

2021

Mikrogrup

Sustainability Report





As one of Turkey's leading software companies, we continue to work passionately to ensure that our stakeholders and customers in our business ecosystem, with our expertise of more than 33 years, obtain the highest value in their business processes. We believe that a better future is possible with the strength we derive from our core values and working principles. We are aware that the environmental and social problems brought about by the climate crisis should be handled with a holistic and solution-oriented perspective. We are aware of our responsibility regarding the role of technology for a sustainable tomorrow. We are pleased to share our first sustainability report, which includes our activities in 2021, and we would like to thank all our valuable stakeholders who support us in our sustainability journey.

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Introduction

Introduction

The Message From Our Executives

Dear Stakeholders,

2021, had been a year in which the consequences of the Covid-19 pandemic in our day to day lives were brought under control to a certain extent. We have left behind a period of both global and local crises, such as the ongoing effects of the pandemic, economic problems based on high exchange rates and inflation, and their effects on business processes. We understood the importance of creating a resilient ecosystem much better after the pandemic. We completed the year with strong financial performance and operational growth, where we achieved positive results through proactively approach and manage the risks and opportunities. We have accelerated our institutionalization with our technology and innovation-oriented investments, our ecosystem that we have grown thanks to our experience and competencies in the sector, and our product families that we have combined under the umbrella of Mikrogrup. One of the most important outputs of this year was the major step we took in our sustainability journey. While determining our ESG strategy with a holistic approach, we have shaped our strategic focus areas with the participation of all our stakeholder groups, and we have planned our actions to reflect and expand our ESG strategy to our operations. We will continue to follow up our planned activities at the Sustainability Committee, which we established this year.

Combining software service of “Big Enterprise” with the budget of “Small Enterprise”

We believe that the integration serves great transformations to make changes in technology. With this understanding, as Mikrogrup unified with our group companies, we question how we create value for our customers and our industry and how we can make our strengths that enable us to stand out in the industry more prominent in every step we take at Mikrogrup. We always aim to offer efficient business and fiscal management to SMEs (Small to Medium sized Enterprise) and micro business owners by providing “Big Enterprise” software services with “Small Enterprise” budgets.

Our Strategic Focus

The fact that the actions we take as a Mikrogrup have more than one return is a prioritization we make to increase our efficiency. In this context, we are working hard to expand cloud solutions and “autonomous accounting”, and to enable consultants to manage their businesses more effectively. Our strategic focus areas for micro to small scale businesses are easily accessible and secure financial services and meet the e-commercial needs of SMEs of different scales. We take it as our strategic priority to offer the solutions and services that our customers need in an integrated and effortless way with the cooperation ecosystem that we are building in the sector.

We Are Customer Obsessed

Change is inevitable for companies and the business that are in continuous development. We shape the value creation processes of our customers with the most innovative solutions to adapt our customers to business developments, and we create development opportunities for all our small to large-scale customers by eliminating the bottlenecks of existing systems. In this challenging year, in which we continued to develop affordable services and products so that our customers could manage their businesses and financials effectively, we increased the number of our customers and maintained our leading role in the sector. During the year, we offered affordable payment options to our customers while protecting our financial stability. As Mikrogrup, we diversified our product range and increased our R&D (Research and Development) expenditures, which we focused on to meet all kinds of needs of our customers and to grow in a sustainable way, by 62% compared to the previous year, reaching at 40 million TL.

Our Value: Our Employees

We are aware that all our achievements are the result of the motivation of our employees with high engagement, productivity, and satisfaction in a healthy work environment. In our interaction with our employees, we adopt a management approach that listens, understands, and supports them. Thanks to our company culture that we have established at Mikrogrup, we offer our employees a working environment where they feel at home and safe, values innovative ideas, encourages creativity and always supports them. The success of our employees is equivalent to the success of Mikrogrup. With this approach, we continued to develop our intellectual capital while meticulously conducting our training activities that support the personal and professional development of our employees.

As a result, we are again glad to receive the “Great Place to Work” certificate in line with our employees’ opinions.

A Fast-Growing Ecosystem

Our integrated ecosystem played the biggest role in the strong results we have achieved in return for our efforts to provide the highest standards of customer experience. As one of the fastest growing groups in Turkey, we have increased the number of our active customers to over 150 thousand with our expert team of more than 500 people and more than 400 business partners under the umbrella of Mikrogrup. To develop and grow this ecosystem, we continue to provide professional and personal certified trainings to hundreds of our employees, our partners and university students with our online training platforms, Akademikro and Zirve Akademi.

Our Support To Our Society

With our corporate citizenship principle, which is the basis of our corporate culture, we focus on contributing to our society and supporting social development. In this direction, we support the empowerment of women, universities, youth, and students with our volunteer-based projects that we carry out with the awareness of corporate social responsibility. We especially contribute to the development of our youth through our volunteer-based collaborations with non-governmental organizations.

Our Promise To Our Promise To The Future!

While publishing this report which demonstrates our work in the scope of sustainability and the roadmap of sustainability strategy on the 100th anniversary of the establishment of our republic, we promise that we will put forth all our efforts to leave a livable world to the young generations who will shape our future.

In the upcoming years, we will continue to develop efficiency-enhancing and environmentally friendly solutions, with our ambitious and motivation.

We hope you will enjoy reading our first sustainability report, which reflects our 2021 sustainability performance and sustainability goals, and we thank all our stakeholders who always support and inspire us to develop better.

Yours Sincerely,



E. Göktekin Dinçerler
Chairman of the Board and Executive President



Tunç Taşman
CEO

About the Report

GRI 102-50, 102-53, 102-54

As Mikrogrup, we have the responsibility of creating sustainable value for the business world and being a corporate citizen that contributes to the environment and society, in addition to our facilitating solutions and strong collaborations. With this sense of responsibility, we are proud to share our first sustainability report as an outcome of our efforts to develop the Mikrogrup ESG (Environmental, Social, Governance) Strategy, which we initiated this year.

Within our report, we include our strategic approach, activities and goals regarding environmental, social and governance issues. We present our sustainability approach under the headings of “Our Governance Structure”, “Our Employees and Our Culture”, “Our Customers, Collaborations and Ecosystem”, “Our Technology and Products” and “Our Environmental and Social Impact” in our report.

Our report has been prepared in accordance with the “core” application level of the GRI Standards, covering Mikrogrup’s activities and sustainability performance between January 1, 2021 - December 31, 2021.

We care about the feedback, questions and suggestions from all our valuable stakeholders about our sustainability report.

In this context, you can access our report at <https://www.mikro-grup.com.tr/tr/degerlerimiz/surdurulebilirlik> and forward all your feedback to us via the e-mail address esg@mikro-grup.com.tr



Highlights of 2021

Our Governance Structure

243 Million TL

Revenue

↑ 61% increase with respect to 2020

61%

Financial Growth

123 Million TL

EBITDA

↑ 56% increase with respect to 2020

20

Awards³

1,168

Total Hours of Ethics Trainings

Our Technology and Products

40 Million TL

R&D Expenditures

↑ 62% increase with respect to 2020

138

Software Developers

21

Number of Products

Our Environmental and Social Impact

20

Number of Collaborations with NGOs

6,200+

Members of Akademikro Online Training Platform

1

Number of Offices with Leed Platinum Certificate

Our Employees and Culture

450

Number of Employees¹

↑ 62% increase with respect to 2020

46%

Ratio of Women Employees

12

Number of Women Executives

26%

Organic Growth²

18

Number of Interns

1,633

Total Hours of Online Trainings

720

Total Hours of In-Class Trainings

Our Customers, Collaborations and Ecosystem

150,000+

Number of Active Customers

400+

Number of Total Business Partners

8.7

Customer Satisfaction Score

↑ 4% increase with respect to 2020

69.3

Net Promoter Score

↑ 14% increase with respect to 2020

¹ The number of employees was based on the end of the related year. Interns whose insurance is provided by their educational institutions are excluded.
² Calculated based on the employment requirements of Mikrogrup. Employments due to the acquisitions and mergers are excluded.
³ Total number of awards up to date

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Corporate Profile

Corporate Profile

Mikrogrup at a Glance

As Mikrogrup, we have been working diligently to ensure that our customers obtain the highest value from their business processes since 1988. We offer solutions and services that always prioritize the needs of our customers with our experienced and competent team and business partners spread across the country.

We are one of Turkey's leading providers of accounting and corporate business software focusing on SMEs and financial advisors. As one of the fastest growing groups in Turkey, we provide services to more than 150 thousand active customers by developing solutions that enable them to manage their finances and businesses, with our expert team of more than 500 people and more than 400 business partners under the umbrella of Mikrogrup.

The story of Mikrogrup's becoming a group began in 2017 when funds mentored by Turk Ventures Advisory Limited and Earlybird Venture Capital invested in Mikro Yazılım through Dash Software BV.

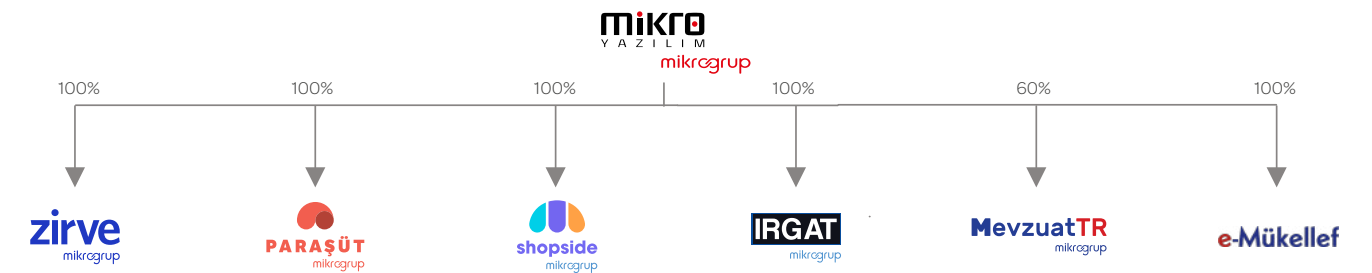
In the following years, we included Zirve Yazılım, Paraşüt Yazılım, MuhasebeTech, Shopside, MevzuatTR and E-Mükellef to our group. Today, we have become one of the leading accounting and corporate business software players in Turkey with its comprehensive product family and clear roadmap in the field of SaaS/Cloud.

We are proud of our growing business ecosystem thanks to our technology and innovation-oriented investments and our experience and competencies in the sector. We put our sustainability approach at the center of this expanding ecosystem and, we aim to continue the solutions we offer to our customers and stakeholders with the awareness of creating value, efficiently. We continue to work harder to develop products and services that will make their lives easier by offering end-to-end solutions for SMEs and financial advisors with all our product families united under the umbrella of Mikrogrup, to contribute to society, and to maintain our operations and success in the sector.

We develop end-to-end solutions to meet the needs of our customers.



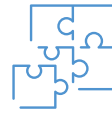
Mikrogrup Capital Structure





Our Purpose

Blazing a trail in managing and growing business and financials of SMEs and micro business owners' by allowing them to use "large company" software and services with "small company" budgets.



Our Core Values



Reliability



Responsibility



Sensitivity



Security



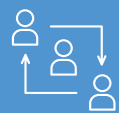
Compliance with
legal conditions



Customer
obsession



Our Working Principles



Synergy

We shall be virtuous and inspiring. We blend in, we become a part of it.



Courage

We see opportunities and expand our impact. We remark, "Not enough," and keep going.



Passion

We begin with the customer and conclude with the customer. We produce results by reflecting our passion.

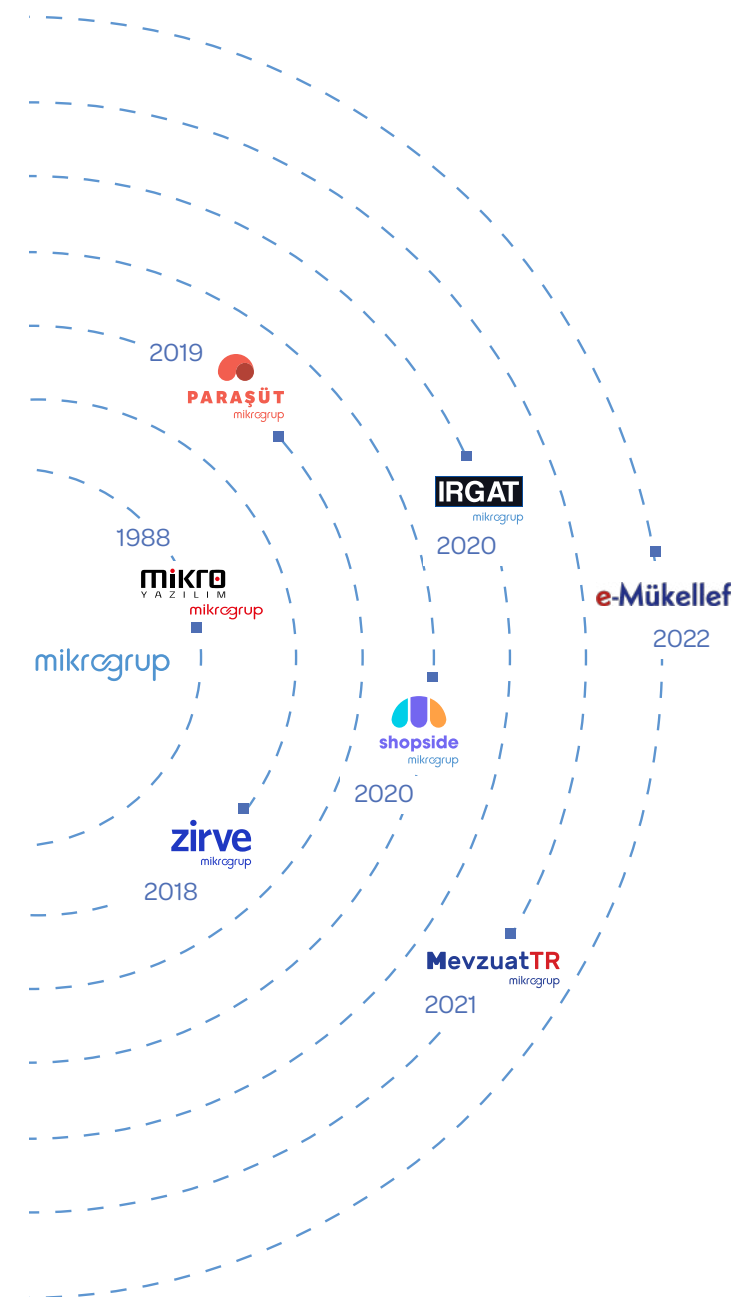


Leadership

We motivate and energize. We guide and take the lead.

Our Products and Solutions

Mikrogrup products are designed to meet the needs of SMEs and financial advisors throughout their lifecycle.



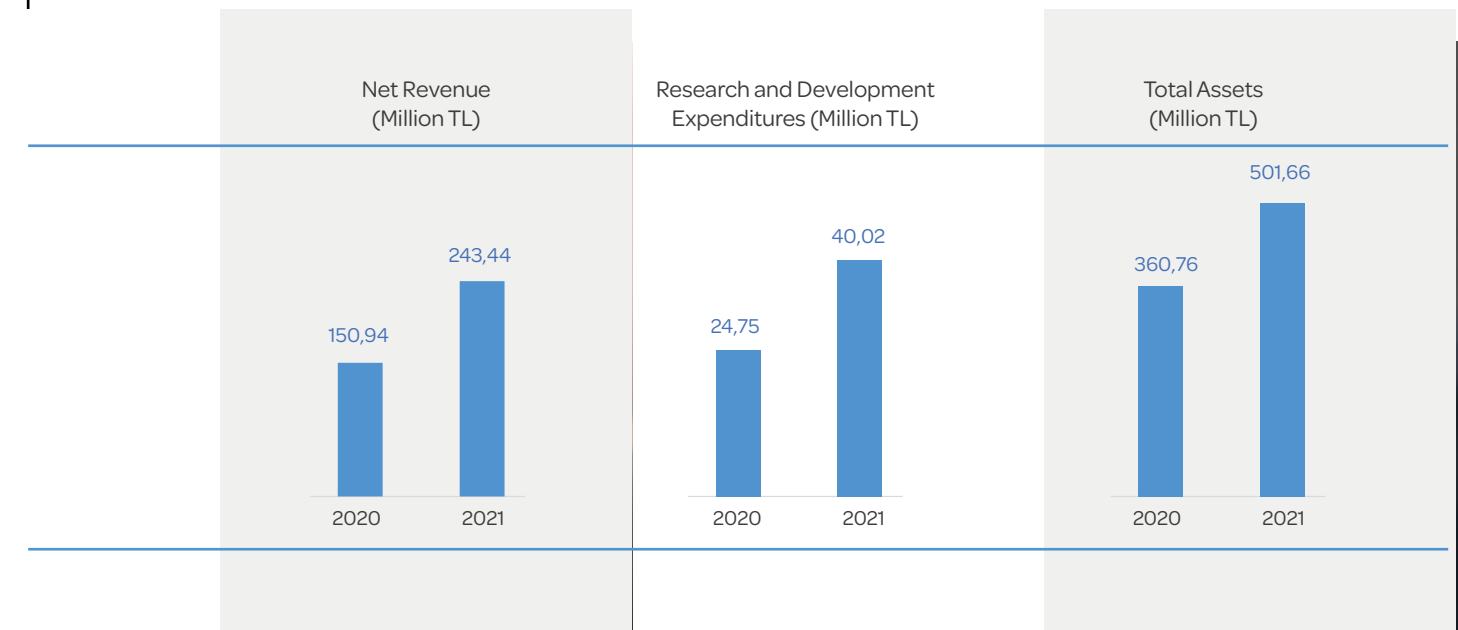
As Mikrogrup, we work decisively to provide comprehensive and professional solutions to our customers with our experience of more than 33 years. With our customer-obsessed working understanding, we design and organize our entire organization, including the decision-making mechanism and business processes in our products and solutions, according to the needs, wishes and satisfaction of our customers. We foresee the needs and requests of our customers, meet them accurately and quickly, and make their lives easier.

You can visit our website to get detailed information about our products and solutions.
<https://www.mikro-grup.com.tr/tr/urunler-ve-cozumler/ihityaca-gore>

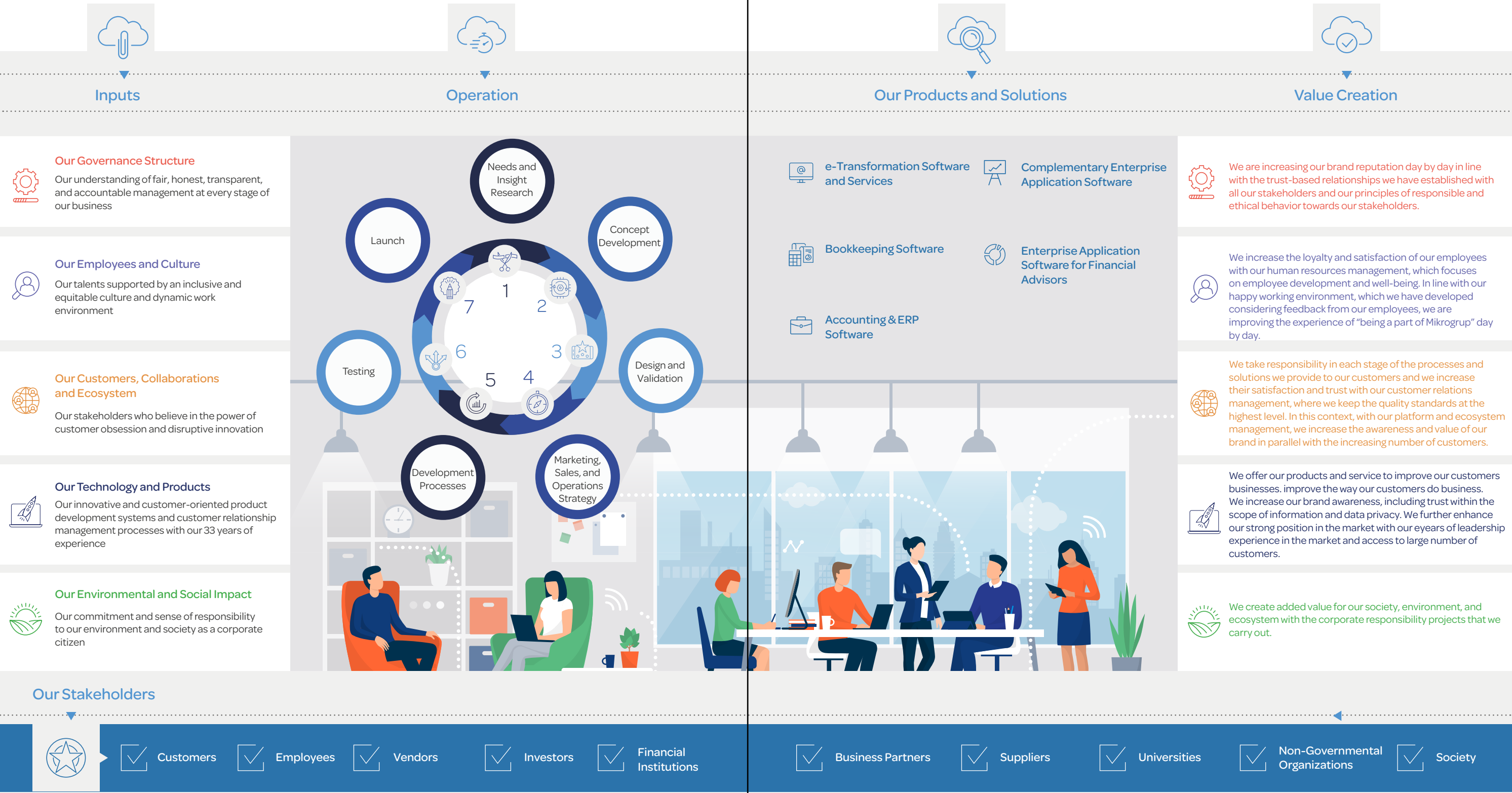
Our Financial Performance

As Mikrogrup, we continued to grow financially while continuing our uninterrupted and high-quality services to our customers in 2021. While reaching a net revenue of 243 million TL in 2021, we achieved a 61% growth compared to the previous year, 2020.

We kept generating revenues during the reported period and our group reached TL 502 million in total assets and TL 263 million in equities as of the end of 2021. As Mikrogrup, we diversified our product range and increased our R&D expenditures, which we focused on in order to meet all kinds of needs of our customers and to grow in a sustainable way, in 2021 by 62% compared to 2020, reaching 40 million TL.



Our Value Creation Model



Our Sustainability Management

As Mikrogrup, we help companies especially SMEs and micro-scale enterprises, to grow and manage their operational and financial performance, and accordingly, we contribute to the business world and sustainable growth. We continue to maintain our reliable corporate identity with policies and practices that support employee and ecosystem development, manage environmental and social impact responsibly, act ethically and authentically and adopt a corporate governance approach, in line with our Mikrogrup goals and values.

In this direction, we started our work in 2021 with the decision we made to create our Mikrogrup ESG Strategy. We have shaped our ESG strategy within the scope of the outputs of our prioritization studies, in our journey that we started by being evaluated in the Moody's ESG Rating index. We shape our Mikrogrup ESG strategy in the focus areas of **"Our Governance Structure", "Our Employees and Culture", "Our Customers, Collaborations and Ecosystem", "Our Technology and Products"** and **"Our Environmental and Social Impact"**.

Our Materiality Analysis

We conducted a comprehensive stakeholder analysis process to identify the priorities we need to focus on in the field of sustainability. During this process, we determined the priorities of the stakeholders in accordance with the AA1000 Stakeholder Engagement Standard and evaluated the future strategies of Mikrogrup.

1 Global Trend and Environmental Analysis

In line with understanding global sector trends and examining sustainability frameworks, we conducted benchmark analysis based on sectoral best practices.

2 Internal Evaluation

We evaluated the potential priority issues determined from the external trend and environmental analysis study at the meeting attended by the General Manager and created a list of priority issues for the Mikrogrup.

3 Internal and External Stakeholder Analysis

We reached a total of 282 stakeholders and received their evaluations through the online survey we conducted with internal and external stakeholders on the list of material issues for the Mikrogrup.

4 Senior Management Evaluation

We evaluated all analysis results at the meeting held with the participation of the Board of Directors and Executive Board Members and identified High Material and Material Issues.



As the first step of our Mikrogrup Materiality Analysis process, we evaluated the sectoral megatrends that are determinant in the global agenda through literature review. We analyzed the priority focus areas for our sector by following the industry materiality map studies conducted by SASB (Sustainability Accounting Standards Board). We have identified potential material issues for Mikrogrup by including international best practice examples in our work with benchmark analysis. Our second step was to identify the Mikrogrup key stakeholder groups. In this scope, we have identified **“Customers, Employees, Investors, Solution Partners, Distributors, Suppliers, Associations and Non-Governmental Organizations, Universities and Financial Institutions”** as key stakeholder groups. We conducted a materiality survey with our key stakeholders via an online survey and received their evaluations in line with their expectations from Mikrogrup.

You can reach our Communication with Our Stakeholders Section in the Appendices section.

We received Mikrogrup Senior Management evaluations in coordination with the key stakeholder group survey. Accordingly, our Senior Management evaluated the materialities from the perspective of Mikrogrup’s business strategy. In the last step of our analysis, we evaluated all the results and finalized the high-priority and priority issues with the participation of the Board of Directors and the Executive Board Member, who led the construction of the ESG strategy.

We share our high material and material issues with our stakeholders through the **“Mikrogrup Materiality Matrix”**.



Sustainability Governance

All sustainability activities at Mikrogrup are managed by the Sustainability Committee. The task of our committee is to evaluate risks and opportunities in environmental, social and governance related areas, to follow and analyze sector-related sustainability issues, to determine the ESG strategy of the organization and update it when necessary, to carry out projects to achieve the determined ESG targets, to coordinate inter-departmental communication on ESG issues within the group, and to report the results obtained from all studies to the Mikrogrup Senior Management.

The committee is led by the CEO of Mikrogrup. It also includes a Member of the Board of Directors and Executive Board, CFO, CHRO, Risk Management and Internal Audit Director and Marketing Director.

Our Sustainability Strategy

Related Theme	Contributed SDGs	Material Topic / Our Sustainability Goals	Target Term	Relevant Stakeholder
 Our Governance Structure	 	Corporate Management		
		Structuring in accordance with Corporate Governance Principles.	Short Term	
		Establishing working groups structured under the Sustainability Committee.	Short Term	• Employees • Customers • Investors • Vendors • Financial Institutions • Business Partners • Society
		Ethics, Anti-Corruption and Transparency		
		Conducting informative activities to disseminate the Mikrogrup Ethical Principles across our entire ecosystem.	Short Term	
		Carrying out studies such as training-communication once a year to use ethical lines and to raise awareness.	Always	
		Providing our stakeholders with a behavioral condition in accordance with the Mikrogrup Ethical Principles in all our business contracts.	Always	
		Providing our employees with a behavioral condition in accordance with the Mikrogrup Ethical Principles in our employment contracts.	Always	
		Risk and Opportunity Management		
		Maintaining continuous improvement by reviewing the current risk management program annually.	Always	
 Our Employees and Culture	 	Employee Development		
		Increasing the employment of interns and the rate of transition from internship to staff with the internal training approach we have adopted.	Short Term	
		Carrying out studies on the determination and development of career planning and competencies suitable for certain positions within the company specific to individuals and positions, following the rate of internal fill of our expertise and leadership positions, and aiming to fill at least 80% of our positions with our internal candidates.	Mid-Term	
		Enhancing our employees' performance and business outputs by increasing the budget allocated to education.	Short Term	
		Providing ESG and Corporate Social Responsibility training to employees, organizing seminars to increase their awareness, and ensuring total ownership of all company employees by keeping ESG action targets in company targets.	Short Term	
		Organizing a sustainability event to raise awareness of sustainability in all our employees.	Short Term	
		Employee Engagement		
		Improving the Employee Satisfaction and Engagement scores.	Short Term	
		Continuing our work within the scope of the Cultural Ambassadors Program and focusing on Employee Satisfaction and Engagement outputs together with our Cultural Ambassadors.	Short Term	
		Establishing sustainability working groups with our volunteer employees.	Mid-Term	
		Equality, Diversity and Inclusion		
		Increasing the ratio of women employees by continuing our women empowerment oriented projects.	Mid-Term	
		Creating a Diversity Policy.	Mid-Term	
		Increasing the ratio of female employees in R&D and STEM roles.	Mid-Term	
		Raising awareness by participating in Barrier-Free Career Days.	Completed	
		Employee Health, Safety and Wellbeing		
		Carrying out studies on establishing a management system with a common and equal scope in all locations within the scope of OHS.	Short Term	
		Conducting trainings to increase the awareness of our employees on workplace OHS, ergonomics and stress management.	Short Term	
		Maintaining our zero accident and zero occupational disease rate.	Always	
		Human Rights		
		Continuing our efforts to protect human and employee rights within the scope of our Mikrogrup Code of Ethics.	Always	
		Within the scope of the Cultural Ambassadors Program, continuing the analysis studies in which we understand the expectations of our employees through the outputs of the GPTW survey studies and the comments received in the feedback survey, and conveying our positive or negative answers to all employee expectations.	Always	
		Entrepreneurship		
		Continuing to support entrepreneurship projects.	Always	

Related Theme	Contributed SDGs	Material Topic / Our Sustainability Goals	Target Term	Relevant Stakeholder
 Our Customers, Collaborations and Ecosystem	 	Customer Obsession		
		Developing our customer relations further by conducting our Customer Satisfaction and Engagement surveys every year and implementing our action plans.	Always	• Customers • Vendors • Business Partners • Suppliers
		Suppliers		
		Establishing Supplier Rules and Procedures.	Short Term	
 Our Technology and Products	 	Data and Product Safety		
		Providing training to our employees and the companies we cooperate with to raise awareness of data and product safety.	Always	
		Data and Customer Privacy		
		Providing training to our employees and the companies we cooperate with to raise awareness of information and customer privacy.	Short Term	• Employees • Customers • Vendors • Business Partners
		Responsible Products and Intellectual Property		
		Providing intellectual property awareness training to our employees.	Short Term	
 Our Environmental and Social Impact	 	Digital Transformation and R&D		
		Increasing the number of employees and the ratio of female employees in R&D and STEM roles	Short Term	
		Climate Change and Environmental		
		Reducing the energy and emission intensity	Mid-Term	
		Creating a positive environmental impact by continuing our environment-oriented projects within the scope of Corporate Social Responsibility programs	Always	• Non-Governmental Organizations • Society
		Corporate Social Responsibility		
		Increasing the number of our projects in the areas we focus on within Corporate Social Responsibility programs	Always	

Short Term 0-1Year
Mid-Term 1-3 Years



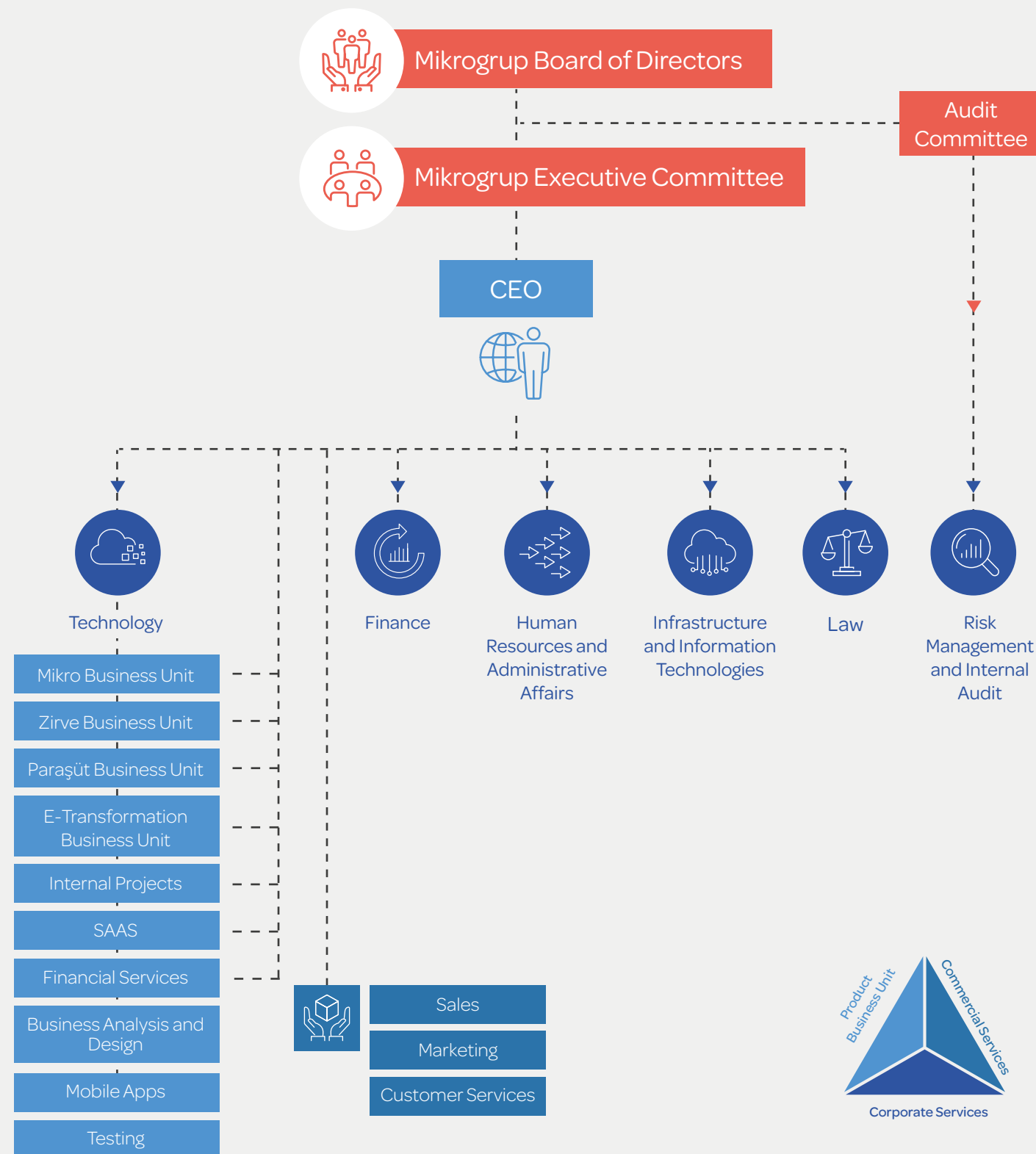
Our Governance Structure

Our Governance Structure

Corporate Management

As Mikrogrup, we adopt a fair, responsible, transparent and accountable corporate governance approach. This understanding is one of our foundations that spread from Mikrogrup to all our product families united under the umbrella of Mikrogrup. Accordingly, we monitor risks and opportunities, actions taken and targets set at the level of the Board of Directors.

Corporate Management



Mikrogrup Board of Directors

Mikrogrup Board of Directors, elected by the General Assembly on May 25, 2021, consists of 5 partners and 1 non-partner member and a total of 6 members. The duties of the Chairman of Mikrogrup Board of Directors and the Chairman of Mikrogrup Executive Committee, which are positioned at the highest level of execution, are carried out by the same person. Members of Mikrogrup Board of Directors take part in the Boards of Directors and Executive Committee of our product families. The term of office of the Board of Directors is three years. Each member of the Board of Directors has one vote.

Information about the Chairman of Mikrogrup Board of Directors, Vice Chairman of Mikrogrup Board of Directors and Board members taking part Executive Committee are given in below. You can find the biographical information of our Board members on [our corporate website](#).

Board Meetings

Mikrogrup Board of Directors (BoD) meetings are held monthly at the end of each month. Attendance to the meeting is 100% without exception. The planning of these meetings is currently done at the beginning of the year and is included in the information and agenda of the entire BoD at the beginning of the year. The agenda for the next month's BoD meeting is planned with the BoD's at each month's meeting, in line with the information received from the Executive Committee and the guidance of subject matter experts. These agenda items, which are planned at the monthly meetings, are notified in writing to the BoD after the meeting, with the

meeting minutes prepared by the BoD Secretary. At the monthly BoD meetings, the BoD Secretary is notified in writing to the BoD with the meeting minutes, in which he prepares the meeting outputs and the agenda of the next meeting. Approved action plans by the Board of Directors are communicated to our business units through the Executive Committee.

A total of 12 meetings were held in 2021, and the attendance to the meetings was 100%.

Mikrogrup Executive Committee

Mikrogrup Executive Committee consists of Mikrogrup Board members and former founding partners of Mikro Yazılım affiliates Zirve Yazılım and Paraşüt Yazılım on Board of Directors.

The main function of Mikrogrup Executive Committee is to provide sustainable quality and sectoral leadership in line with Mikrogrup mission from the perspective of both shareholders and former founders. In addition, it provides guiding support for the company to fulfill its short, medium and long-term strategic goals determined to provide reliable and high quality service developed in line with the needs of our customers.

You can find detailed information about our Executive Board on [our corporate website](#). Three of the 12 members of our Executive Committee are women.

Our Board of Directors



**Esat Göktekin
Dinçerler**

Chairman of the Board
Executive President of Mikrogrup



**İzzet Murat
Sakarya**

Vice Chairman of the Board



**Aziz
Taşdemir**

Member of the Board



**Mustafa Barış
Seven**

Member of the Board



**Alpaslan
Tomuş**

Member of the Board
Executive Member of Mikrogrup



**Mehmet Selçuk
Atıcı**

Member of the Board

Committees of the Board of Directors

In order for the Board of Directors to fulfill its duties and responsibilities effectively, the Audit Committee monitors the functioning and adequacy of accounting, financial reporting and internal control systems, and effectiveness of independent auditing throughout the year.

Since the Mikrogrup is not a public company, it is not subject to the Capital Markets Board legislation. For this reason, there is not yet a developed Board of Directors Committee structure in Mikrogrup. On the other hand, we are taking steps to transition to a committee structure in line with Corporate Governance Principles in order to create a sustainable governance culture.

Audit Committee

The Audit Committee was formed and started to operate with the establishment of the Risk Management and Internal Audit Directorate in early 2021. The committee consists of independent members from the company management level, in accordance with IIA (Institute of Internal Auditors) standards. In addition, the Committee presents the issues to the Board of Directors when necessary. Directions for key issues and concerns are shared by the Audit Committee with the Executive Directors (implementation) and the Risk Management and Internal Audit Department (oversight). The latest status of the actions taken is transferred to the Audit Committee by the Risk Management and Internal Audit Directorate.



Risk Management and Internal Audit

We believe that it is possible the existence and operations of the Mikrogrup continue uninterrupted with reducing the costs of possible losses, turnover and profitability stability, sustainable growth, fulfilling corporate social responsibilities, complying with legal regulations, creating the highest possible value for stakeholders, and all kinds of risks faced by the company in the sector and the right management in line with its strategies.

As Mikrogrup, we transparently identify and track our Group-wide and Group Companies risks by the Risk Management and Internal Audit Department and establish the control environment for taking the necessary actions.

Our enterprise risk management program ensures that the important risks of the companies are defined, the control processes are evaluated, these risks are managed with appropriate processes and the action plans are followed to reduce the risks to acceptable levels. In this direction, it considers opportunities as well as threats during enterprise risk management, and ensures that threats and opportunities related to the decision area are taken into account in the decision-making processes. We shared the details of the program including the roles and responsibilities within this scope with our Group employees as a procedure.

Within this framework, every department and employee within the Mikrogrup is responsible for managing risks. While managing risks; they proceed in line with the strategic goals and risk appetite of the Mikrogrup, with one of the options to reduce, share (transfer), accept or avoid risk. In this way, we operate our enterprise risk management program based on the priority of the law, in compliance with the legal requirements. We keep group risks in the “Corporate Risk Inventory” and report and update them to the Senior Management at the Audit Committee meetings we hold periodically.

Within the framework of our risk management program, besides traditional risk points such as financial, reputational, operational, strategic and compliance risks, there are also non-financial risk elements such as technology, information security, social, environmental and ethical. As Mikrogrup, we prioritize the management of risks that will prevent the continuity of our business in order to deliver all our services to our customers without interruption, to ensure the continuity of customer satisfaction and to ensure that our employees continue to work in a safe and healthy work environment. We evaluate risks related to business continuity within the scope of ISO 22301 Business Continuity Management System. In this scope, we identify all possible threats that have the potential to hinder the continuity of operations and implement practices that will minimize or completely eliminate these threats.



Ethics, Anti-Corruption, Transparency and Competitive Behavior

As Mikrogrup, we adopt an honest, impartial, inclusive and transparent stance. We act ethical in competition, supportive in diversity, respectful of all kinds of life and aware of its responsibility towards society.

In this context, we have published the **“Mikrogrup Ethical Principles Guide”**. We aim to disseminate our ethical rules among our solution partners and stakeholders, whom we come into contact with in all of our business processes. Our code of ethics is a statement that sets out our principles, brings us together, determines our boundaries and allows us to act by protecting the same values.



Mikrogrup Ethical Principles

1. We respect human rights.
2. We comply with legal requirements.
3. We prevent bribery, corruption and conflicts of interest.
4. We protect all confidential and internal information.
5. We comply with competition principles.
6. We provide and encourage a healthy and safe working environment.
7. We are aware of our employee responsibility principles.
8. We are conscious of the use of social media accounts.

As part of our ethical approach, we focus on complying with the law under all circumstances, standing against all forms of discrimination and respecting human rights. In our company, we do not tolerate any acts contrary to any behavior framed within the scope of Mikrogrup “Ethical Principles Guide”.

We have created the “Mikrogrup Ethics Line”, where our employees are obliged to report any behavior that violates our company’s ethical code of conduct, without any worries.

With the aim of adopting the Mikrogrup Ethical Principles by all our employees and spreading the ethical culture in our organization, we established the **“Discipline Committee”** under the Board of Directors. The committee is also responsible for identifying and evaluating or unethical practices. In this regard, all notifications to the Mikrogrup Ethics Line are followed up by the Internal Audit Unit, and when necessary, they are handled meticulously and impartially within the scope of the investigation. The results of the investigation are reported to the Disciplinary Committee.

Following the launch of the Mikrogrup Ethical Principles Guide and Mikrogrup Ethics Line, we conducted ethics training with our employees and explained the operation of the Ethics Line. 292 employees attended the 4-hour ethics training, where we created employee awareness within the scope of our corporate code of conduct.

In 2021, there were no cases of corruption or anti-competitive behavior within the scope of our company’s activities. Internal audit studies regarding the vendor management process were carried out in 2022, and necessary process reviews were carried out in accordance with the Law on the Protection of Competition regarding vendors. No detection of non-competitive behavior was found in the audit results.





Our Employees and Culture

Our Employees and Culture

Employee Engagement

We are aware that all our achievements are the result of the motivation of our employees with high engagement, productivity, and satisfaction in a healthy work environment. Thanks to our friendly company culture, we offer our employees a working environment where they feel at home and safe. Our working environment values innovative ideas, promotes creativity and always encourages them.

We are a close-knit family, in which the business power comes from its employees who are supported by each other. In this context, we adopt a business understanding that is high in cooperation, willing to learn and teach, and embraces diversity. We value the new ideas of our employees and share the passions of our teams to produce courageous, innovative and creative solutions. In this sense, we discover together the ways to make the career development of our employees enjoyable with our “Labtime” project, which is carried out between teams throughout Mikrogrup.

We are aware of the importance of receiving feedback from our employees in order to examine, understand and improve our areas open to improvement in all aspects. In this direction, we continue our efforts to improve the working environment and conditions we provide with our volunteer committee “**Cultural Ambassadors**”. Thanks to the meetings held periodically, we get feedback from our employees in a wide range from health and safety to working conditions, from training and career development to corporate social responsibility issues and determine their needs and wishes.

Our Human Resources department regularly monitors the work within the scope of the “Employee Feedback Survey”, which our employees can fill out on any subject they wish, monthly. Our team carefully evaluates the suggestions, requests or complaints received within the framework of the survey and plans actions regarding these issues. We inform all our employees about the actions. We remind our employees monthly to increase their participation to the survey.

We develop active strategies for the issues to be resolved by conveying the findings obtained from the surveys to the Human Resources department, the Senior Management and the Executive Board. In addition, with the open communication model we support, we receive requests, complaints, and feedback from our employees directly to the relevant managers and human resources officers via the communication channel they prefer, either by e-mails, phone calls or in-person meetings.

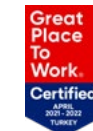
Within the scope of our efforts for the engagement and satisfaction of our employees, we determine a motivation budget per employee each year. We support our managers to use the determined budgets for inclusive, creative and team spirit activities.

Being a Mikrogrup Member Means:



We monitor the perceptions of all our employees regarding our organizational culture and their participation in decision processes, which have a significant share in this perception. We enable our teams to realize the importance of their participation in management decisions through regular weekly meetings within the scope of different business groups within our organization.

In all our business processes, we focus on maintaining trust among our employees and building strong connections between employees and Mikrogrup based on trust. In line with our corporate culture, while integrating our working conditions and model into the new normal, we adopt an understanding that offers spaces for our employees to express themselves freely and flexibly and discuss their decisions with their managers.



In this sense, we were entitled to receive the “**Great Place to Work**” certificate in 2021 thanks to our efforts on developing healthier, joyful, and productive working environment.

We aim to develop employee participation surveys to measure the satisfaction of our employees, to monitor their reflection on our corporate culture, and for the related decision processes of our management. In addition, our aim is to achieve sustainable high performance and business results by creating a work environment that keeps the motivation of our employees at the highest level.

Employee Development

As the biggest supporter of our employees, we contribute to their professional and personal development to improve their competencies and support their career planning. In this direction, we have a working understanding in which our employees can fully use their potential, demonstrate their existing competencies and talents, and develop their competencies by discovering their areas of improvement.

As part of our talent management, we contribute to the professional and personal development of all our employees.

With our human resources approach that embraces equal education opportunities, we offer our employees a roadmap that shows all positions and career paths in the company on their career development journeys.

Our human resources department provides information about career steps and coaching opportunities within the framework of this roadmap to our employees so that they have more detailed information on issues such as promotion and trainings.

We carry out processes such as new job positions or promotions within the department, transfer to another department and transfers between group companies, (depending on the company needs), by focusing on our current company employees in line with the career roadmap. We monitor the competencies, abilities, and performances of our employees with our human resources evaluation systems. Thanks to these evaluations, we are able to provide transparent and fair feedback to our employees.



Thanks to our technological infrastructure, which is at the core of our business, we offer online trainings to all our employees under the umbrella of our structured learning and development platforms “Akademikro” and “Zirve Akademi”. With Akademikro, an e-learning platform specially designed for our company, our employees as well as our partners’ employees and university students, we provide training contents which we have developed and updated specifically. Within the scope of Akademikro, which includes specialization trainings in 9 different fields, including the basic levels, we offer our employees, our channel partners’ employees, and university students the opportunity to access the platform whenever and wherever they want. With an efficient and effective learning process, we offer our stakeholders a platform that will benefit in their businesses with over 700 online training content, more than 300 hours of training time and online certificate opportunities. With Zirve Akademi, which is under the roof of our training platforms, we offer a wide range of contents to our employees, such as our product trainings, trainings on recent developments and personal development trainings. In addition, we increase the number of our agreements with various e-learning platforms that all our employees can access. In addition to the skills required by the position our employees are in, we care about our employees’ access to trainings and certifications in the areas they want to improve themselves or in the areas they are interested in. The details about our academic education platform can be found in the “Our Customers, Collaborations and Ecosystem” section.

Within the scope of the trainings given to all our employees, we conducted a total of **1,633 hours of online** and **720 hours of in-class training** in 2021. In this direction, we aim to continue to shape our trainings according to both our professional needs and the wishes of our employees. We are planning to provide each of our employees more than 30 hours of training in the next period.

In 2021, we provided
1,633 hours of online
720 hours of in-class training
to our employees.



The trainings we offer to our employees under the umbrella of Akademikro:

- ☒ Technical Trainings
- ☒ Program Trainings
- ☒ Personal Development Trainings

The trainings we offer to our employees under the umbrella of Zirve Akademi:

- ☒ Excellence in Business
- ☒ Self Awareness
- ☒ Personal Excellence
- ☒ New World Skills
- ☒ Excellence in Management

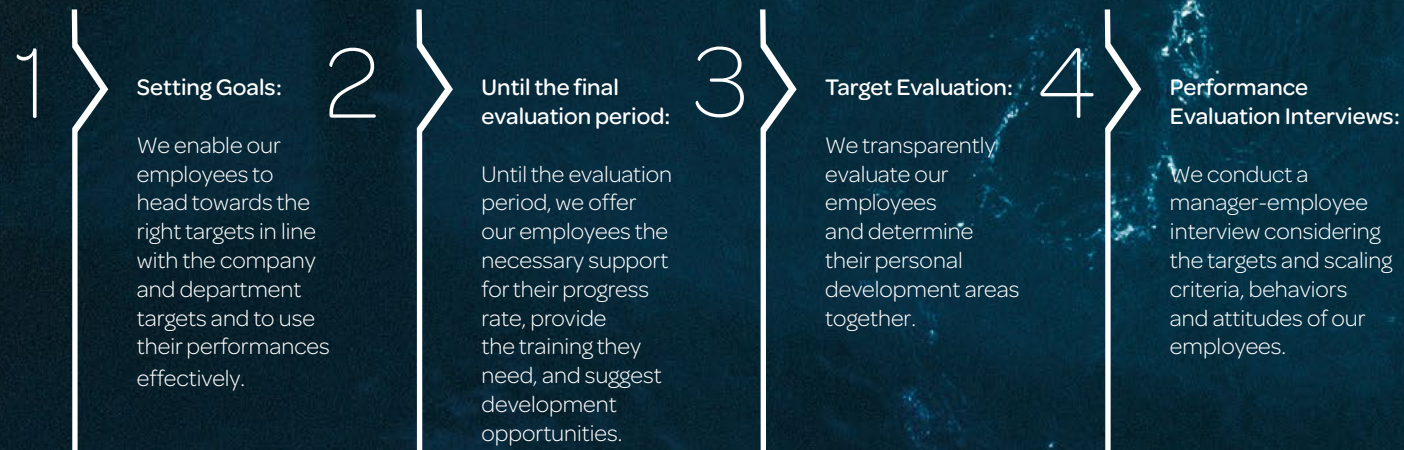
As Mikrogrup, we value the outputs of every effort to continue our business with high quality and standards. We support our employees in their career journeys with regular, open, and constructive feedback. In this direction, we work to guide all our employees to success with our performance evaluation system based on the Objectives and Key Results (OKR) approach. With our performance evaluation system, we aim to reveal the distinctive performances of our employees and to improve business results. We involve all our employees in goal setting and evaluation processes to increase employee experience. Thus, when the target setting period begins, employees work on their targets and evaluate them with their managers. When performance evaluation and feedback negotiations begin in line with the determined targets, the employees determine the status of their own targets and share them with their managers. After the manager provides his/her own views to the process, the final performance score is determined and reported. We ensure the compliance of our employees’ performance scores once a year with the approval of our general manager. We always track the process with our human resources department.

In addition to the evaluation results based on the Objectives and Key Results (OKR) approach, we proceed with the performance and potential matrix in our future studies on the competencies and potential areas of all our employees on an individual scale. We shed light on the Mikrogrup talents and leadership competencies of our employees with performance and potential evaluations, function, and role-based executive meetings. Following the meetings with the managers, we identify our potential leaders for different functions and positions. By providing training and development support to our determined candidates, we consider their assignments in managerial roles as a priority.





Process steps of performance evaluation system;



Adaptation Process of Our New Employees

Preparations for Employment in Mikrogrup

After our new employee accepts the offer, we determine the start date together. With the completion of the paperwork processes, we start our 'Buddy' program and support our employees to have an easier adaptation process. We offer a 'Welcome Package' to all our new employees before the first day of employment.



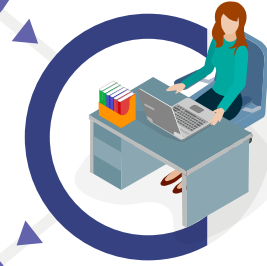
First Week Evaluation

At the end of the first week at Mikrogrup, we send an evaluation questionnaire to get feedback from our employees.



First Day at Mikrogrup

We make an orientation presentation to our employees who have started their first day at Mikrogrup with joy. We provide inventory delivery and device installation with our IT team. We send all the information that our employee may need by e-mail beforehand. In addition to our training process starting from the first day, we offer the necessary guidance for the trainings expected to be completed by the end of the sixth week.



The Sixth Week Evaluation

We send an evaluation questionnaire and feedback form to both our employees and their manager by our Human Resources department in the sixth week.



Trainings

We provide the follow-up of the trainings that start from the first day at Mikrogrup and are an integral part of our company culture. In addition to the Personal Data Protection Law (KVKK), Occupational Safety and Health Training (OHS) and information security trainings, we offer our new employees access to many trainings, especially basic accounting training, Mikrogrup products training, function-based trainings, and personal development trainings.



Senior Management Evaluation

After six weeks, we organize an event with our employees whose evaluations are positive.



Happy Mikrogrup Employee whose Adaptation Process has been Completed

We provide many training opportunities to our employees, who have completed the adaptation process, according to their professional, operational, personal and interests throughout their career journey. After the adaptation process, we support each of our employees with continuous development opportunities to use their talents and creativity at the highest level according to the business needs of not only today but also tomorrow.



Employee Health and Wellbeing

As Mikrogrup, we strive to provide and protect a safe and professional working environment for all our employees in prosperity. We proceed in accordance with our company Social Policy principles to protect our employees from possible direct or indirect negative impacts within the scope of our activities. We ensure that safe and healthy working conditions are followed in all our business units by fully fulfilling the relevant laws and regulations of occupational health and safety (OHS). We care about our employees working in a healthy, clean, and bright working environment. To keep desired working environment, we periodically perform all technical maintenance and repairs such as regular office cleaning, air conditioning and heating systems. In order to minimize possible health risks in our offices, we regularly complete office indoor measurements that must be done in accordance with OHS rules such as thermal comfort, lighting, ambient noise and personal noise exposure measurements.

We carry out risk analyzes to prevent possible accidents in our working environment. In addition to the potential risks identified, we regularly review our emergency action plans against disasters such as earthquakes, fires, and floods. Emergency teams submit reports to the OHS officials determined in Mikrogrup family companies to make risk assessments and take necessary measures. In addition, our company's OHS specialist, workplace physician and employer's representative come together and make decisions about the actions and processes that need to be done and include these decisions in the company's OHS records.

For all kinds of health and office safety issues of our employees, our occupational physician visits during working hours on weekdays in our office located in Istanbul Technical University (ITU) Teknokent. At our ITU Teknokent office, our specialist responsible for occupational safety visits the office once a month. Occupational physicians and occupational safety specialists continue their office visits once a month at our other locations.

We use smoke detectors, fire alarms and fire extinguishing systems in our offices located in buildings managed by professional facility management. We take care that our related systems comply with the technical specifications requested by the facility management. These systems in the building where our business units are located are directly connected to the main panel of the building management, as in all other offices, and in case of any warning or negative situation, the main controller is informed. In our office, there are FM200 fire extinguishing systems for IT/server room and electrical panel rooms, which are controlled and checked periodically within the scope of maintenance programs. In addition, we placed 18 KKT (dry chemical powder) fire extinguishers in our offices in 2021 in compliance with the occupational safety and health regulations.

We determine our training needs within the scope of legal regulations and company requirements, and we prepare detailed training programs accordingly. We ensure that all our employees and stakeholders receive mandatory occupational health and safety trainings under the coordination of OSGB. We provide



these trainings, which start during the orientation process of our employees. This trainings are mainly **“Basic Training”, “Search, Rescue, Evacuation and Protection Training”, “Fire Fighting Training”, “First Aid Training” and “Covid 19 and Pandemic Diseases Training”**.

According to 2021 data, we provided a total of 1552 hours of digital and face-to-in-person trainings to all our employees on occupational health and safety throughout the year. The average OHS training hours per person recorded as 8 hours.

We regularly evaluate our performance in the field of occupational health and safety. In our activities, we ensure to track OHS performance indicators such as the number of accidents, the number of occupational diseases and absenteeism due to work accidents. We present the details of the mentioned performance indicators in the “Social Performance Indicators” section.



We regularly inform our employees, who are the most valuable members of the Mikrogrup family, about the fight against the pandemic and measures against diseases.



In 2021, we worked hard in our adaptation processes to the changes brought by the pandemic, considering the needs of our employees. During the Covid-19 pandemic, where the importance of physical, mental, and psychological health becomes clearer, we have provided our employees with information about Covid-19 and pandemic diseases, stress management, awareness and motivation from diverse sources.



Mikrogrup, Fonex Şirketler Bowling Liginde 3. Sıradalı

Şirketler arası bowling ligine katılan takımımız 39 takım içerisinde 3. olarak yarı final aşamasına katılmaya hak kazandı! 4 Aralık tarihinde yarı finallerle başlayan oyunlar, final ve şampiyon takımın belirlenmesiyle tamamlanacak.

Bowling oyunlarının keyfini çıkarmak ve takımımıza destek olmak için;

4 Aralık
11:45 - 14:00

Kavacık, Beykoz
Fun Loft Bowling Salonu

mikrogrup

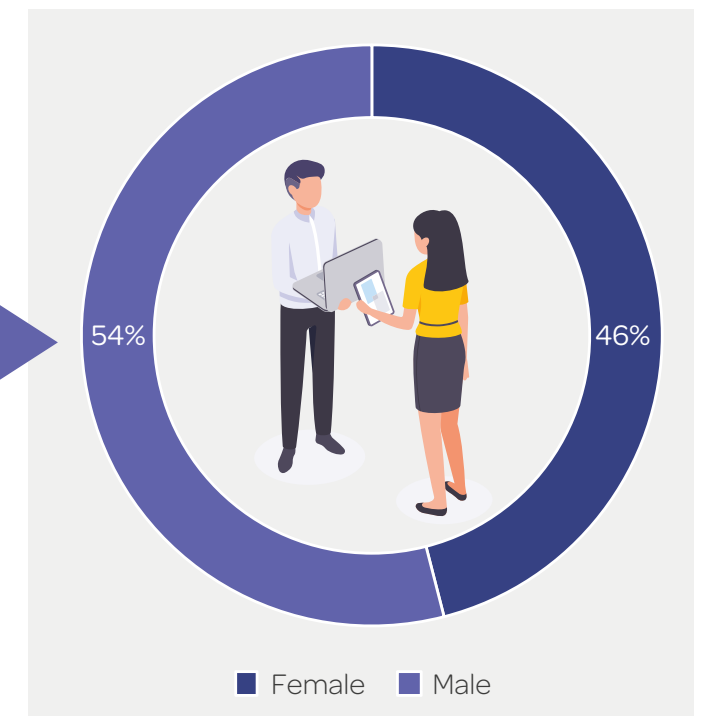


To support the immunity of our employees during the winter months, we carry out the **“Winter Tea”** application in all our offices.

As Mikrogrup, we consider the work / life balance of our employees, as well as their health and safety, among our priorities. In our hybrid working model, we ensure that our employees do not work overtime. In cases that overtime is required, we proceed by informing both the department manager and the human resources department.

With our e-learning platform Akademikro and Zirve Akademi, we offer training on stress management and employee well-being. In addition, within the framework of our hybrid working model, we provide ergonomic chairs to the employees who work

from home. We carry out studies in many different areas such as dietitian support, providing fields for sport activities and additional services to our postpartum women employees. We aim to increase our practices in the field of employee welfare and integrity.



To contribute to social gender equality, we care about the ratio of our female employees in our total number of employees. Thanks to our egalitarian approach, which we maintain within the framework of recruitment, we are shaping our demographic structure with precision. In this context, we emphasize that 46% of our employees on payroll are women in 2021. With the focus on reflecting women's representation in the decision-making mechanism, we increased the rate of women managers by 6% compared to the previous year, reaching the level of 24% in all managerial roles with administrative management functions. We continue our efforts to maintain the ratio among our employees and to increase the ratio of female employees in the management team each year.

Equality, Diversity and Inclusion

As Mikrogrup, we believe that integration serves great transformations to make changes in the field of technology. In this sense, we draw our strength from our employees to create an impact by integrating with the digital world. We adopt a corporate culture that embraces diversity, with the awareness that all our employees can have a positive impact on society and our business processes. While supporting a fair and inclusive business environment, we lead the support of equality on behalf of both our company and all our stakeholders. While integrating our sustainability focus into every aspect of our business processes, we carry out our efforts to create the necessary policies for equality, diversity and inclusion, and we are committed to take further steps.

We recognize that all of our employees are the most valuable resource of the company. With this approach, we continue our activities in a prosperous and professional framework, regardless of gender, sexual orientation, belief, religion, language, race, political opinion, age, physical difference, or

personal characteristics. We ensure that the decisions of all our employees, who are responsible for the execution of recruitment policies and processes, are based on personal knowledge, skills and competencies and comply with the principles of equal opportunity.

We consider each employee of the Mikrogrup family as a talent. We proceed with an equal and transparent approach in transferring career opportunities to our employees. Thanks to our meticulous approach in this area, we proudly share that no discrimination cases have been reported so far.

Employee Demographics*	2020	2021
Mikrogrup Payroll Employee	361	444
Mikrogrup Subcontracted Employee	1	1
Mikrogrup Disabled Employee	1	6

*The number of employees was based on the end of the related year. Interns whose insurance is provided by their educational institutions are excluded from this table.

Breakdown of Female Employees*	2020	2021
Ratio of Female Managers	18%	24%
Ratio of Newly Hired Female Managers	14%	29%
Ratio of Female Managers in Sales Roles	33%	50%
Ratio of Female Employees in Sales Roles	47%	52%

*All top, middle and first level managerial roles with administrative management functions were taken into consideration.

In 2021;

444
Employees

138
Employees in
Software Teams

46%
Female Employees

24%
Female Managers

We protect the employee rights determined by the law in all our business units. Within the scope of our efforts to increase the employee experience, we develop applications that meet the wishes and needs of our employees regarding fringe benefits determined by the law.

Among the benefits and opportunities offered to Mikrogrup employees include;

Internet service and computer for all our employees

Private health insurance for all employees, working with indefinite term employment contract, including their spouse and children, if any,

Daily meal fee support,

Level and position-based vehicle support,

Monthly fuel support for director and manager positions,

Daily transportation support to all our employees and fuel support,

Level and position-based telephone and mobile line,

Additional payment to our employees working at Teknokent locations according to the actual working hours planned per employee,

Within the scope of our advance payment procedure, salary and needs advances, in cash or in installments, for our employees who have a request for certain individual needs,

An advance payment for our female employees who are on maternity leave, upon their request.

As Mikrogrup family, we comply with the principle of gender equality in all processes related to evaluation, recruitment, and remuneration. In this context, while we determine our remuneration policy according to the requirements of the position and levels without any gender discrimination, we manage this process fairly. We apply a remuneration policy based on equality and covering all our employees in the Mikrogrup family. We receive consultancy services from a research company experienced in the field of wages and benefits. In this direction, we compare our wages with the market, base wage and target total income by participating in market wage research on sector basis every year. In addition to relevant legal and regulatory requirements, we analyze our market wages and target total revenues, and consider the relevant analysis in our inflation studies.

Among the leave opportunities offered to our Mikrogrup family employees include;

2 days of additional paid leave for all kinds of employee issues,

1 day paid birthday leave during the year,

Maternity leave for our female employees giving birth,

5 days paternity leave for our male employees whose spouses gave birth,

Marriage leaves for 5 days,

3 days of death leave for our employees who lost their relatives,

Rest leaves due to health problem,

Breastfeeding leave for our female employees.

We hold one-to-one meetings with all managers to understand and convey the relevant change in any organizational change that will take place within the Mikrogrup. In addition, we submit the notification to the signed approval of our employees before the relevant change regarding developments in matters such as promotion, title change, rotation, wage & manager changes. In addition, for all matters, we carefully monitor the compliance of the relevant legal legislation.

Human Rights

As the Mikrogrup family, we embrace being fair, equal, and decent in our activities as an integral part of company culture. We evaluate with our principle of gender equality and inclusiveness in recruitment processes. Considering the right to collective bargaining and association in accordance with the relevant labor laws and regulations, we respect the right of employees and suppliers to organize and join trade unions. We proudly share that during our reporting period, no complaints and violations were reported regarding this issue.

We established the Mikrogrup Ethics Line in addition to our e-mail address as a communication tool so that our employees and stakeholders can report possible requests and/or complaints on human rights issues. Our human resources team carefully monitor the prevention of all kinds of acts (also included in our social policy) defined as violations or corruptions against freedom of expression, law and human rights.

We support our employees with a fair and competitive wage policy, objective performance evaluation system and transparent career opportunities. From the promotion and rewarding approach to the training and development focus, we provide fair and equal opportunities in every aspect.

We believe in the power of a cooperative, positive, and harmonious atmosphere in our working environment and on our business conducts. We produce more robust and innovative solutions thanks to the perspectives provided by each of our employees and stakeholders with different beliefs, thoughts, and views. As Mikrogrup, we respect the private life and personal spaces of all our stakeholders, especially our employees, who are our most valuable stakeholders. In addition to all kinds of rights of our stakeholders, we also consider their physical, sexual, and emotional rights.

Entrepreneurship

As Mikrogrup, we are committed to continue our efforts to increase the value-added output in the sector in which we operate and in our country. In this respect, we care about the development of an entrepreneurial culture among our employees. We support the initiatives of our employees within Mikrogrup to establish their own companies in order to contribute to the IT ecosystem. We are laying the foundations together to better prepare their ventures for the market. We ensure that the requests of our employees in this regard are evaluated by submitting a written petition to the Human Resources department, by the opinion of the Legal department, and by the approval of the relevant manager and general manager.

As one of Turkey's fastest growing groups in the field of corporate commercial software, we continue to grow together by incorporating companies and new ventures operating similar to our operations under the umbrella of Mikrogrup. We meticulously follow the natural course of the process to ensure that the startups that join our product family are integrated into our corporate culture. With this understanding, companies that are members of our Mikrogrup product family include Paraşüt, Irgat, Shopside, MevzuatTR and e-Mükellef.



Our Customers, Collaborations and Ecosystem

Our Customers, Collaborations and Ecosystem



Customer Obsession

As Mikrogrup, we observe the needs of our customers with our **“Customer Obsession”** approach, which forms the basis of our business processes, and we constantly develop our products and services with the innovative working principle to increase their experience and performances.

Customer obsession requires inclusive customer-oriented success which not only includes providing products and services but also integrating to our decision-making processes from sales to after-sales support to meet the need of our customers and achieving their goals. As Mikrogrup, we aim to keep customer satisfaction at the highest level with our customer-obsessed approach in the products and solutions we offer.

Change is inevitable for companies and the business that are in continuous development. We shape the value creation processes of our customers with the most innovative solutions to adapt our customers to business developments, and we create development opportunities for all our small and large-scale

customers by eliminating the bottlenecks of existing systems. As Mikrogrup, we aim to be in part of our customers’ journey to success, from the first moment they meet our brand through purchasing, product integration, product usage and all after-sales support processes. We always aim to sustain a seamless customer experience.

The most important components of our customer-oriented approach are understanding the deepest needs of our customers, discovering the solutions with our customers, developing solutions that fit to exact needs, internalizing the whole customer experience, and defining our product and service success as customer success.

Customer Experience and Satisfaction

With our customer-obsessed culture, we adopt the management of our customer relations as our top priority, and we value each and every feedback we receive from our customers as the top priority. In this context, we integrate our COS (Customer Oriented Satisfaction) approach as the basis of our product and service development processes.

We conduct various surveys to our customers to measure the satisfaction level of our customers, to identify the areas we need to improve, and to respond quickly in these areas. Survey results are tracked through CTI (Computer Telephony Integration) or CRM (Customer Relationship Management) integrations and responses are recorded. The issues that cause dissatisfaction from our customers is our top priority to deal with. Therefore, we urgently initiate customer support processes once these issues pop-up. Moreover, we develop solutions with our R&D teams for medium and long term demands of our customers..

We carry out customer relations under the responsibility of the Customer Service Departments of each of our group companies, with the support of our Sales and Marketing, Information Technologies and R&D teams. In the scope of customer experience, satisfaction and complaint management is monitored by the Mikrogrup Executive Committee and all developments are reported to the Mikrogrup Board of Directors.

We provide ease of communication and access to our customers in their interactions with Mikrogrup thanks to the applications we have developed to increase customer experience excellence. We listen to our customers’ voices through Buluo, Akademikro, Zirve Akademi, forum, blogs, and social media, seminars, webinars, live broadcasts and on-site visits. In addition, we regularly call our customers in the first, sixth and twelfth months of our services and get their feedback on their experiences.



Voice of Our Customers

We periodically organize workshops where we meet with our customers, listen their voices, get their insights, advice, and feedbacks. During these workshops we also explain our company’s roadmap.



Master Workshops

We visit one of our financial advisors every week and organize meetings where we observe the satisfaction of the advisor and discuss current issues related to financial advisory and the future of the profession.



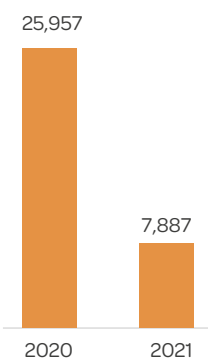
Happy Bosses

The essence of the concept of “Happy Bosses” is based on the NPS (Net Promoter Score) that Paraşüt, one of our group companies, regularly receives customer feedback. With this approach, we examine all the working methods and how the “bosses” in our target audience spend their days. We work hard to find solutions that will make them happy.

There are more than 50 customer relations KPIs that we evaluate and monitor the results of the services we provide.

Most important KPIs are the solution at the first request, the speed at which the customer reaches us at the time of need, the recommendation and customer satisfaction scores.

Time Spent for Customer Complaints (Hour)*

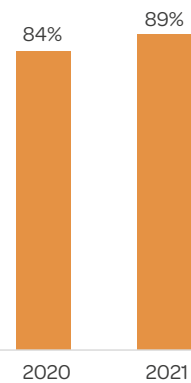


Net Promoter Score (NPS)*



Represents the recommendation score of our customers.

First Call Resolution (FCR)*



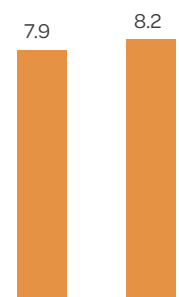
Rate of solutions of the requests in the first call.

Customer Satisfaction (CSAT)*



Customer Satisfaction Score.

Customer Effort Score (CES)*



Quantifies the effort to meet the need of customers.

We consider customer complaints as an opportunity to improve our business processes, products and services and maximize the customer experience. We first examine the complaints with our customer services and establish our first contact with the customer within 1 hour after receiving the complaints from the customer. It is crucial to respond to customer complaints as soon as possible and in the most effective way. In this context, we are glad to reduce the time we spend on complaints received in 2021 by approximately 70% compared to 2020. We respond faster to customer problems by strengthening our communication channels with customers. In 2021, we increased our First Call Resolution (FCR) rate to customer support requests by 5% and Customer Effort Score (CES) by 4% compared to 2020. This performance also increased our customer satisfaction by 0.3 points and our recommendation score by 8%.

We receive an average of 140 complaints per month in our network with more than 100,000 customers in Turkey. We categorize these complaints such as service, software bugs, cost and partners and provide prompt responses to the related complaints. By establishing Customer Relations and Service Quality Management departments, we began to follow our response times to these complaints in 2021.

We track customer losses with the “churn - number of unsubscribed customers” indicator. When we evaluate the last 3 years, our churn value is less than 3% per year and we aim to reduce this rate every year.

You can find our success stories and customer feedback [here](#).

To Our Partners;

- We offer products and services according to their needs
- We help them regulate their cash flow with regular income growth.
- We develop new solutions that make differences in the market.
- We support their training and software needs for new markets, customers and technologies

Our Partners and Business Ecosystem

We shape our products and services in line with the expectations of our customers to enhance their business operations by providing operationally efficient business environment. In this context, we support our customers to carry out their businesses in the most efficient way by introducing them about new products, versions and features according to the needs of our customers in our products and services. In line with this understanding, as Mikrogrup, we position each of our customers as business partners, and aim for them to provide the best service to their customers.



As Mikrogrup, our main customer group is consisted of our business partners and SMEs to which we directly deliver our products and services. In addition, we also market some of Mikro Yazılım and Zirve Yazılım products and services through our vendor network operating in various parts of Turkey. We also provide after-sales services such as training and technical support to our product users through our vendors.

Akademikro

As a company that has been operating in the commercial software sector for years, we have transformed our knowledge and experience into a useful training portal with different fields of expertise with Akademikro.

Users can easily access Akademikro, which includes basic level and expert level trainings in 9 different fields. Thanks to Akademikro, users can expertise their qualifications with effective learning process and they can implement the skills they learn and enhance their business operations.

Akademikro provides its users with extensive training content that appeals to different knowledge levels, as well as many theoretical information covering finance and ERP processes, and online trainings containing practical applications by Mikro Yazılım programs. Thanks to the online trainings with certifications offered by Akademikro, users also have the opportunity to document the skills they get in a professional way. In addition, Mikro Yazılım has established an official certification system through Akademikro and collaborating universities. This certification process certifies the skills of the person trained in Mikro Yazılım programs. The employer can also verify the authenticity of the certificate with the certificate code via Mikro Yazılım.

Trainings provided by Akademikro;

- | | |
|--|---|
|  Bookkeeping / Finance |  E-Transformation |
|  Logistics / Shipment / Commerce Management |  Retail Solutions / Market / Merchandising |
|  System Management / Customized Reporting |  Production Management / Planning |
|  Human Resources / Payroll |  Cost Accounting |
|  Accounting | |

More than 900 employees of more than 300 different vendors can receive training over 800 different contents through Akademikro. In 2021, there were nearly 600 Mikro Yazılım certified employees in vendors.

Akademikro has more than 600 training contents that are directly accessible to customers. Approximately 4 thousand users are benefiting from these trainings currently.

Akademikro platform can be reached [here](#).

Our Collaboration with Academicians and Instructors

Within the scope of Akademikro, we provide followings to the academicians and instructors who want to use Mikro Yazılım Programs in their related lectures;

- Training of trainer
- Training set setup In-class training support from our experts
- Distribution of digital and printed certificates
- Free access to online training contents
- Online examinations
- Branded courses

Our Collaboration with Students

People who have knowledge and experience in the use of ERP software, which are indispensable applications of many business operations, are always “in-demand qualified personnel”. In this context, we encourage students to use Mikro Yazılım ERP software in related courses to train students who will transfer the theoretical knowledge they learn into practice.

Universities that we cooperate can be found [here](#).

buluo

Aradığını, sorduğunu buluyo

Buluo is an “online library” where our customers can find answers to their questions about all our products and services. At the same time, we perform the resolution and follow-up of requests of our business partners and customers through Buluo.

In Buluo, we have created a large library with answers to frequently asked questions about our programs and products, supporting documents and articles compiled from other sources. This library, which we frequently update, brings the most accurate results to our customers with the advanced artificial intelligence algorithm of Salesforce. Thanks to user friendly features of Buluo, our customers can easily access the information they are curious about.

Buluo platform can be accessed [here](#).

PARAŞÜT

We established the Paraşüt Blog for SMEs and entrepreneurs who want to expand their business. This blog guides people who want to work on a wide range of issues such as bookkeeping, accounting, tax, legal processes, e-transformation, and business management.

Paraşüt Blog can be reached [here](#).





Our Technologies and Products

Technologies and Products

We aim to meet customer needs and expectations by offering our Mikrogrup products for both commercial enterprises and financial advisors in a wide range from micro-scale enterprises to large-scale enterprises.

The main feature of our services is to offer micro, small to medium size enterprises modular products that are easy to use, integrate with each other and can be modified according to the needs.

Our products and services are divided into five main categories.



E-Transformation Software and Services



e-Portal
mikrogrup



Bookkeeping Software



Mikro X



PARAŞÜT
mikrogrup



zirve Ticari



shoppide
mikrogrup



Accounting and Enterprise Resource Planning (ERP) Software



zirve Finansman

Mikro JUMP

Mikro FLY



Complementary Enterprise Applications



mikro HızlıSatış



mikro OnlineHesabım



mikro Şirketim



IRGAT
mikrogrup



mikro DRIVE



zirve Drive



mikro RUN



Express Aktârim
Fatura



e-Mükellef



MevzuatTR
mikrogrup



Enterprise Applications for Financial Advisors



zirve Müşavir



zirve nova 2.0

Mikro MÜŞAVİR



Our Solutions to Commercial Enterprises



Our Solutions to Financial Advisors

Our Solutions

E-Transformation Software and Services

With our e-transformation products, we offer solutions that aim to save time for the user, minimize errors, reduce paper usage and shipping costs, and ensure that the data in the system is stored quickly and safely.



Bookkeeping Software

We offer cloud-based bookkeeping programs for micro and small businesses that allow rapid generation of reports on processes such as income and expenses, current accounts, cash flow and stock tracking.



Accounting and ERP Software

We offer our ERP Software solutions to carry out and track ERP processes such as sales, current account, banking transactions, ordering, purchasing and supplier management, stock management, production planning and tracking, fixed asset management, payroll, general accounting, and budget management.



Our Solutions to Commercial Enterprises

Complementary Enterprise Applications

We offer solutions to broaden the operations of Mikrogrup software applications, to provide mobility to users, to enable companies to easily access and integrate the services of third-party institutions.



Enterprise Applications for Financial Advisors

We offer solutions that are developed entirely for financial advisors, that they can use in integration with the companies they work with and can facilitate their business operations.



Our Solutions to Financial Advisors

Digital Transformation and R&D

In today's world, the internet shapes and develops digital business models. Therefore, companies are trying to take advantage of the opportunities of the digitalization process as quickly as possible. As Mikrogrup, we shape both our own business development processes and the needs of our customers with an innovative perspective within the scope of digital transformation.

Generally, e-transformation services offer solutions that aim to save time for the user, minimize errors, reduce paper usage and shipping costs, ensure that the system's data is stored securely for years and can be accessed quickly. As Mikrogrup, we offer our e-transformation solutions integrated in our products or as an additional module that customers can purchase according to their needs.

Mikro Yazılım and Zirve Yazılım, two of our group companies, support our customers digital transformation in their accounting processes (approved by Revenue Administration Department) such as billing, archiving, payroll, receipt and z-report.

The business model of software industry is transforming. It started with desktop software and moved towards annual or monthly subscription models, and mobile solutions. Recently cloud technologies are being used deliver the value to customers. In this trend, we offer cloud-based solutions for micro and small-scale enterprises with two of our products namely Paraşüt and MikroX.

Paraşüt is a cloud-based bookkeeping program that allows businesses to quickly create income and expense accounts, cash flow and stocks, and financial and operational reports. Financial data entered in Paraşüt is stored in the cloud and backed up regularly. In this way, customers can access their financial data easily.

MikroX, on the other hand, is a cloud-based mobile product, which provides easiness in e-invoice transactions, customer and supplier tracking, debt and credit tracking, payment and collection planning.

Customized Integration Services

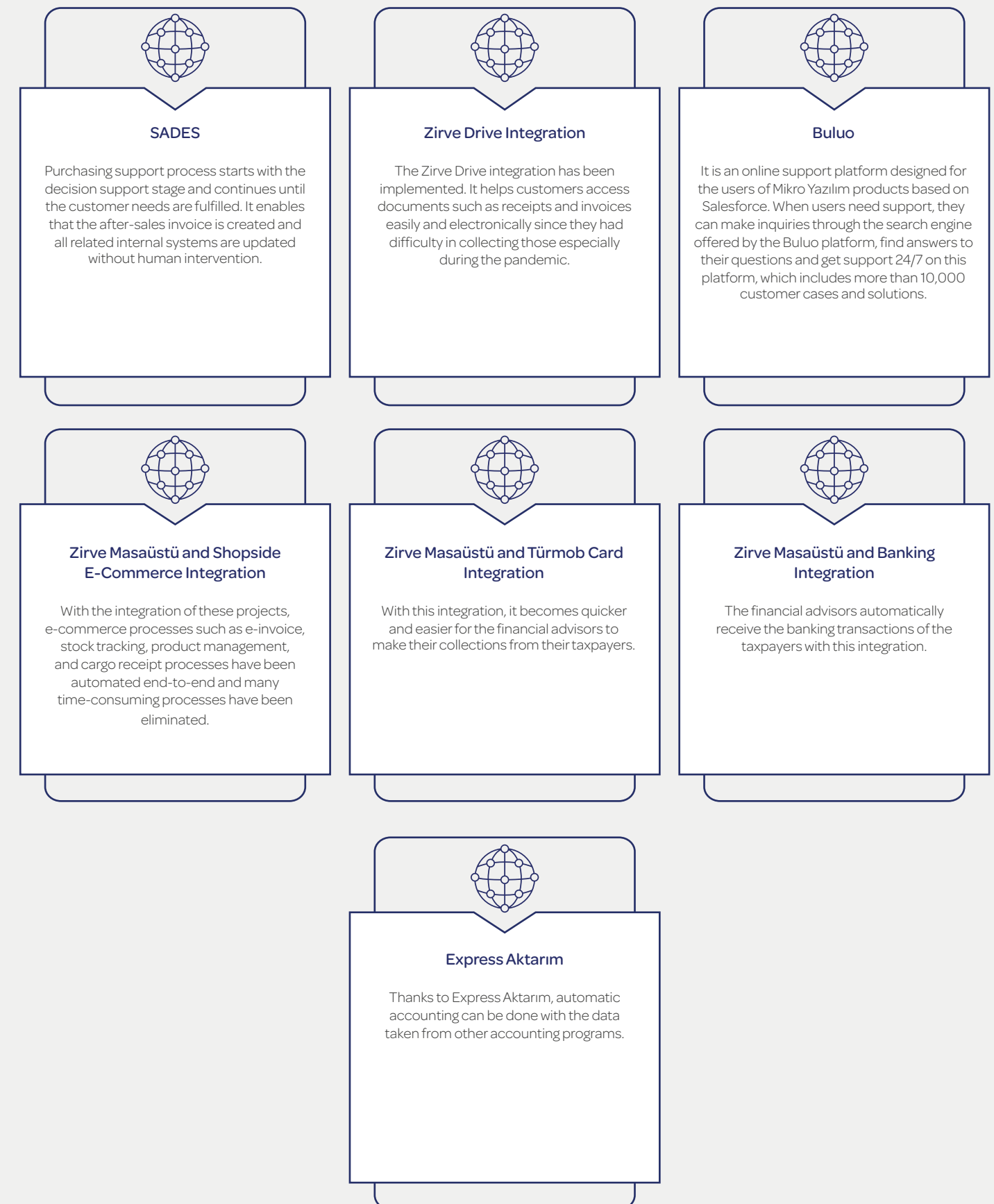
As Mikrogrup, we offer our customers digitalized infrastructure solutions that accelerate the transition to the post-pandemic digitalized business applications. In this scope, we help our customers digital transformation progress for the documentation that requires customized integrator permission by Revenue Administration Department. Thus, our customers not only make their business processes more efficient with digital integration, but also save paper. Hence, they make positive contribution to environment by reducing their paper consumption.

R&D Projects

As Mikrogrup, we are constantly improving our products and services to meet the needs and expectations of our customers at utmost importance. With our customer-obsessed culture, we adopt the management of our customer relations as our top

priority, and we act by considering the feedback we receive from our customers. In this scope, we put our COS (Customer Oriented Satisfaction) approach to the baseline of our product and service development processes.

R&D Projects that We Developed and Launched in 2021





Data and Customer Privacy

As Mikrogrup, we process the data of our customers both as a requirement of the sector we are in and as a requirement of the services we provide. Acting with the awareness of the risks brought by digitalization, we take the privacy of our customers’ data serious and at utmost importance. In this context, we manage customer data as stated in our **Privacy Policy** and comply with the Personal Data Protection Law (KVKK), as stated in our employment contracts.

To avoid any incident that may violate customer privacy or cause customer data loss, the customer privacy and data management process is monitored and managed by our IT Department carefully. Systems with customer data are backed up at the Disaster Control Center (FKM), and in case of a disaster scenario, our customers can continue to work over FKM without losing data. In this context, we gladly state that, as Mikrogrup, we have not experienced a serious accident that will adversely affect this process, and we provide periodic trainings to our employees to prevent violations of customer data privacy.



Data and Product Safety

As Mikrogrup, we continuously increase data security with the improvements we make in our business processes. While increasing our business process efficiency with digitalization, we actively use many security solutions such as WAF, Firewall, Antivirus, DLP, VPN and PAM to keep our data safe. All the administrative systems of the Mikrogrup companies are in the cloud environment in a redundant architecture, thus preventing location-dependent risks. In addition, we manage our data security within the framework of **ISO 27001 Information Security Management System, ISO 20000-1 Information Technology Service Management System, ISO 22301 Business Continuity Management System, and ISO 27301 Information and Communication Technology System for Business Continuity**. As required by the standards, our data security systems are also tested periodically by different penetration tests by auditor third parties.

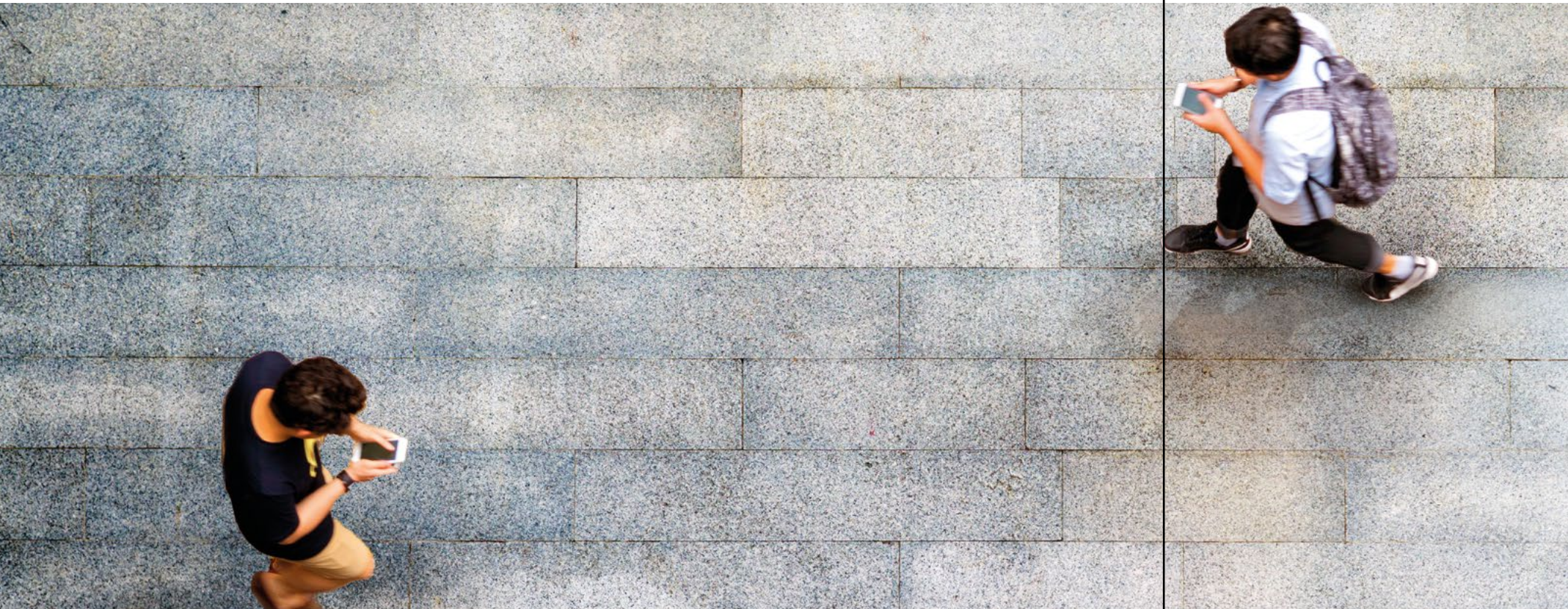
With our Mikro Drive and Zirve Drive applications, which allow us to back up our customers’ data in the cloud system against the risk of data loss due to reasons such as cyber-attacks, viruses, theft and hardware failures, we keep our customers data safe.

ISO 27001
Information Security
Management System

ISO 20000-1
Information Technology
Service Management System

ISO 22301
Business Continuity
Management System

ISO 27031
Information and
Communication Technology
System for Business
Continuity





Our Environmental and Social Impact

Our Environmental and Social Impact

Climate Change and Environmental Management

In our products and services, we aim digitalization, environmental and financial efficiency for all sectors with a focus on sustainability.

Climate change is one of the most serious global threats today. The risks posed by environmental impacts that cause climate change continue to shape the global economy. As Mikrogrup, we are taking steps to minimize our environmental impact while maintaining our economic growth and to accelerate our transition to a carbon-free economy. We share our commitment to protect the environment in our environmental policy.

As of 2020, we started to track our environmental data. In this context, we manage our environmental metrics such as stationary and mobile fuel consumptions, electricity usage and paper consumption.



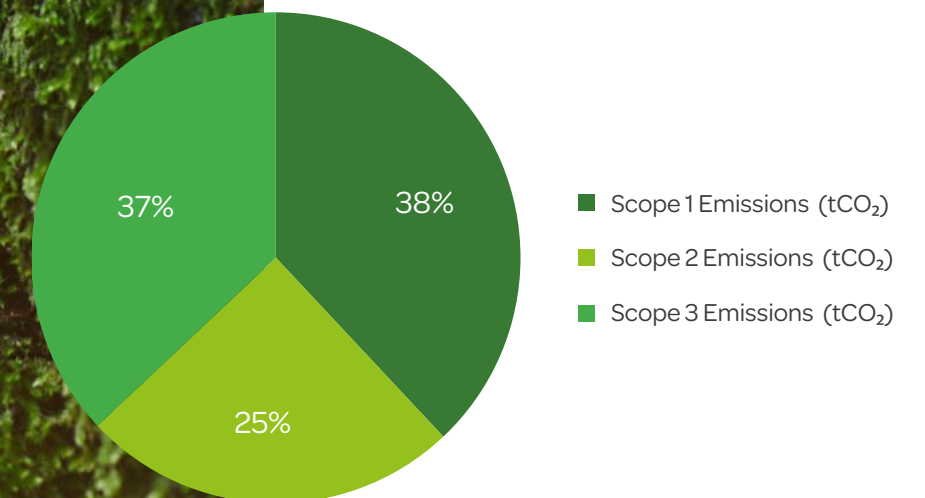
"Our sector is not a carbon-intensive sector compared to other sectors. However, as in every sector, there are steps that can be taken in our sector regarding energy efficiency and green transformation. With this awareness, we have located our headquarters building as Maslak 42 Plaza, one of Turkey's first LEED Platinum certified commercial buildings. LEED Platinum certification is the highest certification class in green buildings which energy and water efficiencies are tracked regularly. In this context, our building has achieved the highest sustainable quality standards in terms of resource efficiency, energy efficiency, interior air quality. As a tenant of a LEED Platinum certified building, we fulfill the certification requirements and adapt quickly to every action that the building management takes regarding sustainability."

Energy Consumptions and Emissions

Thanks to the intense vaccinations in 2021, the effects of the global pandemic have decreased, and the normalization progress has accelerated. The remote working model, which we practiced in 2020, continued partially in 2021 as well. Due to the increase in office workdays, our energy consumption and emissions increased in 2021.

In 2021, our scope 1 (direct emissions due to our company operations), scope 2 (indirect emissions due to the purchased electricity) and scope 3 (other indirect emissions) emissions covered 38%, 25% and 37% of our total emissions, respectively. Our scope 1 emissions were composed of the emissions from fuels and refrigerants we used in the offices, generators, and company vehicles. Our Scope 2 emissions were from the electricity consumption which we reduced significantly after outsourcing the server rooms and changing the lightings with energy-efficient LED lightings in offices. In our Scope 3 emissions, we focused on the emissions from our rental cars, employee commuting, business trips and paper consumption.

Emissions in 2021



Water Consumption

As Mikrogrup, we do not have any water consumption other than our daily needs in the offices, as there are no data centers that we own which use a high amount of cooling water. During normalization transition after pandemic 2021, we started using our offices which increased our water consumption as expected compared to the previous year.

Waste Management

The waste generated from our offices is in the non-hazardous class and mostly consists of paper. As of 2021, we started to use our offices more actively, therefore, we saw an increase in our paper waste.

In the next year, we aim to reduce our dependence on paper, both at our offices, as well as our business partners and customers, with the extensive integration of our digital processes into all our business models.

Corporate Social Responsibility

WE20 TECH (Women Empowerment Programme)

As Mikrogrup, we want women to be more involved and empowered in the field of technology. We work harder every day to increase the low rate of female employees in our sector by increasing technology and people-oriented investments, to ensure equality of opportunity and to support our women to discover their own potential.

Within the scope of our WE20 TECH (Women Empowerment Program), we bring female managers of all our companies and students together. We support our women, aiming a career path in the field of software and believing in the power of unity to become the **"Female Software Developers of the Future"**.

In this direction, we stand by our youth by empowering our participants with one-on-one mentoring support from our female managers, personal and talent development programs, and technical case studies. In the final stage of our WE20 TECH program, we provide internship opportunities to our mentees who show strong performance in the case studies. While we continue to create new employment with our project, which we aim to make this as a tradition, we continue to work for women to be more involved in the business world.



Beril Aykul
(Software Test Specialist)

“

Hello, I'm Beril, I work as a software test specialist at Mikrogrup. I joined the **WE20 TECH** program as a mentee. I received mentoring and various personal development trainings from female software developers and graduated from the program. Afterwards, I completed my internships in product management and business intelligence teams at Paraşüt and Mikro Yazılım, two of our group companies..

I am currently working as a full-time software tester. I enjoy working in this environment where my learning process is supported, and I have been feeling comfortable since the first day. I recommend new graduates to have this experience.

”



Techno Waste Campaign

According to the United Nations' 2020 Global E-Waste Monitoring Report, 7.3 kg of electronic waste is produced per person every year. Turkey ranks 17th among the countries that produce the most e-waste, with 503 thousand tons of waste annually. As the Mikrogrup family, we care about using our resources correctly and efficiently to leave a more livable world to our children. We support the Techno Waste Campaign to donate our unused equipment to TEGV in partnership with Turkcell. In this way, we make a small contribution to education with our old equipment and support recycling our e-waste.



Support to Children in the Villages

With the pandemic, children's education was disrupted. The new tools and developments yield the acceleration of the distance education process and significantly affected children. In this process, the contribution of families to education, which often acts as a bridge between teachers and children, has become even more important. As Mikrogrup, we observe that the processes of families living in villages to support their children's education have different difficulties compared to families in cities. In this scope, a family education program, which we conducted via teleconference, was designed for the families of children living in rural areas within the Village Schools Exchange Network (KODA). The trainings were prepared with the expert trainers of KODA for the families participating in this program and were presented under three main subjects: "Valuing the Child and Child Development", "Communication with the Child and Nonviolent Approach" and "Supporting Children's Motivation and Self-Discipline Skills for Education".

Software Support for Education Institutions

As Turkey's one of the leading local software companies, we are proud and happy to support educational institutions with the products and solutions of our company. Educational institutions can use all the features of the programs they need free of charge with our online educational platform Akademikro which has more than 6,200 members today. Our programs have been used for a long time to put theoretical knowledge into practice in different fields such as "financial accounting", "cost accounting" and "computerized accounting" for undergraduate and associate degree students.

In 2021, our training set within Akademikro was downloaded and installed by a total of 814 people and institutions. Within the scope of our trainer support, a total of 311 hours of training was provided to trainers. Accordingly, 980 printed certificates were awarded to the students and trainees who benefited from our programs as a result of their successful training.

As Mikrogrup, we support various educational institutions such as secondary and higher education, as well as to different institutions such as municipal training centers, public education centers and special education courses. In this context, in the reporting year, we continued our efforts to provide benefits to the relevant institutions in the light of their needs in terms of program setup, trainer's training, lectures, preparing exam questions, and issuing printed certificates.

Software Support to Non-Governmental Organizations

Within the scope of our Mikrogrup product family, we offer our software products free of charge to all non-governmental organizations that work for the benefit of society and whose field of activities are to create equal opportunities for education, women, youth, and opportunities. We aim to help and support non-governmental organizations with our commercial software packages.

Career Days without Barriers

Most millions of disabled citizens in Turkey have difficulty in finding jobs simply because of their disability. As Mikrogrup, we take part in the 'Career Days without Barriers', which makes it easier for disabled employee candidates to access job opportunities. The fair brings job seekers with disabilities and national and international employers together and we are always glad to be a part of this fair. We support professional and personal development opportunities for disabled employees as well as employment creation.

We See Together We Run Together

The Young Guru Academy (YGA) continues its efforts for the fully independent and equal participation of the visually impaired people in social life. WeWALK smart walking sticks are aimed to be delivered to 100 visually impaired students in the Istanbul Marathon. As volunteer YGA runners and donors, we contribute to the visually impaired young people overcoming their limits.

Human Resource Development Program for Bosnia and Herzegovina Informatics Sector

We are Turkey's supporter in the Human Resources Development Program for the Informatics Sector of Bosnia and Herzegovina, developed by The Center for Development of Relations with Bosnia and Herzegovina (BIGMEV) to support the economic development of the region. Within the scope of the program, we support 4 interns by gaining work experience in our company, getting to mentor for their career planning and providing trainings for the development of their skills. We are happy to take part in the first step of our students' careers in the project, which guarantees employment with the positions offered in local program stakeholder companies in their own countries.

Software Trainings in Vocational High Schools Sponsored by Software Companies (Melyaz)

As Mikrogrup, we are a sponsor company within the scope of the Melyaz project, which is supported by 1 million employment projects in cooperation with the Software Manufacturers Association (YASAD), which we have supported since its establishment. We are proud to be a part of the project, which aims to develop the talents and skills of young people studying at Vocational and Technical Anatolian High Schools in the field of information technologies, as well as to regularly meet the increasing need for qualified workforce of the software industry.

We aim to improve the competencies of our students with the trainings we provide to the 11th grade students of Vocational and Technical Anatolian High School about Mikrogrup products and software thanks to our volunteer employees. We support our students who benefit from the project to participate in internship programs in our company as well as in our vendors. In addition, we support the employment of our students who successfully complete their theoretical and practical trainings.



The Melyaz Project in Numbers

20 School
 400 Students
 80 Teachers

Within the scope of the project;

260 Hours
of Basic Software Training

532 Hours
of Advanced Software Training

133 Hours
of Robotics and Artificial
Intelligence Training



Annex

Economic Performance Indicators

Income Statement (million TL)	2020	2021
Revenues	150.94	243.44
Gross Profit	128.28	205.64
Core Operating Profit	59.68	90.11
Operating Profit Before Financing Expenses	59.68	90.14
Pre-tax Profit	44.07	102.28
Period Profit	45.82	104.23
EBITDA	79.06	123.31
EBITDA Margin	52%	51%

Financial Statement	2020	2021
Current Assets	138.96	258.82
Fixed Assets	221.8	242.84
Total Assets	360.76	501.66
Short-term Liabilities	152.65	205.93
Long-term Liabilities	49.19	32.56
Total Liabilities	201.84	238.49
Total Equity	158.92	263.17
Financial Debts	60.7	44.44

	2020	2021
Research and Development Expenditures (Million TL)	24.74	40.02

Environmental Performance Indicators

Energy Consumption (MWh) (GRI 302)	2020	2021
Stationary Combustion	19.9	861.4
Natural Gas*	19.9	860.9
Diesel (Generator)**	-	0.5
Mobile Combustion	30.6	37.3
Company Vehicles-Diesel**	19.1	23.6
Company Vehicles-Gasoline***	11.5	13.6
Electricity	347.2	283.4
Purchased Electricity	347.2	283.4
Total Energy Consumption	397.7	1,182.1
Energy Density (Mwh / Million TL Turnover)	4.0	7.7

* For the natural gas energy conversion calculation, the lower heating value is 8250 kcal/m³.

** For the diesel energy conversion calculation, the density is 0.846 kg/L and the lower calorific value is 10200 kcal/kg.

*** For the gasoline energy conversion calculation, the density is 0.744 kg/L and the lower calorific value is 10400 kcal/kg.

Emissions (tCO ₂)* (GRI 305)	2020	2021
Scope 1	33.1	203.2
Fuels used in Buildings	4.0	174.4
Generators	0.0	0.1
Company Vehicles	8.1	9.9
Refrigerants	20.9	18.8
Fire Extinguishers	0.1	0.0
Scope 2	161.7	132.0
Electricity	161.7	132.0
Scope 3	68.5	195.8
Rental Vehicles	57.2	134.3
Employee Commuting	0.0	52.09
Flights	11.1	9.1
Paper Consumption	0.1	0.2
Total Carbon Emissions	263.4	531.1
Emission Density (tCO₂ / Million TL Turnover)	1.7	2.2

* "The Institutional Accounting and Reporting Standard of the GHG Protocol" to guide the emissions calculation process, the Intergovernmental Panel on Climate Change (IPCC) Assessment Report for conversion factors, the UK DEFRA 2021 Report, and the International Energy Agency (IAE) 2017 emission coefficients used.

Water Consumption (m³) (GRI 303)	2020	2021
Water Consumption	249.1	550.6
Municipal Water	249.1	550.6

Waste Management (kg) (GRI 306)	2020	2021
Non-Hazardous Waste	120	260
Paper	120	260

Social Performance Indicators

	2020		2021	
	Female	Male	Female	Male
Company Employees* (GRI 405-1)				
Number of Full-Time Employees	151	206	197	235
Number of Part-time Employees	2	2	8	4
Total Number of Employees	153	208	205	239
Number of Employees with Disabilities	1	0	1	5

* The number of employees was based on the end of the related year. Interns whose insurance is provided by their educational institutions are excluded from this table.

	2020		2021	
	Female	Male	Female	Male
Company Employees (GRI 405-1)				
Number of Subcontracted Employees	1	0	1	0

	2020		2021	
	Female	Male	Female	Male
Employees by Age and Gender (GRI 401-1)				
Number of Employees - 50 Years Old and Above	3	4	4	6
Number of Employees - Between 30 and 50 Years Old	61	122	74	142
Number of Employees - Under 30 Years Old	90	82	128	96

	2020		2021	
	Female	Male	Female	Male
Senior Management by Position (GRI 405-1)				
Board of Directors	0	20	0	21
Deputy General Managers	2	7	2	10
Director	1	1	2	3
Manager	5	17	8	19

Social Performance Indicators

	2020		2021	
	Female	Male	Female	Male
Senior Management by Age and Gender (GRI 405-1)				
Board Of Directors - 50 Years and Above (Including 50)	0	5	0	5
Board Of Directors - Between 30 and 50 Years Old (Including 30 Years Old, Excluding 50 Years Old)	0	15	0	16
Board Of Directors - Under 30 Years Old (Excluding 30)	0	0	0	0
Deputy General Managers - 50 Years and Above (Including 50)	0	2	0	3
Deputy General Managers - Between 30 and 50 Years Old (Including 30 Years Old, Excluding 50 Years Old)	2	5	2	7
Deputy General Managers - Under 30 Years Old (Excluding 30)	0	0	0	0
Director - 50 Years and Above (Including 50)	0	0	0	0
Director - Between 30 and 50 Years Old (Including 30 Years Old, Excluding 50 Years Old)	1	1	2	3
Director - Under 30 Years Old (Excluding 30)	0	0	0	0
Manager - 50 Years and Above (Including 50)	0	1	0	0
Manager - Between 30 and 50 Years Old (Including 30 Years Old, Excluding 50 Years Old)	5	16	8	19
Manager - Under 30 Years Old (Excluding 30)	0	0	0	0

	2020		2021	
	Female	Male	Female	Male
Newly Hired Employees by Age and Gender (GRI 401-1)				
Number Of Newly Hired Employees - 50 Years and Above (Including 50)	0	0	0	2
Number Of Newly Hired Employees - Between 30 and 50 Years Old (Including 30 Years Old, Excluding 50 Years Old)	21	35	20	41
Number Of Newly Hired Employees - Under 30 Years Old (Excluding 30)	61	48	84	70

Newly Hired Employees (GRI 401-1)	2020	2021
Ratio of Newly Hired Female Employees*	50%	48%
Ratio of Newly Hired Managers*	8%	8%
Ratio of Newly Hired Female Managers*	14%	29%

*Represents the ratio of the total number of employees.

Employees	2020	2021
Organic Growth of Employment (%)	31%	26%
Personnel Expenses (Million TL)	35.13	55.50
Education Budget (TL)	-	307,000

Social Performance Indicators

Female Employees	2020	2021
Female Employee Ratio	43%	46%
Female Manager Ratio*	18%	24%

* All top, middle and first level managerial roles with administrative management functions are taken into account.

Employees by Role	2020	2021
Ratio of Female Employees in Sales Roles	47%	52%
Manager Ratio in Sales Roles	8%	6%
Ratio of Female Managers in Sales Roles	33%	50%
Number of Female Employees in STEM Roles	38	26
Number of Managers in STEM Roles	14	23

	2020		2021	
Number of Employees Quit During the Year	Female	Male	Female	Male
Total Number of Employees Who Left	35	47	52	79
Number of Employees Leaving - 50 Years and Above (Including 50)	2	1	0	1
Number of Employees Leaving - Between 30 and 50 Years Old (Including 30 Years Old, Excluding 50 Years Old)	14	25	14	37
Number of Employees Leaving - Under 30 Years Old (Excluding 30)	19	21	38	41
Total Number Of Employees Left Voluntarily	22	28	37	62
Number of Employees Left Voluntarily - 50 Years And Above (Including 50)	1	0	0	0
Number of Employees Left Voluntarily - Between 30 and 50 Years Old (Including 30 Years Old, Excluding 50 Years Old)	9	14	12	32
Number of Employees Left Voluntarily - Under 30 Years Old (Excluding 30)	12	14	25	30
Number of Executives Left Voluntarily	2	3	0	15
Number of Executives Left Voluntarily - 50 Years and Above (Including 50)	0	0	0	0
Number of Executives Left Voluntarily - Between 30 and 50 Years Old (Including 30 Years Old, Excluding 50 Years Old)	2	3	0	13
Number of Executives Left Voluntarily - Under 30 Years Old (Excluding 30)	0	0	0	2
Employee Turnover Rate (%)*	6.97%	8.87%	9.11%	15.27%

*Represents the percentage of employees who quit their job during the year to the average number of employees.

Social Performance Indicators

	2020		2021	
Returning to Work and Staying at Work after Maternity Leave (GRI 401-3)	Female	Male	Female	Male
Number of Employees Benefiting from Maternity/Paternity Leave during the Year	2	5	6	10
Number of Employees Returning to Work After the end of Maternity/Paternity Leave during the Year	2	5	6	10
Number of employees who returned to work after the end of maternity/paternity leave and were still at work twelve months after returning to work	2	5	5	10

	2020		2021	
Employee Trainings (GRI 404-1)	Female	Male	Female	Male
Total Training Hours - In Class	-	-	480	240
Total Training Hours - Online	180	270	777	856
Total Training Hours Per Employee - In Class	-	-	2.3	1
Total Training Hours Per Employee - Online	1.2	1.3	3.8	3.5

	2020		2021	
OHS Trainings (GRI 403-5)	Female	Male	Female	Male
Total Training Hours	248	264	720	832
Total Training Hours Per Employee	8	8	8	8

	2020		2021	
OHS-Company Employees (GRI 403-9) (GRI 403-10)	Female	Male	Female	Male
Number of Incidents	0	0	0	0
Number of Work - Related Mortal Cases	0	0	0	0
Number of Occupational Diseases	0	0	0	0
Absenteeism Due to Accident	0	0	0	0
Incidence Rate (IR)	0	0	0	0
Occupational Disease Rate (ODR)	0	0	0	0
Lost Day Rate (LDR)	0	0	0	0

Stakeholder Communication

Stakeholder	Communication Channel	Frequency of Communication	Stakeholder Materiality	Report Section with Related Topic
Customers	Mail	Perpetual	<ul style="list-style-type: none"> Equality, Diversity and Inclusion Employee Development Customer Obsession Employee Engagement Employee Health and Wellbeing 	<ul style="list-style-type: none"> Our Employees and Culture Our Customers, Collaborations and Ecosystem
	Akademikro	At Regular Intervals		
	Zirve Akademi	At Regular Intervals		
	Forum	At Regular Intervals		
	Blog	At Regular Intervals		
	Social Media	Perpetual		
	Website	Perpetual		
	Voice of Our Customers	At Regular Intervals		
	Site Visits	At Regular Intervals		
	University Events	At Regular Intervals		
	Meetings	At Regular Intervals		
	Buluo	Perpetual		
	Master Workshops	At Regular Intervals		
	Mikro Volunteers	At Regular Intervals		
	Happy Bosses	At Regular Intervals		
	Webinar	At Regular Intervals		
	Phone	Perpetual		
	SMS	At Regular Intervals		
	Internal Program Communications	At Regular Intervals		
Employees	Mail	At Regular Intervals	<ul style="list-style-type: none"> Employee Development Equality, Diversity and Inclusion Human Rights Employee Health and Wellbeing Employee Engagement 	<ul style="list-style-type: none"> Our Employees and Culture
	Social Media	Perpetual		
	Website	Perpetual		
	Cultural Ambassadors	At Regular Intervals		
	Meetings	At Regular Intervals		
	Employee Feedback Survey	Perpetual		
	Webinar	At Regular Intervals		
Investors	Investor Presentations	At Regular Intervals	<ul style="list-style-type: none"> Employee Development Employee Engagement Equality, Diversity and Inclusion Information and Product Security Customer Obsession 	<ul style="list-style-type: none"> Our Employees and Culture Our Customers, Collaborations and Ecosystem
	Board of Directors Meetings	Monthly		
Vendors	Mail	Perpetual	<ul style="list-style-type: none"> Corporate Management Customer Obsession Information and Product Security Data and Customer Privacy Digital Transformation and R&D 	<ul style="list-style-type: none"> Our Governance Structure Our Employees and Culture Our Customers, Collaborations and Ecosystem Our Technology and Products
	Akademikro	Perpetual		
	Zirve Akademi	Perpetual		
	Social Media	Perpetual		
	Website	Perpetual		
	Meetings	At Regular Intervals		
	Buluo	Perpetual		
	Webinar	At Regular Intervals		
	Phone	Perpetual		
	SMS	Perpetual		

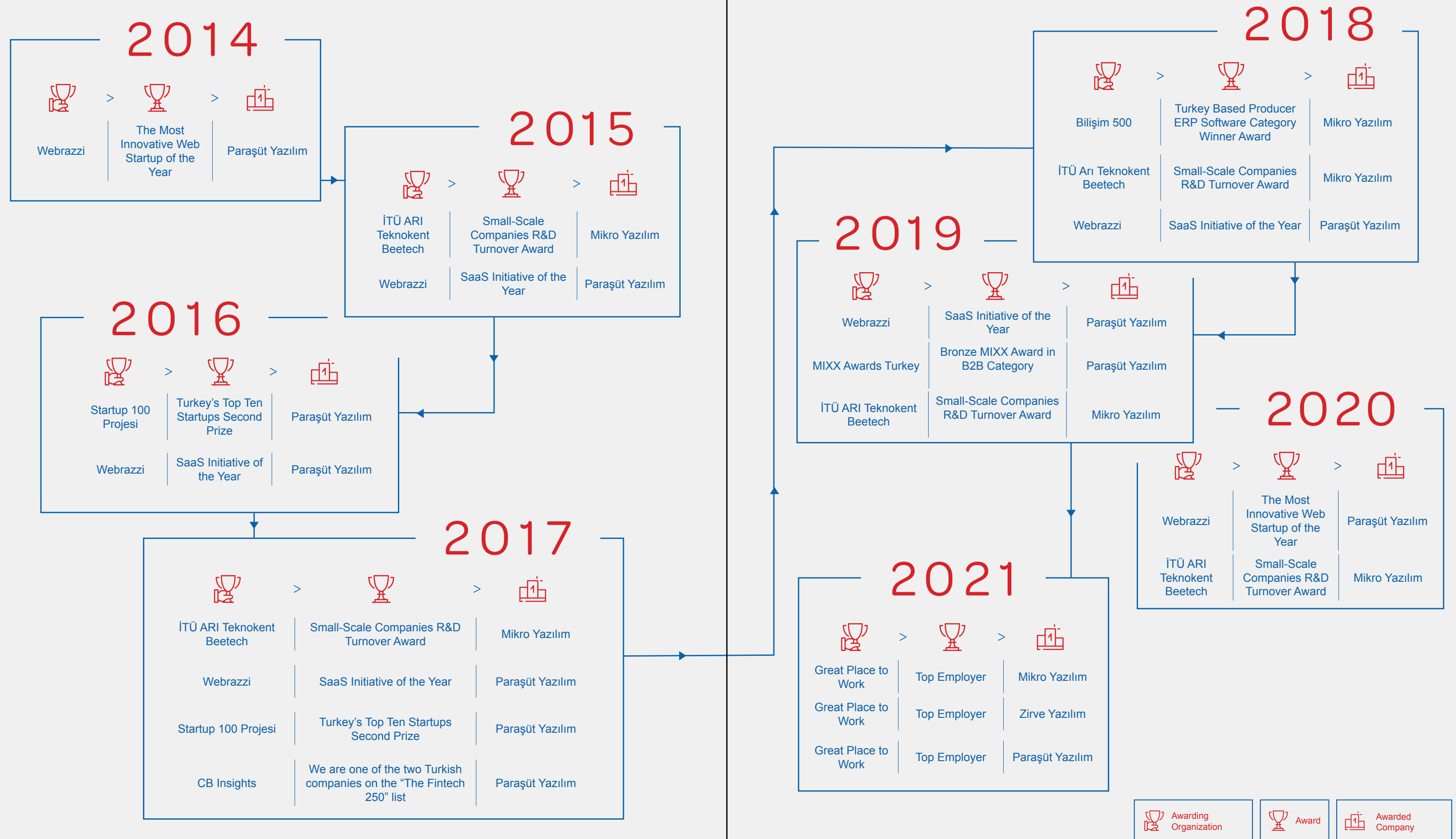
Stakeholder Communication

Financial Institutions	Mail	At Regular Intervals	<ul style="list-style-type: none"> Information and Product Security Data and Customer Privacy Digital Transformation and R&D Corporate Management Customer Obsession 	<ul style="list-style-type: none"> Our Customers, Collaborations and Ecosystem Our Technology and Products
	Meetings	At Regular Intervals		
	Phone	At Regular Intervals		
Business Partners	Mail	At Regular Intervals	<ul style="list-style-type: none"> Equality, Diversity and Inclusion Employee Development Human Rights Data and Customer Privacy Ethics, Anti-Corruption, Transparency and Competitive Behavior 	<ul style="list-style-type: none"> Our Employees and Culture Our Customers, Collaborations and Ecosystem Our Technology and Products Our Governance Structure
	Meetings	At Regular Intervals		
	Phone	At Regular Intervals		
Suppliers	Mail	At Regular Intervals	<ul style="list-style-type: none"> Employee Development Employee Engagement Equality, Diversity and Inclusion Employee Health and Wellbeing Human Rights 	<ul style="list-style-type: none"> Our Employees and Culture
	Meetings	At Regular Intervals		
	Phone	At Regular Intervals		
Universities	Mail	At Regular Intervals	<ul style="list-style-type: none"> Equality, Diversity and Inclusion Information and Product Security Digital Transformation and R&D Human Rights Employee Health and Wellbeing 	<ul style="list-style-type: none"> Our Employees and Culture Our Customers, Collaborations and Ecosystem
	Akademikro	At Regular Intervals		
	Zirve Akademi	At Regular Intervals		
	Social Media	Perpetual		
	Website	Perpetual		
	University Events	At Regular Intervals		
	Meetings	At Regular Intervals		
	Webinar	At Regular Intervals		
Society			<ul style="list-style-type: none"> Corporate Social Responsibility 	<ul style="list-style-type: none"> Our Environmental and Social Impact

Memberships

Main Institutions and Organizations That Mikrogrup is a Member of;
The Union of Chambers and Commodity Exchanges of Turkey (TOBB)
Istanbul Chamber of Commerce (ITO)
Ankara Chamber of Commerce (ATO)
Software Industrialists Association (YASAD)
Informatics Industry Association of Turkey (TÜBİSAD)
Turkish Informatics Sector Association (TÜBİDER)
Istanbul Mineral and Metals Exporters' Association (İMMİB)
Informatics, Software and Internet Authors Association (BİYESAM)
Ankara Chamber of Industry
Istanbul Chamber of Industry

Awards



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GRI Standard	Disclosure	Direct Source/Page Number	Explanation of Information Not Provided
GRI 101: Foundation 2016			
GRI 102: General Disclosures 2016			
GRI 102: General Disclosures 2016	Organizational Profile		
	102-1	About the Report, page 10	
	102-2	Mikrogrup at a Glance, page 14	
	102-3		Maslak Mah. AOS 55. Sok. 42 Maslak, 2 Ofis 3 Blok D: 11-12-13 Sariyer/Istanbul PK: 34485
	102-4	Mikrogrup at a Glance, page 14	
	102-5	Mikrogrup Capital Structure, page 15	
	102-6	Mikrogrup at a Glance, page 14	
	102-7	Mikrogrup at a Glance, page 14	
	102-8	Equality, Diversity and Inclusion, page 48 Annex, page 80	
	102-9	Our Value Creation Model, page 20	
	102-10	Our Customers, Collaborations and Ecosystem, page 52	
	102-11	Risk Management and Internal Audit, page 35	
	102-12	About the Report, page 10 Annex, page 80	
	102-13	Annex, page 80	
	Strategy		
	102-14	The Message Form Our Executives, page 8	
	102-15	Our Governance Structure, page 28 Our Sustainability Management, page 22	
	Ethics and Integrity		
	102-16	Mikrogrup at a Glance, page 14	
	102-17	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36	
	Governance		
	102-18	Our Sustainability Management, page 22 Our Governance Structure, page 28	
	102-19	Our Sustainability Management, page 22 Our Governance Structure, page 28	
	102-20	Our Sustainability Management, page 22 Our Governance Structure, page 28	
	102-21	Our Sustainability Management, page 22	
	102-22	Our Governance Structure, page 28	
	102-23	Our Governance Structure, page 28	
	102-24	Our Sustainability Management, page 22 Our Governance Structure, page 28	
	102-25	Our Governance Structure, page 28	
	102-26	Our Sustainability Management, page 22 Our Governance Structure, page 28	

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	102-27	Our Sustainability Management, page 22 Our Governance Structure, page 28	
	102-28	Our Sustainability Management, page 22 Our Governance Structure, page 28	
	102-29	Our Sustainability Management, page 22	
	102-30	Our Sustainability Management, page 22 Our Governance Structure, page 28 Risk Management and Internal Audit, page 35	
	102-31	Our Sustainability Management, page 22	
	102-32	Our Sustainability Management, page 22	
	102-33	Our Sustainability Management, page 22 Our Governance Structure, page 28	
	102-34	Our Sustainability Management, page 22 Our Governance Structure, page 28	
	102-35	Our Governance Structure, page 28 Equality, Diversity and Inclusion, page 48	
	102-36	Our Governance Structure, page 28	
	102-37	Our Governance Structure, page 28	
	102-38	Our Governance Structure, page 28	
	102-39	Our Governance Structure, page 28	
	Stakeholder Engagement		
	102-40	Annex, page 80	
	102-41	Annex, page 80	
	102-42	Annex, page 80	
	102-43	Annex, page 80	
	102-44	Annex, page 80	
	Reporting Practice		
	102-45	About the Report, page 10	
	102-46	About the Report, page 10	
	102-47	Our Sustainability Management, page 22	
	102-48	Our Governance Structure, page 28	
	102-49	About the Report, page 10 Our Governance Structure, page 28	
	102-50	About the Report, page 10	
	102-51		Mikrogrup's first sustainability report.
	102-52		The Sustainability Report is planned to be published annually.
	102-53	About the Report, page 10	
	102-54	About the Report, page 10	
	102-55	Annex, page 80	
	102-56		External assurance has not been taken.
GRI 200: Economic Performance Series 2016			
Economic Performance			
GRI 103: Management Approach 2016	103-1	Our Financial Performance, page 18	
	103-2	Our Financial Performance, page 18	
	103-3	Our Financial Performance, page 18	
GRI 201: Economic Performance 2016	201-1	Our Financial Performance, page 18	
	201-2	Our Financial Performance, page 18 Our Sustainability Management, page 22	
	201-3	Our Financial Performance, page 18 Our Employees and Culture, page 38	

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Market Presence			
GRI 103: Management Approach 2016	103-1	Our Governance Structure, page 28 Our Employees and Culture, page 38	
	103-2	Our Governance Structure, page 28 Our Employees and Culture, page 38	
	103-3	Our Governance Structure, page 28 Our Employees and Culture, page 38	
GRI 202: Market Presence 2016	202-1	Our Governance Structure, page 28 Our Employees and Culture, page 38	
	202-2	Our Governance Structure, page 28 Our Employees and Culture, page 38	
Indirect Economic Impacts			
GRI 103: Management Approach 2016	103-1	Corporate Social Responsibility, page 76	
	103-2	Corporate Social Responsibility, page 76	
	103-3	Corporate Social Responsibility, page 76	
GRI 203: Indirect Economic Impacts 2016	203-1	Corporate Social Responsibility, page 76	
	203-2	Corporate Social Responsibility, page 76	
Anti-Corruption			
GRI 103: Management Approach 2016	103-1	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36	
	103-2	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36	
	103-3	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36	
GRI 205: Anti-Corruption 2016	205-1	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36	
	205-2	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36	
	205-3		There were no cases in the reporting period.
Anti-Competitive Behavior			
GRI 103: Management Approach 2016	103-1	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36	
	103-2	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36	
	103-3	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36	
GRI 206: Anti-Competitive Behavior 2016	206-1		There were no lawsuits filed regarding Anti-Competitive behavior, trust or monopoly activities during the reporting period.
GRI 300: Environmental Standards Series 2016			
Materials			
GRI 103: Management Approach 2016	103-1	Our Environmental and Social Impact, page 70	
	103-2	Our Environmental and Social Impact, page 70	
	103-3	Our Environmental and Social Impact, page 70	

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Energy			
GRI 103: Management Approach 2016	103-1	Climate Change and Environmental Management, page 72	
	103-2	Climate Change and Environmental Management, page 72	
	103-3	Climate Change and Environmental Management, page 72	
GRI 302: Energy 2016	302-1	Climate Change and Environmental Management, page 72 Annex, page 80"	
	302-2	Climate Change and Environmental Management, page 72 Annex, page 80"	
	302-3	Climate Change and Environmental Management, page 72 Annex, page 80	
	302-4	Climate Change and Environmental Management, page 72 Annex, page 80"	
	302-5	Climate Change and Environmental Management, page 72 Annex, page 80	
Water and Effluents			
GRI 103: Management Approach 2016	103-1	Climate Change and Environmental Management, page 72	
	103-2	Climate Change and Environmental Management, page 72	
	103-3	Climate Change and Environmental Management, page 72	
GRI 303: Water and Effluents 2018	303-1	Climate Change and Environmental Management, page 72	
	303-2	Climate Change and Environmental Management, page 72	
	303-3	Climate Change and Environmental Management, page 72	
	303-4	Climate Change and Environmental Management, page 72	
	303-5	Climate Change and Environmental Management, page 72 Annex, page 80	
Biodiversity			
GRI 103: Management Approach 2016	103-1	Climate Change and Environmental Management, page 72	
	103-2	Climate Change and Environmental Management, page 72	
	103-3	Climate Change and Environmental Management, page 72	

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Emissions			
GRI 103: Management Approach 2016	103-1	Climate Change and Environmental Management, page 72	
	103-2	Climate Change and Environmental Management, page 72	
	103-3	Climate Change and Environmental Management, page 72	
GRI 305: Emissions 2016	305-1	Climate Change and Environmental Management, page 72 Annex, page 80	
	305-2	Climate Change and Environmental Management, page 72 Annex, page 80	
	305-3	Climate Change and Environmental Management, page 72 Annex, page 80	
	305-4	Climate Change and Environmental Management, page 72 Annex, page 80	
	305-5	Climate Change and Environmental Management, page 72 Annex, page 80	
Waste			
GRI 103: Management Approach 2016	103-1	Climate Change and Environmental Management, page 72	
	103-2	Climate Change and Environmental Management, page 72	
	103-3	Climate Change and Environmental Management, page 72	
GRI 306: Waste 2020	306-1	Climate Change and Environmental Management, page 72	
	306-2	Climate Change and Environmental Management, page 72	
	306-3	Climate Change and Environmental Management, page 72 Annex, page 80	
	306-4	Climate Change and Environmental Management, page 72 Annex, page 80	
	306-5	Climate Change and Environmental Management, page 72 Annex, page 80	

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Environmental Compliance			
GRI 103: Management Approach 2016	103-1	Climate Change and Environmental Management, page 72	
	103-2	Climate Change and Environmental Management, page 72	
	103-3	Climate Change and Environmental Management, page 72	
GRI 307: Environmental Compliance 2016	307-1		There was no event resulting in a penalty related to environmental laws and regulations during the reporting period.
Supplier Environmental Assessment			
GRI 103: Management Approach 2016	103-1	Our Environmental and Social Impact, page 70	
	103-2	Our Environmental and Social Impact, page 70	
	103-3	Our Environmental and Social Impact, page 70	
GRI 308: Supplier Environmental Assessment 2016	308-1	Our Environmental and Social Impact, page 70	
	308-2	Our Environmental and Social Impact, page 70	
GRI 400: Social Standards Series 2016			
Employment			
GRI 103: Management Approach 2016	103-1	Our Employees and Culture, page 38	
	103-2	Our Employees and Culture, page 38	
	103-3	Our Employees and Culture, page 38	
GRI 401: Employment 2016	401-1	Our Employees and Culture, page 38 Annex, page 80	
	401-2	Our Employees and Culture, page 38 Annex, page 80	
	401-3	Our Employees and Culture, page 38 Annex, page 80	
Labor/Management Relations			
GRI 103: Management Approach 2016	103-1	Employee Engagement, page 40 Equality, Diversity and Inclusion, page 48	
	103-2	Employee Engagement, page 40 Equality, Diversity and Inclusion, page 48	
	103-3	Employee Engagement, page 40 Equality, Diversity and Inclusion, page 48	
GRI 402: Labor/Management Relations 2016	402-1	Employee Engagement, page 40 Equality, Diversity and Inclusion, page 48	

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Occupational Health and Safety			
GRI 103: Management Approach 2016	103-1	Employee Health and Wellbeing, page 46	
	103-2	Employee Health and Wellbeing, page 46	
	103-3	Employee Health and Wellbeing, page 46	
GRI 403: Occupational Health and Safety 2018	403-1	Employee Health and Wellbeing, page 46	
	403-2	Employee Health and Wellbeing, page 46	
	403-3	Employee Health and Wellbeing, page 46	
	403-4	Employee Health and Wellbeing, page 46	
	403-5	Employee Health and Wellbeing, page 46 Annex, page 80	
	403-6	Employee Health and Wellbeing, page 46	
	403-7	Employee Health and Wellbeing, page 46	
	403-8	Employee Health and Wellbeing, page 46	
	403-9	Employee Health and Wellbeing, page 46 Annex, page 80	
	403-10	Employee Health and Wellbeing, page 46 Annex, page 80	
Training and Education			
GRI 103: Management Approach 2016	103-1	Employee Development, page 41	
	103-2	Employee Development, page 41	
	103-3	Employee Development, page 41	
GRI 404: Training and Education 2016	404-1	Employee Development, page 41 Annex, page 80	
	404-2	Employee Development, page 41	
	404-3	Employee Development, page 41	
Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1	Equality, Diversity and Inclusion, page 48	
	103-2	Equality, Diversity and Inclusion, page 48	
	103-3	Equality, Diversity and Inclusion, page 48	
GRI 405: Diversity and Equal Opportunity 2016	405-1	Equality, Diversity and Inclusion, page 48 Annex, page 80	
	405-2	Equality, Diversity and Inclusion, page 48 Annex, page 80	
Non-Discrimination			
GRI 103: Management Approach 2016	103-1	Equality, Diversity and Inclusion, page 48	
	103-2	Equality, Diversity and Inclusion, page 48	
	103-3	Equality, Diversity and Inclusion, page 48	
GRI 406: Non-Discrimination 2016	406-1		There were no cases in the reporting period.
Freedom of Association and Collective Bargaining			
GRI 103: Management Approach 2016	103-1	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
	103-2	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
	103-3	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1		We do not have any employees within the scope of the collective bargaining agreement.

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Child Labor			
GRI 103: Management Approach 2016	103-1	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
	103-2	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
	103-3	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
GRI 408: Child Labor 2016	408-1		Mikrogrup does not have any operation that carries the risk of child labor.
Forced or Compulsory Labor			
GRI 103: Management Approach 2016	103-1	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
	103-2	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
	103-3	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
GRI 409: Forced or Compulsory Labor 2016	409-1		Mikrogrup does not have any operation that carries the risk of forced or compulsory labor.
Security Practices			
GRI 103: Management Approach 2016	103-1	Employee Health and Wellbeing, page 46	
	103-2	Employee Health and Wellbeing, page 46	
	103-3	Employee Health and Wellbeing, page 46	
GRI 410: Security Practices 2016	410-1	Employee Health and Wellbeing, page 46	
Human Rights Assessment			
GRI 103: Management Approach 2016	103-1	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
	103-2	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
	103-3	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
GRI 412: Human Rights Assessment 2016	412-1	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
	412-2	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
	412-3	Ethics, Anti-Corruption, Transparency and Competitive Behavior, page 36 Human Rights, page 51	
Local Communities			
GRI 103: Management Approach 2016	103-1	Our Environmental and Social Impact, page 70	
	103-2	Our Environmental and Social Impact, page 70	
	103-3	Our Environmental and Social Impact, page 70	
GRI 413: Local Communities 2016	413-1	Our Environmental and Social Impact, page 70	
	413-2	Our Environmental and Social Impact, page 70	

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Supplier Social Assessment			
GRI 103: Management Approach 2016	103-1	Our Environmental and Social Impact, page 70	
	103-2	Our Environmental and Social Impact, page 70	
	103-3	Our Environmental and Social Impact, page 70	
GRI 414: Supplier Social Assessment 2016	414-1	Our Environmental and Social Impact, page 70	
	414-2	Our Environmental and Social Impact, page 70	
Customer Health and Safety			
GRI 103: Management Approach 2016	103-1	Data and Customer Privacy, page 69 Information and Product Security, page 69	
	103-2	Data and Customer Privacy, page 69 Information and Product Security, page 69	
	103-3	Data and Customer Privacy, page 69 Information and Product Security, page 69	
GRI 416: Customer Health and Safety 2016	416-1	Data and Customer Privacy, page 69 Information and Product Security, page 69	
	416-2	Data and Customer Privacy, page 69 Information and Product Security, page 69	
Marketing and Labeling			
GRI 103: Management Approach 2016	103-1	Our Products and Solutions, page 17 Our Technology and Products, page 60	
	103-2	Our Products and Solutions, page 17 Our Technology and Products, page 60	
	103-3	Our Products and Solutions, page 17 Our Technology and Products, page 60	
GRI 417: Marketing and Labeling 2016	417-1	Our Products and Solutions, page 17 Our Technology and Products, page 60	
	417-2	Our Products and Solutions, page 17 Our Technology and Products, page 60	
Customer Privacy			
GRI 103: Management Approach 2016	103-1	Data and Customer Privacy, page 69	
	103-2	Data and Customer Privacy, page 69	
	103-3	Data and Customer Privacy, page 69	
GRI 418: Customer Privacy 2016	418-1		There were no cases in the reporting period.

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