

Sustainability Policy

As TAV Operation Services, we lead change in all the fields we operate in and in the geographies where we have a footprint, producing value with a guest-oriented approach. Our goal is to use our lounge management experience and knowledge to create lasting value for all stakeholders in our value chain, contributing to the environment, society, and the economy, and to work with business models that will create a sustainable and uninterrupted customer experience for our guests.

With the technological solutions we integrate into our business models, we offer an approach focused on risk and opportunity analyses. In this process, we provide a holistic approach to achieving our sustainability goals with an ecosystem that includes all our stakeholders. This approach is an important part of our corporate strategy. In line with this approach, while keeping up with technological developments, we aim to offer a highly personalized experience to our guests. We work with a multi-dimensional organizational structure to adopt our sustainable customer experience understanding at every level where we have a footprint.

In all the areas we operate, we guarantee compliance with relevant national and international legal requirements and other international environmental and social standards assessment criteria, as well as TAV Havalimanları Holding policies;

- While creating value for all stakeholders in the sector, we continue to grow by minimizing negative environmental impacts,
- While ensuring a sustainable and uninterrupted customer experience, we keep our sustainable competitive power at the highest level by catching up with the speed of environmental, social, and economic change,
- We continuously develop our business models in a transparent, accountable, and respectful manner that encourages participation and consultation,
- We act together with all stakeholders to minimize negative environmental impacts such as climate change, depletion of natural resources, and loss of biodiversity,
- By producing the highest value for stakeholders in the aviation ecosystem, we limit our environmental impacts and create social benefits,
- We regularly share our sustainability performance with all stakeholders in an open, transparent, and internationally accepted manner,



- Drawing strength from our corporate values, we create an ideal working environment for our employees without discrimination based on language, religion, race, or gender,
- We adopt sustainable supply chain practices and support the development of our stakeholders, especially our suppliers,
- While developing the awareness and competencies of all our employees on sustainability, we create the most effective organizational development,

We declare and commit.