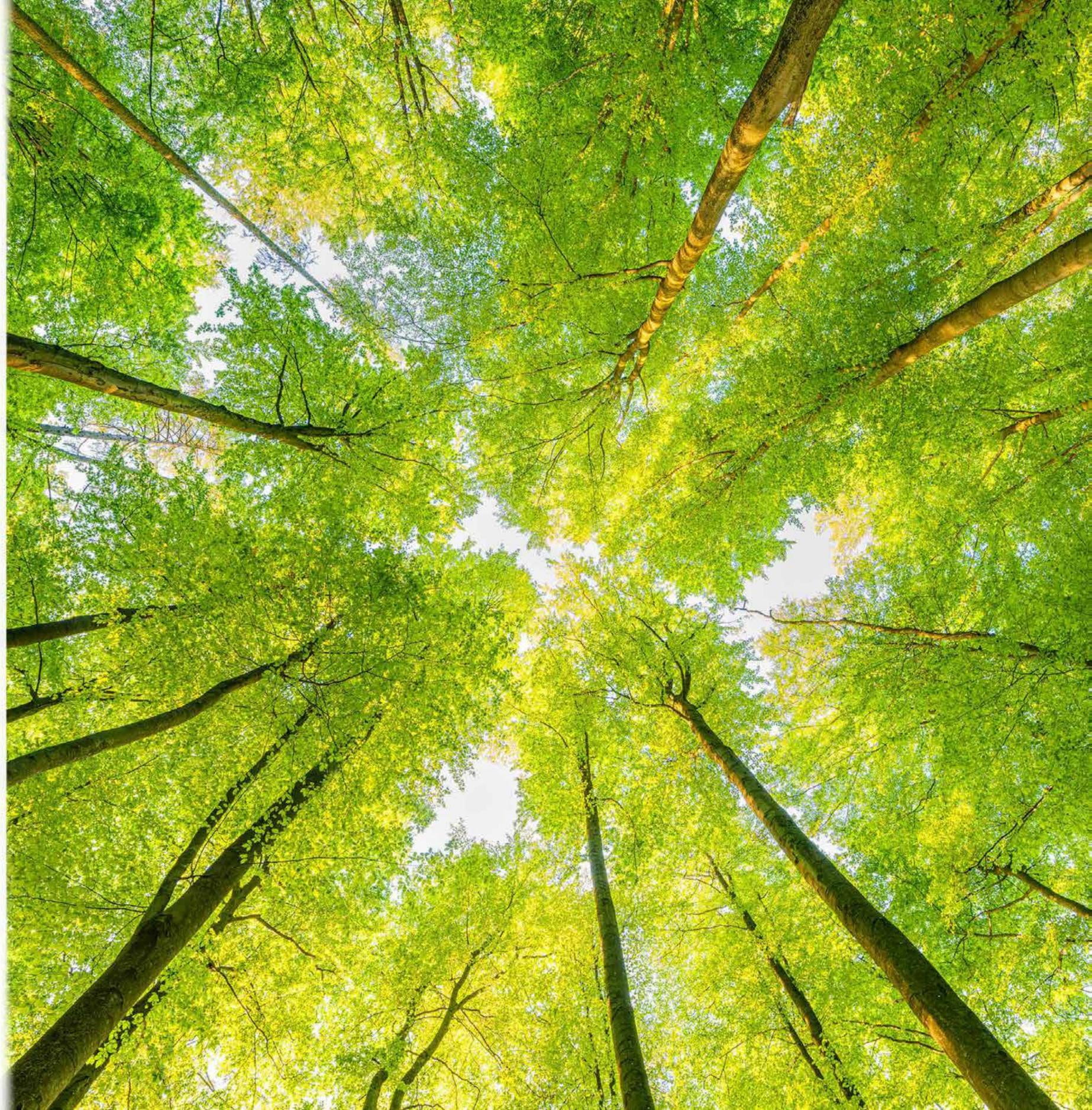


copa

**SUSTAINABILITY REPORT
2023**



İçindekiler

▪ About the Report	03	▪ Our Environmental Approach – The Future for the Environment at COPA	33
▪ Message from the Chairman of the Board	04	▪ Our Environmental Approach	34
▪ Message from the General Manager	05	▪ Water Management	35
▪ Message from the Committee	06	▪ Waste Management	36
▪ COPA in Numbers	07	▪ Waste Management	37
▪ Mission, Vision, and Values	08	▪ Emissions and Energy Management	38
▪ Our Milestones	09	▪ Emissions and Energy Management	39
▪ Awards and Recognitions	10	▪ Emissions and Energy Management	40
▪ Our Product and Service Groups	11	▪ Our Social Approach – The Future for Society and Our Employees at COPA	41
▪ Our Sustainability Strategy	12	▪ Our Social Approach	42
▪ Our Sustainability Strategy and Policy	13	▪ Human Resources Policy	43
▪ Sustainability Committee	14	▪ Diversity, Equity, Inclusion, and Employee Rights	44
▪ Sustainability Materiality Analysis	15	▪ Occupational Health and Safety	45
▪ Alignment with the Sustainable Development Goals	16	▪ Employee Development	46
▪ Our Value-Adding Business Approach – The Future of Our Business at COPA	17	▪ Talent Management	47
▪ Corporate Governance	18	▪ Employee Engagement and Satisfaction	48
▪ Governance	19	▪ Employee Engagement and Satisfaction	49
▪ Economic Contribution	20	▪ Employee Engagement and Satisfaction	50
▪ R&D – Innovation – Heat Pump	21	▪ Social Activities – Donations and CSR Campaigns	51
▪ R&D – Innovation – Eomix / e-Lecto	22	▪ Social Activities – Donations and CSR Campaigns	52
▪ R&D – Innovation – University-Industry Collaborations	23	▪ Social Activities – Our Sponsorships	53
▪ Business Ethics and Anti-Corruption	24	▪ Appendices	54
▪ Risk and Opportunity Management, Internal Audit	25	▪ Additional Indicators / Social Indicators	55
▪ Customer Experience	26	▪ Additional Indicators / Environmental Indicators	56
▪ Customer Experience – Dealer Meetings and Customer Visits	27	▪ Additional Indicators / Environmental Indicators	57
▪ Product Safety and Quality – Traceability	28	▪ Additional Indicators / Environmental Indicators	58
▪ Digitalization	29	▪ Imprint / Publishing Information	59
▪ Digitalization – Information Security	30		
▪ Supply Chain	31		
▪ Stakeholder Dialogue – Corporate Memberships	32		

ABOUT THE REPORT

As Copa Heating Systems San. Ve Tic. A.Ş., we are pleased to share our understanding of sustainability and our activities in this area with our valued stakeholders through our 2023 Sustainability Report. With our first sustainability report, we present our organization's environmentally, socially, and governance-focused management approach, our efforts to achieve our sustainability goals, the projects we have implemented, and the results we have obtained. Our report has been prepared based on operational data from January 1st to December 31st, 2023, with a sustainability prioritization process that takes into account global risks, stakeholder expectations, and sector risks and opportunities.

This report also comprehensively addresses the progress we have made in achieving our sustainability goals and our future strategies. Prepared in accordance with GRI (Global Reporting Initiative) standards, this report details our activities aligned with our sustainability strategy and goals. For a detailed explanation of which sections of the report incorporate GRI standards, please refer to the "GRI Content Index" table in the appendices.

Our report, prepared by our sustainability team, has been published on our website and is open to all our stakeholders. Our company will continue to regularly publish sustainability reports detailing its sustainability activities in the coming years. If you have any comments, questions, or suggestions regarding our report, you can send them to info@copa.com.tr.

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MESSAGE FROM THE CHAIRMAN OF THE BOARD

Dear Stakeholders,

As Copa Heating Systems, we have been providing HVAC solutions to our country and the world for over 30 years. During this period, we not only kept pace with technological advancements but also adapted to changing global conditions and emerging new needs in recent years, global issues such as climate change and sustainability have become a priority for us, as they have for all sectors.

For COPA, sustainability is not just a concept, but also a commitment to the future.

We are delighted to share with you, through this report, our current progress on our sustainability journey and our goals for the future.

By embracing sustainability principles in every aspect, from our production processes to our products, we are working towards a more livable world. Our investments in renewable energy sources, our energy efficiency efforts, and our waste management practices are concrete examples of these efforts. This report explains not only what we do as a company, but also why we do it. For us, sustainability is not just an environmental issue, but also about striking a balance between economic growth and social responsibility. By achieving this balance, we both secure the future of our company and make a positive contribution to society and the environment.

In our sustainability journey, the support of our employees, suppliers, customers, and all stakeholders is crucial to us. I believe that together we will build a greener and more livable future.

Kind regards,

Mehmet BESLER



MESSAGE FROM THE GENERAL MANAGER

In 2023, the year we celebrate the 100th anniversary of our Republic, Copa Heating Systems continues to serve with over 250 employees, distributors in more than 40 countries across 4 continents, 25 main dealers, and over 200 authorized service centers. We are delighted to be able to enter the lives of people living in different geographies with products and services that will improve their living standards.

The globally discussed Climate Crisis, along with global frameworks such as the European Green Deal, the Paris Climate Agreement, and the United Nations Sustainable Development Goals, guides businesses to adopt a more responsible approach not only environmentally but also economically and socially. Significant strides are being made worldwide, particularly in areas such as reducing carbon emissions, increasing energy efficiency, and transitioning to renewable energy sources; circular economy and zero-waste goals are gaining importance.

As Copa Heating Systems, we operate with the awareness that sustaining and advancing our success in the HVAC sector our core area of activity,

where we develop and manufacture products with 100% Turkish capital is only possible through a comprehensive approach to sustainability

Sustainability means acting with a long-term perspective, aiming for development without harming nature, society, and the economy, and meeting the needs of the present generation without jeopardizing the capacity of future generations to meet their own needs. Considering the speed of climate change, we can clearly see the magnitude of this generation's responsibility. To share this responsibility, by focusing on the sustainable use of resources in our production processes, we increased the capacity of our solar energy system by 100% in 2023. We now meet three months of our annual electricity consumption from solar energy.

To increase these efforts, we have made future plans and aim to achieve zero carbon emissions from electricity consumption with our new solar and wind power plant investments in 2024 and 2025.

With the goal of adding other complementary products in the HVAC sector to our product portfolio, we have added heat pumps to our product range.

We have started work on establishing a Heat Pump Production Facility with an annual production capacity of 100,000 units at our Bursa Factory.

We believe that, as business professionals worldwide, we must consider it our duty to share responsibilities and encourage all aspects of our society to participate in this sharing. COPA will always find a place and role for itself in the world of the future by closely monitoring economic and technological developments and climate change, and aligning these changes with the values of its own culture.

We thank all our stakeholders, especially our employees, for accompanying us on our journey to build a sustainable future.

Oktay ERDİNÇ



COMMITTEE MESSAGE

Dear Stakeholders,

At COPA, we recognize the importance of sustainability for a livable world. As a company operating in the HVAC sector, we aim to take a leading role in energy efficiency and reducing environmental impact.

We reduce our carbon footprint by using renewable energy sources in our products, minimize waste in our production processes, and manage water resources efficiently. At the same time, we continuously improve the health and safety of our employees and support the communities in which we operate.

This report details our commitments to sustainability at Copa Heating Systems and the work we have undertaken in this regard. You will find the steps we have taken and the results we have achieved to reduce our environmental impact, fulfill our social responsibilities, and ensure the sustainability of our economic growth within the pages of this report. We believe that our investments and efforts towards a sustainable future create value for all our stakeholders.

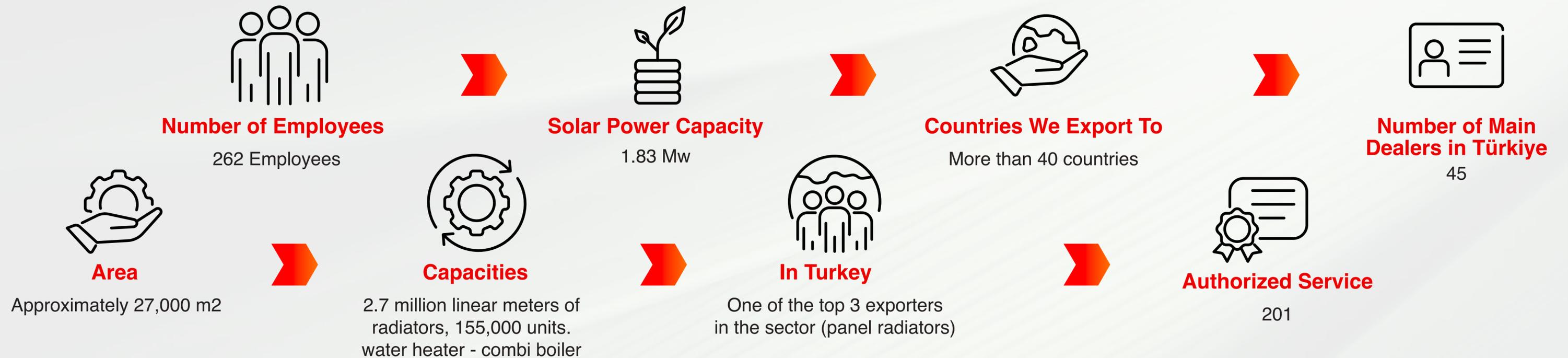
In the future, we aim to raise sustainability standards in our industry by investing more in sustainable product development. In collaboration with all our stakeholders, we will continue to work towards a greener and more livable future.

Best regards,

COPA SUSTAINABILITY COMMITTEE

COPA IN NUMBERS

As COPA Heating Systems San. ve Tic. A.Ş., we continue our activities in the air conditioning sector by responding to our customers' demands in the most accurate way with our experienced employees. With our understanding of excellent products and services, we aim to establish long-term and sustainable relationships with our customers. By integrating innovative technologies into our processes, we carry out production in accordance with international standards.





MISSION

Creating value in the HVAC sector through environmentally friendly and innovative products, modern production technology, and extensive sales and distribution services.



VISION

By establishing strategic business partnerships in local and global markets, we aim to be among the top five most recognizable brands.

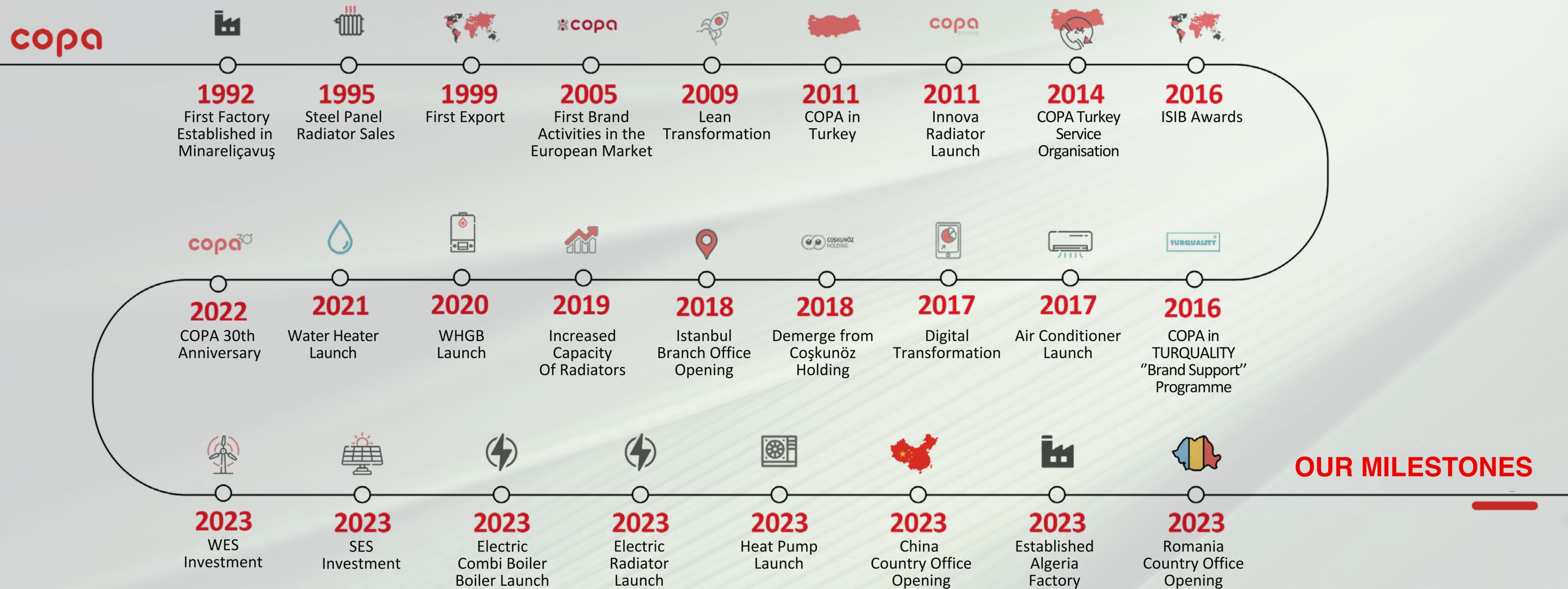


OUR VALUES

With our innovative, reliable, flexible, and adaptable structure, and our customer-focused service and product approach, we establish value-creating collaborations with our customers and stakeholders within a framework of respect and affection.



Copa Heating Systems San. ve Tic. A.Ş. is a well-established and pioneering HVAC company founded in Bursa in 1992 by M. Kemal Coskunöz, one of the doyens of Turkish industry. Initially producing radiators with a team of 10 people, the company today operates with 100% domestic capital in its modern facilities covering approximately 27,000 square meters in the Nilüfer Organized Industrial Zone.



OUR MILESTONES

Awards and Recognitions



We are ranked 708th among the top 1000 companies on the Turkish Exporters' Council list.



*'The Company with the Highest Radiator Exports'
We came in 2nd place in our category!*



We are ranked 253rd in 'Türkiye's Second Largest 500 Industrial Enterprises List'!



We came first in the 'Stars of Occupational Safety Competition'!

OUR PRODUCT AND SERVICE GROUPS

HEATING SYSTEMS

- Condensing and Sealed Boilers
- Electric Boilers
- Panel Radiators
- Electric Radiators
- Fan-assisted Radiators

COOLING SYSTEMS

- Wall-Mounted Split Air Conditioners
- Multi-Split Air Conditioners
- Floor-Standing Air Conditioners

WATER HEATERS

- Water heaters

RENEWABLE ENERGY

- Heat Pumps

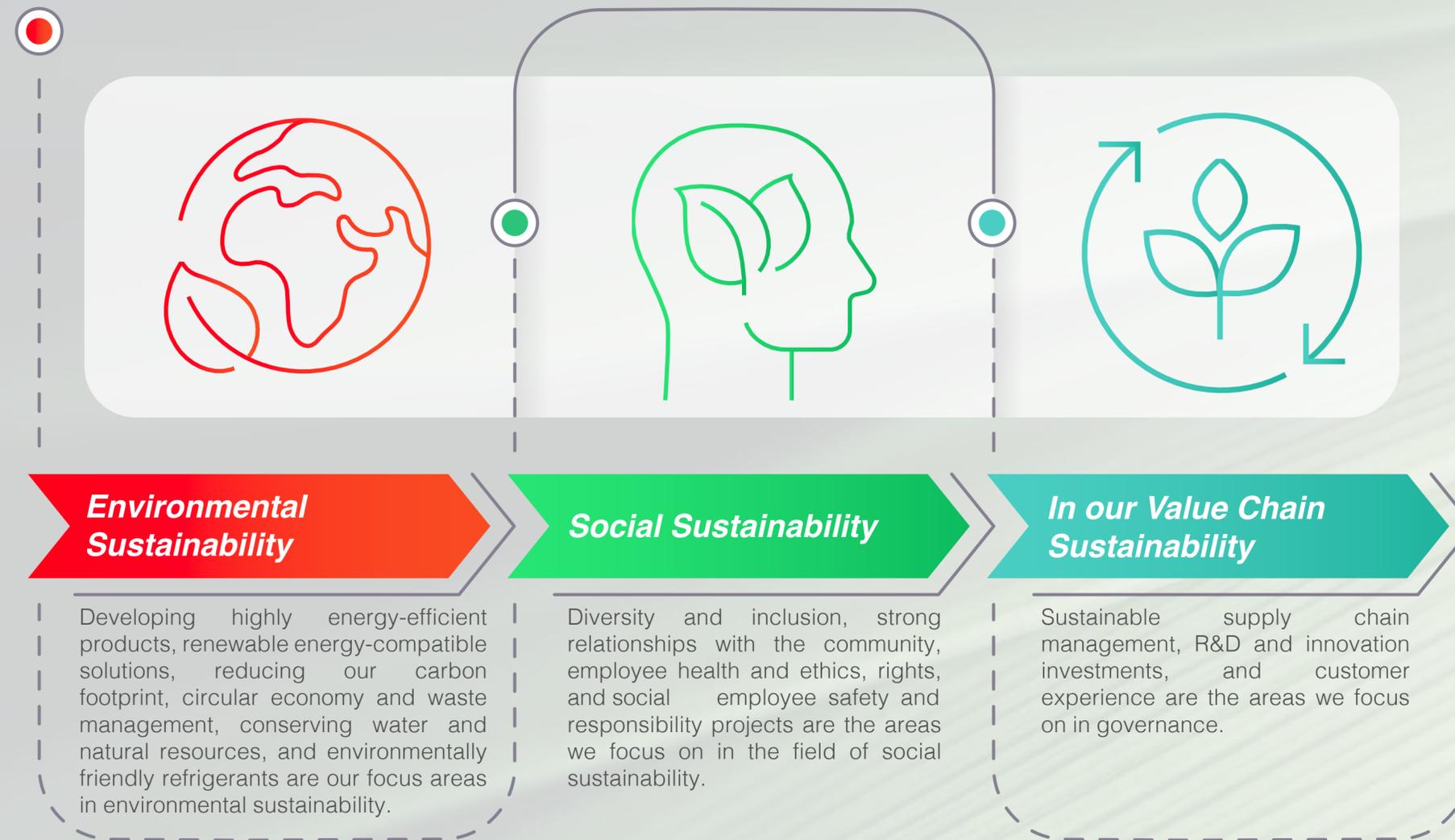
ACCESSORIES

- Room Thermostats
- Radiator Valves
- Mounting Accessories



OUR SUSTAINABILITY STRATEGY

At COPA, we adopt a sustainable business model to fulfill our environmental and social responsibility in the HVAC sector. We work to increase energy efficiency, reduce our carbon footprint, and develop innovative solutions for the future. With this strategy, we aim to protect our planet while offering our customers more sustainable solutions. Our sustainability approach consists of three main pillars.



Our Future Goals

At COPA, we have set long-term goals as part of our sustainability strategy. These goals include achieving carbon neutrality, using environmentally friendly refrigerants in all products, water-saving production processes, and developing a product range compatible with renewable energy. With our wind and solar power projects, for which we made investment plans in 2023, we aim to meet all of our energy needs from renewable energy by the end of 2025.

OUR SUSTAINABILITY POLICY

In line with our mission to "create value in the sector with environmentally friendly and innovative products," we manage our economic, environmental, and social impacts responsibly; and we adopt a business model that adds value to the environment, society, and future generations.

- ♥ Aware of the limitations of natural resources, we place the fight against climate change, energy efficiency, and sustainability at the center of our business strategies. We set our sustainability goals in alignment with the expectations of our stakeholders and our corporate strategy, and we adopt an integrated approach in accordance with international standards
- ♥ We aim to reduce our carbon footprint by developing technologies that minimize energy consumption in our products and services.
- ♥ We aim to minimize the potential impacts of climate change on our business processes and reduce carbon emissions from our operations.
- ♥ By investing in renewable and clean energy, we aim to contribute to meeting the country's energy needs.
- ♥ Optimizing waste management, material recovery and reuse,
- ♥ With the aim of protecting biodiversity, we are committed to developing business processes in the regions where we operate that will not negatively impact the environment.
- ♥ We monitor water and energy usage in our production processes and implement more efficient usage strategies.

- ♥ We consider diversity and inclusion to be one of our core values, and we implement fair and equitable recruitment, career development, and compensation policies for everyone.
- ♥ By encouraging our employees to participate in volunteer programs, we aim to strengthen their contribution to social sustainability through social responsibility projects.
- ♥ We aim to support our employees in advancing their careers sustainably by offering training and development opportunities.
- ♥ We are committed to adopting ethical working rules and principles in all our activities and making these principles an integral part of our business processes.
- ♥ We aim to develop occupational health and safety practices in accordance with international standards to ensure our employees work in a safe environment.
- ♥ We aim to conduct our R&D activities with the goal of developing sustainable products and services
- ♥ are committed to contributing to the socio-economic development of our community and local stakeholders, to prioritize contributing to the socio-economic development of society and our local stakeholders, supporting local employment, and ensuring that the products and services we procure are provided as much as possible by local suppliers

- ♥ We aim to reduce costs and increase efficiency in our business processes through effective budget management and digitalization.
- ♥ United Nations Sustainable Development Goals (SDGs) and To act in accordance with the commitments of the Global Compact,
- ♥ We are committed to continuously improving our sustainability performance.
- ♥ We are committed to working together with our suppliers, customers, and employees to promote sustainability awareness.

By adopting a sustainability approach at every stage of our operations, we are committed to building a better future.



SUSTAINABILITY COMMITTEE

At COPA, sustainability issues are handled by our Board of Directors and the Sustainability Committee operating under it. Decisions are made taking into account the views of all our stakeholders.

Our Sustainability Committee is chaired by our Vice Chairman of the Board and includes the General Manager, Finance Director, Factory Manager, Financial Affairs Manager, and Human Resources Manager.

The committee consists of the Information Technology Manager, the Purchasing Manager, and the HSE and Environment Manager, and is responsible for creating and developing a sustainability strategy encompassing environmental, social, and governance dimensions. There are also Sustainability Ambassadors affiliated with the committee. The committee is comprised of experts working in the fields of Energy, Corporate Communications, Human Resources, Finance, Supply Chain, R&D, Quality, and Digitalization.

Through meetings and discussions with ambassadors and the committee, we assess the current state of our company and develop collaborations to improve our performance, set goals, and monitor our practices.

As COPA, within the scope of our Sustainability Policy, we have adopted creating value for our employees and all stakeholders as a fundamental principle. While fulfilling our responsibilities in environmental awareness and the fight against climate change, we are committed to adhering to the highest ethical standards and acting in compliance with legal regulations.

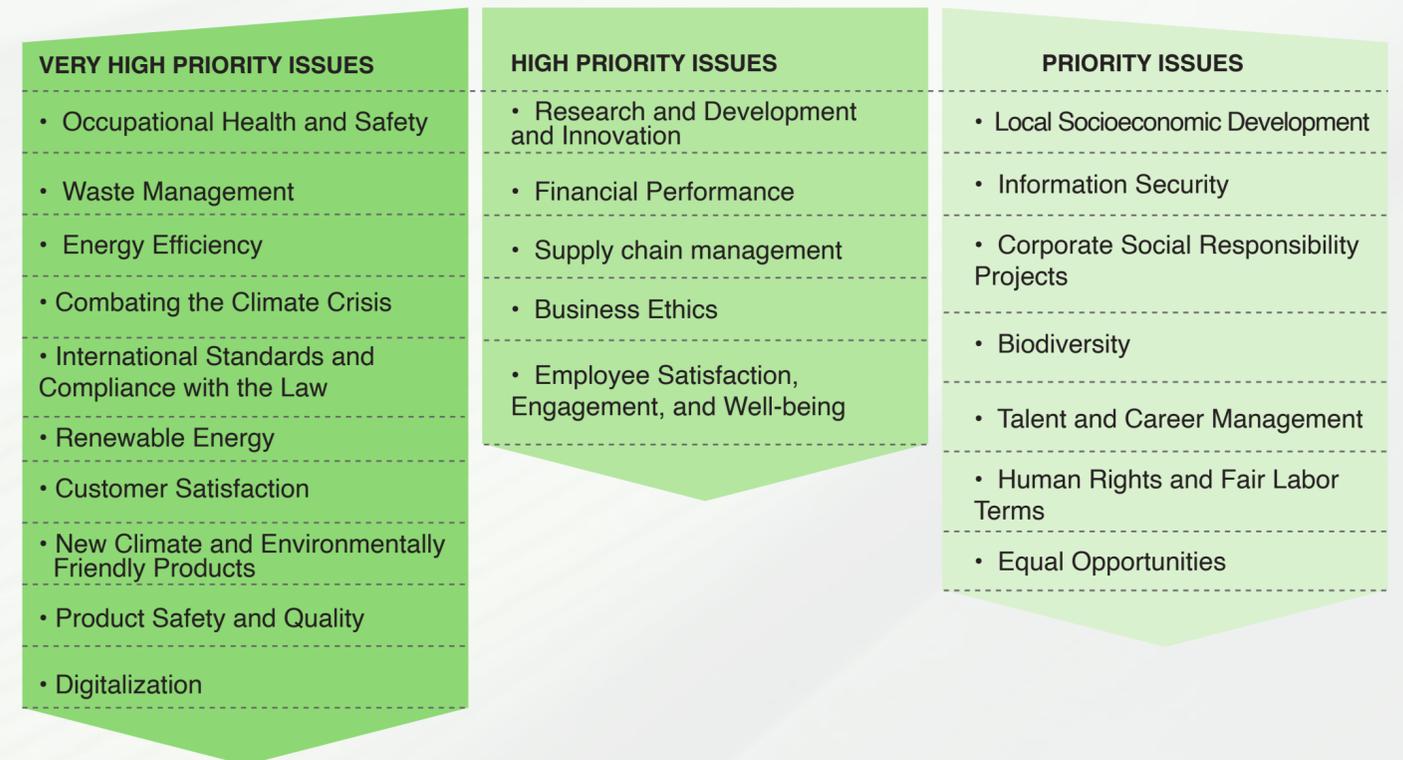


SUSTAINABILITY PRIORITIZATION ANALYSIS

COPA has adopted a comprehensive approach to developing its sustainability strategy, inspired by the principle of dual importance. Accordingly, guided by international frameworks such as the UN Sustainable Development Goals and GRI reporting standards, as well as sectoral trends, a comprehensive list of priority sustainability issues specific to COPA's areas of activity has been created, encompassing environmental, social, and governance dimensions. This list has been shaped to consider the company's operations, the dynamics of the HVAC sector, and stakeholder expectations. A 28-question survey was prepared, and the selected items were evaluated through an online survey with internal and external stakeholders. The survey was shared with a broad group of stakeholders, including our employees, suppliers, dealers, customers, consultants, and management representatives, to determine the importance of each issue. The results were analyzed by our sustainability committee to clarify the priority environmental, social, and governance issues we need to focus on. Our priorities have been determined, and our short, medium, and long-term future goals have been shaped accordingly. The results will be reviewed periodically, and a reprioritization analysis will be conducted if revisions are needed.



OUR PRIORITY ISSUES



LIANCE WITH SUSTAINABLE DEVELOPMENT GOALS

COPA has adopted a comprehensive approach to developing its sustainability strategy, inspired by the principle of dual importance. Accordingly, guided by international frameworks such as the UN Sustainable Development Goals and GRI reporting standards, as well as sectoral trends, a comprehensive list of priority sustainability issues specific to COPA's areas of activity has been created, encompassing environmental, social, and governance dimensions. This list has been shaped to consider the company's operations, the dynamics of the HVAC sector, and stakeholder expectations. A 28-question survey was prepared, and the selected items were evaluated through an online survey with internal and external stakeholders. The survey was shared with a broad group of stakeholders, including our employees, suppliers, dealers, customers, consultants, and management representatives, to determine the importance of each issue. The results were analyzed by our sustainability committee to clarify the priority environmental, social, and governance issues we need to focus on. Our priorities have been determined, and our short, medium, and long-term future goals have been shaped accordingly. The results will be reviewed periodically, and a reprioritization analysis will be conducted if revisions are needed.

GLOBAL GOALS		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		
ÇOK YÜKSEK ÖNCELİKLİ KONULAR	Occupational Health and Safety																			
	Waste Management																			
	Energy Efficiency																			
	Combating the Climate Crisis																			
	International Standards and Laws Rapport																			
	Renewable Energy																			
	Customer Satisfaction																			
	New Climate and Environmentally Friendly Products																			
	Product Safety and Quality																			
Digitalization																				
YÜKSEK ÖNCELİKLİ KONULAR	Research and Development and Innovation																			
	Financial Performance																			
	Supply chain management																			
	Business Ethics																			
	Employee Satisfaction, Engagement and Well-being																			
ÖNCELİKLİ KONULAR	Local Socioeconomic Development																			
	Information Security																			
	Corporate Social Responsibility Projects																			
	Biodiversity																			
	Talent and Career Management																			
	Human Rights and Fair Working Conditions																			
	Equal Opportunities																			



FOR OUR WORK
**The FUTURE
IS AT COPA!**

OUR VALUE-ADDING BUSINESS APPROACH

OUR VALUE-ADDING BUSINESS APPROACH

At COPA, we are strongly committed to sustainability principles through our effective governance and transparency approach. Our board of directors is structured to ensure that our company achieves its strategic goals. Adopting a transparent, fair, and accountable governance approach, our board manages all company processes in line with these values. The company's Board of Directors determines the company's mission, vision, and strategic direction. Copa Heating Systems is wholly owned by Besler Management Services Inc.



OUR GOALS IN THE FIELD OF GOVERNANCE

Priority Issue	Target Areas	Goals	Tracking Indicators (KPIs)	TARGET TIME			Target Progress
				Short Term (<1 year)	Medium Term (<1-3year)	Long Term (>3 year)	
Research and Development and Innovation	Sustainable products/services	Creating sustainable products/ services	The amount of R&D investments for sustainability.				Commissioning work for our heat pump and electric combi boiler products has been completed.
Digitalization	Digitalization and customer satisfaction	Increasing the use of digitized processes and services.	The percentage of digitized processes and services				New measures were implemented in 2023.
		Increasing the savings achieved through digitalization.	Energy saving - Person-hour savings				Digital processes have resulted in an annual saving of approximately man-hours of labor.
Sectoral collaborations	Collaborations for innovation	Increasing the number of collaborations.	Number of collaborations				A collaboration on innovation has been established with Uludağ University.
Transparent governance and reporting.	Stakeholder relations	Increasing stakeholder dialogue mechanisms	Tracking requests/proposals/complaints based on subject matter.				All complaints and notifications are monitored from various platforms.
	Reporting	Reporting for transparent sharing of sustainability performance with stakeholders.	Number and frequency of reports				Our first report is being prepared in 2023.
Business Ethics	Code of Ethics and Working Principles Practices	To increase the organization's efforts regarding its business ethics policies and procedures.	The existence of an Ethics Committee				Within the framework of the Social Compliance Management System, a "Social Compliance Committee" has been established, which will also be responsible for the Code of Ethics and Working Principles. The Vice Chairman of the Board of Directors chairs the Committee. The performance of the Social Compliance Management System is monitored through management review meetings and is continuously improved.
	Code of Ethics and Working Principles Practices	Increasing awareness of business ethics.	Hours of training given on Business Ethics (hours per person)				Regular Social Compliance training is provided to employees to increase their knowledge and competence regarding ethical rules and work principles. In addition, new employees receive training on Ethical Rules and Work Principles as part of their orientation program.
	Code of Ethics and Working Principles Practices	Ensuring and reporting an internal and external notification system regarding the Code of Ethics and orking Principle	Number of corruption -related reports received				An Ethics Communication Line is used for internal and external notifications. The company website includes the Code of Ethics and Working Principles Procedure and defines the communication channel. Ethical notifications are tracked as KPIs and reported in Social Compliance Management System Management Review meetings. No notifications were received in 2023.
Product Security and Quality	Applicable Standards and Legal Compliance	Perfect fit	Compatibility Rate				Our compliance with laws and international standards has remained full.
	Auditing suppliers within the framework of international standards	Increasing the rate of audited suppliers	Audited supplier rate				The percentage of suppliers who have undergone audits is 5.2%.
Brand reputation		Incorporating sustainability into the marketing strategy.	Adding sustainability parameters to brand reputation research.				Sustainability has been added to our corporate strategy as a development objective within our value creation plan.

GOVERNANCE

PA is managed by our company's Board of Directors.

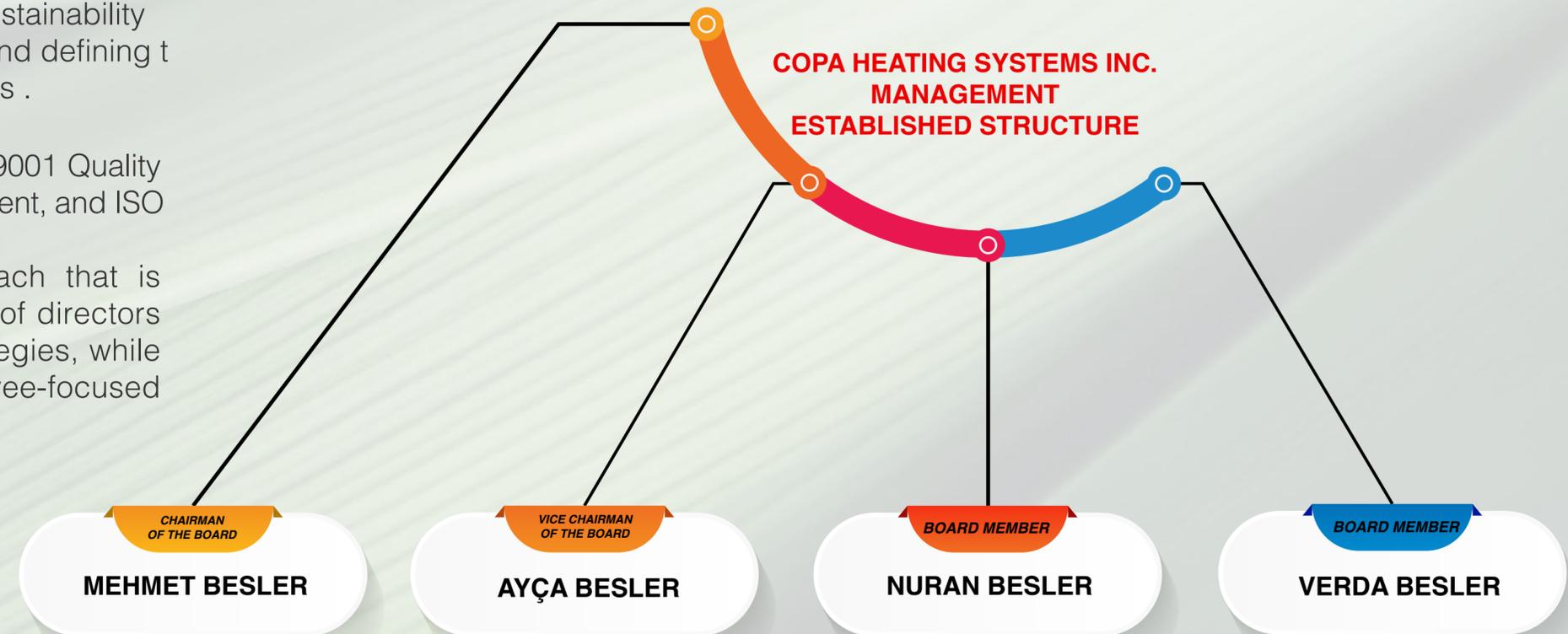
We have an Executive Board that reports to our Board of Directors . Our Executive Board consists of the General Manager and all Department Managers and Directors. Law No. 6331 on "Business

In accordance with the Occupational Health and Safety Law, we have an Occupational Health and Safety Committee . It works to evaluate potential risks and preventative measures related to occupational health and safety, determine the necessary precautions, and report them to Management. The committee consists of an employer representative, an occupational health and safety expert, a workplace physician, the Human Resources Manager, the Administrative Affairs Officer, employee representatives, and the relevant department heads.

Our Strategic Planning Committee is responsible for creating and disseminating the vision-mission and long-term goals, related objectives, strategic initiatives, and business plans; ensuring coordination between teams; and monitoring, reporting, and updating progress . We also have a Digitalization Committee , led by the Information Technology Manager and composed of department managers, which works on creating and managing the digitalization roadmap and policy, and improving the company's digital maturity score . Finally, we have a Sustainability Committee responsible for creating and managing the sustainability roadmap and policy, improving the company's sustainability maturity score, and defining the company's sustainability strategies and short, medium, and long-term goals .

coordinate our activities with ISO 45001 Occupational Health and Safety, ISO 9001 Quality Management, As COPA, we monitor and ISO 14001 Environmental Management, and ISO 27001 Information Security Management systems. Our company...

management processes are based on a corporate governance approach that is independent of individuals and based on equality and fairness. Our board of directors aims to make a difference in the sector in line with sustainable growth strategies, while adopting an environmentally conscious, diversity-supporting, and employee-focused approach. Ethical values are considered a guiding principle in our board of directors and all our business processes.



ECONOMIC CONTRIBUTION



- Afghanistan
- Germany
- America
- Azerbaijan
- Belarus
- Belgium
- Bosnia & Herzegovina
- Bulgaria
- Algeria
- Czech Republic
- China
- Denmark
- Armenia
- Georgia
- Croatia
- India
- Netherlands
- United Kingdom
- Iran
- Ireland
- Spain
- Sweden
- Iceland
- Japan
- Canada
- Cyprus
- Kosovo
- Kuwait
- Latvia
- Lithuania
- Macedonia
- Mongolia
- Norway
- Uzbekistan
- Poland
- Romania
- Russia
- Serbia
- Slovakia
- Slovenia
- Syria
- Chile
- Tunisia
- Ukraine
- Jordan
- Greece

- Headquarter – Bursa Production
- Sales - Istanbul Office Sales
- Algeria Factory - Production
- Sales -Romania Office
- Sales -China Office - Sales

Our company's financial statements for the fiscal year ended December 31, 2023, have been independently audited. Our revenue growth for 2023 was 42.50%.

R&D AND INNOVATION

R&D AND INNOVATION

COPA aims to provide the highest value to our customers by rapidly adapting to dynamic changes in the sector. R&D and innovation form the foundation of our processes. In line with this value, we embrace a culture of continuous development and improvement, pursuing a strong R&D strategy to achieve our sustainable growth targets. We monitor developments in the sector and research future requirements. In this context, we conduct research and make investments in our products and activities.

With our **Heat Pump** product, which we added to our product family in 2023, we enable the use of a product that combines heating, cooling and hot water needs in a single device, thus providing greater energy savings.

Heat Pump: A technology that offers highly energy-efficient and environmentally friendly heating and cooling solutions. Used in both residential and industrial facilities, these systems provide a more sustainable alternative by using renewable energy sources instead of fossil fuels, and are designed in accordance with environmental sustainability goals. Air-to-water heat pumps provide efficient heating and hot water by using energy from the air in nature, reducing dependence on fossil fuels, lowering the carbon footprint, and offering an environmentally conscious solution. Heat pump technology increases energy efficiency by providing comfort with low energy consumption. These systems offer not only heating in winter but also cooling in summer, providing a sustainable solution that can be used all year round. Using the highly energy-efficient R32 gas, they also have the capacity to transfer more heat with the same amount of energy consumption.

R32 gas stands out as an environmentally friendly option; thanks to its low Global Warming Potential (GWP), it leaves a smaller carbon footprint and reduces environmental impact compared to alternative refrigerants. Furthermore, its ozone-friendly nature aligns with COPA's environmentally conscious production targets, directly contributing to the fight against climate change. R32 gas is used in all our heat pump and air conditioning products. We follow and comply with global and local regulations in this regard.

COPA's R32 gas air-to-water heat pumps, with their high COP (Coefficient of Performance) values, minimize electricity consumption by producing more heat per unit of unit than electricity is consumed. This reduces operating costs, and because it does not consume fossil fuels, it produces no gas or smoke emissions. When supported by photovoltaic panels, it operates on renewable energy, thus providing long-term environmental benefits.



R&D AND INNOVATION



Eomix - Hydrogen-Powered Combi Boiler: With the aim of being a pioneer in energy transformation, in 2023 we made R&D investments for the production of a combi boiler that runs on hydrogen (a mixture of 20% hydrogen and 80% natural gas).

This innovative EOMIX Combi boiler will significantly reduce reliance on fossil fuels, enabling the use of cleaner and more sustainable energy. This technology will play a critical role in future energy transition processes, and we are ready to gain a strong foothold, especially in the European market, and contribute to a greener future.



e-Lecto - Electric Combi Boiler: With advancing technology, energy efficiency and environmental sustainability have become critical factors for domestic heating solutions. In this context, electric combi boilers offer much more environmentally friendly and energy-efficient alternatives compared to traditional heating systems. Through our R&D investments within the scope of our sustainable product goals, we have developed electric combi boilers that both reduce environmental impact and offer users much more environmentally friendly and energy-efficient alternatives compared to traditional heating systems.

For 2024, we have planned our R&D investments and are currently monitoring the necessary action plans for their implementation. Our future plans include establishing our R&D Center and expanding our projects by taking advantage of available support.

R&D AND INNOVATION UNIVERSITY-INDUSTRY COLLABORATIONS

A strong collaboration between universities and industry holds great potential for the development of innovation. While universities possess deep expertise in fundamental research, scientific knowledge, and new technologies, industry has the ability to transform this knowledge into commercial products. At COPA, we place importance on such collaborations. Within this scope, in 2023, training was provided to second-year students of the Natural Gas and Installation Technology Program at Bursa Uludağ University Vocational School of Technical Sciences as part of the 'Heating Systems II' course, covering the topic 'Basic Principles and Equipment Used in Individual and Central Heating Systems



InoSuit – Innovation-Focused Mentorship Program: We were included in the university-industry collaboration-based 'InoSuit – Innovation-Focused Mentorship Program,' which aims to sustainably enhance innovation management capabilities in companies that are members of Exporters' Associations, establish and strengthen innovation management infrastructure, and design and implement corporate innovation systems tailored to each institution's goals, structure, and needs.

In our journey that began in 2022, the InoSuit program has supported processes such as fostering innovation in industrial practices and implementing and developing suggestion systems. Within this program, we were paired with Associate Professor Dr. Cem Okan Tuncel from Uludağ University as our mentor. As part of the project, in 2023, efforts were focused on integrating the perception of innovation into the corporate culture and developing the suggestion system that nurtures innovation.



BUSINESS ETHICS, FIGHT AGAINST CORRUPTION

At Copa Heating Systems, we have adopted the principle of focusing on our employees at every stage of production and management. Our social compliance policy includes standards based on our core principles and values, in collaboration with all our business partners. Within this framework, our Code of Ethics and Working Principles aim to guide our employees in acting in accordance with company interests and values during our operations, and to reinforce the importance of ethical rules.

Copa Heating Systems employees are responsible for ensuring that interpersonal relationships and the work performed are conducted in a healthy and safe manner, adhering to laws and ethical rules. In this context, we operate according to at least the ethical rules and work principles listed below. We embrace the principles of transparency and accountability.

To protect the company's image and reputation, Copa Heating Systems aims to clearly and unequivocally demonstrate its employees' commitment and approach to bribery and corruption. This is achieved by providing necessary information, defining responsibilities, and establishing rules to prevent bribery and corruption in all company activities, as an integral part of the Copa Heating Systems Code of Ethics and Working Principles Procedure.

At COPA, our greatest aim is to establish a fair and honest working system and protect our esteemed reputation, drawing strength from our past.

We strive to maintain this culture of integrity in all areas of our business and to spread it in collaboration with all our stakeholders. We also work to support this culture through our ethical conduct principles, which are published on our website. Our employees and other stakeholders can contact us with any questions or issues at etik@copa.com.tr.

Our Social Compliance Committee is established to address our ethical issues and evaluate violations in this area.

We operate with a zero-tolerance principle against bribery and corruption and take measures to prevent such behavior. This approach is clearly defined in our COPA Code of Ethics and has become a responsibility that all our employees and business partners must adhere to.

Adherence to ethical principles is the responsibility not only of our own employees but also of our suppliers and business partners. Our employees are obligated to report any ethical violations or suspicions of bribery and corruption. All reports are meticulously evaluated under strict confidentiality, and the necessary investigations are conducted.

To prevent fraud risks, our internal control processes are regularly audited by our Internal Audit Unit. In this context, process audits and activities are carried out and reported in accordance with the internal audit plan.

In 2023 and previous years, our company has not received any reports regarding ethical violations, human rights abuses, or corruption cases.



MANAGING RISKS AND OPPORTUNITIES

At COPA, our priority is to support our sustainable growth and maintain our competitiveness by effectively managing the highly uncertain global dynamics. In line with this, we have identified increasing the efficiency of our risk management processes as one of our key objectives.

We conduct our operations with a holistic and proactive approach in line with corporate risk management principles. Within this framework, we closely monitor global trends and identify potential factors that could affect our business processes in advance, taking the necessary actions. We manage these factors in accordance with our strategy and integrate them into all our risk management processes to align with our strategic objectives.

At COPA, Corporate Risk and Opportunity Management is a systematic process designed to support the company in achieving its goals by identifying and analyzing potential risks and opportunities. It is organized under four main headings. This process, carried out with the contributions of the board of directors, senior management, and all employees, has a structure that guides corporate strategies.

The foundation of our risk management process is the creation and continuous review of an effective management environment. The risk management strategy, defined by our executive board, guides our processes by clarifying our company's understanding of risk, core principles, risk tolerance, and division of labor. This strategy is regularly reviewed and adapted to dynamic business conditions.

INTERNAL AUDIT

The audit of COPA's operations and processes is conducted by the Internal Audit Manager in accordance with the Internal Audit Procedures and International Standards for the Professional Practice of Internal Auditing. Internal audit activities are carried out in line with the Annual Audit Plan and are conducted within the framework of international internal audit standards, with impartial, constructive, accurate, results-oriented reporting aimed at improving processes. Areas for improvement and recommendations identified during the audits are reported to the Board of Directors along with action plans received from the relevant departments, and their implementation is monitored until completion.



CUSTOMER EXPERIENCE

At COPA, we focus on continuously improving the customer experience to maximize customer satisfaction and build long-term trust relationships. From our business processes to the services we offer, we aim to make a difference in every area with responsive and innovative solutions.

Customer complaints and feedback are tracked through the MyCOPA Technical application. Notifications are instantly forwarded to the resolution unit. Customer feedback is our most important guide in improving our business processes. Thanks to our regularly conducted satisfaction surveys and complaint management system, we evaluate our customers' opinions and quickly resolve problems. We have a call center operating within this framework, and complaints received at the call center are examined in detail by our After-Sales Services unit, and the necessary work is done to resolve them. Notifications made through *şikayetvar* (a Turkish consumer complaint website) are also taken into consideration. Our satisfaction rate in customer experience surveys conducted through *şikayetvar* was determined to be 86%. Our 2024 targets have been set to continuously increase our satisfaction rate. In 2023, a total of 2181 customers participated in our Customer Satisfaction surveys conducted via telephone calls, and our satisfaction rate was measured at 79%. Our 2024 targets have been set to continuously increase our satisfaction rate.

At COPA, we continuously support and strengthen our authorized service network to maintain the highest level of customer satisfaction. To ensure the sustainability of quality service, we provide comprehensive training programs to keep our authorized service technicians' knowledge and skills up-to-date. We offer training on topics such as Product Technical Details, Fault Diagnosis and Solution Methods, and Customer Communication. **In 2023, we provided training support to 255 people in a total of 17 training sessions.**

CUSTOMER FEEDBACK	2022	2023
CUSTOMER COMPLAINTS OR FEEDBACK	1462	2011
RESOLVED COMPLAINT OR FEEDBACK	1462	2011

The company contacted me immediately, they were extremely helpful, and they supplied my part right away. A fantastic company, I'm very impressed. I thank them again and again. I'm very happy.

★ ★ ★ ★ ★

A Copa representative contacted me immediately and said the parts would be shipped to my address free of charge on Monday. Thank you for your helpful behavior. I wish you continued success.

★ ★ ★ ★ ★

I would like to thank Mr. Cahit and the Kayseri technical service team very much. They did everything that was needed. Well done to everyone. I recommend the product and service to everyone. I will.

★ ★ ★ ★ ★

By embracing the demands of the modern age, we ensure our customers are accessible at all times. We provide uninterrupted service to our customers through live support, social media, and our online platforms. Thanks to our CRM (Customer Relationship Management) system, we create personalized solutions.

CUSTOMER EXPERIENCE

Our digital loyalty program, **MyCOPA Pro**, provides easy and fast solutions to all the needs of our business partners, and COPA partners earn points as they purchase or install devices. These points can be used as rewards or additional benefits. The barcode scanning system allows for the identification of devices sold and commissioned in the field. **MyCopa Pro** barcode scanning system maintains regional boundaries among distributors, aiming for loyal and stable sales.

DEALER MEETINGS CUSTOMER VISITS

We organize meetings and events to enhance communication with our business partners. In this context, in 2023, we held a Dealer and Service Center Meeting in Kastamonu and Trabzon regions to increase brand awareness, promote our products, and support our sustainable business model.



In 2023, we hosted our clients from the European market at our factory, providing them with information about our company, products, and sustainable business models.



PRODUCT SAFETY AND QUALITY

Compliance with national and international standards is one of our most important criteria at every stage, from the design to the production of our products. At Copa Heating Systems, to build brand trust and systematize our processes, we hold internationally valid quality management system certifications including TS EN ISO 9001:2015 - Quality, TS EN ISO 14001 - Environment, TS EN ISO 45001 - Occupational Health and Safety, and TS EN ISO 27001 - Information Security Management Systems. In terms of product certification, we have NF, EAC, CE, GOST, CCC, and UKR SEPRO certifications. We continue to acquire new certifications and documents according to market demands and national standards.

Our products undergo 100% safety and performance testing on our test lines. Our radiator production is carried out in accordance with the Turkish Standards Conformity Certificate - EN 442 for steel radiators. Our combi boilers, water heaters, and boilers successfully complete LVD, EMC, and efficiency tests during the product design phase before moving to mass production. During the production phase, our controls continue with leak tests, and the products are completed in accordance with the TS EN 15502 Gas-fired heating boilers standard.

For commercial product groups, our product and certification audits are conducted through third-party auditing firms.



TRACEABILITY

With our traceability practices in our production processes, all processes from the entry of raw materials into the factory to the finished product are managed and tracked through SAP via the traceability system. The traceability process allows for the viewing of product test results in addition to the product lifecycle. For example, all products produced on the boiler line have their test results recorded based on their serial numbers.

The traceability process allows customer complaints to be tracked using product-based test results and lifecycles, enabling root-cause analysis and problem-solving by obtaining all necessary information through SAP. Furthermore, the system operates as a poka-yoke system during the production phase, preventing the use of products not listed in the product tree.

DIGITALIZATION

At COPA, we place great importance on the digital transformation process to maintain and improve our position in the industry and to provide the best service to our customers. Digitalization is at the heart of our business processes as a strategic tool to increase efficiency, improve processes, and strengthen our interaction with our customers. In this context, some of the steps COPA has taken in its digitalization journey are as follows:

At Copa Heating Systems, we use the SAP HANA platform to modernize our business processes for digital transformation and continuity. SAP HANA accelerates our business functionality, especially in data processing and reporting, while also making our decision-making processes more agile. With the SAP HANA transition, we have a much faster and more efficient infrastructure for big data management compared to our previous systems. SAP HANA, with its online data processing capabilities, both increases our company's operational efficiency and contributes to environmental sustainability by minimizing energy consumption. We effectively utilize ERP, MRP, and BPM digital tools. Our MRP processes are run on the SAP HANA platform.

- **Approval and Automation Processes with BPM:** Processes such as purchasing strategy approval flows and price reduction approval processes on the sales side, all located within SAP, are managed using BPM tools. These automations reduce negative environmental impacts by digitizing paper-based approval processes and ensure faster process completion. We prevent the use of approximately 10,000 A4 sheets of paper annually.
- **In our BPM solutions integrated with Power Automate,** BPM solutions such as automated email sending and response are implemented using Power Automate in processes related to the ticket system. This is being implemented. As a result, manual operations have been reduced and process efficiency has been increased.
- **Automated Reporting Processes with BW:** Daily delta data for reporting tools is retrieved using automated workflows within BW, resulting in more sustainable reporting. It provides data management. These automations save energy and time while minimizing paper usage.
- **The Ark Signer digital signature platform is used,** enabling the digital signing and storage of both internal and external company documents, thus creating both environmentally friendly and efficient working conditions. This eliminates the need for paper and physical documents and reduces carbon emissions from paper consumption. Storing documents digitally has reduced both archiving costs and the energy consumption required for physical storage.

DIGITALIZATION

- We conduct internal communication and information sharing digitally through our Intranet Portal, which we share with our group's parent company, Besler Group. Thanks to the Microsoft SharePoint-based Intranet Portal, our employees use less paper and complete processes faster by sharing various documents, forms, and announcements digitally in daily business processes. As a result, we completed approximately 15,000 tasks through the portal in 2023. We manage all Human Resources processes end-to-end digitally with the Sabancıdx HRWEB program. We also provide ease of use for Organization and Staffing, Recruitment, Payroll and Compensation Management, Performance Management, Career Planning, Training and Development Management, and Administrative Affairs processes through our mobile application.

We are developing the SharePoint-based COPA Quality Management System (CQMS) platform to make our quality management processes more effective and sustainable. We aim to deploy the platform and manage documents through it in a short time.

INFORMATION SECURITY

At COPA, ensuring the highest standards in our information security and data protection processes is crucial to our company strategies. To this end, we operate in accordance with international standards and have been implementing the ISO 27001 Information Security Management System since 2016. We review and audit our system to ensure that corporate information assets are managed in accordance with the principles of protection, confidentiality, integrity, and availability.

We maintain trust and transparency with our customers and business partners, protecting our company's corporate reputation and credibility. To strengthen information security, we conduct regular penetration tests to identify vulnerabilities and malware. Based on the results of these tests, necessary remediation measures are meticulously implemented to ensure and continuously improve system security. Furthermore, we effectively manage information security risks using information security support software and ensure business continuity by taking proactive measures against data loss, unauthorized access, cyberattacks, and other security risks.

SUPPLY CHAIN

We don't limit sustainability to just our own operations; at COPA, we shape sustainable supply chain management based on environmental responsibility and social values. At every stage of our supply chain, we aim to minimize our impact on the environment and society.

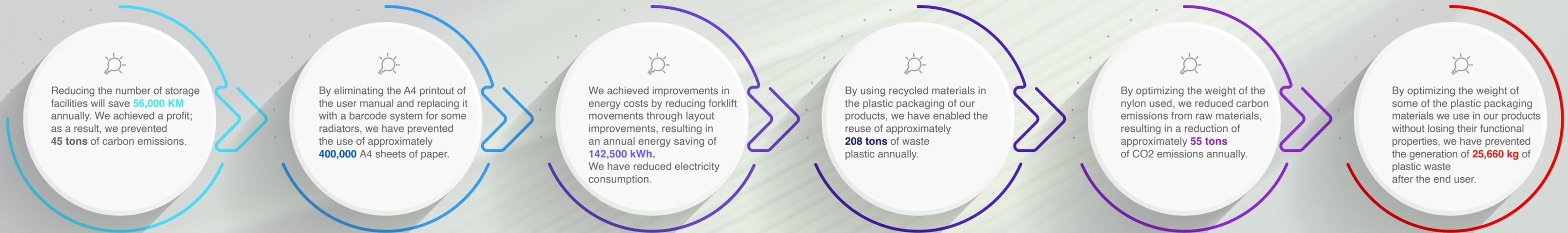
In our supplier selection processes, we consider not only cost advantages but also environmental and social performance. We expect our suppliers to adhere to specific standards regarding quality, environmental management systems, environmental awareness, and respect for employee rights. In line with these principles, we create our Approved Supplier Lists and conduct our relationships through transparent and open communication. We encourage collaboration to achieve our sustainability goals.

We place great importance on waste management and recycling practices. Together with our suppliers, we develop collaborations to increase resource efficiency and reduce waste in our production processes. We also aim to reduce our carbon footprint by developing environmentally friendly packaging solutions.

We conduct audits and visits to our suppliers to improve their performance. Since we began these audits in 2023, we have audited 5.2% of our suppliers. With our growing team, we aim to increase this rate in 2024 and subsequent years.

We prefer working with local suppliers to support the local economy, facilitate inventory management, and have a smaller carbon footprint. In this sense, our rate of working with local suppliers in 2023 is 96%.

Here are some examples of **improvements** we've made to our supply and logistics processes :



STAKEHOLDER DIALOGUE

At COPA, we believe in the importance of strong, transparent, and mutually beneficial communication with our stakeholders in achieving our sustainability goals. We continuously improve our business processes by taking into account feedback from all our stakeholders in line with our environmental, social, and economic sustainability objectives.

Stakeholders	Communication Channel/Method	Communication Period
Employees	Meetings	Continually
	Trainings	Continually
	Social Activities	Continually
	Internal Announcements	Continually
	Employee Opinion Surveys	Every two years
	Award/Sharing Meetings	Once a quarter
	Industrial Relations Meeting	Monthly
	Industrial Relations Meeting	Twice a year
Customers	Digital Channels	Continually
	Print Media	Continually
	Advertisements	Continually
	Call Center	Continually
	Customer Satisfaction Surveys	
Dealers	Technical Trainings	Twice a year
	Regional Dealer Meetings	Continually
	Sales Team Dealer Visits	Continually
	Loyalty System	Continually
	Announcements	Continually
	CRM Program	Continually
Supply Chain	Visits	Continually
	Audits	Continually
	Surveys	Continually
	Emails	Continually
Authorized Service Centers	Technical Trainings	Once a year
	Visits	Once a year
	Announcements	Continually
	My-COPA app	Continually
	Authorized Service Meetings	Once a year
	Technical Support	Continually

CORPORATE MEMBERSHIPS

We have various corporate memberships in order to closely follow developments in the sector, share knowledge and experience, and create shared value.



immib (Istanbul Iron and Steel and Metals Non-Ferrous Metals Exporters Association)



MESS (Turkish Metal Industry Employers' Association) Industrialists' Union



BTSO (Bursa Chamber of Commerce and Industry)



ITO (Istanbul Chamber of Commerce)



DOSIDER (Heating Appliances Manufacturers and Businessmen Association)



FOR THE ENVIRONMENT
**The FUTURE
IS AT COPA!**

OUR ENVIRONMENTAL APPROACH

OUR ENVIRONMENTAL APPROACH

At COPA, we consider our environmental impact in all our activities and shape our processes with this sensitivity in mind.

According to the ISO 14001 Environmental Management System implemented in our company, we ensure compliance with laws in our processes, reduce our environmental impact, and work towards achieving our intended goals by reducing waste, using resources efficiently, and improving energy efficiency. We define and review our environmental objectives.



OUR GOALS IN THE ENVIRONMENTAL FIELD

Priority Issue	Target Areas	Objectives	Tracking Indicators (KPI)	TARGET TIME			Target Progress
				Short Term (<1 year)	Medium Term (<1-3 year)	Long Term (>3 year)	
Carbon Footprint	Carbon Emissions	Calculation of Scope 1-2 Emissions	*Carbon Emission Amount (Scope 1+2)	🌱			Scope 1-2 emissions have been calculated.
		Scope 3 Calculating emissions Reducing carbon	Carbon Emission Amount (Scope 3)		🌱		Scope 3 emissions will be calculated.
	Carbon Intensity	Emission rate per unit of production	Total Emission Amount / ton of product		🌱		In 2023, a 7.2% reduction was achieved.
		Increasing the use of renewable energy	Renewable energy consumption			🌱	Copa A.Ş. has completed the installation of solar power systems on its roof, and they are now operational. The use of renewable energy has reached 21%. This rate will be increased with new investments.
Management Systems	Environmental Management The system	Establishment and maintenance of an Environmental Management System	Compliance with OHS + Certification	🌱			February 2023 – ISO 14001 Certification was obtained.
	Energy Management The system	Establishment and maintenance of an Environmental Management System	Compliance with EMS + Certification		🌱		Work is underway to be recertified in 2025.
Energy in production productivity	Energy Efficiency	Reducing energy consumption per unit of production through energy efficiency investments.	The amount of savings achieved through energy efficiency	🌱	🌱	🌱	Energy consumption has decreased compared to the previous year.
		Reducing energy consumption Electricity, natural gas		🌱	🌱	🌱	A total saving of 3% was achieved.
Water and wastewater management	Water usage in the process used.	Reducing the amount of water	Water usage amount (m3)		🌱	🌱	Water consumption has decreased by 26.3%. In the long term, it is planned to reduce the amount of water used by harvesting rainwater and reusing reverse osmosis water.
	Waste water discharge amount in the process	Reducing wastewater usage.	Wastewater volume (m3)		🌱		Wastewater has decreased by 23.9%.
Chemical Management	In production and products chemical use	Chemicals in production and products to carry out its use in accordance with national and international regulations	Compliance with Legislation	🌱			Chemicals are supplied in compliance with regulations. The monitoring of chemicals goes through an approval process. None of our chemicals fall under the scope of the Turkish Chemicals Industry Association (KKDK).
Waste Management	Non-hazardous waste Reduction	Reducing waste generated in production processes.	Amount of non-hazardous waste (tons)		🌱	🌱	The amount of waste generated per product produced has decreased by 11.2%. Efforts are underway to reduce waste through work on plastic packaging/containers.
	Hazardous Waste Reduction	to reduce the waste generated	Amount of hazardous waste (tons)		🌱	🌱	48 tons of hazardous waste were generated.
	Zero waste certification a zero waste certificate.	Meeting the requirements for obtaining	Certificate	🌱			The certificate was obtained in 2022. The certification requirements are being fulfilled.
	Providing environmental education.	Increasing the number of training hours (person*hour)	Training hours (person*hours)	🌱	🌱		Environmental training is provided for all new hires. In 2023, 175 hours of training were given on environmental and energy issues.

WATER MANAGEMENT

Water is not only one of nature's most valuable resources, but also a fundamental component of businesses' daily operations. Increased pressure on water resources due to factors such as climate change, population growth, and rapid urbanization makes companies' responsibility to reduce water consumption and conserve water resources even more critical.

At COPA, we view water management as a cornerstone of environmental sustainability. To reduce the amount of water we use in our production processes, we regularly monitor and analyze our consumption and take measures to minimize usage.

Within this context, in 2023,

- **In our dyeing facility, where we have high water consumption, a feasibility study was conducted to reduce water and wastewater amounts by revising the plumbing system. By revising the plumbing system in the opposite direction of the flow, the aim is to reduce water consumption by diverting clean water to the previously dirtier baths. A 25% reduction in industrial water consumption is targeted.**
- **However, we regularly monitor our household water consumption and take measures to reduce it. The faucets used in the sinks are sensor-operated and are not left on when not needed. It is ensured that it does not remain.**
- **Our wastewater is treated at the wastewater treatment plant of the Nilüfer Organized Industrial Zone, to which we are affiliated, and then discharged into the receiving environment.**

Water and wastewater quantities by year:

WATER USAGE AMOUNT				WASTEWATER QUANTITY			
WATER CONSUMPTION (M3)	2021	2022	2023	WASTEWATER VOLUME (M3)	2021	2022	2023
GROUNDWATER CONSUMPTION	34920	32088	23712	DOMESTIC WASTEWATER	8342	6780	4966
MAINS WATER CONSUMPTION	8928	7320	5328	INDUSTRIAL WASTEWATER	32681	27707	21068
TOTAL WATER CONSUMPTION	43848	39408	29040	TOTAL WASTEWATER	41023	34487	26034

MANAGEMENT

- Waste management is a critical sustainability area for conserving natural resources and minimizing environmental pollution. Our company implements a comprehensive waste management strategy to minimize waste generated from our operations, increase recycling rates, and contribute to the circular economy.
- At COPA, we have established our waste management system based on the principle of zero waste. Collection points have been created and zero waste training has been provided to establish the Zero Waste Management System. In this context, we received the Zero Waste Certificate from the Ministry of Environment, Urbanization and Climate Change in 2022.
- In order to systematize environmentally friendly production practices and continuously improve our processes, our company was audited by an accredited organization in 2023 and received the ISO 14001 Environmental Management System certificate.
- In our company, we regularly monitor and analyze waste generation in different areas, from production processes to office activities. Within the company, we classify our waste into 4 main categories: hazardous waste, non-hazardous waste, recyclable waste, and organic waste. We determine the appropriate recovery and recycling methods for each categorized waste.



WASTE MANAGEMENT

- Our employees receive training on waste management, zero waste, and environmental awareness during their onboarding orientation and throughout the year. In 2023, our employees **received a total of 175 hours of training.**

Examples of improvements made include:



ACCORDING TO WASTE TYPE WASTE AMOUNT BY YEAR	2021	2022	2023
AMOUNT OF HAZARDOUS WASTE (TONS)Z	65	56	48
AMOUNT OF NON-HAZARDOUS WASTE (TONS)	1602	1544	1102

EMISSION AND ENERGY MANAGEMENT

As the effects of climate change rapidly increase worldwide, the target set under the 2015 Paris Agreement to limit global temperature increase to 1.5 degrees Celsius constitutes a critical roadmap in managing the climate crisis. Our company continues its work in line with this goal, aiming to minimize the effects of climate change and build a sustainable future. The increase in the concentration of carbon dioxide and other greenhouse gases in the atmosphere leads to an increase in global temperature and climate disruption; therefore, energy and emissions management plays a significant role in combating climate change. In this context, energy and greenhouse gas emission management is at the heart of our sustainability strategy.

In line with the ISO 14064-1:2019 standard, we ensured that our relevant colleagues received training on Carbon Footprint calculation to determine our direct and indirect emissions, and within this scope, we calculated our Scope 1 and 2 emissions for the years 2021/2022/2023.

Our medium-term plan includes calculating our Scope 3 emissions and focusing on our indirect emissions as well



Our carbon footprint by year;



The sum of Scope 1 and Scope 2 emissions is shown in the graph.

In addition to the solar power plant located on our factory roof in 2022, a Phase 2 solar power plant project with an installed capacity of 0.99 MW was commissioned in 2023. In 2023, our total installed renewable energy capacity reached 1.83 MW. We meet approximately 30% of our annual electricity needs from renewable energy sources.

EMISSION AND ENERGY MANAGEMENT

Scope 1: What we are doing to reduce our emissions Our improvement efforts:

- **Efficient energy use has been achieved by switching to a proportional control system in burner operating systems.**
- **Natural gas heating systems are designed to operate according to operating hours and optimum temperature settings.**

Our Scope 1 emissions have decreased by 47% compared to 2021.

Throughout our company, air emission measurements from our chimneys are carried out every two years in accordance with the Regulation on the Control of Air Pollution from Industrial Sources.

Accordingly, our emissions are well below legal limits.

Emissions into the atmosphere (kg/hour)	2023
NOX	0,452
SOX	0,000
VOC	0,330



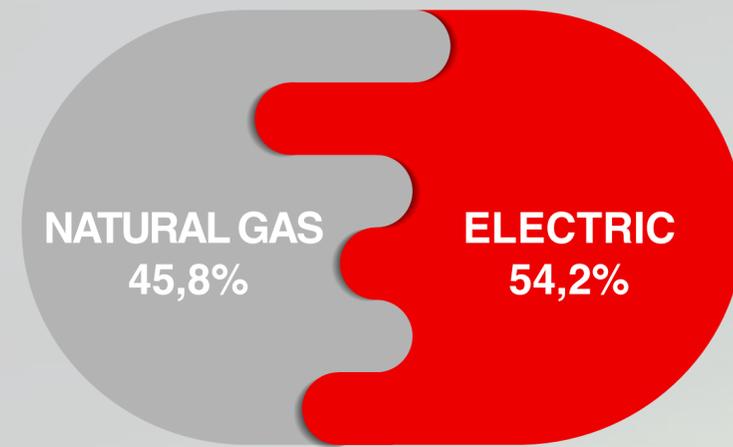
Scope 2: Our improvement efforts to reduce our emissions:

- **Energy monitoring systems have been implemented.**
- **The LED lighting conversion has been completed and the company LED lighting with low energy consumption is used throughout.**
- **Machine , We have established this in line and equipment procurement. specifications ensure the selection of motors with a high efficiency class.**
- **All ventilation and air conditioning systems are adjusted according to operating hours, preventing unnecessary use.**

Our Scope 2 emissions have decreased by 28% compared to 2021.

EMISSION AND ENERGY MANAGEMENT

The distribution of our annual energy needs.



Energy Consumption by Year (TEP)



The Border Carbon Adjustment Mechanism (BCAM), a policy tool developed by the European Union to prevent carbon leakage and achieve global emission reduction, foresees the application of carbon pricing to carbon-intensive products imported from certain sectors (such as steel, aluminum, cement, fertilizers, and electricity). The mechanism, which will be fully operational by 2026, aims to encourage third countries to adopt similar climate policies in line with the EU's carbon emission reduction targets. The transition period began on October 1, 2023, and will continue until December 31, 2025. During this period, companies are expected to calculate their carbon footprints and learn about the necessary reporting requirements. As COPA, we have conducted studies to determine whether our products fall within this scope; they are not, and we continuously monitor the current status of this issue.

At COPA, the goals we have set for our sustainability journey are our future plans to minimize our environmental impact;

- *With our solar and wind power projects, which we started investing in in 2023, we aim to meet all of our electricity consumption from renewable sources by the end of 2025.*
- *We aim to meet the demand.*
- *We plan to become carbon neutral by 2050.*



FOR OUR COMMUNITY AND OUR EMPLOYEES

The FUTURE IS AT COPA!

OUR SOCIAL APPROACH

OUR SOCIAL APPROACH

We don't limit sustainability to just environmental impacts; we also place our employees, the community, and all our stakeholders at the center. At COPA, we prioritize the well-being, development, and safety of our workforce to improve our social performance and fulfill our responsibilities. We offer equal opportunities to every individual and create an inclusive work environment. We aim to meet the needs and expectations of our employees by considering their contributions and feedback.

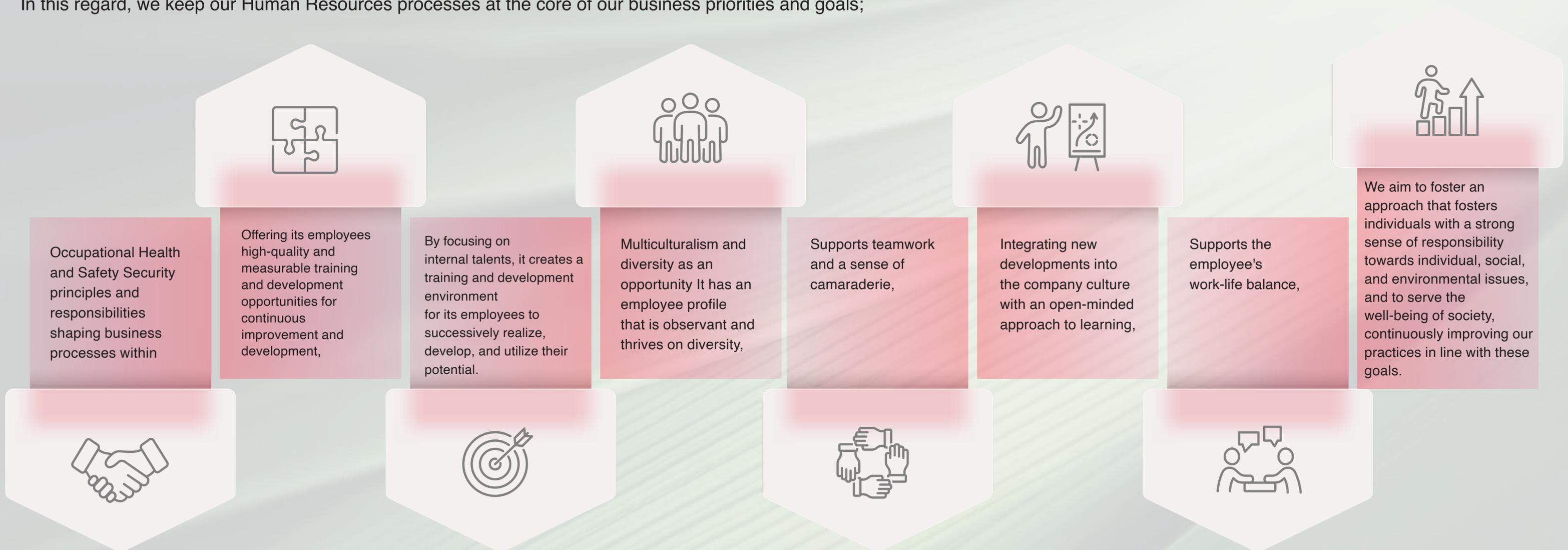


OUR GOALS IN THE SOCIAL DOMAIN							
Priority Issue	Target Areas	Goals	Tracking Indicators (KPI)	TARGET TIME			Target Progress
				Short Term (<1 year)	Medium Term (<1-3 year)	Long Term (>3 year)	
Occupational Health and Safety	Accident Rates	To reduce the number of accidents.	Accident Frequency Rate	🌱	🌱		"Our accident frequency rate for 2023 was 24.95."
			Accident Severity Ratio	🌱	🌱		Our accident severity rate for 2023 was 0.64.
	Occupational safety and health training Creating a safety culture.	To ensure that occupational safety training is increased.	Training hours provided (person * hours)	🌱	🌱		A total of 2302 hours of training were provided in occupational health and safety-related courses.
		Increasing the number of events for cultural development	"Number of participants who took part in the application Number of events	🌱			Kültür Artıncı etkinlik kapsamında İSG Selfie yarışması yapılmıştır. Çalışanlarımızın katılımı sağlanmıştır.
Human rights and fair working conditions	Improving Employee Satisfaction	To increase employee satisfaction, commitment and motivation	Employee Opinion Survey Scores	🌱	🌱	🌱	As part of the employee opinion survey, an independent and professional organization conducts surveys every two years. Scores are reported on employee engagement, satisfaction, and motivation. Prioritization analysis is performed, action plans are created and monitored. Activities were carried out based on the action plans according to the 2022 survey results.
	Social Compliance Management	Social Compliance Assessment Scores	Passing grade	🌱	🌱	🌱	As part of our Social Compliance Management System, we are regularly subject to client and independent audits. We established the Management System in 2021. We have been a member of the Sedex platform since 2019, and the nonconformities identified in our most recent audit in 2022 were completely resolved in 2023 in accordance with action plans. A continuous improvement approach is applied in our social compliance system.
Leadership Development	Leadership Development Their programs Design	Leadership Development Trainings Giving	Training hours / person*hours		🌱	🌱	The "Leaders' Path" project was launched to develop the leadership skills of employees at the management level. Feedback interviews were conducted based on our employees' personality inventories, and individual development plans were prepared. For 2024, training programs with differentiated content and scope have been designed for all management and higher-level roles.
Skill Acquisition	To Young Talents Towards Winning Designing Projects	Talent acquisition through the Young Talent Program	"The rate of bringing young talent into the company" "Employment rate as a result of the program"		🌱	🌱	Besler GO program has provided internship opportunities to 9 people. (17 interns in total)
Talent Management	Skill Retention Skill Retention	Talent Retention	Creating a talent pool as part of talent management.		🌱	🌱	Within the scope of talent management, efforts continue to create a talent pool and implement training and development projects aimed at retaining talent.
Employer Branding	Employer Branding	Creating a strong employer brand for current employees and potential candidates. continuation	Designing projects and events that will strengthen the employer brand.	🌱	🌱	🌱	Project and internal communication activities are organized to create an employer brand that current employees are proud to be a part of and that will be a preferred choice for potential candidates.
Recognition - Appreciation	Establishing a recognition, appreciation, and reward system	Making the recognition, appreciation, and reward program operational.	The suggestion system has been managed online, and % of the allocated budget has been shared with employees.	🌱	🌱		"The suggestion system, designed to help employees bring their innovative ideas to life and reward them, has been moved to a digital platform."
Equality of opportunity and diversity.	Gender equality	Increasing the percentage of women employees at management levels	Percentage of female employees at management level			🌱	The percentage of women in senior and middle management positions in 2023 is 37%.
	Increasing the female employment rate.	Increasing the rate of female employment in recruitment.	Female employment rate		🌱	🌱	We prioritize women's employment by adopting a fair and transparent approach in our recruitment processes. Our white-collar female employee rate is 37%. We currently have no blue-collar female employees. We plan to increase the number of blue-collar female employees in 2024.
Transparency and Traceability in the Supply Chain	Strategic supplier audit rate	Increasing the number of suppliers subject to audits on environmental and social issues.	Percentage of suppliers subject to audits on environmental and social issues.		🌱		The percentage of suppliers who have undergone audits is 5.2%.
Social Investments	Corporate Social Conducting responsibility-based activities with all employees - establishing a volunteer community.	Increasing the percentage of employees participating in social responsibility activities and increasing the number of such activities.	Number of events Percentage of employees participating in social responsibility activities.		🌱		Corporate Social Responsibility in 2024 as part of corporate social responsibility efforts. It is aimed to establish a club.

OUR HUMAN RESOURCES POLICY

Copa Heating Systems places Human Resources Management at the heart of its business strategies to increase its competitiveness, maintain its leading position in the sector with its quality products and services, and carry its company into the future. It aims to manage all HR practices within an interconnected and integrated system.

In this regard, we keep our Human Resources processes at the core of our business priorities and goals;

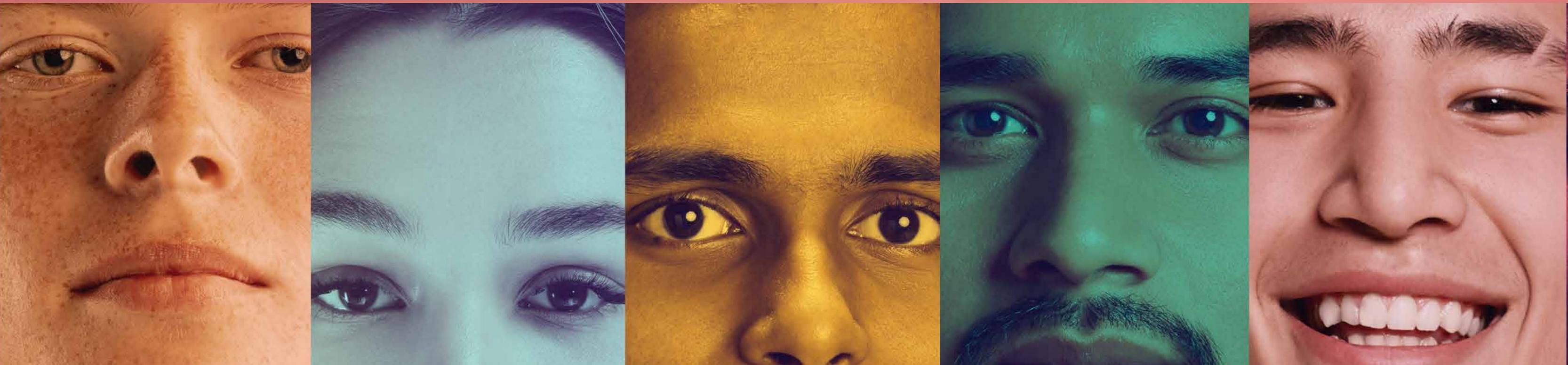




DIVERSITY, EQUALITY, INCLUSION AND WORKER RIGHTS

We are committed to establishing equal, fair, and respectful relationships with all our employees and stakeholders. In recruitment and all other processes, we offer equal opportunities to everyone, regardless of language, religion, race, gender, or any other factor. 37% of our white-collar workforce is female. We are also taking steps to increase female employment among our blue-collar employees and aim to increase the percentage of female employees over the years. We fulfill our legal obligations towards disadvantaged individuals. 3% of our workforce consists of individuals with disabilities.

Our company has 262 employees at the end of 2023. We fully uphold the legal rights of our employees, complying with the Labor Law, the Universal Declaration of Human Rights, and the International Labour Organization. It manages its processes in accordance with ILO Conventions and the United Nations Global Compact.



OCCUPATIONAL HEALTH AND SAFETY

At COPA, the health and safety of our employees is always our top priority. Our Occupational Health and Safety policies are implemented in accordance with national and international standards and are continuously improved.

In 2023, we aimed to increase our employees' knowledge and awareness levels by organizing a total of 2305 hours of occupational safety and health (OSH) training. To foster a safety culture in our workplaces, we organized an OSH Selfie Contest, where participating employees received prizes, promoting socialization and contributing to, a positive safety culture through active employee participation.

Also in 2022, we organized an occupational safety and health (OSH) taboo event with our "Safely Explain" competition, and we won first prize in the "Innovators in Education and Communication" category with our "Safely Explain – Gamified Training" project at the "MESS Stars of Occupational Safety" competition, organized by MESS - Turkish Metal Industrialists' Union, which is Türkiye's leading competition in the field of occupational safety and health. We continuously use this training technique in the occupational safety refresher trainings we provide.



To prevent accidents, regular risk assessments, comprehensive audits, and proactive measures have been implemented. Furthermore, our Occupational Health and Safety Board meetings are held regularly, and decisions made to improve processes are implemented quickly. We prepare for potential emergencies through emergency drills. Near-miss incidents are reported through forms filled out at designated reporting points or via QR codes, and actions are planned and preventative measures are taken.



Our Accident Statistics;

OCCUPATIONAL SAFETY PERFORMANCE	2022	2023
ACCIDENT SEVERITY RATIO	0,34	0,64
ACCIDENT FREQUENCY RATE	15,17	24,95

*No fatal accidents, accidents resulting in limb loss, or occupational diseases were reported in 2023.

Our goal is to improve the well-being of our employees by providing a safe and healthy working environment, minimizing accidents, and establishing a sustainable safety culture.

EMPLOYEE DEVELOPMENT

PERFORMANCE MANAGEMENT;

COPA implements an effective performance management process to enable its employees to achieve their goals and increase their contribution to company objectives. Employee performance is evaluated periodically. This process is supported by open feedback, goal setting, and development plans. Encouraging the continuous development of our employees and rewarding their achievements is among COPA's strategic priorities.

TRAININGS

- Mandatory Legal Training

Every new employee receives training in Occupational Safety, Environment, and Social Compliance. In addition, refresher training is provided annually. In 2023, we provided our employees with 2302 hours of training in occupational safety and health.

- Personal Development Trainings

To support the personal and professional development of our employees, we organize training sessions throughout the year tailored to each employee's needs. In 2023, 1718 hours of training were provided, including Communication, Teamwork, Time Management, Relationship Management in Emotional Intelligence Management, and various technical trainings. (All trainings except occupational safety and health training are included.)

LEADERSHIP DEVELOPMENT PROGRAMS

Having leaders in our company who drive success and guide their teams and colleagues is our top priority for the sustainable development of both our company and our employees. In this context, we have launched our new project, LEADERS' PATH, where each leader will chart their own development path. Based on employee personality inventories, feedback interviews have been conducted, individual development plans have been prepared, and leadership training programs for 2024 have been planned.



TALENT MANAGEMENT

As the Human Resources Department, we participate in career days and other events at different universities every year to meet with talented candidates, strengthen our employer brand, and build connections for the future workforce.

We prepare training and development programs to support the professional development of our current employees. Annual training requests from department managers are received via the HR-Web application, and needs are evaluated and trainings are planned within the framework of the Human Resources development program. A rotation system is implemented to retain our talent, and rotation opportunities are created for our employees within the group and between departments within our company.

LEADERSHIP DEVELOPMENT PROGRAMS NURTURE DEVELOPMENT SCHOOL (BESLERGO) AND OUR INTERNSHIP PRACTICES

In line with our company's vision, mission, and strategies, we offer summer and winter internship opportunities to high school and university students to contribute to their personal and professional development.

As part of the Besler Development School, we offer final-year university students a long-term, recruitment-focused internship program, providing them with both professional development and employment opportunities through internships.

In 2022, 15 students interned at COPA, and in 2023, 9 students did so. During the program, they both prepared for the business world and experienced our corporate culture. Since 2021, 4 of our graduates have joined our company and continued their careers with us. These efforts are carried out regularly to ensure continuity in meeting our organization's need for qualified employees and to support the adaptation process of young talents to professional life.



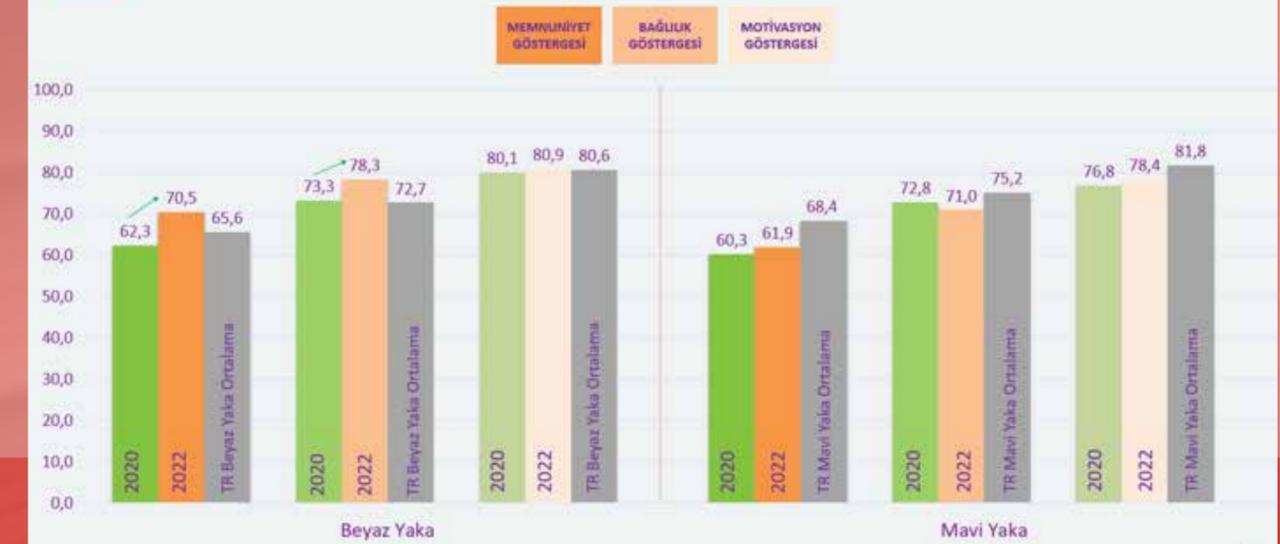
EMPLOYEE ENGAGEMENT AND SATISFACTION

Our company implements various practices to increase employee engagement and satisfaction, and to create a positive work environment.

EMPLOYEE SATISFACTION SURVEYS: We conduct employee satisfaction surveys every two years. Based on the survey results, we create and follow up on action lists. These surveys allow us to receive feedback on employee commitment, satisfaction, and our management policies. In the most recent survey conducted in 2022, a total of 321 employees participated. The survey results have been shared.

SENIORITY AWARDS: As Human Resources, we organize a "Seniority Awards" event every year to increase our employees' commitment to our company, to recognize them for their long-term service, and to boost their motivation. In this context, in 2023, seniority awards were presented to 18 employees to celebrate their 10th, 15th, 20th, 25th, and 30th years of service.

MBM Göstergeleri



EMPLOYEE ENGAGEMENT AND SATISFACTION

OPEN COMMUNICATION AND INFORMATION: We use regular meetings and open communication channels. We keep employees informed about company developments. Thanks to the Besler Group Internal Communication Portal we use, our employees can easily track current meal and service lists, current emergency lists, employee birthdays, and the working hours of the company physician. They can also review news about COPA, the latest company developments, and announcements in the platform's news section. There are also links for a suggestion system and near miss notifications that allow for quick access.



CELEBRATING EMPLOYEES WHO HAVE HAD A BABY OR GOTTEN MARRIED: We value special moments in our employees' lives and, together with our Human Resources department and managers, we congratulate our employees who have had a baby by giving them gifts.

SUGGESTION SYSTEM AND REWARDS: We implemented a suggestion system on a digital platform, aiming to foster a culture of innovation within our organization, and rewarded suggestions from our employees. In 2023, we received **196 suggestions** through our suggestion system. This has been done as a result of the evaluations of our Suggestion System Board.

85 suggestions and 59 of our employees received awards.



ART COMPETITION - OCTOBER 29, 2023: To celebrate the 100th anniversary of our Republic, we organized an art competition for the children of our employees. We hosted our employees, their children, and their families at our factory premises and presented awards to the participating children.

EMPLOYEE ENGAGEMENT AND SATISFACTION

NEW YEAR'S CELEBRATION: In the last week of the year, we held a New Year's party where we reviewed the successful year of 2023 and discussed our expectations and goals for 2024.



COPA FOOTBALL TEAM: As the Copa Heating Systems Football Team, we successfully advanced to the quarter-finals of the 'NILSIAD NOSAB 15th Traditional Football Tournament', in which we participate every year, after passing our group stage matches.



WOMEN'S DAY: This year, on March 8th, International Working Women's Day, following a breakfast attended by our female employees and Board Members, a workshop on Facilitating Balance was given by Aylin Sabancı, where our female employees gained valuable information they can use in their lives.

SOCIAL CONTRIBUTION: OUR DONATION AND SOCIAL RESPONSIBILITY CAMPAIGNS

TURKISH RED CRESCENT BLOOD DONATION CAMPAIGN: In 2023, a blood donation campaign was organized at our COPA Factory in cooperation with the Turkish Red Crescent. A total of 36 employees participated in the donation campaign, giving hope to patients in need of blood.



ULUDAG UNIVERSITY TECHNICAL TRIP: To strengthen university-industry collaboration, a technical trip was organized for our university students in collaboration with the Uludag University Human Resources Community (ULINKA), contributing to their professional development.



LÖSEV AWARENESS WEEK: As in previous years, a stand was set up at our factory in 2023 as part of LÖSEV awareness week, and our employees donated to LÖSEV through the sale of LÖSEV products and items. Furthermore, products that were not sold at the stand were purchased by our company and given to our employees as New Year's gifts, increasing our total donation amount.

Gıda Toplama Kampanyası



BESLER
GROUP

Düzenlediği gıda toplama kampanyası ile
320 adet (275,48 kg) ürün bağışlayarak
Gıda Bankamıza destek verdi.



Çok teşekkür ederiz.
İyi ki varsınız!

www.bursagidabankasi.org

FOOD COLLECTION CAMPAIGN: In collaboration with Besler Group, to which we belong, and the Volunteer Movement, and with the support of our employees, we supported the Bursa Food Bank for World Sharing Day on November 29th.

SOCIAL CONTRIBUTION: OUR DONATION AND SOCIAL RESPONSIBILITY CAMPAIGNS

BESLER RUNNING TEAM | EKER RUN – 09.2023: Together with Besler Group, to which we belong. With the Kaçuv - Hopeful Cards Project, where our steps are transformed into donations by volunteer runners, including COPA employees, shopping cards were sent to families whose children are undergoing cancer treatment, primarily in provinces affected by the earthquake and throughout Türkiye. The aim was to support them in overcoming the socio-economic problems they face and to enable them to focus on the medical treatment process, providing them with access to hygiene and personal care products and healthy food necessary for patient care.

WORLD HAT DAY - ONKODAY COLLABORATION: Scarves and hats knitted by volunteers were purchased by our company and donated to children receiving treatment at the Pediatric Oncology Department of Uludag University.



SOCIAL CONTRIBUTION: OUR SPONSORSHIPS

SPX DAGYENICE ULTRA TRAIL 2023 RACE

As COPA, the main sponsor of the SPX Dağyenice Ultra Trail 2023, we thoroughly enjoyed running and moving alongside our participants, who created positive energy with every step. Most importantly, we made history with the historic 100K Mysia Course, specially designed for the 100th anniversary of our Republic. We are delighted to support sports and compete alongside our runners.



FRUTTI EXTRA IS THE JERSEY SPONSOR OF BURSASPOR.

Our support for sports continues to grow. In line with our goal of being one of the most important supporters of sports and athletes, COPA has become the jersey sponsor of Frutti Extra Bursaspor, one of the important representatives of Turkish basketball, for the 2022-2023 season. As a Bursa-based company that has valued supporting sports and athletes since its inception, we also carry the responsibility of serving the land where we grew, developed, and expanded globally.



APPENDICES



ADDITIONAL INDICATORS / SOCIAL INDICATORS

Number of Employees by Year	2022		2023	
	Woman	Man	Woman	Man
White collar	21	45	21	36
Blue Collar	0	243	0	205
Total	21	288	21	241
According to Education Level Total Power (Root)	2022	2023		
Number of primary schools	51	49		
High	186	150		
School Associate Degree	15	7		
University and above	57	56		
Group and Gender According to the administration Individuals in their organs Numbers	2022		2023	
	Kadın	Erkek	Kadın	Erkek
<30	5	80	7	50
31-50	13	201	10	179
>51	4	6	4	11
General Indicators	2022	2023		
Employee Turnover Rate (%)	51	49		
At the end of the trial period	186	150		
Permanent Employment Rate	15	7		
Female Worker Rate	57	56		

HR General Indicators	2022	2023
Employee Turnover Rate (%)	0,3	22,5
Conversion Rate to Permanent Staff at the End of Probation Period	%100	%76
Female Employee Ratio	%8	%9

ISG Performance	2022	2023
Accident Frequency Rate **	15,17	24,95
Accident Severity Rate ***	0,34	0,64

Accident Frequency Rate = (Total Number of Accidents) / (Working Hours) x 1,000,000

*** Accident Severity Rate = (Total Number of Missed Days) / (Working Hours) x 1,000

Training Hours	2022	2023
Total Training Hours	7343	4176
Çalsan Basna Düsen Training Hours	23	15
ISG Total Education Per Employee	2912	2302
ISG Training Hours	9,04	8,08

2023 Gender Distribution in Senior and Middle Management	%75
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2023 Percentage of Employees Covered by Collective Bargaining Agreement	ÜY	OY
Woman	3	5
Male	2	12

ADDITIONAL INDICATORS / ENVIRONMENTAL INDICATORS

Greenhouse Gas Emissions by Scope			
Ton CO2 e	2021	2022	2023
Scope 1	3044	2756	2205
Scope 2	7217	5333	3815
Scope 3	It hasn't been calculated yet.		

Energy Values		2021	2022	2023
Renewable Non Sources (Consumption)	Natural gas (m3)	1377932,512	1222764,608	883025
	Electricity (kWh)	16436938,5	12146676,9	8690563,064
Renewable Resources (Production)	Solar (kWe)	-	1301179	2339082,73

ADDITIONAL INDICATORS / ENVIRONMENTAL INDICATORS

GRI Standard	Notifications	Explanations	Page Numbers and Resources
GRAY 1 - KEY STATEMENTS 2021			
GRAY 2 - GENERAL STATEMENTS 2021			
Established and reporting practices	2-1 Board Details	About Copa Heating Systems	
	2-2 Board Reports Included in the Organization's Sustainability Reporting	About the Report	
	2-3 Reporting Period, Frequency and Contact Point	About the Report	
	2-4 Information revised based on previous reports	This is the first report of the Copa.	
	2-5 External Audit	No external audit was conducted.	
Faaliyetler ve çalıř	2-6 Activities, Value Chain and Other Relationships	Our Product and Service Groups	
	2-7 Employees	Our Social Approach	
Management	2-9 Structure and Composition of Management	Management - Corporate Governance	
	2-10 Nomination and Election of Candidates for the Highest Governing Bodies	Management - Corporate Governance	
	2-11 President of the highest governing body	Management - Corporate Governance	
	2-12 The Role of the Highest Governing Body in Overseeing the Management of Impacts	Management - Corporate Governance	
	2-13 Delegation of Responsibility Management for Managing Impacts	Management - Corporate Governance	
	2-14 The Role of the Highest Governing Body in Sustainability Reporting	Governance - Corporate Governance	
	2-15 Exhaust Roofing Materials	Meati , Fighting Corruption	
	2-16 Communication of Critical Concerns	Meati , Fighting Corruption	
	2-19 Compensation Policies	Diversity , Equality, Inclusion and Workers' Rights	
	2-22 Statement on the Sustainable Development Strategy	Our Sustainability Strategy	
	2-23 Policy Commitments	Our Sustainability Policy	
	2-24 Implementation of Policy Commitments	Our Environmental Approach	
		Our Human Resources Policy	
		Tuesday Safe and Secure	
	2-25 Processes for Correcting Adverse Effects	Risk and Opportunity Management, Auditing	
	2-26 Mechanisms for Seeking Advice and Expressing Concerns	Meati , Fighting Corruption	
	2-27 Compliance with Laws and Regulations	Meati , Fighting Corruption	
	2-28 Membership Associations	Corporate Memberships	
	2-29 Stakeholder Participation Approach	Our Partner Dialogue	
	2-30 Collective Bargaining Agreements	Additional indicator	
GRAY 3 - PRIORITY TOPICS 2021			
Statements Regarding Priority Issues	3-1 The Process of Identifying Priority Issues	Sustainability Prioritization Analysis	
	3-2 List of Priority Issues	Copa Sustainability Priorities	
	3-3 Managing Priority Issues	Alignment with the Sustainable Development Goals	

GRI Standard	Notifications	Explanations	Page Numbers and Resources
GRI 200 - ECONOMIC STANDARDS SERIES			
GRI 3: Priority Issues 2021	3-1 Identifying Priority Issues	Sustainability Prioritization Analysis	
	3-2 Listing Priority Issues	Our De er Katan Approach	
	3-3 Managing Priority Issues	Our De er Katan Approach	
GRI 201: Economic Performance 2016	201-1 Economic Value Produced and Distributed	Our De er Katan Approach	
GRAY 203 Indirect Economic Impact 2016	203-1 Infrastructure Investments and Supported Services	Research and development and innovation	
	203-2 Significant Indirect Economic Impacts	Risk and Opportunity Management	
GRI 204 Procurement Practices 2016	204-1 Percentage of Expenditures on Local Suppliers	Supply Chain	
GRI 205: Combating Corruption 2016	205-1 Operations assessed for risks related to corruption	Meati , Fighting Corruption	
	205-2 Communication and training on anti-corruption policies and procedures.	Meati , Fighting Corruption	
	205-3 Measures taken regarding corruption	Meati , Fighting Corruption	
GRI 300: ENVIRONMENTAL STANDARDS SERIES			
GRI 3: Priority Issues 2021	3-1 Identifying Priority Issues	Sustainability Prioritization Analysis	
	3-2 Listing Priority Issues	Our Environmental Approach	
	3-3 Managing Priority Issues	Our Environmental Approach	
GRI 302 Energy 2016	302-1 Energy consumption outside the facility	Emission and Energy Management	
	302-2 Energy consumption outside the facility	Emission and Energy Management	
	302-3 Energy intensity	Emission and Energy Management	
	302-4 Energy Consumption Reduction	Emission and Energy Management	
	302-5 Reduction of Energy Required in Products and Services	Emission and Energy Management	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Waste Management	
GRI 303 Water and Wastewater 2018	303-1 The Institution's Water Policy and Management Approach	Water Management	
	303-2 Management of water discharge-related impacts	Water Management	
	303-3 Water Use Based on Source - Water Withdrawal	Water Management	
	303-4 Wastewater	Water Management	
	303-5 Water consumption	Water Management	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) Greenhouse Gas Emissions	Emission and Energy Management	
	305-2 Indirect Energy (Scope 2) Greenhouse Gas Emissions	Emission and Energy Management	
	305-3 Other Indirect Greenhouse Gas (GHG) Emissions (Scope 3)	Emission and Energy Management	
	305-4 Greenhouse Gas Emissions Intensity	Emission and Energy Management	
	305-5 Reducing Greenhouse Gas Emissions	Emission and Energy Management	
	305-7 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx) and other major air emissions	Emissions and Energy Management	
	GRI 306 Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management
306-2 ement of significant waste impacts		Waste Management	
306-3 Wastes by Type and Disposal Method		Waste Management	
GRI 308: Suppliers' Environmental Responsibility Evaluation 2016	308-1 New suppliers monitored according to environmental criteria.	Supply Chain	
	308-2 Negative Environmental Impacts in the Supply Chain and Measures Taken	Supply Chain	

ADDITIONAL INDICATORS / ENVIRONMENTAL INDICATORS

GRI Standard	Notifications	Explanations	Page Numbers and Resources
GRI 400: SOCIAL STANDARDS SERIES			
GRI 3: Priority Issues 2021	3-1 The Process of Identifying Priority Issues	Our Social Approach	
	3-2 List of Priority Issues	Our Social Approach	
	3-3 Managing Priority Issues	Our Social Approach	
GRI 401: Employment 2016	401-1 New Personnel Recruitment and Personnel Turnover Rate	Diversity , E doglik, Inclusion and Work rights	
	401-2 Not Provided to Temporary or Part-Time Workers and Fringe Benefits Provided to Full-Time Employees	Diversity , E doglik, Inclusion and Work rights	
GRI 403: Health and Safety 2018	403-1 Health and Safety Management System	Health and Safety	
	403-2 Type of Injury and Accident Frequency Rates, Occupation Total Deaths Related to Illnesses, Missed Days and Absences	Health and Safety	
	403-3 Health Services	Health and Safety	
	403-4 Employee Participation, Consultation and Communication in Health and Safety	Health and Safety	
	403-5 Health and Safety Training for Workers	Health and Safety	
	403-6 Promotion of Worker Health	Health and Safety	
	403-7 Health and Safety Directly Related to Relationships Prevention and Mitigation of Effects	Health and Safety	
	403-9 Related Injuries	Health and Safety	
	403-10 Patient Cases Related to Diseases	Health and Safety	
	GRI 404: Education and Training 2016	404-1 Average Annual Training Hours Per Employee	Bush Development
404-2 Talent Management and Support for Employee Development Lifelong Learning Programs		Bush Development	
404-3 Regular Performance and Career Development Assessment Percentage of Field and Bush		Talent Management	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of Governing Bodies and Employees	Additional Indicators - Social Performance Indicators	
	405-2 Base Salary and the Ratio of Women's Wages to Men's Wages	Talent Management	
GRI 406: Preventing Discrimination 2016	406-1 Incidents of Discrimination and Regulatory Measures Taken	There have been no cases of discrimination.	
GRI 408: Children's freckles 2016	408-1 Child identified as having a significant risk of developing a childhood cancer. Activities, Suppliers, and Measures Taken	Our Social Approach	
	409-1 Cases of Forced or Compulsory Labor - Distinct Risk Assessment: Identified Activities, Suppliers, and Receivables Measures	Our Social Approach	
GRI 413: Local Community 2016	413-1 Local Community Participation, Impact Assessments and Development Percentage of Operations in Which Programs Were Implemented	Our Partner Dialogue Our Social Approach	
GRI 416: Customer Health Safe and Secure 2016	416-1 For the Purpose of Improving Health and Safety Effects Percentage of Distinct Product and Service Categories Evaluated	ISG assessments are carried out within the framework of legal obligations.	
	416-2 Health and Safety Effects of Products and Services Cases of Incompatibility	No irregularities were found during the reporting period.	
GRI 418: Customer Privacy 2016	418-1 Breach of customer confidentiality and loss of customer data. Customer experience related verified complaints.	Customer Experience	
R&D & Innovation			
GRI 3: Priority Issues 2021	3-3 Managing priority issues	R&D – innovation	
Digitalization			
GRI 3: Priority Issues 2021	3-3 Managing priority issues	Digitalization	
Social Investments			
GRI 3: Priority Issues 2021	3-3 Managing priority issues	Social Activities	

IMPRINT / PUBLISHING INFORMATION

For more detailed information on the Copa Heating Systems Sustainability Report, and for your comments and suggestions:

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