

DCS

DİJİTAL GÜMRÜH HİZMETLERİ A.Ş.

COMMUNICATION ON PROGRESS

(CoP) 2023



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ABOUT



As DCS Digital Customs Services, we share our performance in terms of environmental, social and corporate management with all our stakeholders through the **Communication on Progress Report (CoP)** that we publish every year.

Our communication on progress within the scope of the **United Nations Global Compact (UNGC)** also includes our company strategy, our priorities in the field of sustainability and our activities within this scope.

The report includes performance data covering the activity year of January 1 - December 31, 2023.

You can view the Communication on Progress Report that we share from our profile on the UN Global Compact website and from our corporate website.



MESSAGE FROM THE CHAIRMAN OF THE BOARD

Dear Stakeholders,

Since the day we were founded, we have been acting with the awareness that we are doing a very responsible job as one of the most important links in the global supply chain.

In our company, which leads the sector in the field of Customs Consultancy, we pursue excellence in the sustainability of the global supply chain with our competent Customs Consultants and expert staff who can follow the world.

We believe that the search for excellence means shaping a more sustainable life.

Our strong, advanced IT infrastructure, technology investments and digitalization studies focus on our responsibilities towards the world we live in.

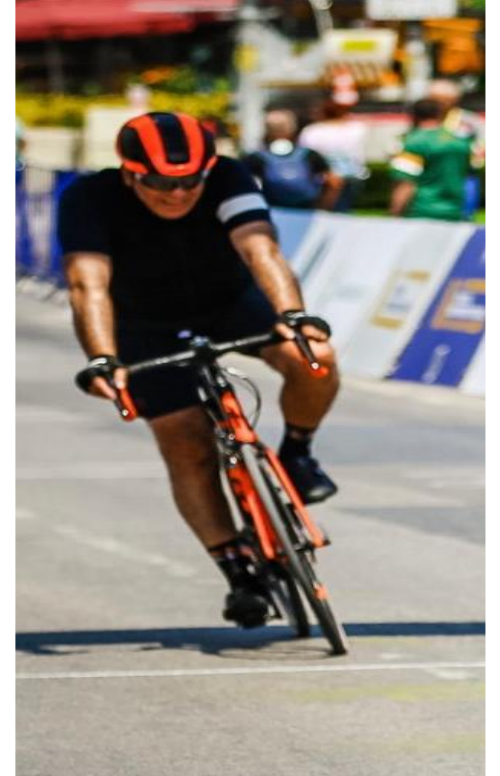
In our Annual Progress Report, we are pleased to once again pledge our commitment to the 10 Principles in the areas of Human Rights, Labor, Environment and Combating Corruption as a member of the UNGC, the world's largest corporate sustainability initiative.

We would like to thank all our stakeholders for their support in 2023, when we celebrate the 100th anniversary of the foundation of our Republic with great pride and enthusiasm, and work even harder with our commitment to the values of the Republic.

Best regards,

Dr. Kenan Güler

Chairman of the Board of Directors



"We pursue excellence in global supply chain sustainability"

ABOUT DCS

Founded in Istanbul in 1999, **DCS** provides Customs Brokerage and Foreign Trade Consultancy services with its competent Customs Consultants and expert staff in **8 provinces, 6 branches and 20 liaison offices** throughout the country.

Its expert staff creates value for domestic and foreign capital companies as a reliable solution partner.

DCS focuses on finding solutions to issues affecting our future with technology integration and improving business processes accordingly with blockchain technology, artificial intelligence, big data and business intelligence and machine learning for the digitalization of customs transaction processes, and offers digitalization to the service of sustainability.

At DCS, the human-oriented corporate culture; prioritizes providing a happy, healthy and safe working environment, rises on foundations that respect human rights, are more equal, fair, inclusive, contribute to talent development and increase employee loyalty.

DCS, a **signatory to the United Nations Global Compact** and a **supporter of the Sustainable Development Goals**, has adopted the principle of providing services in accordance with international standards, agreements and national legislation to which we are subject.

The Code of Ethics, primarily the principles of transparency and accountability, constitutes the essence of the business culture.

Within the scope of the Ethics and Compliance Program and the ISO 37001 Anti-Corruption Management System that DCS carries out with meticulous work;

- The “**DCS Experience**” selected as a sample case within the scope of the **B20 Customs Guide to Combating Corruption through Collective Action** was published in the OECD Business Integrity in Eastern Europe and Central Asia 2016 Regional Report.
- As a continuation of the 2016 DCS Success Story, it was shown as “**An Example from Turkey Against Forecasted Risks**” in the OECD Business Integrity in Eastern Europe and Central Asia 2022 Regional Report.
- It manages different management disciplines such as Quality, Environment, Sustainability, Information Security, Occupational Health and Safety with Integrated Management Systems.

DCS will continue its activities with stronger steps by continuing to invest in the main themes of Corporate Management, Customer Satisfaction, Employee and Human Rights, Ethics, Environment, Sustainability, Digitalization.

CORPORATE GOVERNANCE

With our commitment to Environmental, Social, Corporate Governance (ESG) principles, we have positioned a transparent, accountable, fair and responsible corporate governance approach at the core of our business processes since the day we were founded.

We determine ESG priority issues, risks and opportunities and create our ESG policies accordingly. We believe that the responsible implementation of all our policies serves the value creation process for our company's strategies and stakeholders. We objectively explain all developments regarding priority issues in explanations and reports for their effective implementation.

We work to make the Integrated Management System we implement an important part of our corporate culture.



CORPORATE GOVERNANCE

Shareholding Structure

It consists of 3 board members and 16 shareholders elected by the General Assembly for a maximum of 3 years in accordance with the provisions set forth in the Articles of Association.

According to the Regulation on the Amendment of the Customs Regulation and the sixth paragraph of Article 563 of the Customs Regulation, “Persons other than Customs Consultants and Assistant Consultants cannot be partners in legal entities that will act as customs consultants, nor can they serve in the management body. In this context, all members and shareholders in the partnership structure have a Customs Consultant certificate.

There are **2** female Customs Consultants among our shareholders.

Board Members:

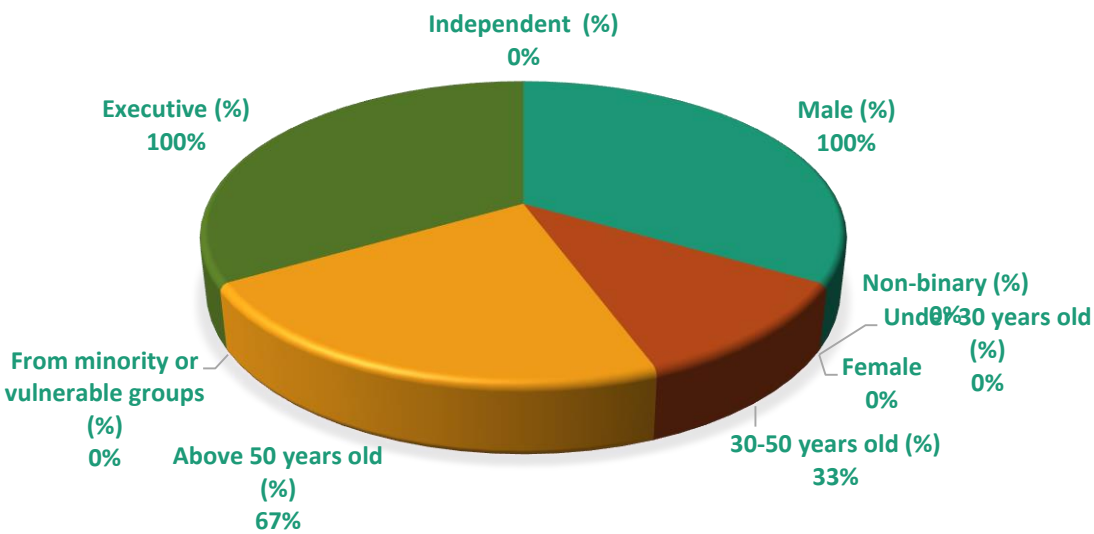
Chairman of the Board
Vice Chairman of the Board and Board Member (3 people in total)

Senior Managers:

Chairman of the Board
Vice Chairman of the Board
Board Member
Director of Financial Affairs

Director of Risk, Ethics & Compliance (5 people, including **1** female senior manager)

BOARD MEMBER - 3



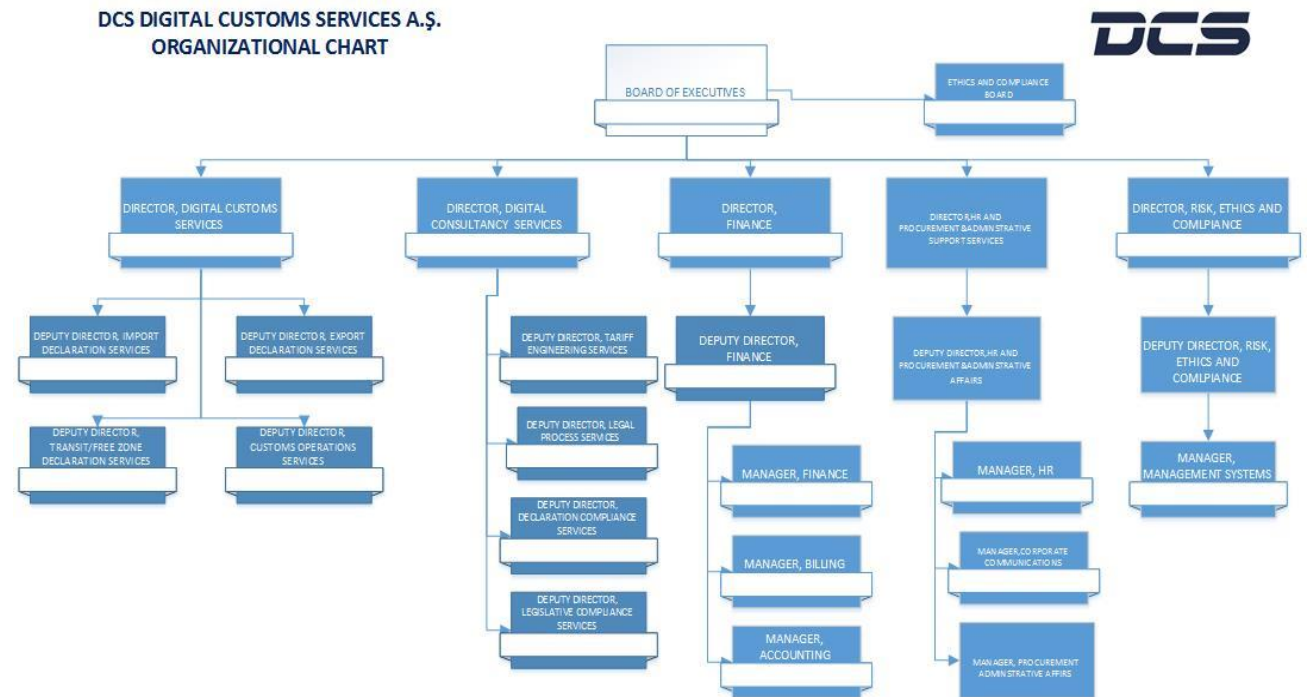
CORPORATE GOVERNANCE

Organizational Structure


The Board of Directors and the highest governance body of the company:

- Publishes an annual statement on the importance of sustainable development for the company
- Publishes an annual statement on the impacts on people and the environment
- Publishes an annual statement emphasizing zero tolerance for corruption
- Signs the organizational sustainability goals
- Oversees the reporting on Environmental, Social, and Governance (ESG) matters, regularly reviewing potential risks associated with the business model.

In the company's organizational structure, the Directorate of Customs Services, Directorate of Consultancy Services, Directorate of Financial Affairs, Directorate of Human Resources & Support Services, and Directorate of Risk, Ethics & Compliance report directly to the Board of Directors, which is the final decision-making body.



SUSTAINABILITY JOURNEY

1999	2013	2014	2015	2016	2017	2019	2022	2023
Customs Brokerage Services activities started.	<p>Within the scope of the "Customs Brokerage Professional Ethical Standards Project", which is a joint project of the Ethics and Reputation Society TEİD and Istanbul, Izmir, Bursa, Ankara and Mersin Customs Brokers Associations, it is aimed to prevent corruption in customs operations, to increase the reputation of customs brokerage and public service in customs, to promote responsible trade practices, and to promote transparent and accountable corporate governance.</p> <p>DCS was among the founding members of the Anti-Corruption in Customs Working Group and became a member of TEİD by being among the first companies to sign the Customs Brokerage Professional Ethical Standards.</p>	<p>Participated in the UN Global Compact 10th Anniversary Event in New York.</p> <p>The 4th Ethics Summit (Ideals and Realities) was one of the Gold Sponsors.</p> <p>The same year, the Ethics and Compliance Program was established.</p>	Received the Trace Certificate from TRACE International Inc., an international organization specialized in the fight against Bribery and Corruption.	It was selected as a case study for the B20 Anti-Corruption Guidance on Collective Action in Customs and its Success Story was published in the OECD Business Integrity in Eastern Europe and Central Asia 2016 Regional Report .	<p>Signed the United Nations Global Compact.</p> <p>Received ISO 37001:2016 - Anti-Bribery Management System Standard Certification.</p> <p>Collaborated with ATEZ Software Technologies, which uses new generation technologies in cross-border trade.</p>	Received EcoVadis Certificate , which measures the sustainability performance of companies through assessments on the main themes of Environment, Employee and Human Rights, Ethics and Sustainable Procurement.	In 2016, as a follow-up to the Success Story published in the OECD Business Integrity in Eastern Europe and Central Asia 2022 Regional Report , was cited as an "Example from Turkey Against Anticipated Risks".	<p>Became a member of the "Association of Signatories to the Global Compact" and served on the Audit Board of the Association.</p> 

SUSTAINABILITY JOURNEY



The “DCS Success Story” was published in the OECD 2016 regional report, as a sample case of B20 Collective Action Hub and Anti-Corruption Network at Customs.

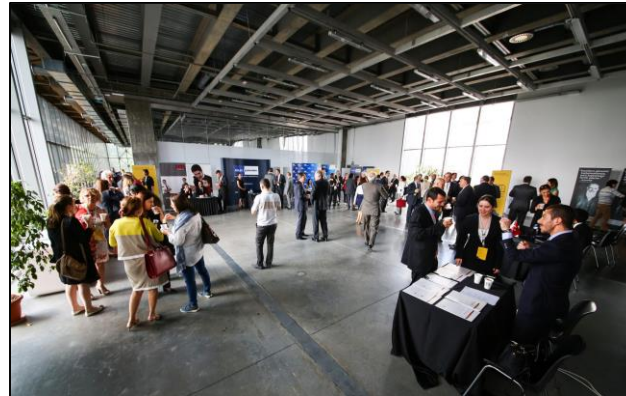
Evaluation and selection were made by 26 members of the Advisory Council of the OECD Anti-Corruption Working Group on Pre-Asia and the Balkans.

Our Company, (formerly Güler Dinamik) experience in integrity and compliance risk management was published in “Business Integrity in Eastern Europe and Central Asia”, OECD 2016 as (pages 138 and 139) “Integrity-building experience of Guler Dinamik Customs Consultancy Inc.”.

You can reach to the Original Success Story via the link
<http://www.oecd.org/corruption/acn/Business-Integrity-in-Eastern-Europe-ENG.pdf>



Private sector response to perceived risks:
 Example from Türkiye



GLOBAL GOALS FOR SUSTAINABLE DEVELOPMENT

“We continue to integrate the Sustainable Development Goals into our business processes and corporate responsibilities.”



OUR UNGC PRINCIPLES COMPLIANCE POLICIES



As a signatory of the **United Nations Global Compact (UNGC)**, the world's largest corporate sustainability initiative, since 2017 and a supporter of the **Sustainable Development Goals**, we continue to develop and transform.

As DCS, we take care to act with sustainability principles in all areas we operate in. We learn every day and improve our interactions with all our stakeholders.

OUR UNGC PRINCIPLES COMPLIANCE POLICIES

UN Global Compact Turkey has started to continue its activities under the roof of the association by becoming an association under the name of “**Association of Signatories of the Global Compact**” in 2023.

The election of the Board of Directors and Auditors for the 2023-2026 period was held at the first General Assembly meeting of the association.

Our company; UNGC Turkey Local Network “Association of Signatories of the Global Compact” takes its place in the **Audit Board** with the representation of our Risk, Ethics and Compliance Director.



PARTICIPATION IN UNGC PROJECTS

DIVERSITY AND INCLUSION WORKSHOPS

Our Management Systems Department participated in the **Diversity and Inclusion Workshops** organized under the leadership of UNGC Turkey in 2023, as it did in 2022.

An '**Action Plan**' was prepared in parallel with the workshop outputs and presented to the Board of Directors.

Following the workshops, the '**Second Diversity and Inclusion CEO Meetings**' were organized by UNGC.

Our Chairman of the Board of Directors, **Dr. Kenan Güler** participated in the closed session meeting for the second time and the importance our company attaches to the subject was emphasized from the highest level.



CORPORATE RISK MANAGEMENT

Risk Management

We adopt the **principles of Corporate Risk Management** in order to eliminate risks or reduce their effects.

Our risk studies are carried out in line with the strategies of “priority risks, risk avoidance, risk transfer, risk reduction and risk acceptance”.

We continuously improve risk models by managing risks and opportunities with a long-term, 360-degree perspective.

Risks are identified, analyzed, prioritized, measured and monitored through the work of the Management Systems Directorate and Risk Analysis Working Groups affiliated to the Risk, Ethics and Compliance Directorate.

The Risk, Compliance Directorate and Management Systems Directorate report directly to the Board of Directors.



"Within the scope of Risk Management, we identify risks and opportunities in all processes, and if possible, we take measures to eliminate the risk at its source and secondarily reduce the severity of the risks."

CORPORATE RISK MANAGEMENT

Anti-Bribery and Anti-Corruption Risk Management

With the "**Fight Against Bribery and Corruption Policy & Risk Management**", which is part of our ethical rules, we aim to prevent bribery and corruption in all company activities and to strengthen compliance with legal regulations, ethical, professional principles and universal rules.

Our company's Anti-Bribery and Anti-Corruption activities are managed by the Risk, Ethics and Compliance Directorate, which is affiliated with the Board of Directors.

With the Anti-Bribery and Anti-Corruption Risk Management Policy, we aim to define the risk impact and achieve our strategic and operational goals with the effective management of these risks.

The policy also guides our employees to see the dangers and opportunities in the decisions they make and to protect the interests and reputation of our company.

Corruption is not permitted at DCS. Corruption is the abuse of one's position for one's own benefit or that of DCS, or the making of an offer that will cause the other party to take advantage of the wrongdoing. Among other things, bribery, money laundering, extortion, extortion and nepotism (giving favors to relatives or friends) are included in the scope of corruption.

All employees are subject to an orientation program under the Anti-Bribery and Anti-Corruption Policy and regularly submit a **Declaration of Ethical Compliance to maintain their past integrity**.

Our company works with the **UN Global Compact and the World Economic Forum Partnership Against Corruption Initiative, among other memberships, in the fight against corruption**.



CORPORATE RISK MANAGEMENT

Operational Risks

We regularly review our operational processes and carry out process improvement studies to identify operational risks, reduce and eliminate their effects.

In 2023; Risk Analysis studies were carried out with the Risk, Ethics and Compliance Directorate, Management Systems Directorate and Risk Analysis Working Groups.



Risk Analysis studies of Customer Relations, Foreign Operations, Administrative Affairs and Purchasing departments have been completed.



Risk Analysis Reports were presented to the Board of Directors.



All documents related to the processes were aligned with the current operation, relevant revisions were made and announced to all employees on the company intranet (CRM-Quality & OHS Module).

CORPORATE RISK MANAGEMENT

Risk Categories

Financial Risks

Our Financial Affairs Directorate closely monitors and manages financial risks (economic, credit, exchange rate, interest, etc.) and reports directly to the Chairman of the Board of Directors for all risks.

Strategic Risks

Issues such as economic risks, legislative changes, sectoral risks, and reputational risks, which are included in the Strategic Risks category, are handled under the leadership of the Board of Directors by the relevant departments and, when necessary, by obtaining consultancy.

Legal Risks

Issues such as legal cases, disputes, legal processes, evaluation of contracts made with customers, suppliers and all stakeholders are carried out with the coordination of the Board of Directors, relevant departments and the company Legal Advisor.

Business Continuity Risks

Within the framework of business continuity, we carry out our work to determine critical functions and processes, to be prepared for events that will affect the processes, and to ensure that it can respond as planned and tested in advance in the event of a service interruption.

Our aim with our Business Continuity Risk and Opportunity Assessment procedure is;

- To develop the company infrastructure in a way that will reduce the possibility of interruptions,
- To ensure that process performance measurement is monitored, measured, analyzed and improved with healthy data and systems,
- To manage the emergency effectively and ensure the correct communication flow,
- To continue to provide critical services to customers, to try to fulfill customer commitments and to reduce all negative effects that business interruptions may create.



CORPORATE RISK MANAGEMENT

Risk Categories

OHS Risks:

The practices of the Occupational Health and Safety Law No. 6331 and related regulations and the practices of the Integrated Management System have been regulated. Detailed explanations of the methodologies applied in the risk analysis and assessment of Occupational Health and Safety in our company are defined in the **OHS Risk Analysis Methodology** annex.

- Within the scope of our OHS Risk Assessment instruction;
- To create a common responsibility by developing occupational health and safety practices, and to reduce or eliminate defined hazards and risks, by providing training and communication activities with the consultation and participation of employees and employee representatives.
- We aim to ensure the continuous improvement of the current OHS performance in accordance with occupational health and safety legal obligations and we carry out our work in this direction.

Sustainability – Environmental Risks

- The Environmental Management Procedure and Environmental Risk Assessment instructions have been created and are being worked on.
- The environmental dimensions and impacts and risk scoring and monitoring of their changes are carried out by the Integrated Management Systems Team.
- The determined environmental dimensions and risks are presented to the Board of Directors and evaluated.



CORPORATE RISK MANAGEMENT

Our Third Party Relationships

In order to make the Supplier Relations position clear to all suppliers, our company has created **the Supplier Code of Ethics and Business Conduct**.

Our aim is to comply with these rules to the mutual benefit of both parties. to continue in the spirit of constructive dialogue and in partnership with suppliers.

In this context, **our Sustainable Supply Declaration** is [available on our website](#), to all parties has been announced.

Additional commitments set out below with all our approved suppliers we work with.

is signed;

- Supplier Explicit Consent Declaration (Supplier Employee, Real Person, Official)
- Supplier Confidentiality Commitment (Supplier Employee, Real Person, Official)
- Supplier Information Text (Supplier Employee, Real Person, Official)
- Supply Chain Ethical Working Principles
- Privacy and KVK Agreement
- Ethics and Compliance Checklist

Our procedures have been prepared to evaluate third party risks, reduce risks and take necessary precautions.

Especially during the purchasing process;

- New Supplier Identification,
- Existing Supplier Evaluation,
- Acting under the guidance of Subcontractor and Supplier Management procedures is done.

Our company's anti-corruption guidelines apply to all solution partnership relationships, including subsidiaries and joint ventures over which DCS has control.

Third parties in our supply chain are expected to comply with the principles of our Anti-Bribery and Anti-Corruption policy.

Business relationships are not established with institutions that do not approve the Supply Chain Ethical Business Principles.

We develop sustainable collaborations with our suppliers within the scope of all our principles.



CORPORATE RISK MANAGEMENT

Information Security - Cyber Risks and Data Privacy

Information Technologies Department of our company, which has the Information Security Management System Standard (ISO 27001) certificate , Preventive actions for "**damage to information security, cyber attack risks**" with backup plans and tests;

- Systematic management of information regarding all activities provides.
- In addition to the confidentiality of information assets, their integrity and ensures accessibility.

Information Security Risk Assessment and records; Cloud Services Security, Data Transfer, Event Management, Firewall Business Continuity, Backbone Switch Business Continuity Plan, Terminal Server Business Continuity Plan, File Server Business Continuity Plan, Exchange Operations and Business Continuity Plan, Internet Business Continuity Plan, Network Access, Access Control, Back-Up Server Operation, File Server Operation, MSSQL Operation, Mobile Information Processing & Remote Working, Disaster Recovery Roles and Responsibilities have been created, including the Access Policy.

The established policies and procedures confirm the importance DCS attaches to the protection of information managed in Information Technology systems.

They represent a commitment to implement all reasonable organizational and technical measures to reduce increasing risks in the field of cybersecurity .

Reported findings are used to guide plans and investments aimed at continuously improving the security of internal information as well as our customers' data.

Pentest tests are carried out regularly every year and the penetration test result report is shared with the Board of Directors.

We have 2 Violation Incident Records in 2023, and precautions have been taken to prevent the incident records from being disseminated, corrective actions have been taken to eliminate the cause and reported to the Board of Directors.

By supporting continuous improvement and development, trainings are organized to increase the consciousness and awareness of all employees about all innovations, changes and developments within the framework of this system.



CORPORATE RISK MANAGEMENT

Internal Control System and Internal Audit

We implement strict internal controls with the support of our advanced technological infrastructure to prevent fraud and reduce risks .

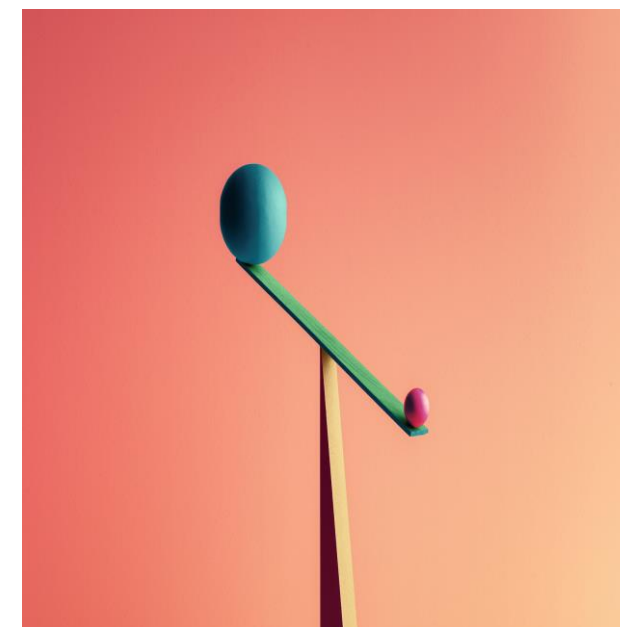
We aim to regularly improve our processes with our General Internal Control System to identify and eliminate risks.

The internal control system consists of standards, job descriptions, authorization system, policies and written procedures included in the workflows.

There are **16 certified internal auditors** in our company; periodic audits are carried out with a proactive method and risk-based audit plans with the established internal audit teams.

"In 2023, upon the request of our employees, voluntary internal auditor training was organized and **5 new certified** internal auditors were included in our company's audit staff.

Internal audit reports are prepared and the report results are shared with the Board of Directors.



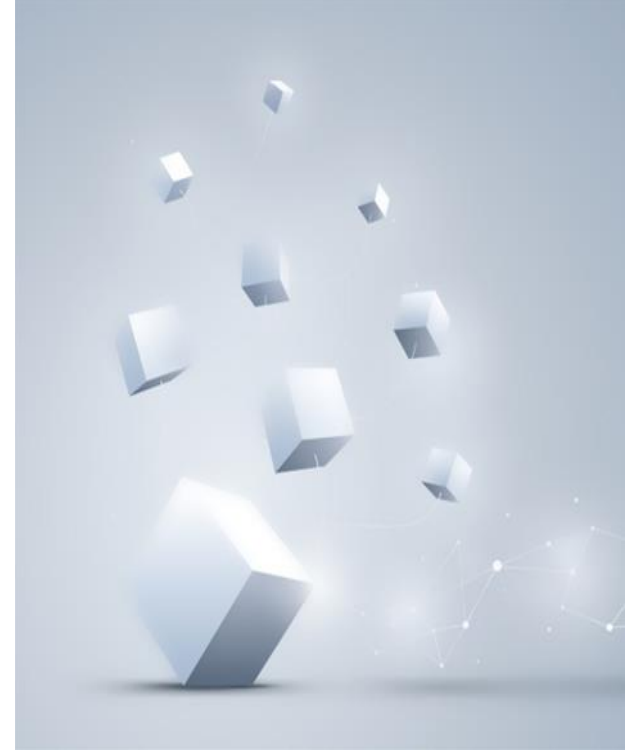
"We operate Internal and External Audits and Control functions systematically with a disciplinary approach ."

PROTECTION OF PERSONAL DATA (GDPR)

The protection of personal data is among the priorities of our company. For this purpose, it is aimed to establish a continuously updated system in our **Company and Information Security Policies** have been created.

Within the scope of the Personal Data Protection Law No. 6698, as the Data Controller, “DCS DİJİTAL GÜMRÜK HİZMETLERİ’s general disclosure obligation and determining the basic principles of our Company’s personal data processing rules and within this scope, the basic principles regarding the protection of personal data of our customers, potential customers, employees, job candidates, interns and students, supplier/subcontractor employees and authorities, company partners, visitors and other third parties whose data we process have been regulated.

Necessary procedures related to data processing and data security have been organized within the company, information texts compatible with special inventories for data categories have been created, personal data protection and confidentiality agreements have been made with company employees and third parties who have access to personal data, job descriptions have been revised, necessary administrative and technical measures have been taken by DCS DİJİTAL GÜMRÜK HİZMETLERİ for the protection of personal data, and necessary inspections are carried out within this scope.



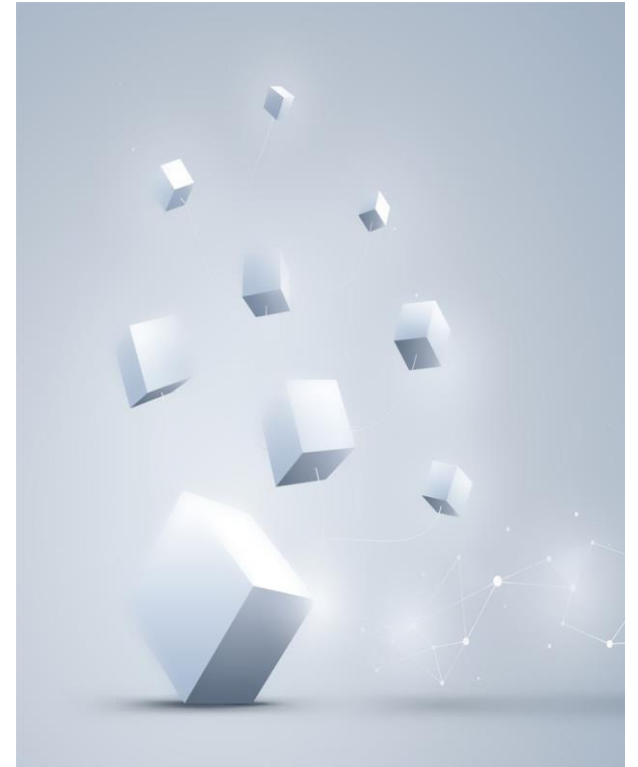
PROTECTION OF PERSONAL DATA (GDPR)

A **GDPR Working Group** has been established in our company to determine the implementation steps, which include a series of interviews with all persons responsible for the relevant processes. Risk assessments are revised by evaluating them in GDPR working groups, taking into account the changing working conditions and innovations regarding the protection of personal data.

Necessary actions are taken according to the risk analysis outputs and online training content is prepared to increase the awareness of employees. It is aimed to increase employee awareness with periodic pop-ups to increase awareness within the company.

In this way, process studies are carried out with our consultants to provide a security level appropriate for the identified risks, and we take all necessary technical and organizational measures and continue to implement a program for continuous improvement. In parallel with this, we also make our companies' VERBIS records compatible with the changes.

You can access the details of our policies regarding our GDPR Applications from the link.



ETHICS AND COMPLIANCE

Our Policy and Goals

DCS's business policy is committed to conducting all its activities honestly and ethically.

DCS has a zero tolerance policy towards bribery and corruption and adopts a professional, fair and honest approach to business dealings and relationships wherever it operates.

DCS is a signatory to the **UN Global Compact** and is committed to implementing effective systems to combat bribery.

The company fully complies with national laws and international standards.



Principle 10: Business should fight corruption in all its forms, including bribery and extortion.

DCS has established a system in accordance with **ISO 37001:2016 - Anti-Bribery Management System Standard**.

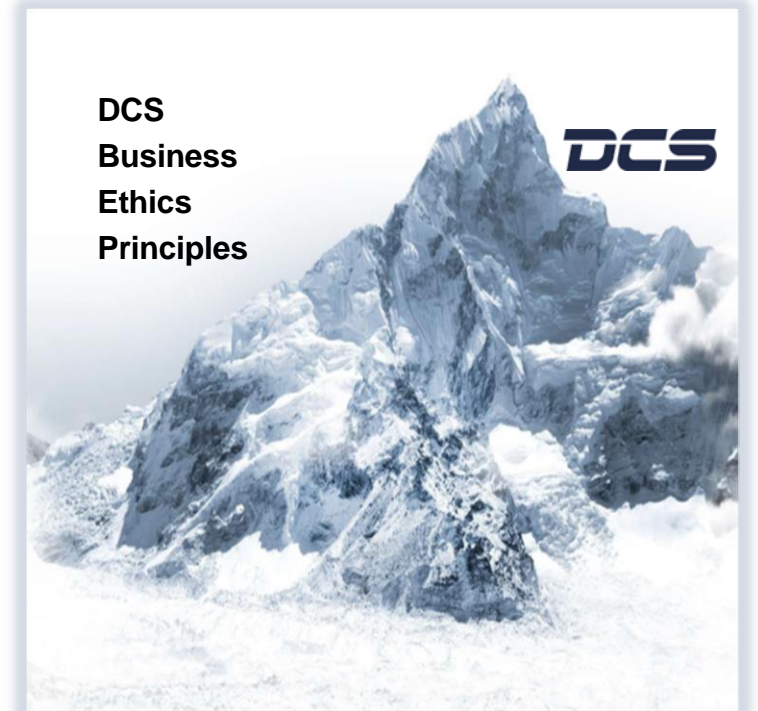
ETHICS AND COMPLIANCE

Ethics Committee

Under the guidance of the Business Ethics Principles, our company has an **ETHICS BOARD**.

In cases that are against company values and working principles or laws; it is the duty of the Ethics Board to examine warnings, complaints and notifications, make the necessary evaluations, respond to the notifications of the employee/related third party and manage the entire process.

You can access the **DCS Business Ethics Principles and Policies** on our website.



ETHICS AND COMPLIANCE

Gifts and Hospitality

We do not give or receive gifts in our business dealings.

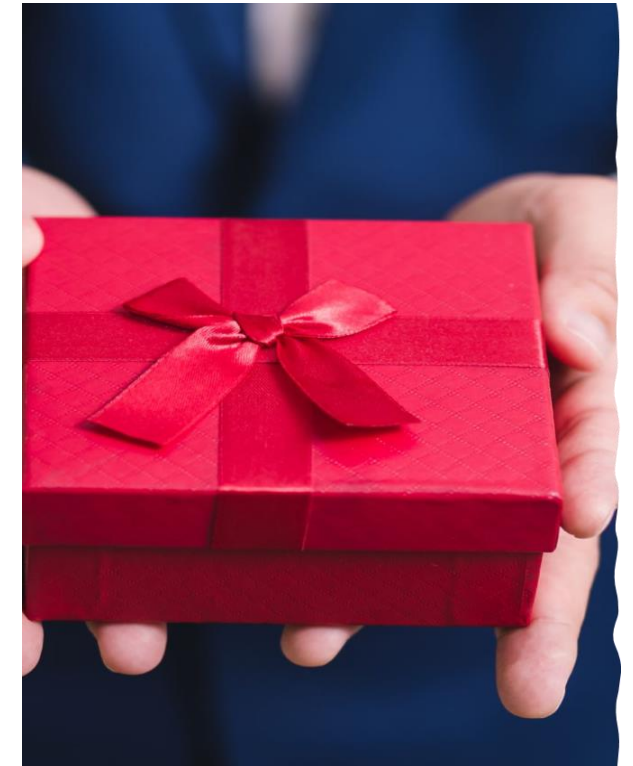
Giving and receiving gifts is a normal business practice and a sign of respect in most countries. Customs vary greatly from country to country, and there is a fine line between what is appropriate and what is not. Large gifts can be perceived as an attempt to gain an undue advantage or influence a decision.

Our company has a **ZERO GIFT policy.**

To ensure transparency and protect DCS employees from bribery suspicions, all gifts received without the employee's knowledge are reported to the Risk, Ethics and Compliance Directorate via the ethics reporting line.

Gifts received without notice are returned to the person concerned with a thank-you letter stating the Ethics and Compliance Policies, if possible.

In cases where this is not possible, they are recorded in the ethics warehouse inventory to be distributed in internal competitions.



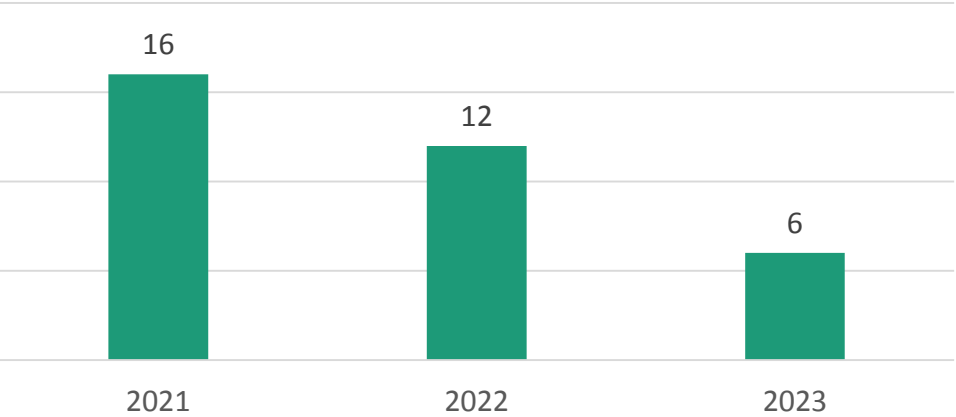
ETHICS AND COMPLIANCE

Gifts and Hospitality

All gifts are reported to the Risk, Ethics and Compliance Directorate via the ethics reporting line.

In 2023, 6 Gift Reports were received by our Ethics Line.

Gift Notification Numbers by Year



ETHICS AND COMPLIANCE

DCS's Human Resources Recruitment policies ensure that all employees undergo rigorous checks before starting their duties, which reduces the company's risk of corruption.

DCS has not been involved in any legal cases related to bribery and corruption. In relation to Integrated Management Systems, existing policies are reviewed regularly and the effectiveness of the Management Systems is evaluated periodically.

Management Review Meetings (MRMs) held at least once a year provide an important platform for updating policies, measuring performance and addressing employee requests or concerns.

These meetings are documented and recorded.



ETHICS AND COMPLIANCE

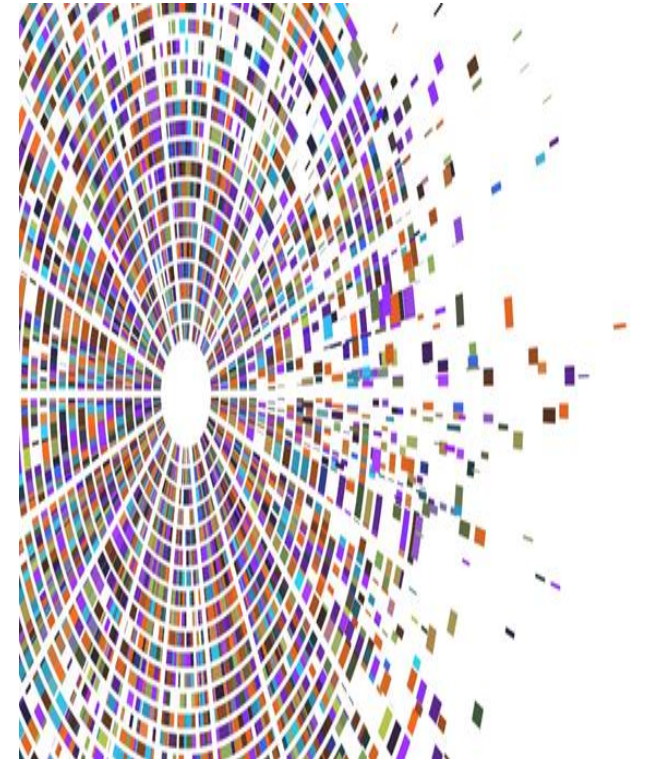
Ethics and Compliance Reporting Line

In 2017, DCS launched the **Reporting Line** to improve communication channels open to all internal and external stakeholders.

The line is accessible to all DCS stakeholders for reporting allegations of violations of the DCS Code of Ethics.

Ethics Reporting Line: etik@dcscustoms.com.tr

“We encourage the use of the Ethics Reporting Line for any situation that is considered to be contrary to ethical principles, policies and procedures or legal regulations.”

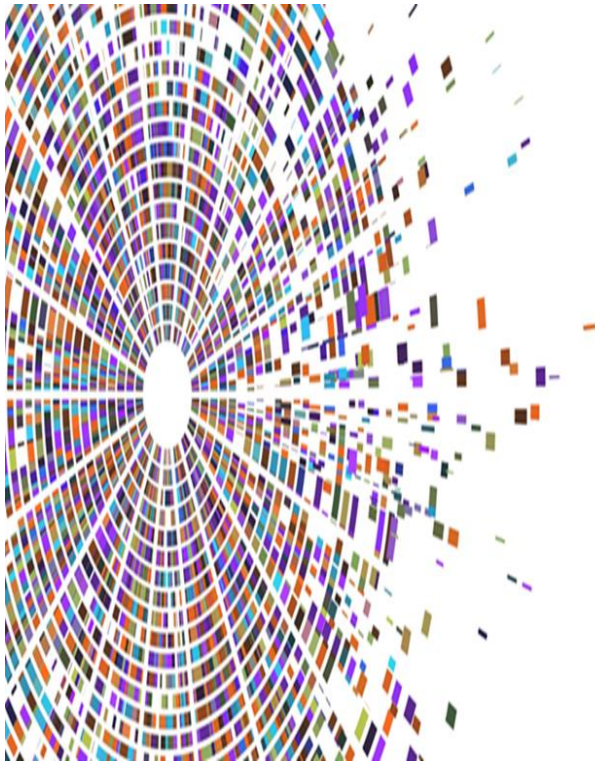
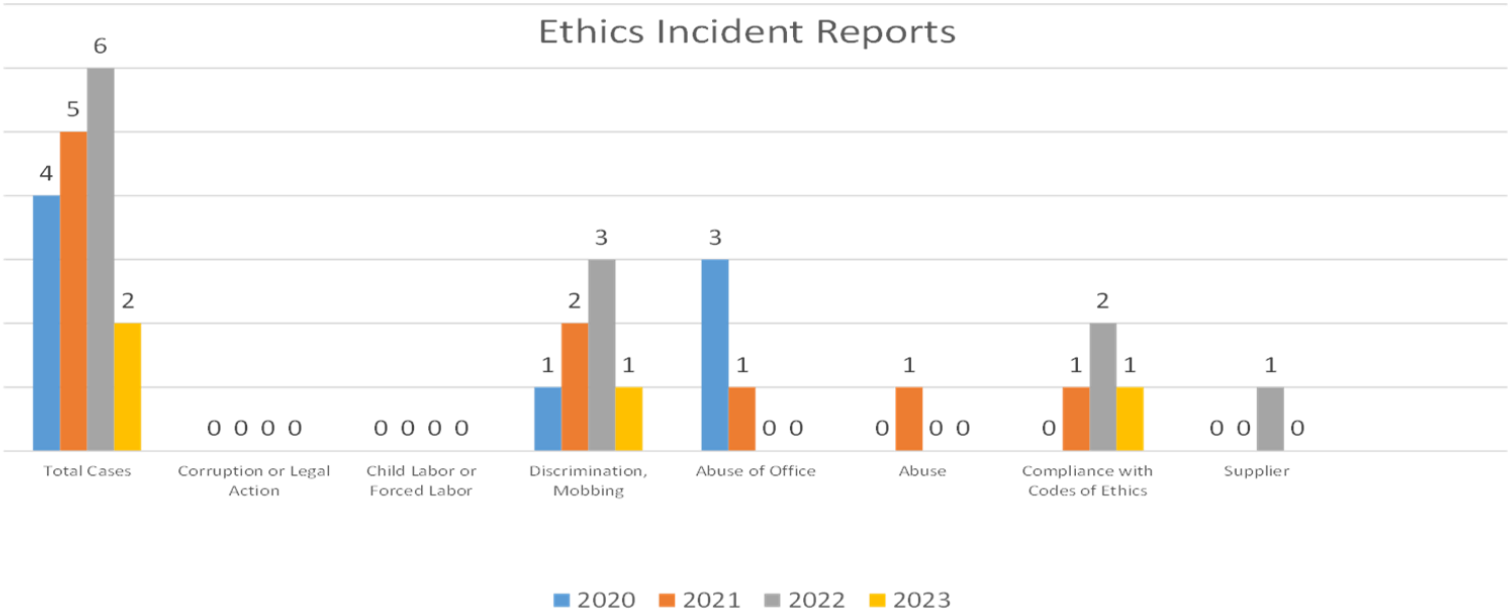


ETHICS AND COMPLIANCE

Ethical Incident Reporting

Basic Indicators About Cases

Number of cases reported to the Ethics Reporting Line in 2020, 2021, 2022 and 2023 regarding non-compliance with our ethical codes, and subject headings;



ETHICS AND COMPLIANCE

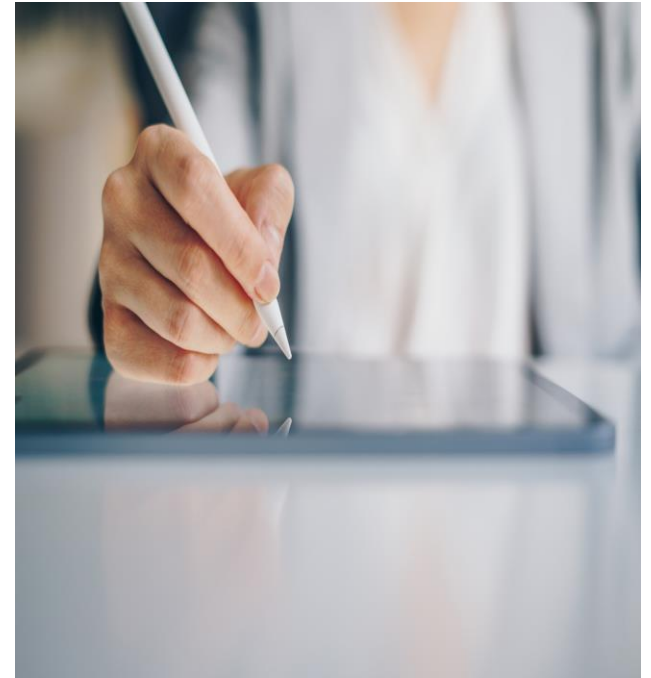
Non-Retaliation Policy

Our company undertakes to keep the identity of all whistleblowers confidential as long as possible in its Notification-Consultation and Whistleblower Policy.

This confidentiality principle is a precaution taken to protect the whistleblower against the possibility of retaliation.

At the same time, it undertakes that the whistleblower will not have any concerns about being penalized for his/her notification and that it will protect the whistleblower against possible retaliation due to the notification with its **Anti-Retaliation Policy**.

We attach importance to the dissemination of the culture of speaking up without hesitation.



'Our principle is to be transparent and accountable in our relations with all our stakeholders.'

ETHICS AND COMPLIANCE

Risk Based Compliance Trainings

DCS has an online interactive **Compliance Training Program** where all staff receive compliance training designed to the risks they manage.

DCS operates at the intersection of multiple regulations and jurisdictions, so all DCS employees receive comprehensive anti-corruption training each year.



ETHICS AND COMPLIANCE

In our company, **227** people attended the DCS Basic Business Ethics and Code of Conduct Training in 2023, **240** people attended the Ethics & Compliance Program Good Practices training, and **226** people attended the Customs Anti-Smuggling and Counterfeiting Training.



In 2023, in the Ethics and Compliance category, **520** participants received a total of **248.8** hours of training.



All new employees at DCS receive "**Basic Business Ethics and Code of Conduct Training**" as a mandatory part of orientation.



Anti-Bribery and Anti-Corruption training is provided at periodic intervals.



We also provide Ethics and Compliance training online and interactively.



Gümrüklerde
Kaçakçılık ve Eşyada...

3 ♥



Etik & Uyum Programı
İyi Uygulamalarımız...

34 dk

13 ♥



DCS - İş Etiği ve
Davranış Kuralları...



PLH İş Etiği İlkeleri ve
Davranış Kuralları...

1 ♥



ATEZ - İş Etiği ve
Davranış Kuralları...



Yönetim Sistemleri

100 PUAN

100%



0001 Etkinliği -
29.04.2021 15:51:37

100%

ETHICS AND COMPLIANCE

Institutions' Anti-Corruption Programs – TEİD Video

Within the scope of TEİD Corporate Members Anti-Corruption Programs, our Risk, Ethics and Compliance Director shared the best practice examples of our institution with his presentation titled "**Institutions' Anti-Corruption Programs**" in a way that will be accessible to all 3rd parties in order to guide Ethics & Compliance studies.

This presentation has been defined in the mandatory category in order to contribute to the orientation of all our new employees through the DCS Development Platform.

You can access our informative presentation from the link.



For our contribution with the presentation, TEİD provided a donation to the **TEV-Turkish Education Foundation-Future Ethical Leaders Scholarship Fund**.



ETHICS AND COMPLIANCE

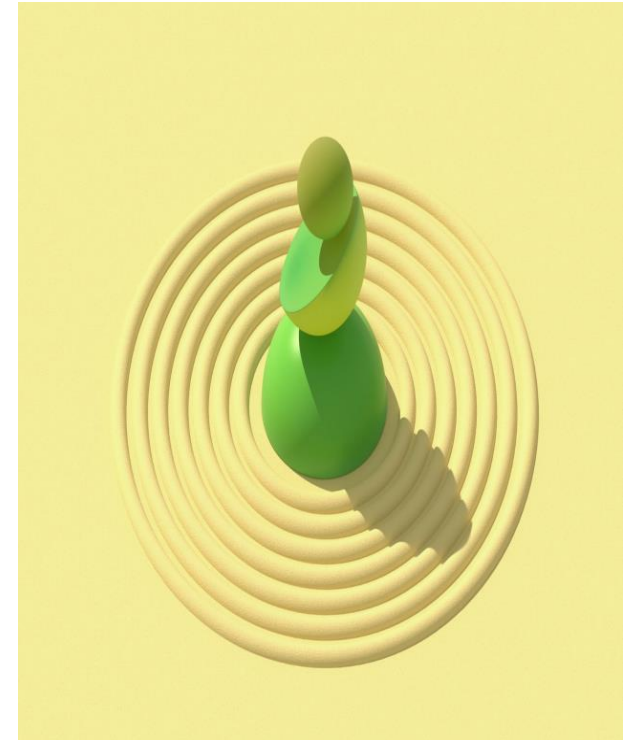
Donation Policy

In order to fulfill our social responsibilities, create a sense of corporate responsibility among our partners and employees, as well as to meet social and community needs and provide benefits to the public, our company provides donations and aid.

For this purpose, we also support the implementation of projects that will contribute to social development. Donations and aids are not made upon the request of a public institution. Other than these, the institutions to which donations are requested are submitted to the approval of the Risk, Ethics and Compliance Director.

All donations and aids made by the decision of the Company's Board of Directors are made in accordance with our vision, mission and policies, taking into account the company's ethical principles.

When choosing the institution to which donations will be made, it is important to prefer institutions that regularly share their financial statements in a transparent and public manner every year.



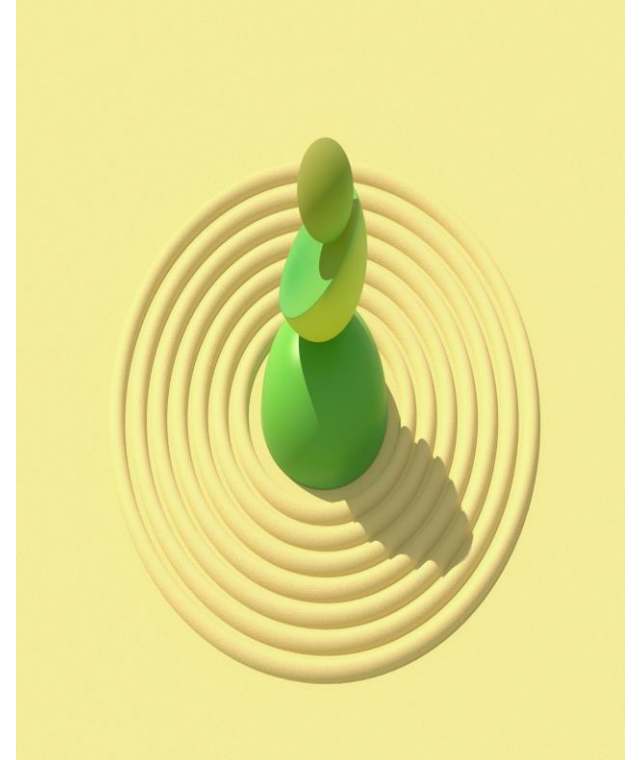
ETHICS AND COMPLIANCE

Donation Policy

Our company; provides aid and donations to individuals/institutions, non-governmental organizations, associations or foundations, universities, public institutions and organizations operating in the fields of education, culture, art, environment and sports, without being limited to those listed.

Donations and aids made in the 2023 accounting period;

- Ahbap Association (6 February Earthquakes)
- Bursa Customs Consultants Association
- Association for Supporting Contemporary Life (ÇYDD)
- Darüşşafaka Society
- Arda Kadir Güneş SMA Aid
- Education Volunteers Foundation of Turkey (TEGV)
- Spastic Children Association of Turkey
- Turkish Foundation for Combating Erosion, Afforestation and Protection of Natural Habitats (TEMA)



ETHICS AND COMPLIANCE

Donation Policy

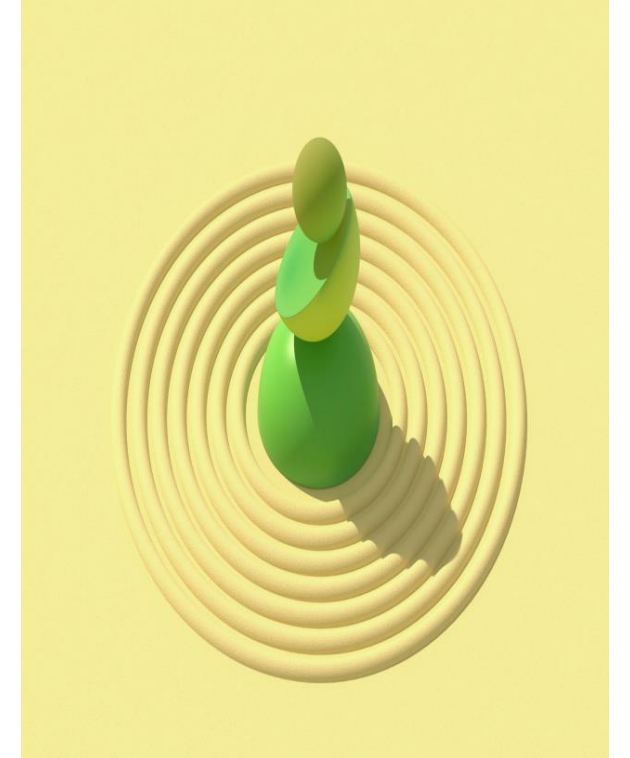
In our company;

Darüşşafaka, which provides quality education by providing equal opportunities in education, is supported.

On the occasion of Teachers' Day in 2023, Darüşşafaka's "**Education is from Us, Home is from You**" campaign was supported in order to ensure that children affected by the earthquake have quality education opportunities and to support equal opportunities in education.

The Association for Supporting Contemporary Life (ÇYDD), which aims to reach modern people and modern societies, is supported by donations.

The Education Volunteers Foundation of Turkey (TEGV), an education foundation established to contribute to basic education provided by the state, is supported.



ETHICS AND COMPLIANCE

Ethics Summit

Ethics and Reputation Association TEİD held its 10th International Ethics Summit with the theme **Colors of Ethics**.

At the Ethics Summit we attended, expert and experienced speakers addressed topics such as Business Ethics, ESG, Sustainability, Ethics in Digitalization, Compliance, Internal Control and Audit Processes and answered questions.



OUR INTEGRATED QUALITY MANAGEMENT SYSTEMS

Our Integrated Management System policies aim to act in accordance with legal requirements, provide services at international standards and minimize risks.

In order to ensure the smooth integration of new and emerging standards throughout the company, a sustainable **Integrated Management System** is implemented that supports the integration of other ISO standards when necessary and provides application infrastructures. This system aims to meet basic compliance needs, including sector requirements.

Issues related to the integrated management system are addressed at the Management Review meetings held at least once a year to review existing policies, evaluate the effectiveness of management systems and discuss requests or concerns.



OUR INTEGRATED QUALITY MANAGEMENT SYSTEMS

We utilize the SEC-CRM program, our in-house Quality Software Module, in the management of Integrated Quality Management System processes.

Thanks to the software module we use, we ensure the integration, information, sustainability and traceability of all our employees throughout Turkey at the same time.

Thanks to our quality software, we also support our responsibility towards the environment.



OUR INTEGRATED QUALITY MANAGEMENT SYSTEMS

Our company has adopted “**Integrated Management Systems**” standards and policies in order to ensure that the services it offers are in accordance with international Quality Management Systems requirements. It is committed to fulfilling its responsibilities in line with these policies.

- ❑ ISO 9001 Quality Management System
- ❑ ISO 14001 Environmental Management System
- ❑ ISO 27001 Information Security Management System
- ❑ ISO 45001 Occupational Health and Safety Management System
- ❑ ISO 37001 Anti-Corruption Management System and
- ❑ ECOVADIS (Corporate Social Responsibility) certificates.

*Inspections were carried out by an independent external auditing organization in March 2023.



OUR INTEGRATED QUALITY MANAGEMENT SYSTEMS

Quality Congress

As the Management Systems Directorate; in order to closely follow the developments in the field of quality, as every year, we participated in the KalDer 32nd Quality Congress with the theme of “**Gone Like Water**” on the 100th anniversary of our Republic. We had the opportunity to review our company's practices by benefiting from the experiences of valuable participants. We shared these gains with our other team members in our process meetings.



R&D AND INNOVATION

In 2017, we collaborated with ATEZ Software Technologies, which uses new generation technologies in cross-border trade and carries out groundbreaking activities in its sector.

At the same time, some of the 2023 activities of our group company ATEZ Software are included in our report.



R&D AND INNOVATION

ATEZ Software Technologies;

- ❑ The E-Turquality “**Stars of Informatics**” Program application in the field of blockchain has been included in the scope of support.
- ❑ The Second Phase of the Technical Cooperation Project “**End-to-End Design of the Export Process with Blockchain Technology (In-Country)**”, developed by the European Bank for Reconstruction and Development (EBRD) and the Ministry of Trade with the financing of the Ministry of Treasury and Finance, has been completed. The project also won the EBRD’s Digital Project of the Year Award.
- ❑ The **Transcode-Guarantee Management Module** has been developed and the module allows collateral holders to effectively control their guarantees by determining the usage rules for the **GRN (Guarantee Reference Number)**, including company, country and HS code restrictions. With this module, collateral holders can instantly access the usage amount of their guarantee and the status of their guarantee in use.
- ❑ The pilot study of the R&D Project for the **Development of an Automation System for Goods Movement Processes with Blockchain and IoT Integration** has been completed.
- ❑ Studies have been initiated for import transactions with the **Declarant** product, transaction process analyses have been completed and the software phase will be initiated in 2024.
- ❑ The integration of our global customer with the state bank has been completed, payment has been made via API, and transactions have been made completely and in a secure environment.
- ❑ The R&D expenditure in 2023 is **31,126,362.- TL** and an expenditure of approximately **60,000,000.- TL** is planned for 2024.

We lead the digital transformation efforts of cross-border trade!



DIGITAL TRANSFORMATION

We focus on finding solutions to issues affecting our business and future with technology integration and improving business processes accordingly, with blockchain technology, artificial intelligence, big data, business intelligence and machine learning for the digitalization of customs transaction processes.

We carry our strategies into the future with applications that will provide our customers with time savings, cost advantages and contribute to sustainability.

In 2023, all our transit transactions were carried out with the **Transcode-Transit Declaration Module**, which was developed by ATEZ Software with artificial intelligence support and in compliance with the NCTS 5 system.

Among our digital transformation studies;

- DCS Online Platform,
- E-Invoice and E-Archive Application,
- Human Resources Software, Platform-Portal Applications,
- Purchasing Program, etc. have been completed and the results of their contributions have been shared in the report.



DIGITAL TRANSFORMATION

Digitalization Studies

DCS-Online Platform

In parallel with our environmental and sustainability efforts;

As of 01.01.2023, we have decided not to send paper printouts to our customers. **95%** of our customers support our decision to transfer all necessary data in a paperless manner.

With DCS-Online, our customers can track all their transactions 24/7 and report them comprehensively.

Result: Paper, printing, cargo/courier, archive costs have been eliminated, speed and time savings have been achieved.


DCS-Online;

Müşterilerin gerçek zamanlı olarak adlarına yapılan tüm işlemleri (beyanname işlemleri, masraf kalemleri, fatura, dekont, muavin hareketler, dahilde işlem, yatırım teşvik, antrepo beyannameyi takibi vb.) takip edebildiği ve kapsamlı raporlanabildiği Web uygulamasıdır.

DCS-Online Avantajları:


- Hızlı ve güvenilir günlük işlemleriyle operasyonel maliyetleri azaltır
- Zamandan tasarruf etmenize yardımcı olur
- İşinizi kolaylaştırır
- Performansınız için daha iyi kararlar vermenizi sağlar
- Eksiksiz ve hatasız veri sunar

DCS-Online Kullanım Kılavuzu için tıklayınız.



2023

Buraya Tıklayın



2022

Buraya Tıklayın

DCS-ONLINE

- 2020
- 2018
- 2016
- 2014
- 2021
- 2019
- 2017
- 2015

E-invoice and E-archive Application

We have been using the E-invoice application since 2013 and the E-archive application since 2018, among the transformations in the electronic environment with digitalization.

Thanks to the application, 15 trees were saved from being cut in 2022, while **33** trees were saved in 2023.

Other results: Paper, printing, cargo/courier, archive costs were eliminated, speed and time savings were achieved.



DIGITAL TRANSFORMATION

Digitalization, Human Resources Applications

We make many topics such as job descriptions, regulations, basic HR practices, contracts, and training available to our employees on our digital platforms and prevent unnecessary paper consumption.

In HR Digital transformation studies;

- Recruitment Processes
- Orientation Program
- HR Portal
- Payroll and Personnel Affairs
- Development Platform
- Webinar/Study Breaks
- Talent and Career Planning Process
- Employee Satisfaction Surveys
- Docido Program and
- Hybrid Working Model have been developed.

*Subject details are provided in detail in the Human Resources section.



DIGITAL TRANSFORMATION

Digitalization, Human Resources Applications

As a result of our HR Digital Transformation efforts;

- Paper, printing, cargo/courier/mail, archive costs originating from HR operations have been eliminated, speed and time savings have been achieved.
- Online training programs have provided a solution to the transportation problem of remote locations without being tied to any place and time, reduced costs such as transportation and accommodation, saved time, contributed to social life, provided equal opportunities in education, facilitated training participant monitoring, efficiency, follow-up and measurement evaluations, and most importantly, reduced the effects of paper consumption and carbon footprint.
- Dual monitors have been allocated to our employees to eliminate the need for printers in home/remote work. 88 Adobe Acrobat Pro were purchased in 2023. In this way, we achieve cost advantage, save paper and reduce carbon emissions.
- Again, a Document Processing Center was established to support home/remote workers, a **Follow-ups / Document Processing Tracking Module** was developed on the SEC-CRM Program and transactions were carried out in a digital environment.



DIGITAL TRANSFORMATION

Digitalization, Human Resources Applications

HR Software & HR Portal

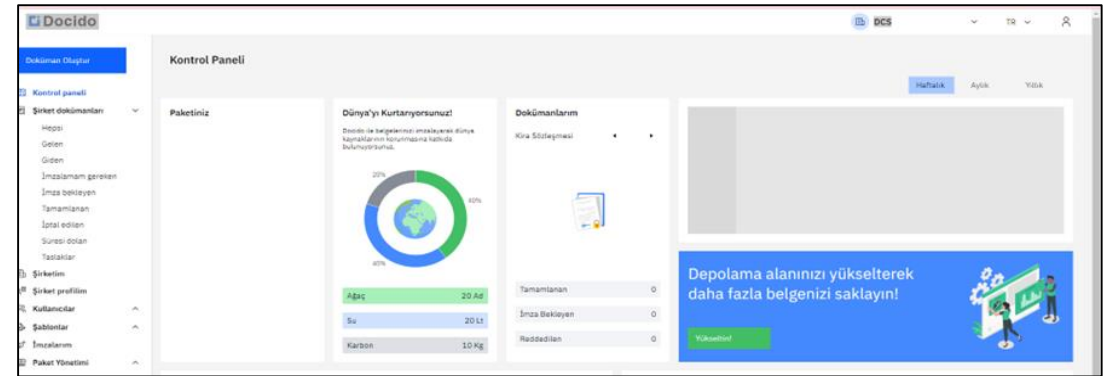
- We have largely digitalized our Human Resources processes with a significant investment we made in 2016.
- **HR Portal** (Leave, advance, performance management, etc.) was developed for basic HR applications that our employees can access via self-service, web-mobile.
- ***6110** papers were saved thanks to this.

HR – Docido Program

Studies on the use of the **DOCIDO** program developed by our group company Atez Software Technologies began in 2022.

Vehicle rental agreements offered to employees as a fringe benefit began to be made through DOCIDO as of 2023.

With this application, **92** agreements were made digitally.



DIGITAL TRANSFORMATION

Digitalization, Purchasing

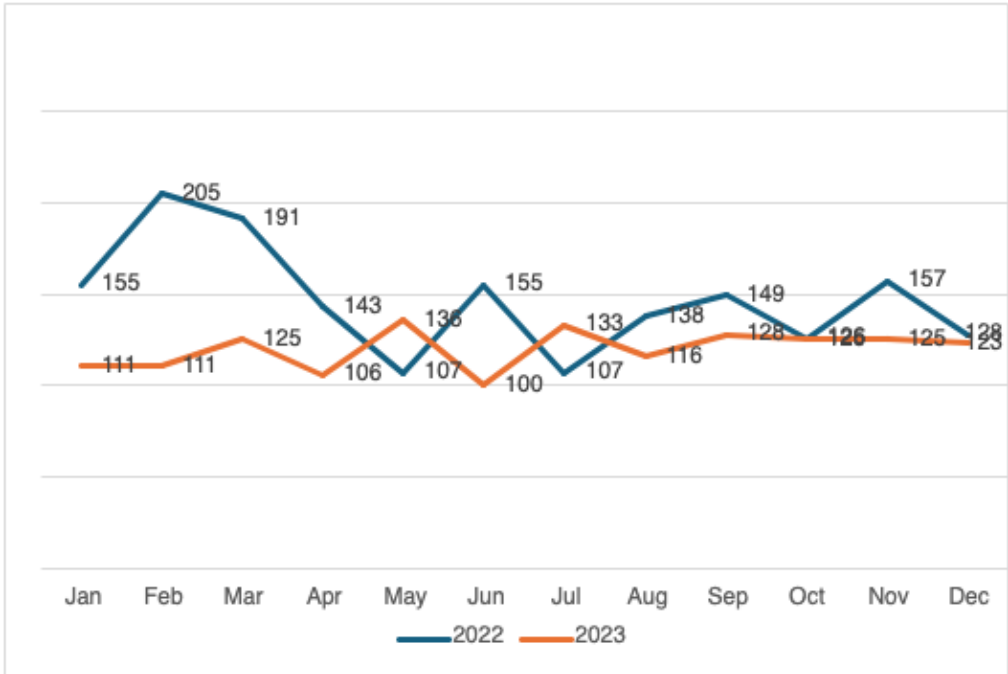
With the Purchasing Program used for the digitalization of purchasing processes, all purchasing request and approval mechanisms have been transferred from the paper form structure to the program.

Purchasing requests and approvals can be made through the program without obtaining a paper printout as of 2021.

Other contributions of the program, which prevents paper waste and archive costs;

- Shortening approval times thanks to the electronic workflow and enabling the purchasing department to do much more work in a short time,
- Ensuring transparent, traceable, economical and effective use of the purchasing process,
- Safe storage of data,
- The ability to instantly view live reports such as orders, materials, inventory management, stock tracking, and budgets.

Purchase Request Quantities for 2022 – 2023



DIGITAL TRANSFORMATION

Support Requests

In our company, all employee requests, complaints and suggestions regarding system support, software support, management systems, administrative affairs and purchasing are carried out through the support portal.

We support the savings of high energy and water consumption spent for paper production with applications...



DCS
DİJİTAL GÖMRÜK HİZMETLERİ A.Ş.

Kullanıcı Adı

.....

GULERGROUP

☐ Beni Hatırla

Giriş

[Şifrenizi mi unuttunuz?](#)

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DIGITAL TRANSFORMATION

Software-Service Requests / Support Request Numbers and Resolution Rates

[illegible]

DIGITAL TRANSFORMATION

System - Service Requests / Support Request Numbers and Resolution Rates

Ref	Issue	Org	Category	Issue	Submitter
00075	High	-	System	System Release (Software) - System Performance	Support (IT/HR)
00074	High	System (Sales)	System	IT	Support (IT/HR)
00073	High	System (Sales)	-	Web Page (UI)	Support (IT/HR)
00072	High	System (Sales)	-	IT (IT/HR)	Support (IT/HR)
00071	High	System (Sales)	-	System	Support (IT/HR)
00070	High	System (Sales)	-	System	Support (IT/HR)
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00010	High	System (Sales)	-	System	Support (IT/HR)
00009	High	System (Sales)	-	System	Support (IT/HR)
00008	High	System (Sales)	-	System	Support (IT/HR)
00007	High	System (Sales)	-	System	Support (IT/HR)
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00005	High	System (Sales)	-	System	Support (IT/HR)
00004	High	System (Sales)	-	System	Support (IT/HR)
00003	High	System (Sales)	-	System	Support (IT/HR)
00002	High	System (Sales)	-	System	Support (IT/HR)
00001	High	System (Sales)	-	System	Support (IT/HR)



DIGITAL TRANSFORMATION

Administrative Affairs and Purchasing Service Requests



Management Systems Service Requests



DIGITAL TRANSFORMATION

Digitalization and Paper Consumption

- We support our environmental policy with our digitalization projects. We regularly monitor our consumption.
- We encourage our employees, customers and all stakeholders with our digitalization efforts to keep our paper consumption at a minimum level.
- The effect of the applications we have made is shared in the graph that our paper consumption has decreased over the years.
- There has been a **41%** decrease in our paper use compared to the previous year.
- We saved **249** adult trees from being cut down with recycling!

Annual A4 Paper Consumption



AWARD

International Road Transport Union – IRU “New Industry Shapers”

The honor of being awarded for our ongoing work towards facilitating and digitizing trade!

The International Road Transport Union (**IRU**) has selected the “**New Industry Shapers**” worldwide in its 75th year.

Dr. Kenan GÜLER, who is one of three people on the Turkish list, received his award from IRU Secretary General Umberto de Pretto at the “Logitrans International Transport and Logistics **Fair-IRU Shaper Award Ceremony**” held at the Dr. Kadir Topbaş Performance and Art Center on November 15, 2023.

“We Aim to Make Our Journey of Success Sustainable”



ENVIRONMENTAL MANAGEMENT

Environmental Principles

Principle 7: Business should support precautionary approaches to environmental problems.

Principle 8: Support all activities and initiatives that will increase environmental responsibility.

Principle 9: Support the development and dissemination of environmentally friendly technologies.



“We reduce the environmental impacts of our operations through digitalization efforts.”

ENVIRONMENTAL MANAGEMENT

Environmental Principles

Our company implements **ISO14001:2015 Environmental Management System**.

Environmental policies have been created to support best practices within the scope of environmental management and to minimize negative environmental impacts.

All employees are responsible for the implementation of these policies.

At the same time, ESG working groups have been created in our company.



“We encourage the use of environmentally friendly resources and avoid wasteful and environmentally damaging practices.”

ENVIRONMENTAL MANAGEMENT

Environmental Policy

With our environmental policy;

- We aim to reduce our environmental impacts arising from our operations in the fight against the Climate Crisis with digitalization and paperless trade studies,
- To increase environmental performance, efficiency, use resources efficiently and contribute to a sustainable green economy with Trade Facilitation and Digitalization studies,
- To continue to support the Turkish Foundation for Combating Erosion, Afforestation and Protection of Natural Habitats (TEMA),
- To perform effective waste management,
- To continue to implement the hybrid working model.

** It has been confirmed by internal and external audits that we work in accordance with our Environmental Policy in our headquarters and all our offices throughout Turkey.



ENVIRONMENTAL MANAGEMENT

Waste Management



We implement effective waste management with the ISO 14001 Environmental Management System.



We fulfill all legal and other requirements included in the ISO 14001 Environmental Management System.



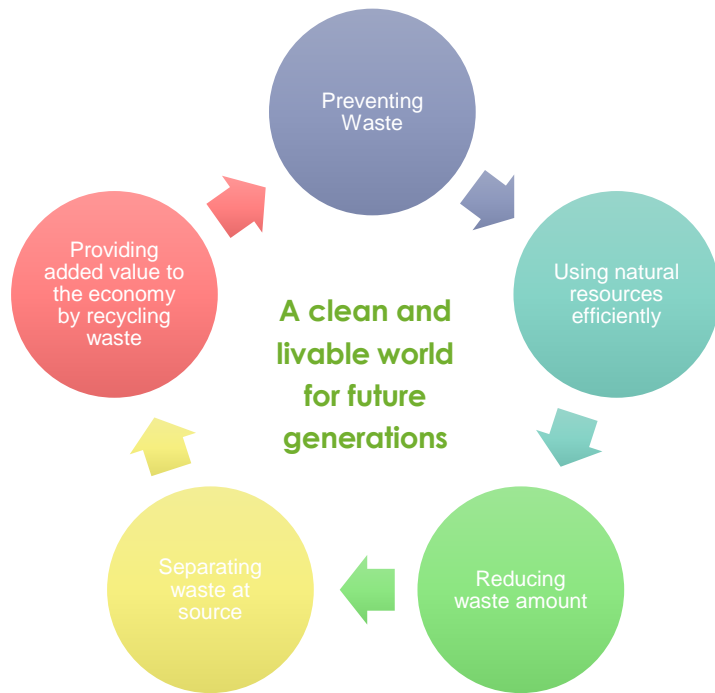
We adopt environmentally friendly and sustainable practices in waste management processes. We implement a comprehensive policy on reducing, recycling and proper disposal of waste.



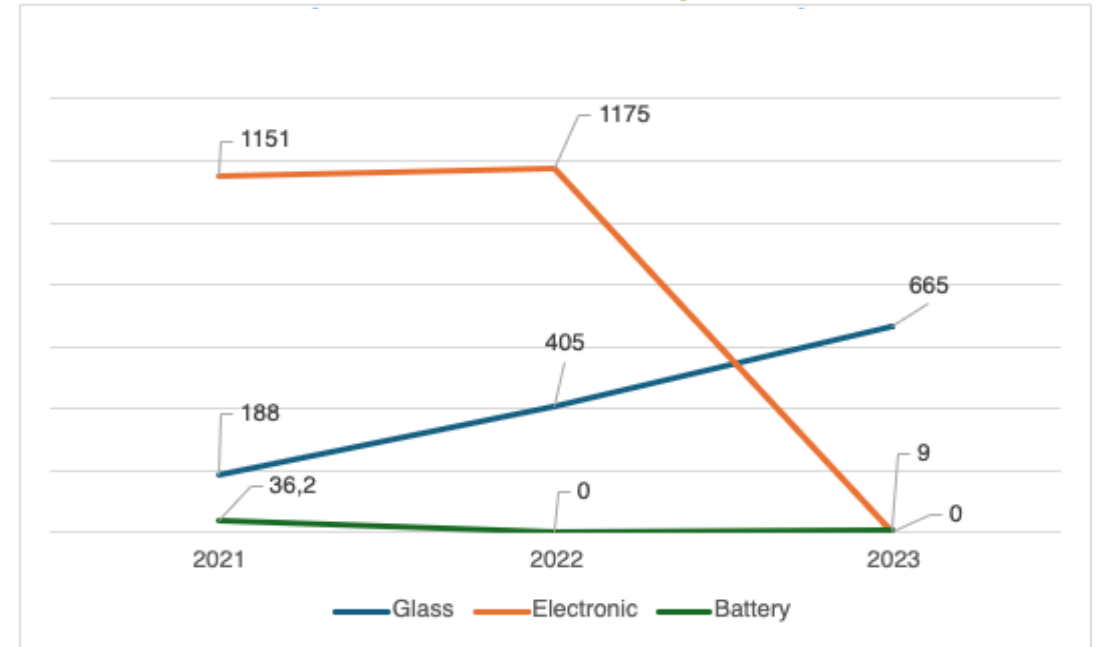
ENVIRONMENTAL MANAGEMENT

Waste Management

In our company, recycling opportunities are sought for the purpose of recycling waste or obtaining reusable products. Paper, toner, cartridge, battery, electronic, glass, plastic and medical waste are separated in sections and recycled by being given to authorized, licensed companies or relevant Municipalities according to their subject. Records are kept of all wastes in our company.



Waste Consumption (kilogram)

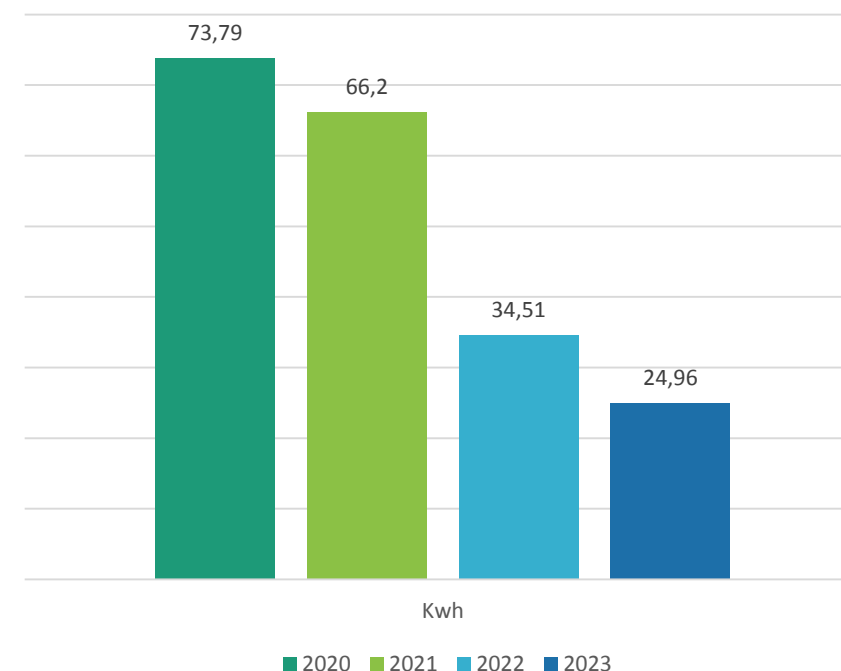


ENVIRONMENTAL MANAGEMENT

Electricity consumption

- Electricity consumed within the central office is monitored in monthly reports and is monitored both by type of consumption and by m².
- According to the data monitored at regular intervals, current situation analyses and seasonal measures are determined and efforts are made to keep consumption at a minimum level.

Electricity Consumption (KWh)*



* Total electricity consumption is calculated on a per square meter basis.
* Our electricity consumption has decreased by 27.67% compared to the previous year.

ENVIRONMENTAL MANAGEMENT

Water Management

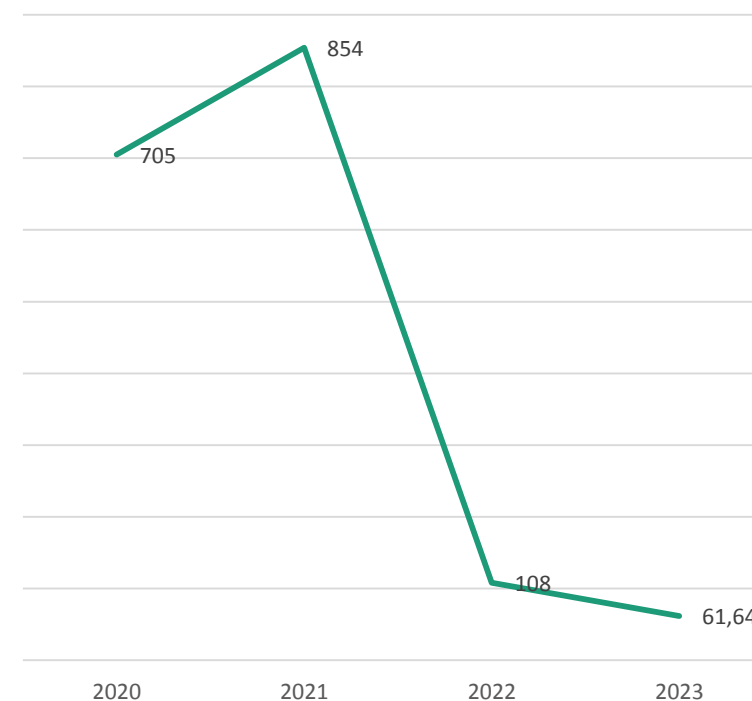
There is no water source that is negatively affected by our activities. Using water more efficiently is among our environmental priorities.

We have a system that monitors and reports water consumption in our head office.

Thanks to this system, we can manage our water consumption more effectively.

In this context, we have practices such as switching to a hybrid working model as of March 2020, employee awareness training, and periodic pop-up announcements for water saving measures in our offices.

Total Water Consumption (m3)



* Our water consumption has decreased by 42.96% compared to the previous year.

ENVIRONMENTAL MANAGEMENT

Energy Management

In our country, which is more than 70% dependent on foreign sources to meet its energy needs, energy continues to be an important economic element regardless of the sectors.

Our primary goal in environmental management is to spread the understanding of responsible consumption of resources, maximize energy efficiency and, as a result, reduce our carbon emissions.

DCS has determined its responsibilities regarding the provision and use of energy services with its technological infrastructure and digitalization studies and encourages all its employees to take reasonable measures to save energy.

The practices implemented by DCS within the scope of ESG studies regarding the reduction of carbon footprint; increasing our remote working hours with the hybrid working model, removing the mass service application, holding all possible meetings online, purchasing low-energy-consuming electronic products, effective waste management, awareness training, informative in-house e-mail and pop-up publications.



“We are reducing our carbon footprint through digital transformation and technology integration.”

ENVIRONMENTAL MANAGEMENT

Relationships with Suppliers

Our company focuses on economic, environmental and social sustainability together. As an exemplary leader in our core business areas, we believe that meeting the current and future needs of markets and society is in the mutual interest of both our company and our suppliers. In this context, we conduct our relationships with our suppliers in an honest, fair, responsible, impartial and transparent manner.

Our supply chain and sustainable purchasing processes;

With our Supply Chain Management Policy;

- Prioritizing the preference of suppliers who have business ethics, are local, provide quality products/services, are based on circular economy, can be maintained in long-term business relationships, respect basic human rights, comply with occupational health and safety measures,
- Considering environmental and social impacts in purchasing decisions; observe the criteria of durability and quality, material selection, repairability, replaceable parts, suitability for recycling,
- In the long term, increase efficiency and reduce costs,
- Minimize purchases, prevent waste and
- Aim to evaluate price performances correctly.

Sustainable Purchasing

We take care to determine the way we do business with our suppliers in line with the focus areas of Sustainability, Governance, Environmental and Social. Other details of the subject are included in our third-party relations.

We support our purchasing department employees to participate in training on sustainable supply in order to increase their awareness and ensure the correct continuation of the operation. Our team participated in the "**Data-Based Decision Making**" training of ISO Academy in 2023.

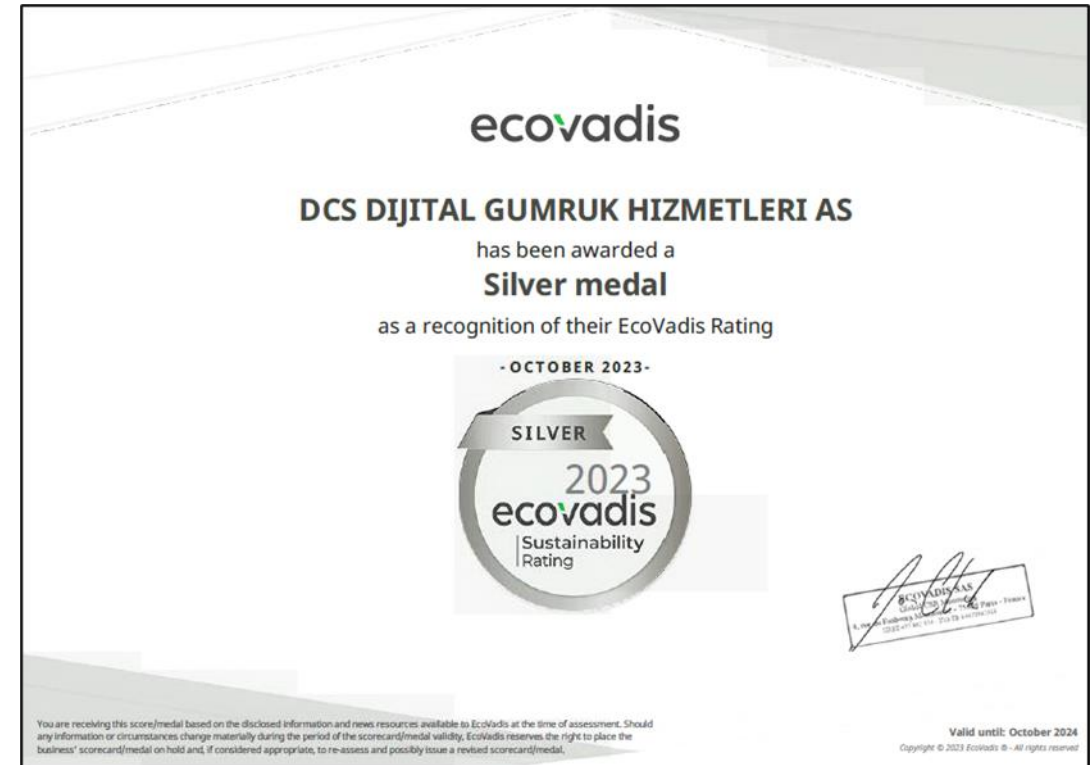
*Detailed information on Supplier **Ethics and Business Conduct Rules** is provided in the Corporate Risk Management Section.

ECOVADIS

DCS has been receiving a holistic and independent sustainability assessment service provided by **EcoVadis** via its global cloud-based SaaS platform since 2019.

The EcoVadis Assessment covers a wide range of non-financial management systems including impacts on the Environment, Labor and Human Rights, Ethics and Sustainable Procurement. Each company is assessed on key issues specific to its size, location and sector.

DCS has been rated Silver in 2023 as a result of evidence-based assessments, continuing its sustainable development.



ECOVADIS

EcoVadis Score for 2022



EcoVadis Score for 2023



BORDER CARBON REGULATION MECHANISM (CBAM)

Border Carbon Adjustment Mechanism; It is a policy tool developed by the European Union (EU) to reduce carbon emissions and prevent carbon leakage.

What Do We Do?

Within the scope of the United Nations Framework Convention on Climate Change (UNFCCC), the Paris Agreement, which entered into force in 2016, is followed up in our company within the Integrated Management Systems Directorate.

In this context, periodic information trainings on the **EU Green Deal** have been provided to increase the awareness of our employees since 2020.

In 2023; interactive **CBAM's Impacts on Our Sector** training was organized for all our employees in our company.

The training was also uploaded to the DCS Development Platform, open to the access of all our employees.

We continue to develop **our sustainability processes by developing our work in order to produce digital solutions for the preparation of carbon emission reports compatible with CBAM in accordance with GHG and ISO 14064-1, which measure scope 1-2-3 within the framework of compliance with legal legislation, and the realization of the related customs declaration**, in partnership with our group company **ATEZ Software Technologies**.

<https://www.atez.com.tr/eng/2024/05/23/atez-kpmg-collaboration/>



OUR HUMAN RESOURCES AND WORKING STANDARDS

Operating in the service sector, DCS believes that sustainable success is possible with happy human resources while walking towards a common goal with its dynamic and young employees.

Human Resources Strategies and practices and studies carried out for employee loyalty and satisfaction constitute the most important building blocks for future strategies and success.

In our Human Resources Strategies; Universal Declaration of Human Rights, United Nations (UN) Global Compact, OECD's Guiding Principles for Multinational Enterprises and national



OUR HUMAN RESOURCES AND WORKING STANDARDS

While walking towards a common goal with our employees, we prioritize their professional and personal development, career journeys, health, emotions, transparent communication, and providing a good and safe working environment.

Our Human Resources Strategies, which we have created with the support of the Board of Directors; The Universal Declaration of Human Rights, the United Nations (UN) Global Compact, the OECD's Guiding Principles for Multinational Enterprises and national laws are the basis.

We strive to carry out our work meticulously with our Human Resources Policy and strategies.

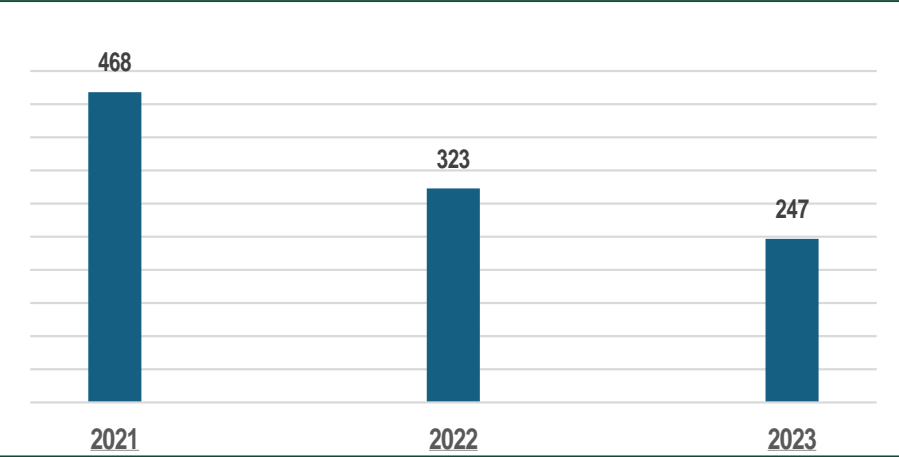
- Attracting, developing and retaining open-minded talents with different backgrounds and experiences by encouraging cultural diversity and equal opportunities,
- Following a development-oriented approach by regularly renewing recruitment, career, talent, education-development, increasing digital literacy and performance management processes,
- Offering equal opportunities without discrimination, regardless of other characteristics such as race, nationality, religion, belief, age, gender, sexual orientation, health status, marital status,
- Employing employees in suitable positions with their own consent under equal conditions, without pressuring them in any way,
- Providing a fair and safe working environment where employees feel valued and engaged, can freely express their ideas and where feedback is evaluated.



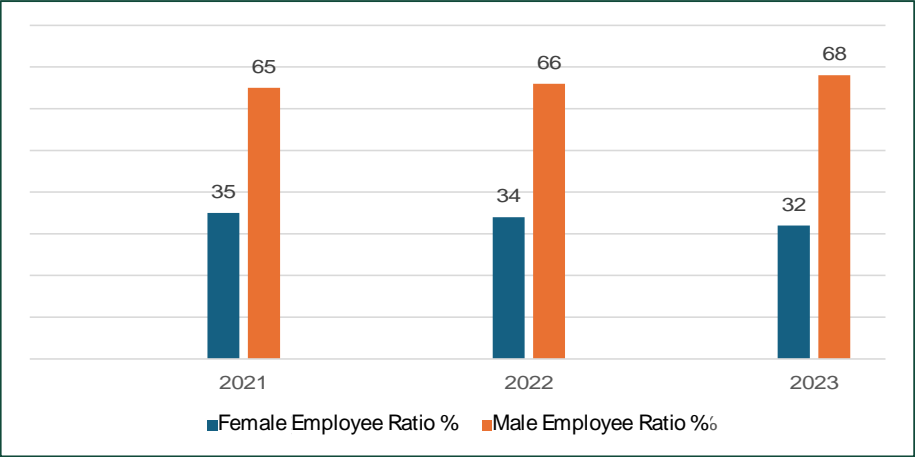
OUR HUMAN RESOURCES AND WORKING STANDARDS

Employee Demographics

Number of Employees



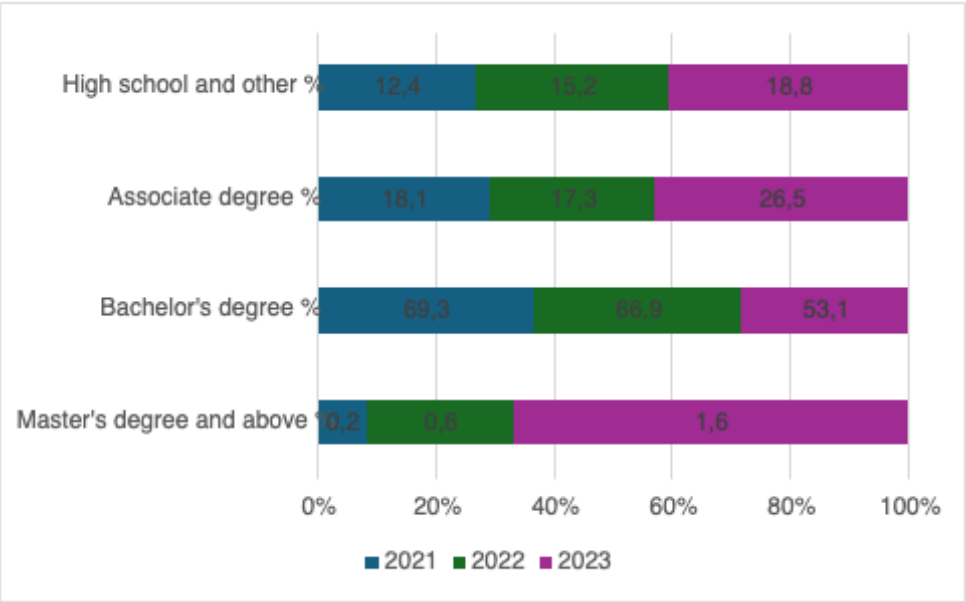
Employee Gender Distribution



OUR HUMAN RESOURCES AND WORKING STANDARDS

Employee Demographics

Employee Ratio by Education Level



Generational Distribution of Employees



* Generation distribution is made in the following arrangement: Z: 1971-2012, Y: 1981-1996, X: 1980-1965, BB: 1946-1964

OUR HUMAN RESOURCES AND WORKING STANDARDS

Recruitment Process

We regularly renew and update our recruitment processes!

Without compromising our HUMAN RESOURCES POLICY;

We determine the position requirements by determining the necessary workforce needs with workforce planning.

We prepare our advertisements meticulously and publish them on platforms that the target audience can easily access.

We Digitalized Our Recruitment Processes

We use many different tools such as general aptitude tests, personality inventories, software tests, etc. on a single platform in a way that reduces resource usage.

We operate an efficient and fast process in mass recruitment such as the Young Sherpa Program, which we have successfully completed in the past years with video interviews.

Internal Reference System in Recruitment "Choose Your Own Colleague"

With a win-win approach, we offer the opportunity to both choose your colleague and earn rewards.

86% of recruitments have been made with this application.

According to our "equal conditions for everyone" recruitment approach, we add an additional reward to the salary of our employee who is included in our evaluation process and who is a reference as of the day the recruited reference starts work, three months later.



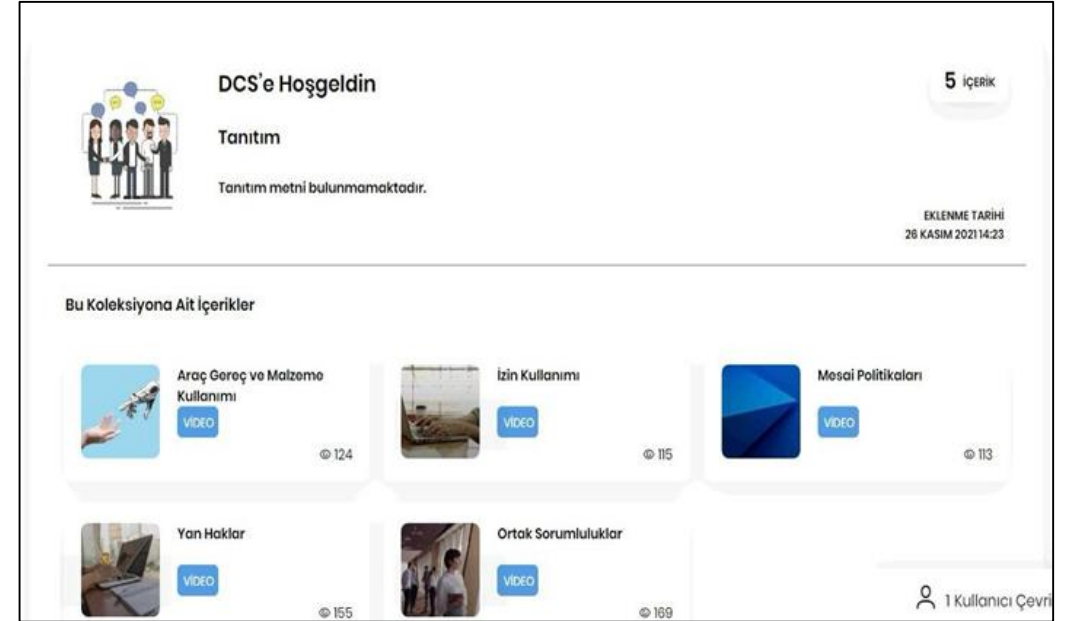
OUR HUMAN RESOURCES AND WORKING STANDARDS

Digital Orientation Program (DCS Development Platform)

All our colleagues who start working through the DCS Development Platform are assigned informative trainings explaining our Human Resources processes in the "**Welcome to DCS**" category and training follow-up is carried out.

At the end of each month, employees who started working in that month are given an **orientation program** via the platform with the participation of other departments (System Support, Management Systems, OHS, etc.).

The implementation of this process via the platform has made it easier to reach employees in a hybrid work structure through a single environment, allowing employees to get to know each other and minimizing potential disruptions in workflows due to time and savings.



"The foundations of employee loyalty are laid through the recruitment process, onboarding and orientation program."

TALENT MANAGEMENT

Within the scope of career and talent management at DCS, changes were made to our organizational structure in 2023 according to the central management approach.

Accordingly, new studies were carried out for our career band, promotion, assignment and recruitment criteria in our positions.

Our competency model was revised within the scope of our "**Creating a Competency Matrix**" project and evaluations were carried out in cooperation with the DCS Board of Directors and Human Resources for specific positions.



TALENT MANAGEMENT

Within the scope of the studies, we have started the “**Competency Based Assessment**” pilot application in our system with performance measurement.

- Within the scope of the application launched for our internal operations employees, all employees involved in the process received information training about the process and its flow.
- For competency assessments; question sets were prepared where the employee will be assessed by their manager, and the employee can assess themselves and their manager, and they were opened for assessment via the online platform.
- Our managers who will give feedback to the employees based on the assessments made were given “**Leader’s Feedback Journey**” training.
- Their assessments were completed at the end of 2023.
- With this program, the areas open to development of our employees were determined and we aim to meet the needs with development programs in 2024.



TALENT MANAGEMENT

Digitalization – DCS Development Platform

With our innovative vision, we attach importance to the continuous development of our employees and plan activities that will support their development by taking into account company/individual needs.

We launched the Development Platform in 2021, which offers digital training with unlimited changing development needs.

DCS Development Platform; is a digital learning platform that all our employees, regardless of position/department, can access with their own users with our equal opportunity approach and receive training suggestions for relevant areas based on internal analyses. We can access content covering many different topics required for our business and life skills such as leadership, business trends, functional/technical areas, personal development, both on computers and mobile applications.

Many new trainings are uploaded to the platform every month on competency topics determined in different fields and announced according to the calendar.

Trainings, compulsory trainings (OHS, KVKK, Ethics, Management Systems Awareness Trainings, etc.), orientation programs are assigned to the employee according to subject categories in the library and are expected to be completed within the period.

In 2023, our employees participated in an average of 9.25 hours of training per person, both online and in-class training.

Bilgisayar oturum açma bilgilerinizle (ad, soyad ve oturum açma parolanız) GİRİŞ yapmak için tıklayınız.

GİRİŞ



“The DCS Development Platform is used as a digital learning and interaction tool for our current and future goals.”

TALENT MANAGEMENT

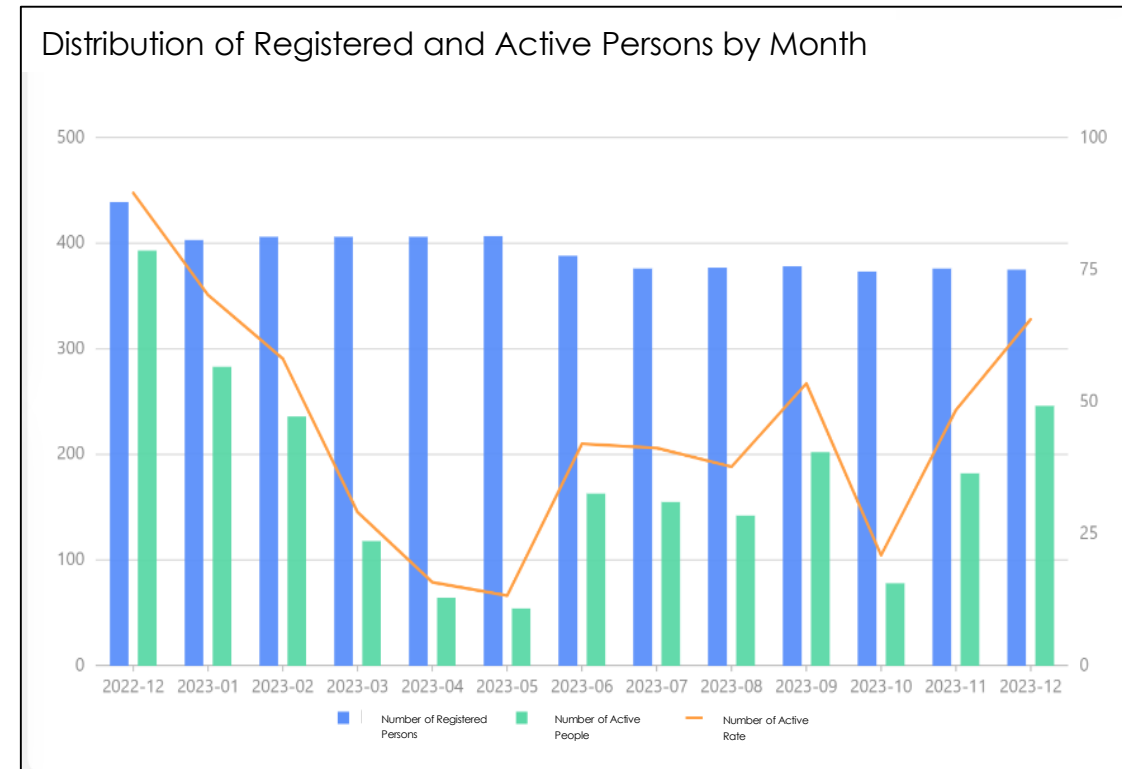
Digitalization – DCS Development Platform

We implemented the **Gamification Application** in the reward system to encourage the use of the DCS Development Platform.

First, we announced the three training suggestions we receive every two weeks to our employees with the “**Your Choices**” application. Then, we started with the application of awarding the employee who recommended the training with the highest participation in the recommended trainings within two weeks, and transformed it into a form where people earn points and earn badges based on behaviors such as logging into the platform, completing the most trainings, spending the most time in the system, and recommending trainings, and thus entering the top list.

The people at the top of this list are supported with various awards.

With this application, our employees are encouraged to log into the platform more. The number of active people by month is given in the graph on the right.



TALENT MANAGEMENT

Webinar Series - Learning Break

Learning Break in a Busy Work Tempo!

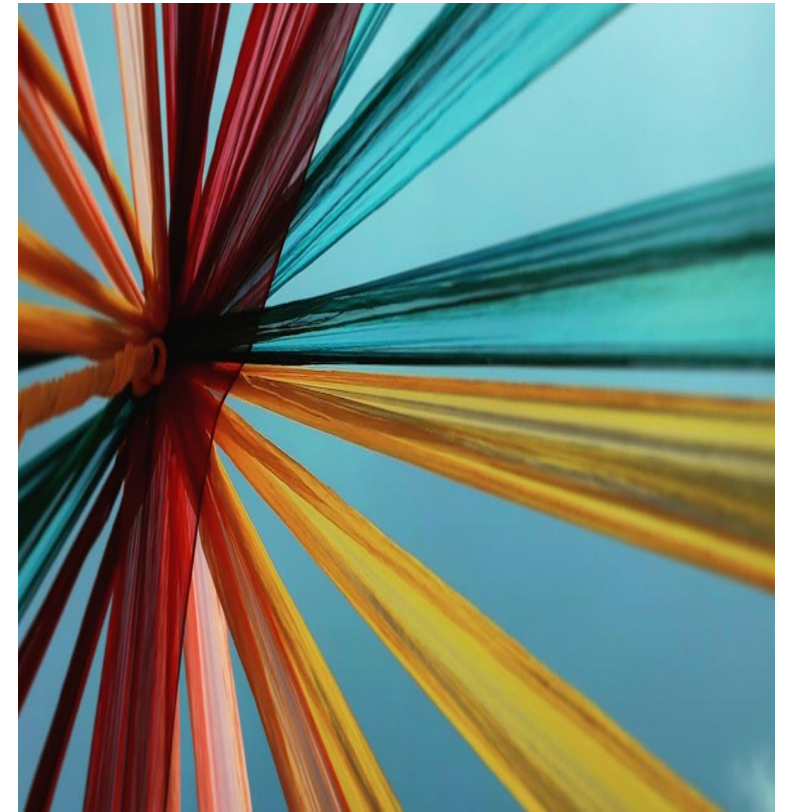
The “**Learn Break**” that we initiated to support employee motivation, development and loyalty during the pandemic period covers many topics such as personal and professional development with the narration of experts on the subject.

Our webinar series continues with intense participation.



EMPLOYEE LOYALTY

Studies on employee loyalty and satisfaction constitute the most important building block for our company's future strategies and success.



EMPLOYEE LOYALTY

As a result of our digitalization efforts,

We are implementing a **Hybrid Working Model**.

Our Hybrid Working model is designed to work **50%** from home and **50%** in an office environment.

With the hybrid working model, our employees have the opportunity to establish a work-life balance, minimize problems such as traffic and time loss, and most importantly, reduce their carbon footprint to acceptable levels.

It is planned to increase the rate of working from home/remotely in 2024.

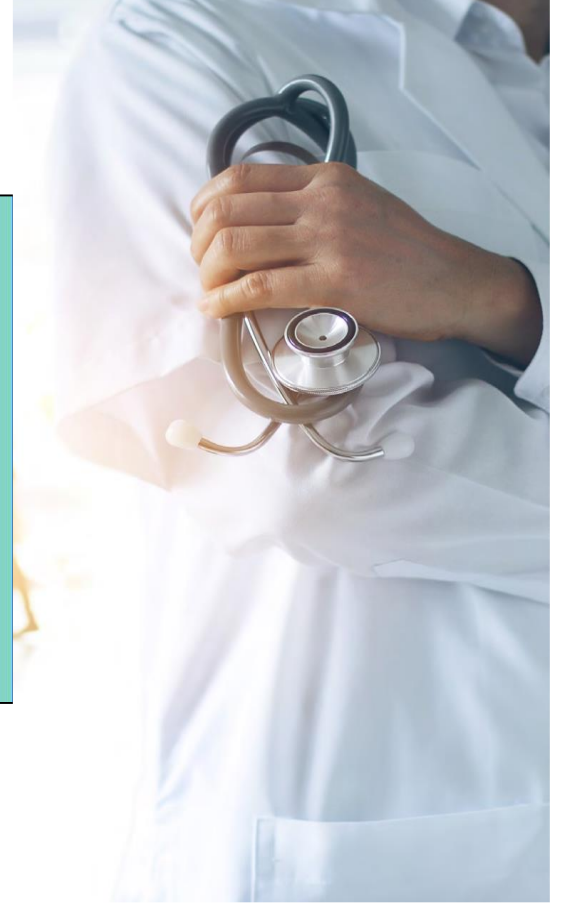
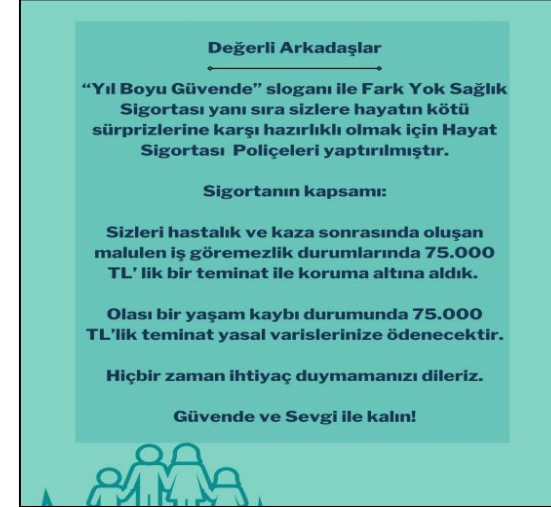


EMPLOYEE LOYALTY

Complementary Health & Life Insurances

All our employees;

- As of 2018, we support Supplementary Health Insurance Policies with many advantages in both outpatient and inpatient treatments with the motto **"When it comes to Health, There is No Difference With Us"**,
- As of 2023, we support Life Insurance Policies with the motto **"Secure All Year Long"**.



EMPLOYEE LOYALTY

Donations Made on Behalf of Employees

We share both the happiness and the pain of our employees!

In order to provide sustainable life for generations and to protect our natural assets;

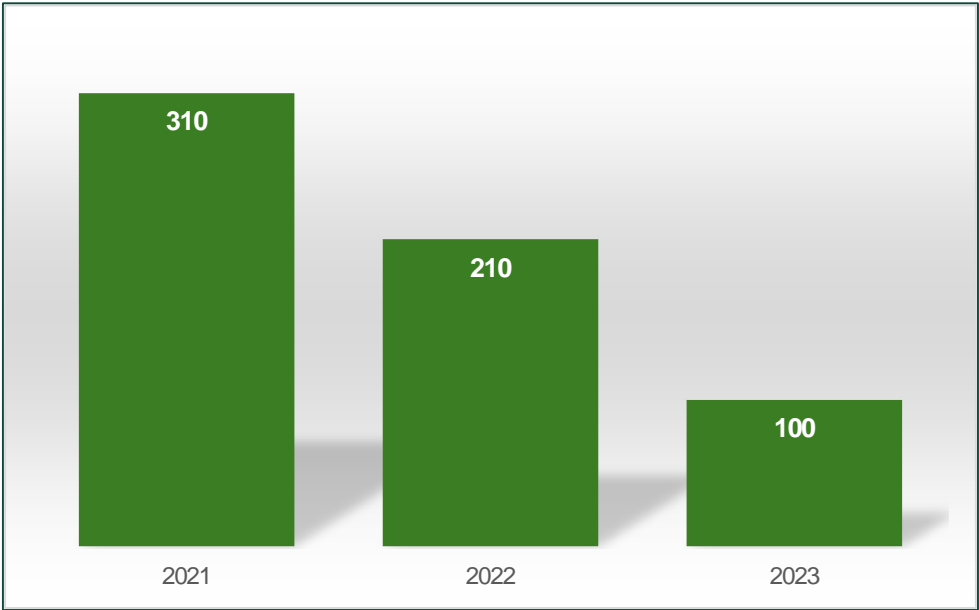
- We share the happiness of our employees by donating saplings to the **Tema Foundation** on behalf of the couples at their wedding ceremonies.
- We share the excitement of our employees by donating saplings to the **Turkish Education Volunteers Foundation** on behalf of their babies on the day they become parents.
- We share the pain of our employees by donating saplings to the **Tema Foundation** on behalf of their deceased relatives.
- We also contribute to their salary accounts for wedding ceremonies and newborn babies.



EMPLOYEE LOYALTY

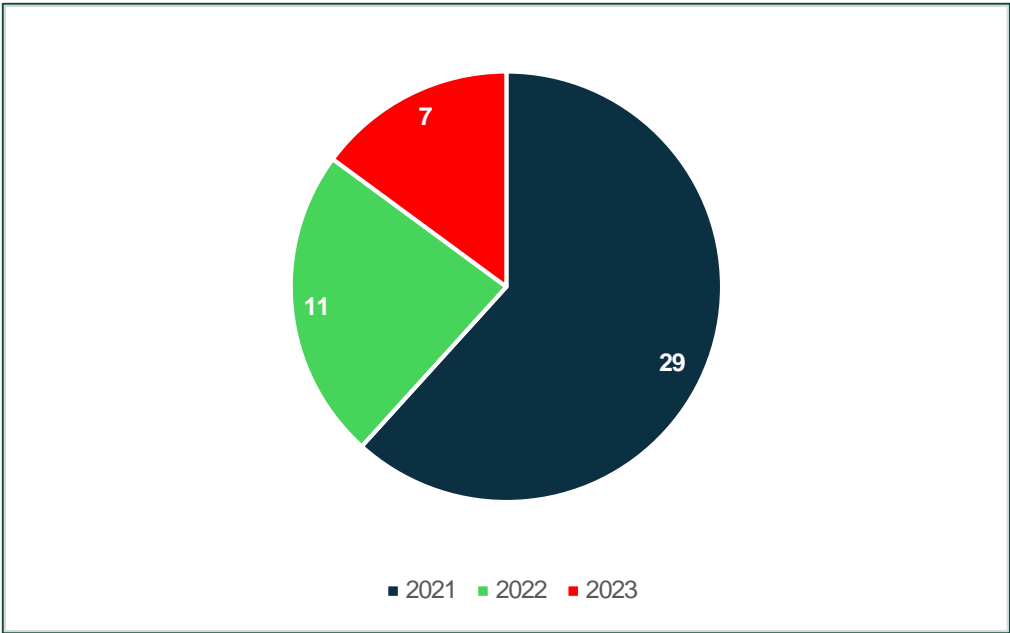
Donations Made on Behalf of Employees

Tema Donations



*In the last three years, 610 saplings were donated on behalf of our employees and their relatives.

TEGV Donations



*In the last three years, donations were made for the newborn babies of 47 of our employees.

EMPLOYEE LOYALTY

Employee Leave Rights

As DCS, one of our top priorities is to ensure our employees' work-life balance and create a sustainable work environment.

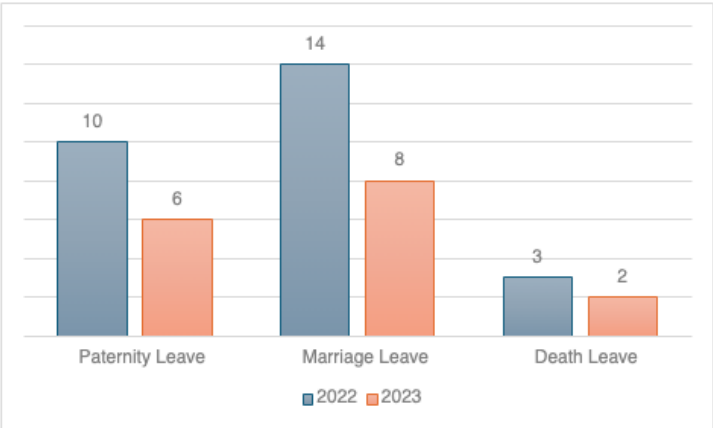
In this context, we know that the various leave rights we offer to our employees so that they can balance their work and private lives have a significant impact on their happiness and productivity.



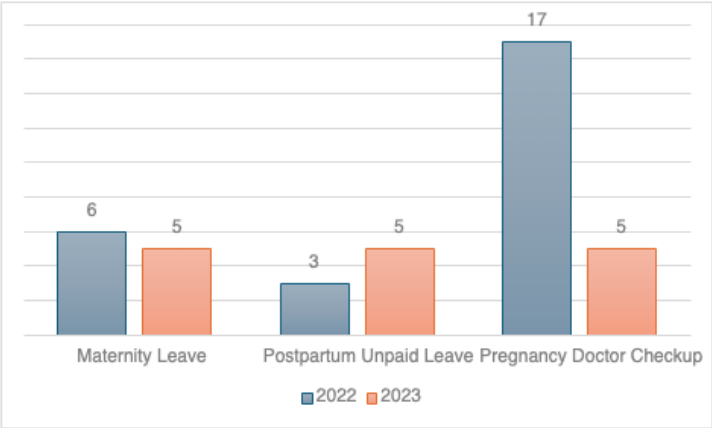
EMPLOYEE LOYALTY

Employee Leave Rights

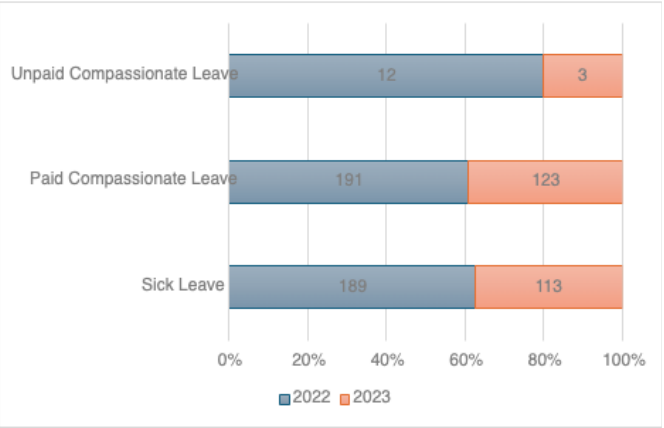
Legal Excuse Leave



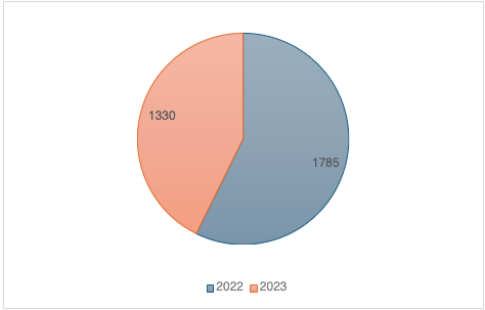
Pregnancy and Postpartum Leaves of Our Female Employees



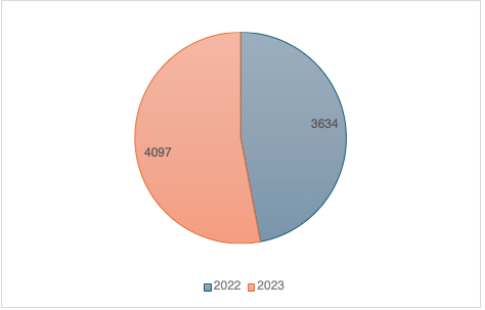
Excuse Leaves Applied According to Our Leave Procedure



Annual Leaves



Work from Home/Remote



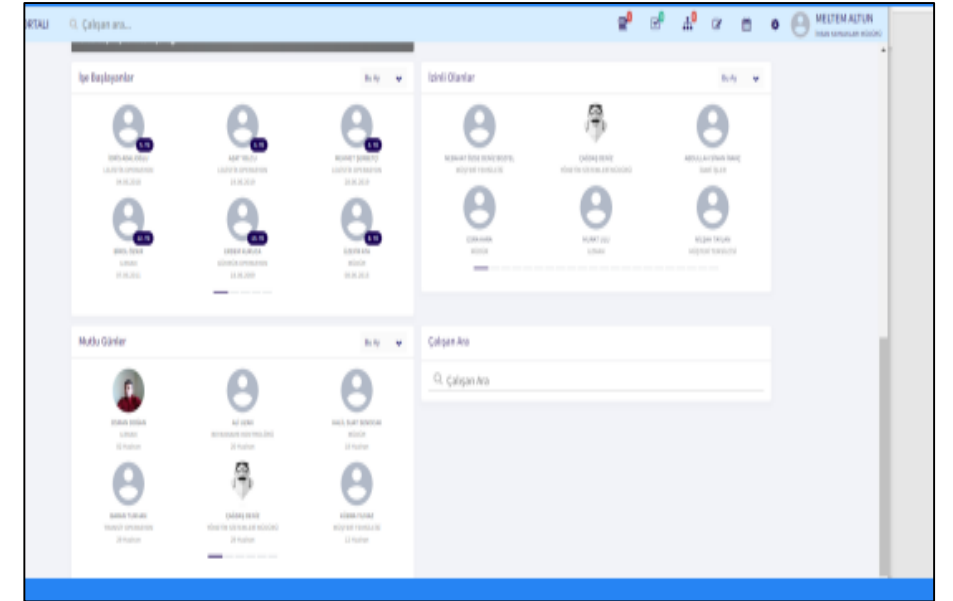
EMPLOYEE LOYALTY

Internal communication

We structure our internal communication strategy openly and transparently in line with our company's vision, mission and principles.

As a communication channel, we provide it through **DCS HR Portal**, one of our digitalization efforts, in addition to e-mail announcements and pop-up publications.

Through DCS HR Portal; under the title of New Employees, we share the people who have started a new job and also completed their seniority in the relevant month, and under the title of Happy Days, we share the employees whose birthdays are on the relevant day, week and month.



EMPLOYEE LOYALTY

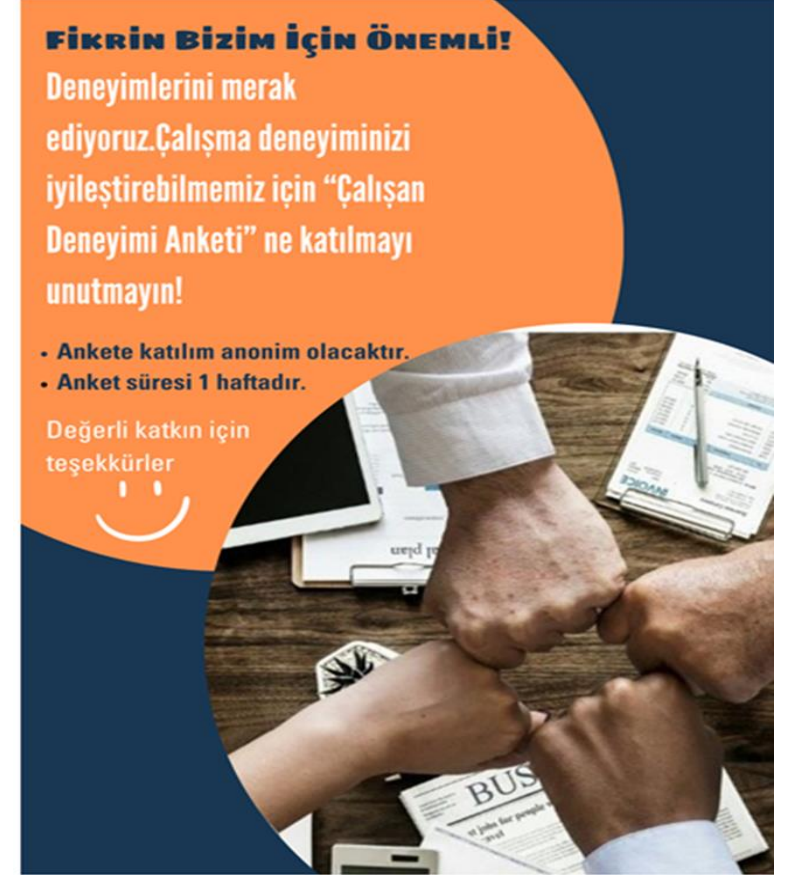
The satisfaction and loyalty of our Human Resources is important to us.

We always care about the needs, expectations and opinions of our colleagues with whom we walk towards a common goal.

For this reason, we organize a comprehensive employee satisfaction survey every year, with anonymous answers.

As a result of the survey we conducted for the 2023 employee experience, our satisfaction rate was **83%**.

According to the survey results, our areas that need to be developed and improved have been included in our 2024 work plans.



SOCIAL GENDER EQUALITY

Aware that gender equality is one of the most important factors in the development of societies, we ignore glass ceilings and focus on the development and advancement of our female managers.

Under the leadership of our Board of Directors;

- Equal opportunity in all our recruitment processes,
- Equal pay for equal work,
- Equal access to educational opportunities,
- Equal opportunity in performance evaluation and promotion.



SOCIAL GENDER EQUALITY

Although the decrease in the number of our overall employees due to the digitalization of our business processes and the change in our organizational structure has caused a decrease in the number of our female employees, this year, with the equal opportunities in our promotion processes, **the rate of our female managers has increased and the rate of our female managers in our company has increased from 28% to 34%.**

With our equality principle, **17 successful female employees** were promoted by the end of 2023.

This year, **50%** of our recruitments were made as female employment.



SOCIAL GENDER EQUALITY

We Take into Account the Varying Demands and Needs of Our Female Employees!

In order to support women's contribution to the economy and increase our inclusiveness, we implement practices that will facilitate pregnancy and post-natal processes for our female employees.

- We regulate the working hours of our pregnant employees and continue to support them during pregnancy and post-natal period with our home/remote working model.
- We support the coverage of childbirth expenses with the Supplementary Health Insurance Policy that we provide to our employees as a side benefit.



SOCIAL GENDER EQUALITY

We support UN Women Turkey's "End Violence Against Women" campaign with our clear statements!



SOCIAL GENDER EQUALITY

Women's power has strategic importance for the future of our country and our company!

As Human Resources and Corporate Communications, we participated in the **Women's Power for the Future Summit** held on December 19, 2023.



DIVERSITY AND INCLUSION

In our corporate culture, we offer equal opportunities without discrimination, regardless of race, nationality, religion, belief, age, gender, sexual orientation, health status, marital status and other characteristics!

- We know that we are responsible for establishing human rights in our work environment for all excluded individuals with the principle of diversity and inclusiveness. We work to establish a “Work and Working Environment Befitting Human Dignity”.
- We offer equal opportunities to our employees in accordance with all relevant laws and regulations, and we also support the employment of people with disabilities.

Year	2021	2022	2023
Number of Disabled Employees	12	6	4

*Due to the change in our organizational structure, there has been a decrease in the number of disabled employees.



OCCUPATIONAL HEALTH AND SAFETY

Our company has **ISO 45001 Occupational Health and Safety Management System Standard Certificate**.

It carries out its actions in accordance with both the law numbered 6331 and the relevant standard requirements.

Occupational Health and Safety management processes in our company are basically followed up with risk assessments, Occupational Health and Safety Boards, field inspections, trainings and innovative applications.

Personal Protective Equipment (PPE) is provided to our employees in accordance with the work they do in all our offices and work areas, and Risk Analysis studies are carried out together with our OHS specialist, Workplace physician and the established Risk Teams.



OCCUPATIONAL HEALTH AND SAFETY

Occupational Health and Safety Boards

In our company, in accordance with legal regulations, our **OHS** Board, which is formed depending on the number of employees, works independently.

After the meeting, a report is prepared and all participants are informed.

All our employees are represented at **100%** in the periodic meetings held with the **Occupational Health and Safety Boards**.

Within the framework of our reviews within the scope of the ISO 45001 standard in 2023, the Employee Consultation and Participation Instruction has been published.



“We create a common responsibility by carrying out training and communication activities with the consultation and participation of employees and employee representatives in order to reduce or eliminate the hazards and risks identified in occupational health and safety practices.”

OCCUPATIONAL HEALTH AND SAFETY

Occupational Health and Safety Boards

The Occupational Health and Safety Board, which is responsible for legal compliance, implementation of measures taken, near-miss notifications and definition of regulatory actions in the positions they hold, has been meeting periodically every three months since 2013. There are a total of **14**

Employee Representatives on this board.

Each member of our boards brings their own agenda items to the monthly or quarterly board and opens them for discussion. Actions are decided after the meeting. All our employees ensure that action is taken by reporting any hazardous element or risky situation they detect to the employee representative.



OCCUPATIONAL HEALTH AND SAFETY

In 2023, in 20 offices located in different provinces throughout Turkey;

- Field Inspections,
- Emergency Action Plans,
- Risk Analyses and
- Evacuation Plans were updated.

20

OHS Study In The Office

4

OHS Board

14

Employee Representative

OCCUPATIONAL HEALTH AND SAFETY

Ensuring excellence in health and safety standards is one of the main goals of our operations.

Occupational health and safety rules constitute the core value of our work culture and we undertake to make no compromises in this area.

Our company is classified as a “**Low Hazard Enterprise**” within the framework of the Occupational Health and Safety Law No. 6331.

Ensuring that our employees work in a healthy and safe environment is among our primary responsibilities. In this direction, we evaluate Occupational Health and Safety (OHS) risks and develop OHS Policies that follow international standards and the World Health Organization and International Labor Organization guidelines.

Our company manages Occupational Health and Safety issues with the goal of zero occupational accidents and zero occupational diseases. In addition to ensuring complete legal compliance, it strives to develop the Occupational Health and Safety culture.



OCCUPATIONAL HEALTH AND SAFETY

DCS DİJİTAL GÜMRÜK HİZMETLERİ A.Ş. TAHLİYE PLANI



Our company receives **Occupational Health and Safety Specialist** and **Workplace Physician services** through OSGB (Joint Health and Safety Unit) authorized by the Ministry of Labor and Social Security.

Our company conducts and supervises its work with **1 Class A** and **2 Class C Occupational Health and Safety Specialists** within the **Management Systems Directorate** for the effective management of Occupational Health and Safety activities within its organizational structure.

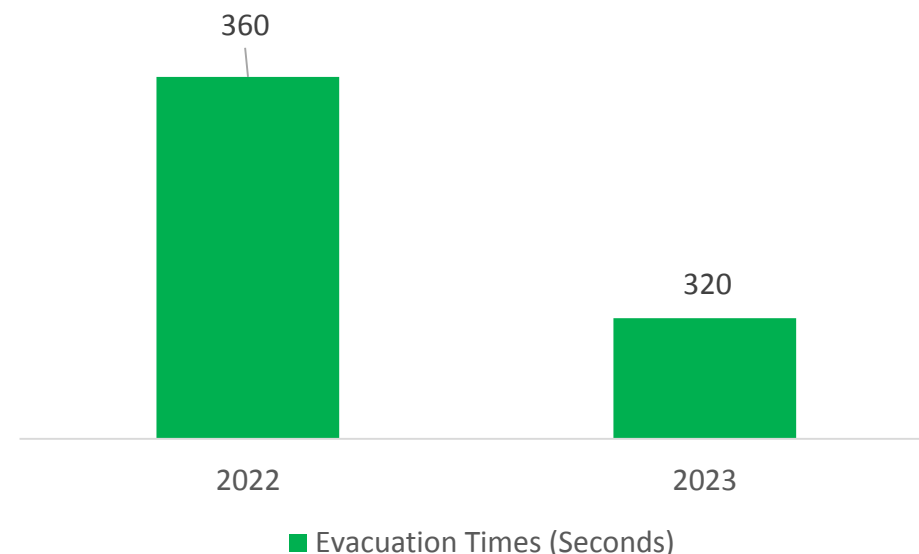
Risk analysis studies and evacuation plans are prepared by the Occupational Safety Specialist and Workplace Physician with the participation of employee representatives.

All OHS studies are accessible to employees 24/7 through the in-house intranet (CRM- Quality & OHS Module).

OCCUPATIONAL HEALTH AND SAFETY

The joint “**Emergency Evacuation and Fire Drills**” conducted within the framework of the “Occupational Health and Safety Law” numbered 6331 were successfully carried out in 2023.

The Evacuation Drill, which was measured as **6 minutes** last year at our Company Headquarters, lasted a total of **5 minutes and 20 seconds**, and the drill evaluation report outputs were shared with all employees and the Board of Directors by the Management Systems Directorate.



We aim to shorten our evacuation times by **40 seconds** compared to last year and to evacuate in a shorter time in the next drill.

OCCUPATIONAL HEALTH AND SAFETY

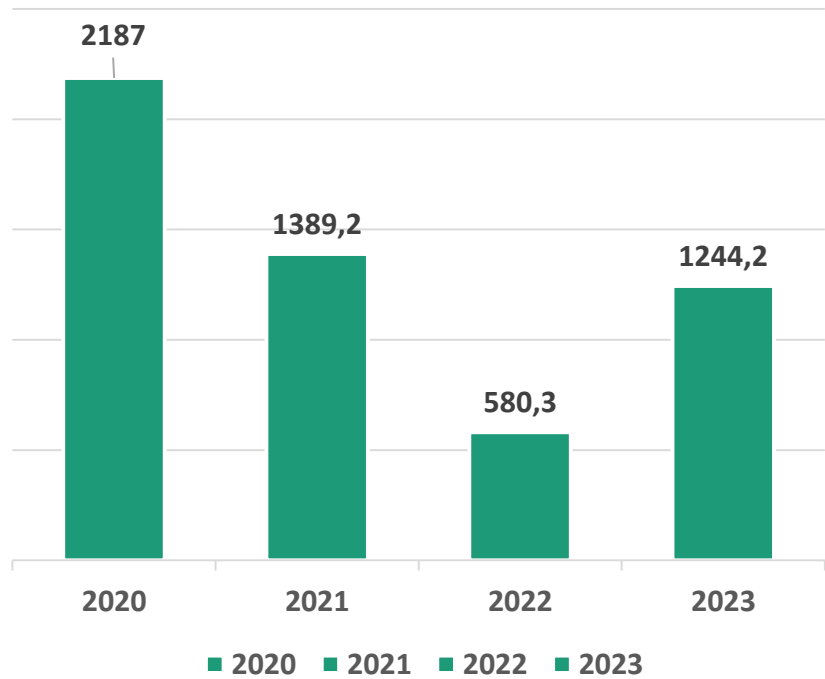
Occupational Health and Safety Training (Year/Hour)

We emphasize the importance of **near-miss notifications** in the trainings we provide. We believe in the necessity of a notification and sharing culture to eliminate the root cause before the problem arises.

The trainings provided aim to increase the occupational health and safety awareness of our employees.

In order to increase the occupational health and safety awareness of company employees as well as supplier employees, supplier employee training certificates are requested from all our suppliers.

Occupational Health And Safety Training (Year/Hour)



It covers the titles of “Basic Occupational Health and Safety Training, Occupational Health and Safety Refresher Training, Emergency Team Training, Occupational Health and Safety Board Training”.

OCCUPATIONAL HEALTH AND SAFETY

Work Accident Statistics

Statistics show us the positive results of our efforts to establish healthy and safe working conditions every year due to the awareness we have created after the actions and practices we have taken. However, these results do not change our perspective on continuous development.

We believe that notifications, even if small, are important in orientation and periodic trainings, and that this information should be conveyed to eliminate the cause of the problem, and we share it.

Thanks to the awareness created through trainings and the results of near-miss notifications made, it contributes to supporting the zero work accident target.

Our **Zero Work Accident** target has been achieved in 2020, 2021, 2022, and 2023.



OCCUPATIONAL HEALTH AND SAFETY

OHS in Home and Remote Working

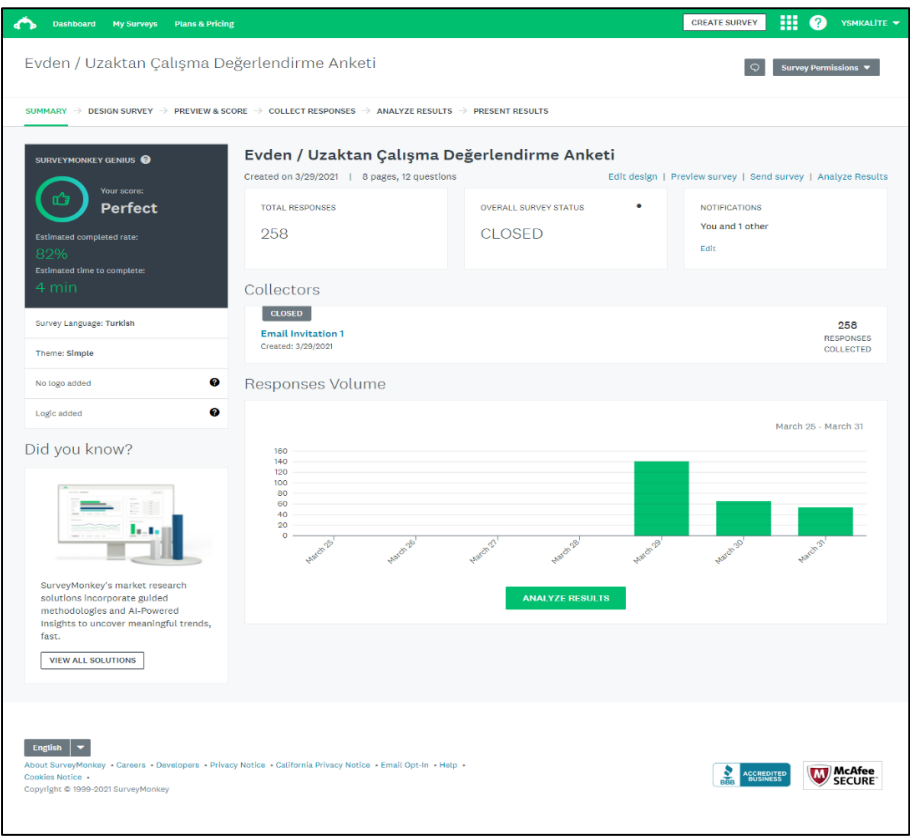
Regular online surveys are conducted on occupational health and safety issues to interact with employees about working conditions.

This survey is sent to all employees periodically to determine possible OHS risks in home/remote work and to take the necessary actions.

After the survey, a special risk assessment is made for each employee and feedback is provided to employees regarding the actions to be taken.

At the same time, the **OHS Guide** is periodically updated for home/remote work and shared with our employees.

In this context, employees are provided the opportunity to take their work chairs, laptop risers, wrist mouse pads, and second monitors from the office to their homes during the periods when they will be working from home/remote.



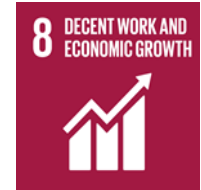
OCCUPATIONAL HEALTH AND SAFETY

All our employees are provided with induction training before they actually start working. Employees who are away from work for more than six months for any reason (birth, work accident, military service, health problems, etc.) are provided with knowledge refresher training before they start working again.

All of our documents related to Occupational Health and Safety are stored in the corporate memory with the **SEC-CRM Quality & OHS** software module, which will be accessible to all our employees.

The **Support software** system used by our employees allows them to share any dangerous situation/actions they see with the Management Systems Directorate experts at any time they want.

Corrective actions are planned for shared risk and near-miss notifications.



CUSTOMER RELATIONS MANAGEMENT

Our expert staff creates value for our domestic and foreign capital customers as a reliable solution partner.

We always prioritize the satisfaction of our customers and take the necessary security measures in all our transactions, paying attention to the confidentiality of customer information.

Customer Data Privacy

We take care to process and protect all data in accordance with the Personal Data Protection Law No. 6698 (GDPR) and the ISO 27001 Information Security Management System.

Customer Satisfaction

According to Integrated Management System standards; a general customer satisfaction survey is conducted at least once a year.

The purpose of customer satisfaction surveys is to learn the opinions about the service we provide, to be aware of the existence of possible problems, to take actions to solve them, to take the necessary precautions to prevent recurrence and to maintain the **principle of continuous customer satisfaction**.

'Our main goal is to increase customer satisfaction and retain our current customers.'

Evaluation Process of Customer Satisfaction Surveys

A survey evaluation meeting is held with the Board of Directors, relevant Directors and Assistant Directors based on the Survey Results Report.

After the meeting;

The "Suggestions, Complaints and Thanks" and medium-poor evaluations included in the survey report are recorded in the CRM Calls Module by Customer Relations. A task assignment is made to the relevant person in order to initiate the necessary actions and meetings via the CRM Program. The call is closed by the person assigned the task within 48 hours at the latest by entering notes regarding the customer meeting, actions taken and solutions. A report is given to the Board of Directors, relevant Directors and Assistants regarding all meetings held and actions taken.

CUSTOMER RELATIONS MANAGEMENT

Client Testimonial

"Turkey's fast spinning customs regulation environment and developments in digital applications closely followed by DCS. They have provided us to adapt quickly to the changing requirements with proactive solutions. These properties have made them, one of the most reliable partners in their sector. I firmly believe that DCS will continue to be a strong business partner that gives our country the opportunity to take advantage of all the opportunities of technology in customs processes by enlightening our way."

Ergin Ersin Chief Logistics and Technology Officer

The overall customer satisfaction rate for 2023 was calculated as **4.61 / 5**.

Client Testimonial

Knowing that our success in foreign trade will be realized with a strong customs brokerage company that would stand behind us proportionally to our performance, we decided to work with DCS. Pioneering by merging digital transformation and the internet of things with foreign trade legislation, DCS reinforces technology with knowledge, experience and trust while embracing Kaleseramik's most needed principles fully: transparency and traceability. We will excitedly follow the steps they take in their journey from national to global and will continue to discover the services they will provide to their stakeholders both national and international platforms.

İhsan TURGUT Order Management and Import, Export Operations Manager

2022	2023	Change
4,59	4,61	+0,0,02
%91,8	%92,2	+%0,4

EVENTS

Logitrans, November 2023, İstanbul

Our Chairman of the Board Dr. Kenan Güler was among the speakers at the **“More Efficient Border Crossings on the Way to Better Connectivity”** session held within the scope of IRU’s 75th anniversary special event at the Logitrans Turkey Fair.



Logitrans, November 2023, İstanbul

The Use of Artificial Intelligence in **T1 and T2 Declarations - Transcode Experience Panel** was held.



MEMBERSHIPS

Memberships

- British Chamber of Commerce Turkey (BCCT)
- Bursa Association of Customs Consultants (BUGUMDER)
- Ethics and Reputation Association (TEID)
- Service Exporters Association (HIB)
- Istanbul Association of Customs Consultants (IGMD)
- İzmir Association of Customs Consultants (IZMGMD)
- Association of Signatories of the Global Compact
- Mersin Association of Customs Consultants (MERGUMDER)
- Turkish People Management Association Economic Enterprise (PERYON)
- Turkish Clothing Manufacturers Association (TGSD)

Organizations We Support

- Ahbap Association
- Association for Supporting Contemporary Life (CYDD)
- Darüştüfaka Society
- Turkish Education Volunteers Foundation (TEGV)
- Turkish Spastic Children Association
- Turkish Foundation for Combating Erosion, Afforestation and Protection of Natural Habitats (TEMA)
- United Nations Global Compact / UN Global Compact (UNGC)





DİJİTAL G MR H HİZMETLERİ A. .

We would like to thank all our stakeholders who continue to support our efforts to contribute to the Sustainable Development Goals and all our colleagues who contributed to this report.

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