processes further reinforce our corporate culture.



As COLIN'S, we undertake strategic planning processes without interruption. We have been improving our sustainability and competitiveness with the five-year plans undertaken since 2011. Owing to the third five-year strategic plan (2022-2026), developed in integration with the Corporate Performance System, we have reinforced our leadership in the industry and moved towards a sustainable growth target. Our strategic management approach assumes a key role in the long-term success of our brand.

We will position sustainability as a value in our brand and reputation management and keep taking concrete steps in this regard. Thereby we aim to keep inspire and trust society and our customers while contributing to a greener, more equitable future.

New Generation Interior Architecture Concept

The brand new interior design concept project, launched in 2023 and is still in the planning phase, has been a strategic innovation for our brand. In line with the project's objectives, we aimed to renew our in-store designs not only highlighting our products visually, but also to strengthen our brand and improving customer engagement.

Our project aims to present our wide range of products in the most effective way possible while providing our customers an unforgettable shopping experience. Improving customer experience by integrating technology into our business processes and offering innovative solutions in our stores are also among the focal points of this project.

Through dynamic product presentation, integration of smart technologies, sustainable design and augmented/virtual reality applications, we aim to further enhance the customer experience and reinforce the power of our brand.

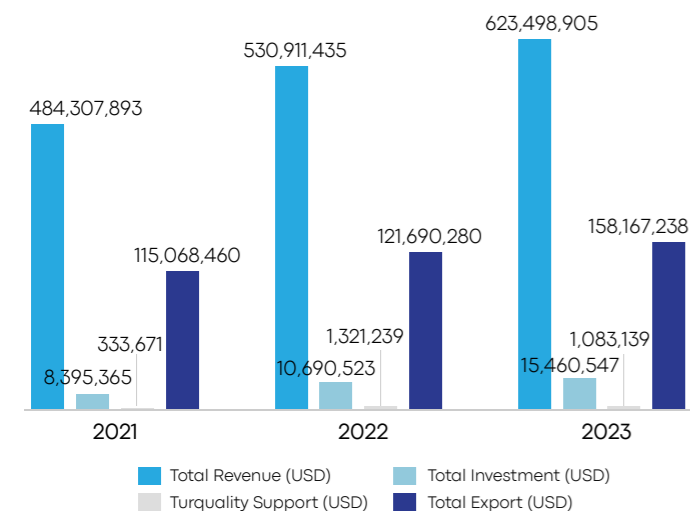
Sustainable Growth

We have adopted sustainable growth as a development opportunity taking into account our environmental and social impacts along with our economic performance. Accordingly we support our Company's economic performance with strategies developed in line with our sustainability goals.

Economic Performance

Our economic performance is directly correlated to our Company's ability to provide value-adding products and services besides having a healthy financial structure. Our financial results, which have improved strongly as of 2023, may be attributed to implementing our sustainable business models and efficiency-improving strategies.

Economic Performance



We will strive to strengthen our efforts to optimize costs by using resources effectively. In addition to improving our economic performance through innovation and technology investments, we will re-enforce our efforts to minimize our environmental impacts.

We approach sustainable growth not only as economic development but also by considering our environmental and social responsibilities. The steps we took in 2023 served to integrate our sustainability strategies into our business processes. We have structured our growth targets, business development strategies and process management in line with the sustainable future of our company.

Sustainable Growth Approach

We combine our growth targets both domestically and internationally with sustainability principles. Before deciding to open a store in a new country, we undertake a meticulously planned process beginning with country visits to the assessment of prospective locations and 5-year feasibility studies. For the purpose of this assessment, we take into account various factors such as population, young population, economic indicators, unemployment rate and digitalization rate. When deciding on a store location, we evaluate commercial, physical and legal elements, and elaborate to position our stores, which are our meeting points with our customers, in a way that will offer the best customer experience.

Throughout this process, we aim to minimize the environmental impact of the stores by adhering to our sustainability principles. For the purpose of the leasing phase, we analyze the store's profitability in line with the 5-year feasibility studies and make long-term investments based on a win-win model.

Supporting social projects by collaborating with local communities and contributing to local economies are further among our material issues to be considered while growing. Thereby we both strengthen our workforce and contribute to sustainable development.

Process Management

Our Process Management strategy constitutes the basis of our internal efficiency and continuous development. As of 2008, we have been meticulously designing and implementing our processes based on strong communication between departments by focusing on customer expectations. Our processes, organized within a three-level hierarchy, are constantly monitored in terms of performance criteria such as cost, time and quality. We regularly review and improve our processes in line with internal audit results and changes in the external environment. This structure, which constitutes a significant element of our corporate culture, plays a key role in achieving our sustainable growth goals.

Our Tax Strategy

Our company's tax strategy is reviewed by the Global Financial Affairs Group Directorate and approved by the Executive Board. Tax processes in all countries where we operate are regularly reviewed and subjected to detailed analysis quarterly. In the countries where our subsidiaries are located, we determine optimal tax levels with our expert accounting staff and external consultancy services. This process ensures all financial statements and declarations to be prepared in accordance with the relevant country's tax legislation. Our company attaches importance to ensuring 100% tax compliance in Türkiye and other countries where subsidiaries operate. The financial statements of the subsidiaries are first submitted to the independent audit and reporting directorate, approved by the Global Financial Affairs Group Management following the necessary checks and disclosed in the relevant countries.

Our Approach to Sales Channels Management

We regularly conduct analyses considering the dynamic structure of the retail industry, check the sustainability of our stores and quickly take actions when necessary. We analyze the performance of our stores quarterly, semi-annually and annually, in line with criteria such as m² efficiency, rent/turnover ratio and dues/turnover ratio. Thereby, we make healthier decisions to improve the efficiency and ensure the sustainability of our stores.

In line with these principles, we aim to shape not only the present but also the future operations by keeping sustainability at the forefront in every aspect of our business. Our sustainable growth approach focuses on creating long-term value while also allows us to take decisive steps to fulfill our responsibilities to society, the environment and our business partners. We will make this approach a way of doing business in all regions where we operate.

In 2023, we opened our new e-commerce site in Egypt, in addition to our existing sites in Türkiye, Russia, Ukraine, Romania and Moldova. We created the www.colins.eg infrastructure and started selling in Egypt.

Sustainable Quality and Product Management

Our commitment to offering high quality products is one of the cornerstones of our sustainability strategy as COLIN'S. Our sustainable product management strategy is based on not compromising on product quality while minimizing negative impacts on the environment.

In product management, we combine our way of doing business with our sustainability strategy and adopt a customer satisfaction oriented approach. With a responsible production and consumption approach, we correctly analyze our customers' expectations and supply products in line with our quality-oriented values. We consider this process as a cycle extending from design to after-sales customer satisfaction.

We take into account both our corporate values and customer expectations while developing our products. We use our retail store and office network effectively by rapidly integrating customer feedback into our improvement processes. We receive feedback from our stakeholders through country and store visits before each season and develop our products accordingly.



We take care to use sustainable fibers such as linen and lyocell in order to reduce environmental impacts, and we contribute to the sustainable fashion industry with the products manufactured using these materials.

Our sustainable quality approach covers all our processes from design to production and supply chain management. Through water consumption and energy efficiency projects, we reduced our resource consumption in our production processes, improved product durability and produced longer-lasting and timeless designs.

Within the framework of our Sustainable Product Design Principles adopted in 2023:

- We have taken care to procure our raw materials from sustainable sources.
- We paid attention to the quality of the materials used and stitching to extend product life.
- We have developed innovative techniques to reduce chemical use.
- We used recyclable and biodegradable materials to reduce the amount of plastic consumed in packaging processes.



Bringing the Spirit of the 90s Together with Sustainable Fashion

With a modern interpretation, we are bringing the fashion trends of the 90s, symbolizing the comfort and freedom, to the present.

The grunge music of the period, the rebellious expression of the free spirit of young people and the iconic celebrities of the 90s are the sources of inspiration for our collection. While adapting this theme, which was trendy in the 90s, to the present, we attach great importance to sustainable production methods in accessories, denim washing and technical details. Thus, we sensitively and responsibly move forward towards the future while keeping the spirit of the past alive.

Striking a balance between sustainability and quality, we provide our customers with environmentally friendly and innovative products.

We meticulously select all the fabrics and accessories we use in the project in collaboration with our suppliers. We successfully implemented the project in all countries where we operate globally. We held the launching party of our 90s collection in Russia.



Sustainable Elegance and Timeless Business Styles

As COLIN'S, we aimed to bring denim out of the sportswear category only and bring it together with modern and stylish styles in 2022.

Within the scope of this 24-month project, we developed timeless business styles, bringing comfort and elegance together. We prioritized environmental awareness while producing our collection using sustainable methods. We designed these products, prepared with fabrics subjected to minimum washing process, in a way that can be easily combined with other items. We worked with suppliers to design metal accessories and labels specific to the collection.

Sustainable Softness: Water and Energy Savings Achieved by Reducing the Need for Denim Washing

In order to ensure a soft feel in sewn products, we developed a method that eliminates the need for washing by using soft-textured fibers such as viscose, modal, polyester and polyamide in addition to cotton fiber.

As cotton fiber has a hard structure, denim washing was required to make the products soft with the traditional method. However, owing to this new approach, we can offer a soft texture to the end consumer without denim washing. With this method, we have achieved to significantly reduce water consumption, reduce costs and improve customer satisfaction by offering more affordable products in our stores.

Collaboration with Christian Recca

We had a productive collaboration with Italian designer Christian Recca for two seasons. Christian, a talented designer with experience in Türkiye, prepared two phases covering both women's and men's denim groups for our AW23 and SS24 collections. Christian supported his designs with a story, highlighting the meaning and spirit of the collection.

Collaboration with Güneş Güner

We started to collaborate with designer Güneş Güner, who is based in London, for the collection works in 2023. With these works, harmony between the designs, balance in the color scale and thematic integrity were achieved, and consistency was achieved throughout the collection. The sample selection process was made more strategic. By avoiding unnecessary samples, more detailed studies were made on the basic group, both in terms of patterns and fabrics, and basic product efficiency was increased. We collaborated with Güneş Güner on our **Studio, Bodrum Breeze, Nature, Millenium, Move-X and Back to School** collections.

By eliminating the denim washing process, we not only accelerated our production processes but also minimized our negative impact on the environment. We saved 167,500 tons of water. Skipping the washing process, we reduced the amount of chemical waste released into nature to zero, and we further reduced our emissions as we didn't send the products to denim washing factories.

Bodrum Breeze: Sustainable Summer Collection Inspired by Nature

We achieved great success by designing the Bodrum Breeze collection, which we first launched in 2022, in completely white tones for the SS23 season and upheld in the following summer seasons as we received positive results.

This collection, which we created by taking inspiration from the white houses of Bodrum, has natural tones and is produced with sustainable washing processes inspired by nature.

We prepared the metal accessories and labels designed specifically for this collection in cooperation with our accredited suppliers. For the SS23 season, we offered skirts, dresses, shorts, jackets, shirts and trousers options under this theme that covers all our categories. The advertising materials shot in line with the project objectives were published/broadcast in all countries we operate in and were specifically exhibited in our stores.

For the purpose of the Bodrum Breeze collection, we aligned the themes of sea and nature frequently used in the summer seasons with Bodrum, one of our world-renown holiday resorts and contributed to the promotion of our country while producing our collection with sustainable methods.

Color Denim

For the Color Denim project, we first launched in 2022, we aimed to apply pastel tones of earth and sand in denim. By using sulfur dyes instead of indigo that we used in the traditional method, we aimed to reflect natural colors while raising awareness about water consumption and desertification. We supported this awareness with innovative techniques that will save water.



We redefine the style of every moment by bringing together sustainability and modern design with the inspiration we get from nature.

Ecologic Jeans: Ecologically Sensitive Production with Sustainable Denim

The Ecologic Jeans project, launched in 2019 with the aim of reducing the consumption of natural resources, continues as an indefinite initiative focusing on sustainability.

In line with the project objectives, we are working on more sustainable washing processes in order to minimize the negative effects of denim washing on the environment and water consumption. We aim to offer a jeans collection that respects nature and is environmentally friendly by minimizing water, electricity and material consumption.

With our Ecologic Jeans collection, we have managed to further advance our brand's sustainability mission with our environmentally friendly production methods.



Colin's Design Center

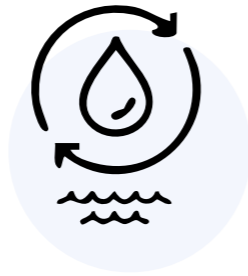
The European Union's goal of becoming Carbon Neutral by 2050 confirms that sustainability in the textile industry will gain significance in the long term. In line with this vision, we take important steps to transform the waste generated in our design and production processes into raw materials. We have focused on our goals of using natural and recycled raw materials, reducing carbon and water footprints along with digital transformation.

Throughout 2023, we prioritized developing denim collections from rapidly biodegradable fibers, organic cotton, recycled and water-free fabrics. We have made significant environmental contributions while preserving the denim texture, especially with innovative fibers such as eucalyptus. For this collection, we further used biodegradable materials and reusable accessories such as screw buttons.

The zero waste approach and our customers' sustainability expectations will inspire our women's, men's and denim collections in the future. We will further keep developing projects based on Life Cycle Assessment in line with our goals of conserving the environment, raising social awareness and saving resources.

Innovative Denim with Sustainable Fibers

We are designing innovative denim products using biodegradable fibers. Supporting the sustainable fashion approach, we aim to minimize environmental impacts while offering environmentally friendly products to our consumers.



Project Goals:

- **The Use of Sustainable Fibers:** We develop environmentally friendly designs by preserving the denim texture with biodegradable fibers. We aim to reduce our environmental footprint by using innovative fibers that require less water consumption.
- **Environmentally Friendly Production:** We have adopted environmentally friendly production methods requiring the use of less water and chemicals in our processes. Thereby, we increase water and energy savings while minimizing waste generation with recyclable accessories.
- **User Awareness:** While raising awareness of our consumers on sustainability, we further aim to meet their expectations with eco-friendly fashion products.

In addition to being environmentally friendly, the fibers balance body temperature, making our users feel more comfortable. Supporting our sustainable fashion approach, we have integrated environmentally friendly innovations into our production processes.

Women's Wear	Total Number Of Models	Total Items	Items Sold	Percentage Of Sales (%)
SS23	9	70,033	54,368	77
AW23	18	89,470	52,808	59
TOTAL	27	159,503	107,176	67

Eco-Raw Denim Produced Using Recycled Fibers Without Consuming Water

We bring sustainable denim designs to life using recycled fabrics without consuming water. This project aims to offer high-quality environmentally friendly products by consuming zero water and using fabrics obtained from recycled fibers.

Project Goals:

- **Using Exclusively Recycled Fibers:** We develop sustainable designs with recycled fabrics without using any water and chemicals. Thereby we aim to minimize resource usage while reducing environmental impacts.
- **Eco-Raw Collection:** Our collection offers a production process that does not harm nature by completely eliminating water consumption. Using denim produced of fibers recycled through mechanical methods, we conserve natural resources while offering fashionable products with an aesthetic design.
- **Fashion and Sustainability:** With this eco-friendly and water-free collection, we bring together environmental awareness and sustainable fashion. We further present stylish and innovative designs that follow the most recent trends in denim.

This project aims to contribute to the future of sustainable fashion while creating a strong brand identity both environmentally and commercially.



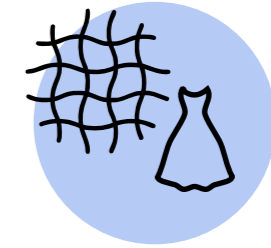
Sustainable Fashion with Young Designers

We are carrying out an exclusive collaboration project that aims to contribute both to young designers and the industry with sustainability-themed products. For the purpose of this project, developed in collaboration with students studying fashion design, we offer students the opportunity to adapt to the industry while also providing them with the opportunity to develop innovative and sustainable solutions.

Project Goals:

- **Denim and Sustainability:** Inspired by the photos of their own childhood, the students designed a collection of at least 10 pieces using sustainable fabrics and washing processes. Throughout this process, we focused on the differences of denim fabrics and sustainability principles.
- **Applied Training:** While bringing their designs to life, students personally participated in the pattern making, sewing and washing stages and gained a comprehensive experience in denim production processes. This allowed us to train them as more conscious future designers for the industry.
- **University-Industry Collaboration:** This collaboration with students studying fashion design aims to draw attention to the denim industry while facilitating students' entry into the industry and to train more conscious professionals for the future.

This project serves the development of young talents for the industry while contributing to the future of sustainable fashion.



Environmentally Friendly and Functional Designs: Versatile Women's Collection Designed Using Recycled Fabrics

The purpose of Environmentally Friendly and Functional Designs project is to design versatile and functional women's clothing using recycled fabrics. For the purpose of this project, we have designed a collection that will meet the needs of women in pursuit of a modern and active lifestyle by prioritizing functionality while maintaining our environmentally friendly approach.

Project Goals:

- **Using Recycled Fabrics and Accessories:** We have adopted a zero-waste approach by using recycled fabrics and accessories in our project. Thereby, we aimed to reduce our impact on nature.
- **Functional and Environmentally Friendly Designs:** We aim to increase functionality by offering versatile use of women's clothing. We aim to develop ergonomic and comfortable designs that meet the daily needs of modern women.
- **Colors Inspired by Nature:** We plan to offer a both aesthetic and environmentally friendly collection inspired by the colors of nature.

With this project, we aim to make a difference by offering environmentally friendly and functional designs while contributing to sustainable fashion.

Customer Satisfaction and Experience

As COLIN'S, we have taken significant steps throughout 2023 regarding customer satisfaction and experience which we have placed at the heart of our business processes.

Thanks to our CRM (Customer Relationship Management) system, which operates effectively on a global scale, we can closely monitor the preferences and expectations of our registered customers and strive to provide them the most appropriate services. Our data of the last three years clearly indicate that our customer base is growing rapidly and trust in our brand is constantly improving. The total number of customers, which was approximately 9 million in 2021, reached out to 10.8 million in 2022 and to 13 million in 2023. We attribute this increase to customer satisfaction and trust in our product quality.

Our CRM system allows us to analyze the shopping attitude and trends of our registered customers in Türkiye, Russia, Ukraine, Belarus and Romania. 39% of our registered customers are in domiciled in Türkiye, 44% in Russia, 13% in Ukraine, 3% in Belarus and 1% in Romania. In terms of gender, 55% of our customer portfolio consists of women and 45% consists of men. Such a balanced distribution is an indication that our products are popular for both genders and that we appeal to a wide range of consumers.

The system helps us to offer more personalized and effective solutions by deeply analyzing our customers' shopping habits. By systematically analyzing customer data, we continuously improve our business processes and focus on offering them the most suitable products. Accordingly, we develop more effective and targeted solutions focusing on customer satisfaction.

We closely monitor the complaints and requests submitted by our customers, and owing to the analyzes in our CRM system, we resolve them and provide feedback within an average of 32 hours. This respond time is 22 hours on average for the stores and 42 hours for e-commerce. The number of customer complaints, which was 8,504 in 2021, decreased to 7984 in 2022 however increased to 8,204 in 2023. This increase should be considered as a natural result of our expanding customer base. Nevertheless, we constantly develop projects to improve this process and strengthen our infrastructure in new markets.

We regularly send surveys to our registered customers to measure customer satisfaction. In these questionnaires, we ask them whether they are satisfied with their shopping experience and whether they would recommend COLIN'S to others (NPS). 2023 survey results indicated that our customer satisfaction score increased by approximately 5% to 50.55%.

The feedback received throughout this process is shared with relevant business units each month to improve our processes. Our effort to improve customer satisfaction is not limited to our stores; we further take into account feedback submitted through social media, websites and complaint platforms.

We respond to our customers' demands as quickly as possible through our call centers operating in Türkiye, Russia, Ukraine, Belarus, Romania, Morocco and Egypt. We systematically provide after-sales services for all products sold in our stores and e-commerce platforms. We closely follow consumer laws; we meticulously evaluate all notifications submitted by the consumer arbitration board and offer solutions to ensure customer satisfaction.

We consider product quality and reliability as an integral element of the customer experience. We take care to use non-hazardous substances in all our products by significantly reducing chemical use.

In line with our commitment to health and safety, which we have placed at the heart of our production processes, we not only meet industrial standards but further aim to exceed these standards. Thanks to these efforts, we do not compromise on sustainability and offer our customers products that they can use with peace of mind in terms of both quality and safety. We will keep developing innovative and proactive solutions to provide our customers the best experience in the future and to improve customer satisfaction.

Chatbot Türkiye: Artificial Intelligence-Supported Customer Experience Improvement Project

For the purpose of Chatbot Türkiye project, we developed an artificial intelligence-supported chatbot over a 14-month period with the aim of providing a better experience for our customers. Chatbot provides our customers the opportunity to receive fast and effective support for their order, cargo, delivery, cancellation and return processes on our website and in the stores while helping them to easily carry out transactions such as campaign and product inquiries. For the purpose of this project, undertaken in collaboration with our IT, E-Commerce and Marketing-CRM teams, our chatbot aims to improve customer satisfaction and engagement by providing instant and personalized support 24/7. We further offer faster solutions by automating customer services and making our processes more efficient.

Find Your Size: Right Choice, Reduced Returns, Improved Satisfaction

Thanks to the "Find Your Size" feature we added to our website in 2023, we significantly reduced our return rates by helping our customers choose the right size and made the shopping experience more enjoyable. This project, undertaken in partnership with our IT team, not only reduced return rates but also reduced our carbon footprint by reducing shipping costs. Our customers, who once enter their size correctly in the system, receive correct size recommendations for their next purchases, resulting in a faster and more satisfaction-oriented shopping experience. This feature further makes our processes more efficient and improves customer satisfaction.

Gift Card Project: Flexible and Enjoying Shopping Experience in Russia

The Gift Card Project, launched in Russia in 2023, aims to improve customer satisfaction by offering our customers and cardholders flexible shopping opportunities in our stores and online. This project, undertaken with the contributions of our IT and Marketing-CRM teams, aims to improve sales and encourage customer engagement with gift cards that can be used both in stores and online shopping. Gift cards make the gift-giving process easier and strengthen customer engagement, making the shopping experience more personal and enjoyable.

Axapta Filtering Project: Fast Product Access

For the purpose of Filtering & Inquiry on Microsoft Dynamics AX (Axapta) project, we allowed our customers to access products more easily through specific features by expanding filtering possibilities. This development has significantly improved the customer experience, particularly on our marketplace and e-commerce site. We allowed the customers to see product features more clearly and to reach the product they are looking for quickly, while increasing SEO content by the e-commerce team and improving our visibility on Google with the contributions of our IT and Axapta teams. Our customers started to spend less time for finding specific products and have had an efficient shopping experience.

Find in Store: Increased Sales and Satisfaction with Instant Stock Inquiry

We have introduced the "Find in Store" feature in order to improve our customers' shopping experience and satisfaction. Our customers can easily view information about which stores can offer the product which is out-of-stock online and can reach the nearest store location. With this feature allowing to view instant inventory information of the stores, we aimed to sell more products, increase the cart value and maximize customer satisfaction.

Outfit Suggestions: Easy and Enjoyable Shopping Experience with Ready-Made Outfit Suggestions

We have launched the "Outfit Suggestions" feature to provide our customers an easier and more enjoyable shopping experience. We present our customers ready-made outfit suggestions by presenting the products that were photographed together. Thereby we aimed to increase cart value while improving the shopping experience by facilitating the selection process.

Total Number of Registered Customers (%)	2021	2022	2023
	8,972,997	10,789,435	12,976,610

Distribution of Customers by Gender (%)	Female	Male
	55	45

Customer Satisfaction Score ⁶ (%)	2021	2022	2023
	47.99	48.38	50.55

Number of Customer Complaints (Number)	2021	2022	2023
	1,084	786	872

⁶NPS scores. NPS scores in the industry vary between 30% and 35%.



Sustainable Supply Management

We place environmental, social and economic responsibilities at the heart of our business model together with sustainable supply management. As of 2023, we have developed comprehensive strategies to expand sustainable practices in our supply chain. With these strategies, we aim to improve our operational efficiency while adhering to environmental and social responsibility principles. The quality, safety and timely delivery of the products we offer to our customers are directly related to how strong and sustainable our supply chain is. For this reason, we consider our collaborations with our suppliers as long-term strategic partnerships and develop them with a continuous improvement approach.

The sustainability of our supply chain aims to create value by considering environmental and social impacts along with economic performance. Accordingly, we encourage sustainable production processes and include our suppliers in these processes. We develop environmentally and human-friendly production processes by basing our collaborations with all our suppliers on sustainability principles.

Our head office in Türkiye and hub offices in countries such as Egypt, Bangladesh and China constitute the cornerstones of our global operations. These offices were established to improve the operational efficiency of our supply chain, to work more closely with local suppliers and to monitor quality standards more effectively. Thanks to our hub offices, we minimize the need for travel and reduce our carbon footprint by managing the operations on site and only monitoring them centrally. Thus, we both minimize environmental impacts and maximize operational efficiency.

In 2023, we worked with
101 suppliers
across **9**
countries.

Of these suppliers, 48% are located in Türkiye, while 52% are located abroad.

As COLIN'S, we attach great importance to technical competencies besides social and environmental compliance criteria in our supplier assessment processes. We prioritize our suppliers to comply with the ISO 9001 Quality Management System and social compliance standards such as BSCI (Business Social Compliance Initiative) and SEDEX (Supplier Ethical Data Exchange). These standards ensure fair and safe working environments in production processes while also ensuring product quality and safety. We further aim to subject all our suppliers to regular audit and monitoring processes, and we plan to assess their performance and cooperate on necessary improvements. We apply various tests in internationally accredited laboratories in accordance with REACH and KKDİK standards in order to ensure our production processes to comply with national and international standards. These tests including physical and chemical analyses ensure that the products we offer to our customers are safe, durable and of high quality.

We further offer clear standards to our suppliers with the "Supplier Guide" which we regularly update to ensure quality standardization. The Guide ensures that certain quality and safety standards are applied at every stage of our production processes. All processes from fabric approval, sample evaluations, packaging rules to quality controls are meticulously monitored and production in accordance with our high quality expectations is ensured.

Within the framework of our sustainability strategy, we aim to minimize the economic, environmental and social impacts of the supply chain. In this sense, we support our new suppliers to comply with sustainability principles and aim to raise awareness on issues such as energy efficiency, waste management and reducing environmental impact. We are striving to promote sustainable practices such as energy efficiency, carbon footprint reduction and waste management throughout our supply chain.

We did not experience any information security breach in 2023.

As COLIN'S, we attach great importance to protecting information security. We clearly specify our expectations regarding information security and confidentiality in the agreements we conclude with our suppliers and ensure that these criteria are meticulously implemented. By subjecting our suppliers to information security assessment at least once a year, we minimize possible risks and aim to continuously improve these processes. No information security breach reported in 2023 is an indication of our sustainable approach in this area.

As COLIN'S, we continuously develop high quality, safe and environmentally friendly approaches in our production processes owing to the strong and long-term partnerships we have established with suppliers that we have been working with for years. For a sustainable future, we will act in line with our social, environmental and economic responsibilities at every stage of our supply chain.

Manufacturer Capacity Management: Efficient Order Process and Improved Performance

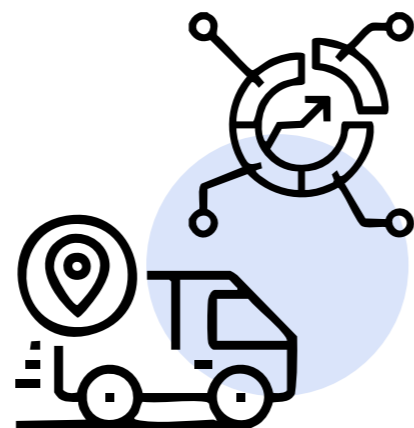
The "Manufacturer Capacity Management" project, launched in October 2023, aims to manage our manufacturers' capacities more efficiently in line with seasonal order quantities. For the purpose of the project, we aim to prevent the manufacturers to purchase products exceeding their capacity, to provide information in advance to prevent them from going out-of-stock and to receive sample orders from prospective manufacturers. Thereby, our manufacturers are expected to improve their deadline, quality and merchandising performances. The innovative aspects of the project will be developed jointly with our IT team and our project will be financed with our own equity.

COLIN'S Audit Infrastructure: Improving Manufacturer Quality and Service Standards

With the COLIN'S Audit Infrastructure project, launched in October 2023, we aim to raise our service procurement standards and improve the quality standards of our manufacturers. For the purpose of the project, we aim to improve the quality of COLIN'S products and our brand value by evaluating the compliance of our manufacturers with social, technical and financial audits. With this project, undertaken in collaboration with OBCO Social Audit, Quality Management, IT team and CRIF Financial Audit, we aim to improve the KPI performances of our manufacturers.

Supplier Segmentation: Performance-Based Sustainable Supply Chain

The Supplier Segmentation (Producer Report Card) Project, launched in September 2023, is a significant step we have taken to make our supply chain more sustainable and efficient. With this project, we aim to classify our suppliers according to their performance and to establish long-term partnerships and support our high-performing suppliers. We further aim to improve the performance of our suppliers who are poorly performing by offering them development plans. Thus, we optimize our supplier relationships while improving our operational efficiency and cost advantage. We make our processes more efficient with the support of the system and innovative tools such as Power BI developed together with our IT team. We are making our supply chain more flexible, dynamic and sustainable by effectively using technology and data.



	2021	2022	2023
Purchasing Budget Allocated to Domestic Suppliers (%)	44.30	35.20	32.10

	2021	2022	2023
Number of New Suppliers Assigned Using Social Criteria	33	97	68

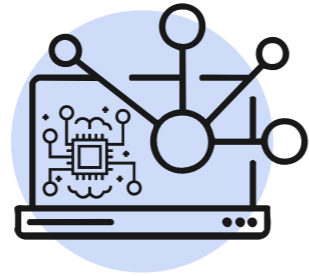
	2021	2022	2023
Total Number of Suppliers (Number)	111	101	101
Total Number of Domestic Suppliers (Number)	67	64	48
Domestic Supplier Rate (%)	60.36	63.37	47.52
Total Number of Key Suppliers (Number)	13	13	13



Digitalization & Innovation

As COLIN'S, we are well aware of the significance of leveraging the power of digitalization and innovation while building a sustainable future.

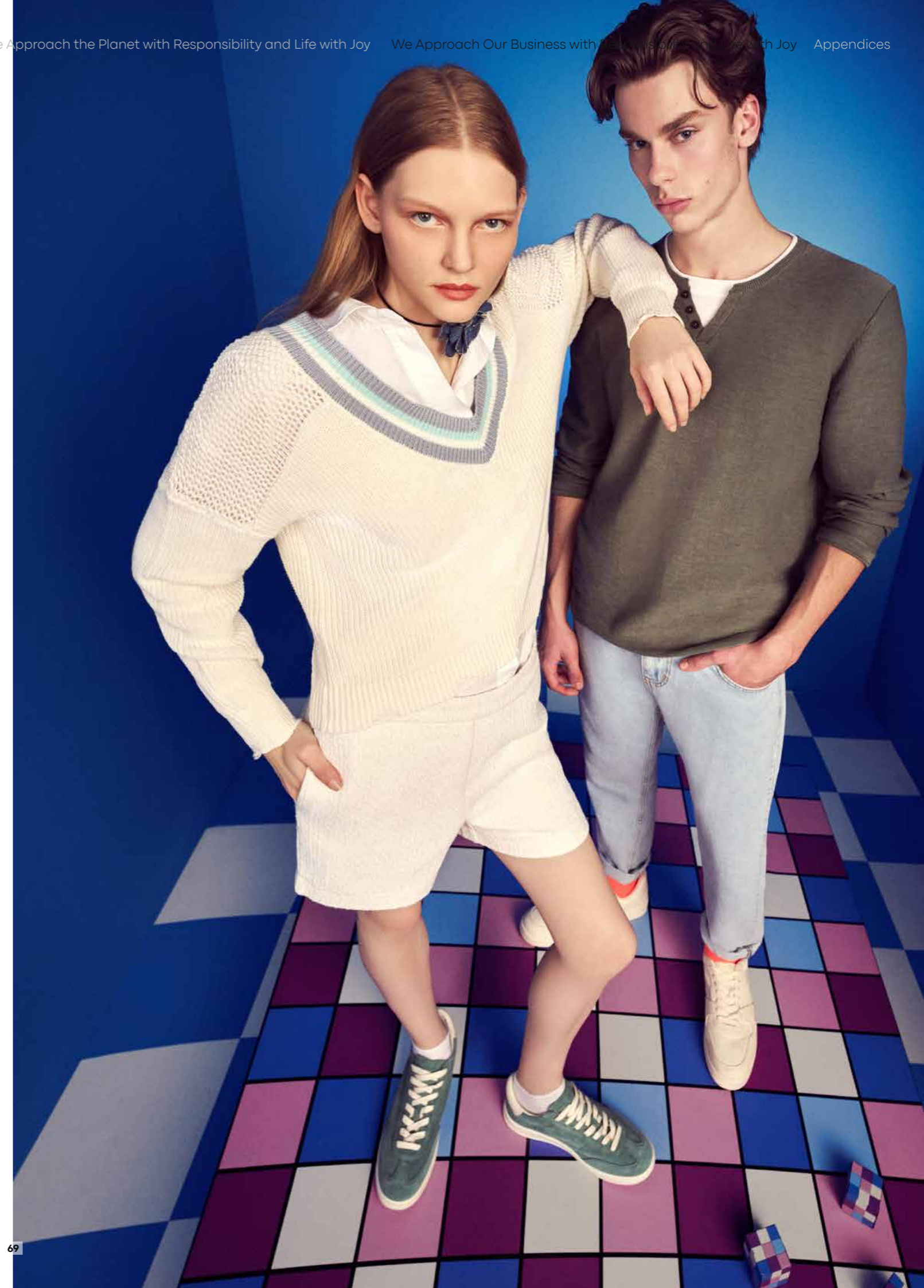
In 2023, we aimed to produce more efficient, environmentally friendly and innovative solutions in our operations by investing USD 3,275,768 in digitalization and innovation. Digital transformation allows us to produce more efficient, environmentally friendly and innovative solutions in every field of our operations. By optimizing our business processes with technology and digital tools, we reduce energy consumption, improve resource management and reduce our carbon footprint.

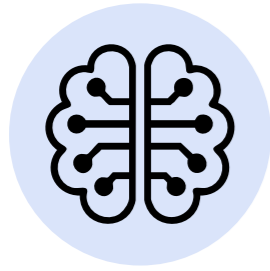


Digitalization & Innovation Policy

We structure our digitalization and innovation strategy with a customer-oriented approach. In this context:

- **Customer Relations:** We aim to reach our existing and prospective customers through all possible digital channels. We aim to establish healthy, long-term relationships by offering customized services and offers to existing and prospective customers. We segment the customers who reach us through various channels using scientific methods for producing fast and high-quality solutions and personalized experiences.
- **Digitalization of Internal Processes:** We structure and continuously improve our in-house processes with the software used. Thereby we manage our operational processes more effectively while improving our performance.



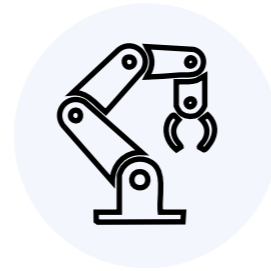


Digital Customer Experience

As part of our 2023 digitalization efforts, we have launched our Chatbot project, developed to improve customer satisfaction, in countries where our e-commerce sites are active. Chatbot provides 24/7 service to our customers and instantly answers frequently asked questions. We respond as fast as possible on issues such as order status, cargo information, returns and cancellations. We aim to achieve the highest customer satisfaction with the least amount of manpower.

Benefits of Digitalization:

- **Operational Efficiency:** Digital solutions optimize our workforce, ensuring that processes operate more efficiently while minimizing resource waste.
- **Fast Decision Making:** Thanks to digitalization, we instantly intervene in problems related to processes and provide fast solutions.
- **Fast Access to Data and Analysis:** Thanks to digital platforms and data analytics, we can quickly access and analyze real-time data for accelerating our strategic decisions.
- **Corporate Memory:** Digital systems develop a permanent database within the company by archiving processes and data. Thus, we prevent information loss in the long term.
- **Customized Customer Experience:** Digitalization allows us to provide faster and more customized services to our customers. This allows us to continuously improve the user experience.

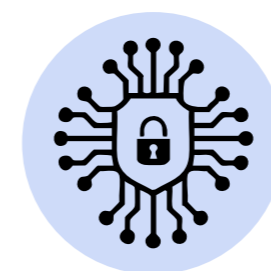


Digitalization Approach

As digitalization rapidly becomes a part of our lives today, the retail industry keeps up with this transformation. We ensure our customers to quickly and seamlessly access products and services. We care about the digitalization of not only sales channels but also every stage from in-store inspections to logistics processes. As COLIN'S, we manage our digital transformation strategy end-to-end and maintain our leading position in the industry.

We progress on our digitalization steps in parallel with our sustainability goals. We further take into account the environmental impacts of digitalization while developing our business processes. We follow the opportunities brought by digitalization at every stage from production processes to after-sales services, and we implement these developments in line with our strategies. Our digitalization initiative improves our operational efficiency enabling us to fulfill our environmental responsibilities more effectively.

With our digitalization strategy, we continue to lead the industry by offering fast and seamless solutions at every step from production to logistics.



Information Security Approach

As COLIN'S, our sensitivity to information security is the most important building block on which we base both our business processes and our relations with our stakeholders. We commit to our stakeholders to protect the confidentiality, integrity and accessibility of all parties' information at the highest level. We are well aware of our responsibility to provide uninterrupted and secure products, services and information flow. We strictly act in accordance with international standards and continuously improve our services by following innovations in order to ensure information security in the apparel industry.

We carry out our processes in a transparent and accountable structure in order to protect the confidentiality of the data of our customers and all other stakeholders. To ensure the confidentiality, integrity and accessibility of data, we constantly strengthen our security infrastructure and guide our investments according to current threats and the latest technologies. We further organize trainings and programs to raise our employees' awareness on information security. Thereby we continuously reinforce our information security culture throughout the organization. We have maintained our security without any information security breaches in the last year.

Within the framework of the Information Security Management System (ISMS), we meticulously identify and manage threats to our assets and business processes and quickly take actions to minimize them. As COLIN'S:

- We aim to ensure the confidentiality, integrity and accessibility of all stakeholder information,
- To ensure the continuity of our information and communication systems,
- To fully comply with legal requirements,
- To continuously raise our employees' awareness on information security,
- To cooperate with other institutions and the private sector in order to ensure the security of our critical infrastructures,
- To support the use of domestic products and services,
- To establish and continuously improve an ISMS system in accordance with the ISO 27001 standards.

As COLIN'S, we undertake to provide the information security certification required by these standards and to ensure the continuity of the processes.



Proforma Digitalization: Error-Free and Fast Supply Process Management

In 2023, we made it possible to prepare proforma invoices in our product supply process manually via Excel. By eliminating manual errors in the process between our foreign trade department, category departments and manufacturers, we reduced the margin of error to zero and gained significant time. By digitizing our proforma invoice issuing process, we created a more efficient working environment and gained the opportunity to manage our supply chain faster and more seamlessly.

Updating PO Forms: Simple, Understandable and Effective Communication

In 2023, we rearranged, simplified and improved the clarity of the PO (Purchase Order) forms sent to manufacturers. We provided more comprehensive and clear communication throughout the process between our category departments and manufacturers by adding the necessary extra information on the forms. This arrangement made our business processes more efficient and further allowing us to strengthen our cooperation with manufacturers.

We create an error-free and effective operation network by simplifying and accelerating our procurement processes through digital transformation.



Omnichannel-ERPOS: Integrated and Flexible Shopping Experience in All Sales Channels

With the Omnichannel-ERPOS project, launched in April 2023, we took an important step by singularizing all our sales channels over the same technology and application infrastructure. This project allowed us to collect the payments for products that are available in our online warehouse but not physically available in our stores and ensured us to deliver the products to our customers' addresses or to the stores of their choice. Thus, we were able to improve customer satisfaction while using our stocks more efficiently.

Main purpose of the project was to develop an infrastructure for all orders from our e-commerce warehouse and to lay the foundation for a single structure that can establish an inter-store order mechanism in the future. Our sales team and warehouse/logistics units assumed a key role in this project finalized by our IT team. While improving operational efficiency, we have also significantly reduced our Out-of-Stock Sales Rates. As of December 2023, we have shipped more than 15,000 items sold in our stores from the online warehouse.

The most prominent innovation of the project was to combine products physically available in our stores with products to be shipped from the online warehouse into a single invoice.

This innovation made our customers' shopping experiences even easier. For example, our customers who receive 2 products from the online warehouse and 1 product from the store as part of the Buy 3-Pay 2 campaign can immediately benefit from the advantages of the campaign.

This integrated system makes the shopping process more fluid and enables us to serve our customers in the most appropriate way with the flexibility offered.



E-Invoice Approval Process: Efficiency with Digital Invoice Management

The E-Invoice Approval project allowed us to quickly check and approve invoices issued for services received from our logistics suppliers in a digital environment. Thereby we minimize paper wastes and manage the invoice process more quickly and efficiently. By eliminating the need for our employees to print and process documents accordingly, we have achieved significant savings in terms of both time and costs without physically sending invoices. This process has both improved our operational efficiency and reduced our environmental impact.



Telescopic Conveyor Automation: Fast and Efficient Product Pick Up Operations

We have realized the automation of the telescopic conveyor line in order to increase speed and efficiency in our product pick up operations. The innovative system has a structure that can be extended and shortened, allowing products unloaded from trucks to be transported quickly and effortlessly. This technology, developed in collaboration with our automation team, improves product pick up speed by 20% and allows our teams to do more work with less effort.

Thanks to our collaboration with Lodamaster, this advanced conveyor system, moving in 4 axes according to vehicle types, facilitates our operational processes. Thus, we save time while improving our operational efficiency. This technology-oriented approach helps us to fastly respond to customer demands while reducing the workload of our employees.

Budget Allocated to Digitalization and Innovation (Investments) (USD)	3,275,768
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	2021		2022		2023	
	Female	Male	Female	Male	Female	Male
Number of People Working in the Digitalization and Innovation Department	13	47	23	51	29	57

Appendices



Performance Indicators

Social Performance Indicators

Number of Employees	2022	2023	Female Employee Rate (%)	2021	2022	2023
Türkiye ⁷	2,153	2,178	Türkiye	47%	47%	50%
Russia	1,642	1,796	Russia	77%	85%	84%
Ukraine	229	607	Ukraine	77%	70%	73%
Belarus	562	206	Belarus	69%	67%	69%
Romania	296	274	Romania	72%	76%	76%

Number of Employees at Executive Level

	Countries	Female	Male
Number of Managers and Supervisors	Türkiye	56	123
	Russia	2	11
	Ukraine	18	9
	Belarus	0	1
	Romania	5	2
Number of Group Managers	Türkiye	7	15
	Russia	0	2
	Ukraine	0	1
	Belarus	0	0
	Romania	0	1
Number of Directors	Türkiye	0	6
	Russia	0	0
	Ukraine	0	0
	Belarus	0	0
	Romania	0	0

⁷2022 figures are presented based on monthly averages.

Employee Demography

		2021			2022			2023		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
TURKIYE	Head Office Personnel	176	222	398	229	277	506	284	317	601
	Store Personnel	674	687	1,361	706	689	1,395	716	648	1,367
	Warehouse Personnel	58	130	188	63	148	211	79	131	210
	Number of total employees	908	1,039	1,947	998	1,114	2,112	1,082	1,096	2,178
RUSSIA	Number of white-collar employees	84	34	118	82	36	118	99	33	132
	Number of blue-collar employees	1,112	315	1,427	1,293	211	1,504	1,414	250	1,664
	Number of total employees	1,196	349	1,545	1,375	247	1,622	1,513	283	1,796
UKRAINE	Number of white-collar employees	42	22	64	41	21	62	42	20	62
	Number of blue-collar employees	490	121	611	392	155	547	392	128	520
	Number of total employees	543	160	703	443	192	635	444	163	607
BELARUS	Number of white-collar employees	11	6	17	10	7	17	10	7	17
	Number of blue-collar employees	129	56	185	138	66	204	132	57	189
	Number of total employees	140	62	202	148	73	221	142	64	206

Number of Employees by term of employment

		2023		
		Female	Male	Total
TURKIYE	Working for 0-5 years	894	790	1,684
	Working for 5-10 years	125	197	322
	Working for 10 years and more	50	122	172
RUSSIA	Working for 0-5 years	1,301	249	1,550
	Working for 5-10 years	151	19	170
	Working for 10 years and more	61	15	76
UKRAINE	Working for 0-5 years	383	134	517
	Working for 5-10 years	48	21	69
	Working for 10 years and more	13	8	21
BELARUS	Working for 0-5 years	123	56	179
	Working for 5-10 years	15	5	20
	Working for 10 years and more	4	3	7
ROMANIA	Working for 0-5 years	162	48	210
	Working for 5-10 years	42	16	58
	Working for 10 years and more	5	1	6

Employee Satisfaction and Engagement

		2021	2022	2023
Türkiye	Number of employees participating in the employee satisfaction and engagement survey	1,797	1,659	1,587
	Percentage of employees participating in the survey	90%	91%	90%
	Employee satisfaction score	66%	60%	62%
	Employee Engagement Score	69%	66%	66%
Russia	Number of employees participating in the employee satisfaction and engagement survey	1,251	1,402	1,383
	Percentage of employees participating in the survey	92%	97%	92%
	Employee satisfaction score	63%	67%	66%
	Employee Engagement Score	62%	65%	64%
Ukraine	Number of employees participating in the employee satisfaction and engagement survey	500	522	476
	Percentage of employees participating in the survey	100%	97%	99%
	Employee satisfaction score	65%	68%	67%
	Employee Engagement Score	63%	67%	64%
Belarus	Number of employees participating in the employee satisfaction and engagement survey	195	200	156
	Percentage of employees participating in the survey	86%	97%	89%
	Employee satisfaction score	64%	65%	68%
	Employee Engagement Score	61%	61%	65%
Romania	Number of employees participating in the employee satisfaction and engagement survey	500	522	476
	Percentage of employees participating in the survey	100%	97%	99%
	Employee satisfaction score	65%	68%	67%
	Employee Engagement Score	63%	67%	64%

Employee turnover rate

	2021			2022			2023		
	Head Office	Store	Warehouse	Head Office	Store	Warehouse	Head Office	Store	Warehouse
Employee turnover rate - Türkiye	21%	55%	46%	25%	83%	32%	22%	93%	59%

Employee turnover rate - Countries

Countries	2021		2022		2023	
	Blue Collar	White Collar	Blue Collar	White Collar	Blue Collar	White Collar
Russia	81%	6.06%	81%	9.96%	80%	20.16%
Ukraine	98.76%	12.52%	69.4%	7.72%	68.70%	10.80%
Belarus	38%	11.76%	38%	12.50%	39.60%	12.12%
Romania	14%	4%	13%	3%	10%	1%

Maternity Leave Metrics

	Countries	2021		2022		2023	
		Female	Male	Female	Male	Female	Male
Number of employees taking maternity/parental leave	Türkiye	14	38	42	38	49	39
	Russia	304	0	0	250	0	257
	Ukraine	59	0	47	0	46	0
	Belarus	20	0	17	0	20	0
	Romania	20	0	18	0	22	0
Number of female employees returning job after the maternity/parental leave ends	Türkiye	9	38	33	38	40	39
	Russia	171	0	0	112	0	143
	Ukraine	0	0	4	0	2	0
	Belarus	16	0	12	0	17	0
	Romania	12	0	10	0	5	0
Number of employees returning job after the maternity/parental leave and continue to work at least for 12 months	Türkiye	7	38	30	38	36	39
	Russia	137	0	0	91	0	103
	Ukraine	0	0	3	0	1	0
	Belarus	14	0	5	0	13	0
	Romania	7	0	8	0	5	0

Number of Employees by Age Group and Gender - Countries

		2021			2022			2023		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
TURKIYE	< 30 years	834	795	1,629	757	793	1,550	885	884	1,769
	30 to 50 years	238	538	596	184	357	541	194	284	478
	> 50 years	8	15	25	5	15	20	3	17	20
RUSSIA	< 30 years	801	259	1,060	932	176	1,108	1,012	210	1,222
	30 to 50 years	365	77	442	417	60	477	461	60	521
	> 50 years	30	13	43	26	11	37	40	13	53
UKRAINE	< 30 years	431	109	540	330	146	476	329	114	443
	30 to 50 years	100	38	138	102	34	136	104	38	142
	> 50 years	12	13	25	11	12	23	11	11	22
BELARUS	< 30 years	107	50	157	117	60	177	108	50	158
	30 to 50 years	29	11	40	28	11	39	31	12	43
	> 50 years	4	1	5	4	1	5	4	1	5
ROMANIA	< 30 years	150	48	198	135	55	190	158	49	207
	30 to 50 years	51	28	79	82	13	95	50	15	65
	> 50 years	3	0	3	9	0	9	2	0	2

Number of Leaving Employees by Gender and Voluntary Resignation

		Female	Male	Total
Türkiye	Number of leaving employees	1,037	940	1,977
	Number of voluntarily leaving employees	940	823	1,763
Russia	Number of leaving employees	1,254	356	1,610
	Number of voluntarily leaving employees	1,232	348	1,580
Ukraine	Number of leaving employees	339	138	477
	Number of voluntarily leaving employees	297	104	401
Belarus	Number of leaving employees	153	78	231
	Number of voluntarily leaving employees	153	78	231
Romania	Number of leaving employees	205	90	295
	Number of voluntarily leaving employees	152	63	215

Number of Employees in Executive Roles by Age Group and Gender - Countries

		2021			2022			2022		
		Female	Male	Total	Female	Male	Total	Female	Male	Total
TURKIYE	< 30 years	1	8	9	2	7	9	7	20	27
	30 to 50 years	54	138	192	47	119	166	55	113	168
	> 50 years	1	7	8	0	6	6	1	11	12
RUSSIA	< 30 years	0	0	0	0	0	0	0	0	0
	30 to 50 years	2	10	12	2	10	12	2	10	12
	> 50 years	0	3	3	0	3	3	0	3	3
UKRAINE	< 30 years	0	0	0	0	0	0	0	0	0
	30 to 50 years	16	9	25	16	9	25	18	9	27
	> 50 years	0	0	0	0	0	0	0	0	0
BELARUS	< 30 years	0	0	0	0	0	0	0	0	0
	30 to 50 years	0	1	1	0	1	1	0	1	1
	> 50 years	0	0	0	0	0	0	0	0	0
ROMANIA	< 30 years	0	2	2	0	5	5	0	2	2
	30 to 50 years	3	2	5	3	2	5	3	1	4
	> 50 years	2	0	2	2	0	2	2	0	2

Employee Trainings

		2021	2022	2023
Türkiye	Total employee training expenses (TRY)	409,149.65	997,486.18	1,538,256.42
	Mean annual training expenditure per employee (TRY)	195.15	494.04	710.48
	Total training hours	6,305	14,847	21,676
	Mean annual training hours per employee	0.27	0.82	0.96
Russia	Total employee training expenses (Ruble)	2,500,000	2,700,000	4,000,000
	Mean annual training expenditure per employee (Ruble)	1,618	1,665	2,227
	Total training hours	50,158	64,920	91,314
	Mean annual training hours per employee	31	39	41
Ukraine	Total training hours	277	77	126
	Mean annual training hours per employee	14	8	12
Belarus	Total employee training expenses (BYN)	7,000	11,000	13,500
	Mean annual training expenditure per employee (BYN)	35	50	66
	Total training hours	7,878	11,271	12,154
	Mean annual training hours per employee	39	51	59
Romania	Total employee training expenses (RON)	13,545	18,099	10,637
	Mean annual training expenditure per employee (RON)	48	62	39
	Total training hours	527	545	586
	Mean annual training hours per employee	1.65	1.70	1.90

Working Hours

		2021	2022	2023
Total working hours of employees		4,441,468.81	5,784,341.05	6,426,757.47
Total working days of employees		571,274	742,398	825,639
Total working hours of subcontractors		0	0	0

Recruitment and Promotion

		2021	2022	2023
All Posts		1,521	1,799	2,119
Number of newly recruited/beginner level female employees		0	5	8
Number of newly recruited/beginner level male employees			6	5
Number of open positions filled by women		692	809	1,072
Number of open positions filled by men		684	865	929
Number of open positions filled by women employees within the company		63	46	53
Number of open positions filled by male employees within the company		82	79	65

OHS Data - Türkiye

	2021			2022			2023		
	Head Office	Store	Distribution Center	Head Office	Store	Distribution Center	Head Office	Store	Distribution Center
Number of total employees	523	1,361	215	574	1,395	211	705	1,359	207
Total Working Hours	1,226,656	3,164,603	522,450	1,713,192	4,012,897	2,490	2,118,780	4,019,348	517,500
Number of Accidents	4	9	21	8	15	23	3	10	53
Man-Days Lost	0	11	24	0	17	16	0	404	20
Number of Workplace Accidents with Man-Days Lost	0	1	6	0	3	3	0	6	5
Number of Fatal Workplace Accidents	0	0	0	0	0	0	0	0	0
Number of Occupational Diseases	0	0	0	0	0	0	0	0	0
Number of Lost Days Due to Occupational Disease	0	0	0	0	0	0	0	0	0
Lost-day Accident Weight Rate	0	0	0.05	0	0.01	0.03	0	0.13	0.04
Lost-hour Accident Weight Rate	0	0.32	11.48	0	0.75	1,204.82	0	1.49	9.66
Total Occupational Accident Frequency Rate (including those without man days lost)	3.26	2.84	40.20	4.67	3.74	9,236.95	1.42	2.49	102.42

Environmental Performance Indicators

Carbon Emissions

	2021	2022	2023
Head Office (ton CO ₂ e)	319.60	400.92	423.38
Distribution Center (ton CO ₂ e)	139.85	162.90	203.95
Total Scope 1 Emissions (tons CO ₂ e)	459.45	563.81	627.33

	2021	2022	2023
Head Office (ton CO ₂ e)	211.92	256.66	241.08
Distribution Center (ton CO ₂ e)	555.34	574.65	581.24
Stores (Ton CO ₂ e)	1,589.18	1,921.50	1,763.90
Total Scope 2 Emissions (tons CO ₂ e)	2,356.44	2,752.81	2,586.22

Net non-renewable energy consumption

	2021	2022	2023
Head Office Energy Consumption (MWh)	373	424	476
Store Energy Consumption (MWh)	3,620	4,377	4,018
Distribution Center Energy Consumption (MWh)	1,265	1,310	1,324

Energy Intensity

	2021	2022	2023
Head Office Energy Intensity (MWh/employee) ⁸	0.94	0.84	0.79
Store Energy Intensity (MWh/m ²) ⁹	0.16	0.20	0.18
Distribution Center Energy Intensity (MWh/hours) ¹⁰	0.52	0.53	0.53

⁸Calculated based on the number of employees

⁹Calculated based on store floor area.

¹⁰Calculated based on work hours.

Waste Amounts

	2021	2022	2023
Head Office Hazardous Waste Amount (kg)	31	114	23
Head Office Non-Hazardous Waste Amount (kg)	8,400	9,200	10,327
Distribution Center Hazardous Waste Amount (kg)	4	166	48
Distribution Center Non-Hazardous Waste Amount (kg)	332,180	218,580	365,920
Amount of Wastes Recycled (kg)	340,580	227,780	376,247

Head Office Water Consumption

	2022	2023
Head Office Water Consumption (m ³)(monthly)	752	705
Head Office Personnel	464	705
Head Office Water Consumption per Personnel (m ³)	1.62	1.95

Distribution Center Water Consumption

	2021	2022	2023
Distribution Center Water Consumption (m ³)	2,844	3,105	3,243
Distribution Center Water Density (liter/USD) ¹¹	0.00656	0.00659	0.00599

Operating and Production Process Water Consumption¹²

	2021	2022	2023
Egypt (lt/product items)	110	92	96
Aksaray (lt/product items)	78	74	60
Total (lt/product items)	188	166	156

Production Process Water Consumption¹³

	2021	2022	2023
Egypt (lt/product items)	90	85	92
Aksaray (lt/product items)	63	60	47
Total (lt/product items)	153	145	139

Total Cotton Consumption¹⁴

	2022	2023
Amount of cotton consumed (tons)	15,500	18,500

Sustainable Product

	2021	2022	2023
Product Containing Sustainable Fiber (items)	169,796	184,378	379,658
Ecologic Jeans (items)	1,809,298	1,807,330	1,055,154

¹¹Water density is calculated based on distribution center water consumption data and net sales.

¹²Throughout the production process carried out with Eroğlu Giyim, which constitutes 50% of COLIN'S denim production.

¹³Throughout the production process carried out with Eroğlu Giyim, which constitutes 50% of COLIN'S denim production.

¹⁴Including waste and losses.

Economic Performance Indicators

Economic Indicators			
	2021	2022	2023
Total Revenue (USD)	484,307,893	530,911,435	623,498,905
Domestic	94,712,830	100,780,213	279,307,967
International	364,442,422	402,783,498	319,815,563
E-Commerce	25,152,640	27,347,724	24,375,375
Total Investment (USD)	8,395,365	10,690,523	15,460,547
Store Investments	5,456,988	6,414,314	12,184,779
Information Technology Investments	2,938,378	4,276,209	3,275,768
Turquality Support (USD)	333,671	1,321,239	1,083,139
Total Export (USD)	115,068,460	121,690,280	158,167,238

Customers			
	2021	2022	2023
Total Number of Registered Customers (%)	8,972,997	10,789,435	12,976,610

	Female	Male
Distribution of Customers by Gender (%)	55	45

	2021	2022	2023
Customer Satisfaction Score ¹⁸ (%)	47.99	48.38	50.55

	2021	2022	2023
Number of Customer Complaints (Number)	8,504	7,984	8,204

Suppliers			
	2021	2022	2023
Purchasing Budget Allocated to Domestic Suppliers (%)	44.30	35.20	32.10

	2021	2022	2023
Number of New Suppliers Assigned Using Social Criteria	33	97	68

	2021	2022	2023
Total Number of Suppliers (Number)	111	101	101
Total Number of Domestic Suppliers (Number)	67	64	48
Domestic Supplier Rate (%)	60.36	63.37	47.52
Total Number of Key Suppliers (Number)	13	13	13

Digitalization & Innovation	
Budget Allocated to Digitalization and Innovation (Investments) (USD)	3,275,768

	2021		2022		2023	
	Female	Male	Female	Male	Female	Male
Number of People Working in the Digitalization and Innovation Department	13	47	23	51	29	57

¹⁵Only Türkiye is included.

¹⁶Only Türkiye is included.

¹⁷Only Türkiye is included.

¹⁸NPS scores. NPS scores in the industry vary between 30% and 35%.

GRI Content Index

Statement of use	COLIN'S has reported the information cited in this GRI content index for the period 01.01.2023-31.12.2023 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION
GENERAL DISCLOSURES			
GRI 2: General Disclosures 2021	2-1 Organizational details	About COLIN'S	
	2-2 Entities included in the organization's sustainability reporting	About the Report	
	2-3 Reporting period, frequency and contact point	About the Report	
	2-4 Restatements of information		There is no revised information.
	2-5 External assurance		Limited Assurance Audit is not taken for the report.
	2-6 Activities, value chain and other business relationships	Creating Value at COLIN'S	
	2-7 Employees	Employee Rights and Fair Working Conditions Social Performance Indicators	
	2-8 Workers who are not employees	Employee Rights and Fair Working Conditions Social Performance Indicators	
	2-9 Governance structure and composition	Board of Directors	
	2-10 Nomination and selection of the highest governance body	Board of Directors	
	2-11 Chair of the highest governance body	Board of Directors	
	2-12 Role of the highest governance body in overseeing the management of impacts	Board of Directors	

GRI 2: General Disclosures 2021	2-13 Delegation of responsibility for managing impacts	Corporate Governance and Strategy	
	2-14 Role of the highest governance body in sustainability reporting	Our Sustainability Governance	
	2-15 Conflicts of interest	Commitment to Ethical Values	
	2-16 Communication of critical concerns	Risk & Crisis Management	
	2-17 Collective knowledge of the highest governance body		Not shared due to privacy.
	2-18 Evaluation of the performance of the highest governance body		Not shared due to privacy.
	2-19 Remuneration policies	Employee Rights and Fair Working Conditions	
	2-20 Process to determine remuneration	Employee Rights and Fair Working Conditions	
	2-21 Annual total compensation ratio		Not shared due to privacy.
	2-22 Statement on sustainable development strategy	Our Sustainability Strategy	
	2-23 Policy commitments	Policies	
	2-24 Embedding policy commitments	Policies	
	2-25 Processes to remediate negative impacts	Risk & Crisis Management	
	2-26 Mechanisms for seeking advice and raising concerns	Corporate Governance and Strategy	
	2-27 Compliance with laws and regulations	Commitment to Ethical Values	
	2-28 Membership associations	Interaction with Stakeholders	
	2-29 Approach to stakeholder engagement	Interaction with Stakeholders	
2-30 Collective bargaining agreements		There are no employees subject to a Collective Bargaining Agreement.	

GRI STANDARD	DISCLOSURE	LOCATION	OMISSION
MATERIAL TOPICS			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Our Sustainability Governance	
	3-2 List of material topics	Our Sustainability Priorities	
SUSTAINABLE GROWTH			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Sustainable Growth Risk & Crisis Management Employee Rights and Fair Working Conditions Economic Performance Indicators	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Sustainable Growth Economic Performance Indicators	
	201-2 Financial implications and other risks and opportunities due to climate change	Risk & Crisis Management	
	201-3 Defined benefit plan obligations and other retirement plans	Employee Rights and Fair Working Conditions	
CUSTOMER SATISFACTION AND EXPERIENCE			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Customer Satisfaction and Experience	
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services		There were no cases of non-compliance with the health and safety impacts of products and services during the reporting period.
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		There were no substantiated complaints regarding breaches of customer privacy and loss of customer data during the reporting period.

BRAND AND REPUTATION MANAGEMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Brand and Reputation Management	
DIGITALIZATION & INNOVATION			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Digitalization & Innovation	
CORPORATE GOVERNANCE AND STRATEGY			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Corporate Governance and Strategy	
COMMITMENT TO ETHICAL VALUES			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Commitment to Ethical Values Sustainable Growth	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption		There were no activities assessed for corruption-related risks during the reporting period.
	205-3 Confirmed incidents of corruption and actions taken		There were no confirmed corruption cases during the reporting period.
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Commitment to Ethical Values	There were no cases related to anti-competitive behavior and activities during the reporting period.
GRI 207: Tax 2019	207-1 Approach to tax	Sustainable Growth	
	207-2 Tax governance, control, and risk management	Sustainable Growth	
	207-3 Stakeholder engagement and management of concerns related to tax	Sustainable Growth	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		There were no cases of discrimination during the reporting period.

GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		There were no activities or suppliers in the reporting period where freedom of association and collective bargaining could be at risk.
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor		There were no activities or suppliers with significant risks of child labor during the reporting period.
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		There were no activities or suppliers with significant risks of forced or compulsory labor during the reporting period.
FIGHTING AGAINST CLIMATE CHANGE			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Fight Against Climate Change Environmental Performance Indicators	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Fight Against Climate Change Environmental Performance Indicators	
GRI 305: Emisyonlar 2016	305-2 Energy indirect (Scope 2) GHG emissions	Fight Against Climate Change Environmental Performance Indicators	
	305-3 Other indirect (Scope 3) GHG emissions	Fight Against Climate Change Environmental Performance Indicators	
	305-5 Reduction of GHG emissions	Fight Against Climate Change	

SUSTAINABLE QUALITY AND PRODUCT MANAGEMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Sustainable Quality and Product Management Waste Management	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Sustainable Quality and Product Management	
	301-2 Recycled input materials used	Sustainable Quality and Product Management	
	301-3 Reclaimed products and their packaging materials	Sustainable Quality and Product Management Waste Management	
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling		There were no cases of non-compliance with product and service information and labeling during the reporting period.
	417-3 Incidents of non-compliance concerning marketing communications		There were no cases of non-compliance with marketing communications during the reporting period.
EMPLOYEE RIGHTS AND FAIR WORKING CONDITIONS			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Employee Rights and Fair Working Conditions Equality, Diversity and Inclusion Social Performance Indicators	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Equality, Diversity and Inclusion Social Performance Indicators	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Rights and Fair Working Conditions	
	401-3 Parental leave	Equality, Diversity and Inclusion Social Performance Indicators	

EQUALITY, DIVERSITY AND INCLUSION			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Equality, Diversity and Inclusion Social Performance Indicators	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Equality, Diversity and Inclusion Social Performance Indicators	
RISK AND CRISIS MANAGEMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Risk & Crisis Management	
SUSTAINABLE SUPPLY MANAGEMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Sustainable Supply Management	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Sustainable Supply Management Social Performance Indicators	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Sustainable Supply Management Social Performance Indicators	
CONTINUOUS DEVELOPMENT AND TALENT MANAGEMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Continuous Development and Talent Management Social Performance Indicators	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Continuous Development and Talent Management Social Performance Indicators	
	404-2 Programs for upgrading employee skills and transition assistance programs	Continuous Development and Talent Management	

WATER AND WASTEWATER MANAGEMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Water and Wastewater Management Environmental Performance Indicators	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water and Wastewater Management	
	303-5 Water consumption	Water and Wastewater Management Environmental Performance Indicators	
OCCUPATIONAL HEALTH AND SAFETY			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Occupational Health and Safety Social Performance Indicators	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety	
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety Social Performance Indicators	
	403-3 Occupational health services	Occupational Health and Safety	
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety	
	403-5 Worker training on occupational health and safety	Occupational Health and Safety Social Performance Indicators	
	403-6 Promotion of worker health	Occupational Health and Safety	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety	

GRI 403: Occupational Health and Safety 2018	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety	
	403-9 Work-related injuries	Occupational Health and Safety Social Performance Indicators	
	403-10 Work-related ill health	Occupational Health and Safety Social Performance Indicators	
ENERGY MANAGEMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Energy Management Environmental Performance Indicators	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy Management Environmental Performance Indicators	
	302-3 Energy intensity	Energy Management Environmental Performance Indicators	
	302-4 Reduction of energy consumption	Energy Management Environmental Performance Indicators	
	302-5 Reductions in energy requirements of products and services	Energy Management Environmental Performance Indicators	

WASTE MANAGEMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Waste Management Environmental Performance Indicators	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management	
	306-2 Management of significant waste-related impacts	Waste Management	
	306-3 Waste generated	Waste Management Environmental Performance Indicators	
	306-4 Waste diverted from disposal	Waste Management Environmental Performance Indicators	
	306-5 Waste directed to disposal	Waste Management Environmental Performance Indicators	
EMPLOYEE SATISFACTION AND ENGAGEMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Employee Satisfaction and Engagement	
VALUE ADDED TO SOCIETY (VAS)			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Sustainability Priorities Value Added to Society (VAS)	
GRI 203: DIndirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Value Added to Society (VAS)	
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples		There were no cases of violations involving the rights of local people during the reporting period.
GRI 413: Local Communities 2016	413-2 Operations with significant actual and potential negative impacts on local communities		There were no activities with significant actual or potential negative impacts on local communities during the reporting period.

Glossary

BSCI (Business Social Compliance Initiative):

The Business Social Compliance Initiative is an international initiative that aims to improve workers' rights, working conditions and social standards in businesses' supply chains.

ISMS (Information Security Management System):

It is a systematic management framework established to protect an organization's information assets, manage information security risks and continuously improve information security processes.

UN (United Nations) Declaration of Human Rights:

It is a universal human rights declaration published by the United Nations that defines the fundamental rights of all individuals.

CRM (Customer Relationship Management):

Customer Relationship Management is the process of organizing, managing and analyzing a business's customer relationships and interactions.

EIM (Environmental Impact Measurement):

A measurement system that evaluates and monitors the environmental impact of manufacturers.

Fiber: A general term defining natural or synthetic fibers with a long and thin thread-like structure used in the production of textile products.

Energy Intensity: A term that refers to the amount of energy consumed for producing one unit of product.

Ethics Line: A secure and confidential channel where employees and stakeholders can report unethical behavior.

FSC Certification (Forest Stewardship Council):

An international certification that certifies that forest products are managed sustainably and do not harm the environment.

GRI (Global Reporting Initiative): The Global Reporting Initiative is an independent international standards organization that helps businesses, governments, and other organizations understand and report their impacts on issues such as climate change, human rights, and corruption.

Haçiko: The Association for the Protection of Animals from Helplessness and Indifference is a non-governmental organization in Türkiye that works to protect animals.

HUKA: It is an animal rights NGO serving in Russia that provides protection and welfare for stray animals, especially cats.

IASB (International Accounting Standards Board):

The International Accounting Standards Board is the board that develops and publishes International Accounting Standards and International Financial Reporting Standards in order to ensure worldwide harmonization in financial reporting.

Executive Board: The organizational structure that carries out company operations and daily business processes, implements strategic decisions and reports to management.

ILO (International Labour Organization): The International Labor Organization is a United Nations agency that operates to safeguard workers' rights, develop labor standards, and ensure occupational safety.

OHS (Occupational Health and Safety): It refers to the occupational safety and health measures implemented to ensure that employees work in a safe and healthy work environment.

KDIK (Turkish REACH) The Regulation on the Registration, Evaluation, Authorization of Chemical Substances: It is a regulation issued in Türkiye to regulate the potential effects of chemicals on human health and the environment and to ensure their safe use.

Modal: A type of fabric that is soft, durable and moisture-absorbing, produced from cellulosic fibers obtained from beech.

NPS (Net Promoter Score): Net Promoter Score is a customer satisfaction and engagement indicator that measures the likelihood of customers recommending a brand, product or service to others.

Materiality Matrix: An analysis tool that identifies and prioritizes the most important issues for the company in terms of sustainability.

OSB (Oriented Strand Board): An environmentally friendly building material made from recycled wood fibers.

Peoplise platform: It is a platform that digitizes recruitment, performance assessment and talent management processes for human resources management.

Polyamide: It is a durable and lightweight synthetic fiber, available in recyclable versions. It is widely used in high-performance clothing.

Polyester: It is a synthetic fiber known for its durability and flexibility. The use of recycled polyester is a preferred option to reduce environmental impacts in terms of sustainability.

Power BI: It is a Microsoft data analysis tool that provides business intelligence solutions used to analyze and visualize data.

REACH (Registration, Evaluation, Authorization and Restriction of Chemicals): The Registration, Evaluation, Authorization and Restriction of Chemicals is a comprehensive regulatory framework established by the European Union, which aims to reduce the negative impacts of chemicals on human health and the environment.

Risk and Crisis Management: The process of identifying and managing potential risks that could affect the operations of a company.

SEDEX (Supplier Ethical Data Exchange): Supplier Ethical Data Exchange is a global platform that helps companies in the supply chain to manage and exchange their performance in ethical trade, social responsibility and sustainability.

Sulfur Dyes: A dyeing method that helps reduce water consumption used in denim production.

Sustainable Development Goals (SDGs): Global goals set out by the United Nations for sustainable development, such as alleviating poverty, protecting the environment and eliminating inequalities.

TSRS (Turkish Sustainability Reporting Standards): These are standards that allow companies in Türkiye to report their environmental, social and governance (ESG) performance.

Turquality: It is a government-supported branding program that supports managerial know-how, institutionalization and development, covering all processes from production to marketing, sales to after-sales services for product groups where Türkiye has a competitive advantage and has high branding potential.

Viscose: A kind of fiber obtained from natural resources (e.g. bamboo or trees). It has a soft, silky touch and is considered a sustainable option.

Board of Directors: The senior management structure that makes the company's main decisions, determines strategic goals, and oversees commercial performance.

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