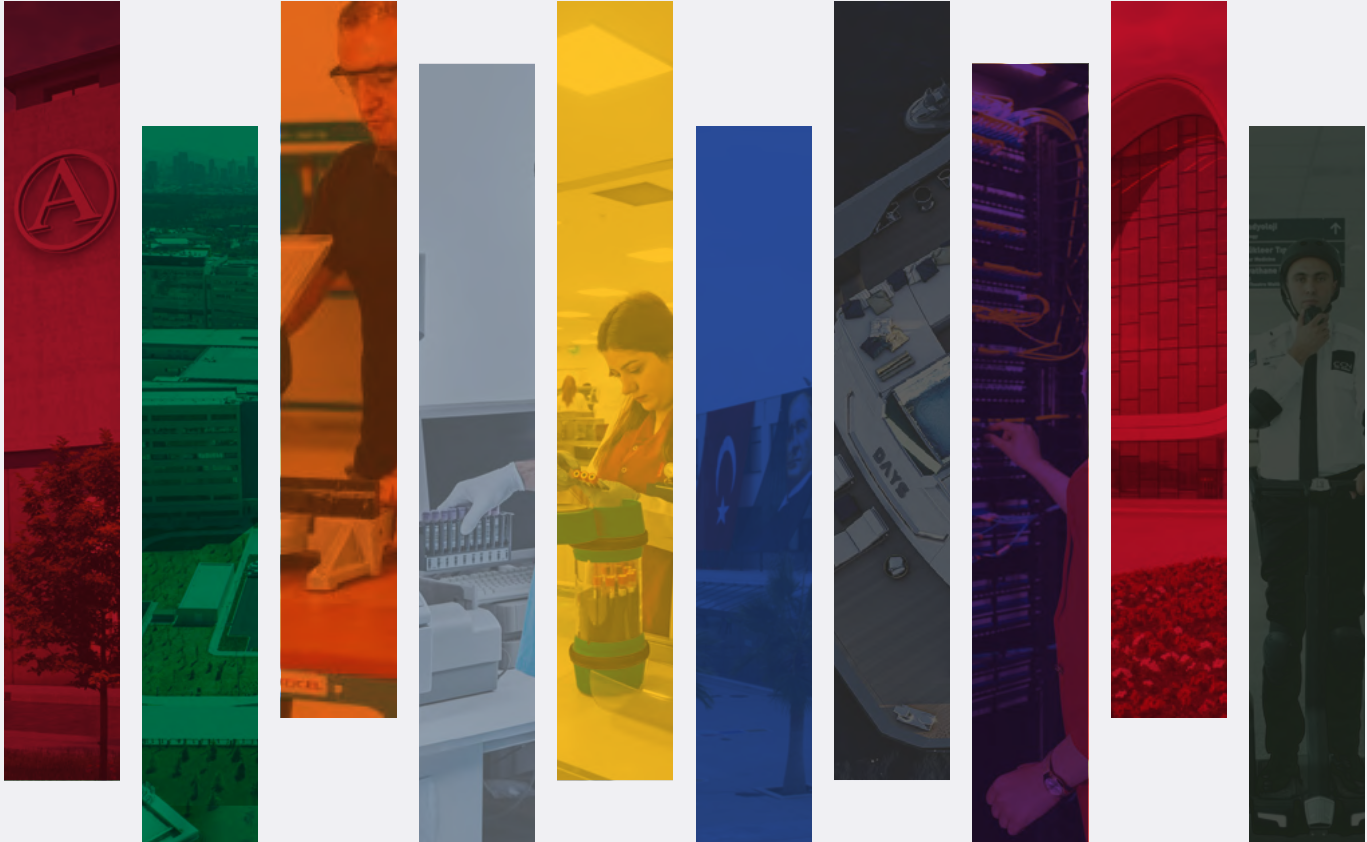


CCN GROUP SUSTAINABILITY REPORT 2021



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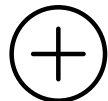
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ABOUT THE REPORT

We are pleased to present to you our management strategy adopted in the management of the social, economic and environmental impacts of our activities, our sustainability priorities and the performance results we have achieved for these priorities, as well as our prominent projects and targets, together with our very first sustainability report.

This report was prepared in compliance with the GRI Standards: 'Core' option. The priority issues that form the basis of the report content were obtained as a result of the processes carried out in accordance with the reporting principles. The scope of the report consists of the activities carried out between January 1st and December 31st, 2021. Environmental data that is included in the report covers Ankara and Mersin City Hospitals, whereas social data covers all CCN Group companies. In addition, the data of IC Foundation, Ağrı İbrahim Çeçen University and İzmir Ted College were used in the section for the contribution to social development. Some prominent statements - except for the numerical data - include data for 2022, as this is the first sustainability report to be published.

During the planning, construction and operation of Ankara and Mersin City Hospitals, the quality, occupational health and safety, environmental and social effects of the projects were audited by Mott MacDonald Consultancy Firm. The relevant information included in the report coincides with the data of Mott MacDonald.

You can access our report on the sustainability tab of our corporate website. Please send us all your opinions and suggestions regarding our sustainability activities and reporting studies via surdurulebilirlik@ccngroup.com.tr.



MESSAGE FROM THE CHAIRPERSON OF THE BOARD

Distinguished stakeholders,

We are pleased to present to you our first sustainability report which includes our sustainability studies and performance in this regard. As a multi-dimensional company operating in the global arena with a pioneering and leading mission and our innovation and technology management, we aim to carry our sustainability efforts to higher levels to be shown as good examples in global media, just like our activities.

Sustainability has become one of the most important elements of competition today. With this acknowledgment, we, as CCN Group, take into account the sustainability indicators while making our plans for the future and determining our risks and opportunities. We know that our experience and knowledge will position CCN Group among the leading companies in the sustainability field, as well.

We are aware that creating sustainable value is possible with our stakeholders. For this reason, the way to increase the added value we create is through active stakeholder participation. Our primary goals include but not limited to increasing the value we create with the contribution of all our stakeholders in our value chain, especially our employees, extending our understanding of “Environment and Human First” in our value chain, as well as contributing to the Sustainable Development Goals.

I would like to express my gratitude to all our stakeholders, especially our employees, for the value they add to the CCN GROUP. They are the greatest supporters and creators of the performance we have achieved.

Kind regards,



Murat Çeçen
Chairperson of the Board

“
Extending our understanding of “Environment and Human First” in our value chain, contributing to the Sustainable Development Goals is among our greatest goals.
”

MESSAGE FROM THE BOARD MEMBER

Distinguished stakeholders,

As CCN Group, sustainability is one of the determinants of the way we do business. We aim to increase the added value we create by taking into account social, environmental and governance factors in all projects and business processes that we have implemented and are continuing to implement. With this first report, I am pleased to share with you, our esteemed stakeholders, our sustainability performance, which has a very important place in our vision for the future.

Our sustainability understanding is an important guide when we implement the projects of the future today. We actively observe the contribution of sustainability to our competitive position. We closely follow national and international developments, and increase our competence by incorporating elements that can improve us in the field of sustainability. We are working to implement pioneering practices on social and environmental issues so that this awareness can become widespread in our value chain as well.

In order to internalize sustainability, we will continue to implement practices that will further increase the sustainability awareness of CCN Group employees in the coming periods. In this direction, we have determined our sustainability goals and related projects. We aim to increase our contribution to these goals by evaluating them in terms of their contributions to the United Nations Sustainable Development Goals.

I would like to thank all our stakeholders who have not left us alone in our sustainability journey and contributed to us by increasing the value we create.

Kind regards,



Mehmet Ali Bayar
Member of the Board

“
Our understanding of sustainability is an important guide when we implement the projects of the future today.
”

ABOUT CCN GROUP

Since its establishment, CCN Group has been serving with the aim of lifting up our country to higher positions to compete with the world in all the fields it represents, with its innovative and inspiring projects. The CCN Group, which is committed to ethical values, aware of its social responsibility, and aims to provide reliable and quality service in all fields of activity, provides services with the same quality in the fields of construction, health, service, education and technology. Adopting the principle of “Human and Environment First”, CCN Group acts with the goal of being a pioneering company that creates and sustains the health, education and service environments of the future at world standards, and breaks new ground with a sense of social responsibility.

Since its establishment in 2007, CCN has become a multi-dimensional organization operating in the global arena with its pioneering and leading mission along with innovation and technology management in the fields of construction, health, service and education.

Our Values



Performance



Respect to Human



Team Work



Innovation



Lead



Power



Development



Our Strategic Goals

To become one of the leading health, investment, construction and facility management companies in Turkey and the world



MILESTONES

2007

- ◆ We were established on March 19, 2007 in Dubai, United Arab Emirates.
- ◆ Our Baku State Beach Houses Project was launched.
- ◆ Our Baku Heydar Aliyev Center Project, designed by world famous architect Zaha Hadid, was launched.



2008

- ◆ Our Baku Flame Towers Project, designed by the world-renowned prestigious architectural firm HOK, was launched.



2011

- ◆ We received the Design Award by Wallpaper magazine with our Baku Heydar Aliyev Center Project.



2012

- ◆ Within a very short time of our establishment, we started to take our place in the International Contractors List of ENR Magazine.



2013

- ◆ We officially opened our Baku Heydar Aliyev Center, the cultural center of Azerbaijan.
- ◆ Our Baku Flame Towers Project won the "Best Hotel and Tourism Complex" award by MIPIM.



2014

- ◆ Symbol of Baku, Our Baku Flame Towers project was completed.
- ◆ Our Mersin Integrated Health Campus Project won the Best PPP Contract (CEE) award in the Project Finance category by EMEA Finance.



MILESTONES

2015

- ◆ The largest financial closing in the health campus projects, which were tendered with the Public-Private Partnership model in Turkey, took place with the Participation of seven banks.
- ◆ Our Bilkent Integrated Health Campus Project was awarded the Contract of the Year-Turkey by PFI, and the Best Social Development Contract (CEE) and Best Healthcare Service Contract (EMEA) by EMEA Finance in the Project Finance category.
- ◆ We received the Infrastructure Finance Contract of the Year award by Bonds, Loans & Sukuk.



2016

- ◆ Our Bilkent Integrated Health Campus Project won the "Silver Award" in the Best Healthcare Project category by the Partnerships Awards.
- ◆ Our Bilkent Integrated Healthcare Campus Project was selected as the "Health Service Contract of the Year" in the Project Finance Contracts of the Year category by the World Finance Awards.



2017

- ◆ Mersin City Hospital, which was built with Turkey's first Public-Private Partnership Model, was completed and started to serve.
- ◆ Our project received an award in the category of "The best RFID application in health services in 2017" with the "RFID-based inventory management and location tracking system" application we carried out in Mersin City Hospital.
- ◆ The Service Building of the Ministry of Health was completed and put into service as part of the scope of the Ankara City Hospital Project.



2018

- ◆ Preparations for the opening and operation phase of the Ankara City Hospital was launched.



2019

- ◆ Ankara City Hospital was opened and began to serve the patients.



2020

- ◆ Ankara City Hospital started to serve at full capacity.



OUR SOLUTIONS

As CCN Group business processes are managed by establishing a technological communication network between all technical and operational units, from cleaning, security, food, information / reception, administrative office and support, disinfection, environmental maintenance / landscaping, parking and waste management services to facility operation and technical maintenance and repair.

With integrated facility management, sub-units of companies or institutions are gathered under one roof.

As an Integrated Facility Service Provider, CCN is responsible for all supporting service functions. The Integrated Facility Service Provider manages all service deliveries, management, training, operational management, integration and innovation, and provides strategic support to the client organization. In this way, we reduce the burden of our customers on issues outside of their business areas.

CCN Group evaluates the environmental, social and cultural impacts of the planning, construction and operation activities it carries out within the scope of integrated facility management, taking into account international standards.

Advantages We Provide

- ◆ Needs for integrated facility services are met with a timely and quality service approach.
- ◆ We follow innovative solutions and international standards for services and provide services accordingly.
- ◆ Resource optimization is created with continuous system improvements.
- ◆ From the contract stage to the end of the service period, we establish a continuous relationship with the customers.
- ◆ We work to understand the demands of the customers and offer the most appropriate solution.
- ◆ We always aim the best and go beyond the expectations of the customers.
- ◆ With the communication and coordination to be established between each unit, we carry out information exchange and service follow-up at the highest level.
- ◆ With our expert and experienced management staff, the needed support is provided on time, with complete and appropriate equipment.
- ◆ With the facility-specific management plan, we provide uninterrupted service.
- ◆ By having the advantage of one-stop control, we establish a comfortable management system for our customers.
- ◆ We ensure efficiency in time, personnel and facility management.



OUR COMPANIES

CCN Hospital

CCN Hastane Hizmetleri ve İşletme A.Ş. is a management company that operates as a strong solution partner for its customers with its competence in key areas, by handling production, maintenance and business in a holistic way.

CCN Hospital carries its deep-rooted corporate past to the future with a new structure with the aim of assisting its construction, health, education and service affiliates in the solution of their financial, administrative, commercial and technical problems in an integrated way and providing consultancy on issues such as developing service solutions, project design, business development, auditing and financial organization.

CCN Construction

CCN Construction, which carries out project management activities consisting of design, procurement and construction in prestigious and large-scale superstructure projects, especially in the existing projects of the CCN Group, specializes in the design and construction of complex health campuses. CCN Construction started its international experience with world-class construction in 2006, in Baku, Azerbaijan, and now it carries its international experience to Turkey's largest health campuses, hotels and schools, while continuing its activities in different fields.

CCN Health

As the leading service provider of integrated health campuses established with the Public-Private Partnership model, CCN Health continues its activities as a solution provider for the communication of the companies it serves with the administration and financiers.

Having an active role in the construction of the City Hospitals in Mersin and Ankara Bilkent, which are the first Public-Private Partnership projects, CCN Health has completed health campuses on a total area of 907,000 m², and serves to in and out-patients in a closed area of 1,690,000 m², with its 16,500,000 polyclinics and 5520 beds.

CCN Service

CCN Service provides quality and safety service in compliance with international standards in business processes with its experienced expert staff.

- ◆ Catering Services
- ◆ Cleaning Services

- ◆ Laundry Services
- ◆ Parking Services
- ◆ Disinfection Services
- ◆ Waste Management Services
- ◆ Guidance, Reception and Transport Services

CCN Security

By using effective security technologies and systems specific to the physical, risk and needs of the institutions, organizations and businesses that we are solution partners with, we provide an integrated security concept, effective and quality security service with trained personnel. In the meantime, we provide security personnel with general and project-specific trainings.

CCN Technical

- ◆ Building and Land Services,
- ◆ Exceptional Maintenance and Repair Services,
- ◆ Common Services,
- ◆ Ground and Garden Maintenance Services,
- ◆ Biomedical Services,
- ◆ Furnishing Services

CCN Technical's power in the electrical-mechanical contracting and technical operation and maintenance services comes from its experience in different projects in an area of more than 2 million m², qualifies personnel and management staff, continuous calibration studies, business and budget planning expertise, continuous training, ability to analyze from corporate software with its inventory management capabilities and business models created for special scope and needs.

OUR COMPANIES

CCN Clinic

CCN Clinic carries out medical equipment planning, investment and operation activities in imaging, laboratory and sterilization services in state-of-the-art health campuses.

In this context, 13,000 shots per day in our imaging centers, 280,000 examinations per day in our radiotherapy laboratories for 660 patients, 1,000 surgical sets per day in sterilization units and disinfection services in 1,000 areas are provided.

Dias Technology

DIAS Technology produces software and system integration solutions with its experienced expert staff, focusing on digital transformation, continuous development and customization for technological needs in dynamic sectors such as construction, health, education and service.

- ◆ Within the scope of Hospital Information Management System Services, 50,000 technological active devices and software are provided 24/7 uninterrupted service.
- ◆ Our ISO 27001 Information Security Management System, ISO 15504 SPICE Level 2 certification processes are still in progress.

CCN Education

CCN Education Group has started to operate in the education sector since 2013 within the CCN Group. As a result of its cooperation with the Turkish Education Association, one of the most distinguished organizations in Turkey, it has been successfully operating Ted Izmir College starting from the 2014-2015 academic year and Ted Kocaeli College starting from the 2015-2016 academic year under the umbrella of the Turkish Education Association.

ICE YATCH

In 2015, CCN Group took the first step in the sector to become one of Turkey's leading yacht building and operating companies; started to promote and produce in the world market.

ICE Yachts, which stands out with its quality craftsmanship, superior equipment features and qualified production capacity, focuses on creating yachts with extraordinary performance and design.

The construction of the superyacht ICE 68 MY/DAY's, which is currently the first model of the ICE model range, continues in the Kocaeli Free Zone.

In addition, the concept design studies of the 55 m and 75 m superyachts of the ICE model have also been completed.



WE PUT INTO PRACTICE THE HEALTH INSTITUTIONS OF THE FUTURE!



MESSAGE FROM THE COO

Distinguished stakeholders,

Our primary goal is to implement the Health Projects of the Future and to develop these projects to ensure that individuals can access high quality health services, which is the most fundamental right, in the easiest and safest way.

We prioritize sustainability in all our value-added health projects that we develop for our stakeholders.

We will implement our sustainability targets that we prioritized in line with the United Nations Sustainable Development Goals, and implement them as business models, and we will rapidly put into practice the innovations that support our operational strength.

We can manage change and technology well, and adapt our management systems to change quickly.

In this regard, we try to provide an enabling working environment for our labor force, physical facilities, medical devices, other equipment, and meet their needs.

In Mersin and Ankara City Hospital, which we have constructed and then provides service, security, technical, information management and clinical services, we are working with all our strength to ensure that all our employees and patients and their relatives will receive the best services in the treatment processes, starting from the first step at the hospital campus, to the discharge of the patient.

In the COVID-19 pandemic, our teams and solution partners carried out service deliveries with great motivation.

Sincerely yours,



A. Vahap Doğan
Chief Operations
Officer / COO

I would like to thank all our stakeholders for their trust and support, who have made our achievements possible.

WE PUT INTO PRACTICE THE HEALTH INSTITUTIONS OF THE FUTURE!

Public Private Partnership is an investment-oriented model in which the goods and services needed by the public are provided on a contractual basis, with a method where risks are shared between the state and private sector, on a fast schedule.



WE PUT INTO PRACTICE THE HEALTH INSTITUTIONS OF THE FUTURE!

Highlights in Numbers

Mersin City Hospital

1,380
Beds

20,000
Daily Visitors

10,000
Daily Patients

280
Out-patient
Room

55
Operation
Room

280
Intensive Care
Unit

800
In-patient
Room

3,500
Medical and
Administrative
Employee

2,000
Support
Employee

Ankara City Hospital

4,040
Beds

100,000
Daily Visitors

30,000
Daily Patients

904
Out-patient
Room

131
Operation
Room

1,000
Intensive Care
Unit

2
Heliport

12,000
Medical and
Administrative
Employee

5,000
Support
Employee



We have made a fixed investment of over 2.8 billion TL with Ankara and Mersin City Hospitals.

WE PUT INTO PRACTICE THE HEALTH INSTITUTIONS OF THE FUTURE!

City Hospitals, which were initiated by the Ministry of Health for the renewal and modernization of health institutions within the scope of the Health Transformation Project, have been put into service since 2017. With the Health Transformation Project, new and modern service buildings were planned to be built, taking into account the changing demands and tendencies in health service delivery and education throughout the country and the world.

Based on this need, more modern and effective health institutions were established in Turkey with the practices of Public Private Partnership (PPP) for the development and dissemination of medical education, research and medical service provision.

City Hospitals built with PPP were built with up-to-date hospital architecture designs and smart building technology, and some old hospitals of the Ministry of Health were moved to different locations and their bed capacity was increased.

Thus, an increase in the number of qualified beds has been achieved, and high success has been achieved in patient diagnosis and

treatment in hospitals with the latest technology medical devices.

As CCN Group, we take part in the planning, construction and operation phases of Ankara and Mersin City Hospital projects, taking into account the environmental, social and cultural effects, in compliance with the World Health Criteria and national standards.

Our hospitals have been made with an ergonomics planning focused on personnel, patient and environmental protection, and we ensured that the personnel and the patient access the diagnosis and treatment areas as soon as possible. Safety, hygiene and privacy are prioritized at all stages. Personnel planning and personnel numbers are determined after considering the security and privacy of all our patients. The importance of these projects became more visible during pandemic, as the patient treatment processes showed great success.

Building and land services, extra care, shared services, textiles, furniture and furnishings, ground and garden maintenance and other medical equipments (biomedical) support services of Ankara City Hospital and Mersin City

Hospital, the largest Public Private Partnership (PPP) project in the field of health in Turkey and the world's largest hospital that was built at once, are provided by our CCN Technical company. Landscape area, directional signs, lighting, ventilation, elevator, uninterrupted energy, validation, heating, cooling, positive and negative pressure intensive care and insulated patient rooms, energy efficiency planning services within the scope of CCN Technical can set an example for all health institutions.

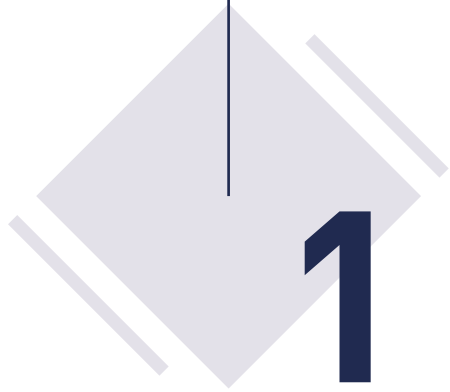
Cleaning, disinfection, waste, security, parking, laundry, food, patient orientation and accompanying, reception, transportation services are provided by our CCN Service and CCN Security companies.

Laboratory, imaging (radiology, nuclear, radiation oncology), sterilization and disinfection services, which form the basis of hospital services, are provided by our CCN Clinic company.

In addition to all these, Hospital Information Management Systems (HIMS), which is within the scope of Clinical Services and forms the backbone of hospital services, is provided by our DIAS Technology company.



CORPORATE GOVERNANCE



- ORGANIZATION CHART**
- ETHICS MANAGEMENT**
- RISK MANAGEMENT**
- INTERNAL CONTROL AND AUDIT**
- SUSTAINABILITY MANAGEMENT**
- OUR SUSTAINABILITY PRIORITIES**
- OUR SUSTAINABILITY GOALS**
- STAKEHOLDER ENGAGEMENT**

CORPORATE GOVERNANCE



We ensure the sustainability of our operations with our strong corporate governance practices. While we manage our activities, which we carry out in line with the guidance of our corporate values and ethical principles and within the framework of legal requirements, we strive to continuously increase the value we create for our stakeholders. In this direction, we strive to keep the service quality we offer at the highest levels in all sectors in which we operate, by supporting our experience in an integrated manner with national and international standards.

The Board of Directors is the highest governing body of our corporate governance practices. The duties of the Chairperson of the Board of Directors and the General Manager are fulfilled by different individuals. In order to ensure professional management, independent members who do not have the shares are appointed to the Board of Directors, and this structure carries out its activities through the Boards and Committees. Financial statements are prepared in accordance with International Independent Auditing Standards (IAS) and their compliance is monitored by the internal audit unit. The Board of Directors is also the highest governing body in the management of sustainability issues. In this context, the Board:

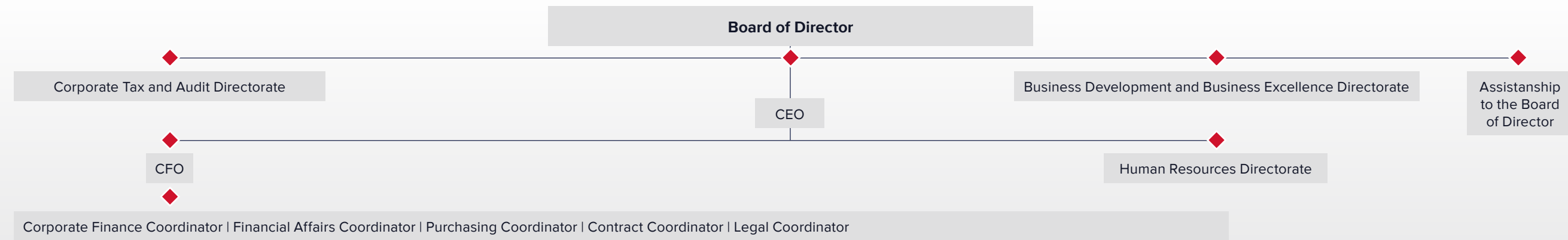
- ◆ Determines the sustainability policy and strategy.
- ◆ Shares the projects and sustainable products that are formed, completed and implemented, with the internal and external communication units under this roof.
- ◆ Plans and manages corporate social responsibility projects for priority areas.



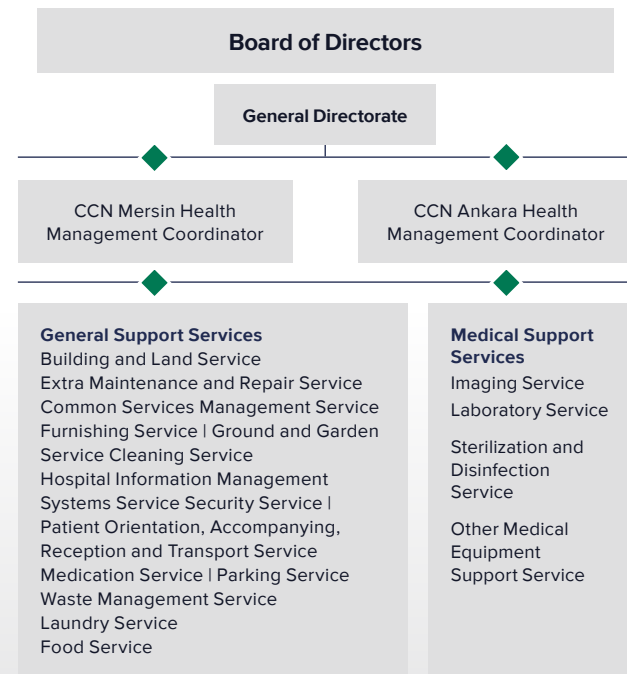
For more detailed information about our Board of Directors please visit
<https://www.ccngroup.com.tr/en/board-of-directors/>



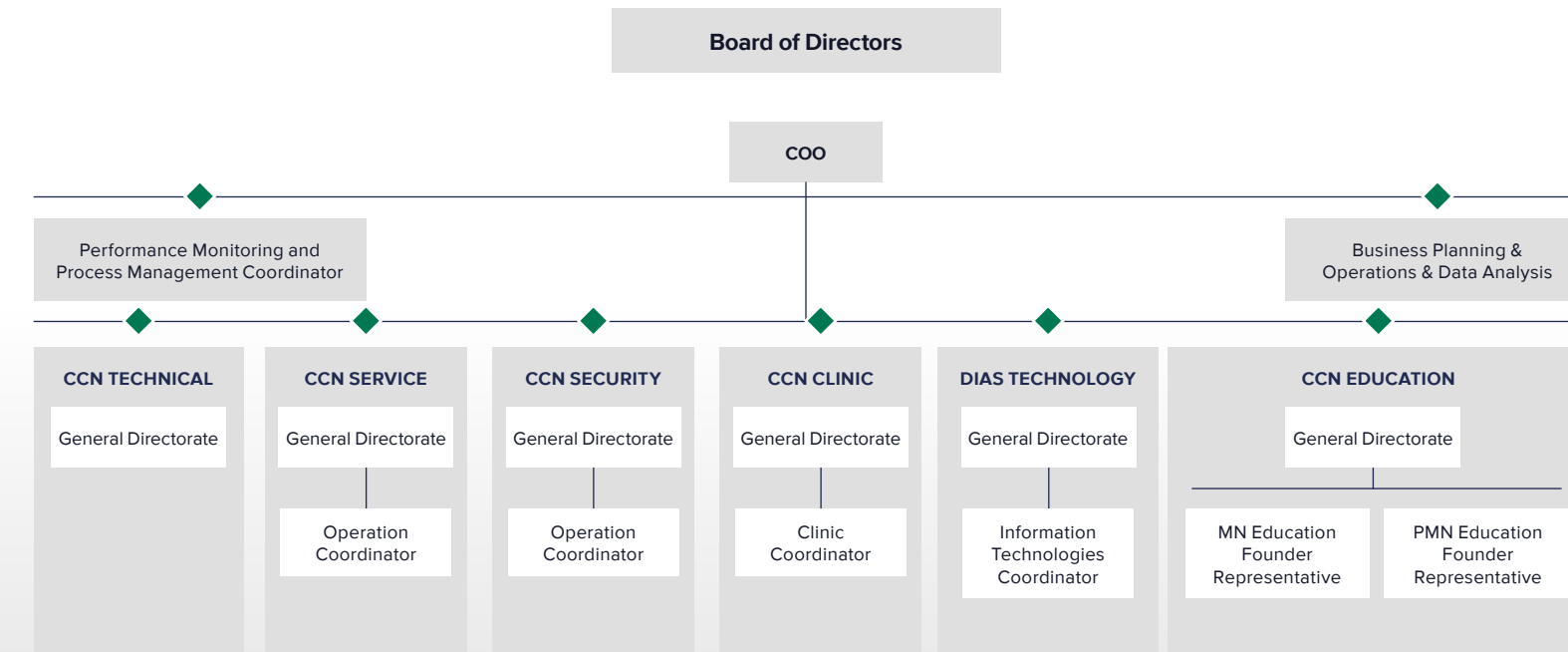
CCN HASTANE HİZMETLERİ VE İŞLETME A.Ş.



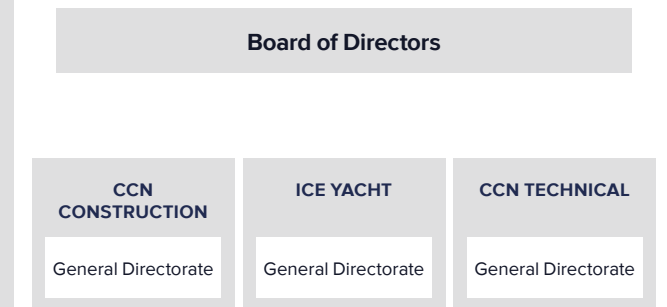
HEALTH GROUP



OPERATION GROUP



CONSTRUCTION GROUP




CORPORATE GOVERNANCE

Ethics Management

As CCN Group, we are aware that maintaining our operations in accordance with our principles, values, laws and regulations ensures the sustainability of our operations. In this respect, our Ethical Principles and Policies create a common framework on how to apply the values and rules that form the basis of individual and social relations, taking into account the surrounding society and all stakeholders with whom we interact, and determine our way of doing business.

Our Ethical Principles and Policies apply to our “employees” at all levels, namely our Board of Directors, Senior Management and all other employees. We expect our business partners, including our customers, suppliers and other key stakeholders, to comply with our Ethical Principles and Policies. We aim to work with business partners who share our values and codes of conduct.



Click [here](#) to access our CCN Group Ethical Principles and Policies Guide.

The most authoritative body on ethics in our group is our Ethics Committee, which is affiliated to the Board of Directors.

We encourage all our stakeholders to contact our Ethics Committee if they have questions or concerns regarding our Ethical Principles and Policies. The ethics hotline created for this purpose is actively open to relevant stakeholders via etik@ccngroup.com.tr

Risk Management

Based on their potential impacts, there are various risks and opportunities in achieving our goals. In determining these risks and opportunities, we make projections for these risks and opportunities with our effective internal control system and internal audit practices, prevent the relevant risks without being exposed, and take measures to mitigate the identified risks. In this context, we actively evaluate the external environment risks that will affect the financial, operational, strategic and reputation of our Group. Within the scope of our corporate governance practices, we aim to establish a committee under our Board of Directors for the pre-management of risk.

The risks and opportunities that we evaluate within this structure also include social and environmental risks and opportunities. In the internal audit and control activities we implement, we evaluate the relevant risks by taking into account their probabilities and impact levels.

The risks and opportunities regarding the priority issues we have identified within the scope of our sustainability management studies are periodically reviewed by our working group and the findings are reported directly to the Board of Directors.

Internal Control and Audit

Internal Control and Audit includes the control activities we carry out to ensure the operational efficiency of internal control processes, to support efficiency, to protect corporate assets, and to increase compliance with internal and external regulations. Within the scope of internal control processes in CCN Group, authorization approval mechanisms are defined on the system in the relevant processes and implemented by the relevant units and persons. As part of the relevant processes, the following actions are carried out: operational process design and testing, revision if necessary, performance

monitoring-measurement-evaluation and reporting, process inspections and operational process definitions, non-conformity and corrective action follow-up, risk and opportunity determining activities, quality management systems conformity inspection, evaluation and reporting.

Our internal audit practices, on the other hand, cover the actions we take to measure, evaluate and improve the effectiveness of our organization’s risk management, control and governance processes.

Sustainability Management

The CCN Group Sustainability Committee was established to determine the sustainability strategy in the main areas of economic, social and governance, to execute, monitor, audit, review, improve and develop policies, goals and practices in the field of sustainability, and to report to the Board of Directors. The representation of the works carried out and the targets set within the scope of the Sustainability Committee in the Board of Directors - the highest governance body of the CCN Group- makes it much more efficient as the relevant agenda is constantly overseen by the Board of Directors.

In order to ensure that

“
CCN Group Sustainability Material Issues were determined by evaluating material issues together with a well-attended group of stakeholders.
”

sustainability is integrated into company strategies at the highest level, the Committee periodically reports to the Board of Directors on the work done in the field of sustainability and ensures the development of sustainability strategies.

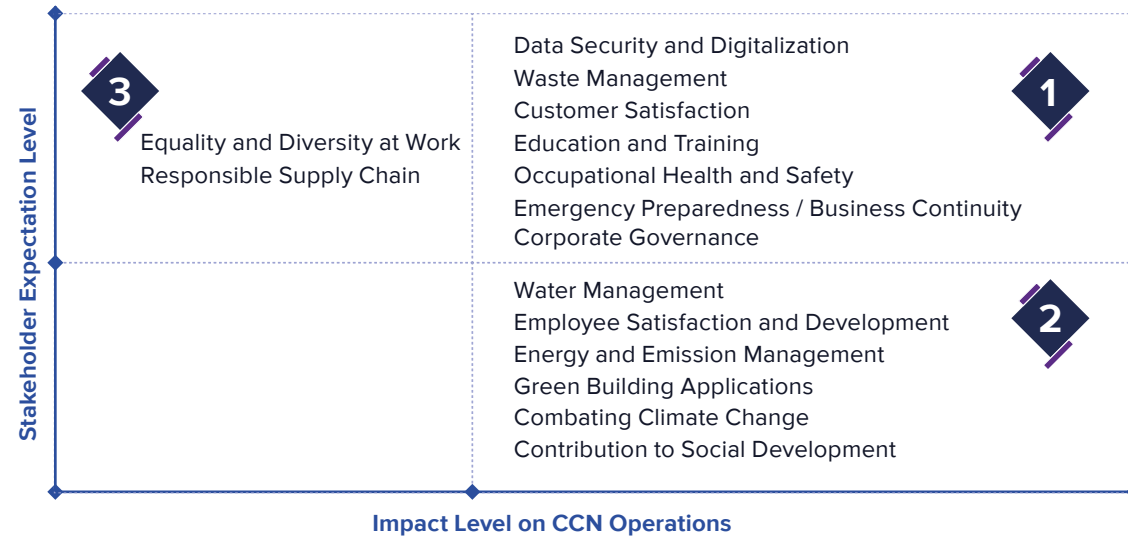
It encourages the dissemination of the sustainability strategy to all business units within the company as a business model. The committee’s duties include determining the long-term sustainability strategy of the company, representing the company in local and international organizations, carrying out projects with the units within the company, and ensuring the continuity of the successful performance in the sustainability indexes in accordance

with current legislation. The Committee consists of four main working groups: Environment and Energy Working Group, Governance Working Group, Social Working Group and Sustainability Reporting Group. Our working groups started their activities in order to create a sustainability strategy for the future and to determine the targets within this scope.

In the reporting period, within the scope of the material issue determination study carried out under the leadership of the Sustainability Committee, sectoral and general sustainability issues were determined, and CCN Group Sustainability Material issues were determined by evaluating these priority issues with a well-attended group consisting of internal and external stakeholders. A total of 471 people participated in the stakeholder participation surveys carried out to determine these issues. According to the results of this study, which was shaped in line with the answers provided by the participants consisting of the Ministry of Health, Subcontractors, Suppliers, Consultants, Banks, NGOs, Municipalities, Employees, IC Holding Companies, Universities, İşkur and Business Partners, our material issues are as follows:

CORPORATE GOVERNANCE

Sustainability Material Issues



As CCN Group, we are committed to contributing to the Sustainable Development Goals (SDGs). In this context, the SDGs we contribute to within the scope of the issues we determined as a result of the materiality study are as follows:

PRIORITIZED ISSUE	SDG	PRIORITIZED ISSUE	SDG
Data Security /Digitalization	8 DECENT WORK AND ECONOMIC GROWTH	Employee Satisfaction and Development	4 NİTELİKLİ EĞİTİM
Waste Management	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Energy and Emission Management	7 AFFORDABLE AND CLEAN ENERGY, 13 CLIMATE ACTION
Customer Satisfaction	11 SUSTAINABLE CITIES AND COMMUNITIES	Green Building Applications	7 AFFORDABLE AND CLEAN ENERGY, 13 CLIMATE ACTION
Education and Training	4 NİTELİKLİ EĞİTİM	Combating Climate Change	13 CLIMATE ACTION
Occupational Health and Safety	8 DECENT WORK AND ECONOMIC GROWTH	Contribution to Social Development	4 NİTELİKLİ EĞİTİM
Emergency Preparedness / Business Continuity	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Equality and Diversity at Work	5 GENDER EQUALITY
Corporate Governance	12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 17 PARTNERSHIPS FOR THE GOALS	Responsible Supply Chain	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Water Management	6 CLEAN WATER AND SANITATION		



[Click here](#) to access the CCN Group Sustainability Policy.

CORPORATE GOVERNANCE

We have set a number of sustainability targets for 2022 as a start within the scope of our Sustainability Management practices in order to monitor the performance regarding our material issues. Our aim in the upcoming reporting period is to differentiate these targets by evaluating them in a way that covers the medium and long-term.

Environmental Targets

SUSTAINABILITY GOALS	SHORT-TERM (1 YEAR)	MEDIUM-TERM (1-5 YEARS)	LONG-TERM (5-10 YEARS)
Reducing overall energy consumption for Ankara and Mersin City Hospitals	10%	15%	20%
Collecting the data of our current projects, researching the advantages of SES (Solar Energy Systems) and increasing the capacity			✓
Establishment of energy management system for Ankara City Hospital.		✓	
Ensuring energy savings by replacing existing lighting fixtures with LED fixtures in Mersin and Ankara hospitals.			✓
Researching applicable projects for Ted College within the scope of Eco School and renewable energy.	✓		
Reducing energy consumption with activities aimed at increasing personnel awareness.	✓		
Planting trees as part of carbon offset studies (pieces/year)	15,000	20,000	15,000
Developing projects to reduce greenhouse gas emissions (project/year)	3	5	10
Developing projects to reduce water consumption (project/year)	2	4	6
Investigation of storage and solar systems on water use and capacity increase of existing systems		✓	
Researching the treatment system for water use and determining the capacity increase methodology of the existing systems.	✓		
Implementation of rainwater harvesting project			✓

Social Targets

SUSTAINABILITY GOALS	SHORT-TERM (1 YEAR)	MEDIUM-TERM (1-5 YEARS)	LONG-TERM (5-10 YEARS)
Reaching the short-medium-long-terms targets by increasing the number of our female employees.	47%	50%	50%
Developing a social responsibility project on Gender Equality together with the IC Foundation		✓	
Increasing the satisfaction rates of hospital visitors in parking-food-cleaning services, etc., within the scope of the vision of the Health Institutions of the Future	92%	94%	95%
Reducing the accident severity rate calculated for workforce loss (Number of lost days per 1000 working days)	0.75	0.70	0.65
Providing basic sustainability training to all our employees.		✓	
Determination of sustainability certificates to be obtained.		✓	
Establishment of CCN Academy	✓		
Implement responsible purchasing practices		✓	
Number of supplier visits (visits / year)	25	150	175
Adding clauses to our Ethical Principles to purchase contracts (% contract)	50%	75%	100%

Corporate Governance Targets

SUSTAINABILITY GOALS	SHORT-TERM (1 YEAR)	MEDIUM-TERM (1-5 YEARS)	LONG-TERM (5-10 YEARS)
Implementation of projects within the scope of compliance with CMB Corporate Governance Principles (number of projects)	1	3	5
Establishment of committees in Corporate Governance legislation		✓	
Establishment of ethics and compliance department		✓	
Providing necessary information to employees in order to ensure compliance with the Ethical Principles.	✓		
Establishment of the Sustainability Department.		✓	

CORPORATE GOVERNANCE



Stakeholder Engagement

The opinions of our stakeholders are an important feedback tool that we actively use to improve our sustainability performance. Our aim is to use this structure actively to improve our performance. In this context, we are conducting dialogue studies with different stakeholder groups. Our goal is to both collect feedback and mutually strengthen our relations with our stakeholders. Our stakeholder groups that have an impact on our operations and have the potential to be directly affected by our operations, and our main stakeholders with whom we communicate with these groups, are the Ministry of Health, Public Institutions, Customers, Employees, Suppliers, Our Collaborations and the Society. We actively collect feedback on our performance from the relevant responsible departments throughout the year by regularly meeting with our stakeholders through the communication channels whose frequency and communication method we determine according to the needs of the stakeholder groups, and remedial measures are taken by evaluating the findings.

We determined the main stakeholders of our projects with the practices carried out within the scope of the “Stakeholder Engagement Plans” that started during the construction phase of Ankara and Mersin City Hospitals, and conducted meetings and interviews to determine the effects of the projects on these stakeholder groups. In order to reduce these effects, we have determined projections and established feedback mechanisms to collect opinions, complaints and suggestions from relevant stakeholders with the implementation of the projects.

CORPORATE GOVERNANCE

STAKEHOLDERS	ENGAGEMENT METHOD	FREQUENCY	COMMUNICATION GOAL
Settlements and institutions within the Activity Region	<ul style="list-style-type: none"> Project Visits Meetings 	<ul style="list-style-type: none"> When needed 	<ul style="list-style-type: none"> To determine the impact on residential areas, To determine the actions to be taken
Local and national government agencies	<ul style="list-style-type: none"> Visits by institutions to the work area Meetings Official Correspondence 	<ul style="list-style-type: none"> Monthly (or when needed) 	<ul style="list-style-type: none"> To determine the actions to be taken by interacting with government institutions
Ministry of Health	<ul style="list-style-type: none"> Meetings Official Correspondence 	<ul style="list-style-type: none"> Monthly (or when needed) 	<ul style="list-style-type: none"> To determine the actions to be taken by interacting
Customers	<ul style="list-style-type: none"> Project website, social media accounts, satisfaction surveys 	<ul style="list-style-type: none"> At regular intervals in line with communication needs 	<ul style="list-style-type: none"> To share regular information on current status and developments
Non-Governmental Organizations (NGOs) and relevant International Institutions	<ul style="list-style-type: none"> Visits by NGOs Meetings Website, social media accounts, 	<ul style="list-style-type: none"> At regular intervals in line with communication needs 	<ul style="list-style-type: none"> To share information on the latest situation, developments and possible joint projects on a regular basis.
Investors and lenders	<ul style="list-style-type: none"> Visits by institutions to the project area Meetings with the participation of project managers Various written/published reports about the studies Project website, social media accounts 	<ul style="list-style-type: none"> At regular intervals in line with communication needs 	<ul style="list-style-type: none"> Regular information sharing on current status and developments Operational processes follow-up Informing about environmental/social impacts and actions taken

STAKEHOLDERS	ENGAGEMENT METHOD	FREQUENCY	COMMUNICATION GOAL
Employees	<ul style="list-style-type: none"> Meetings Social media Suggestions system Employee Survey 	<ul style="list-style-type: none"> At regular intervals in line with communication needs Suggestion system once a month Employee Survey once a year 	<ul style="list-style-type: none"> Regular information sharing on current status and developments
Sub-contractor	<ul style="list-style-type: none"> Meetings Official Correspondence Service Satisfaction Survey Trainings 	<ul style="list-style-type: none"> Once a month (or as needed) Surveys specified in the relevant contract 	<ul style="list-style-type: none"> To determine the actions to be taken by interacting
Suppliers	<ul style="list-style-type: none"> Meetings Official Correspondence 	<ul style="list-style-type: none"> When needed 	<ul style="list-style-type: none"> To determine the actions to be taken by interacting
Collaborations – Business World and Sustainable Development Association (SKD Turkey)	<ul style="list-style-type: none"> Meetings 	<ul style="list-style-type: none"> At regular intervals when needed 	<ul style="list-style-type: none"> To share information on the latest situation, developments and possible joint projects on a regular basis.

We determined the main stakeholders of our projects with the practices carried out within the scope of the “Stakeholder Engagement Plans” that started during the construction phase of Ankara and Mersin City Hospitals, and conducted meetings and interviews to determine the effects of the projects on these stakeholder groups. In order to reduce these effects, we have determined projections and established feedback mechanisms to collect opinions, complaints and suggestions from relevant stakeholders with the implementation of the projects.

OUR VALUE CHAIN



OUR SUPPLY CHAIN
CUSTOMER SATISFACTION

OUR VALUE CHAIN



Supply Chain

We know that the way to increase the value we create is through our supply chain. With this understanding, we aim to both spread our values in the supply chain and improve our supply chain with related practices. In 2021, 66% of our total purchases (60.2 M. TL) were made from local suppliers. We aim to increase this rate in 2022. Our rate of foreign suppliers is 33.32%, and this ratio is due to the fact that the products are of foreign origin. Repair, maintenance, repair of materials, supply of spare parts are provided by local companies.

While increasing our domestic supply, we aim to improve the social and environmental performance of our suppliers. In this context, our suppliers are evaluated in terms of their environmental and social performance by our Supplier Evaluation Processes. In 2022, suppliers with an annual purchase limit of more than 500,000 TL will be examined for their negative social impacts, including child labor, forced/forced labor, employing workers in bad conditions, and

violation of union rights. Within the scope of our current practices, environmental impact performance and statistics are evaluated within the scope of supplier evaluation survey. We have not had any warnings or issues related to our suppliers whose performance is evaluated within this scope, or we have not had a supplier whose agreement has been cancelled.

With the CCN Group Code of Ethics article to be added to our procurement contracts in 2022, we aim to obtain a commitment from our suppliers that they will act in accordance with these principles.

“One of our important goals is to spread our understanding of sustainability in our value chain. In this context, we aim to carry the value we create to higher levels by continuing our activities with the awareness of our responsibility.”



66%
In 2021, 66% of our total purchases (60.2 M. TL) were made from local suppliers.



OUR VALUE CHAIN

Customer Satisfaction

Customer satisfaction is the most important determinant in increasing the service quality we offer. In this context, we collect the opinions, suggestions and complaints of our customers through different channels; and then we are improving our services accordingly. In this context, we collect the opinions about Ankara and Mersin City Hospitals through CIMER, SABIM, Patient Rights Unit, Quality Unit and chief physicians. During the reporting period, 92.5% of the complaints delivered to Mersin and Ankara City Hospitals have been addressed.

We measure the satisfaction levels of the visitors for the services we provide in Ankara and Mersin City Hospitals, and we make maximum efforts to improve our services according to the feedback we receive.

Considering the needs of the visitors of our hospitals, we pay special attention to the

differentiation and development of the services we provide. While we make all the necessary medical and technological investments for the health needs of our children and their families, we also make our plans by taking into account their individual and psychological needs. Our aim with the project was to ensure that our children continue their daily lives throughout their treatment. We created 9 classrooms and a library inside our Ankara City Hospital so that children do not fall behind in their school and social life during their treatment. We built children's playgrounds on each floor. We installed an IP TV system where children can stay in rooms specially decorated for children from their bedding to the walls, and watch their favorite cartoons on their televisions.

We pay attention to the mental health of children and their families. For this reason, we created a system that will allow children to sleep in separate rooms based on the degree of their illnesses. We also took into account the newborn

babies and mothers. We developed a special concept and designed "mother and baby adjustment rooms" so that mothers will not be disturbed and establish a healthier first communication with their children. In order to keep newborns and babies in incubators in the same place with their mothers, we planned a family hotel within our hospital. The Gynecology Department and the IVF Center for families are located in separate sections in order to minimize the emotional effects for people with newborn babies and who are in the process of having babies.

**Customer satisfaction
is the most important
determinant in
increasing the service
quality we offer.**



ENVIRONMENTAL MANAGEMENT



- CLIMATE CHANGE
- ENERGY AND EMISSIONS MANAGEMENT
- WASTE MANAGEMENT
- WATER MANAGEMENT

ENVIRONMENTAL MANAGEMENT



Technological innovations, increasing population and urbanization as a result of developing industry, have led to the differentiation of living standards and consumption habits. This situation has increased the use of chemicals and waste generation, and also caused the depletion of natural resources and air, water and soil pollution, which reached levels that threaten all living things, and caused climate change. Now, managing resources in a sustainable and efficient way is inevitable. With this awareness, we, as CCN Group, act towards the protection and continuity of the environment and natural resources in all our activities.



1. If there is an EIA Regulation provision within the scope of the Project Contract, we obtain the EIA Positive Certificate or EIA Not Required Certificate.
2. We provide temporary sewerage, domestic water and electricity subscriptions/licenses.
3. For projects with night work, we get a work permit from the local administration.
4. We make periodic measurements in projects with dust and noise sensitivity/commitment.
5. We obtain permits from the local administration for excavation and rubble wastes.
6. If there is fertile soil during excavation works, we take it by stripping and use it in landscaping works.
7. If there are trees, etc in the construction area, we move them to ensure their vitality continues.
8. We ensure the disposal/recycling of wastes through licensed or authorized companies, by implementing an effective waste management, by providing temporary storage area in the field, and separation equipment at the source of waste.
9. We take out Compulsory Liability Insurances.
10. We organize trainings and exercises in order for the personnel to be environmentally conscious and to manage wastes appropriately.
11. We create social areas (basketball court, cafe, etc.) for the personnel, and ensure that they spend their rest time productively.

ENVIRONMENTAL MANAGEMENT

Starting from the project phase of Ankara and Mersin City Hospitals, we carried out Environmental Impact Assessment studies and took the necessary projections and measures to keep the environmental impacts at minimum levels. Within the scope of the project, the Environmental and Social Performance Requirements of the European Bank for Reconstruction and Development (EBRD) and the Performance Standards of the International Finance Corporation (IFC) were implemented. In this context, we evaluated the effects on the physical environment under the headings of air quality, noise, wastewater, soil, geohazards and waste, and implemented mitigation practices for the construction and operation periods.

We offer trainings to our employees in order to raise awareness of the protection of the environment and natural resources, to manage our relevant business processes, to comply with the legislation and to protect the environment.

We organized awareness and in-service trainings on Environmental Awareness, Waste Management and Management of Hazardous Substances for our employees at Ankara City Hospital and Mersin City Hospital in 2021.

Trainings	Ankara City Hospital (person/hour)	Mersin City Hospital (person/hour)
Environmental Awareness, Waste Management Training (Separation at Source, labeling, transportation and recycling/disposal)	9,325	455
Hazardous Substances Management Trainings	1993	368

All of our companies within the CCN Group have **TS EN ISO 14001:2015 Environmental Management System**. We evaluate and monitor the environmental impacts and regulatory requirements of our activities in the campuses we serve. **No environmental penalties** were imposed on the campuses where we operate in 2021.

“
We evaluate
and monitor the
environmental impacts
and regulatory
requirements of our
activities
”

Climate Change

Global warming, which is a cause of climate change, causes the earth to warm up by keeping more sunlight with greenhouse gases (such as carbon dioxide, methane, water vapor and nitrous oxide) due to the uncontrolled increase in greenhouse gases in the atmosphere. It is seen as the main responsible for the increase in the carbon dioxide ratio in the atmosphere, especially as a result of the burning of fossil fuels. In order to reduce the greenhouse effect, the amount of

greenhouse gases in the air, especially carbon dioxide, should be reduced. Only in this way will an effective measure be taken for global warming.

In this context, we monitor fossil fuel consumption in the city hospitals where we carry out our activities, analyze the amount of fossil fuel used, and try to reduce the amount of use with our efficient energy use studies. After we verify our greenhouse gas monitoring studies annually, we report them to the Ministry of Environment, Urbanization and Climate Change.



ENVIRONMENTAL MANAGEMENT

Energy and Emission Management

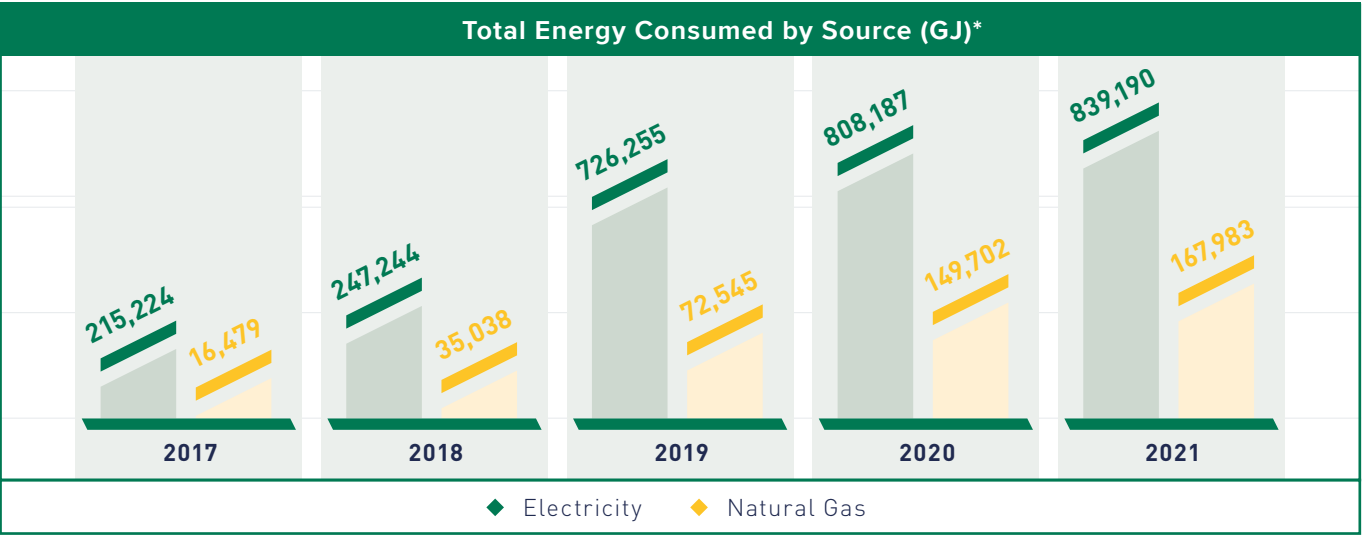
We give particular importance to energy and emission management practices and efficiency studies to combat climate change. In this regard, we continue our operations by carrying out the efforts to reduce our environmental impact.

Natural gas is used as fuel in our heating centers and trigeneration facilities within Ankara City Hospital and Mersin City Hospital. Periodic maintenance and controls of our facilities are carried out by Technical Services. Although both of our facilities are within the scope of Annex-2 of the Environmental Permit and License Regulation, we obtained the environmental permits. Accordingly, measurements and reporting are made by agretide laboratories. Within the scope of our operations, we measure CO, NO2, NO and SO2 values. Preparations

for reporting and monitoring Scope 3 emissions are still ongoing.

The amounts of natural gas and electrical energy consumed within the scope of hotel activities, together with Ankara and Mersin City Hospitals, are presented in the table below by years. The amount of electricity consumed includes the energy produced from the natural gas-fired trigen facilities within the facility and supplied from the grid. In line with the information obtained from the energy suppliers activity reports, 44% of the electrical energy supplied from the grid is clean energy.

In this context, the Scope 2 greenhouse gas emission calculation was carried out by deducting the amount of clean energy supplied from the grid and the amount of electricity produced from the trigen from the total electrical energy consumed. Greenhouse gas emissions from trigen are calculated in Scope 1.



*Data includes Ankara and Mersin City Hospitals and hotel activities.



ENVIRONMENTAL MANAGEMENT



Scope 1 and Scope 2 Emissions	Ankara City Hospital	Mersin City Hospital
Scope 1 (tCO ₂)	73,893.40	16,440.77
Scope 2 (tCO ₂)	12,783.65	10,346.98
Total (tCO ₂)	94,041.88	28,327.33
Greenhouse gas (GHG) emission intensity (total emissions / m ²)	0.06953	0.07562

Scope 1 and Scope 2 emissions calculations for the hotels operating in the IC Holding Tourism Group, IC Green Palace, IC Santai Family Resort and IC Airport, as well as Ankara and Mersin City Hospitals within the scope of our reporting, were made within the scope of the service provided by CCN Teknik.

	IC Green Palace	IC Santai	IC Airport
Scope 1 (tCO ₂)	1,379.80	676.84	166.46
Scope 2 (tCO ₂)	1,615.41	1,793.68	1,139.01
Total (tCO ₂)	2,995.21	2,470.52	1,305.47
Greenhouse gas (GHG) emission intensity (total emissions / m ²)	0.01838	0.02622	0.02468

ENVIRONMENTAL MANAGEMENT

Waste Management

With the City Hospitals we serve, we ensure that the wastes generated are disposed of in an environmentally friendly and economical manner. In this context, we obtained our Zero Waste Certificates from the Provincial Directorate of Environment, Urbanization and Climate by establishing our infrastructure within the scope of the Zero Waste Project in our City Hospitals.

With the effective implementation of the Zero Waste Project, we ensure that the resources are used in the most efficient way, that the generation of waste is prevented or reduced, and that waste is collected and recovered by separating it at the source in case it occurs.

In line with its environmental sustainable goals, we embraced the Zero Waste Project in order to control waste and leave a cleaner and livable world to future generations, and we are working for its effective implementation in all areas where we operate.

At Ankara City Hospital and Mersin City Hospital, we implement effective waste management in accordance with environmental regulations and environmental sustainability principles. For this purpose, we examine the activities of the areas where we operate and provide the personnel waste training and source separation equipment in the field in accordance with



We implement effective waste management in accordance with Environmental Legislation and environmental sustainability principles.

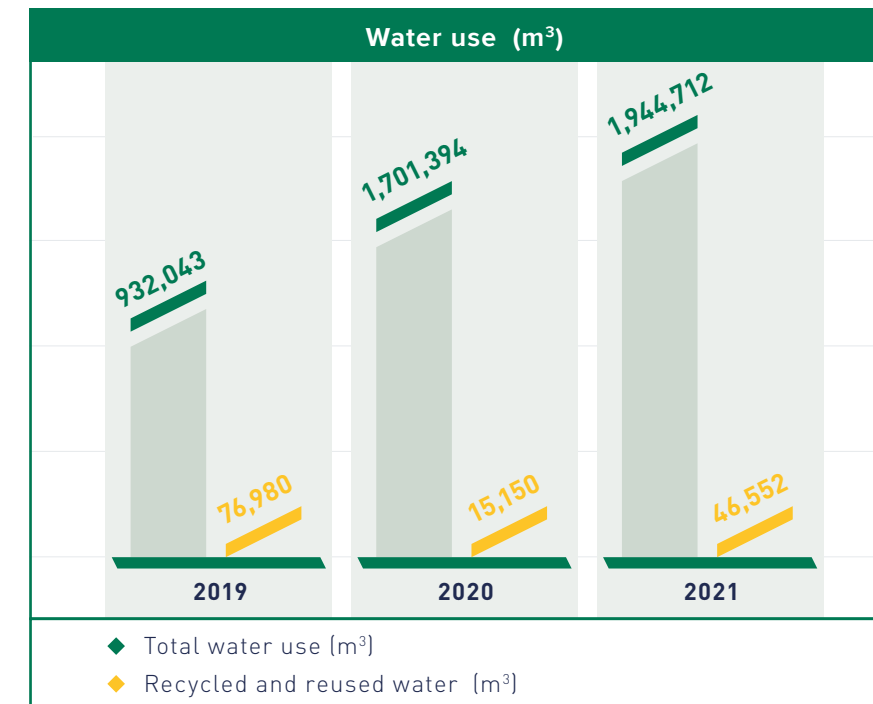
the needs of the areas. Together with our trained personnel, we provide the collection, transportation, temporary storage of wastes accumulated in appropriate equipment in fields, in accordance with the Environmental Legislation, and disposal and recycling by companies licensed or authorized by the Turkish Ministry of Environment, Urbanization and Climate Change.

Since we are operating in health services, our waste amounts vary periodically due to patients and their relatives, who make up the most of our user profile. Realizations for 2021 are presented below.

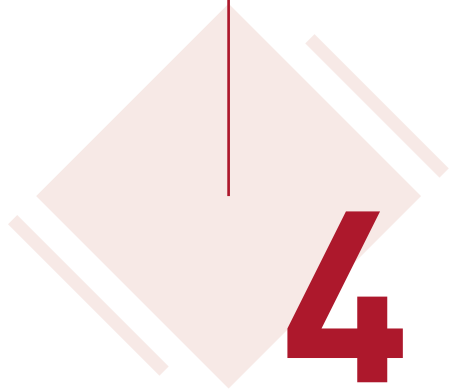
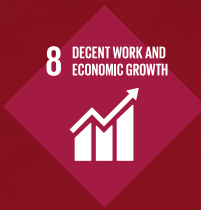
Location	Non-Recyclable Wastes (Other Wastes) (kg)	Recycle Waste (kg)	Medical Waste (kg)	Hazardous Waste (kg)
Ankara City Hospital	5,473,921	548,400	3,357,520	289,220
Mersin City Hospital	1,108,480	246,760	1,019,720	50,080

Water Management

The importance of efficient use of natural resources is felt more and more every day. As CCN Group, we give special precautions to practices of efficient use, recycling and reuse of water. We use city water in our operations. A large part of the water is consumed by our customers and visitors who benefit from the services we provide. In this direction, we pay attention to the use of structural tools that ensure the efficient use of water, while implementing awareness-raising practices on water use.



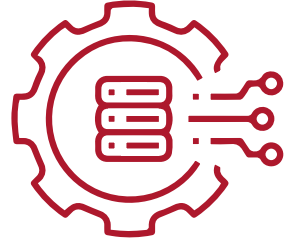
DIGITALIZATION and DATA SECURITY



DIGITALIZATION PRACTICES IN 2021

INFORMATION SECURITY

DIGITALIZATION AND DATA SECURITY



CCN Group offers varying services and solutions to its stakeholders by evaluating developing technology and digital opportunities together with business models. Group companies develop customer-oriented business processes on the basis of effective and transparent communication. In today's business world, where concepts such as "Digital Transformation" and "Digitalization" are frequently used, the necessity for a structure with technological continuity, rather than temporality has gained more importance. In this direction, we focus on the use of new generation technologies such as big data analytics, cyber security, IoT technologies, artificial intelligence and blockchain in order to produce solutions that will facilitate the business processes of CCN Group companies and provide the data needed by customers through digital channels.

While digitalization progressed at a pace parallel to the dynamics of the institutions in the pre-pandemic process, it became the first priority of the companies with the pandemic. With the digital transformation, it is aimed to store and protect all the knowledge of CCN Group companies technologically and to make it suitable for an individual-

We aim to technologically store and protect all the knowledge of CCN Group companies and make it suitable for the corporate culture independent of the person.

independent corporate culture. For this purpose, we continue to carry out digital transformation processes. With the digitalization of all operations and business processes, we will produce more transparent, faster and more efficient outputs and contribute to all stakeholders.

CCN Group rapidly adapts to changing conditions by constantly reviewing its operations in line with its sustainable growth target. The basis of CCN Group's digital transformation strategies is to increase efficiency, use resources effectively, improve service quality, and develop technological solutions that will create value for stakeholders.



Digitization of Quality Processes: In this context, we carry out studies on necessary developments and improvements in business processes in order to ensure traceability of all quality processes, rapid data analysis, reporting and management effectiveness with targets.



Digitization of Service Processes: The data of the services provided in Ankara and Mersin City Hospitals were digitized and presented to the managers as business intelligence reports. In order for service managers to monitor the performance of sub-teams, we opened digital work orders and took instant actions, which contributed to the increase in personnel productivity.



Employing Qualified Workforce: In order to realize our digital transformation goals, we have focused on qualified workpower especially in the main structure of our tech company. Thus, we hired employees for our digital transformation infrastructure.

DIGITALIZATION AND DATA SECURITY

DIGITALIZATION PRACTICES IN 2021

- ◆ **Facility Management Software Projects:** The first steps of an end-to-end trackable system were taken in the facility management software projects that the technology company of our group is working on, and the health facility projects we carry out.
- ◆ **Ensuring Personnel Efficiency with Technology Support:** Personnel productivity management was achieved through business process monitoring carried out with handheld terminals in Bilkent and Mersin City Hospitals.
- ◆ **Trainings Offered on Digital Platforms:** Due to the fact that digital trainings gain more importance especially during the pandemic period, the necessary infrastructure for online training was quickly developed and put into practice for all CCN Group employees.
- ◆ **Information Security:** In 2021, a “Data Leakage Test” was conducted on information security.
- ◆ **R&D Studies:** Within the scope of the “Home Care and Health Services” R&D project conducted by Dias Teknoloji, the following R&D studies were carried out on digitalization in health.
 - ◆ Wearable device and IoT technologies
 - ◆ Collection of patient data in the home environment and remote patient follow-up
 - ◆ Ensuring patient-doctor interactions with virtual reality and video calls
 - ◆ ◆ Smart Chatbot applications in the field of health
 - ◆ ◆ Gamification platforms for chronic patients



DIGITALIZATION AND DATA SECURITY

In the reporting period, the prominent topics in the field of savings (energy, process efficiency, use of consumables) achieved through digitalization practices are as follows:

Transition to Cloud Technology: Significant improvements were achieved with the use of cloud technologies. By turning to cloud-based technologies, we contributed to both our cyber security risks and our cost-effective management strategy. With cloud technology, computing services are provided over the internet, thus enabling flexible resource use and an agile computing infrastructure.

Remote Working: During the pandemic period, we created a system where the personnel can work alternately from their workplaces and from home. Necessary IT infrastructure improvements were implemented effectively, and cost-effective management was provided in the office environment. With the remote working system and less mobility, we contributed to the reduction of noise and environmental pollution. In addition, with the start of remote working, communication opportunities such as online meetings, correspondence, file sharing, remote support and online training required by all Group companies employees were carried out in a healthy way. CCN Group employees quickly adapted to the digital working environment with the support of IT units.

Reducing Energy Consumption: Within the scope of reducing energy consumption; our server systems were tranferred from single physical servers to multiple converged virtual servers. Thus, we started to work with fewer physical servers and use less energy with the same system.

Reducing Paper Consumption: We used less paper by double-side printing, except for the official correspondence. We made continious remarks on the sensitivity of this issue in meetings.

Transition to E-Signature: We took the necessary steps to achieve significant savings in paper consumption by implementing the e-signature process throughout the group.



DIGITALIZATION AND DATA SECURITY

Information security

Information security in CCN Group includes the Personal Data Protection Law (KVKK) Committee Board and surveillance and precautionary activities in this context. We make efforts to increase Cyber Security Practices and their effectiveness on information systems.

With the transfer of the Hospital Information Management System to CCN Group, we initiated the process of obtaining ISO 27001 certificate for Dias, one of our group companies. Following the provision of this certification by Dias, we aim to manage information security within this scope in all CCN Group companies.

Within the scope of Cyber Security Applications;

1. Server and network logins are made only by authorized persons.
2. Entries and exits to the systems are recorded.
3. The physical interventions of the subcontractors are carried out under the supervision of the Dias team.
4. The physical space is recorded with surveillance camera systems.
5. Entrance to the physical space is only allowed with card and biomedical systems.





WORKLIFE AT CCN GROUP



EMPLOYEE DEMOGRAPHICS

CCN ACADEMY

MESSAGE FROM THE SUSTAINABILITY LEADER

Distinguished stakeholders,

As CCN Group, the sustainability management studies that we started in 2021 are of particular importance to us. In this context, I am happy to present to you, dear stakeholders, a summary of our approach to sustainability and the performance we have achieved in this context, in our first sustainability report.

With our sustainability approach and detailed studies, we have taken important steps towards creating a more competitive structure, especially in social and environmental issues. By determining our sustainability priorities and our short-medium and long-term goals, we established a solid foundation for the coming years by identifying our performance improvement areas. We aim to improve our performance by continuously evaluating our contribution to the United Nations Sustainable Development Goals in line with our goals and priorities. In this context, we evaluated our priority sustainability issues in terms of our contribution to the Sustainable Development Goals, and determined the 10 Sustainable Development Goals in which we contributed.

The Ethical Principles and Policies Guide, which guides our operations, is an important tool to the performance

we have achieved and will achieve in the field of sustainability. With our Ethical Principles and Policies Guide published during the reporting period, we aim to internalize CCN's sustainable way of doing business by adopting it by our stakeholders in our entire value chain, especially by our employees. In this direction, we plan to implement important practices and projects in the coming periods.

We know a successful future is only achieved through awareness and equality. The fact that currently 45% of our employees are women is an important indicator of our approach. Within our Group, we will expand practices aimed at increasing women's employment and women's representation in working life.

We are aware of the environmental impact we create as well as social issues, and we are aware of our responsibility in combating climate change. In this context, we closely follow all international and national developments and try to implement relevant practices as part of our operations. We identify the environmental impacts of our projects starting from the design stage and carefully take all the necessary actions in order to reduce these impacts to minimum levels.

Contribution to social development is another important sustainability priority of ours. In this context, we aim to increase the added value we produce for our country and the world by positioning our works in line with our priority issues.

I would like to thank all our stakeholders who accompany us on our sustainability journey, develop us and enable us to become a more sustainable organization.

Kind regards,

“
With our sustainability approach and detailed studies, we have taken important steps towards creating a more competitive structure, especially in social and environmental issues.
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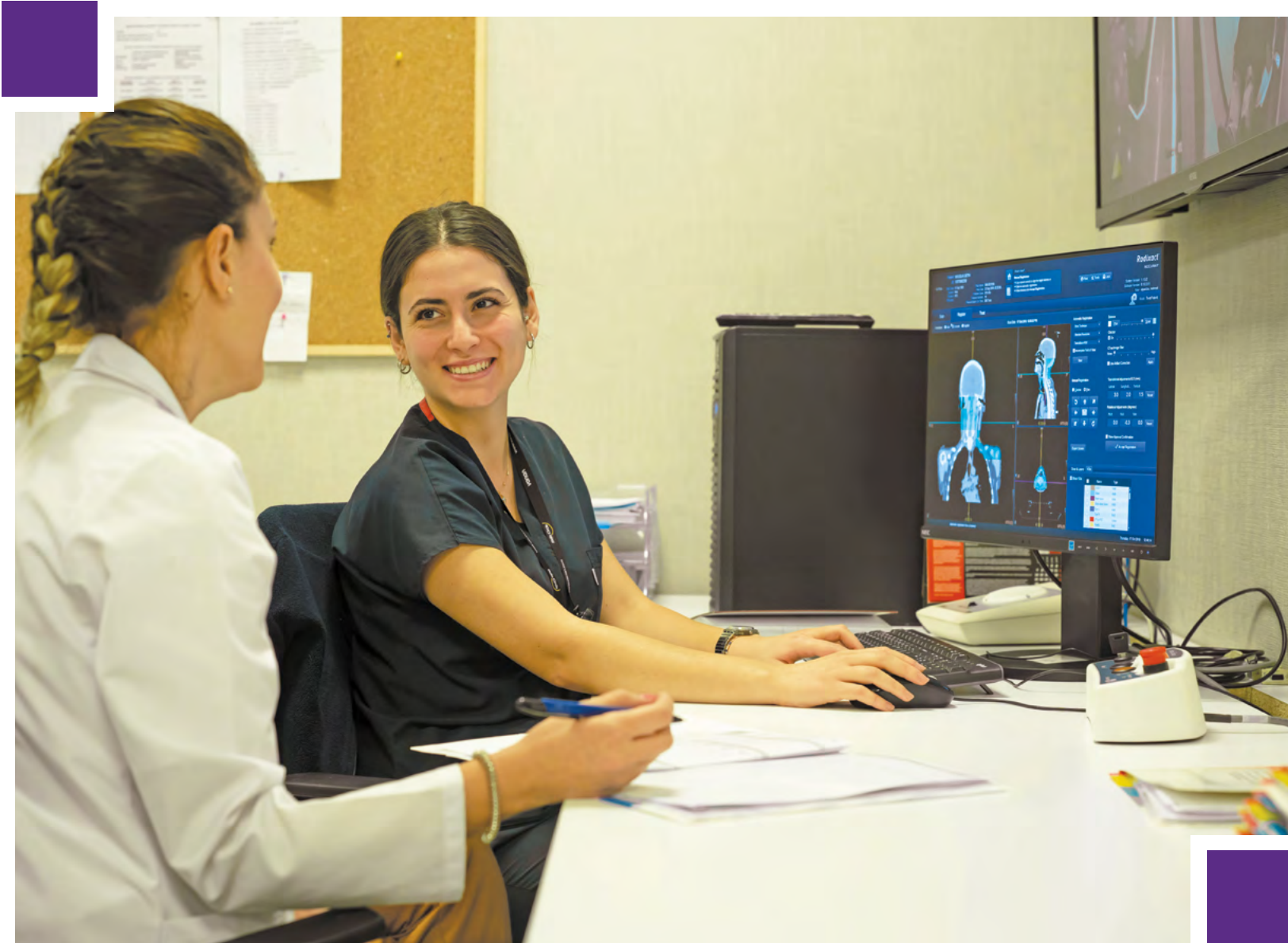
Berfin Çeçen Şenol
Member of the
Board of Directors

WORKLIFE AT CCN GROUP



We conduct all human resources processes with an equal and fair approach, without discrimination among individuals. Respecting differences such as religion, language, race, gender, ethnicity and age, we observe the principles of equal opportunity in all corporate and operational processes. We adopt the “equal pay for equal work” approach in the remuneration of our employees, and we determine the wages according to the criteria of years of experience, education and competence level. We encourage women to participate actively in business life and support gender equality in the business environment.

In line with this understanding, as CCN Group, we pay attention to gender equality while creating employment. 45% of our 5,500 employees are women. We increased the number of women serving on the Board of Directors to four by adding two female executives, one of whom is independent, in the Board of Directors. Shaping its activities with the motto of a successful future is through awareness and equality, the CCN Group will continue to take actions and initiate new projects on equality and diversity at work, which is one of the priorities that was determined within the scope of its sustainability studies.

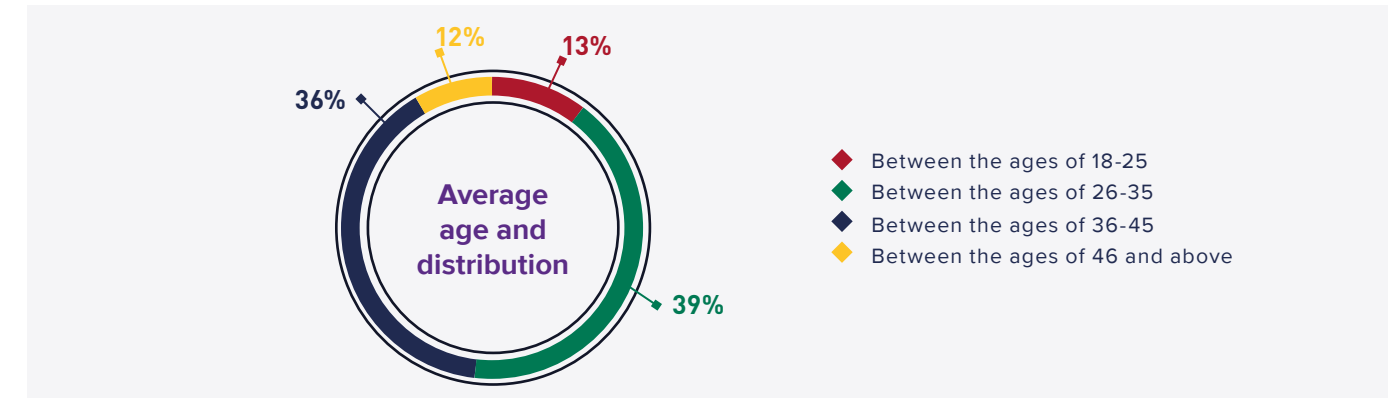


Employee Demographics

Company	Number of Employees as of January 2022
CCN Hospital	33
CCN Construction-Turkey	23
Ankara Health	21
Mersin Health	10
CCN Service	3,758
CCN Technical	500
CCN Clinic	9
CCN Private Security	1,010
DIAS Technology	22
CCN Education	114
CCN Total	5,500

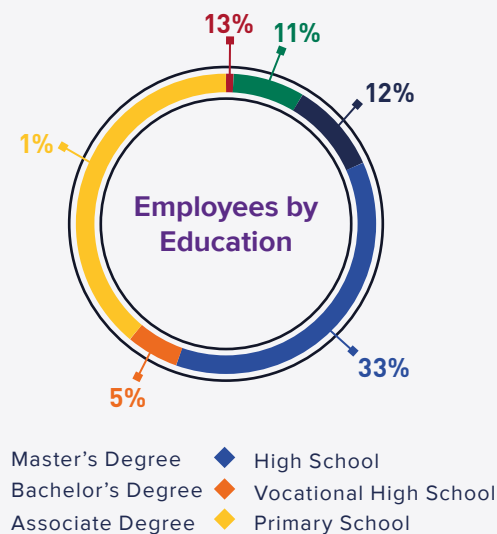
WORKLIFE AT CCN GROUP

Company	Number			%	
	Male	Female	Total	Male	Female
CCN Hospital	12	21	33	36%	64%
CCN Construction- Turkey	11	10	21	52%	48%
Ankara Health	5	5	10	50%	50%
Mersin Health	2,184	1,574	3,758	58%	42%
CCN Service	85	925	1,010	8%	92%
CCN Technical	108	392	500	22%	78%
CCN Clinic	4	5	9	44%	56%
CCN Private Security	7	16	23	30%	70%
DIAS Technology	4	18	22	18%	82%
CCN Education	80	34	114	70%	30%
CCN Total	2,500	2,996	5,500	45%	55%



Company	Number							
	Doctorate	Master's Degree	Bachelor's Degree	Associate Degree	High School	Vocational High School	Primary School	Total
CCN Hospital	-	13	16	3	1	-	-	33
Ankara Health	-	4	13	2	2	-	-	21
Mersin Health	-	-	7	1	2	-	-	10
CCN Service	-	13	316	433	1,054	191	1,751	3,758
CCN Private Security	-	1	72	92	532	104	209	1,010
CCN Technical	-	4	80	134	224	-	58	500
CCN Clinic	-	1	5	3	-	-	-	9
CCN Construction- Turkey	-	3	16	2	-	-	2	23
DIAS Technology	-	6	12	-	1	3	-	22
CCN Education	-	22	80	5	3	-	4	114
CCN Total	0	67	617	675	1,819	298	2,024	5,500

WORKLIFE AT CCN GROUP



Taking feedback from our employees and evaluating them is a mechanism we actively use to enrich our operations and services. We also created an employee request, suggestion and complaint mechanism. All feedback received through feedback boxes placed in certain places are collected at periods determined by the Human Resources and Quality department, transferred and reported to the relevant group company/departments. After working on the feedbacks, they are shared with the relevant people together with their explanations.

4 of the 159 feedbacks received during the reporting period were appreciation feedbacks, and we took necessary actions to improve the conditions based on the remaining 155 feedbacks that we received. We initiated 4 projects as part of the related improvement works. The details of 2 projects are as follows;

1. We Listen to You: In line with the feedback received, officials in certain areas on the field personally listened to all the feedbacks of the employees.

2. Dressing Regulations: Dressing Regulations have been established and necessary improvements have been made in clothing, taking into account the field requirements and the feedback received from the employees.

Promotion and managerial position assignments are primarily made in line with internal assignments. In line with the necessity of the job and the demand of the employees, employees continue their jobs even after their retirement.

We continue activities such as 360' competency assessments, white collar online trainings, certified and external trainings, prepared training budgets, receiving feedback and planning improvement studies, on-the-job trainings through İŞKUR, etc.

In the group companies, meals and travel costs are covered by the company. Depending on the status of the position, additional benefits can be defined such as vehicle, fuel, private health insurance, mobile phone and mobile line.

In our operations, the shift work system is applied once every two weeks. Weekly working hours do not exceed 45 hours and weekly holidays are used. During the pandemic period, the practice of working from home was introduced. Meetings were held online as much as possible, enabling the work to be completed faster and without loss of time. Employees are provided with trainings to increase their awareness on various issues and to enable them to do their jobs competently. Employees are encouraged to use annual leave. Managers make sure that works are completed during working hours. Efficiency is ensured by effective team management.

CCN Academy

With CCN Academy training portal, we plan to carry out training activities in an effective, standard and continuous manner. In this context, we continue the preparatory work and have reached the final stage before the announcement. The following training activities are planned to be carried out on the CCN Academy training portal;

- ◆ Conducting trainings online via computer and mobile application
- ◆ Making training announcements via sms and e-mail
- ◆ Statistical analysis of the trainings conducted
- ◆ Ensuring fast and continuous access to educational content
- ◆ Training and activity evaluations and exams after the trainings
- ◆ Creating and sending online certificates to the participants
- ◆ Conducting survey studies

OCCUPATIONAL HEALTH AND SAFETY



CCN GROUP PANDEMIC PRACTICES

EMERGENCY PREPAREDNESS

OCCUPATIONAL HEALTH AND SAFETY



Occupational health and safety comes first among the elements that ensure the sustainability of CCN Group operations. We provide national and international standards with the support of senior management in order to provide the safest working environment in line with these approaches, zero loss of limb, zero fatal work accident and zero occupational disease. We fulfill all the requirements of our Occupational Health and Safety Management System, which we have established with ISO 45001 standards, and we audit the requirements internally and externally throughout the year.

We carry out risk analyzes for occupational health and safety, organize trainings and awareness-raising activities that will lead to behavior change, and ensure that the rules are transformed into practice through check. We manage occupational health and safety with an integrated approach with quality and environmental management systems.



CCN GROUP PANDEMIC PRACTICES

During the reporting period, the guidelines prepared by the Ministry of Health were followed daily by our Occupational Health and Safety Professionals and the measures specified in the guide were actively implemented in our workplaces. In addition to this, we prepared Emergency Action Plans and Risk Analyses for protection from coronavirus disease. We established filiation teams as determined in the emergency action plan. By means of the established filiation teams, we were able to determine early contacts and follow up the processes, even before the filiation teams of the Ministry of Health. Within the CCN Group, specific instructions for the COVID-19 were developed and communicated to employees, and we followed up their implementation via field audits. The practices we implemented for our employees during the reporting period are as follows:

- ◆ The practice of working from home was implemented during the pandemic.
- ◆ Necessary reminders and announcements have been made to comply with mask-social distance-hygiene rules.
- ◆ Masks were regularly distributed in the offices.
- ◆ Table arrangement was made in the dining halls to ensure social distancing.
- ◆ The number of personnel shuttle users was reduced.
- ◆ Arrangements were made to schedule the number of the employees' break times and in all common areas.
- ◆ Compliance of the employees with the pandemic rules was checked with managerial inspections in the field and necessary reminders were made.
- ◆ Plans such as trainings, celebrations etc were canceled.

OCCUPATIONAL HEALTH AND SAFETY

As CCN Group, we set an example with our Occupational Health and Safety practices in the fields we operate. Beyond legal regulations and regulations, we secure all our obligations in this regard both with international commitments and within the scope of employment contracts. In order to achieve our goals, we take actions in accordance with our Occupational Health and Safety Procedures within the scope of the CCN Group Occupational Health and Safety Work Plan.

Based on the fact that Occupational Health and Safety is everyone’s issue, we enable our employees to contribute to the CCN Group health and safety culture through the Occupational Health and Safety Boards we established at our workplaces and our Suggestion/Complaint platforms in our campuses.

Employees can convey all kinds of recommendations regarding Occupational Health and Safety to the senior management. While there are 70 members in a total of 14 Occupational Health and Safety Boards across Turkey, a total of 14 chief employee representatives in the Occupational Health and Safety Committees represent all employees.

We will ensure that the planned OHS committees are held in 2022 and the actions of these committees will be followed by the CCN Group central OHS Unit. If central support is required for the decisions taken at the meetings, we will give the necessary support by conveying the issue to the CCN Group senior management.

As CCN Group, we centrally manage Occupational Health and Safety issues in order to manage a wide operational network with the same principles and a successful OHS performance. For the same purpose, we have set common indicators and concrete targets by establishing an inclusive Occupational Health and Safety management system for

all our businesses. In order to achieve these goals, we work together with our Quality and Environment units and benefit from the advantages of the integrated management system. At the same time, we include all our workplaces and employees in the common goal in order to internalize and manage OHS performance as a success factor.

In 2021, the accident frequency rate, which shows the frequency of work accidents according to 1 million actual working hours in total, was 48.94, and the accident severity rate, which shows the loss of work days as a result of work accidents based on total actual working time, was 1.29. Its aimed to continuously monitor the accident severity rate calculated for the loss of workforce in 2022 and to reach 0.75 grades.

We attach great importance to OHS trainings and prioritize awareness-raising activities in order to raise awareness about unsafe behaviors in work areas and to support a common safety culture. In this context, we encourage behavior change within the company with the trainings and exercises we carry out.

In 2021, we provided training on Occupational Health and Safety to 16,288 people in total. By including CCN Group employees and subcontractor employees in these trainings, we ensured that the OHS culture was reflected to all stakeholders in our location. We allocated 14,769 person*hours of the OHS trainings, which we provided 75,433 person*hours in total, to our subcontractors. Thus, we have ensured that the same OHS culture is formed in our workplaces with our subcontractors. In 2022, we planned to provide periodic OHS training to all of our personnel in accordance with legislation requirements.

In addition to this plan, we prepared procedures and practices such as toolbox, post-accident return-to-work training, specific trainings for employees, OHS orientation

training for the personnel who come to our field on temporary duty, etc. in our field audits conducted by OHS professionals in our group companies, and we will give other trainings along with the ones that we have committed in our procedures throughout the year. In addition, in 2022, we aim to increase awareness by providing OHS training to all our white collar personnel in an interactive way through our training platform CCN Academy.

In 2021, we provided training on Occupational Health and Safety to 16,288 people in total.

Emergency Preparedness

As CCN Group, CCN.PR.ISG.02 Rev.1 Emergency Procedure was created within the scope of emergency preparedness, and campus-specific Emergency Plans were prepared in accordance with the procedure. The preparation of an Emergency Plan, one of the subjects required by the OHS Law No. 6331, at each new workplace opening was prepared within the first month of operation, and Emergency Response Drills were carried out in accordance with the OHS Annual Work Plan.

During the reporting period, we carried out 34 Fire Fighting Drills, 24 Extinguishing Drills and 10 Spill Drills.

During the preparation phase of the Emergency Response Plans, we formed Emergency Response Teams and organized special trainings for the team members. Emergency Evacuation Plans have been placed in every area so that the personnel, the teams coming to fight the emergency and the 3rd party people on the campus can determine the location and find the escape route in case of emergency.

As CCN Group, we also carried out health support activities in Ankara City Hospital and Mersin City Hospital in 2021. In these projects,hospital administrations are in charge of the coordination of emergency situations. In the Hospital Emergency and Disaster Plans that were prepared under the leadership of the hospital management, our group companies are included in the Extinguishing, Protection and Rescue teams. We also planned to carry out emergency activities related to first aid by hospital personnel.

All personnel will be trained on Emergency and Disaster Management in accordance with the dates determined in our OHS Annual Work plan in 2022, and Emergency Response teams will be updated. In May 2022, we plan to hold Emergency Drills on all campuses.

CCN GROUP

CONTRIBUTION TO SOCIAL DEVELOPMENT



IC FOUNDATION

AĞRI İBRAHİM CEÇEN UNIVERSITY

TED İZMİR COLLEGE SOCIAL
RESPONSIBILITY PROJECTS

CONTRIBUTION TO SOCIAL DEVELOPMENT



We attach great importance to social development and realize projects with IC Foundation, Ağrı İbrahim Çeçen University and TED İzmir College.

IC Foundation

IC İbrahim Çeçen Foundation was founded in 2004, in order to support the educational activities which were previously supported by İbrahim Çeçen himself, the Chairperson of the IC Holding Board of Directors. The priorities of the Foundation, which continues its activities with the aim of contributing to the solution of education and health problems in Turkey, and to raising its culture and welfare, includes;

- ◆ Non-refundable education scholarships to students in need and successful university students across Turkey,
- ◆ Contributions and donations to educational institutions,
- ◆ Support for cultural and sports activities,
- ◆ Health benefits.
- ◆ Today, the number of students supported by the Foundation with educational scholarships has exceeded 15 thousands.

Agri Ibrahim Cecen University

Among the objectives of the establishment of Ağrı İbrahim Çeçen University is to contribute to education and science, as well as to develop the region socially, culturally and economically.

In addition to physically constructing and donating the campus and its buildings, the IC Foundation organizes activities that will support Ağrı İbrahim Çeçen University socially and culturally since its establishment. Some of these projects are planned to contribute to sister universities abroad, supportive instructor and student exchange programs, and EU and other funded projects.



Distinguished stakeholders,

IC İbrahim Çeçen Foundation was established in 2004 on strong foundations with the aim of ensuring continuity in line with the need for institutionalization, as the number of scholarships, applications and scholarships increased and the target audience expanded.

As a foundation, our top priority is education. We provide education scholarships to students in need and successful university students. The number of students we support with educational scholarships has exceeded 15 thousand. The number of university students benefiting from all of our scholarships has reached 1,500. It is a great source of pride and happiness for us to see our scholars graduate and enter business life as productive individuals.

As the Foundation, we attach great importance to the development of social sensitivity of our young people and to increase their social benefit, volunteering and social responsibility competencies, and we believe that every contribution we make to them will be beneficial to the society in the long run. In addition to providing financial support to our young people who are trained with this understanding, we are working to help them become egalitarian, solidaristic, human-oriented and socially beneficial individuals.

We attach great importance to reaching different layers of society through our activities. We carry out our activities with the awareness of strengthening the identity, awareness, cultural and artistic understanding of our society on a national and international scale and transferring it to new generations, with projects that support everyone and especially the youth.

As Foundation, we will continue to create important values with our projects that make a difference in the upcoming periods. I would like to thank our stakeholders who did not leave us alone on this journey.



Günseli Çeçen
Chairperson of the
Board of IC İbrahim
Çeçen Foundation

**We provide education
scholarships to students
in need and successful
university students**

CONTRIBUTION TO SOCIAL DEVELOPMENT

TED Izmir College Social Responsibility Projects

Sea and Beach Waste Turning into Art in the Hands of Children- The awareness project “Sea and Beach Waste Turning into Art in the Hands of Children”, implemented by TED Izmir College students inspired by the waste they collect from the Urla beaches, aims to support the sea and the environment. Since 2018, the waste collected from the beaches as part of the Big Fish Tournament, which was designed by the students of TED Izmir College, has been exhibited in different locations in Istanbul, Ankara and Izmir to raise awareness. The works of the project were also included in the exhibition

on “Climate Change and Children” as part of the 75th Anniversary events organized by UNICEF.

Scholarship for Earthquake Victims - Students who lost their homes and/or family members in the Izmir earthquake disaster on October 30, 2020 were given full scholarships to continue throughout their K12 education life. 5 children who want to benefit from this right were invited to our school. 1 student was registered in our school.

Uniting Project - As of 2016, as a result of the cooperation with the Special Olympics Committee of Turkey, our students regularly come together with their

friends with Down Syndrome and Autism to carry out sportive, artistic and academic studies. In September 2018, one of our students represented our school and Turkey as an ambassador athlete at the “World Special Olympics Youth Summit” held in Azerbaijan.

Permaculture Studies- On the way to become a “self-sufficient” school and to create a sustainable eco-system on the TED Izmir College campus, we created projects of;

Classroom gardens and chicken coops created in Kindergarten and Primary School

Eco-House, where our children see the products they grow

Compost and worm ponds where we grow our own soil and manure

Projects related to solar energy use and rain harvesting.

Zero Waste Projects - TED Izmir College recycled 1,350 kg mixed packaging and 40 kg fluorescent lamps and products containing mercury in order to separate wastes such as paper, glass, packaging, bottles etc. and to bring sustainable energy and efficiency to nature, as part of ‘Sustainable World and Recycling’ activities.

“Play Together, Life Together” Project- We continue to carry out Special Olympics with Mavidere Special Education and Rehabilitation Center, for four years, in our ‘Play Together, Life Together’ project.

Hand in Hand with Koruncuk Foundation Students” Project - Within the scope of social responsibility and sustainability projects, Koruncuk Foundation students were brought together with ceramic workshops and swimming lessons with experiences they have never had before.



Marine and Beach Wastes Turning into Art in the Hands of Children” awareness-raising project aims to support the sea and the environment.

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For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report. The service was performed on the Turkish version of the report.

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