

dpet



SUSTAINABILITY REPORT
2008 - 2009

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OPET

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ABOUT THE REPORT

Owing its rapid rise in the oil industry since 1992 to the internalized understanding of sustainability, OPET Petrolcülük A.Ş. presents the process leading to success to the external stakeholders of the organization, in line with the transparency principle. As a natural upshot of the modern understanding, where the development of an organization is considered more and more parallel to social development, OPET appreciates the undeniable relationship of sustainability performance with stakeholder engagement and aims to take the actions in this field one step further.

This report you are reading, is intended to present an outline of OPET Petrolcülük A.Ş.'s sustainability performance between 01.01.2008-31.12.2009, to the stakeholders of the organization. In this first Sustainability Report, we aimed to focus on the subjects which we believe to be the most effective in addressing the stakeholders' expectations and to draft the facts as comprehensive as possible.

In this first Sustainability Report of OPET we adopted the Level C reporting level as identified in G3 Guidelines of Global Reporting Initiative (GRI) in order to present a comprehensive set of tangible data in compliance with international standards. The fundamental principles of AA1000AS auditing standards; priority, integrity and responsiveness along with the UN Global Compact Communication on Progress Report guidelines were the additional formative principles of our reporting process.

We have presented this report -which is comprised of social, environmental and economic priorities that we have determined by considering the expectations of our internal stakeholders- under the headings Operations, Health Safety Environment and Security, Employee Rights and Working Conditions at OPET, Internal Audit and Social Development. The priorities determining the content of the report have been identified through Sustainability Workshops attended by the representatives of all concerned departments and through the exchange of opinions and surveys. During this process, prioritization was formed on the basis of the stakeholders' expectations as well as the industry- specific aspects, which we consider to have an impact on the activities of the company.

In accordance with the principle of accountability, we have presented our performance indicators, regardless of their positive / negative nature, to the views of stakeholders in an unbiased fashion. We aimed to ensure the traceability of our sustainability performance for the future years to come by making a balanced disclosure to our stakeholders.

SCOPE AND ACCOUNTABILITY

Our report covers the operations of OPET Petrolcülük A.Ş. in Turkey for the 2008 – 2009 period. In accordance with the comprehensiveness principle, in this first report the operations of our subsidiaries and subcontractors are limited to financial indicators, and only the social, economic and environmental performance of OPET in 2008 and 2009 is regarded as binding. Topics we determined to be of priority characterize the content of the report.

To minimize the environmental impact of OPET Sustainability Report, the number of printed copies was kept at a minimum, while the PDF version of the report is made available to our stakeholders at www.opet.com.tr. Stakeholders' feedback on this report, which we believe to be a milestone for the reporting activities over the coming years, is of utmost importance to us regarding the sustainability performance of our organization.

Please contact us via surdurebilirlik@opet.com.tr for all your suggestions, complaints and feedback.



A BRIEF OVERVIEW TO OPET

OPET Petrolcülük A.Ş. was founded in 1992 and today the company continues to conduct business in commercial and industrial fuels, retail sales, motor oils, warehousing and international trading fields as one of the leading companies in Turkey's energy sector. OPET operates a network of 1300 gas stations, 5 terminals and possesses a strong export capacity with more than 20 destination countries across the world.

The underlying initiative of OPET was taken in 1982 with the foundation of Öztürkler Limited Company by Fikret Öztürk, OPET's current Chairman of the Board of Directors and his spouse Nurten Öztürk. In 10 years, the company became the largest distributor of fuel and lubricants among the international oil companies operating in Turkey, and took over the operation of 16 gas stations. In 1992, Öztürk family decided to move in Istanbul and the same year they established a fuel distribution company. Thus, Öztürkler Oil was transformed into OPET and began to open stations across Turkey and particularly Anatolia.

By the end of 2002 Koç Holding Energy Group was holding a 50% share on the company equity. Infrastructure investments was the core to OPET's activities since the day of its foundation and with a storage capacity of 1,161,042 cbm, giving the company an indisputable competitive edge, OPET holds the leading position across the industry as of 2009.

With the fundamental objective and principle of becoming consumers' first choice in Turkish fuel distribution industry, OPET, building on its strong infrastructure, realistic vision and trust in the country, is the fastest and persistently growing oil company of the last ten years.

MESSAGE FROM THE CHAIRMAN MR. FİKRET ÖZTÜRK

“We are well aware that maintaining our pioneering and innovative company title in the future, as well as keeping up with the developing technology to be able to offer our stakeholders what they need, require tremendous dedication and effort.”

Dear Stakeholders,

We have left behind a challenging sequence of two years. During this period, where we inevitably suffered the impacts of storming global crisis, the decline in the distribution margins of fuel companies was an additional blow for the industry.

Despite the unfavorable macroeconomic circumstances and industry-specific difficulties, we did not just survive, but made OPET the one and only company to increase its market share all across the fuel industry. Our business and operation approach which always aims at the end users' satisfaction, have paid off with a four year winning streak in Turkish Customer Satisfaction Index. We are deeply grateful to our customers for keeping their trust in us in such a difficult period and to our dealers for working day and night to provide the best service.

We are well aware that maintaining our pioneering and innovative company title in the future, as well as keeping up with the developing technology to be able to offer our stakeholders what they need, require tremendous dedication and effort. We believe that our infrastructure investments started many years ahead with this foresight, and our principles of business conduct and ethics involving the upholding of our stakeholders' priorities and expectations in our corporate decisions will enable us to achieve our goals.

To this end, we have undertaken the duty to report our ongoing and planned implementations with direct and indirect contributions from all of our colleagues. By issuing this report, in which we have tried to disclose to our stakeholders our sustainability understanding, the economic, social and environmental impacts of our business activities, the established methods of communication with our internal and external stakeholders; workplace conditions at OPET and other indicators identified by the Global Reporting Initiative GRI in the most transparent and comprehensive manner and we believe we have fully fulfilled the requirements of accountability.

At OPET we strive for ensuring that all our economic activities give stimulus to local economies, all our social projects create a collective awareness, and all of our environmental investments transcend beyond mere compensations of environmental effects of our activities and turn into steps for a better world to live in. We would like to express our thankfulness to all our stakeholders, customers, dealers, employees, non-governmental organizations, educational institutions, our competitors and countless other parties who support us on our path towards our goals.

Sincerely,



Fikret Öztürk
Chairman, Board of Directors, OPET



Fikret Öztürk

COMPANY HISTORY

1992

OPET Petrolcülük A.Ş. was founded in 1992.

1994

In 1994, OPET opened its **first terminal** in İzmit and the same year released the self-titled lubricants in the market.



The First OPET Terminal - İzmit Terminal

1996

It was 1996 when OPET put **Aliağa terminal** into operation in İzmir, and with the acquisition of **ROM**, the company took a new step in mineral oil investments..

1998

Mersin Terminal was opened in 1998, and turned the company into Turkey's largest oil importer within a year of time.

2000

Fostering corporate social responsibility consciousness since the very beginning, OPET rolled out the "**Clean Toilet Campaign**" in 2000.



Clean Toilet Campaign

That same year, the Company released **Full Force** fuel range, formed the Commercial & Industrial Fuels Unit and launched a business partnership with TBS in order to step into the marine fuels market.

2002

In 2002, Koç Holding Energy Group was a shareholder to OPET with a 50% equity share, while the Company rolled out its secondary brand **SUNPET**.

Celebrating its 10th year with the **10th Year OPET Memorial Forest** in Kurtköy, the company started its fuel sales in Iraq within the same year.

2004

OPET rolled out the "**Green Road Project**" in 2004, introducing the first high-octane unleaded gasoline "**Full Force, 98 +**" and low-sulfur (50 ppm) diesel fuel "**Ultra-Euro Diesel**" in Turkish market, while the "**Clean Toilet Campaign**" started in 2000 was honored with IPRA's (International Public Relations Association) Golden Award.

2005

In 2005, OPET launched the "**Exemplary Village Project**"; uncovering the potentials of settlements, turned 4 villages into modern living spaces over the years to come.

The same year while **Marmaraereğlisi Terminal** joined into the service network, **OPET Card** was launched and in the following years turned into an application to be enjoyed by 4 million customers.



Marmaraereğlisi Terminal

2006

In 2006, OPET started the "**Respect for History Project**"; by the end of 2009 rehabilitation of six villages and one town center on the Gelibolu peninsula was completed and the "**Respect for History Park**" –which is dedicated to the memory of our martyrs– was built.

In 2006, OPET was given the title "Best Fuel Company" to achieve the unprecedented customer satisfaction according to KalDer's Customer Satisfaction Index, this first accolade would then turn into a winning streak till 2009.

2009

Launching the **THY-OPET** joint venture with Turkish Airlines in 2009, the Company took the first step into jet fuel supply, also the overall storage capacity hit 1,161,042 cubic meters in the same year giving the company an insuperable level of competitive edge.

3rd ranking
oil company in Turkey,
by market share

1324

Number of gas stations
across Turkey

459,182

Number of plants achieved all
around Turkey with the Green
Road Project

600,000

Number of people receiving
"Sanitation and Hygiene"
training with the Clean Toilet
Campaign

1,161,042 m³

Overall storage capacity of
our terminals

783,814 m³

Storage capacity of
Marmara Terminal

4,000,000

Number of customers with
OPET Card

>4000

Number of
OPET Voluntary Inspectors

2288 tons

Amount of used motor oil
collected in 2008-2009 period

MESSAGE FROM THE CEO MR. CÜNEYT AĞCA

“Thanks to our understanding of service we have been developing continuously, the increasing number of dealers within our network and our top quality products; we took rightful pride in being the one and only company to extend its market share across the industry.”

The years 2008 and 2009 represented a restless and challenging period imposing a risk factor both for the energy sector and for our company. During this period, while the global economic recession was felt in all industries and the deterioration of the climate balance and epidemic diseases occupied the agenda, our country and our industry had to experience sui generis social and economic difficulties along with the impacts of these global crises.

The oil industry which showed a growth performance ascending the overall economic growth across the country in the preceding 4 years, entered into a standstill period with the onset of the economic crisis in 2008. The upward trend in fuel prices carried the tax issue into the agenda again when the prices reached the edges. At the end of the developments including EPDK's (Energy Market Regulation Council) imposition of price ceiling and increase in excise duty (ÖTV), Turkey maintained its position as the highest-taxing country of the world for the fuel market. During the same period, Competition Authority's regulation, which limited the terms of dealership, usufruct, and lease agreements to 5 years, was on industry's agenda with the accompanying discussions regarding the issue.

Despite the aforementioned commotion, the 4-5% contraction across the oil industry from 2008 to 2009, and the widespread atmosphere of economic stagnation, OPET was able to move on with a fast and well-controlled growth. Thanks to our understanding of service we have been developing continuously, the increasing number of dealers within our network and our top quality products; we took rightful pride in being the one and only company to extend its market share across the industry. We aimed to secure the sustainability of our business, building on our young and dynamic human resources, our environmental and social investments, our business philosophy upholding stakeholder satisfaction and participation as an integral part of the corporate routine, large scale infrastructure investments changing the outlook of the oil sector and the future of the country.

In 2008 the "Clean Toilet Campaign" and the "Green Road Project" were continued unabated. With the "Respect for History Park" we completed in Çanakkale we took a further step in our "Respect for History" project launched at Gelibolu. Throughout the year we upgraded our tank truck fleet, we laid the foundations of a more interactive communication platform with our dealers by implementing the "Dealer Portal" and we continued to increase our investments in infrastructure; in Maslak we built Turkey's first ecological gas station.

In 2009, we successfully completed many other undertakings. As a result of our strategic partnership with Turkish Airlines, we launched a new enterprise enabling us to set the goal of beginning our business operations in the jet fuel field within 2010. At Izmir Mineral Oil Plant, we started up the production of AdBlue additive required for compliance with Euro 4 and Euro 5 emissions standards. Through our Singapore office we now have short-term targets of taking a more active role in the international product trading in this region and bunker supply business.

The same year, we have implemented "To Love is To Protect" Project as a sequel to the "Clean Toilet Campaign" which was the campaign most cherished by our stakeholders. We mobilized our capabilities to raise awareness and to protect public health against the "Swine Flu Epidemic" (H1N1 virus) overwhelming our nation, just like the rest of the world. We implemented the "Bioshield Disinfection Protection Application" at our gas stations, at the schools where our campaign has reached and at various public areas.

As we won the first place in Turkish Customer Satisfaction Index for a consecutive row of four years we demonstrated the importance of our consumer-centered service understanding and identified the 5th title, as the most prioritized goal for us and for our stakeholders in 2010.



Cüneyt Ağca

The upcoming period, in which we will concentrate on our realistic growth targets for 2010, stands as a more challenging epoch, both on a macro-economic dimension and from the perspective of the affects that will determine the sector agenda. We hope and wish for a new period, where we will strengthen our business achievements with our continued investments on social development and environment without compromising our understanding of sustainability. I would like to express our devotion and respect to our stakeholders who are in key position for us to achieve our objectives.

Cüneyt Ağca
CEO, OPET

At OPET, our greatest commitment is to act in line with our vision, mission and core values, which we regard as the cornerstones of our sustainability, and this set of knowledge, experience and values is the key to shaping our management concept.

Our Vision

Our vision is to be the customer's first choice through quality of service and product and to become an international petroleum company headquartered in Turkey.

Our Mission

Throughout the sectors we operate, our mission is to be respectful to individuals and society abiding to the law, economic and ethic principles, commitment to health, environment and security related issues, satisfying the expectations of OPET customers, employees and shareholders at the highest level.

Our Values

- Customer-oriented
- Teamwork oriented
- Honest and transparent
- Employee endowment
- Innovator
- Sensitive to the environment and society
- Creative
- Dynamic

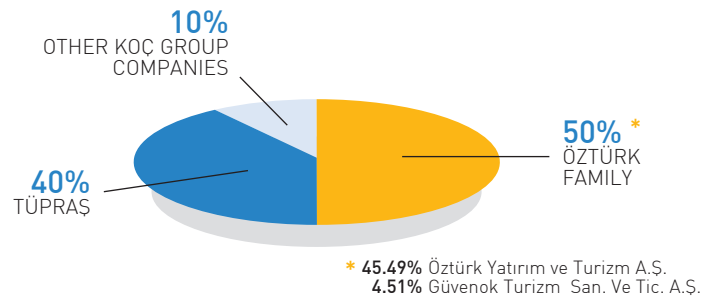
MARKET SHARE

%	WHITE PRODUCTS	BLACK PRODUCTS
2005	12,51	14,95
2006	14,36	15,1
2007	15,26	10,78
2008	15,2	14,35
2009	16,55	26,01

Source: Price Waterhouse Coopers

SHAREHOLDING STRUCTURE

The current shareholding structure was shaped with Koç Group's acquisition of 50% of company equity. Today OPET A.Ş. runs on **100% national capital** and strides each and every day towards the vision of becoming a Turkey-based international oil company.



KEY FINANCIAL PERFORMANCE INDICATORS

(Million TL)	2008/12	2009/12
Sales Volume (thousand tons)	3.433	3.835
Sales	7.932	7.361
Gross Profit	558	568
Operating Profit	320	367
Finance Income / (Expense)	-337	-99
Pre-Tax Income from Operations	-16	268
Taxes	4	-56
Profit	-12	211
EBITDA	361	406
Cash and Cash Equivalents and Investments	344	301
Trade Receivables	291	407
Stocks	250	556
Other Assets	135	112
Current Assets	1.020	1.376
Financial Investments	175	186
Tangible Fixed Assets	475	499
Other Assets	343	373
Fixed Assets	993	1.058
Total Assets	2.013	2.434
Accounts Payable	247	463
Other Liabilities	102	252
Financial Obligations	742	555
Short-Term Liabilities	1.091	1.270
Financial Obligations	162	198
Other Liabilities	43	35
Long-Term Liabilities	205	233
Shareholders' Equity	717	931
Total Resources	2.013	2.434

BOARD OF DIRECTORS



From left to right: **Ali Tarık Uzun** (Board Member), **Cüneyt Ağca** (Board Member - CEO), **Ekrem Ekmenci** (Board Member), **Erol Memioğlu** (Board Member), **Ömer M. Koç** (Deputy Chairman), **Mustafa V. Koç**, **Nurten Öztürk** (Board Member), **Semahat Arsel**, **Rahmi M. Koç**, **Fikret Öztürk** (Chairman of Board), **Filiz Gürgöze**, **Bülent Bulgurlu**, **Ali Koç** (Board Member)

Other Board Members: **Ufuk Öztürk** (Board Member), **Safa Öktem** (Board Member)

ORGANIZATION CHART

At OPET, Chairman of the Board and the General Manager offices are delegated to different persons. Under the organizational structure where the General Manager reports to the Steering Committee on issues regarding Company's social, environmental and financial performance, as with other areas; these responsibilities are delegated to various sub-units by areas of expertise to ensure that the requirements of sustainability is fulfilled more effectively.



Management System Policy

We undertake to:

- Manufacture products that satisfy the needs and expectations of our customers in an environmentally- and human-friendly manner in line with the vision and mission of our company,
- Achieve total customer satisfaction in all the areas in which we operate,
- Manage our resources effectively to meet the expectations of our shareholders,
- Attain our targets by continually improving our management system,
- Apply effective human resource practices and provide training support in order to develop team spirit and have a qualified human resource,
- Achieve growth in the target markets depending on Total Quality Philosophy,
- Observe the respective laws and regulations on Environment,
- Occupational Health and Safety,
- Prevent environmental pollution, and minimize the waste arising from the process,
- Execute and continually improve the existing quality, Environmental Management, Occupational Health and Safety Administration System requirements in accordance with the relevant standards,
- Avoid injuries and occupational diseases by minimizing hazards and risks,
- Contribute to the national economy with loyalty to OPET values and respect for the environment and the society.

SUSTAINABILITY COMMITMENT

As a company operating in one of the pulse driving industries of the economy and effectively visible to people with products and services in many areas of life, OPET has embarked on a constant journey for the better, taking heed to the voice of the homeland of the Company. As one of the most important undertakings, OPET continually improves its business performance and pledges to enrich and develop the grounds where the Company builds on. To this end, to its current goals OPET adds new goals every day and pays attention to, not only the economic aspects but also the social and environmental impacts at all stages to achieve these goals.

OPET's understanding of sustainability should be basically evaluated on the axis of Company's contribution to sustainable development and progress. This is the key mission that drives our actions towards fulfilling our responsibility to take the well-being of our society, where our strengths lie within, always one step forward, in addition to our striving efforts to transcend beyond a satisfactory performance in our business in terms of quality.

OUR MATERIAL ISSUES

With the participation of our internal stakeholders, we took on a dedicated endeavor in order to formulate the scope and contents of our Sustainability Report and to set priorities that would shape the contents. With Identification of Material Issues Meetings we organized with the engagement of our employees from different business units, we re-examined our concept of sustainability and made a comprehensive assessment of all corporate, industrial and social issues covering human rights, employee health, waste management and social development, which we believe to be carrying importance. In the light shed by the expectations of our stakeholders, we set the social, environmental and economic issues that affect our sustainability commitments.



OUR STAKEHOLDERS AND COMMUNICATION METHODS

OPET regards all individuals and legal entities, institutions and organizations directly or indirectly affected by or affecting on our business activities as stakeholders and we endeavor to establish efficient, transparent, cordial and interactive channels of communication with them.

Media



Press Releases, Press Conferences, Commercials, Kilometre (Journal), OPET Web Site, Rollouts, Enterprise Reporting, Events, Face-to-face Interviews, Local and National Media, Interviews

Investors / Shareholders



Financial Statements, Profitability Reports, Dividend Payments, Sales Reports, Account Reports, BOD Meetings, Investment Meetings and other internal company meetings, In-House Reporting, e-mails, Web, Media, Annual Review Meetings

Employees



Suggestion Days, Communication Meetings, Annual Review Meetings, Orientation Training, Office Circulars, Internet, Kilometre (Journal), Activity Groups, Trainings (center and work station trainings), Web Page, E-mails, Events, Dealer Meetings, In-House Portal, Corporate Reporting, Printed Documentation, Audio-Visual Presentations, Wednesday Meetings, Employee Satisfaction Surveys

Opinion Leaders



Media, Face to face interviews within SSPs, Suggestions Days, Web, Enterprise Reporting, Press Releases and News Bulletins

NGOs



Internet, Media, Joint Projects, Project Meetings, Sponsorships, Website, Printed Documentation, Enterprise Reporting, Trade Union Meetings with Dealers (dealer representatives)

Educational Institutions



Clean Toilet Campaign in Schools and Training Programs, Sponsorships, Academic Partnerships, Career Days, Professional Introduction Sessions, Career Coaching, "Vocational Education: A Crucial Matter for the Nation" Project, Personal Progress Meetings, Panels, Web

Business Partners



Dealer Meetings, Dealer Training, Dealer Portal, Kilometre (Journal), Circulars, Dealer Complaint Letters, Correspondence, Field Visits And Audits, HGE and KKE Audits, Dealer Satisfaction Survey, E-Mails, Media, Web Reports, Fuel Sales Reports, Events, SMS, Printed Documentation, Press Releases, Circulars

Suppliers



Face-to-face Interviews, Engineering Meetings and Other Meetings, Website, Printed Documentation, Training, Performance Evaluation, Contracts, RFPs, Feedback Meetings, Enterprise Reporting, Negotiations within the scope of Social Responsibility Projects

Financial Players



Financial Reports, Business Reports, Web, Other Meetings, Financial Audits, General Assembly Meetings, face to face interaction with Credit Institutions

International Organizations



Website, Printed Documentation, Web, Turkish Customer Satisfaction Index, Corporate Reporting, Cooperation with KalDer and University of Michigan

Local People



Regional, National and Local Campaigns, Training, Social Responsibility Projects, Media, Recruitment Opportunities, Local Meetings, Brochures, Web, Advertisements, TTK, Field Trips to Schools

Customers



Website, Advertisements, Campaigns, Training, Social Responsibility Campaigns, Customer Satisfaction Surveys, KALDER researches, Media Coverage, Press Ads, Web Sales Reports, Call Center, Kiosks, Messaging Services, Sponsorships, Customer Perception Studies, OPET Card

Government & Regulatory Bodies



EPDK Monthly Reporting, Audits & Inspections, Disclosure & Reporting Obligations, Competition Authority, Corporate Reporting, Printed Announcements, Meetings and Visits, Official Correspondence

Competitors



EPDK Station Numbers, Industry Information, Product Information, Station Information, Campaign Information, Web, Printed Documentation, Turkish Customer Satisfaction Index Surveys, Ongoing projects of KalDer, Ader and PETDER, PETDER Market Share Reports, Enterprise Reporting, Media



OPET OPERATIONS

As OPET, the importance we place on quality is one of the key components for our commitment of sustainability. Having adopted such an approach, we took on the responsibility to supply best quality fuel and motor oil for our customers' vehicles, at an affordable price and expected performance standards. This order of priorities demonstrates the importance of supply and pricing issues.

We expect our vendors to observe the standards, particularly those on environment, set by international organizations and government agencies. In our industry, audits to inspect compliance with standards are carried out by both the government agencies and independent laboratories. OPET products which pass the related processes are subjected to multiple quality assurance standards starting from their delivery to OPET.

Briefly put, our supply processes includes the following processes;

- Sales group identifies company's sales targets and reports requisitions to the Supply Department
- The ratio of domestic and international resources on the overall supply and stock levels are determined
- In line with the decisions taken and the stock levels, yearly, monthly, daily orders, are transmitted to procurement resources.

Compliance with mandatory 20-days national stock keeping requirement introduced by the Petroleum Market Law and Petroleum Market License Regulation to ensure an uninterrupted supply process is the issue we are utterly keen on in order to secure our supply process.

Procurement process is not just limited to oil and mineral oil products. We supply the other products and services, mostly from domestic suppliers.

Our strict preference of quality verifications at every stage of the procurement process reflects our commitment to the quality of supply.

Quality analyses are carried out at our Aliaga, Marmara and Kirikkale laboratories for our products before they are released to the market. Ratification of quality, carried out by an independent and accredited laboratory is of highest importance. Our products verified through quality control processes, are delivered to their destinations with quality certificates attached to the invoice of the shipment.

The chemical, we refer to as **OPET MARKER**, is added in the fuel in certain proportions during filling; and with its unique color interaction the marker indicates that fuel dispensed from the pump is of OPET origin. Thanks to the marker additive, dealers enjoy the confidence of receiving verified fuel deliveries and our products are safely consumed by the end user.

Delivering high quality products to our customers at a reasonable price is another important aspect of our quality policy. In the market we operate, changes in product prices have a strong effect on the market variables. Our country's fuel market presents an intense competitive environment in terms of price, service and quality.

FORMATION OF WAREHOUSE SALES AND PUMP PRICES

Pursuant to Petroleum Market Law, Free Pricing System is in effect as of January 1st, 2005.

Under this system, while the fuel distribution companies in the sector are free to determine the warehouse sales price according to their varying policies, dealers are free to apply the ceiling pump sales prices recommended to them by the distribution companies or to apply their own pump prices according to the prevailing competition conditions, within their business territory.

In Turkey retail sales prices are formed by taking the competition conditions into account. According to the application defined above warehouse sale and pump sales price can be dissected into components as shown below.

WAREHOUSE SALE PRICE: Cost + Freight + Distribution Company Margin + Tax

PUMP SALES PRICE: Warehouse Sales Price + Truck Freight + Dealer Margin + Tax

You can find our pump sales prices pertaining to the reporting period from link given below

<http://www.opet.com.tr/tr/PompaFiyatIariArsiv.aspx?cat=4&id=34>



OPET Maslak Station

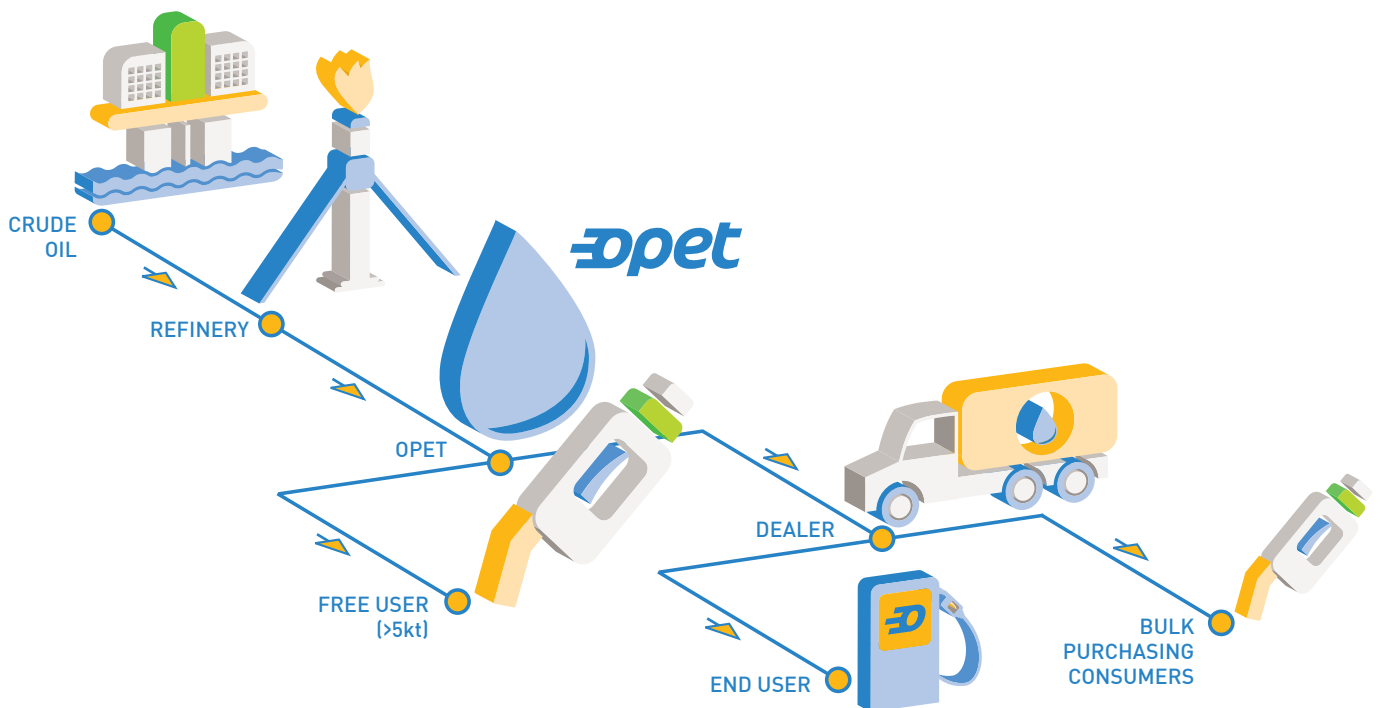
350

The number of approved vendors we conduct business with during the reporting period

OPET's assurance of uninterrupted supply along with the commitment of product quality and trade agreements guarding customers' needs differentiates us in the industry. Steep increases in the prices of fuel products can play an important role in contraction of market. As OPET, in a contracting market from 2008 to 2009, we managed to augment our market share by increasing the total amount of products we released to the market.

FUEL OPERATIONS

Our quality journey begins with storage process of supplied fuels in our terminals. Fuel products stored at our terminals are directly delivered to free users, or both to free users and to our customers through the network of our dealers. Our terminals are of vital importance for us in that respect.



SHIPMENT AND RISK MANAGEMENT

The delivery of fuel products to recipients, is almost entirely EXW at our facilities, yet on-site deliveries are being made to a small number of public institutions and dealers (as a contractual obligation). Deliveries to gas stations and/or to customer site/facility, are performed by shipping companies specialized in fuel transportation business. During the loading on the tank trucks of dealers or transporters the following checks are performed to ensure compliance with the rules.

These checks are;

- Maximum Load; The dimensions, weights for laden and unladen conditions applicable to all vehicles to involve in freeway traffic are set forth Under Article 128 of Road Traffic Regulation. Maximum Load checks are performed at all of our shipment departure points.
- Vehicles to load shipments are required to meet strict safety standards and no vehicles are admitted in the filling area unless these conditions are completely satisfied. We stipulate full compliance of tank trucks with the checklist items set by us. In addition, proper set up of grounding circuit and evacuation of tank trucks during tank filling are the other requirements we strictly impose on our shipments.

- Pursuant to Road Transport Regulation, there are certain additional requirements to comply with for those engaged in land transport, like possession of appropriate authorization certificates (K1 and K2 certificates), psycho-technical tests for tank truck drivers. We provide regular communications to our dealers in order to keep them up with current rules and prospective developments.

TERMINALS

Körfez Terminal

Our Körfez Terminal operated by a staff of **63 persons** was built on a **22,000 m²** area and with a storage capacity of **37,500 m³** the facility has been in operation since 1994. Product intake is carried out via the pipelines from Tüpraş's İzmit Refinery and the offshore platform at **600 m** distance from the Tütünciftlik shoreline. Our terminal is capable of performing both ship-to-shore supply (the offshore platform) and direct supply from the refinery via pipelines. The facility can perform bunker sales as well as the shipments of white and black products for hinterland sales.



Körfez Terminal

Aliağa Terminal

Our Aliağa Terminal employs **47 staff** members and having a total settlement of **34,538 m²** with an overall storage capacity of **56,598 m³**, the terminal takes on supplies via the pipeline connection and tankers from Tüpraş İzmir Refinery. Aliağa Terminal is capable of dispatching white and black products.

Giresun Terminal

Giresun Terminal is operated by **40 employees** and is settled on **45 acres** of land with an overall storage capacity of **43,130 m³**. Supplies to the Terminal are carried out with tankers loaded at the Tüpraş İzmit Refinery. Discharge of vessels is performed through the **30,000 DWT** capacity buoy mooring system, located within the natural harbor, about **1 km** off the Gülburnu shore. The Terminal is capable of delivering white products.



Giresun Terminal

Mersin Terminal

Our Mersin Terminal provides services with **80 personnel**; it is settled on a **132 acres** site and has a storage capacity of **240,000 m³**. Domestic supplies are received either from refineries or from other storage facilities by marine, road and rail transport, while the international supplies are made via an **8300 meters** sea buoy system, with 5300 meters afloat and 3000 meters on the land. Domestic supplies are made through 4600 meters long cargo lines separately allocated for black and white products into **30,000 DWT** capacity tanks; the same lines can be used to perform outgoing shipments as necessary. Loading and unloading operations to and from railroad cars can be done through the connection between the Terminal and State Railways facility, full automation system is used here.

Marmara Terminal

With **783,184 m³** of storage capacity and **119 employees** serving in the compound, our Marmara Terminal has the distinction of being Turkey's most technologically advanced and state-of-the-art facility. **80% of the available capacity** is allocated for international operations and rest is used for domestic shipments.

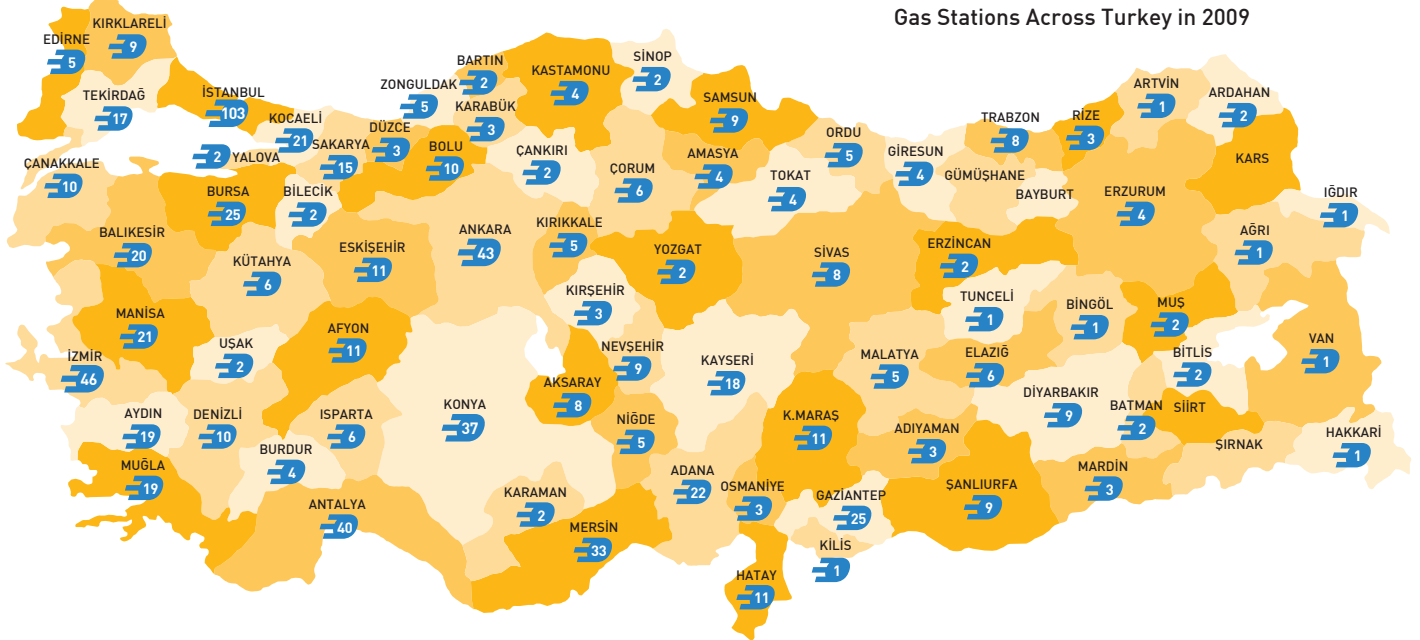


Marmara Terminal

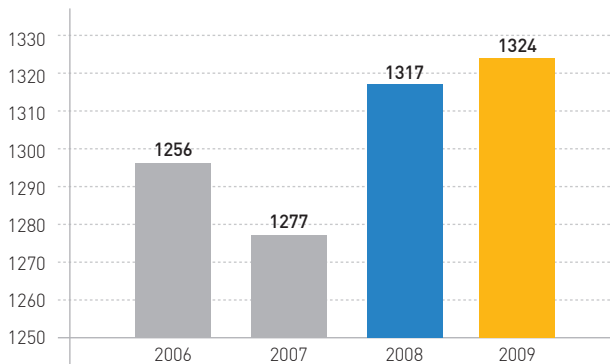
DEALERS

Another core component of our quality commitment is our dealer network. Our network of dealers where the products meet the end users, is expanding day by day, thus expanding the territory addressed by OPET's products and services into even broader limits.

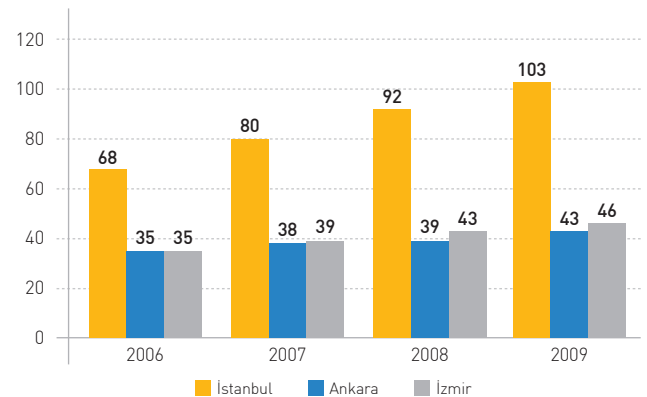
Gas Stations Across Turkey in 2009



Gas Stations Across Turkey (OPET + Sunpet)



Number of Gas Stations in 3 Major Cities



The range of petroleum products we deliver to retail customers through our dealer network is shown below:

- Unleaded Gasoline 95
- Unleaded Gasoline 95 (97)
- Super Unleaded Gasoline Additive
- Rural Diesel
- Diesel
- FUEL OIL 4
- FUEL OIL 6
- FUEL OIL 5
- FUEL OIL 3



For more information on our product specifications and safety standards please visit <http://www.opet.com.tr/tr/lcerik.aspx?cat=10&id=64>



Other products and services made available to our customers and dealers:

Corporate Customers; Otobil is a system that allows the organizations to manage the fuel consumption of their vehicle fleet. OPET Otobil is a comprehensive system where company vehicles can be automatically refueled at OPET gas stations, without direct payment or taking the hard-copies of bills; a range of specific information including mileage vehicle-wise fuel consumption, total fueling costs can be delivered to our customers in electronic environment. This system offers a significant advantage to customers where they can get the reports and bills in 15 days intervals and enjoy the capability to set daily, monthly and flexible limits individually for every vehicle in their fleet.

Corporate customers; OPET Fuel Card is a system that enables the organizations to take control of the fuel consumption of vehicles both in their own fleet or their vendors'. Our automated sales system offers value to our customers with OPET Fuel Card, which they can use to refuel their vehicles at OPET and Sunpet gas stations. All users can log in with the username and password taken from the web site www.yakitkart.com and can manage fuel procurement the processes for the leased vehicles they employ to get transportation services.

Individual customers; Otobilim is a system that allows you to receive fuel without stepping out of your car or using any means of payment, enabled by a car key holder especially programmed for the type of fuel you use. Just like the companies taking full control over the fuel costs of their vehicles through the Fleet Sales Automation System, which we have taken the first steps in January 2001, individual users can manage their fuel expenses since 2005, with OPET Otobilim car key holder, by enjoying the opportunity to view their refueling details in electronic environment or via SMS. In this system where individual vehicle owners can refuel their vehicles without using cash or credit card or getting out of their cars just by using a car key holder especially programmed for the type of fuel, our customers can also win Paro credits and points automatically, which they can spend in various other campaigns. This project was awarded with **"The Best Industrial Solution"** title, by Microsoft in 2005.



OPET Otobilim Car Key Holder

These services we offer are part of our automated sales system. These sales systems also constitute the infrastructure of CRM applications. In addition to quick service our customers can enjoy incentives, extra Paro credits and points which they can spend in shopping. The cutting-edge technologies we employ in our automated sales system and our endeavors focused on improvement of our service brings us a significant position across the market with regard to such applications and reinforce the competitive edge we are holding by giving us the opportunity to conduct automated sales, providing ease of tracking and reporting, ensuring a secure system, delivery of refueling details via SMS, convenience of refueling stops without getting out of the vehicle for our customers.



OPET Card is a customer loyalty implementation incorporating campaigns for our customers, fuel giveaways and promotions and other various privileges along with the possibility to win **Paro credits** on their fuel bills which they can use for shopping from listed retail stores. OPET Card, first made available to customers in April 2005, today is one of the largest loyalty card programs of Turkey with more than 4 million card holders.



OPET Card is the largest member of joint loyalty program Paro which incorporates a wide range of organizations from a variety of industries. Our customers holding OPET Cards can win Paro credits that they can spend, when they buy fuel from our stations and when they make their shopping from other stores listed within the Paro program plus they can benefit from the CRM campaigns specially launched for them. OPET Card system also enables us to get to know our customers better, so that we can offer personalized campaigns and applications to them, which helps us build increased customer satisfaction and long-term relationships with them. OPET card holders can sign up with the program on www.opet.com.tr/opetkart/ to keep track of their Paro credits online and get detailed information about the Paro program, merchant stores, and campaigns by visiting www.paro.com.tr.

OPET Card is a valuable business asset on its own for OPET as it covers a wide customer base and allows a diverse and effective implementation of marketing practices.

OPET Card was the award winner program of **The Global Marketer's Diamond Awards**, "Marketing Practices Building Customer Loyalty" category in 2008. In 2009 OPET Card won **Database Excellence Awards** given by **Direct Marketing Association** in 2009.

Sales of **commercial industrial fuels (TEY)**, as another merchandise of OPET, are managed by Marine and Public Sales Division. The Division -offering high quality products and services differentiated by customer segments- conducts its business operations with a customer-oriented, environment-friendly approach and with team of professionals.

TEY, Marine and Public Sales Group conducts fuel supply operations to our dealers, consumer customers and the maritime sector and the services offered can be outlined as follows by categories:

Dealers: This category includes supply of black products (Fuel Oil 3 - sulphur content 1%, Fuel Oil 4 -Heating Oil, Fuel Oil 5 and Fuel Oil 6) to our customers holding a dealership license issued according to Petroleum Market License Regulation.

Consumer Customers: Supply of fuel oil and diesel oil to our consumer customers having Free User Licenses issued according to Petroleum Market License Regulation and supply of exempted fuels pursuant to privileges granted under applicable legislations to public agencies and organizations are carried out within the scope of services rendered under this category.

Domestic Marine Sales: Supply of demand-based Excise Duty Exempted bunker, at direct delivery points or indirect supply via land freighters or barges to motorboats, yachts and fishing boats holding necessary certifications and permits and voyaging the cabotage lines fall into this group.

In our Excise Duty Exempted marine fuel supply operations, we employ tank trucks capable of performing deliveries to any location across Turkey or we can make direct deliveries with our own-operated **barge** under supervision of Marine Sales Delivery PIC.

Deliveries of Excise Duty Exempt fuel with tankers is overseen by our personnel, the fuel log of receiving ships is checked at the delivery point. Supply operation is documented and can only be completed provided that all legal requirements are fully met.



Marmaraeğlisi Terminal

In addition to these two channels, the Excise Duty Exempt fuel supply is carried out 7 days a week through the nationwide network of our marinas.

You can find more details and contact information of our marinas at <http://www.opet.com.tr/tr/Icerik.aspx?cat=2&id=88>



OPET MARINE STATIONS



MINERAL OIL OPERATIONS

OPET A.Ş. is conducting its Mineral Oil production operations in its own plant located within İzmir Atatürk Organized Industrial Zone.

OPET offers a wide range of Lubricants and Car Care Products of Fuchs, Rom, Wynn's, New Holland and FMY brands. OPET products approved by the prestigious vehicle manufacturers of the world including MAN, Volvo, Mercedes Benz and Ford ensure OPET's credibility as the first choice of customers. Furthermore, OPET Mineral Oils and ROM Car Care products are exported to more than 20 countries.

Mineral Oil Product Range:

- OPET Mineral Oils
- Ford Motor Oils
- New Holland
- Case IH
- Rom Car Care Products
- Wynn's Car Care Products
- OPET & Fuchs Industrial Oils



To get detailed information on our mineral oil product range, please visit <http://www.opet.com.tr/opet-oil/Categories2.aspx?cat=2&id=217>

OPET FUCHS MOTOR OIL Co., founded in 2005 as a joint venture between OPET A.Ş. and Germany-based world's largest independent lubricant manufacturer FUCHS PETROLUB AG., conducts production and distribution operations of industrial oils across Turkey.

OPET FUCHS MOTOR OIL CO. is capable of delivering more than 10,000 products developed by Fuchs, based on the needs of consumers and market conditions.



Mineral Oil Factory



Mineral Oil Factory

Our plant with a production capacity of **30,000 tons** of lubricants and **6 million units** of car care products per year has the TS EN ISO 9001:2000 Quality Management System, EN ISO 14001:2004 Environmental Management System, TS 18001:2007 OHSAS - Occupational Health and Safety Management System and TS 16949 Quality Management System for Automotive Spare Parts Products Manufacturer certifications. Also our plant holds Ford Q1 and TSE EN ISO / IEC 17025 Laboratory Proficiency Certificates.

OPET Mineral Oils renders a broad set of facilities to customers by delivering technical services in addition to the wide product range. Our customers can benefit from improved, cost-cutting lubrication solutions developed by our expert engineers by taking the characteristics of particular processes into account. The engineering solutions developed through such researches present various advantages to our customers such as; shortening of unplanned downtime, reduction in lubricant consumption and machinery spare parts, improved safety and environmental impacts, ensuring reduced purchasing and labor costs.

Our technical services include: Technical Training Activities, Technical Consulting, Comparative Studies on Business-Specific Applications; Laboratory Analysis, Equipment and Lubricant Warehouse Labeling, Lubrication Manuals ; Business Review Reports, Earnings Reports, Mineral Oils and Lubrication Techniques Trainings.



Laboratory Analysis of Mineral Oil

Mineral Oil Training Programs

Year	No. of Training Programs	No. of Trainees
2006	265	5976
2007	246	5853
2008	149	3152
2009	27	522

STAKEHOLDER ENGAGEMENT IN PRODUCT DEVELOPMENT

Ensuring complete customer satisfaction in every area we operate and effective management of resources to meet the expectations of our stakeholders are the key drivers of our Management System Policy. Design of OPET mineral oil bottles in 2009 was one of the endeavors we have undertaken in this context.

At the first phase of the Request For Proposal event we organized, applied by 14 firms with 39 designs, 19 bottle designs were disqualified on the grounds the unsuitable material employed to produce the bottles. 20 qualified designs were evaluated through polling research involving a group of 199 internal stakeholders, with 75 fuel supply personnel, 66 mineral oil staff, 56 blue collar workers, 1 plastic bottle manufacturer and 1 moulding specialist. At the end of the surveys and senior management approval process 4 designs were qualified for the final evaluation. In order to get the response of the market, prototypes of these 4 bottles were subjected to 2 field studies Bostanci, Maslak, 4. Levent and Kadosan industrial zones in Istanbul, where they were supplied to end users as generic brands.



Within the scope of the qualitative research, one-hour long in-depth interviews with 10 Repair Shop Operators, 5 Motor Oil Retailer were conducted, to get the responses to the prototypes. On the other hand, the quantitative research involving face to face surveys with 171 external stakeholders comprised of 148 repair shop owners and 23 retailers, respondents were asked their preferences of the types and color bottles, reasons were such preferences.

Following a query on preferences of favored motor oil bottles and packages of competitors, features important to customers, 4 candidates were reviewed in the light of new criteria. At the end of the endeavor a generally held idea on the most popular package, the most popular color and lid preferences was obtained and the manufacture of new bottles was started.

PRODUCT RESPONSIBILITY

Ensuring our products possess the required quality and safety characteristics, and sharing this information with our stakeholders is one of the most important responsibilities for us. As a result of this understanding, safety warnings are given on the product specifications section of the product labels and on our web site for packaged products, while the similar information for fuels is disclosed on our web pages.

As a part of our responsible advertising approach, we uphold the principles and rules set forth by the Advertising Self-Regulatory Board on our mass media advertising activities. During the reporting period, our company faced no complaints or regulatory action.

At OPET, we integrate the assessment of potential environmental impacts of our products into the planning and decision making processes for projects and investments to create a product line sustaining our competitive edge.

Although our entire product range complies with required quality specifications, we have some distinctive products specifically developed to be eco-friendly; some of these are:

OPET AdBlue®

petAdBlue®

In April 2009 we released our new product known by the trade name AdBlue®, the chemical agent employing Selective Catalytic Reduction (SCR) technology to ensure compliance with Euro 4 and Euro 5 emission standards for heavy diesel vehicles rapidly increasing by number in Turkey. Pursuant to Vehicle Exhaust Emission Euro 4 Standard which entered into force in Turkey, on January 1st 2009, this product is mandatory for vehicles under the scope of the new standard and we are the first national company to produce this product domestically. Our product is first of its kind across the industry, to receive Document of Compliance with ISO 22241-1.

Aqueous urea solution OPET AdBlue® is used to reduce the nitrogen oxide (NOx) emissions of diesel powered heavy-duty vehicles, by converting toxic nitrogen compounds into harmless nitrogen and water vapor components and helps reducing the emissions of trucks and buses fitted with SCR System. OPET AdBlue® is stored inside a specially constructed AdBlue tank, adjacent to the fuel tank and consumption rate of OPET AdBlue is around 5% of vehicle's fuel consumption. OPET AdBlue ensures 70% reduction on carbon monoxide emissions and 61% nitrogen oxide emissions along with a 95% improvement in particle release. As a product that complies with

the Euro 5 norm scheduled to take effect in Turkey by 2012, OPET AdBlue represents our foresight and resourcefulness necessary for the sustainability of our business as well as our sensitivity on environment. In 2009, a cooperation protocol was signed between OPET and Mercedes Benz Turk to facilitate the supply of OPET AdBlue® to Mercedes-Benz customers, and pursuant to the protocol; customers are informed about the use of and access to AdBlue as they buy their vehicle and enjoy product with special advantages offered to them.

Availability of OPET AdBlue® is maintained across the 77 provinces, where OPET stations are in service, while the product is supplied to consumers in other locations through distributors or direct sales channels.



Other environmentally friendly products that will be available in 2011, formulated with bio-degradable base oils and additives compatible with such base oils are:

Mould Oil: A product widely used in the construction industry to ensure easy separation of wooden moulds from materials from concrete.

Tractor Transmission Oil: A product developed for the lubrication of hydraulic, brake and transmission systems of tractors, except crankcase.

Two-Stroke Motorcycle Oil and Hydraulic Fluid: A product used in the hydraulic systems of two-stroke engines.

Elevator Hydraulic Fluid: A specially formulated product featuring increased fire safety characteristics for elevators.

Vegetable Oil-Based Hydraulic Fluid: A product is suitable for use in all sorts of hydraulic systems.

Biocleaner: An improved water-based cleaning fluid harmless to human health and environment to replace the solvents possessing hazards to human health and environment currently used for cleaning surfaces heavily fouled and contaminated with oil, grease, etc..

OPET Fullcheck

pet fullcheck

OPET Fullcheck is an analysis program of OPET Lubricants Group for used lube oils; as monitoring system capable of equipment-wise reporting, Fullcheck is complete set of tests and tools providing information on the status and wear out of lubrication systems unlike the traditional analyses with information limited on the condition of mineral oil. Examination of regularly sampled lubricants allows predicting equipment damages that may occur. The program decreases the maintenance costs of customers and prevents potential downtimes caused by equipment breakdowns.

Our customers who wish to take advantage of OPET FullCheck system should apply to local Regional Managers in charge of the program. Regional Managers evaluating the demands, create a list of analyses and critical equipment to be followed. The information of applying customers are entered into the system by OPET Directorate of Technical Services, unique logins are generated and provided the customers via e-mail. Sampling is done at intervals to be agreed by engineers of the customers and OPET.

Details of the samples are completed on label and the sample tubes are forwarded to OPET Petrolcülük A.Ş. Kalite Kontrol Laboratuvarı, AOSB 10006 Sokak No: 12 Çiğli, İzmir address. After the examination of sample an e-mail notification outlining the interpretation of the results are automatically sent to customers as within the OPET Fullcheck system. Customers can also view the results of the analysis online by logging in with their user IDs and passwords at www.fullcheck.com.tr.

The environmental sensitivity we demonstrate during the development stage of our products is further reinforced our constant efforts to provide information to our stakeholders on the environmental impacts of our products. Material safety data sheets, product labels prepared for this purpose are presented to consumers as well as environmental impact overview of products, safety information and product specifications.

We inform our stakeholders via cautions on the product labels regarding environmental risk prevention measures such as not to spill them to soil, water and sewage systems, not to mix them with other chemicals, not to burn them in stoves and boilers, to deliver them to waste oil collecting points, to avoid their dispersion to the environment. We carry out these processes by adhering to the specifications of the particular product.

We know that our business is not merely selling products and rendering services. We are aware that our customers and dealers are the best to judge the quality of our products and services, among all our stakeholders. We keep track of realizations and feedback from stakeholders to improve our products and services.

OPET CALL CENTER



OPET Call Center

OPET Call Center is our 24/7 external communication service rendered by 35 operators, 3 team leaders and 1 supervisor, which can be accessed by phone on the Customer Services Hot Line 444 6738. Our Call Center Service has been operational since 2005 and works on Callus İletişim Hizmetleri A.Ş., formerly KoçSistem, infrastructure.

At our Call Center carrying out its activities through OPET Marketing and KoçSistem, different types of feedback from customers like, Suggestion, Request, Question, and Complaint or Praise Reports are interfaced by the Call Center operators as the first step of process. Queries from our customers are responded instantly by the Call Center, using the effective IT systems. Suggestions, Requests and Complaint Reports are registered using a web-based software and routed to respective departments and Field Unit in charge of the matter, the solutions provided are monitored at every stage while our customers are updated with regular notifications.

Our Call Center can serve 30 customers at a time, while the Interactive Voice Response System (IVR) enables many questions being responded before a live connection with operators. In addition to the calls from customers; 1200 e-mails, 100 Honorary Inspector Audit Forms and questionnaire forms are handled in the Center in average each month and up to 4500 fax transmission is are processed for OPET Card transactions.

Our Call Center awarded the first prize in "Best Use of Technology" category at the 5th Call Center Awards Ceremony held on November 30th, 2009 in Istanbul as a recognition of the technological capabilities employed and KoçSistem infrastructure, responded to more than 650,000 of incoming calls with over 25,000 hours of total service time, during the reporting period covering 2008-2009.

Our Call Center rendering customers services on **444 67 38** is also accessible through our website www.opet.com.tr, via e-mail at "info@opet.com.tr", via the fax number **0216 556 39 22**, kiosks located at OPET gas stations, or alternatively survey forms available at the stations and via SMS on the number **0532 752 25 25**.

741,008 Minutes

Total Call Center live service time in 2008

865,081 Minutes

Total Call Center live service time in 2009

1,606,089 Minutes

Total Call Center live service time in 2008-2009 period

OPET HONORARY INSPECTORS

"We know that the path to excellence requires painstaking care on details. We hold in the opinion that details are best viewed from the outside. We are not afraid to be audited, we believe that inspecting eyes and continuous improvement will lead us to our goals, which is no place but the top. "

OPET Honorary Inspector program is a result of this holistic understanding. Today, hundreds of OPET Honorary Inspectors voluntarily enrolled in the system visit our gas stations just as regular customers to observe the outlook and manners of the station personnel, their behaviors towards customer, and cleanliness and orderliness of the station in general and share with us their invaluable comments and suggestions.

To share your suggestions and feedback and to get necessary information on how to become an OPET Honorary Inspector please visit us at;
<http://www.opet.com.tr/tr/FahriMufettislikFormu.aspx?cat=5&id=38> 

AUDIT IN DISGUISE

To ensure product quality and maintain our service level at the zenith, our stations are inspected by Auditors in Customer Disguise at least 4 times a year.



FULL TEXT (FULLMESAJ)



With the Fullmesaj customer communication program we have implemented in 2009 we receive the suggestions, complaints and appreciations from our customers via SMS messages on a 24/7 basis. The program initiated as an actual implementation of our commitment to ensure our priority goal, which is customer satisfaction in all our operations, enables our customers send their views and opinions on our staff and OPET stations via SMS. The messages followed at the Call Center are also delivered to respective staff members and managers. By this way all opinions regardless of positive or negative, views, suggestions, requests and complaints from each of our stakeholders are collected and responded accordingly.



"You look great today.
How about us? "

Stakeholders who want to convey their views using Fullmesaj can text us at **0532 444 OPET** by indicating COMPLAINTS, SUGGESTIONS or APPRECIATION at the top of the message and the respective staff ID of the personnel they are reporting about.

In addition, our customers can access us through our web at;
<http://www.opet.com.tr/tr/MusteriHizmetleri.aspx?cat=5&id=36> or use the Kiosks located at our dealers, for more information about our products and services to and to provide us feedback. 

"WE HAVE BEEN THE LEADER
FOR THE LAST 4 YEARS,
as we uphold hearts over money "



With a four year winning streak in **2006, 2007, 2008** and **2009** on KalDer's Customer Satisfaction Index, Turkey research; OPET proclaims the earned leadership across the industry as the brand which fuel consumers are most satisfied with.

As the conqueror of Customer Satisfaction Index, Turkey; where customer expectations and value, perceived quality, customer complaints and loyalty are measured by sectors and brands; OPET continues to launch new implementations for even increased customer satisfaction and sustainability of delivered quality, fulfilling what is expected from the leader.

"At OPET, the customer satisfaction criteria, is one of the most important indicators of success in our operations. To this end, fuel and service quality at our stations, ensuring maximum quality standards with our services and keeping clean rest rooms are focal points of our activities. With programs aimed to maintain the maximum customer satisfaction, like FullMesaj enabling our customers to update us with their suggestions, complaints, appreciation with just a text message, we keep track of our service level and respond to our customers' needs and expectations promptly. We would like to express our gratitude to our customers who always trusted on us to date and our dealers creating a network of welcoming stations. I believe that our four years in a row success in the Turkey Customer Satisfaction Index will bring greater momentum to our efforts in the future too."



Cüneyt Ağca
CEO,
OPET Petrolcülük A.Ş.

HEALTH, SAFETY, ENVIRONMENT AND SECURITY PRACTICES

Health, safety, environment and security (HSES) practices are the fundamental components of sustainability of our business. To this end, at OPET we continue to increase our efforts to create healthier and safer working environment and continuous improvement of the current situation.

We define OPET' HSES commitment as "All endeavors undertaken to create a workplace with no accidents with due consideration on Health, Safety, Environment and Security". In accordance with our HSES policy, supporting the above outlines definition OPET is focused and committed to;

- Comply with all applicable rules and laws, codes / regulations on Environmental and Occupational Health and Safety and other legally binding requirements
- Take steps to prevent environmental pollution and continually improve our environmental performance keeping up with the scientific researches and technological developments
- Safeguard the natural resources and utilize them in the most efficient way
- Manage all potential environmental impacts from the design stage until the end of life cycle of our products and minimize the harms
- Create and maintain a healthy, safe and secure environment
- Pay attention to and manage HSES aspects during procurement and delivery or services
- Build responsibility for the field team and the contractors hired on HSES awareness and support activities made to increase HSES awareness
- Eliminate or minimize risks and hazards associated with our business activities with a proactive approach

ENVIRONMENTAL VISION

At OPET, we regard reducing the environmental impact of our business activities throughout the process of delivery of products and services, as an ethical pledge, extending beyond mere legal obligations. To this end, adoption of the environmental vision of Koç Group, which we are in, as an inseparable part of our corporate stance and ensuring the actual implementation the responsibilities associated with this vision, virtually at every level of our business operations constitute the foundation of our environmental responsiveness.

As part of the Koç Group, we foster a vision that entails;

- Development of new technologies to reduce the treatment and disposal requirements and to ensure efficient use of resources and minimize waste generation at the source,
- Reduction of negative effects of our activities on the environment, with scientific and economic solutions,
- Evaluating the environmental impact of each business operation plan to undertake as an effort to preserve the nature and ensure the establishment healthy, safe running businesses, with due environmental awareness,
- Following up all innovations, researches and developments closely,
- Designing solutions to environmental problems by developing our proprietary technologies,
- Implementing contingency and environmental risk management at most advanced level,
- Being an industry pioneer by making eco-sensitive investments,

- Fostering activities to support the sustainable development principle,
- Establishing Environmental Information Systems that provides access to all information and data on environmental issues,

by adopting that vision, we aim to be an esteemed company, not only today but also in the future, by putting our name on the map of nationwide and global achievements.

In the context of corporate environmental policy, developed in line with our targets; we aim to be proactive by preparing transition plans to a low carbon economy in advance on focus areas; play an active role in carbon trading by ensuring a strong financial structure; create synergy through collaborations with companies and universities on natural gas use, development and use of eco friendly fuels such as biofuels; become a technology provider by co-research activities with Koc University and/or other universities on development of environment-oriented technologies; become one of the rule setters with the correct partnerships and acquisitions; enhance our corporate

image by highlighting eco-friendly products, pursue the most advantageous credit facilities and R & D subsidies environment focused investments; build cooperation between the group companies with particular emphasis on energy efficiency to ensure significant reduction of GHG emissions without increasing costs; develop eco-friendly products and increase the sales relying on the blooming environmental awareness of customers, engage with NGOs (Non Governmental Organizations) and government agencies to support the shaping of legislations; create new business areas for eco friendly technologies; create "Environmental Information Systems" technologies by undertaking co-development of software project for monitoring the environmental effects and keeping statistical data; contribute to the creation of environmental awareness of suppliers and customers in an effort to enhance the ability to act and adapt quickly to changing environmental regulations.

INTEGRATED QUALITY SYSTEMS

In accordance with the vision and mission statements, OPET Petrolcülük A.Ş. sets the goal to offer products addressing the needs and expectations of customers, produced without risking the environment and human health as the key principle of its "Management System Policy" and strictly observes the legal procedures concerning the Marmara, Mersin, Körfez, Giresun and Aliğa Terminals and Mineral Oil Production Plants along with building an "Integrated Quality System" that complies with the management system standards.

OPET laid the foundations of the quality commitment with the ISO 9002:1994 Quality Management System efforts started in 1998. The timeline of quality certificates we have been given is outlined on the below table:

1998	Mineral Oil ISO 9002:1994 Certificate
2003	Mineral Oil to ISO 9001:2000 Certificate
2004	Fuel ISO 9001:2000 Certificate
2005	Mineral Oil TS EN ISO / IEC 17025 Laboratory Qualification Certificate
2005	Mineral Oil to ISO 14001:2004 Environmental Management System Certificate
2005	Mineral Oil OHSAS 18001 Occupational Health and Safety Certificate
2006	Mineral Oil / TS 16949 Quality Management System Certification for Automotive Suppliers
2006	Ford Q1 Certification
2007	Motor Oil TS EN ISO / IEC 17025: 2005 Renewal of Laboratory Qualification Certificate
2008	Renewal of the ISO 9001:2000 Certificate due to merged Fuel and Mineral Oil standards
2008	Fuel and Mineral Oil ISO 14001:2004 Environmental Management System Certificate
2008	ISO / IEC 17025: 2005 Laboratory Qualification Certificates for Kırıkkale, Marmara, Aliğa Laboratories
2008	ISO 14001:2004 Environmental Management System Certificates for Marmara and Mersin Terminals
2009	ISO 14001:2004 Environmental Management System Certificates for Aliğa and Giresun Terminals
2009	OHSAS 18001:2007 Occupational Health and Safety Certificates for Marmara and Mersin Terminals
2009	Mineral Oil OHSAS 18001:2007 Renewal of Occupational Health and Safety Certificate

Furthermore, IPPC greenhouse gas emission calculations are adopted as a part of the compliance efforts with the KYOTO protocol and KYOTO requirements are monitored by Koç Group's Environment Committee.

ENERGY MANAGEMENT

OPET closely follows the technological developments on energy efficiency and implements them within the scope of the adopted sustainability policy. OPET, continuing its unabated efforts and investments to reduce the consumption of natural resource to this end, designates annual energy efficiency targets for each operational unit and expects the achievement of targets throughout the year.

Electricity is the main the main energy source employed in our operations with an 85%-90% share. The remaining 10%-15% energy requisition is fulfilled with LNG, diesel and fuel oil. Switching to LNG at terminals is the short-term goal of OPET's energy resources diversification plan. Re-design process of steam boilers employed at the Marmara Terminal, to ensure compatibility with LNG combustion, was successfully completed as a part of the investment started in 2009 to achieve this goal. This conversion led to minimization of Terminal's environmental impact and moreover yielded 36% fuel saving.

In 2008, the total amount of products handled at the Marmara terminal was 2,145,281 tons, which translates into 1.2346 kWh of energy per tons of handled products, while the amount of products handled in 2009 reached 7,514,614 tons, and the energy requirement was maintained at 0.4503 kWh per ton. Thanks to the improvements successfully introduced, the electric power utilization per ton of handled product was reduced.

Other endeavors to increase energy efficiency include;

- Thermal insulation of black product tanks and buildings at OPET plants
- Photocell activated outdoor lighting fixtures at the facilities
- Compensation fine-tuning works at the facilities to limit the phase shifts between voltage and current to zero, as close as possible
- Coupling of pumps with inverters to ensure energy savings; 37 pumps at Marmara Terminal and 12 pumps at Mersin Terminal were fitted with inverters in 2008, while 4 pumps at Marmara and 2 pumps at Giresun Terminal were reworked in 2009, resulting a 25% energy saving.



OPET Marmara Terminal



OPET Giresun Terminal

In 2008

2,145,281 tons

The total amount of products handled at the Marmara terminal

1.2346 kWh

The energy requirement maintained per ton

In 2009

7,514,614 ton

The total amount of products handled at the Marmara terminal

0.4503 kWh

The energy requirement maintained per ton

WASTE MANAGEMENT

At OPET, as a logical result of our sensitivity to the environment, we favor minimizing utilization of natural resources and waste generation at the initial stages over waste disposal at the end of processes. Pursuant to this most fundamental principle of our waste management policy, we continue our efforts and investments to reduce natural resource consumption.

Our operations under the scope of Waste Management efforts can be outlined in three categories

- Management of wastes at our plants and terminals,
- Management of wastes resulting from the periodic maintenance works for dealers,
- Used motor oil collection from customers within the scope of our responsibilities as a party to PETDER's Waste Oil Organization.

In 2009, construction of industrial-chemical wastewater treatment plants were completed at Körfez, Aliğa and Giresun Terminals while domestic wastewater treatment plants were commissioned at Aliğa and Giresun Terminals. In addition, temporary storage areas completed at Giresun and Aliğa Terminals allows the isolated collection wastes generated. As a result of this endeavor, it is possible to recover treatment and separator residues, tank bottom sludges, contaminated barrels and rags, waste oil, appliance and car batteries and fluorescent tubes separately. Wastes are forwarded to licensed disposal facilities by licensed carriers for undergoing proper disposal procedures.

The license for temporary storage area to contain hazardous wastes at Marmara Terminal was issued by the Provincial Environment Directorate on 14.04.2008, while the discharge permit for the industrial wastewater treatment plant was also issued by the same office on 10.12.2009. Terminal's industrial wastewater treatment plant has a capacity of 40 m³/h. The construction project of 20 m³/h capacity domestic wastewater treatment plant was approved on 16.07.2009.

Practices we have implemented at the terminals throughout the reporting period to reduce consumption of natural resources

At Körfez Terminal a 10 m³/hr processing capacity industrial wastewater treatment plant and a 1000 m³ slop tank were constructed in 2009. The outlet of industrial water treatment is recycled fed to the fire fighting water tanks.

At Mersin Terminal, the RV systems on the filling islands and the supply and delivery lines were revised and 12,000 to 15,000 liters of product on an annual average was recovered from refining and pumping into the slop tanks. Water resources recovered with the domestic and industrial wastewater treatment systems operational at the facility are used in irrigation and fire fighting water tanks.

At Giresun Terminal, the RV systems on the filling islands and the supply and delivery lines were revised and 4000 to 5000 liters of product on an annual average was recovered from refining and pumping into the slop tanks.

Aliğa Terminal has one domestic and one industrial wastewater treatment system, with discharge permits have been received as of 2009. The water resources recovered with these systems are used in irrigation and fire fighting water tanks.

At Marmara Terminal, wastewater recovered by the industrial wastewater treatment plant is re used in pig operations.



OPET Giresun Terminal

FACTORIES AND TERMINALS

OPET Petrolcülük A.Ş., has completed the construction of treatment plants at the local facilities and filed necessary applications for operating these plants in line with the applicable laws and regulations. The treatment plants operated by OPET Petrolcülük A.Ş. can be classified in two categories; domestic wastewater treatment plants (for physical and biological treatment) and industrial wastewater treatment plant (physical, chemical treatment and dissolved air flotation). The discharge feed from treatment plants are verified to comply with the standards, through analyses carried on the outlet waters by Ministry of Environment and Forestry accredited institutions.

Wastewater characteristics, generated at our terminals during the reporting period:

MARMARA TERMINAL INDUSTRIAL WASTEWATER	2008 AVERAGE FIGURES	2009 AVERAGE FIGURES	LIMIT VALUES
Suspended Solid (TSS)	5,67 mg/L	7,00 mg/L	60 mg/L
Phenol	0,37 mg/L	< 0,42 mg/L	2 mg/L
Hydrocarbons	1,95 mg/L	1,64 mg/L	6 mg/L
COD	193,67 mgO ₂ /L	114,4 mgO ₂ /L	400 mgO ₂ /L
pH (25°C)	7,41	7,43	6-9
Cyanide (Total)	0,01 mg/L	0,02 mg/L	0,5 mg/L
Sulfur	0,11 mg/L	0,33 mg/L	2 mg/L
Oil and Grease	3,67 mg/L	2,00 mg/L	40 mg/L

KÖRFEZ TERMINAL INDUSTRIAL WASTEWATER	2008 AVERAGE FIGURES	2009 AVERAGE FIGURES	LIMIT VALUES
Suspended Solid (TSS)	48 mg/L	38,75 mg/L	60 mg/L
Phenol	< 0,1 mg/L	< 0.5 mg/L	2 mg/L
Hydrocarbons	< 2 mg/L	< 2 mg/L	6 mg/L
COD	136 mgO ₂ /L	24,25 mgO ₂ /L	400 mgO ₂ /L
pH (25°C)	6,35	7,37	6-9
Cyanide (Total)	< 0.01 mg/L	< 0.01 mg/L	0,5 mg/L
Sulfur	< 0.1 mg/L	< 0.1 mg/L	2 mg/L
Oil and Grease	< 20 mg/L	< 15 mg/L	40 mg/L

GİRESUN TERMINAL INDUSTRIAL WASTEWATER	2008 AVERAGE FIGURES	2009 AVERAGE FIGURES	LIMIT VALUES
Suspended Solid (TSS)	No data	1,6 mg/L	60 mg/L
Phenol	regarding 2008,	< 0.01 mg/L	2 mg/L
Hydrocarbons	since the	< 2 mg/L	6 mg/L
COD	industrial water	34,7 mgO ₂ /L	400 mgO ₂ /L
pH (25°C)	treatment plant	6,55	6-9
Cyanide (Total)	was not	0,1 mg/L	0,5 mg/L
Sulfur	available until	< 1 mg/L	2 mg/L
Oil and Grease	28/05/2009.	10,7 mg/L	40 mg/L

ALİAĞA TERMINAL INDUSTRIAL WASTEWATER	2008 AVERAGE FIGURES	2009 AVERAGE FIGURES	LIMIT VALUES
Suspended Solid (TSS)	10.7 mg/L	29 mg/L	60 mg/L
Phenol	< 0.1 mg/L	< 0.14 mg/L	2 mg/L
Hydrocarbons	< 4 mg/L	< 4 mg/L	6 mg/L
COD	132.3 mgO ₂ /L	116 mgO ₂ /L	400 mgO ₂ /L
pH (25°C)	7.74 mg/L	7,71	6-9
Cyanide (Total)	< 0.1 mg/L	< 0.002 mg/L	0,5 mg/L
Sulfur	0.01 mg/L	< 0.31 mg/L	2 mg/L
Oil and Grease	6.4 mg/L	< 4 mg/L	40 mg/L

MERSİN TERMINAL INDUSTRIAL WASTEWATER	2008 AVERAGE FIGURES	2009 AVERAGE FIGURES	LIMIT VALUES
Suspended Solid (TSS)	16 mg/L	16 mg/L	60 mg/L
Phenol	0,01 mg/L	< 0.06 mg/L	2 mg/L
Hydrocarbons	1,5 mg/L	< 2 mg/L	6 mg/L
COD	250 mgO ₂ /L	244 mgO ₂ /L	400 mgO ₂ /L
pH (25°C)	7,5	7,2	6-9
Cyanide (Total)	0	< 0.02 mg/L	0,5 mg/L
Sulfur	0,25 mg/L	< 1 mg/L	2 mg/L
Oil and Grease	3,50 mg/L	< 15 mg/L	40 mg/L

WATER DISCHARGE DESTINATIONS

MARMARA TERMINAL

Source:

Mains

Treated Water Discharge Destination:

Kamara Creek

MERSİN TERMINAL

Source:

Well + Mains

Treated Water Discharge Destination:

Meski wastewater treatment plant

KÖRFEZ TERMINAL

Source:

Mains

Treated Water Discharge Destination:

Not discharged, recovered.

ALİAĞA TERMINAL

Source:

Well

Treated Water Discharge Destination:

Hayıtlı Creek

GİRESUN TERMINAL

Source:

Well + Mains

Treated Water Discharge Destination:

Yağlı Creek

İZMİR MOTOR OIL PLANT

Source:

Mains

Treated Water Discharge Destination:

Izmir Atatürk Organized Industrial Zone treatment plant

In 2009, the volume of discharged water from our Terminals and Mineral Oil Facility was **reduced by 40%** compared to the previous year.

Recycling projects, such as the use of treated water in fire-fighting water tanks have played an important role on this decline.

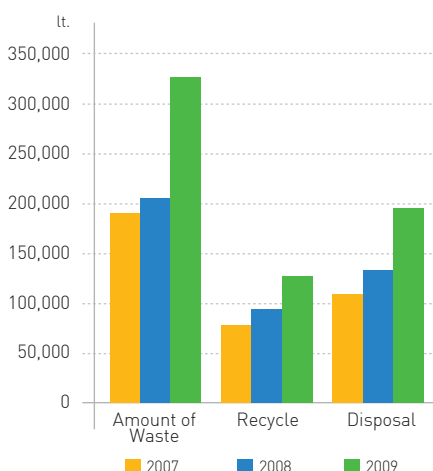
We have completed the Waste Reception Facility at our Marmara Terminal and the facility has been performing waste collection from oil carrying vessels berthing at our Terminal, under the license issued by the Ministry of Environment and Forestry on 04.09.2009. The waste delivered by ships are processed to separate oily fractions and pumped into waste oil storage tanks while the effluent water is fed to the physical + chemical + DAF wastewater treatment unit of the Terminal and treated to comply with the upper limits given under Water Pollution Control Regulation before being discharged. 3 pcs of oil containment boom reels are employed during the collection of wastes in order to minimize the environmental impact of oil contents in case of an accident. Garbage collected from ships, under Annex V of Marpol 73/78, is categorized during the collection.



Besides our terminals, our Mineral Oil Plant pursues its production activities with the principle of respect for environment and human. Our Mineral Oil Plant which operates in İzmir Çiğli, holds Workers Health and Safety Management System and Environment Management System certificates. In this respect, our factory is responsible for the following of all wastes produced inside, from its source to its location of disposal. All wastes produced in our plant are decomposed at its source and given to the companies—licensed by the Ministry of Environment and Forestry—in order for their disposal.

OPET Petrolcülük A.Ş. is planning to establish a new Mineral Oil Plant at Tüpraş facilities in İzmir Aliğa. This plant is designed as to be one of Europe's most modern factories as it is provided with the newest production technologies. Raw material storage tanks will be located within the safety pool. Collection channels will be built around filling equipments, tanks and pumps in order to avoid potential leaks. These channels will be fit with oil separators to prevent oil spills from the collected wastes. Overflow safety pools harboring the tanks will be connected to this separator, in case of possible leaks, oils will be rendered to flow to the separator via the channel network of facility. All wastes output by the separator will be sent to the waste oil disposal facilities—licensed by the Ministry of Environment and Forestry—in order for their disposal.

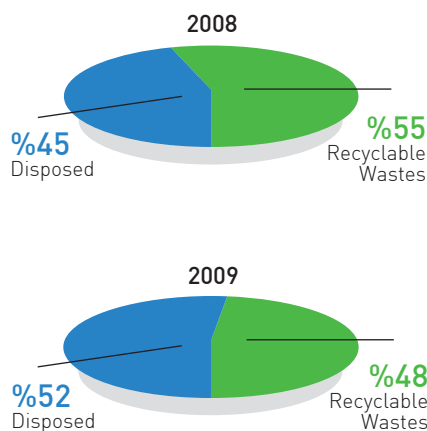
Cleaning Station Tanks



Waste, Disposal and Recycling Amounts Per Year

YEARS	WASTE AMOUNT (t)	RECYCLED (t)	DISPOSED (t)
2007	190.725	79.825	110.900
2008	208.495	94.285	135.034
2009	326.260	128.980	197.472

MINERAL OIL PLANT RECYCLING FIGURES



Domestic solid wastes generated at the facility are anticipated to be collected by municipality in containers with lids. Disposal of paper and card board wastes are planned to be forwarded to recycling companies, while contaminated barrels are planned to be sold to waste disposal companies licensed by the Ministry of Environment and Forestry. In order to collect and classify facility's wastes other than those listed above, necessary air pollution measurement and control equipments will be provided and measures to reduce noise and soil pollution will be taken.

Barrels are sold to licensed companies. Other hazardous wastes with calorific value are used for energy recycling at licensed incineration facilities. The amount of wastes sent to disposal is kept at minimum levels.

Disposal of Wastes at Our Dealers

Disposal of wastes generated during the cleaning of the tanks at our dealers' is another pillar of our Waste Management activities. The tanks of our dealers -who happen to be waste producers according to the Hazardous Waste Control Regulation- are rendered clean by authorized firms and the wastes are transported to the authorized disposal facilities through the organizations we realize.

Accordingly, wastes stripped off during yearly the tank cleaning and infrastructure maintenance works, are stored in yellow tank bottom sludge containers provided to the stations by OPET, before they are delivered to vehicles for transportation to disposal facilities. Within 15 days, we collect the stored wastes with our vehicles licensed by the Ministry of Environment and Forestry, to ensure the proper disposal in accordance with regulations.

Pursuant to Paragraph "g", Article 5 of Regulation on the General Guidelines of Waste Management entered into force as published in the Official Gazette No. 26927 dated 05.07.2008; collection of wastes generated during tank cleaning and similar activities carried out at the stations by persons, organizations or companies other than licensed recycling and disposal facilities is prohibited. Furthermore, pursuant to the provisions under Paragraph "f", Article 5 of Hazardous Waste Control Regulation collection, selling, disposal, or utilization as fuel mixed with other ingredients by 3rd parties, other than facilities licensed by the Ministry of Environment and Forest, for commercial purposes is prohibited.

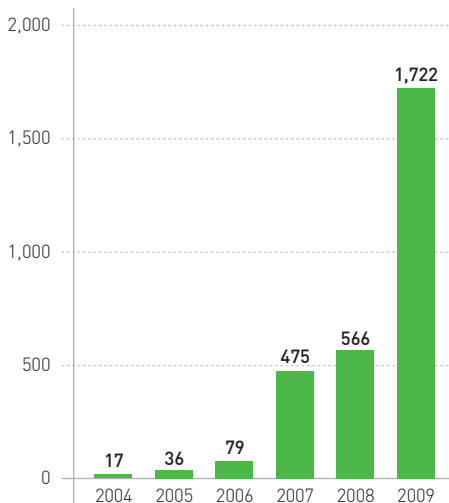
The waste that occur after the cleaning of tanks are decomposed via a special filter system and the remaining material is disposed.

WASTE ENGINE OIL COLLECTION

According to Regulation published in Official Gazette dated 30 July 2008 and numbered 26952, **“Waste engine oils are collected by engine oil generators or their authorized body. Natural and legal person apart from them do not collect waste engine oils.”** Hereunder, formal engine oil collection activities in Turkey are carried out by 88 company registered to PETDER Waste Oil Organization.

As OPET, we have been carrying out our waste oil collection activities with an increasing trend since 2004. We have raised our waste oil collection amount corresponding to 17 tones in 2004 to 566 tones in 2008 and then 1722 tones in 2009. This number forms 10% of total 17640 waste engine oil collected by PETDER in 2009. Thus, by tripling our collection activities from 2008 to 2009, we have achieved to become the best company that perform the most rapid increase among other member companies.

Collected Waste Oil Tone



With this growth that we accelerated by setting waste engine oil collection goal on Score-Cards of all our Mineral Oil Sales Representatives, we have created an energy value equals to 18.8 million kwh electric energy solely in 2009. This number is equivalent to yearly energy requirement of 8300 people.

Considering that 1 lt of waste oil may pollute 800.000 lt water, as OPET we have bypassed the environmental impact of waste oil by collecting which might have polluted

1,4 billion m³ of water.

MASLAK STATION

As OPET, we have carried out a model practice that will minimize environmental impacts arising from our products and services with a radical reconstruction of our Maslak station in 2009. In this study, which we believe will be pioneering at turning our distribution stations into environment-friendly structures—as they form one of the most important processes of our service network—, we aimed to apply water and energy managements integrately.

Accordingly, we primarily renewed entire substructure to minimize fuel leakage possibility that will cause soil and water pollution. By virtue of substructure renewal practices, we used double walled tank and fittings and concrete tank pool and we also used special junctions for pump and tank sumps to ensure complete sealing in electric manholes.



Within the scope of this mission, we secondarily built **“Rain Water Treatment System”**. With this system, we enabled to collect rain water falling to the canopy and rooftop in a separate water tank. In this way, we ensured that field cleaning and watering function of landscaping areas would be provided by recycled water. With this water that could also be used for automatic car wash if required, we maximized water saving rate. In addition, by recycling the water that is used in car wash and jet-wash units with **“Waste Water Recycling System”**, we reduced the cost of daily water consumption at the rate of **70 %**.

Another step within the project was the establishment of waste oil collection tank. We transferred the waste oils that occur in oil change units designed for light passenger cars to underground tank in which there is a oil discharge hole by means of this system. In this way, waste that can easily be transferred to waste collection tank by means of the engine on the tank became more transferrable to the locations in which they would removed/recycled. With this system that we carried out according to Waste Oil Control Regulation, we enabled the collection of waste oil by zeroizing the harm that the waste oil could give to environment.



With our trash collection centre, we enabled the refinement of the trash emerging from the operations in the stations in a correct way. Thus, collection of the products that will be reevaluated has been planned. Trash dumpsters in which domestic waste are collected were gathered in a separate area and possible visual pollution has been resolved.

We established vapor recovery system to prevent fuel steam affecting air quality and human health from spreading to outer environment. By this means, we have ensured that the vapor emerging from storage filling will accumulate in the tank and the vapor that will spread to the atmosphere during tank up will be collected in underground tanks. Thus, we have planned to provide savings and creating safe working environment by developing a system that will protect human health.

By means of cross vault on canopy, electricity saving is provided by more daylight saving. By using led system rather than fluorescence on front trim of the canopy, **40 % energy** has been saved in canopy lighting. With the energy saving system, **35 %** saving is provided in station lighting without reducing visibility. Thanks to intelligent electric board, by remote power monitoring both observation of error and alarm conditions and reporting of monthly energy consumption and if required, getting instant energy consumption reports are provided.

ENVIRONMENTAL SAFETY PRACTICES

If one come to think about our area of activity, realizing how much the security is important for us would not be difficult. In this respect, carrying out the practices of security and enriching related practices are one of our most important working principles as a result of both execution charges by our management systems and our sense of responsible business. As a result of this perception, environmental safety practices carried out during our reporting period are as below:

Within **Marmara Terminal**, there are 3 (three) water tanks that have 5.750 m³ capacity for fire fighting. Moreover, 2 (two) foam tanks at 10 m³ capacity (one of them is at port), 2 diesel pumps at 750 m³/hour capacity (one of them is at port and designed for pumping sea water to fire areas in case of emergency), 2 electrical pumps at 750 m³/hour capacity, joker pumps at 15 m³/hour and 50 m³/hour capacity, hydrants, tank foam and sprinkler systems, fire hoses, other fire fighting equipments with fixed and portable monitors are also available. Maintenance and controls of all equipments are carried on routinely and they are used for monthly and routinely held fire fighting drills.

By making routine fire fighting drills each month in the terminal, staff is trained for practical applications.

13 fire fighting drill were held in terminal in 2009. At the last day of "Fire Training Tutor" drill held between 23-28.12.2009, Marmara Fire Training School was put into use.



Firefighting Equipments in Marmara Terminal

Emergency plans belonging to terminal were revised as a result of personnel replacement. Hose teams were planned to work separately for each shift. Related to emergencies, ISPS (International Ship and Port Facility Security) drill and Sea drill were made.

"Emergency Response Plan" prepared within the scope of 5312 numbered "Law Pertaining to Principles of Emergency Response and Compensation for Damages in Pollution of Marine Environment by Oil and Other Harmful Substances" was presented to Ministry of Environment and Forestry on 15.05.2009. "Emergency Response Plan" was approved by Ministry. Equipments that will be used for emergencies within the scope of the Law number 5312 are provided and they are kept available at substation and port.

In **Körfez Terminal**, in regard to taking products through platform, 750 meter waste material inhibition barrier, absorber pets, dispersant, stripper and collection pump are kept ready for use on platform port for wastes that will emerge on the sea.

In our terminal, a water tank at 3.750 m³ capacity, a diesel pump at 750 m³/hour capacity, an electrical pump at 750 m³/hour capacity and 10 salt water system that is fed by an electrical joker pump at 10 m³/hour capacity and that covers the surroundings of facilities and in which there is permanent 10 kg/cm² compressed water are available for fires that will burst out for a variety of reasons. Hydrants, tank foaming and shower systems, fire hoses, monitors and other fire fighting equipments are also available. Scripted fire drills are held regularly every month..

In **Mersin Terminal**, 250 meter sea type waste material inhibition barrier, 300 meter solvent boom absorber pets, dispersant, stripper and collection pump are kept ready for wastes that will emerge on the sea at MESBAŞ Seaport and Karaduvar Fisherman port. As part of Sea pollution prevention emergency plans, Level 1 and Level 2 drills concerning Sea pollution prevention are made periodically.

400 meter ocean type waste material inhibition barrier, absorber pets, dispersant, stripper and collection pump are kept ready for wastes that will emerge on the sea during unloading within **Giresun Terminal** at Gülburnu Port. A water tank at 3.750 m³ capacity, a diesel pump at 450 m³/hour capacity, an electrical pump at 350 m³/hour capacity, an electrical joker pump at 24 m³/hour capacity and hydrants, tank foaming and shower systems, fire hoses, monitors and other fire fighting equipments are available for possible fire fighting. Drills during which all the equipments are actually used are made regularly every month.



Firefighting Equipments in Giresun Terminal

In the terminal, 3 water tanks at 1.880 m³ capacity, a diesel pump at 750 m³/hour capacity, a diesel pump at 225 m³/hour capacity, an electrical pump at 225 m³/hour capacity, an electrical pump at 60 m³/hour, an electrical joker pump at 6 m³/hour capacity, a well pump at 70 m³/hour capacity and hydrants, tank foaming and shower systems, fire hoses, monitors and other fire fighting equipments are available for fire fighting. Drills during which all the equipments are actually used are made regularly every month and they are registered.

Measures that we take against explosions and leakages in our terminals:

Construction of dyke walls, periodical tank plate thickness measurements, emergency response plans and equipments within the scope of law no 5312, in this respect monthly made scripted drills, common usage of exproof materials, frequently made environment risk assessment

CLIMATE CHANGE AND EMISSION MANAGEMENT

In compliance with our Emission Management policy, we aim at diversifying our energy resources and reducing potential negative effects on atmosphere originating from our activities through science-based and economic solutions.

The first step that we took in regard to this principle in 2008/2009 was to give off fuel-oil usage in our steam generators within terminals and to pass LNG usage. According to this practice that we started in Marmara Terminal, boilers were redesigned for LNG consumption and we carried out lower emission operations.



Marmara Terminal

As OPET, for the reason that our activities do not contain any raffination process, it causes relatively fewer greenhouse gas emission that arises from fuel oil product storage and selling and mineral oil production. Greenhouse gas calculations of our operational processes have been made and it is planned that they will be certificated within the frame of ISO 14064 standard adaptation practices in 2011.

During our reporting period (2008, 2009), our operations, as mentioned before, caused such emissions as NO_x and SO_x that arise from diesel, fuel oil and LNG firing. According to results of measurement made by accredited institution, measurements of all our facility and terminals are below standards.

HEALTH, SAFETY, ENVIRONMENT AND SECURITY (HSES) ACTIVITIES IN TERMINALS

As outcomes of our HSES policy, fulfilling “Eliminating accidents, making secure projects and reducing environmental effect” targets is really important for us. In this sense, as OPET, we make tiny distinctions on “working with contractor and the third persons”.

On behalf of OPET, working with contractors that are safe and have the quality and ability of safeguarding the environment is one of the most important matters. For this reason, we preselect our contractors before actual selection. During this preselection, contractor’s policy with related subjects, work experience and work completion certificates, education and insurance registers of the personnel, control procedures, emergency procedures, accident statistics and records, equipment suitability, risk assessments and quality management systems are reviewed. In addition to this review, contractors are visited at their offices and “contractor in-place evaluation form” is graded by our authorized personnel. Preselection is given to the contractors that take some definite grades.

OPET trains preselected contractors about these subjects;

- Risk assesment
- Product information
- Working permission system
- Raising general environmental awareness
- Contractor Safety specification (Works related to gas, diesel and naphta, danger zones, firing resources, accident and incident notification procedure)

and attendance of HSE authority working at contractor company, senior field operator and technicians is required by OPET. In addition to these trainings, contractors and business authorities are informed about required measures through “Safety Specification”.

Qualification period of qualified companies is maximum 2 years. It is required that the company will have successful results during periodical controls (quarterly) in 2 years and will attend annual HSE seminars. If there is not any problem at the end of 2 years, qualification periods of these companies will protract by OPET for 2 years.



Bampet - OPET Dealer

Periodical maintenance of our stations are carried out by Maintenance Coordinatorship. Quality control teams taking place in coordinatorship organize these activities in our stations;

- HSES controls
- Marker controls
- Water controls in tanks
- Intensity controls
- Scale controls
- Fire extinguisher controls
- Collecting samples within the scope of EPDK
- Product complaints

and repair separate defects emerging from stations.

HSES Controls

Quality Control Teams are conducting HSES audits at least three times a year by visiting our stations. In 2009, 2214 stations were audited. In 2010, HSES audits are targeted to be held in our stations for a minimum of three times.

Marker Controls

In 2009, 9149 products were controlled in our stations while the controlling of 32604 tanks took place. In the course of marker controls, water controls in tanks, pump scale controls and intensity controls are done.

YEAR	Number of Audited Stations (OPET + SUNPET)
2007	7927
2008	7569
2009	9149

In 2010, it is targeted that marker controls will be made **at least 6 times** at a year at all OPET stations and **4 times** at SUNPET stations.

Scale Controls

Calibration controls of fuel dispenser pumps in our vendors are conducted minimum once a year in order to ensure the accurate sale of fuel to our customers. In 2009, 17273 dispenser pump components were controlled. For 2010, this control is planned to be conducted at least for once.

Fire Extinguisher Controls

Maintenance and periodical control responsibility of fire extinguishers in our stations is belong to our dealers. In addition to this, fire extinguishers are also controlled by our Quality Control Teams. In 2009, 8266 fire extinguisher were controlled by Quality Control Teams.

Maintenance companies that has taken qualification from OPET and has certificate of authorization carry out maintenance of OPET stations with their staff that has got fire, first-aid and HSES training and equipped with personal safety equipments. In our stations, these are carried out by maintenance companies;

- Tank cleaning preventive substructure maintenance (tank cleaning and disposal of wastes, preventive electric substructure maintenance, preventive mechanical substructure maintenance, LPG systems control, GDS maintenance and calibration, air-water unit maintenance and calibration)
- Submerged pump and tank manhole maintenance
- Automation annual service maintenance
- Corporate identity maintenance

Maintenance program of the year 2009 has been carried out with

95 % performance,
95 dealer
contentment point.

“Contractor meetings” were held with 29 contractors in 2008 and 37 contractors in 2009.

Some NATIONAL and INTERNATIONAL regulations and standards that we respect as OPET during our Equipment Choosing and constructions are as below:

Regulation about fire protection of buildings, TS12820 Fuel oil stations-safety requirements, safety rules for TS 11939 LPG refueling station-road vehicles, excavation land, construction and wrack wastes control regulation, soil pollution regulation, environmental noise assesment and management regulation, waste oils control regulation, dangerous wastes control regulation, packing wastes control regulation, regulation about chemical substances subjected to control, hazardous chemicals regulation, regulation about health and security measures during works with chemical substances, non-healthy organizations regulation, pressure vessels regulation, all other related standards issued by TSE, related environment and safety protocols within the frame of AB harmonization laws, ATEX and CE harmony documents, UL and ULC approvals and convenience approvals taken from other international establishments.



OPET Maslak Station



Why Do We Carry out Periodical Maintenance as OPET?

By our periodical maintenance;

- Our stations keep on working without interruption and always ready for service of our customers,
- Service calls are minimized,
- Lifetime of OPET and dealer's fixture equipment is prolonged,
- Service and spare part costs are reduced,
- Emergencies and insecure situations in station are dispelled,
- Probable problems on the products and service to the customer are prevented,
- Appeal of our stations increases by a clean corporate view,
- Customer satisfaction increases by quality product and uninterrupted service.

It is necessary to take samples for each sold product from all OPET and Sunpet stations within the scope of EPDK regulations in activity year. In 2009 this was held by Quality Control Teams. In 2010, to carry out this, it is aimed that 2 personnel from Izmir and Ankara are going to be hired while 2 specially equipped vehicles are going to be purchased.

In 2009, Quality Control Teams have taken a sample from each product being sold in active OPET and Sunpet stations and transported them to terminals / laboratories. In this respect, 1375 stations were visited and 9301 samples were taken.



Sample Test in Laboratory

Product Complaints

For this purpose, 4 new mobile team will be created. With this new practice, samples will not be analyzed in fields, samples taken from vehicles will be carried to laboratory nearest to customer and samples taken from tanks from which the product is bought will be carried to laboratory nearest to related station (Marmaraereğlisi, Kırıkkale and Aliağa). Through this practice, as OPET, we target to provide much more qualified and much better products and service to our customer by carrying our sensibility about product responsibility a step further.



Green Road Project report that takes OPET Maslak station and landscaping of stations as an example for bioremediations applied to constructions and HSES equipment installation that we carried out as OPET.

ENVIRONMENT THEMED INFORMING WORKS

We are aware that environment-friendly operations will be achieved by environment-friendly staff. For this purpose, we do not restrict environment, health and business security trainings with OPET staff and we have the aim of informing our customers and suppliers. We feel right proud of reaching more and more internal and external partners each passing day through "Environment Handbooks" that we prepare for our mineral oil facilities, terminals and stations and civil society initiative.

Trainings we gave at factories in 2008 correspond with 1579 hours. Trainings given for sub-industry were 5,5 hours for the same year. Trainings in the field of social responsibility equals to 27,5 hours in mentioned year.

In 2009, trainings for staff, supplier and customers that we carried out in OPET terminal and facilities correspond with 1392 man*hour. In addition, we gave trainings to contractors for 55 man*hour.

1579 hours

Trainings we provided at factories in 2008

1392 man*hour

Trainings we provided for employees, suppliers and customers at OPET terminals and facilities in 2009

During reporting period, HSES themed trainings given in our terminals and mineral oil facilities were carried out as below:

TERMINALS AND MINERAL OIL FACILITIES	THROUGHOUT 2008	THROUGHOUT 2009
MARMARA TERMINAL	24 man/hour	301 hours/year
MINERAL OIL FACILITY	25 man/hour	240 hours/year
ALİAĞA TERMINAL	14 man/hour	63 hours/year
GİRESUN TERMINAL	80 man/hour	219 hours/year
KÖRFEZ TERMINAL	12 man/hour	488 hours/year
MERSİN TERMINAL	45 man/hour	81 hours/year

Training ranges per personnel and suppliers are as below:

TRAININGS	OPET PERSONNEL	SUPPLIERS
14001 Environment Management System	●	
18001 Health and Safety at Work Management	●	
Environment Consciousness-Raising	●	●
Legal Necessity	●	●
MSDS	●	●
Risk Assessment	●	
Danger/Warning Signs	●	
Working with Hazardous Materials	●	
Emergency	●	
5S	●	
General Cleaning	●	
Ergonomy	●	
Thermal Comfort	●	
Occupational Diseases	●	
Occupational Accidents	●	
Forklift Usage	●	
Fire Extinction	●	

EMPLOYEE RIGHTS AND WORKING LIFE IN OPET

In accordance with management system policy, OPET adopts achieving goals by improving management system continuously, providing active human resources practices for creating team spirit and having competent human resource and giving trainings in this direction, improving these systems while following related law and regulations on Health and Safety at Work, protecting from occupational diseases and injuries by minimizing dangers and risks as its main principles. For this purpose, OPET designates contribution to national economy through respect to company values, environment and society conscious as its primary goal.

OPET targets to improve behavioral and occupational skills and abilities of employees by utilities offered by them, boost labor productivity of employees continuously and provide career opportunities on the purpose of offering quality product and service to customers. OPET expects from current employees and future OPET staff to improve themselves continuously to harmonise themselves with company culture and to be open to adapt themselves to new conditions.

OPET targets to have a dynamic human resources structure that protect common values, adopt team work, carry out tasks and responsibilities by customer-oriented behaviours, adopt honesty and transparency as a principle, constantly improve themselves, create innovative and imaginative ideas and act responsibly while carry out all of these things. As a part of Koç Group OPET adopts group's Human Resources Principles while it proceeds towards its aforementioned objectives.

OPET, as a part of Koç Group, adopts these matters as a principle;

- Bringing most qualified young people and experienced professionals that will carry Koç Group to future in Group,
- Rewarding successful results by fair and competitive wages policy and high performance standards,
- By improving ability pool having competitive advantage, acquiring them,
- Making investments for improvements of staff by continuous progress philosophy,
- Increasing alliance to company of staff by providing equality of opportunity in career development and rewarding,
- Providing continuous labor peace.

As a part of Koç Group, we admit the 10 Articles of Global Compact. As per 5th principle of the compact, we do not give permission to employing child labor neither within our operations nor within operations of subcontractor and contractor companies working with us and as per 4th principle of the compact, we do not let forced labour or angry worker under no circumstances and we take necessary measures. During reporting period, we have not received any kind of complaint.

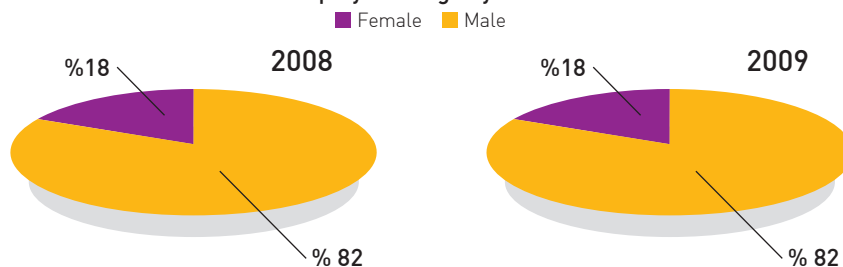
Employee Number Rate per Region

	2008	2009
HEADQUARTERS (ISTANBUL)	319	329
REGIONS	532	541

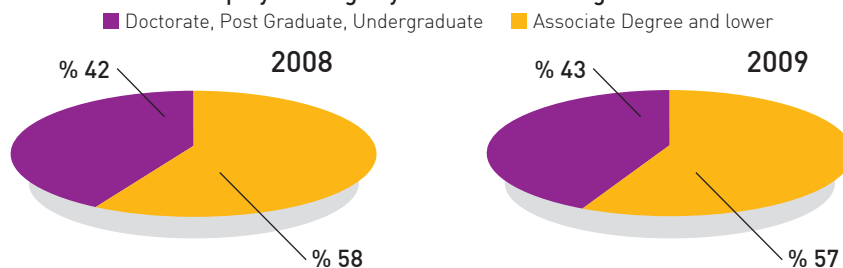
Release Number/Employee Turnover Rate per Region

	2008	2009
HEADQUARTERS (ISTANBUL)	31 / % 9.7	26 / % 7.9
REGIONS	51 / % 9.6	22 / % 4

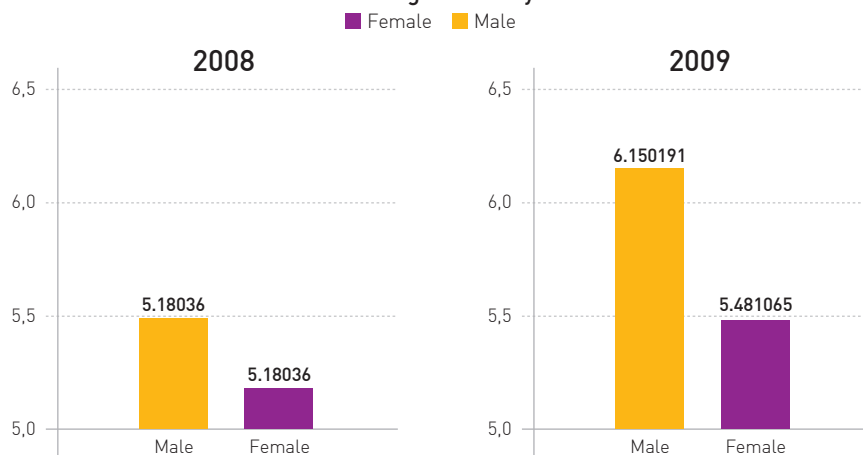
Employee Range by Gender



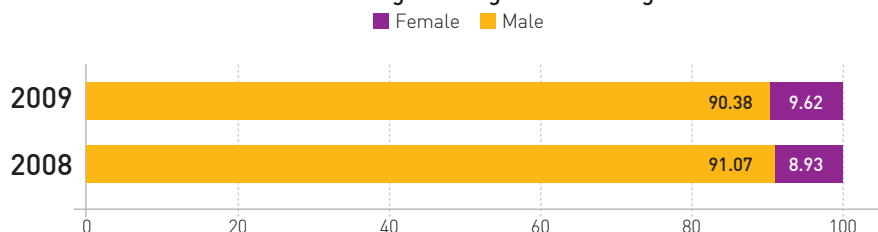
Employee Range by Educational Background



Average Seniority



Woman Managers Range to All Managers



RECRUITMENT

Recruitment process in OPET starts with forwarding of employee needs to Human Resources unit by related departments. The process continues depending upon positive or negative answers following Staff Needs Analyses. In positive conditions, inquiring candidates for nomination and calling for pre-interview processes follow one another.

After the first interview that is carried out in the form of competence-based interview, personality inventory and mental ability test and/or placement test for English are implemented for candidates. If the candidate is found suitable for the position, he/she will be directed to meet function manager. A report regarding the candidates who are considered to be appropriate following the two meetings is sent for the affirmation of management; in case of affirmation the candidate is responded with position offer. If the candidate accepts the position offer, the employment process starts. When a position is filled, the other candidates are informed via phone.

OPET, with the aim of gaining most qualified young person and experienced professionals in accordance with its accepted Human Resources Principles, pay close attention to act within objective criteria while choosing employees. OPET does not allow discriminations in any phase of recruitment process -unless the related position requires speciality and spesific education-, does not state age, gender, university or department in announcements, and employs the most appropriate ones for the position among other candidates.

As a matter of respect to employee rights, we sign labor contract with our new employees, we define labor standards while guaranteeing mutual rights and responsibilities of the company and employee.

As the applications through www.kockariyer.com website and/or the announcements for the relevant positions in other recruitment portals might be sufficient for job applications and to follow job opportunities; the HR department will be accessing the appropriate candidates via the CV database in these portals. The applications to Koç Career Website are not only accessed for evaluation by OPET Petrolcülük A.Ş. but all other Koç Group companies.



OPET Headquarters



OPET Marmara Terminal

FAIR RENUMERATION

Fair remuneration constitutes one of our priorities in the field of Human Resources field. As OPET, we target to keep on fair salary policy via a system which is competitive with respect to the sector, is not compelling the financial structure and is based on the performance of employees; and we take necessary steps for sustainability of our human resources. We follow wage inquiry reports made by independent bodies and we state wage rates through evaluating sectoral developments.

We do not differentiate between male and female employees while stating wage range, we differentiate wages within the frame of positions and responsibility of our employees.

In addition to charging, some facilities that we provide for our employees are as below:

- **Private Health Insurance**
- **Vehicle Allocation**
(for only suitable employees according to their positions)
- **Mobile phone Allocation**
(for only suitable employees according to their positions)
- **Service Providing**
- **Seniority Awards**
- **Other Identification and Commendation Activities**
- **Marriage, Maternity and Death Benefits**

Koç Holding Retirement Pension and Benevolent Fund Foundation

Since 1967, the Koç Holding Retirement Pension and Benevolent Fund Foundation has invested the savings of Koç Group employees so that when they retire they can receive their savings in a lump sum or over their lifetime and can take advantage of group health insurance for themselves and for their family members. In addition to individual savings of employees, affiliated company also contributes to each employee registered to foundation and by this way, savings of employees are increased. OPET employees benefit from this retirement fund; a health insurance connected to this fund provides assurance for our employees and their families during their working and retirement years.

CAREER PLANNING

(Development Planning, Trainings, Performance Assessment, Promotion)

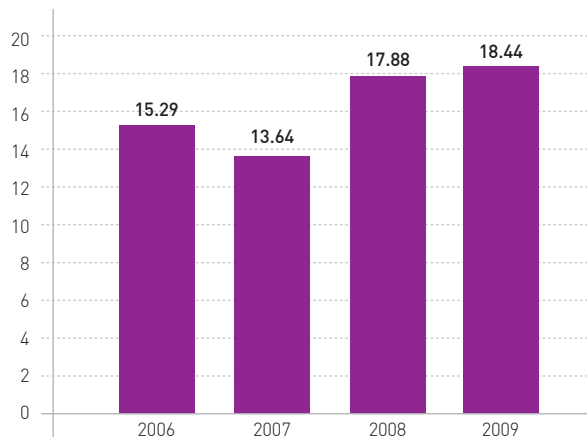
Each new employee getting involved in OPET family starts his/her career with Orientation and On-the-Job Training, he/she gets necessary technical supply for his/her position. Development plannings will be kept in parallel with occupational and personal development needs and career planning as long as an employee continues his/her career in OPET.

Within OPET Yearly Training and Development Plans, our employees are subjected to 360 degree competence assessment and performance assessments every year, after these assessments, one-to-one meetings with managers are made and necessary data gathered for their development plannings. In the light of short, medium and long term Strategic Human Resources Plannings, additional plannings are made for our employees for whom we aim to carry to requested performance level. In addition to all of these, each employee is encouraged to attend such activities as seminar, fair, congress related to his/her interests or for developing creative perspectives.



Occupational and Personal Development Trainings

Training per employee by years is as below:



Range of trainings given during our reporting period by titles:

■ Technical Trainings

■ Personal Development Trainings

■ Manager Trainings

■ Sales and Customer Relations

TRAININGS IN 2008

- Project Analysis and Preparing of Feasibility Reports / DCF
- 6 Sigma Green Belt Training
- EFQM Perfection Model Training
- ORACLE SQL TUNING TRAINING
- Business Objects
- SRC Documentation- ADG& HGE
- Recent Changes in Law of Social Insurance Training
- Strategic Planning and Swot Analysis Training
- Koç Competence System Training
- Clementine Beginner
- Clementine Advanced Modelling
- OHSAS 18001 Informing
- Risk oriented Internal Check
- Misuses in Businesses
- MS Excel –Basic-Advanced
- Defensive Driving Techniques
- TF Seminar on Customs Legislation and Customs Value
- Security Information Form Makers Training and Documentation Test
- ISO 14001 Informing Training
- Oil Spill Clearance Course
- DTR (Foreign Trade Operation Profession Program) (SE)
- First-aid Updating Training
- "Foreign Payments, Taxational Problems, Warnings-Suggestions" Program
- "Comprehensive UFRS" Program
- SAP Net Weaver Portal System Adm. Training
- SAPPHIRE 2008 Conference
- SAP BW 370 Coeducation
- Blade Training
- SAN Training
- Archiving Training
- Ycard Training
- Centromat Training
- Strategic HR Management System Training

- Expressive Communication Training
- Training of Trainer
- Media Cat "Word of Mouth Conference"
- Master in Finance
- Language Training in English – EF

- Koç Holding LGP Leader and Human Program
- Koç Holding LGP Leader and Work Program
- Koç Holding LGP Leader and Strategy Program
- Tools and Techniques for Supervisor

- Strategic Sales Management Program
- Executive Assistance Certification Program
- Sales Training Program
- Executive Assistance Summit

TRAININGS IN 2009

- Statistical Process Control(SPC)
- Law of Commercial Papers Training
- Microsoft Excel 2007 Training
- ISO 9001:2008 Informing+ Internal Auditor Training
- ISO 14001 Informing+ Internal Auditor Training*
- OHSAS 1800+ Internal Auditor Training*
- First-aid Updating
- NEO-PI-R Training
- Winners Conference
- Defensive Driving Techniques Training
- Pouring and Deploying of Liquid Chemicals and Petroleum Products
- APQP PPAP Training
- Practical Independent Audit Training
- Cost Accounting Training
- Hay Performance Evaluation Training
- 10th Quest for Perfection Symposium
- Measurement Uncertainty Training
- Interspill Conference
- Assessment Center Training
- Competence oriented Interview Training
- Case Study Making Training
- Purchasing Logistics and Supply Chain Management Summit
- 9th Turkey Accounting Control and 3th International Turkey Accounting Control Symposium
- 4th Turkey Accounting Form
- Politics and Local Administrations Academy
- Sales Psychology and Negotiate Techniques
- Problem Solving and G8D Training
- English
- Data Mining Training
- Measurement Uncertainty Training
- Fire fighting Informative Training
- EKAT Training

- Trainers Summit
- Milestone in Presentation Training
- Answering Received Calls
- Interpersonal Relations Management Training
- Brand Conference
- 17th National Human Management Congress
- Successful Communication through Proper and Effective Speech

- Management Effectiveness of Inspection Activities for Managers Training
- Leader and Strategy Program
- Leader and Human Program
- Synergic Coaching Training
- Leadership at Human Resources Program

- Strategic Sales Management Program

New OPET employees joined our fuel oil sales team are subjected to additional training for 1 month. In this training, that we called Sales Training Program, sales team members starting their careers at OPET and our experienced managers working for OPET for long years come together, they share experiences related to both practical and theoretic field practices. During training, our sales teams meet OPET Directors, training program is supported by case studies and it end with project presentations.

All trainings we give to our employees are designed for OPET operational processes. While some of these trainings target to improve behavioral abilities of our employees in parallel with company culture and values, some others target to improve occupational knowledge and ability that will contribute to their positions in company. Our Development Planning Period is enriched by electronic trainings (e-training) that we made through Koç Academy in 2009 and reading materials in English (OPAL).

Performance assessment of employee forms another important part of Career Planning in OPET. In OPET that is active as a part of Koç Holding Energy Group, strategy and goals are shared from bottom to top by attendance of all employees and goal settings are made through Strategic Planning activities at a level of individuals. In accordance with our Performance Management System, social, economic and environmental goals that we expect to be performed by our employees in a year are set through approved Balanced Score Cards.

Our employees continuously take performance feedbacks during a year, our rates of realization are tracked via performance parameters, year-end performance assessments of our employees are carried out at the end of the year. As a result of performance assessments, future wages of our employees are stated and inputs are provided for stating development plans and potentials.

In case our employee is assigned to different position as a result of operational changings, matters stated in staff regulation and labor contract are applied. In case of release, minimum notice period for our employees is **14 days**.

INTERNAL COMMUNICATION PRACTICES

SUGGESTION SYSTEM

In accordance with our understanding of continuous improvement and “a person who does his/her business is the one who knows it for best” principle, we expect from all of our employees to use initiatives in operational processes, employees who are experiencing processes in the closest way to make suggestions for both small and comprehensive improvements and in this direction, we take facilitator steps for them.

Suggestions given by our employees are evaluated by OPET Suggestion System; firstly the employees who give the suggestions are acknowledged; after its acceptance and putting into practice, our employees are recognized and honored in accordance with OPET criteria.

For internal communication and informing, **closed circuit is issued by 4 LCD TV** placed in entrance and floors in our central office.

DEALER COMMUNICATION

7 regional managers and 25 field managers working with them constitute the first step of our dealer communication throughout Turkey. Our dealers solve their problems initially through our managers making communication by phone and face-to-face with them.

We have launched our “Dealer Portal” system started with attendance of 40 dealers in central office in 2008 through trainings given in various cities and in 9 different center since 2009. We carefully listened suggestions of our dealers during our meetings and started to actualize them. Through Dealer Portal, which has the characteristic of being the first practice in sector for its transparent structure and ability to be connected online by all of our dealers,. our dealers access all necessary reportings, results of performance and training and all information related to them Our 2010 goal related to Dealer Portal, through which our dealers can screen and report their own informations, is to make all OPET dealers use Dealer Portal page.

By this system, is used through <https://bayi.opet.com.tr/irj/portal/> address by entering “User Name” and “Password”, we actualize interactive communication with our dealers. 

It is the name of Internet web system called “DEALER PORTAL” whose ownership belong to OPET which can be accessed through Internet address stated by OPET by entering User Name and Password; gives the opportunity to carry out communication between OPET and Dealer; introduces services offered to Dealer by OPET; make dealers give product, promotion and other orders and informs OPET about written requests; issues every type of announcement and notice; carries out trade relations between OPET and dealers in a quicker, more effective and more transparent way.



Number of People Taking Portal Training

	OPET	SUNPET	TOTAL
2008	40	0	40
2009	329	194	523

Number of Portal Users

	OPET	SUNPET	TOTAL
2008	40	0	40
2009	465	174	639

Dealer Satisfaction Survey Measurements carried out since 2004 constitutes another base of our communication with dealers. Through dealer survey practice carried out in July-October period by an independent institution, “**Koç Group Dealer Satisfaction Review**” is made for the target of reaching “the best” according to ideas of our dealers.

According to Dealer Satisfaction Survey results made within Koç Holding Companies between the years of 2005-2009, our company protects its **2nd place** by increasing its point each year.

Our raising graphic—in which the number of participants increases each year—experienced a 1 point decline in 2009. Assessments in the light of feedbacks show that this decline is related to global economic crisis of this period, its reflections and varying expectations afterwards.

Another communication tool with our dealers is our “**Circular**”. Circular is the communication channel through which practices, changes in campaigns, laws and regulations related to OPET and sector t are primarily announced, and these are transmitted to our dealers via fax. In addition, our dealers can immediately access issued circular through Dealer Portal.

Another milestone of our communication network with our dealers is **SMS** application. Through SMS method that is the effective and quick method to submit news and information particularly about emergencies, all changings in pump costs are announced to our dealers the day before and all subjects important and urgent for our dealers are also announced through this channel.

Results of Koç Group Dealer Satisfaction Survey

YEAR	DEALER SATISFACTION INDEX POINT	NUMBER OF DEALERS JOINING THE SURVEY
2005	78	458
2006	79	560
2007	81	604
2008	83	686
2009	82	721

YEAR	PARTICIPANT LIST OF SURVEY SENT BY OUR COMPANY	NUMBER OF DEALERS JOINING THE SURVEY	TARGET %	REALIZED %
2005	471	458	96 %	101 %
2006	583	560	96 %	100 %
2007	629	604	96 %	100 %
2008	686	686	96 %	104 %
2009	737	721	98 %	100 %

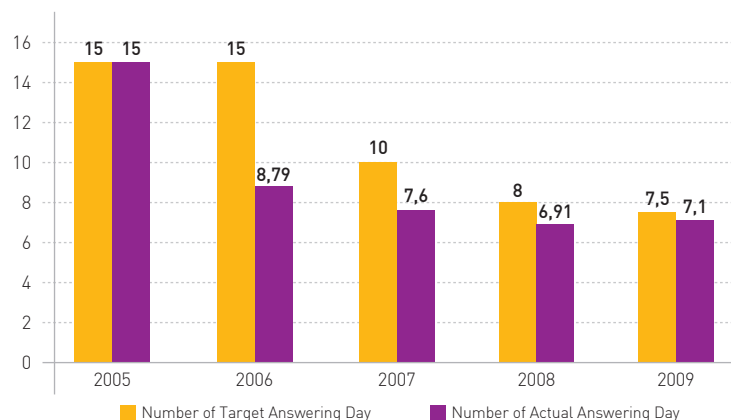
In the survey carried out by coordination and supervision of Koç Holding Strategy Planning Presidency, **our performance average is 101 %** between the years 2005-2009.

Answers to received written complaints, demands and suggestions from our dealers are replied within target day number as a company policy.

Answering complaints, target-realizing and performance per year are as below:

YEAR	NUMBER OF RECEIVED COMPLAINTS	NUMBER OF ANSWERING TARGET DAY	NUMBER OF ACTUAL ANSWERING DAY	PERFORMANCE %
2005	48	15	15	101 %
2006	43	15	8,79	171 %
2007	50	10	7,6	132 %
2008	70	8	6,91	116 %
2009	60	7,5	7,1	106 %
Average	54,2	11,1	9,08	122 %

Number of Target - Actual Answering Day



"Dealers Meetings" which we organize regularly at regional, local and national levels is a communication method in which our dealers come together, we exchange our opinions about our institution and which is occasionally carried out with the attendance of families of our dealers and by overnight stays.



OPET Training Bus

We carry out our training practices under the name of "Dealer Trainings" for our dealers, pump and market staff, tanker operators and all other staff working in the station, we provide these training services to be carried out periodically. Through our trainings on Service, Dealer Portal, OPET Card, Paro, Otobil, Auto science, OPET Fuel Card, DKV, Products, YGS, Market, Toilet Cleaning, Mystery Shopper, Tanker Dumping, Mineral Oil and HSES, we target to create awareness on not only technical and operational subjects but also on health, security, environment and safety subjects.

Throughout Turkey, we give trainings to station staff through 2 training buses, and we give certificates to successful participants as a result exams during these trainings. Information related to tests are entered to SAP system and our staff can follow related informations from kiosks in our stations.

Station Staff Trainings during Reporting Period

YEAR	NUMBER OF PARTICIPANT DEALERS	NUMBER OF PEOPLE TAKING TRAINING
2008	1215	4231
2009	1295	5057

Our station staff trainings are targeted as 2 tours in a year throughout Turkey.

In addition to trainings carried out for station staff, supplementary trainings and information practices on recent campaigns and renewals are put into practice by **Service Development Teams**. With our Service Development Teams which are an important part of our communication with dealers, we ensure the follow-ups, updates and organization of materials appealing to customers and try to increase the quality of the service provided for our customers.

In addition, we provide such training service for management skills as Creating Team, Delegation, Making Decisions, Communication Techniques to our station managers under the title of "Manager Trainings". Thanks to this training meetings, we provide opportunities for our managers conducting station staff to represent OPET's values.

Manager Trainings during Reporting Period

YEAR	NUMBER OF PARTICIPANT DEALERS	NUMBER OF PEOPLE TAKING TRAINING
2008	248	283
2009	313	398

We have the aim of informing our dealers about our activities, company and sector agenda, and sectoral problems and developments by distributing our "Kilometer" bulletin published once every three months, "News from Us" bulletin published again once every three months by Koç Holding and "Energy and Petrol Gas" bulletins published once every 15 days by Balkan Reporting for free. In this bulletins, dealer interviews and assessments also take place. By regularly updating our institutional web site www.opet.com.tr, we provide access opportunity both for our dealers, customers and partners to company information and news.

Suggestion Days

According to Turkey Customer Satisfaction Index organized by KalDer, OPET having top rank feature in its sector since 2006 gets ready for carrying out "Suggestion Days" beginning from January 2010 for more interactive communication both with its customers and employees. We target to host our customers that calls our call center and gives suggestions or expresses their reviews and leaves their telephone numbers and our employees in our head office in our meetings that will be made on every Wednesday between 13.00-14.00 hours.

Within our project that we plan to make it realized by "Developing by listening customers" principle, we target to give opportunity for our employees and customers to meet face-to-face with our managers and to share new suggestions, creative ideas and different perspectives with us. Through meetings by which we plan to exchange ideas on new projects and social responsibility campaigns particularly for customer satisfaction, we hope to approach one more step to our target of making partner participation activities as our constant principle of our company.

EMPLOYEE HEALTH AND SAFETY

Ensuring the health and safety of our employees who are the most important resources of our sustainability, is one of the most important of our tasks. OHSAS 18001 Health and Safety at Work management system that was applied firstly in our Mineral Oil Facility in 2005 becomes widespread within our company by putting into practice in Marmara and Mersin terminals in 2008. Following these years, our Mineral Oil Facilities renewed its OHSAS 18001:2007 Health and Safety at Work Certificate in 2009.

Our employee health and safety practices are not restricted to our staff and it consists of trainings given to contractors. Employee health and safety practices during reporting period are as below:

To make secure filling in filling islands within **Marmara Terminal**, it is decided and applied that tanker operators will enter terminal by using such security materials as slide holder, security belt typed parachute, nonflammable overalls, semi face mask, helmet, nonslip shoe etc.

Visitor Security Cards that will be used separately for Port and Facilities are created and put into use. Some markings showing urgent meeting places and urgent exit in terminal. Traffic warning signs are placed on terminal field. Emergency Plans Handbook are prepared and distributed to staff. Numbers of urgent meeting and exit are increased in terminals (Port and Facility).

Periodical inspections of 2008 and 2009 were made. Within the scope of health screening, blood test, lung graphy, cardiogram (EKG), visual tests, vaccines (tetanus, hepatitis B) are made. Meeting of Health and Safety at Work are carried out regularly in terminal.

By starting using of security belt typed parachute system, tanker drivers are protected from possible accidents that can be occurred as a result of falling down during top filling.

It is decided that upper layers of tanks and tankers will be nonslip layer to prevent slipping problems on this layers in cold weathers.

Our employees and tanker drivers coming for filling in **Körfez Terminal** and **Mersin Terminal** are periodically subjected to HSES trainings. Yearly health tests of employees are carried out by company doctor.



Employee Security Practices in Marmara Terminal Filling Islands



Fire Drill

Yearly health checks of our employees working within facility are completed in **Giresun Terminal** and they gain experience against possible accidents through regular fire drills.

In **Aliğa Terminal**, lawfully storage of fuels, transporting to removing company and their demolishing processes are kept under registry and follow-up. To make sample controls in a safer way, laboratories are created and healthy conditions are provided for operators to work safely.



Marmara Terminal

In October 2009, in kitchen, dining hall and all shared spaces, disinfection protection practice was carried out in order to minimize the impacts of seasonal effects and pandemic risks; antibacterial gels were began to be used in toilets, Bioshield application was carried out in personnel services which is effective up to 90 days.

WORK-LIFE BALANCE

As OPET, we pay attention to both performances of our employees at work and whether they lead a healthy and happy private life. In order to balance working and private life, we try to support our employees out of work. In this regard, we encourage our employees to join various social activity teams created on the basis of voluntarily work. In this way, we help them to get rid of their distresses and strengthen their friendship with other employees in OPET family and to motivate collaboration. Our employees can join social activity teams whichever they want and they are free to create new social activity teams.

Our Social Activity Teams

Music, Scuba Diving, Motor Sports, Extreme Sports, Dance, Sailing, Photography, Trekking, Cooking, Activity Sharing, Swimming, Athletics, Theatre, Bowling Social Activity Teams



Cooking Social Activity Team



Photography Social Activity Team



Dance Social Activity Team



Theatre Social Activity Team

Aygaz – OPET Turkish Music Chorus - “Aygaz – OPET Turkish Music Chorus” consisting of OPET and Aygaz employees and established in 2004 actively continues its art today and targets to improve its musical knowledge through repertoire, diction and voice-breath trainings.



Aygaz – OPET Turkish Music Chorus

OPET Basketball Team which is comprised of OPET employees became champions in 2008-2009 season of Business League which brings the business world together at basketball platform.



OPET Basketball Team - Champions of 2008-2009 Business League



INTERNAL AUDIT

Internal Audit Unit in OPET targets to help company to reach its own goals and to give value to company activities by reviewing internal control and risk management processes of company and creating systematic approach to develop these processes.

Internal Audit gives suggestions to Board by assessing activity and performance of company's all units' financial and operational internal controls, makes investigations for protection of property, evaluates credibility of financial informations and checks appropriateness of activities to law, regulations and procedures. As a result of these investigations, required steps to fulfill needs are taken. Thus, Internal Audit helps strategy owners, operators and employees on fair working in company.

Internal Audit Unit carries out its activities in the frame of honesty, objectivity, secrecy, competence principles that are International Internal Audit Standards and codes of conduct. Internal Audit Manager works directly depended on General Manager on administration, works by transmission to General Manager and Governing Body on reporting. Internal Audit has the authority of unrestricted access to inspected activities, document and records, physical assets. This entire authority gives opportunity to coordinating of Manager and Internal Audit and effectively carrying out independency principle that is vital for checking functions.

While stating audit subjects and processes through years, Internal Audit unit carries out **continuous auditing** approaches that is made by collecting electronic evidences on **risk based auditing** through which the company is shaped by its risk profiles and on records of process periods. Within these subjects, such subjects as sales reviews, investment and cost reviews, terminals, participations, foreign company reviews, process reviews take place.

BUSINESS ETHICS

OPET's management system policy, mission and internal audit regulation are important parts of Internal Audit unit processes and they are in the form of a text that is presented to employee information. OPET adopts the principle of meeting all expectation of customers preeminently and providing overall customer satisfaction.

In OPET that adopts the idea of business life can only be continued on the basis of ethical principals, corporate culture forms the basis of business ethics. OPET that adopts community development as its principle in all geographies in which it carries its activities and believes this development can only be achieved by having certain social consciousness, the steps taken for this consciousness starts. As a part of Koç Group, OPET accepting the 10 Articles of Global Compact acts in the light of global ethics principals through vision of being Turkey centered international petrol company.

As OPET, we adopt;

- Respecting all types of discrepancy as gender, ethnicity, language, religion, physical handicap and disallowing discrimination;
- Acting honestly, fair and transparent in our relations with all person and institutions;
- Making environmental and social problems as a constant part of our relations and activities with our partners;
- By constantly improving our communication with partners, featuring collective mind and decision mechanisms;
- Respecting local cultures in geographies where we carry out our activities;
- Being fearless defender of human rights;
- Constantly improving our ethical position as part of changing and developing community.

Fighting with misuse, lawlessness and bribe take an important place in Internal Audit unit main principals. According to yearly business plan, in case of detection of misuse or illegal activities in checkings made 3, 4 or 6 times at a month, enforcement such as release takes place. During reporting period, any illegal activities contrary to ethical values and laws as misuse, lawlessness and bribe are not retained in any working unit, no case is opened for any employee or supplier related to these subjects.

The 10 Principles of the UN Global Compact

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and
Principle 2: Make sure that they are not complicit in human rights abuses.

Labour Standards

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
Principle 4: The elimination of all forms of forced and compulsory labour;
Principle 5: The effective abolition of child labour; and
Principle 6: The elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;
Principle 8: Undertake initiatives to promote greater environmental responsibility; and
Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

SOCIAL DEVELOPMENT

Setting out for the problems of society while carrying out its social responsibility projects, OPET takes decisions, develops projects and practices them by acting ethical and responsible to all its partners and makes environmental and social problems part of its activities and its relations with its partners.

Taking contributing to improve community cultural structure, serving for modern and civilized community ideal, developing countryside, utilizing common and public benefit, compensating for environmental effects of the company activities, and bringing Anatolian history heritage to light as its priorities; OPET works with "to give community back what you have taken before" principal and adopts community development as its ultimate maxim. By focusing on adopting social responsibility as a corporate culture and putting signature to many social responsibility projects since its establishment OPET has began and is still continuing 4 social responsibility projects under the umbrella of "Conscious Society Projects".

- Clean Toilet Campaign
- Green Road Project
- Exemplary Village Project
- Respect for the History Project



MESSAGE FROM BOARD MEMBER MRS. NURTEN ÖZTÜRK

As OPET, since our foundation we have worked to be the first choice of our consumers by moving along the lines with our vision, mission and values. We have made them our principles to be the best in what we do; to be a pioneering company, and to set OPET brand to the minds as to be never forgiven. While we have made investments and established terminals which will increase our competitive strength in accordance with our commercial objectives, we have improved our service and product quality as we have strengthened our vendor network.

We have established systems in order to listen and understand consumer demands and needs, and to create solutions. We have aimed to constitute a sentimental bond with our customers as we began to audit our stations with their eyes and complete our inadequacies; via our call center, full message service, and over 4000 voluntary customer surveyors.

Apart from our commercial objectives, as a company that is sensitive to the society we live in, we have realized plenty of social responsibility projects under the title "OPET Conscious Society Projects" in order to raise social consciousness.

We have made intensive effort to create the intended effects on our target groups via our sustainable, supportive- in terms of economic development- and result oriented projects. We have tried to embrace our projects which we have attempted to institutionalize as OPET management and which I personally lead, by incorporating our vendors and all of our employees into them.

We have been pursuing our projects which we have produced and applied in accordance with the ethic values and our society's necessities and sensitivities since 2000.

While our "Clean Toilet Campaign" which we started in 2000 has been pursued successfully by our stations, people we have reached with our "Cleaning and Hygiene" seminars even in the remotest parts of Turkey numbered over one million. There has arisen a serious susceptibility regarding the topic and occurred a quantifiable change. Our project has been continuing with "My Clean School", "To Love is to Protect", "Potable Water – Accessible Toilet" sub headings in our schools. "Cleaning Is on Its Way" project which we have started at the end of 2009 with the demand of Turkish State Railways (TCDD) and with the slogan "OPET and TCDD hand in hand, towards health and cleanliness" has been applied in all bodies under TCDD.

The number of trees we have planted with the "Green Road Project" which we have initiated in 2004 to draw attention to the significance of green and global warming is around 500.000. The project has been pursued and expanded with the forestation of parks and boulevards.

We have initiated "Exemplary Village Project" in 2005, in order for the development of villages and villagers, to help them protect and enhance the historical, touristic, natural and cultural values they have. This study, which we had started in Dara Village settled upon Mardin's Dara Ruins, has been continuing with "an exemplary village for every province" practice. The benefits of the educational seminars are perceived by the visitors with appreciation together with the physical beautifications that has been done with the engagement of the local people.

In the beginning of 2006, we have started "Respect for the History Project" in Gallipoli peninsula which has been immensely significant for the history of our country. We have realized studies such as monuments, museums, culture centers and square arrangements in all the villages within the borders of National Park (Alçıtepe, Seddülbahir, Bigalı, Büyük Anafarta, Küçük Anafarta, Kocadere, Behramlı villages and Eceabat district).

The organizational and societal impact study held by Çanakkale Onsekiz Mart University has proved that the project has increased the social life quality and economic level; developed management and aesthetic-architectural culture; contributed to the well-rounded development of educational institutions; raised historical awareness; and increased the number of visitors by endowing the social spaces with aesthetic and hygienic features.

As OPET, besides our success in business operations, we see it as a mission to realize social responsibility projects which are in accordance with the inner values of the culture we live in and contributive to the solution of social problems; and to give what we have earned back as service to the society.



Nurten Öztürk

I owe our employees and every person, institution and organization who have supported our studies faithfully and honored us with their appreciation, a debt of gratitude.

Kindest regards.

Nurten Öztürk

Member, OPET Board of Directors

CLEAN TOILET CAMPAIGN

As OPET, With Clean Toilet Campaign which as OPET we have started in 2000 and made it one of the longest-running social responsibility projects, took them as our goals to bring up toilet cleaning and hygiene subjects to country agenda and create social consciousness. Taking its first step in this direction by transformation of toilets in the stations, OPET spreaded project country-wide and guaranteed its permanance by cooperation of community and civil society.



We started practices in stations within the project with training of our staff by professional team and transforming toilets into hygienic settings. Considering the needs of handicapped citizens, we brought handicap toilet provision and standard to our fuel stations. To save babies from catching an infection from toilets, we established diaper changing areas. We subsumed our station network into the scope of training by giving priority to the stations in highways, touristic places and city centers and we kept a tight grip on them. In this way, we have established toilets which can be used by travellers with contentment, in which our country visitors can find international quality and which can be taken as an example by other foundations and institutions.

We enlarged the scope of project out of our stations firstly in cooperation with the Ministry of Education and the Ministry of Culture. We gave related seminars to over 500.000 students in schools throughout country. We gave cleaning and hygiene trainings to managers, teachers and attendants in 32 districts of İstanbul with the help of Ministry of Education. We have started **"My Clean School Project"** in all schools under İstanbul National Education Directorate; we put down the schools in all districts with the help of voluntary auditors and teachers; we gave rewards to most successful 100 schools.



My Clean School Project



Nurten Öztürk, together with students at Clean Toilet Campaign Trainings

We aimed to reach large masses through television by making commercial films and cartoons. We delivered education CDs and gave seminars in hospitals and public corporations in many cities. We gave trainings to toilet keepers and cleaners under İstanbul Metropolitan Municipality Health Services Department. Starting joint activities with Turkish Infection Institution, we gave trainings about diseases transmitted in toilets. We covered a distance over 1.000.000 km in 72 city throughout country via our team of 37 people and 27 vehicles, continueing to give trainings within project, we informed over 500.000 people about accurate and clean toilet usage with 5000 hours education.

In 2009, we organized **"Potable Water, Clean Toilet"** project in cooperation with Malatya National Education Directorate. Within this project, we gave awareness raising trainings to all teachers and managers of preschool education institutions and elementary schools in Malatya about "toilet cleaning and hygiene" and "risks and diseases originating from drinking water in toilets". To prevent water drinking from toilets, we made them our objectives to renew the toilets of 15 most crowded schools in the city and establish hygienic drinking water faucets out of these toilets.



Malatya "Potable Water, Clean Toilet" project training

We informed
over
500.000 students
in **72** cities with
5000 hours training

regarding Clean Toilet
Using within Clean Toilet
Campaign.

With our Clean Toilet Campaign which we proudly maintain, we were chosen the winner of "Social Responsibility Project" category in **IPRA (International Public Relations Association) Golden World Awards** in 2004. In the same year, we won the first place in "Social Responsibility Projects" category in **HID (Public Relations Association) 3rd Gold Compass** and "Social Responsibility Campaigns" in "Tops" survey in **Nokta** magazine.

As OPET, we always take appreciation messages from our customers about Clean Toilet Campaign. Thus, we comprehend how much our care and attention to the campaign is acknowledged.

Our customers are pretty satisfied by our stations' system that is proper to OPET standards. Thanks to its system and materials proper to hygiene rules, our station is preferred more than other fuel companies.

Alp Doğan AKAN, EMKA Petrol

As Kelkit Vadisi Petrol, we have a conscious and selecting customer profile. For this reason, we ensure that our employees give deserved importance to Clean Toilet Campaign.

Thanks to this campaign, it is provided that our woman customers and customers travelling with their families prefer OPET in their number 1 choice. Similarly, we observe tourists coming from foreign countries as to prefer OPET thanks to toilet hygiene.

OPET has an infrangible advantage and difference to rival fuel stations. This reflects to customer preferences and provides real gains that is leading to increase in the sales. Thanks to providing continuance in OPET standards in Clean Toilet Campaign and permanence of audits by OPET Headquarters, we are contended that our brand equity in the eyes of our customers will increase more and more.

Kelkit Vadisi Petrol

TO LOVE IS TO PROTECT PROJECT

In 2009, carrying our Clean Toilet campaign one step further, we actualized our "To Love is To Protect" projects. With the project aiming to fight with unseeable maligns such as particularly swine influenza, microorganism, bacteria, virus, we made surface protection activities in toilets and common use areas of all OPET stations through "Bioshield Disinfection Protection Application".

In our project, we used water based nanotechnology product Bioshield which is developed by Danish ISS Facility Services that is the leader of its sector on facility management. With this technology which provides an antibacterial protection on surfaces for 90 days, and prevents holding of bacteria and precludes their reproduction, we aimed to protect our customers and employees. After that, by carrying this practice to schools that we give trainings, we disinfected the toilets there and kept them under control through our inspections. We guarded our customers and students control against all communicable diseases particularly H1N1.



Bioshield Disinfection Protection Application



By holding press conferences within the scope of project, we targeted to create an agenda on H1N1, communicable diseases and hygiene. We drew attention to our customs such as kissing, handshaking and hugging that enable virus transfer. To keep this subject on agenda, we delivered antibacterial hankies and wristbands on which campaign slogan were written for our customers coming to OPET stations. Similar to other social responsibility projects, we attempted to create a certain community consciousness through "To Love is To Protect" project.



GREEN ROAD PROJECT

We have started from ourselves for a greener Turkey and a more livable world. As a result of our respect to environment and partners, we brought our stations to the nature. With Green Road Project which we had started by planting 2673 grown trees around OPET Kurtköy Mehmetçik Association station (in corporation with Tema Association and General Directorate of Highways on 13 June 2004), we planted 459.182 vegetables until the end of 2009; we decorated our stations and their neighborhoods, parks and avenues in city centres with green, and we have established OPET forests around cities.



By "Green Road Project" that we have carried out through "Who loses green, loses life" slogan, we targeted not only to continue an environmentalist activity at our company level but also to create a community consciousness spreading to all community by our awareness-raising and cooperation efforts. For this purpose, our message was to transform roads into "Green Chain" by the participation of other companies on highways in 2008. It is targeted to extend this project that is planned to be developed by all settled units such as fuel stations, hotels, and markets on highways.

In the project which we have maintained by aspiring to protect vegetation cover through long-term forestation efforts, we took care of planting vegetables proper for local climate, we reconciled 1,5 km areas around our stations with nature. We have started our social consciousness mission from children through trainings and sapling planting activities. In activities in which we underline the importance of green in connection with 5 June World Environment Day, we delivered story books telling the importance of protection of the nature to elementary school students; we presented hundreds of houseplant to our customers and students, we organized other training activities emphasizing the importance of tree and green texture on the lives of organisms, and we prepared documents and brochures.



Gaziantep Islahiye OPET Park



Anamur OPET Dragon Park



5 June World Environment Day Activities



Planting with Students

To enable controlled and economic watering for the needs of vegetables that we have planted, we started using "Full-Automatic Dripping System" in 2008. This system which provides water-saving in station where vegetable plantations take place enables us to use water economically and toward the needs of vegetable while enabling vegetables grow healthier through periodical watering.

We established an eight dunams OPET park in which children can spend time and locals can go for a walk or play sports in Islahiye, Gaziantep in 2008. Within the scope of landscaping activities, we planted 2188 vegetables. Similarly, within this project, we opened Anamur Park in cooperation with Anamur Municipality in 2009. Within landscaping activities in the park (opened on 1 July), we planted 6944 vegetables composed of 24 types, we enabled this region to be more green.

With Green Road Project that we are still continuing today without slowing down, we gained the first place in environment branch of Social Responsibility Projects category in TÜHİD (Turkey Public Relations Organization) 5th Gold Compass Competition.

459.182

Number of plants achieved all around Turkey with the Green Road Project



OPET Maslak Station

EXEMPLARY VILLAGE PROJECT

OPET setting the road to create a conscious society, aims to make remote villages near, enabling them become self-sufficient villages, valuing their historical, geographical and cultural potentials as well as increasing educational levels of the citizens living in these villages and improving their environmental consciousness.



OPET Fethiye Saklıkent National Park Paysage Project

Green Road Project is the part of importance given to environment by OPET. As Şahsuvaroğlu Fuel, we will continue our sensibility towards environment in our fuel station. In a time when our cities are having their share of concretion more and more.

As a result of activities related to planting trees in our station and making them green, we are happy to put a brake on the desertification of our city, our world and droughty environments by taking positive messages from neighborhood artisans.

Ufuk BAYKAN
Lütfi Şahsuvaroğlu Fuel Products
Automotive
Construction Tourism Industry and
Trade Co. Ltd.

Our country is important in terms of tourism hence many people from foreign countries visit our country. As OPET, I think we comply European standards. Customers firstly look at the external appearance while choosing fuel station. Green Road project plays an important role for distinguishing from other fuel stations. Surely OPET's difference is not only Green Road Project. Good service for customers is as important as external appearance of the station. In this respect, concerned behaviours of our pumpers and market personnel and cleanliness of our toilets make a positive impression on our customers. In this way, our customers always speak highly of OPET.

Halimoğlu Petrol

Within Exemplary Village Project, many activities are carried out from enhancing physical appearances of the villages to improving their cultural and social progress; from opening private courses to make activities to increase their incomes. Within this project started in 2005, villages of Mardin Dara, Gaziantep Yesemek and Bolu Pazarköy were taken under improvement works before reporting period, trainings and seminars were organized for village community.



OPET Mardin Dara Cultural Center



Bolu Pazarköy Village

Physical improvement works in Fethiye Saklıkent taken within project in 2007 were completed in 2008. Within this project, square arrangement was carried out, sales stands were renewed, kiosks and control buildings were established. A modern toilet building that is one of the most important needs of region and (containing a disabled cabin) was established. By making greening and forestation activities, visitors were enabled to stroll around of the region in a healthier environment. Moreover, trainings on English, computer and general business were given to 70 people consisting of artisans and employees around village. At the end of training program which lasted 12 weeks, certificates were given to participants.



Gaziantep Yesemek Village

In Exemplary Village Project which we have maintained with the principal "A Model Village in Every City", a toilet was established in Kale Üçağız Village of Kekova, English course was organized in this village by the help of Demre Public Training Directorate and achievement certificates were given to trainees with ceremony in 2009.



Kekova Kale Üçağız Village

You can get more detailed information about projects at <http://www.opet.com.tr/tr/Icerik.aspx?cat=83&id=51>



Gaziantep Yesemek Village, Opening of OPET People's Center for Culture and Crafts

In Yesemek Village, environment planning, arrangement of Yesemek village museum, WC, Computer room and cultural centre and forestation activities have been carried out By OPET. Domestic and foreign tourists coming to our village expressed their gratitude for services of OPET. For all activities carried out in Yesemek Village, we thank to OPET and all contributing OPET staff on behalf of all village community.

Mustafa Güneş
Yesemek Village Headman

RESPECT FOR THE HISTORY PROJECT

We started a project called "Respect for the History" in Gallipoli Peninsula, Eceabat and its villages on February, 2006. By moral supports and motivations of government officials, local authorities and 2nd Corps Commander, our activities in Alçıtepe, Seddülbahir, Kilitbahir, Bigalı, Küçükanaftarta, Büyükanafarta Villages and Eceabat District was completed on March, 2008. This project which was eagerly brought to life in a short time contains a rehabilitation process and following trainings that do not ruin natural texture of the region and is aimed to protect and improve existing things. OPET staff, dealers, participators, voluntary inspectors, village community, local authorities and 2nd Corps Commander, people over 10.000 took part in the project.



By our renewing activities in the aforementioned villages within this project, we provided a contemporary appearance for village squares, we painted façades of houses there and Eceabat county and rendered them to have a cleaner appearance; we boosted tourism in this region by establishing museums, modern toilets and renewed sales stands; we helped village headman to increase their incomes. In this region in which two million visitors stroll around per year, we gave trainings in cooperation with Eceabat Public Training Directorate for village community serving for visitors. Through courses on English, pension operating, cleaning and hygiene, we made 150 people to take certificates until today.



OPET Respect for the History Project - Behramlı Village



OPET Respect for the History Park

Respect for the History Park which carries the quality of being an open air museum and which we have established in Eceabat to take attention to historical importance of Çanakkale War, martyrs to whom we owe our existence and importance of peace time, was designed and equipped to become a centre in which visitors can take briefing about Gallipoli Peninsula National Park. By renewing and taking into service of Youth Center in the region, we provided a place for students to stay when they visit this region. Our project which continues with the rehabilitation of Kocadere and Behramlı villages, is the indication of our belief on that future can only be constructed on a solid basis by knowing past. Çanakkale Onsekiz Mart University has published a survey in the form of a report which proves that this project is relevant to and supporting economical development.

A research has been made in order to measure the contribution of the project to village community and number of coming visitors by Çanakkale Onsekiz Mart University. According to Research results, Respect for the History Project;

- increased social life quality.
- brought in historical consciousness.
- enriched cultural life.
- brought in aesthetic and hygiene features to social spaces.
- improved business management culture.
- increased economic level.
- contributed to multifaceted development of education institutions.
- improved aesthetic-architectural culture.

2,000,000 visitors

CONTRIBUTION TO LOCAL ECONOMY

With physical improvement activities and trainings in Gelibolu Peninsula that takes two million visitors per year, we indirectly contributed to local economy.

As OPET, we gave support to two activities in Gallipoli Peninsula on which we applied Respect for the History in 2009. Firstly, we have sponsored "1st Gelibolu Peace Race" taking place among community services activities of Çanakkale Rotary Club on 23 April. Secondly, we gave support to "57th Regiment Walking on the Tracks of Atatürk" organized by 2nd Corps Commander. This activity was carried out by participation of soldiers dependent to 2nd Corps Commander, university students, local community and visitors coming from neighborhood cities.



1st Gallipoli Peace Race



57th Regiment Walking on the Tracks of Atatürk

Respect for the History Project was deemed worthy of "Outstanding Service" award by TBMM in 2008 and "Most Successful Koç Member Special Award" by Koç Holding in the same year. In "COMÜ Days" organized by Çanakkale Onsekiz Mart University, this project was deemed worthy of "Outstanding Service Award" for "its contributions to Çanakkale and our country".

Views of our partners about the project are as below;

Gallipoli Peninsula is an important geography that has an importance for our historical consciousness, through which our national unity and togetherness epic was written, and is a final resting place for thousands of martyr. Lack of attention to our region was changed by the increasing interest of state and private sector in the recent years.

Respect to History Project started by OPET Petroleum Co. Inc. –that is one of the most esteemed companies of our country– in 2006 is the biggest and long-termed social responsibility project that is carried out in our region in terms of private sector.

This important project reaches its goal by ownage and following of senior managers while carried out by efforts and professionalism of OPET staff at local level. Particularly close follow-up, interest and sensibility of Esteemed Nurten Öztürk that is the member of OPET Board of Management was exemplary.

Listing all activities carried by this project will take long time. However, I know that visitors will run across with works and emblem of Respect for the History at many points while they are walking around Gallipoli Peninsula.

I express my gratitude and pay my respect to OPET Co. Inc. Managers and employees that contribute to the carrying out of Respect for the History Project in our region..

Bülent UYGUR
Eceabat District Governor

OPET visited our village for the first time. They told some things that they would carry out. We didn't believe this, even we laughed at it. We observed as time went by that they recreated our village and they stood behind what they had said. After this Respect for the History Project, interest to Peninsula increased. Both managers and visitors paid more attention. I thank for all the works carried by OPET. I hope these will continue, and I believe it will be so.

Müeddet HIZAL
Büyük Anafarta Village Resident

Mrs. Nurten ÖZTÜRK, member of OPET Board of Management, achieved some works that no one can dare until this time in Kilitbahir Village related to Respect for the History that has started approximately 4 years ago in Gallipoli Peninsula Eceabat county; committed works changed neighborhood and appearance of Kilitbahir village. The most important one among them was Old Police Station Building Culture and Art Center. Park Tea Garden that is one of the most important places in our village was renewed, a green place was created by landscaping works in village center and around it.

Small children gained love of Atatürk one more time through enormous portraits of Mustafa Kemal ATATÜRK and his fellow fighters.

With these works, our village got famous by meeting local and national media through broadcasts made by OPET. All Eceabat counties and villages and particularly Kilitbahir village are grateful to Nurten ÖZTÜRK and OPET family. I thank them all. Best regards.

Ali Şinasi TINAZ
Kilitbahir Village Headman

From the year 2006, with OPET Respect for the History project, our village was turned into a position that was not imagined by us before, by including us into the works in our village and peninsula. Our belief that our ancestors and martyrs have the respect they deserve and will have more and more. Endless thanks to them on behalf of my village and peninsula.

Necati TUTMAZ
Alçıtepe Village Headman

I and Bigalı Village community met Respect for the History Project in 2006. Many nice things were made in our village. Restoration work that is delayed was actualized thanks to OPET. They organized seminars about Clean Toilet Campaign and as village community, we got more information. We thank for these meaningful works.

Sıdıka ALEMDAR
Bigalı Village Resident

LIVING PROJECTS

Adopting social responsibility as corporation culture, OPET designs CSR activities as sustainable projects which reflects the company values; conducts “Living Projects” through voluntary participation, valuable supports of its customers, and participation of public and civil community institutions. It does not abandon its implemented physical improving activities to its fate, it carries out practices for their continuousness; it does not aim only physical practices in any projects, it targets social consciousness that serves for modern community ideal and continuance of this consciousness.

In Exemplary Village and Respect for the History projects which we have carried out in the light of these objectives, we admitted local authorities and community as our prior addressee; we calculate practicability and sustainability of projects both through surveys with which we collect data on social structure of villages and via face-to-face meetings with headman, community leaders, local authorities and community and coffeehouse meetings. While carrying out our projects, we have formed permanent village committees composing of 5 women and 5 men in villages, we have preserved an interactive communication through weekly meetings with headman. In this way, we guaranteed continuance of presence of OPET in this region and continuance of projects.

In order to ensure sustainability and development of Clean Toilet Campaign that is another project of us, we carried out complaint box, survey forms and warning stickers practices, we tightened our controls. We called our thousands of customers that have filled our survey forms one by one and we gained voluntary supporters. The number of OPET Voluntary Inspectors is over 4000 today.



OPET My Clean School Project

OPET's social responsibility understanding is among the same lines with its targets; aiming to contribute to the national economy while at the same time respect to its values, its history, environment, human health and community consciousness. Thousands of people benefit from dialysis centre, health care center, mosque, museum, culture centre and park that has been established in all around Turkey. We reach hundreds of our partners each year through our support to education, art, sports and cultural activities.

What is OPET Voluntary Inspectorship (OFM)?

We are aware that human factor, inspection and voluntariness are main points in sustainable social responsibility projects. Aiming to create a certain community consciousness and make it permanent in each Project, OPET needs feedbacks, demands and suggestions of its customers in this direction. OPET Voluntary Inspectorship system is a station inspection system that is carried out by OPET customers who volunteer to become OPET Voluntary Inspector since 2000 and it is also a partner participation practice that contributes to the sustainability of our social responsibility projects.

Our voluntary inspectors carry out their duties on the basis of secrecy. Their inspections cover all OPET stations in Turkey without any city or region border. They inform us about your complaints, views and suggestions related to service standards via forms. We immediately interfere the related point and ensure that the fault, -if available- will be removed and sustainable suggestions will be carried out by communicating with the related staff. Believing in the importance of external partner participation in each phase of company operations, OPET admits that good service and living projects can only be carried out through interactive relation with its customers.

With “My Clean School Project” which we have started within Clean Toilet Campaign, we have made inspections in all schools of all counties. We have carried out these inspections not only via our training team but also via OPET Voluntary Inspectors. We awarded schools that took the first three place in the list created as a result of feedbacks from OFMs within this project, in this way, we honored our partners that made more effort for the continuance of our projects.

>4000
Number of
OPET Voluntary Inspectors

SUPPORTING EDUCATION

OPET Anatolian High School which was opened in 1995 was followed by the Anatolian High School opened in Marmaraereğlisi in 2008. The high school that was planned to give services to 480 students with its 16 classes was equipped with modern education facilities, and a multi-purpose indoor sports hall was constructed in addition to school building, in which many sports activities could be done by students.



Marmaraereğlisi OPET Anatolian High School

In another project, we renewed an Elementary School in Gebze, Multikent. With this project in which we provided reconstruction, interior and exterior maintenance and construction of technological substructure, we continued to give support to education. As OPET, we have opened 5 OPET Elementary school and have given scholarships to approximately 3000 students since 1996. We constantly renew laboratories of the schools which we closely deal with their education processes and deficiencies.



Marmaraereğlisi OPET Anatolian High School
Indoor Sports Facility

Vocational Education: A Crucial Matter for the Nation (MLMM)

With Vocational Education: A Crucial Matter for the Nation which was initiated by Koç Holding with the support of Vehbi Koç Association and in cooperation with Ministry of National Education in 2006, it is aimed to encourage successful young people who have graduated from elementary school and who have limited resources to enter vocational high schools by education scholarships; to boost their knowledge, ability and competence by providing scholarship opportunities and to train qualified personnel needed by economy. MLMM, which as OPET we have supported since the first day with our 6 volunteer employees, becomes a model practice for industry-education cooperation, and takes place among other institutionalized social responsibility projects in our country.



MLMM, which continues with its sustainable communal benefit vision was chosen for "Most Successful Voluntariness Project in 2009's Awards from the Heart organized by Private Sector Volunteers Association.

SECURITY OF COMMUNITY

We carried out a new system on security –which is the major problem of taxi drivers in İstanbul– in cooperation with MOBESE Co. Inc. in 2009. We applied "Taxi Security System" launched in Petroleum 2009 Fair, to 3000 taxi. With this system which provides 7 days 24 hours security of life and property, we provided security to 18000 commercial taxi in İstanbul and made it our objective to secure all taxis in Turkey in the following years.



MOBESE - Taxi Security System

SPONSORSHIPS

Our sponsorship activities belonging to the reporting period and afore:

- 11th International İstanbul Biennial Sponsorship (2009)
- OPET Gallipoli Peace Race sponsorship (2009)
- 57th Regiment Walking on the Tracks of Atatürk (2009)
- Kocaeli Municipality 30 August festivals sponsorship (2008)
- Automotivist'08 main sponsorship (2008)
- Enver – Energy Prolificacy Project sponsorship (2008)
- Boat Show sponsorship (2008-2009)
- Antalya Kumluca Festivals sponsorship (2008)
- 1st Gaziantep Energy and Petrol Summit sponsorship (2008)
- İTÜ Petrol and Natural Gas Seminar sponsorship (2008-2009)
- Çeşme World Optimist Championship sponsorship (2008)
- KOÇFEST – University Festivals sponsorship (every year from 2006 to 2009)
- Mersin International Music Festival sponsorship (every year from 2002 to 2009)
- TEV and TSK Mehmetçik Association/Safiye Ayla and Zeki Müren Voice Competition sponsorship (2006-2009)

You can see other sponsorship activities belonging to other years at <http://www.opet.com.tr/tr/Icerik.aspx?cat=83&id=16>



CONTRIBUTION TO LOCAL ECONOMY

"Where is Profusion, There is OPET" With within the new campaign which we have started in cooperation with Ziraat Bank in 2009, we aimed to support our peasants via credit ease. Within this campaign, we enabled our peasants owning Başakkart to make payments of fuels bought from contractual OPET and Sunpet stations 6 months later as interest free.



Where is Profusion, There is OPET

COMMUNITY AND ART

We continued to give support to art in 2008 and 2009 as we have done in the previous years. In this sense, we sponsored 16th International İstanbul Theatre Festival carried out by İKSV. In this festival which we have been sponsoring for four years, over 90 performances were made in 18 different places, 9 theatre and dance group from foreign countries took the stage. We also gave support to İstanbul Biennial that took place on September as Koç Energy Group. Giving opportunity to the creation of cultural network between domestic and foreign artists, curators and critics and bringing all art-lovers together from all around the world are our biggest aims.



International İstanbul Biennial

In another project, supporting "Safiye Ayla – Zeki Müren Voice Competition" organized by TEV and TSK Mehmetçik Association, we aimed to bring young voices to Turkish Art Music scene and keep our senior artists' name alive. We carry the given value of art inside our company without restricting it to sponsorships.



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4.2	About the Report	7		Full
4.3	About the Report, Corporate Website, GRI Indicators Table	7, 56	None of our board members is independent or non-executive.	Full
4.4	Employee Rights and Working Life in OPET	39-41	http://www.opet.com.tr/en/lcerik.aspx?cat=101&id=113	Full
Stakeholder Engagement				
4.14	About the Report	9		Full
4.15	About the Report, GRI Indicators Table	1, 8-9, 56	Determining stakeholders and engagement methods related each group of stakeholders have been identified through Sustainability Workshops attended by the representatives of all concerned departments and through the exchange of opinions and surveys.	Full
PERFORMANCE INDICATORS				
Economic Performance Indicators				
EC1	About the Report	6		Partial
EC2	OPET Operations; Health, Safety, Environment and Security Practices	19, 30		Partial
EC3	Employee Rights and Working Life in OPET	37		Partial
EC4	GRI Indicators Table	56	Government is not present in the ownership structure of the company	Partial
EC6	OPET Operations	11		Partial
EC8	Social Development	48-49, 49, 50-51, 51-52, 52-53, 54, 55	Clean Toilet Campaign (p. 48-49), To Love is To Protect Project (p. 49), Green Road Project (p. 50-51), Exemplary Village Project (p.51-52), Respect for History project (p. 52-53), My Clean School Project (p. 54), MLMM Project (p.55)	Full
EC9	Social Development	51-53, 55		Full
Environmental Performance Indicators				
EN5	Health, Safety, Environment and Security Practices	28		Partial
EN8	Health, Safety, Environment and Security Practices	26		Partial
EN10	Health, Safety, Environment and Security Practices	25-26, 28		Partial
EN18	Health, Safety, Environment and Security Practices	28, 30		Partial
EN20	Health, Safety, Environment and Security Practices	30		Partial
EN21	Health, Safety, Environment and Security Practices	26		Full
EN22	Health, Safety, Environment and Security Practices	27-28		Partial
EN26	OPET Operations	19		Partial
Labor Practices and Decent Work Performance Indicators				
LA1	Employee Rights and Working Life in OPET	35		Partial
LA2	Employee Rights and Working Life in OPET	35		Partial
LA3	Employee Rights and Working Life in OPET	37		Full
LA5	Employee Rights and Working Life in OPET	39		Full
LA8	Social Development	48-49		Full
LA10	Employee Rights and Working Life in OPET	37		Partial
LA11	Employee Rights and Working Life in OPET	37, 39		Partial
LA12	Employee Rights and Working Life in OPET	37, 39		Full
LA13	Employee Rights and Working Life in OPET	35		Partial
LA14	GRI Indicators Table	56	There is no gender-based wage discrimination at OPET, hence the ratio of basic salary of men to women is 1.	Full
Human Rights Performance Indicators				
HR4	GRI Indicators Table	56	There has been no reported incidents of discrimination in the reporting period	Full
HR6	Employee Rights and Working Life in OPET	35		Full
HR7	Employee Rights and Working Life in OPET	35		Full
Society Performance Indicators				
S02	Internal Audit	45		Full
S03	Employee Rights and Working Life in OPET; Internal Audit	38, 45		Partial
S04	Internal Audit	45		Full
S05	GRI Indicators Table	56	OPET does not make donations or contributions to any political party and does not carry out lobbying activities.	Full
Product Responsibility Performance Indicators				
PR3	OPET Operations	19	All our products meet the required quality and safety standards.	Full
PR4	OPET Operations	19		Full
PR5	OPET Operations; Employee Rights and Working Life in OPET	20-21, 40		Full
PR6	OPET Operations	19-20		Partial
PR7	OPET Operations	19		Full
PR9	GRI Indicators Table	56	No significant fines are paid for non-compliance with laws and regulations concerning the provision and use of products and services within the reporting period.	Full



Statement GRI Application Level Check

GRI hereby states that **OPET Petrolcülük A.Ş.** has presented its report "OPET Sustainability Report" (2008-2009) to GRI's Report Services which have concluded that the report fulfills the requirements of Application Level C.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

31 January 2011, Amsterdam

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.
www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 24 January 2011. GRI explicitly excludes the statement being applied to any later changes to such material.



OPET 2008-2009 Sustainability Report - Gold Award

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