

STAKEHOLDER SATISFACTION POLICY

1. PURPOSE

The purpose of the Stakeholder Satisfaction Policy of Consus Enerji İşletmeciliği ve Hizmetleri A.Ş. (“Consus” or the “Company”) is to establish strong, transparent, and sustainable relationships with all stakeholders of our Company (employees, customers, shareholders, suppliers, local communities, and regulatory authorities) and to enhance their satisfaction. Our Company regards understanding the expectations of its stakeholders and delivering solutions that meet these expectations as a cornerstone of its corporate success.

2. AUTHORITY AND SCOPE

This policy encompasses all operations, business units, and employees of our Company. Additionally, suppliers, subcontractors, and business partners are expected to adhere to and act in alignment with this policy.

3. CORE PRINCIPLES

Transparency: We are committed to building trust-based relationships with our stakeholders by sharing information openly, accurately, and in a timely manner.

Engagement and Communication: We actively seek regular feedback from our stakeholders and incorporate it into our decision-making processes. By establishing effective communication channels, we ensure stakeholders can easily share their views and insights.

Fairness and Impartiality: We approach all stakeholders with equal regard and strive to meet their expectations without discrimination.

Sustainability: We integrate environmental, social, and economic sustainability principles into our business processes, prioritizing the long-term benefits of our stakeholders.

Continuous Improvement: We regularly review our processes and implement necessary enhancements to increase stakeholder satisfaction.

4. Stakeholder Communication and Engagement Approaches I

Communication with Shareholders

We establish transparent and effective communication with our shareholders:

We regularly share information about the Company's performance, financial status, and significant developments.

We provide support through the Investor Relations Department and the Company's corporate website to address and evaluate shareholders' suggestions and requests.

We promote active participation in general assembly meetings, safeguard shareholders' rights, and uphold a fair and impartial approach.

Customer Satisfaction

We aim to exceed our customers' expectations and build long-term relationships:

- We continuously improve the quality of our products and services.
- We resolve customer complaints promptly and effectively.

Employee Satisfaction

To enhance the job satisfaction of our employees:

- We support their development and provide a healthy and safe working environment.
- We value our employees' opinions and adopt a participatory management approach.

Suppliers and Business Partners

We are committed to establishing long-term and reliable business relationships:

- We support our suppliers within the framework of ethical principles and regularly evaluate their performance.
- We identify areas for mutual improvement and promote collaboration.

Local Community and Environment

We place a high priority on fulfilling our responsibilities to the community and the environment.

- We develop projects that are responsive to the needs of local communities.
- We adopt sustainable practices to minimize environmental impacts.

This Policy has been adopted and entered into force with the decision numbered 152 dated 29.11.2024 by the Board of Directors.