



SILVERLINE

Sustainability Report 2021



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About the Report

As Silverline, we share a summary of the social, economic and environmental impacts of our activities with the sustainability reports we have prepared for the third time this year. With our sustainability report, we aim to present our sustainability approach, performance results and future projections in a holistic framework.

This report covers the period from January 1 to December 31, 2021 and presents the performance of our Silverline Industry and Trade Inc. and Silverline Home Appliances Sales and Marketing Inc. companies. These production and sales companies, which constitute the entire activities of Silverline Ankastre, are named "Silverline" in the report. This report has been prepared in accordance with the "GRI Standards: Core" compliance level.

The report also includes our contribution to the United Nations Sustainable Development Goals. You can send any questions, opinions and suggestions about our Sustainability Report or our sustainability performance to <https://silverline.com/tr/tr-tr/iletisim/>.

Message From the Ceo

2021 was a year in which the effects of the pandemic continued, but simultaneously with the global recovery process. The economic crises in many countries, increasing environmental problems and social inequalities that have become more evident with the pandemic have once again reminded us of the importance of building a "sustainable world".

The pandemic has transformed the way of life and work, as well as the environmental, economic and social impacts it has created. Companies that adopted sustainability as a business strategy were able to adapt to the transforming processes more quickly and easily. While recognizing the importance of being "prepared" for unexpected developments, many companies have strengthened their sustainability commitments.

At Silverline, we see sustainability as a responsibility, not a choice. While carrying out our activities, we focus on the principle of "leaving a better world for future generations". Our main business strategies, which we have created in line with our vision of being a reliable, responsible and innovative company, cover the economic, social and environmental dimensions of sustainability.

By following global trends through our Sustainability Working Group, we are aware of developments that are closely related to both our industry and our planet, and shape our work and targets accordingly. We support the United Nations Sustainable Development Goals and fulfill our responsibilities with dedication for sustainable development. In 2021, we continued to create sustainable value for all our stakeholders with our activities.

We believe that innovation and digitalization strengthen sustainable

ways of doing business. We closely follow developments in robotics, artificial intelligence and data technologies. In 2021, we accelerated our investments in the Internet of Things (IoT). While our investments in this area have reached 2 million TL, we have set the target for our IoT products to constitute 50% of the total production for 2027.

We continue to produce smart and environmentally friendly technologies with our R&D studies. We are working to produce solutions that will make life easier and safer with our R&D expenditures approaching 24 million TL in 2021. During the reporting period, we completed 6 TÜBİTAK-TEYDEB projects while making five patent applications.

We do not limit our sustainability approach only to our own operations, we aim to expand it throughout our supply chain. Sustainability in the supply chain is among our priorities. We consider improving the social and environmental impacts of our suppliers as part of our sustainable growth target.

A responsible environmental management approach is one of the basic building blocks of sustainability. Among our focus areas are the responsible use of resources, the realization of operations with the least environmental impact, efficiency and recovery studies and improvement of environmental performance.

With the product life cycle approach we adopt, we are concerned with the environmental impact of our products not only during the production phase but also throughout their lifetime. In this direction, we aim to minimize the wastes generated as a result of our activities and we carry out studies for the recycling of wastes. In 2021, we recovered more than 7 thousand tons of waste.

At Silverline, we see sustainability as a responsibility, not a choice. While carrying out our activities, we focus on the principle of "leaving a better world for future generations".

Within the scope of the solid waste recycling project we carried out during the term, 432 tons of waste was recycled. While we saved 174 thousand kg of raw material from metal raw material recycling, we saved 28,331 liters of oil from glass raw material recycling. Thanks to our waste recovery efforts, we prevented the formation of 15,026 kg of CO₂ greenhouse gas emissions and achieved an energy gain of 166.615 kWh. In addition, we prevented the emission of 96,587 kg of CO₂e, saved 443 m³ of storage space and prevented the cutting of 202 trees.

We see combating climate change as one of our main responsibilities. We are working to reduce greenhouse gas emissions, which is one of the factors that cause the climate crisis. Energy efficiency projects play a large role in reducing emissions. With efficiency projects, we reduce our energy consumption and limit the amount of emissions generated as a result of our activities. In 2021, we saved 1,875 GJ of energy thanks to energy efficiency projects. In the reporting period, we achieved an improvement of 9.4% in our energy intensity compared to the previous year.

One of our most important capitals is our human resources. We offer our employees a healthy, safe, fair, egalitarian working environment where their development



Mustafa Laçın
CEO

is supported. In return for the value we place on our employees, our employee engagement rate reached 80% during the reporting period. We adopt diversity as a corporate culture and continue to work with the mission of providing an inclusive business environment.

Being a reliable, innovative company that respects the environment and people forms the basis of our corporate values at Silverline. We build our sustainability understanding on these values, and consider creating value for the society in which we operate as our priority.

In our sustainability journey, we will continue to implement pioneering practices with a forward-looking vision and contribute to the environment and society. I would like to express my sincere thanks to all our stakeholders who have supported us throughout this journey.



About Silverline

As Silverline, we have been offering new generation kitchen products to millions of kitchens in more than 70 countries for 28 years. We are one of the top five kitchen hood manufacturers in Europe and the top ten in the world with our innovative designs, expert technologies and environmentally friendly products.



Our vision

Reliable brand that adds pleasure to your life



Our Mission

Turning kitchens into attractive living spaces with our innovative designs and environmentally friendly solutions

Highlights



1,657
employees



103,000
m² production area



**One of the top 5 brands
in the built-in market**



Export to more than
70 countries



638 customers



**The first built-in company
with a glass processing
factory in the sector**

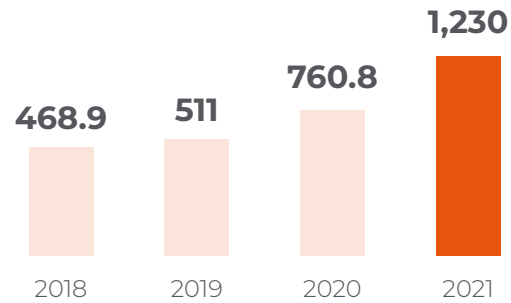


**Our laboratory, where ISO
17025 Standard is applied, is
the first and only accredited
laboratory in Turkey within
the scope of aspirator and
hood performance tests.**





Net Sales Revenues (Million TL)



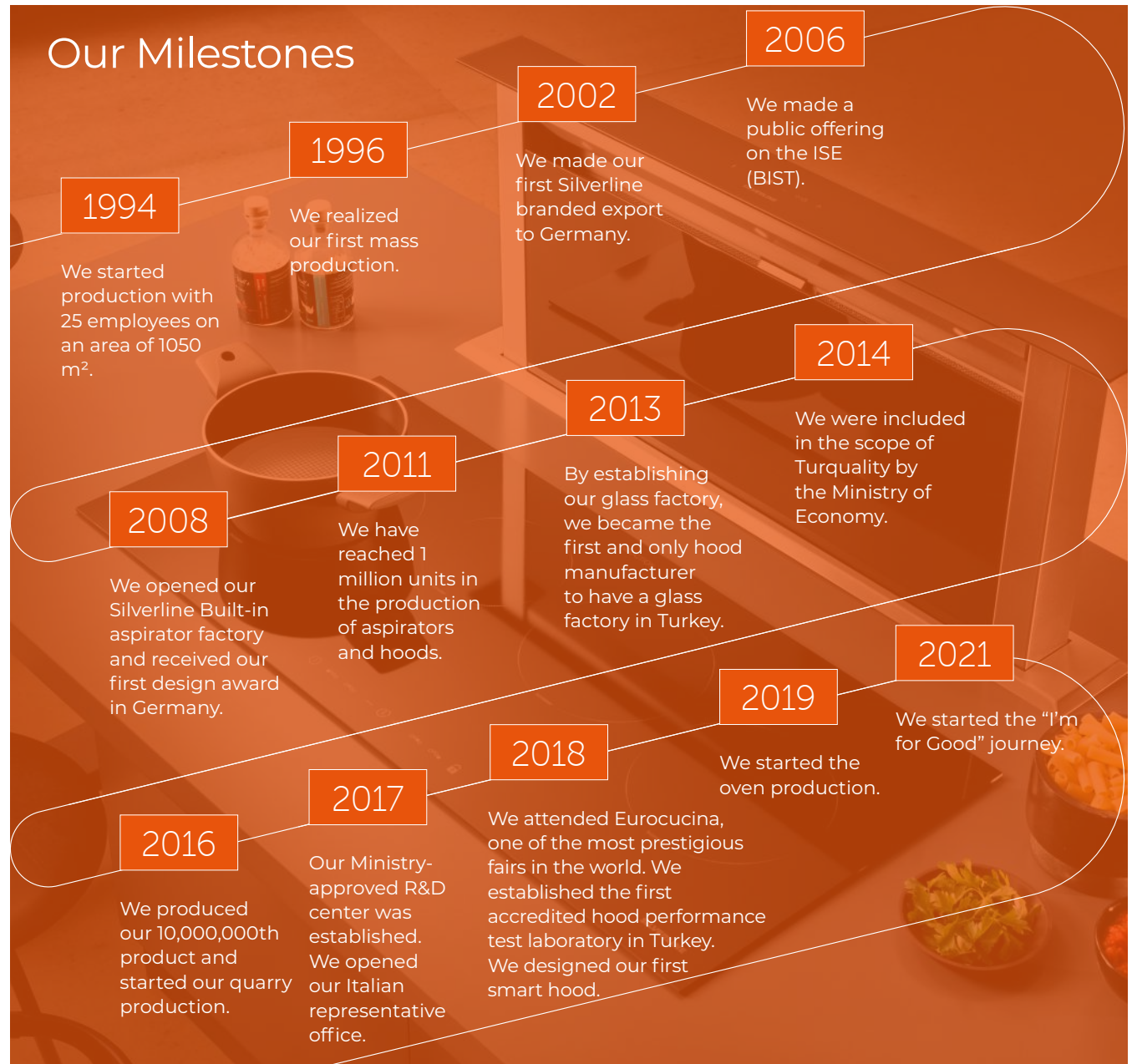
Net Sales Revenues By Region



Turkey	55%
Europe	33%
Other	12%

Export Markets: USA, Germany, Argentina, Australia, Azerbaijan, Bahrain, BEA, Bolivia, Bosnia and Herzegovina, Bulgaria, Algeria, Czech Rep., Denmark, Estonia, Ethiopia, Morocco, Palestine, France, Gambia, Ghana, Georgia, Croatia, India, Iraq, England, Iran, Spain, Israel, Italy, Montenegro, Qatar, Kazakhstan, Kenya, Cyprus, Crimea, Colombia, Kosovo, Kuwait, Latvia, Libya, Lithuania, Lebanon, Hungary, Macedonia, Malaysia, Egypt, Moldova, Nigeria, Norway, Uzbekistan, Poland, Portugal, Reunion Islands, Romania, Russia, S. Arabia, Serbia, Singapore, Slovakia, Slovenia, Sudan, Syria, Chile, Tajikistan, Thailand, Taiwan, Tunisia, Turkmenistan, Ukraine, Jordan, Venezuela, Vietnam, New Zealand, Greece

Our Milestones





OUR MANAGEMENT Approach

At Silverline, we strive to be a reliable, respected, durable, responsible and innovative company for all our stakeholders. Our management approach guides us in our goal of creating sustainable value for all our stakeholders. With this guidance, we adapt to global trends as a company.



SDG's





While preparing our strategic plans at Silverline, we base not only financial success, but also the understanding of creating sustainable value. We measure, develop and improve the sustainability expectations that stand out for us and our stakeholders in our activities.

We adopt transparency and accountability in our way of doing business, and comply with all laws and regulations in the geographies where we operate. Our company, whose 46.6% shares are traded in Borsa Istanbul (BIST), is managed ethically and transparently in compliance with the corporate governance principles of the Capital Markets Board ("CMB"). In addition, as a publicly traded company, we provide financial reporting for financial and credit institutions such as Public Oversight Authority (KGK), Banking Regulation and Supervision Agency (BRSA), and relevant public institutions and organizations.



CORPORATE GOVERNANCE

At Silverline, the Board of Directors is the highest level strategic decision-making body. Our Board of Directors is responsible for determining corporate targets, ensuring compliance with corporate governance principles, determining and managing strategic orientations, and ensuring the functionality of risk management and control systems. The Audit Committee, the Corporate Governance Committee and the Early Detection of Risks Committee report to the Board of Directors.

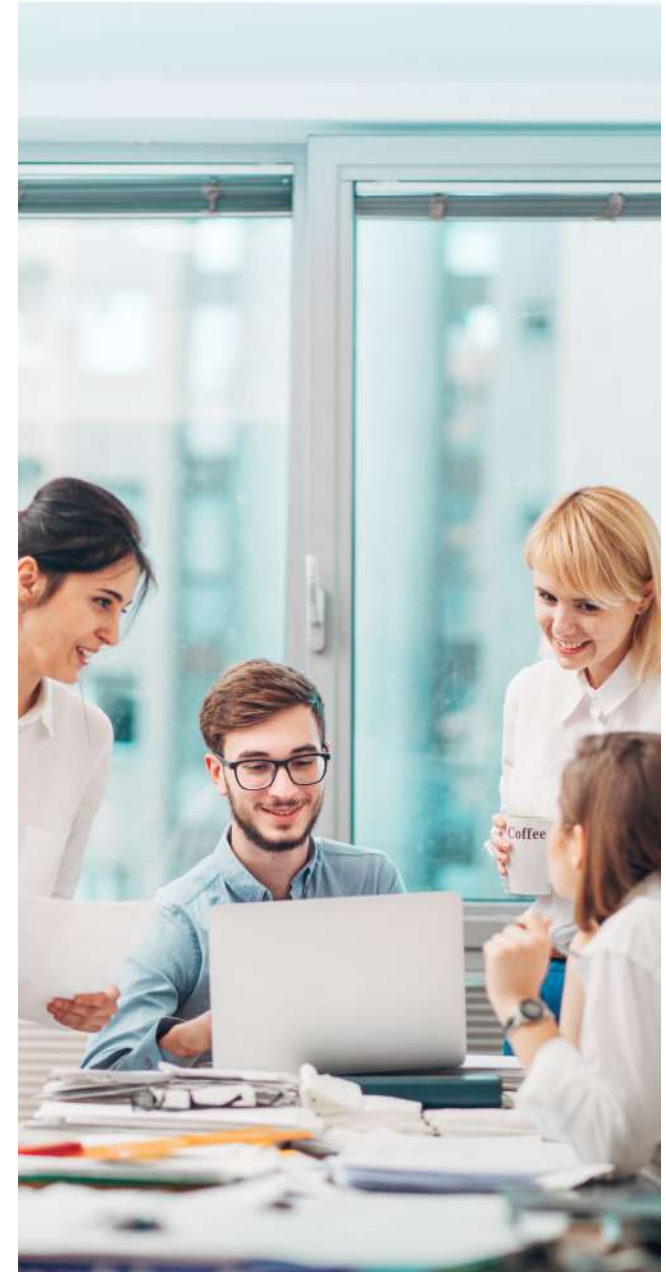
Silverline Shareholding Structure (%)



Private	53.44%
Public	46.56%

Detailed information about Silverline's corporate governance structure, policies and Board of Directors is available at

<http://yatirimci.silverline.com.tr/index.asp?id=19> and
<http://yatirimci.silverline.com.tr/index.asp?id=5>



RISK MANAGEMENT AND COMPLIANCE

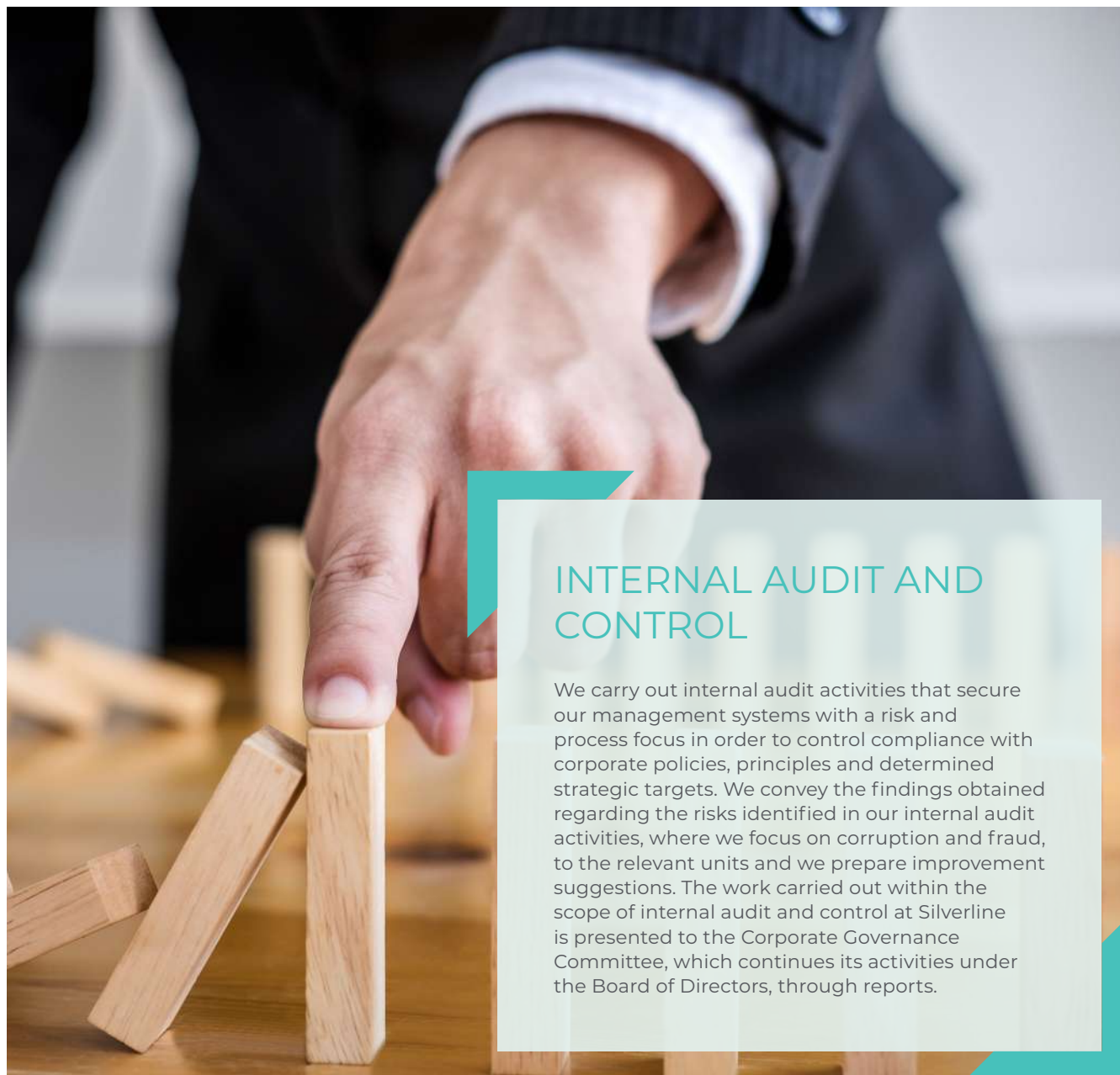
Effective management of risks is of vital importance in maintaining the operability of our operations. Accordingly, we regularly review all our financial and non-financial risks and take the necessary actions. The processes of early detection of risks, taking necessary actions against identified risks, and managing risks are carried out under the coordination of the Early Detection of Risks Committee.

We adopt a proactive approach in risk management and carry out our risk management activities under the responsibility of the Board of Directors. We identify and analyze risks and opportunities that may affect our company's objectives and that concern all our stakeholders. We take actions within the framework of the policies determined by the Board of Directors in order to prevent risks or to minimize the possible impact. We present the risk reports we create to the senior management at the end of each year.

We follow the elements that pose a threat to our 5-year strategic goals that we have established at Silverline, with a preventive approach. Risks related to strategic objectives are managed by experts in internal control systems specific to each department.

In Silverline, the financial and operational effects of risks, as well as environmental, compliance and social effects are taken into account in the classification of risks and determination of management strategies. In this context, fire, occupational health and safety, environment, employee rights and abuses are evaluated within our corporate risk map.

The relations of our employees among themselves and with our stakeholders are shaped in line with the Code of Ethics and Implementation Principles in the discipline regulation. Our way of doing business at Silverline is determined by issues such as ethical behavior rules, anti-corruption and social responsibility in the said regulation.



INTERNAL AUDIT AND CONTROL

We carry out internal audit activities that secure our management systems with a risk and process focus in order to control compliance with corporate policies, principles and determined strategic targets. We convey the findings obtained regarding the risks identified in our internal audit activities, where we focus on corruption and fraud, to the relevant units and we prepare improvement suggestions. The work carried out within the scope of internal audit and control at Silverline is presented to the Corporate Governance Committee, which continues its activities under the Board of Directors, through reports.



The Gümüş Group Ethical Rules and Principles, which came into force in 2021, are binding for us as well as for all Group companies. In this context, an Ethics Committee has been established throughout the Group and an Ethics Representative has been selected among people who do not have management responsibilities. As Silverline, we informed all our employees about the Code of Ethics and Principles document. Employees are responsible for reporting ethical violations to the Ethics Committee. Within the framework of the Code of Ethics, the ways, methods and practices to be followed in violations of ethical rules are clearly stated. Employees can report via the designated telephone and e-mail. Notifications from employees are evaluated within the framework of the principle of confidentiality. In 2021, there was no notification or case that reached the Ethics Committee or any other complaint channel.

We monitor occupational health and safety risks with a proactive approach and raise awareness of employees about OHS risks. In order to maintain the state of being prepared in the face of risky situations, our occupational safety experts and workplace doctor work in cooperation during daily field checks. We determine preventive measures by creating risk analysis reports within the scope of management of OHS risks. We aim to zero the risks with the measures we take such as health surveillance, department-based trainings, and periodic controls of employees and equipment. We share our «Safe Workplace Booklet» with each of our employees

and periodically raise awareness within the company on the subject. We aim to prevent and reduce our environmental and social risks with the trainings we provide to prevent work and vehicle accidents.

We are struggling with cyber attacks and information security risks, which are brought about by technological progress and increasing day by day. Since 2016, we have been performing our IT processes with ISO 27001 management system certification. In this way, we protect our corporate information assets from risks. We ensure the continuity of our activities in case of interruption by minimizing the damage that may arise.

In line with the Risk and Opportunity Management Procedure we have published, we evaluate risks and opportunities together and take the necessary precautions against risks arising against Silverline's information assets. Every year, we subject our work to internal and external audits. We are audited by TÜRKAK (Turkish Accreditation Agency) and update our certificates. Within the scope of the Information Security management system, we provide user development with periodic trainings at all points. We receive training and consultancy services that will strengthen the knowledge and equipment of our SOME (Cyber Incidents Response Team) and IT teams on information technologies and cyber security. In order to strengthen our IT infrastructure, we secure our systems through independent organizations with periodic penetration tests.

ANTI-CORRUPTION

At Silverline, we have high standards to prevent corruption and bribery. Our financial relations with all our business partners, especially public institutions and organizations, are subject to independent auditing. In accordance with our ethical principles, all of our employees are obliged to report situations that violate the rules or are suspected of bribery and corruption. Necessary confidentiality measures and other measures have been secured by the system in order to prevent our employees who have informed us from encountering a negative situation. All reports are meticulously evaluated by the Ethics Committee. Our rules regarding the fight against bribery and corruption are binding on all our stakeholders, primarily suppliers and business partners, as well as employees. During the reporting period, there were no penalties for non-compliance with social, environmental and corruption-related laws.



SUPPLY CHAIN MANAGEMENT

We develop long-term relationships with our suppliers based on mutual trust, commitment, transparency and cooperation.

We work with suppliers who have the same values as Silverline, adopt our business ethics approach and attach importance to sustainability. We consider improving the environmental and social impacts of our suppliers as part of our sustainable growth target. Sustainability in the supply chain is among our priorities.

The evaluation application we apply during the supplier selection process covers issues such as environmental management and working conditions.

CONFLICT MINERALS

In line with our understanding of responsible raw material use in our products, we prevent the use of conflict minerals in all our processes. We comply with the guidelines and restrictions issued by the UN and OECD, and do not participate in the financing of human rights violations and armed conflicts.

After the answers given to the 23 items in the question set, the inspection studies and the approval of our Quality Assurance and R&D units, we receive test orders.

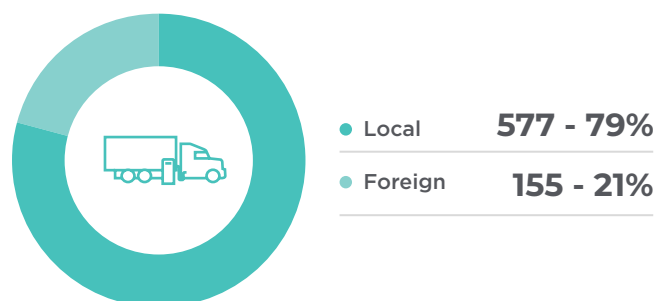
We primarily prefer local suppliers in purchasing activities. Thus, we both minimize our logistics-related environmental impacts and contribute to the local economy. We attach importance to growing together with our suppliers. As of 2021, 79% of our suppliers on number basis and 78% on expenditure basis are local suppliers.

Within the scope of our supply chain management, we provide consultancy support to sub-industry companies on quality standards, investment areas and business layouts. In this way, we minimize the risks in the supply chain, increase efficiency in processes and grow together with our suppliers.

We conduct regular supplier process audits for our suppliers. In cases where a nonconformity is found as a result of the audits, we take the necessary actions and follow the development of our suppliers. These actions include applications such as process and procedure improvements, material changes and requests for quality control devices.

We monitor the performance of our suppliers, which we consider critical in terms of the impact they create, through weekly action and improvement meetings. We organize specification trainings for our suppliers to adopt responsible purchasing principles.

Number and Distribution of Suppliers (%)



Issues considered in supplier evaluations

ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 27701 Standard

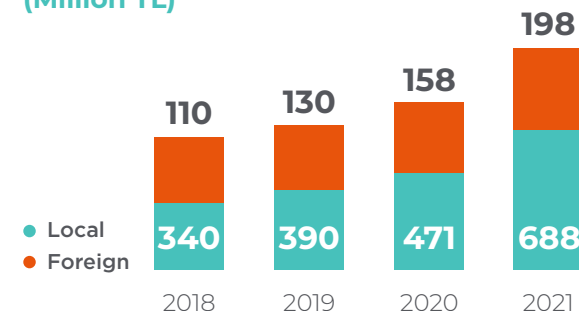
Quality Policy and corrective and preventive actions

Improper product management

Employee development programs

Materials management

Distribution of Purchasing Budget by Years (Million TL)





SUSTAINABILITY AT SILVERLINE

The pandemic process we have been through globally has radically changed the way we do business. This process showed the world how fragile economic, social and environmental systems can be. It has been understood that success is not only limited to financial performance, environmental and social mechanisms must also be taken into account.

There is an increasing debate on the importance of using the planet's resources responsibly and contributing to the elimination of social inequalities. Companies that adopt a sustainable business approach can more easily respond to macro changes such as climate change, population growth, urbanization and developments in technology.

Respect for the environment and people, reliability and innovation are our basic corporate values at Silverline. We build our sustainability understanding on all these values and aim to create value for the society we live in. We evaluate the effects of our products and activities on our environment and our stakeholders from a strategic perspective. Our participatory management structure and strong communication with our stakeholders make it easier for us to integrate our sustainability understanding into our business processes and products.

The Silverline Sustainability Working Group, which is responsible for the dissemination and management of sustainability issues within the company, monitors our performance and trends in this area. The Board of Directors is involved in the process by evaluating the views and suggestions of the Working Group.



Our Sustainability Priorities

We determined our sustainability priorities as a result of the research studies we carried out in 2019, stakeholder surveys and workshops. While determining our material issues, we considered global sustainability trends, peer company practices, our corporate strategic plans and the expectations of our stakeholders. We review our sustainability priorities every year. As a result of the evaluation we made in 2021, we found it appropriate to continue with our current sustainability priorities.



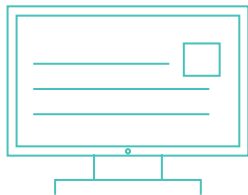
Sources we refer to when determining our sustainability priorities:

- » Corporate strategies
- » Corporate values
- » Stakeholder expectations
- » Global sustainability trends
- » Industry requirements
- » Corporate engagements
- » UN Sustainable Development Goals



SUSTAINABILITY EXPECTATIONS BY STAKEHOLDER GROUPS

Priority Issues	Dealers	Business Partners	Academy	Suppliers	Customers
Product Safety	✓	✓	✓	✓	✓
Working conditions	✓				✓
Customer Data Privacy	✓	✓			✓
Occupational Health and Safety	✓		✓		✓
Digitalization				✓	✓
Environmentally Friendly Products	✓	✓	✓		✓
R&D and Innovation			✓	✓	
Customer Satisfaction		✓	✓	✓	
Resource Efficiency	✓				
Response to Consumer Expectations		✓			
Corporate Management	✓		✓		
Smart Design				✓	
Employee Development				✓	
Sustainable Financial Growth and Profitability		✓			
Energy and Emission Management		✓			
Transparency and Reporting	✓				
Sustainability in the Supply Chain				✓	



You can find the details of our materiality process on page 11 of our 2019 Sustainability Report.

ÖNCELİKLİ KONULARIMIZ



Our Contribution to Sustainable Development Goals

The Sustainable Development Goals (SDGs), determined by the United Nations in 2015, are a call to action for governments, companies and non-governmental organizations to work collaboratively and take action against global challenges for a sustainable future. As Silverline, we support the United Nations Sustainable Development Goals and fulfill our responsibilities for sustainable development. We believe that we directly contribute to 5 goals in line with our activities.



Goal 3: Good Health and Well-Being: As a manufacturing company, we work to ensure the best possible health conditions for our employees through occupational health and safety practices.



Goal 4: Quality Education: We provide opportunities for vocational training and lifelong learning through development activities for our employees.



Goal 8: Decent Work and Economic Growth: In order to provide our employees with the working conditions they deserve, we take international standards as a guide, and we base our procurement procedures on not employing child labor and forced labor and ensuring fair working conditions. We increase production and economic growth with our investments in R&D and innovation.



Goal 9: Industry, Innovation and Infrastructure: With our innovative products, we continue sustainable industrialization and support innovation in the digitalized world.



Goal 12: Responsible Production and Consumption: We adopt a circular economy-based production model, use natural resources efficiently, increase reuse with effective waste management, and prefer environmentally friendly disposal methods.

OUR MATERIAL ISSUES AND SDG'S WE CONTRIBUTE:





Relations with Our Stakeholders

As Silverline, we adopt a regular communication system based on full-time interaction with our stakeholders. We determine the communication method specific to the stakeholder group in accordance with the expectations and qualifications of different stakeholder groups. We care about responding to requests from our stakeholders as quickly as possible. Within the scope of stakeholder communication, we enrich our corporate knowledge with the organizations of which we are members.

Stakeholder Group	Expectations from Silverline	Our Answer	Our Communication Methods
Authorized Services	Providing the necessary technical equipment	With regular technical training, we increase the speed of finding solutions for our authorized services.	Annual service meetings, technical trainings, visits, inspections, expectation surveys
Dealers and Distributors	Clear strategic plans	We share Silverline's targets with our dealers through regular dealer meetings.	Visits, surveys, call center, Sales Support Personnel Satisfaction Survey, dealer meeting held every 2 years
End Users / Consumers	Technological products suitable for lifestyle, quality of after-sales services	We adapt to changing lifestyles with our product portfolio, which we update every year. We are constantly increasing the competencies of our authorized services.	Uninterrupted communication with consumer satisfaction surveys, Call center, sikayetvar.com, websites and social media accounts
Our suppliers	Financial and technical supports	We win together with our suppliers through long-term, trust-based relationships and supplier development programs.	Annual audits training programs, Supplier support programs
Our employees	A participatory, fair employer that cares about professional development	We invest in employee development programs. With open communication, we understand the expectations of our employees and shape our systems and processes according to these expectations.	Annual employee satisfaction surveys, regular training programs, suggestion systems, complaint mechanisms

Organizations We Are Members Of

- » Istanbul Chamber of Commerce
- » Turkish White Goods Manufacturers Association
- » Merzifon Chamber of Commerce
- » Central Anatolian Exporters' Associations
- » Istanbul Minerals and Metals Exporters' Association
- » OAIB-Machinery and Parts Exporters' Association
- » Istanbul Ferrous and Non-Ferrous Metals Exporters' Association
- » Electrical and Electronics Recycling and Waste Management Association Economic Enterprise (ELDAY)
- » Turkish Quality Association (KalDer)
- » Wooden Kitchen and Bathroom Furniture Manufacturers and Importers Association (MUDER)






WHAT KIND OF WORLD? GLOBAL TRENDS

While continuing our activities, we closely follow global trends and shape our processes to adapt to what the changing world brings. At Silverline, we take responsibility for the future while responding to the needs of today.

DIGITAL TRANSFORMATION

Digital technologies are changing business models by increasing productivity and enabling innovations that affect the present and future of humanity. Digital transformation also brings new possibilities for the field of sustainability. Digital technologies contribute to optimizing the use of resources, monitoring and measuring sustainability performance, reducing greenhouse gas emissions and creating a circular **economy**. 

With Industry 4.0, concepts such as automation, data exchange, robotics, big data, artificial intelligence, and IoT occupy a large place on the agenda of organizations, while trends such as instant access to products, remote

control, and personalized products stand out in the white goods industry. At Silverline, we produce future-oriented products by using technologies such as robotics, artificial intelligence, internet of things (IoT), data analytics in our production processes in line with these trends.

We are working on robot technologies under the leadership of our automation team. We continue our projects for Robotic Process Automation (RPA) processes and non-value-added business processes to be carried out entirely by robots in the future. We attach importance to university and academy cooperation. We are running the APRIL- Flexible Handling of Materials project within the scope of Horizon 2020, which aims to create prototypes of autonomous dexterous robots and will provide new automation methods.

As part of our R&D studies, we design smart and connected products and ensure the adaptation of environmentally friendly technologies to our products. Since 2018, we have been making significant investments in the Internet of Things (IoT). In 2021, we allocated a budget of 23.6 million TL for our R&D studies.

We are working to adapt our production areas to the smart factory concept in order to provide high efficiency, flexibility and low unit cost in production. We follow up-to-date automation technologies.

EPIDEMICS AND NATURAL DISASTERS

In 2021, many measures continued to be taken to protect employee health and business continuity due to the ongoing effects of Covid-19. We continued to take all necessary health and hygiene measures in our facilities within the scope of combating epidemic diseases. The pandemic process has brought some transformations for the business world as well. In the post-pandemic period, remote working was among the transformations that were expected to be permanent. Thanks to our digitalization investments, we have adapted to the new process with remote job tracking and flexible working models.

2021 was a year when natural disasters were on the agenda as well as epidemics. The forest fires in our country showed the importance of being prepared for such risks. We organize aid activities with the participation of our employees against natural disasters or possible difficult situations. At Silverline, we have emergency plans prepared for natural disasters such as earthquakes, fires and floods. In case of forest fire, we support the extinguishing of the fire with our own fire trucks.

In 2021, we allocated
a budget of

23.6

million TL for our R&D
studies.



SKILLED WORKFORCE

In parallel with the growth in the world economy, the shortage of qualified labor continues in the labor market. The innovations brought by digital transformation and the reshaped ways of working require organizations to develop talent strategies.

The “Great Resignation” was one of the most striking trends of 2021. Among the reasons for this are reasons such as the transition to automation and digitalization, the green transition, the mismatches between employee expectations and what the business environment offers. The survey, conducted with 52,000 employees in 44 countries, reveals that the massive resignation trend will continue, with 1 in 5 employees likely to change jobs within the **next year**. ↗

While investing in the development of the skills of our current employees with the training opportunities we offer at Silverline, we strive to be the employer of choice for our potential employees. In addition to gaining a qualified workforce, we aim to retain these talents for many years. We offer talent transformation programs that will strengthen the skills and competencies of our employees, and enable our employees to devote more time to their private lives with flexible working models. We always prioritize employee satisfaction by building a fair, equitable and safe working environment.

COMBATING THE CLIMATE CRISIS AND DEPLETION OF NATURAL RESOURCES

We are rapidly depleting the planet's resources. This consumption causes the effects of climate change to increase and become more noticeable. We need 1.7 earths to meet humanity's current demand for ecosystems. Nature's resources are used at a rate 50% faster than the time it takes for those resources to be regenerated. Population growth, climate change and environmental degradation are putting increasing pressure on limited resources like minerals and non-renewable resources like **fossil fuels**. ↗

Extraction and processing of raw materials, fuels and foods causes 50% of global greenhouse gas emissions, more than 90% of biodiversity loss and water stress. By 2060, it is predicted that global raw material use will double and greenhouse gas emissions will increase **by 43%**. ↗

Combating the effects of climate change and using resources responsibly becomes the responsibility of all organizations. At Silverline, we are tackling the climate crisis for a sustainable future. In order to reduce our environmental impact, we carry out various practices both in our own operations and in supplier operations. We try to minimize natural resource consumption and manage our energy and waste processes in the most efficient way. In 2021, while preventing the formation of 15,000 kg of greenhouse gases, we achieved energy savings of close to 167,000 kWh.

INCREASED QUALITY OF LIFE AND CONSUMER EXPECTATIONS

With the developing technologies and increasing environmental and social sensitivities, the expectations of the consumers are changing. Consumers prefer brands that meet their digital expectations and are aligned with their values. At this point, the demand for hybrid shopping experiences, sustainable products and services, and brands with a purpose is **increasing**. ↗

At Silverline, which adopts sustainability as a value, we offer our consumers experiences that make their lives easier with a high technology and efficiency approach. We design our products to have the least environmental impact throughout their entire lifecycle. We develop hybrid and smart products, user-friendly and environmentally friendly products. We offer our customers a virtual store experience and work to integrate augmented reality technologies.

ADAPTATION TO CHANGING REGULATIONS

The financial crises around the world, political uncertainties, the ongoing climate crisis and the

changes created by the pandemic have brought new regulations for the business world. The issue of monitoring and complying with regulations has become even more important. As a company with a widespread supply chain, we meticulously follow up and analyze new international regulations at Silverline, and we proactively manage our processes for timely and accurate integration.

The new growth strategy of the European Union, which aims to prevent climate change and loss of biodiversity, to use resources efficiently and to make production carbon neutral, with a circular economy, is an important international regulation that must be followed in the changing world. The Green Deal includes certain obligations for public institutions, international organizations and private sector representatives who are in economic, political and geographical connection with the EU. In order to comply with this agreement, we use our resources efficiently and produce environmentally friendly products with a circular economy approach in the countries where we operate.





RESPONSIBLE Products

Increasing environmental and social sensitivities, changing expectations and needs of consumers have increased the demand for sustainable business practices and sustainable products. Thanks to the high technology and integrated systems used in the kitchens, the kitchen has become a versatile space where we spend a long time in our daily lives, beyond being a cooking area.



SDG's

8

DECENT WORK AND
ECONOMIC GROWTH

9

INDUSTRY, INNOVATION
AND INFRASTRUCTURE

12

RESPONSIBLE
CONSUMPTION
AND PRODUCTION



As Silverline, we offer inclusive experiences that make their lives easier by meeting the expectations of our consumers with the products we have developed with a high technology and efficiency approach. While shaping our products, we consider the environmental effects of the product and its relationship with the people who will use the product in all processes, from product features to product design.

Concept Store	75
Big Distributor	12
Mixed Distributor	350
Domestic Customer	500
Foreign Customer	168

RESPONSE TO CONSUMER EXPECTATIONS AND CUSTOMER SATISFACTION

Achieving the highest quality in our products is one of our important priorities. To this end, we carry out continuous improvement and development studies in our products and services, and regularly conduct consumer satisfaction surveys. Our consumer satisfaction survey score, whose measurement method changed in 2021, was measured as 89.94%. We are trying to increase the satisfaction of our customers with the after-sales services we offer. In 2021, a satisfaction survey was applied to 132 services. As a result of the survey, our satisfaction score after technical service was 87.26%.



We receive complaints, information, suggestions and requests from our customers through our call center, internet platforms, websites and social media accounts. With the feedback we receive, we identify our improvement points and develop plans to improve our products and services. In the reporting period, the number of feedback received from our customers was 1,696 and there are no recalled products.

Thanks to the strong collaborations we have established with our service, dealers and distributors, we take our service further and increase customer loyalty. We listen to the expectations of our stakeholders through regular meetings, technical training organizations and visits, and we check compliance with the quality standards we have determined through compliance audits. In the reporting year, our dealer satisfaction score was measured as 71%.

	Target	2021 Realization
Customer satisfaction survey score	90.3%	89.94%
Satisfaction score after technical service	87.8%	87.26%
Dealer satisfaction score	71.2%	71%
Number of feedback received from customers	1,600	1,696





PRODUCT SAFETY

We act in accordance with our high-level product safety principle in all processes from production to logistics operations.

We ensure product quality and safety with many national and international standards. We carry out our quality management systems within the framework of the ISO 9001 standard.

We test our products with customer usage simulations. We take samples according to the Quality Control plans and carry out comprehensive product safety studies by completing our internal and external inspections.

Turkey's Only Accredited Test Laboratory

We have Turkey's first and only accredited test laboratory. In this context, we perform aspirator and hood performance measurements in full compliance with the EN 61591 Standard. In our Safety Laboratory, we conduct our safety tests in accordance with EN 60335-1 and EN 60335-2-31 standards. Our laboratory, which is managed according to the EN ISO/IEC 17025 standard, is the only laboratory in Turkey authorized by Turkish Accreditation Institution (TÜRKAK) for hood performance tests.



ECO-FRIENDLY PRODUCTS

As Silverline, we try to reduce our environmental impacts in all our activities with a life-cycle perspective, and implement our best practices to design products with a cradle-to-cradle culture. We aim to be an exemplary company in the sector with the works we carry out in line with our environmental goals.

We invest in improving the production processes of environmentally friendly products through product mitigation studies, energy labeling studies, chemical reduction projects and many efficiency projects.

CHEMICAL MANAGEMENT

We conduct chemical management on the basis of international regulations. We meticulously follow the chemical properties of the materials we use in production. We do not prefer to use chemicals of high importance in our products. We do not use banned chemicals on the “substances of very high concern” (SVHC) list determined by the European Chemicals Agency (ECHA). We do not include mercury-containing chemicals in our products by acting in accordance with the Minamata Convention.

Chemical Reduction Project

As Silverline, we adopt green chemistry principles in production processes. In this direction, with the project started in 2019, we made the paints used in our products close to thin film paints with high covering properties. We have significantly reduced the use of chemicals by providing operator trainings and mechanical improvements in the paint line, as well as consumption improvements.

In 2021, we increased the coverage of powder coating by 12% as part of our efforts to reduce the amount of paint usage by increasing paint coverage. We reduced the amount of waste powder paint by 3%. We also reduced the consumption of pre-treatment chemicals by 16% by commissioning the “oil separator” investment.

We care about eliminating the environmental effects of our products, such as harmful gas emissions, during their lifetime. We regularly check and try to limit the releases from the use of our products. In our cooling product groups, we limit fluorinated greenhouse gases in compliance with the Kyoto Protocol and use environmentally friendly gas groups.

	2021	Target
Reducing the amount of waste powder paint	3%	2%
Increasing powder coating coverage	12%	8%
Reducing chemical consumption	16%	15%





SMART DESIGN

We offer solutions that make a difference with our designs in new generation kitchens. We support our vision of providing a sustainable life and making life easier with our smart designs.

In line with our smart design approach, we respond to the expectations and needs of our consumers with our environmentally friendly, energy-saving and customizable innovative products. We design our products in accordance with global trends such as connectivity, user orientation and digitalization.

As one of the leading brands that produce new kitchen technologies that create the new generation kitchen experience, we aim to increase the number of our products that combine user-centeredness, innovative perspectives and simple lines.



Our Innovative Products Equipped With Smart Design:

SilverConnect - > SilverConnect, which connects the hood and the stove, automatically activates the ventilation as soon as the cooking starts and has the ability to adjust the ventilation level according to the cooking temperature. SilverConnect stays on automatically not only during cooking, but also after cooking, until it cleans the air in the environment.

SilverCVS (Central Ventilation System)- > Developed by our R&D Center, SilverCVS provides a high level of energy efficiency by being integrated into the central air flow points of the buildings. The system, which can clean the air of the environment without starting the hood motor, also draws attention with its low sound level of 26dB and its self-cleaning feature.

SilverFlex - > SilverFlex technology, which allows the hood motor to be transported modularly, offers its user a comfortable kitchen experience. A quiet and comfortable period begins in kitchens with this special technology, which allows the ventilation engine, which is the main sound source of hoods, to be mounted externally.

SilverWire - > SilverWire provides easy installation and time saving with its steel suspension system that allows easy hood installation. The hood, which is positioned in the area where it will be used with the help of 4 steel ropes, can be easily assembled by one person.

PRODUCT INFORMATION

Honesty, reliability and compliance with quality standards in the promotion and information of our products are among our priorities. All kinds of up-to-date information and documents about our products can be accessed on our website. Product labels include basic information about the product, water and energy consumption information of the product, the awards and benefits of the products. In addition, we include consumer safety issues on the label. Our customers can obtain our promotional materials to get information about the products from our sales points at any time.

All of our products are inspected within the scope of Market Surveillance and Inspection (PGD), which is carried out regularly by the Ministry of Industry and Technology regarding consumer information. As a result of the inspections carried out in 2021, no non-compliance was observed in our furnace, oven and ventilation product groups.

We also attach importance to customer communication in digital environments. In addition to our TV and radio advertisements, we actively use social media platforms that enable us to interact with customers instantly, and we promote our products.

With our virtual store opened at the beginning of 2021, our customers have the opportunity to choose our products from anywhere. Nearly 100 products are displayed in our virtual store, which can be visited in an elegant store concept. In our virtual store, there are Shock products, the world-famous sink brand, which we are the distributor of.



AN INNOVATIVE Company

We continue our R&D and innovation studies to make our products that add value to life compatible with the future. We make life easier, safer and protect our resources with innovative solutions.



SDG's



R&D AND INNOVATION

We continue our R&D and innovation studies to make our products that add value to life compatible with the future. We make life easier, safer and protect our resources with innovative solutions.

With the Silverline R&D Center, we implement value-added projects that meet the needs of the changing world and the expectations of our consumers, and provide competitive advantage with environmentally friendly and technological products. Silverline R&D Center was established to develop product technologies and products to support our corporate strategies and continues its development in this direction.

While the R&D Center focuses on developing devices that will remove odors from the environment during cooking and cooking in the short and medium term, it also aims to enter the field of food preparation and storage devices in the long term. In addition, while working on single device technologies, it also operates on technologies that enable these devices to communicate with each other, autonomous operation with artificial intelligence, compliance with international standards and regulations, accessible cost, and quality that creates satisfaction.

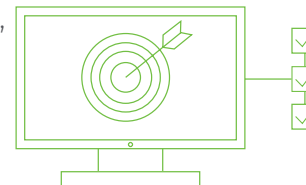
In world markets, kitchen appliances take place in the unique cuisines of different cultures and are used to meet different food preparation and cooking needs. This situation requires the use of different technologies in products and the developments in different technological areas.

As part of our innovation efforts, we prepare our innovation strategies at the center of user comfort, sustainability, brand reliability and respect for nature. In this direction, we have brought the products produced with performance improvements, connected technologies, visual innovations and recycled raw materials into mass production. In addition, we believe that effective innovation will occur with the spread of integrated thinking within the organization, and we support our employees at every stage from innovative ideas to the production stage.



While the expenditures made for our R&D and innovation activities increased by

70%
compared to last year,
they increased by
700%
in the last four years.



R&D Budget (TL)



In the reporting period;

- We have completed the Phase 1 of the smart homes project, which we implemented in 2017 with an investment of 5 million TL.
- Within the scope of sustainability, we have ensured that the product component (circuit box) is produced from recyclable materials.
- We have developed the Silverline Hi mobile application, which controls the hob, oven and hood with a single application.
- We continued to work on transitioning from capacitive motors to brushless motors that provide higher energy efficiency. In this way, we aim to reduce the annual energy consumption (kwh/year) by 50%.
- In line with our open innovation approach, we have completed 6 TÜBİTAK-TEYDEB (Scientific And Technological Research Council Of Turkey and Innovation Funding Programmes Directorate) projects with our academicians, within the scope of academic collaborations with universities.
- We started to develop the quietest and most efficient motor block by conducting our "Fan Acoustics in Hoods" study with universities.

We protect innovative studies developed in our R&D Center with patents and utility models. In this context, we have many TurkPatent (TPE) and European Patent Office (EPO) patent applications. We made 5 patent applications in 2021 and our patent on "Fan-Motor Block in Hoods" was registered as EPO.



R&D and Innovation in Numbers

Budget allocated to R&D and innovation studies:

23,620,447 TL



Number of Patent Applications:

5



Number of Patents Received:

1



Number of Employees in R&D:

94



Number of University/Industry R&D Collaborations:

17 *



Technical Cooperation Grants (TL):

116,117 TL **



Share of Innovative Products in Turnover:

3.3%***



* Project Protocols, general cooperation agreements with Technology Transfer Office (TTO), Project agreements and agreements with R&D design centers are included.

**Support received from TÜBİTAK AR00046 and AR00048 in 2021 and support from the APRIL project

***Share of products launched in 2020-2021 in total turnover



APRIL- Flexible Handling of Materials

We are partners of the “APRIL- Flexible Handling of Materials” project within the scope of Horizon 2020. The APRIL project, scheduled for completion in 2023, develops low-cost, autonomous, ingenious and agile market-oriented robot prototypes to innovate the fabrication of flexible and deformable materials. As Silverline, we support the creation of the robot hand supported by artificial intelligence in the project. It is aimed to increase the quality of production and to make it more cost-effective by using the created robot hand in motor cable soldering, cable terminal fastening, fan plastic parts assembly and fan assembly processes. To this end, we define key performance indicators to accurately measure the increase in production capacity as well as other aspects that have a high impact on the production process.

The robot will manipulate, assemble or process different soft and flexible products/materials in a production line environment. This will enable new methods of automation (semi- or fully automated tasks) in production lines that produce, assemble or process different types of flexible or deformable materials (e.g. from pillows to delicate food products).

Multi-sensor feedback will be used for robot interaction with contextual environments, robot manipulation, motion planning, ergonomically efficient human operation and safe performance. To support robots' lower setup costs, reduced development efforts, and faster and scalable deployments, APRIL will transfer learning of many perceptual abilities and skills through easy robot training or reuse in production processes at a cross-domain level (e.g., food, tools, or passports manufacturing).

Smart Design

While the product platform is being designed, attention is paid to have the same design line. We attach importance to the fact that the product platform includes different products, but has a design face. During the product design process, we pay attention to the use of common materials in the existing product range in the new product design. Inspired by previous studies, new product projects are prepared.

In-House Entrepreneurship for New Graduates

We care about the adoption of the innovation concept by the young workforce and creating added value with innovative ideas. We are aware that the young workforce prefers a business environment where business processes will develop with their own ideas, so we offer in-house entrepreneurship opportunities to our newly graduated employees in our innovation team. We provide the opportunity to work in projects that they undertake responsibility for at all stages.

DIGITAL TRANSFORMATION

Digital transformation which accelerated with the effect of Industry 4.0 and the pandemic, is changing our communication, life and business ways. Companies that absorb digital culture well gain advantages such as operational efficiency, process efficiency, meaningful communication with customers and resource efficiency.

The digital transformation process that we started at Silverline in 2016 is managed by the Information Technologies Directorate. We handle digital transformation in 3 different areas: production processes, product groups and customers.

Trends such as instant access to products, remote control, and personalized products stand out in the white goods industry, and we produce future-oriented products by using technologies such as robotics, artificial intelligence, internet of things (IoT), data analytics in our production processes in accordance with these trends. We aim to minimize errors and losses and increase efficiency with new technologies.

In line with this goal, we perform all sales, orders, SSH (Secure Shell), human resources and production processes in computer systems with SAP modules. With the VEPO system, we ensure a high degree of digitalization in our supply processes. We use the Trex MES system to collect data from production sites and to reflect work orders created in SAP to the field.

We are working on robot technologies under the leadership of our automation team. We continue our projects for RPA processes and non-value-added business processes to be carried out entirely by robots in the future.

We continued our investments in the Internet of Things (IoT) since 2018 in the reporting period. Our IoT investments reached 2 million TL in 2021. As a result of our IoT-focused projects, we have provided our customers with the comfort of remote accessibility with various applications in many of our products, from the ventilation product group to the cooker product group. We aim for our IoT-enabled products to exceed 10% of the total production in 2023, to reach 25% in 2025 and 50% in 2027. In the reporting period, we also implemented the “Big Data Management” project, which is a data processing and data management project.

You can find more detailed information about how we integrate digital transformation into our product groups in our “Responsible Products-Smart Design” section.

With digital transformation, we also focus on enriching the customer experience. We digitize our sales and after-sales processes, thus ensuring that the workflow is faster and more efficient. While we digitize our customers' online ordering, collection and balance tracking processes at dealers with the SAP CRM module, we publish personalized digital content and information about products with the PIM system. In the long term, we aim to strengthen our digital infrastructures and channels and transform into a more agile and flexible company together with all our stakeholders.



CUSTOMER INFORMATION PRIVACY

The risks brought by digitalization have further increased the importance of information security and privacy. We see the monitoring of information security and privacy issues, which have become one of the critical issues in the business world, as an important part of our digital transformation.

We take precautions to protect the information of our customers and business partners with our effective risk management mechanism. We carry out our activities within this scope within the framework of ISO 27001 Information Security Management System standards.

While our Cyber Incident Response Team (SOME) provides internal audits against possible cyber risks, external audits are also carried out regularly. We are audited every year by accreditation bodies, especially TÜRKAK (Turkish Accreditation Agency). We are working and investing to strengthen the development points in the audited inventories.

We provide information security trainings to all our employees to strengthen user awareness. We inform senior management about the subject with periodic case studies. Our efforts to combat information security attacks, which we carry out systematically, are protected by firewall, antivirus and DLP systems, and are monitored instantly with central security policies.

While our systematic efforts to combat information security attacks are protected by firewall, antivirus and DLP systems, they are monitored instantly with central security policies.



Awards We Won in 2021

Award	Award Description	Model	Contract Model
Plus X	High Quality	4390	LIGHTLINE
Plus X	Design	4390	LIGHTLINE
Plus X	Ease of Use	4390	LIGHTLINE
Plus X	Functionality	4390	LIGHTLINE
Plus X	High Quality	7110	FLOW IN PRO
Plus X	Design	7110	FLOW IN PRO
Plus X	Ease of Use	7110	FLOW IN PRO
Plus X	Functionality	7110	FLOW IN PRO
IDA	Gold	7110	FLOW IN PRO
IDA	Bronze	4390	LIGHTLINE
IF	FINALIST	4390	LIGHTLINE
MUSE Design Award	Platinum	7110	FLOW IN PRO
MUSE Design Award	Platinum	4390	LIGHTLINE
EUROPEAN PRODUCT DESIGN AWARD	Winner	7110	FLOW IN PRO
EUROPEAN PRODUCT DESIGN AWARD	Winner	4390	LIGHTLINE
GOOD DESIGN	Winner	7110	FLOW IN PRO
GOOD DESIGN	Winner	4390	LIGHTLINE



SATISFIED Employees

We care about the satisfaction of our employees, who make the greatest contribution to our corporate sustainability. We are aware of the fact that happy employees exhibit high job performance, and in this direction, we offer all our employees a work environment where they can develop themselves, and where their motivation and commitment are high.



SDG's

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH



We believe that satisfied employees are the most important factor in becoming a strong company. We increase employee satisfaction with an open, participatory, fair and safe work environment. We work with the goal of being a strong employee brand that is also preferred by potential employees.

WORKING CONDITIONS

At Silverline, we organize the working life according to the regulations in the Human Resources Handbook. We share all human resources processes, which proceed under the guidance of Gümüş Group HR Regulation, on platforms accessible to employees. Thus, our employees can access transparent information on issues such as hiring and placement, rotation, promotion and assignment, working conditions, personal rights and leaving the job. We review and update our HR practices every year.

We provide our employees with fringe benefits such as food and travel support, subsistence, gifts to married people, shopping checks on New Year's Eve and holidays, private health insurance, clothing checks for sales teams, meal cards and hotel cards, a premium system for sales teams, Team Leader Bonus, Group Leader Bonus, rental assistance, Certified Public Accountant Document Support, OHS Expertise Certificate Support, CMB Certificate Support, Employee Representative Supplementary Payment, Seniority Bonus, Communication Support.



EQUAL TREATMENT PRINCIPLE

We believe that a working environment where diverse cultures and talents come together enriches the institution. At Silverline, we do not tolerate discrimination based on factors such as gender, language, religion, ethnicity and age in human resources processes. We strive to create a respectful and inclusive work environment.

We do not discriminate according to gender in remuneration, we act with an understanding of equal pay for equal work. We determine the wage rates according to our job valuation methodology, and we provide a balanced wage distribution for our blue and white collar employees both inside and outside the company.

We guarantee the employee and human rights of all our employees. We prevent child labor and forced or compulsory labor. In this regard, we act within the framework of internal regulations and Ethical Rules and Principles. We strive to ensure fair working conditions in our operations and supply chain.

Within the scope of supporting women's participation in working life, we organize some vocational training programs and trainings and prepare them for business life. We regularly organize seminars and conversations on women's health and working life.

We support women's employment and women's participation in management levels, and aim to increase the number of women working at all levels.

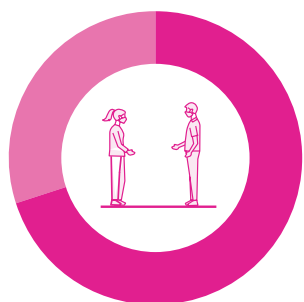


Female employees make up
20% of our team and
31% of our senior managers.

We want to remove barriers in business life. We design our work areas in a way that facilitates the work life of disabled employees. We have 34 disabled employees working in our organization.

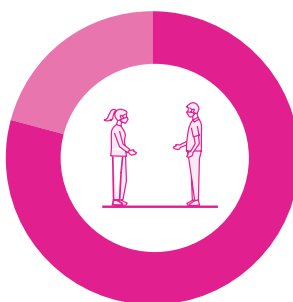
Within the scope of our approach to support women's employment and employment of the disabled, we carried out employee-specific practices considering their health status during the pandemic period.

Gender Distribution of Top Management



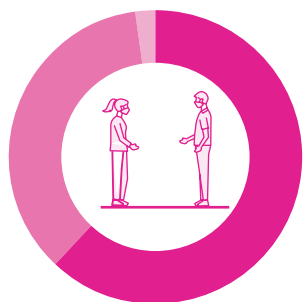
● Female	31%
● Male	69%

Employee Distribution By Gender



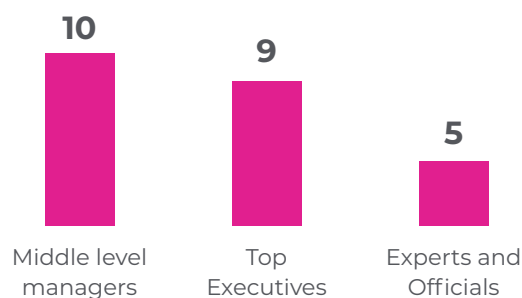
● Female	20%
● Male	80%

Employee Distribution By Age Groups



● Below 30	36%
● Age 30-50	62%
● Above 50	2%

Average Year Of Seniority By Employee Categories



We have
34
disabled employees
working in our
organization.



EMPLOYEE ENGAGEMENT AND MOTIVATION

We conduct surveys with the support of independent companies to understand the commitment, satisfaction and motivation levels of our employees. By sharing the survey results with all our managers and senior management, we enable a better analysis of employee expectations. According to the survey results, we develop practices that increase the loyalty and motivation of our employees. Our Human Resources department meets with the employees at least twice a year as part of Chat Meetings.

We carry out practices in order to increase employee motivation and loyalty, and to support our employees to carry out their business and private lives in a balanced way and to socialize. At our Istanbul location, we have shaped our working hours to provide ease of access for our employees. With the hybrid working model, we enabled them to balance between home life and office life.

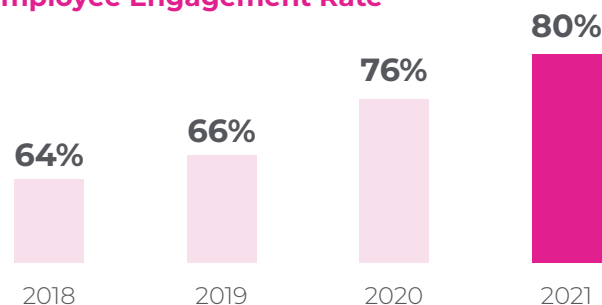
During the reporting period, the gym located in Silkar Plaza in our Istanbul location was made available free of charge to all our employees. In our Merzifon location, football tournaments were organized within the company and a high school gym was rented and opened to the use of employees.



Our employee engagement rate reached

80% from of **76%**
during the reporting period.

Employee Engagement Rate



TALENT ACQUISITION

As a young and developing company, we aim to work with talented, dynamic, potential and competent people. We act with the aim of being the preferred workplace for our current and potential employees, aiming to gain qualified workforce and retain the acquired talents.

We offer career opportunities to reach young talents, who are very valuable for our future, and develop collaborations with vocational high schools and universities to support the technical and personal development of students. We closely introduce business and business life to young talents through career days, internships and technical trips at universities, and provide them with new employment opportunities.

As part of the summer internship application of our Team of Stars Internship Program, we provide internship opportunities to successful university students studying in departments related to company business processes. In cooperation with TOBB University, we offer students the opportunity to experience business life. We have a winter internship program for Vocational and Trade High School students. After the internship, we show the flexibility to open new areas within the organization for young people with career goals. During the reporting period, 22 students had the opportunity to do internships at Silverline.

Career Day: Every year, we come together with students by attending career days organized by Turkey's leading universities. We try to support students in their career development by informing them about our brand, our Team Of Stars internship program and job opportunities. With our Workplace Training Program, which offers full-time workplace training and project experience to engineer candidates, candidates contribute to the development of their R&D projects.

EMPLOYEE DEVELOPMENT

We adopt a development-oriented approach for the advancement and enrichment of our employees and our company. We design training and development programs that will reveal the potential of our employees.

We aim to have a competent, constantly improving, highly committed and solution-oriented workforce with the trainings we have organized within Gümüş Akademi (Silver Academy). In addition to Silverline employees, trainings for dealer employees are also included in the Gümüş Akademi trainings.

We are aware that innovative ideas increase work efficiency and facilitate innovative designs. With this awareness, we consider new ideas and suggestions from our employees.

We continue the suggestion system that we launched in 2020 in order to support continuous improvement and development, especially in our production businesses. We appreciate our friends who gave suggestions. During the reporting period, 1,090 recommendations were made, and 378 of them were implemented.

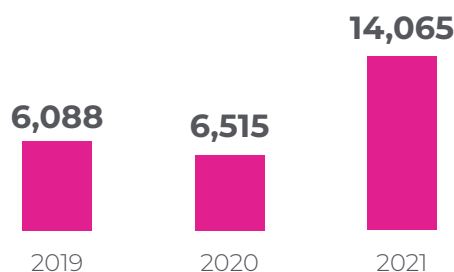
In order for our colleagues to have an uninterrupted career journey experience within our company, we first make our career steps and the transition opportunities between steps clear and visible with our systems. For all our colleagues, we share how they can act in cross roles, both in their roles and in-company rotation opportunities, and the conditions through relevant communication channels and systems. This happens during the orientation processes for our new recruits. Then, we plan the career movements of all our colleagues, the development plans for their development areas and the actions to be taken with their managers by holding the "Development Meetings" twice a year, where we meet with each department manager and their employees individually and separately throughout the year, and we spread these actions to the development movements throughout the year. In this context, we also make face-to-face or online training plans within the body of Gümüş Akademi, our in-house organization.

We accompany the career and personal development journeys of our employees. With our Leadership School development program, we identify executive candidates for management positions. We create personalized development steps by including the determined candidates in the evaluation center practices, identifying their development areas and strengths. The leadership school includes theoretical training as well as coaching. Our friends who successfully complete the program, which lasts about 1 year, are promoted to first level managerial roles.

We measure the success of our employees fairly through performance evaluation processes. As a result of the meetings we hold every year, we design a career development plan suitable for each employee. During the reporting period, we provided performance feedback to 90% of our employees.

In 2021, we provided **14,065** person*hours of training to **2,762** employees.

EMPLOYEE TRAININGS (PERSON*HOUR)



İşkur On-the-Job Training Program

It is a training program we carry out in partnership with İşkur, which is organized to enable people who are actively looking for a job to gain professional experience, to see the application in the professions they receive theoretical training, and to adapt to the working environment. We contribute to their development by organizing trainings for İşkur employees with our internal trainers within our company.

EMPLOYEE COMMUNICATION

We believe in the importance of effective employee communication. We have taken it as a basis to establish more contact with our employees and to make interactive evaluations through human resources communication meetings and “Ask the CEO” meetings held at regular intervals. In January, our CEO Mustafa Laçın started to hold meetings with all company employees over Teams in Istanbul. In September, our CEO held separate meetings with all companies in Istanbul.



- ✓ On March 8, International Working Women's Day, we distributed gift boxes to all our female employees.
- ✓ On April 23, National Sovereignty and Children's Day, we presented the book “The Little Prince” to all our employees.
- ✓ We started to present books from the classics of Turkish Literature to all our colleagues on their birthdays.
- ✓ We donated to AÇEV (Mother and Child Education Foundation) on behalf of our working mothers on Mother's Day
- ✓ On May 19, Commemoration of Atatürk, Youth and Sports Day, we presented the Speech book to all employees.
- ✓ We donated to Darüşşafaka for our working fathers on Father's Day.
- ✓ A special “Welcome to the 21st Century” webinar was held by Prof. Dr. Acar Baltaş for our group of companies.
- ✓ We conducted a survey within the scope of the Group companies regarding the Reward and Recognition System, which is planned to be implemented.
- ✓ We organized a seminar for our female employees by the Narcotics Branch of the Merzifon District Police Department, within the scope of the “Best Narcotics Police: Mother” project of the Ministry of Internal Affairs and the Radio and Television Journalists Association in order to benefit from the mother's sensitivity to prevent drug use among children and young people.

OCCUPATIONAL HEALTH AND SAFETY

Providing a safe working environment for our employees is one of our sustainability priorities. With our occupational health and safety culture, we carry out our activities in accordance with legal regulations; we create awareness among employees to minimize risks.

We act in accordance with national and international laws, directives, and contracts to create a safer and healthier working environment for our employees. We constantly exchange ideas with our customers, employees, suppliers, and other relevant stakeholders aiming to ensure maximum safety standards in our business processes, which we manage in accordance with ISO 45001:2018 Occupational Health and Safety Management System and in full compliance with the occupational Health and Safety Law No: 6331 and with related regulations. The new security measures, which emerged as a product of the common mind, increase the satisfaction and productivity of our employees, and ensure their safety.

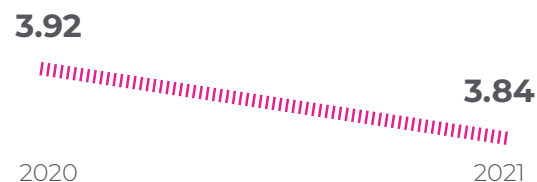
A total of 20 members, 7 of which are employee representatives, take part in the two Occupational Health and Safety Committees operating in Silverline. We aim to spread the safety culture throughout the company through committees and to actively participate in this process of our employees. In accordance with the legal regulations, an occupational health and safety committee meeting is held every two months with the participation of employee representatives.

We employ healthcare workers at all our locations to keep occupational diseases and injuries to a minimum. We minimize accidents and diseases with emergency action plans and preventive practices. In 2021, we reduced the accident severity rate from 0.056 to 0.044, and the accident frequency rate from 3.92 to 2.84. During the reporting period, there were no occupational diseases or fatal accidents in our operations at Silverline.

ACCIDENT WEIGHT RATE



ACCIDENT FREQUENCY



TOTAL HOURS OF OHS TRAININGS



Our office ergonomics studies:

- Appropriate air conditioning and lighting conditions are provided in all our offices.
- Office furniture and tools suitable for personal anthropometry are preferred.
- Office employees are given training on ergonomic work by the workplace physician.

With the occupational health and safety trainings we organize at regular intervals, we enable our employees to better adopt the OHS culture and increase their awareness. OHS trainings are given to employees when they start working and every two years in the following period. In 2021, we provided 12,819 hours of training to our employees, an increase of 40% compared to the previous year. We aim to increase OHS trainings to 13 thousand hours in the next reporting period.

At Silverline, we manage OHS risks with a proactive approach and preventive measures. Risk analysis reports, daily field controls, work and hazard analyzes, personal protective equipment, periodic control of machinery and equipment, formal and practical trainings, hot work permits, suggestion and near-miss notifications, health and safety signs are the applications within the scope of this preventive approach.

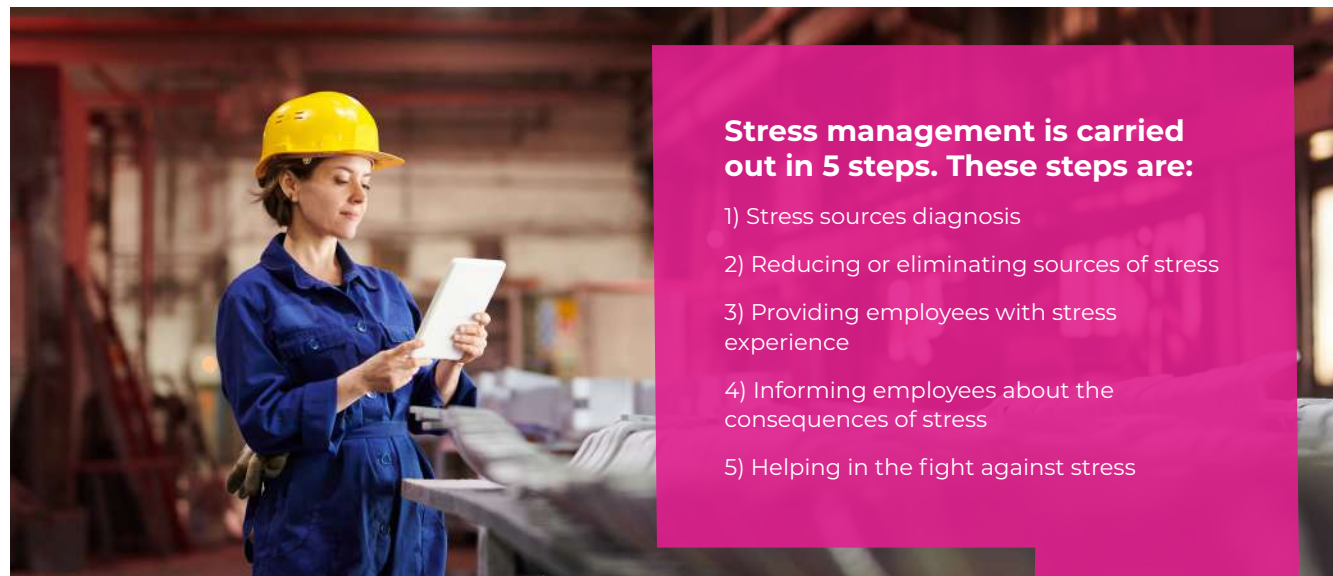
In our production processes, steps in the risk management hierarchy are followed to eliminate physical and chemical risks. Accordingly, substitution

method, engineering controls, administrative measures and personal protective equipment steps are followed.

Our Occupational Health and Safety Department informs employees about OHS issues and coordinates OHS practices. Processes such as health surveillance, department-based trainings, equipment controls are followed by occupational safety experts and workplace physician.

We care about the health of our employees as well as their safety. In this context, information seminars are given to all employees and certain risk groups by the workplace physician in our company, and information sessions are organized by specialist physicians on public health issues. While discounts are provided to all our employees in contracted private hospitals, there is general health insurance and supplementary health insurance for administrative staff.

We support our employees in the management of stress, which is highly effective on health. Stress management information is a part of our employee health practices.



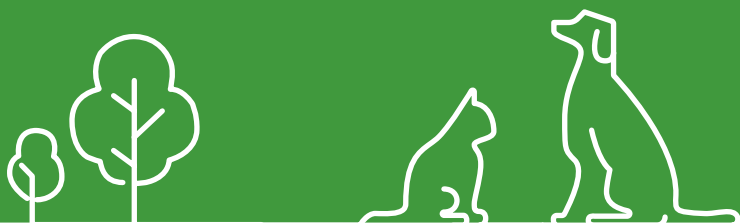
Stress management is carried out in 5 steps. These steps are:

- 1) Stress sources diagnosis
- 2) Reducing or eliminating sources of stress
- 3) Providing employees with stress experience
- 4) Informing employees about the consequences of stress
- 5) Helping in the fight against stress



RESPECT FOR THE Environment

We act with the principle of respect for the environment in all our business processes. In this context, we improve the environmental impact of our activities and products with sustainable steps.



SDG's



Inefficient use of resources and unconscious production activities threaten the entire ecosystem and the lives of future generations. According to the 2021 Global Risk Report of the World Economic Forum (WEF), environmental risks such as extreme weather conditions, climate crisis, human-induced environmental destruction, loss of biodiversity will affect the world in the next ten years. In the light of this information, as Silverline, we aim to be a part of the solution by addressing the climate crisis with its risks and opportunities.

We focus on improving the environmental impact of our operations and products for a sustainable future. We carry out all of our operations in accordance with environmental legal regulations and practices, and we reduce our environmental footprint in all our business steps, from our production processes to our product range. In all these processes, we act in line with our Environmental Policy.

We aim to extend this approach we have towards the climate crisis across our entire value chain. Accordingly, we regularly monitor the environmental performance of our suppliers.

We aim to increase environmental awareness among our employees through environmental trainings. In 2021, we provided our employees with 333 hours of environmental training.

In 2021, we spent

227,000 TL

on environmental management.

We aim to increase this amount to

380,000 TL

in the coming period.



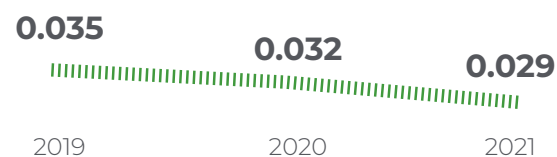


ENERGY AND EMISSIONS MANAGEMENT

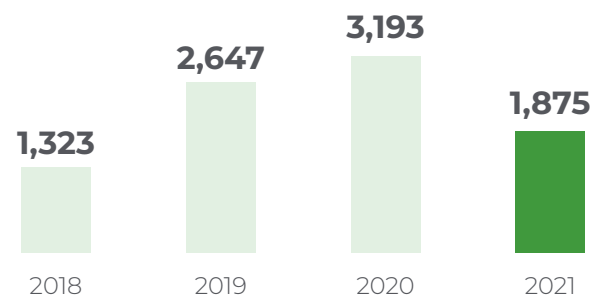
One of the important causes of the climate crisis is increasing greenhouse gas emissions. As Silverline, we control our energy consumption and try to reduce emissions from our production and logistics activities. We carry out energy and emission management within the framework of ISO 50001 Energy Management System.

With energy efficiency projects, we aim to reduce the amount of energy and limit the amount of emissions from our activities. In the reporting period, we saved a total of 1,875 GJ of energy with our projects and practices. We achieved an improvement of 9.4% in our energy intensity during the period.

ENERGY SAVINGS (GJ)

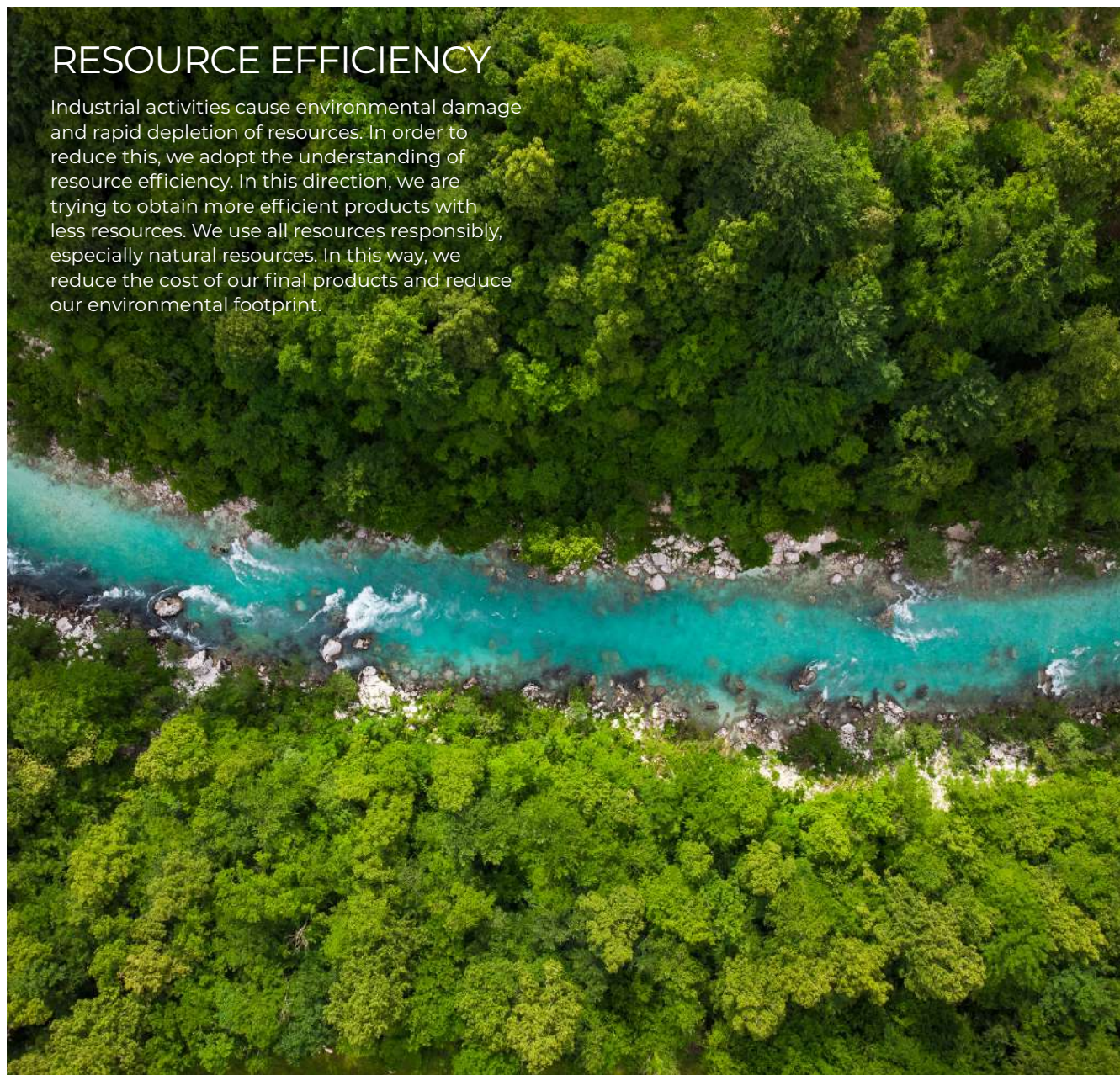


ENERGY DENSITY (GJ/UNIT)



RESOURCE EFFICIENCY

Industrial activities cause environmental damage and rapid depletion of resources. In order to reduce this, we adopt the understanding of resource efficiency. In this direction, we are trying to obtain more efficient products with less resources. We use all resources responsibly, especially natural resources. In this way, we reduce the cost of our final products and reduce our environmental footprint.

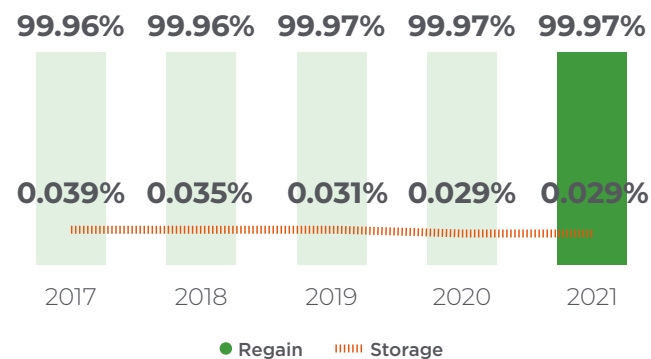


WASTE MANAGEMENT

The increasing amount of waste negatively affects the environment and ecosystems. Waste management with sustainable methods gains importance in protecting resources and combating the devastating consequences of climate change. As Silverline, we carry out our waste management in line with the circular economy approach we have adopted. We aim to minimize the amount of waste generated as a result of our activities, and we care about recycling.

Our packaging consists of recyclable materials, we register our packaging with the use of green dot brand. During the reporting period, we recovered 7,038 tons of packaging.

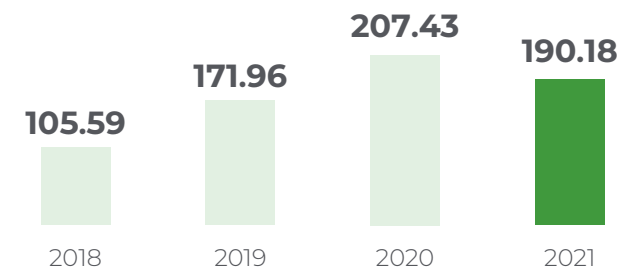
Recycling / recovery rates between 2017-2021



Within the scope of our project to reduce the use of plastic in 2021, we have achieved 64% improvement by switching from tube silicone used in glass bracket bonding to bucket silicone. In this way, we carried our performance above the target we set as 57%.

In 2021, we recovered 190 tons of hazardous waste. Hazardous wastes sent to licensed companies are used as efficient fuel in cement factories instead of fossil fuels. Thanks to this application, we also contribute to the circular economy.

AMOUNT OF HAZARDOUS WASTE RECYCLED (TON)



Zero Waste

Our production center was certified by the Ministry of Environment and Urbanization as a result of our integrated waste studies that we carried out in line with our zero waste goal that started in 2018. As a result of the inspections carried out according to the Zero Waste Regulation, we received the Zero Waste Basic Level Certificate.



In 2021, in the non-hazardous waste group, we contributed to the sustainable environment by separating the packaging of the recycled products and the wastes generated in our factory at the source and sending them to licensed companies for recycling. We created added value by recycling a total of 432 tons of waste with our solid waste recycling project. We have ensured the recovery of 51 tons of products. In this way,

WASTE WATER

We make the wastewater generated as a result of our production processes comply with the discharge standards with the chemical pre-treatment process. With the “Zero Waste Management System” that we started in 2018, we aim for maximum recycling and zero waste in all processes of production by sorting at the source. In 2021, 3,386 m³ of industrial waste water

was treated with appropriate parameters in a way that would not harm the nature. We foresee this amount to reach 3,540 m³ in 2022.

By reusing the waste water generated in the reverse osmosis system used in the surface treatment line in the hanger washing line, we indirectly save water. In 2021, 494 m³ of waste water was recycled and reused. In this way, an improvement of 9% was achieved compared to 2020.

The greenhouse gas formation of
15,026 kg CO₂e was prevented.

166.615 kWh of energy was saved.

96,587 kg of CO₂e emissions were prevented.

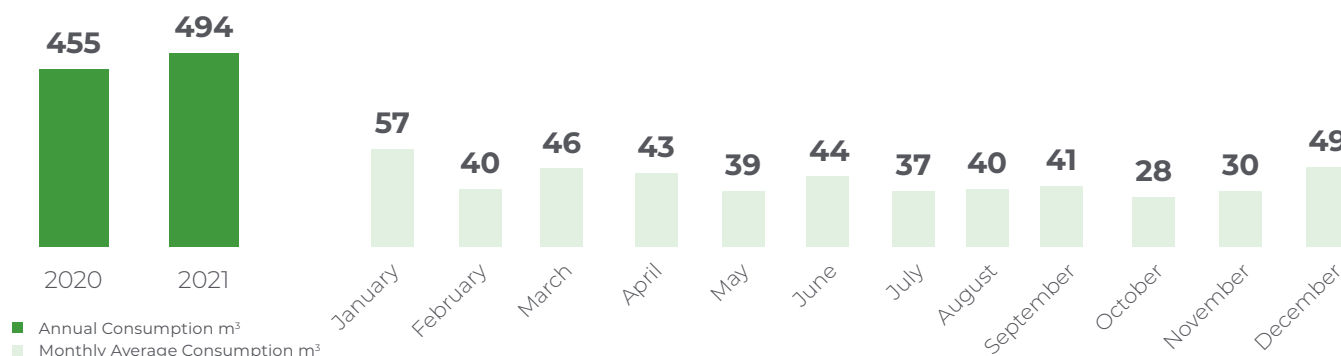
443 m³ of storage space was saved.

Cutting down **202** trees was prevented.

174,000 kg of raw materials were saved.

28,331 liters of oil were saved.

Wastewater Usage Amounts



Amount of waste collected by solid waste recycling project (tons)

Metal	133.61
Glass	283.31
Paper	5.66
Plastic/Nylon	4.75
Wood	4.52





“I’M FOR GOOD” (İYİYE VARIM) FOR SUSTAINABLE LIFE

As Silverline, we started the “I’m for Good” journey in 2021 for “good body”, “good food”, “good mind”, “good life”, “good environment”. In our “I’m for Good” journey, we implement works that will spread to all business processes and that will benefit the world and people. In this journey, we are working to prepare a good future not only for ourselves, but also for our world, which is our common home. We aim to transfer the values we have internalized for a sustainable future and a better life to all our stakeholders through projects with high added value.

In the “I’m for Good” journey, we work to raise awareness of consumers for a better life, to add added value to their lives and to spread environmental awareness by focusing on health and pleasure. We invite our stakeholders to eat well, feel good, think well and live well, based on the philosophy of understanding people, their environment, nature and the language of nature.

We are getting ready to give you tips for a quality and happy life journey with expert conversations, healthy recipes and inspiring content through social media channels. We continue our efforts to create an adventure that will include everyone who wants to say “I’m for Good” and to inspire them.

iyiye
varım





Performance Indicators

Economic Performance Indicators				
Financial Data	2018	2019	2020	2021
Net Sales (TL)	46,8965,256	511,055,055	760,877,848	1,230,772,602
Turkey	254,804,029	321,509,275	480,321,098	676,825,025
Europe	174,541,401	154,479,811	222,945,176	400,067,017
Other	39,619,827	35,065,969	57,611,574	153,880,560
By product group				
White goods*	435,426,607	487,608,955	738,017,871	1,148,119,597
Other**	335,38,650	23,446,099	22,859,977	82,653,005
Supply Chain and Customer Satisfaction	2018	2019	2020	2021
Active suppliers	640	690	705	732
Number of local suppliers	510	550	555	577
Rate of local suppliers	79%	79%	79%	79%
Total procurement budget (million TL)	450	520	629	886
Domestic supply	340	390	471	688
International supply	115	130	158	198
Domestic supply rate in procurement budget (%)	76%	75%	75%	78%
Number of suppliers trained	50	55	28	-
Customer satisfaction score ***	96%	98%	8,6	90%
Dealer satisfaction score ***	84%	90%	8,9	9
Technical service satisfaction score	98%	95%	82%	87%
R&D	2018	2019	2020	2021
R&D budget (TL)	2,941,428	6,945,692	13,888,620	23,620,447
Number of patent applications	4	6	4	5
Number of patents received	-	-	-	1
Number of utility models	-	-	-	0
Number of employees in R&D	50	69	81	94
Number of university/industry R&D collaborations	6	15	15	17
Technical cooperation grants (TL)	-	88,414	222,417	116,117

*Washing machine, dishwasher and refrigerator products are grouped under white goods. It is combined with built-in products (ventilation, oven, stove). **Water dispenser, Schöck sink, Fan etc. products ***The data in the table for the dealer satisfaction score for 2020, the technical service satisfaction score for 2020 and 2021 are out of 10.

Environmental Performance Indicators

Material Use	2018	2019	2020	2021
Production quantity (pieces)	1,164,804	1,123,004	1,329,272	1,893,629
Amount of raw materials consumed (tons)				
Plastic raw material (kg- 4300 TTPLAS)	702,074	771,466	861,986	15,971,210
Metal raw material (kg)	5,615,603	5,689,659	5,751,819	7,085,884
Packaging materials (pieces)	13,157,462	13,658,312	16,261,342	18,976,212
Glassware (pieces)	1,129,925	1,259,330	1,622,769	2,123,894
Electronic materials (pieces)	29,739,162	26,712,358	18,306,242	12,912,552
Chemicals (kg)(PAINT H701*)	521,601	661,639	331,944	442,271
Amount of plastic used in production processes (pieces)	26,170	35,782	12,283,892	635,633
Energy and Emissions	2018	2019	2020	2021
Total energy consumption (GJ)	36,943	39,780	48,580	54,771
Natural gas (m³)	572,076	635,343	813,570	895,264
Electricity (kWh)	4,226,631	4,347,369	4,911,325	5,752,706
Energy intensity (GJ/pieces)	0.032	0.035	0.032	0.029
Energy saving (GJ)	1,323	2,647	3,193	1,875
Carbon emissions (tonCo ₂ e)	2,583	2,668	3,036	3,543
Emission intensity (tonCo ₂ e/pieces)	0.0022	0.0024	0.0020	0.0019
Water Consumption	2018	2019	2020	2021
Total water withdrawal (m³)				
Total consumed water	22,374	22,796	25,951	23,007
Water intensity (m³/pieces)	0.019	0.02	0.016	0.012
Waste	2018	2019	2020	2021
Total hazardous waste (ton)	105.63	172.01	207.49	190.24
Recovery	105.59	171.96	207.43	190.19
Medical waste	0.037	0.053	0.06	0.055
Non-hazardous waste (ton)	437.46	241.66	267.92	431.85
Number of significant spills	0	0	0	0
Waste collected by solid waste recycling project (tons)	437	241	267.92	482.85
Metal	367.04	134.89	154.52	133.61
Glass	55	93.26	97.5	283.31
Paper	4.48	4.6	5.2	5.66
Plastic/Nylon	2.32	3.29	4.6	4.75
Wood	8.63	5.63	6.1	4.52
Amount of product recovered under AEEE (tons)	19	76.4	68.5	51
Environmental Trainings	2018	2019	2020	2021
Total hours of environmental training for company employees	164	228	260	333



Social Performance Indicators

Employee Demographics	2018	2019	2020	2021
Demographic distribution of employees				
Total number of employees	1,308	1,319	1,355	1,657
Total number of female employees	283	288	286	335
Total number of male employees	1,025	1,031	1,069	1,322
Number of female white collar employees	139	129	127	139
Number of male white collar employees	246	247	254	278
Number of blue-collar female employees	141	156	157	185
Number of blue-collar male employees	767	777	795	1,018
Number of disabled employees	34	35	33	34
Number of intern university students	4	20	7	12
Number of intern high school students	10	60	15	25
Number of employees by age groups				
Number of employees under the age of 30	547	518	465	601
Number of employees aged 30-50	748	786	865	1,027
Number of employees aged 50 and over	13	15	25	29
Employees by nationality				
Local	1,308	1,319	1,355	1,657
Foreign	0	0	0	0
Average years of seniority by category of employees				
Senior executives	7	7	8	9
Mid level managers	7	8	9	10
Experts & officers	4	5	5	5
Employee distribution by contract type				
Continually	1,308	1,319	1,355	1,657
Temporary	0	0	0	0
Demographic distribution of senior management				
Total number of senior executives	19	19	17	16
Total number of senior female managers	5	5	5	5
Total number of senior Turkish executives	19	19	12	16
Senior executives by nationality				
Local	19	19	17	16
Foreign	0	0	0	0
Senior executives by age group				
Number of managers between 30-50 years old	17	17	14	12
Number of managers aged 50 and over	2	2	3	4
Return to work and retention rates after parental leave				
Number of female employees that were entitled to parental leave	11	3	16	10
Number of female employees returned to work after parental leave	9	1	14	6

Social Performance Indicators

Employee Development	2018	2019	2020	2021
Employee trainings - number of participants (person)				
Blue collar	580	791	1144	1,065
White collar	315	412	485	316
Woman	185	238	460	286
Male	710	865	1,169	1,095
Employee trainings - total hours (personxhour)				
Blue collar woman	803	334	1,155	1,955
White collar woman	4,122	1,436	480	1,095
Blue collar male	7,591	1,752	3,674	8,746
White collar male	7,379	2,566	1,206	2,269
Number of employees received regular performance evaluation feedback				
Blue collar woman	129	125	135	166
White collar woman	109	106	113	128
Blue collar male	671	643	744	942
White collar male	221	226	232	246
Employee engagement rate	64%	66%	76%	80%
Employee Turnover	2018	2019	2020	2021
Employee turnover by gender				
Woman	3%	4%	3%	5%
Male	10.10%	11.80%	7%	19%
Employee turnover by age				
Under 30	9.60%	13.20%	11.10%	22.45%
30-50 years old	5.20%	4.40%	3.70%	11.59%
50 years and over	0.10%	0.20%	0.20%	0.12%
Hired employees				
Number of female employees hired	67	45	44	100
Number of male employees hired	191	133	160	466
Number of hired employees under the age of 30	159	137	151	372
Number of hired employees aged 30-50	98	40	50	192
Number of hired employees aged 50 and over	1	1	3	2
Left employees				
Number of female employees left	45	56	40	80
Number of male employees left	132	155	99	318
Number of left employees under the age of 30	114	157	94	215
Number of left employees aged 30-50	62	52	43	174
Number of left employees aged 50 and over	1	2	2	9
Occupational Health and Safety	2018	2019	2020	2021
İSG committees				
Number of OHS committees	2	2	2	2
Total number of members in OHS committees	20	20	20	20
Total number of employee representatives in OHS committees	7	7	7	7
OHS trainings				
OHS training total hours	4,524	4,188	9,131	12,819
Number of employees participated in OHS trainings	377	349	760	1,068
Accident severity rate	0.035	0.058	0.056	0.044
Occupational disease rate	0	0	0	0
Accident frequency rate	3.71	3.67	3.92	3.84



GRI Content Index



**MATERIALITY
DISCLOSURES SERVICE**

2022

Disclosures	Descriptions and Page Numbers
GRI 101: Foundation 2016	
GRI 102: General Disclosures 2016	
Corporate Profile	
102-1	About the Report, page: 2
102-2	About Silverline, page: 4-5
102-3	Contact, page:47
102-4	About Silverline, page: 5
102-5	http://yatirimci.silverline.com.tr/index.asp?id=19 Corporate Management, page: 7
102-6	About Silverline, page:4-5
102-7	About Silverline, page:4-5; Performance Indicators, page:42
102-8	Happy Employees, page:31; Performance Indicators, page:42
102-9	Supply Chain Management, page: 10 ; Performance Indicators, page:43
102-10	GRI Content Index: During the reporting period, there was no significant change in the operational or financial structure of the company and its supply chain.
102-11	Risk Management and Compliance, page:8-9
102-12	Relations with Our Stakeholders, page:14
102-13	Relations with Our Stakeholders, page:14
Strategy	
102-14	Message of CEO , page: 3
102-15	Risk Management and Compliance, page:8-9; What Kind of a World? Global Trends, page:15-16
Ethics and Integrity	
102-16	Risk Management and Compliance, page:8-9
102-17	Risk Management and Compliance, page:8-9
Governance	
102-18	Corporate Management, page:7
102-19	Corporate Management, page:7; Sustainability at Silverline, page:11
102-20	Sustainability at Silverline, page:11
102-21	Relations with Our Stakeholders, page:14
102-29	Sustainability at Silverline, page:12-13
102-30	Risk Management and Compliance, page:8-9
102-31	Sustainability at Silverline, page:12-13
102-32	Sustainability at Silverline, page:11
Stakeholder Engagement	
102-40	Relations with Our Stakeholders, page:14

"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.This service was carried out through the Turkish version of the report."

Disclosures	Descriptions and Page Numbers
102-41	GRI Content Index: There is no collective bargaining agreement in Silverline.
102-42	Relations with Our Stakeholders, page:14
102-43	Relations with Our Stakeholders, page:14
102-44	Sustainability at Silverline, page:12
Reporting Practices	
102-45	About the Report, page:2
102-46	About the Report, page:2
102-47	Our Sustainability Priorities, page:12-13
102-48	GRI Content Index: No changes.
102-49	GRI Content Index: No changes.
102-50	About the Report, page:2
102-51	GRI Content Index: Silverline 2021 Sustainability Report is Silverline's second report. The previous report is Silverline 2020 Sustainability Report.
102-52	GRI Content Index: Reporting is done annually.
102-53	About the Report, page:2
102-54	About the Report, page:2
102-55	GRI Content Index, page:44
102-56	GRI Content Index: No external audit was received.

Material Issues		
Standard	Disclosures	Descriptions and Page Numbers
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Sustainability at Silverline, page:12
	103-2 The Management Approach and its Components	Sustainability at Silverline, page:12
	103-3 Evaluation of the Management Approach	Sustainability at Silverline, page:12
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	About Silverline, page:5
	201-2 Financial implications and other risks and opportunities due to climate change	What Kind of a World? Global Trends, page:16
	201-4 Financial assistance received from government	GRI Content Index: The amount of financial support received from the state is 11,600,510 TL.
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	R&D and Innovation, page:24-25; Talent Acquisition, page:32
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Supply Chain Management, page:10; Performance Indicators, page:42
Corporate Management		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Our Management Approach, page:7-9
	103-2 The Management Approach and its Components	Our Management Approach, page:7-9
	103-3 Evaluation of the Management Approach	Our Management Approach, page:7-9



Standard	Disclosures	Descriptions and Page Numbers
GRI 205: Anti-Corruption 2016	205-1 Total number and percentage of operations assessed for risks related to corruption & significant risks identified	Anti-Corruption, page:9
	205-2 Communication and training about anti-corruption policies and procedures	GRI Content Index: No such penalty was taken during the reporting period.
Resource Efficiency		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Resource Efficiency, page:38
	103-2 The Management Approach and its Components	Resource Efficiency, page:38
	103-3 Evaluation of the Management Approach	Resource Efficiency, page:38
GRI 301: Materials 2016	301-1 Materials used	Performance Indicators, page:42
	301-3 Reclaimed products packaging materials	Performance Indicators, page:42
GRI 303:Water and Effluents 2018	303-1 Interactions with water as a shared resource	Resource Efficiency, page:38
	303-5 Water consumption	Performance Indicators, page:42
Energy and Emission Management		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Energy and Emission Management, page:38
	103-2 The Management Approach and its Components	Energy and Emission Management, page:38
	103-3 Evaluation of the Management Approach	Energy and Emission Management, page:38
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Performance Indicators, page:42
	302-2 Energy consumption outside of the organization	Performance Indicators, page:42
	302-3 Energy intensity	Performance Indicators, page:42
	302-4 Reduction of energy consumption	Energy and Emission Management, page:38; Performance Indicators, page:42
	302-5 Reductions in energy requirements of products and services	Energy and Emission Management, page:38; Performance Indicators, page:42
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Performance Indicators, page:42
	305-4 GHG emissions intensity	Performance Indicators, page:42
Waste Management		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management, page:39
	306-2 Management of significant waste-related impacts	Waste Management, page:39
	306-3 Waste generated	Waste Management, page:39; Performance Indicators, page:42
	306-4 Waste diverted from disposal	Performance Indicators, page:42
	306-5 Waste directed to disposal	Performance Indicators, page:42

Standard	Disclosures	Descriptions and Page Numbers
Working Conditions		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Working Conditions, page:30
	103-2 The Management Approach and its Components	Working Conditions, page:30
	103-3 Evaluation of the Management Approach	Working Conditions, page:30
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	""GRI Content Index: There is no discrimination in our wages based on gender. We act with the principle of equal pay for equal work for all our employees. Minimum wage for blue collar, regardless of entry level; The wage is determined with a rate of 1.03 and a rate of 1.52 for white collars."
	202-2 Proportion of senior management hired from the local community	GRI Content Index: All senior executives are Turkish citizens.
GRI 401: Employment 2016	401-1 Employee turnover	Performance Indicators, page:43
	401-3 Parental leave	Performance Indicators, page:43
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	GRI Content Index: Legal notice periods are taken into account for important job changes.
GRI 405:Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Equal Treatment Principle,page: 30-31; Performance Indicators, page: 43
	405-2 Ratio of basic salary and remuneration of women to men	GRI Content Index: There is no gender difference in Silverline. The principle of equal pay for equal work is applied.
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	GRI Content Index: There were no cases of discrimination during the reporting period.
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Equal Treatment Principle, page:30
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Equal Treatment Principle, page:30
GRI 410: Security Practices 2016	410-1 Percentage of security personnel trained in organization's human rights policies or procedures	GRI Content Index: All security personnel have completed the necessary legal training.
Employee Development & Talent Acquisition		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Talent Acquisition, page:32; Employee Development, page:33
	103-2 The Management Approach and its Components	Talent Acquisition, page:32; Employee Development, page:33
	103-3 Evaluation of the Management Approach	Talent Acquisition, page:32; Employee Development, page:33
GRI 404: Employee Development	404-1 Average hours of training per year per employee	Employee Development, page:33; Performance Indicators, page:43
	404-2 Programs for upgrading employee skills and transition assistance programs	Employee Development, page:33
	404-3 Percentage of employees receiving regular performance and career development reviews	Employee Development, page:33; Performance Indicators, page:43



Standard	Disclosures	Descriptions and Page Numbers
Occupational Health and Safety		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Occupational Health and Safety, page:34-35
	103-2 The Management Approach and its Components	Occupational Health and Safety, page:34-35
	103-3 Evaluation of the Management Approach	Occupational Health and Safety, page:34-35
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety, page:34-35
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety, page:35
	403-3 Occupational health services	Occupational Health and Safety, page:35
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety, page:34; Performance Indicators, page:43
	403-5 Worker training on occupational health and safety	Occupational Health and Safety, page:35; Performance Indicators, page:43
	403-6 Promotion of worker health	Occupational Health and Safety, page:35
	403-7 OHS risks that employees are exposed to due to production processes and products	Occupational Health and Safety, page:35
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety, page:34; Performance Indicators, page:43
	403-9 Work-related injuries	Occupational Health and Safety, page:35; Performance Indicators, page:43
Customer Health and Safety & Product Safety		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Product Safety, page:20
	103-2 The Management Approach and its Components	Product Safety, page:20
	103-3 Evaluation of the Management Approach	Product Safety, page:20
GRI 416:Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	GRI Content Index: There was no such non-compliance during the reporting period.
Product Information		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Product Information, page:22
	103-2 The Management Approach and its Components	Product Information, page:22
	103-3 Evaluation of the Management Approach	Product Information, page:22
GRI 417: Marketing and Labeling 2016	417-1 Product information and labels	Product Information, page:22
	417-2 Incidents of non-compliance concerning product and service information and labeling	GRI Content Index: No such violation occurred during the reporting period.
	417-3 Incidents of non-compliance concerning marketing communications	GRI Content Index: There was no such non-compliance during the reporting period.

Standard	Disclosures	Descriptions and Page Numbers
Customer Information Privacy		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Customer Information Privacy, page:28
	103-2 The Management Approach and its Components	Customer Information Privacy, page:28
	103-3 Evaluation of the Management Approach	Customer Information Privacy, page:28
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	GRI Content Index: During the reporting period, there was no case of violation of the confidentiality of customer information.
Stakeholder Management		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Relations with Our Stakeholders, page:14
	103-2 The Management Approach and its Components	Relations with Our Stakeholders, page:14
	103-3 Evaluation of the Management Approach	Relations with Our Stakeholders, page:14
Other Material Issues		
R&D and Innovation		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	R&D and Innovation, page:24-26
	103-2 The Management Approach and its Components	R&D and Innovation, page:24-26
	103-3 Evaluation of the Management Approach	R&D and Innovation, page:24-26
Digital Transformation		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Digital Transformation, page:27
	103-2 The Management Approach and its Components	Digital Transformation, page:27
	103-3 Evaluation of the Management Approach	Digital Transformation, page:27
Smart Design & Eco-Friendly Products		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Environmentally Friendly Products, page:20; Smart Design, page:26
	103-2 The Management Approach and its Components	Environmentally Friendly Products, page:20; Smart Design, page:26
	103-3 Evaluation of the Management Approach	Environmentally Friendly Products, page:20; Smart Design, page:26
Response to Consumer Expectations and Customer Satisfaction		
GRI 103: Management Approach 2016	103-1 Explanation of the Material Topic and its Boundary	Response to Consumer Expectations and Customer Satisfaction, page:18-19
	103-2 The Management Approach and its Components	Response to Consumer Expectations and Customer Satisfaction, page:18-19
	103-3 Evaluation of the Management Approach	Response to Consumer Expectations and Customer Satisfaction, page:18-19

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