



GRI CONTENT INDEX		
Indicators	Descriptions and Page Numbers	Omissions
<b>GRI 101: Foundation 2016</b>		
<b>GRI 102: General Disclosures 2016</b>		
<b>Corporate Profile</b>		
102-1	About Arçelik, pp,10-11	-
102-2	About Arçelik, pp,10-11	-
102-3	Contact, p,105	-
102-4	About Arçelik, pp,10-11	-
102-5	Arçelik A.Ş., Annual Report 2018, p,19	-
102-6	About Arçelik, pp,10-11	-
102-7	About Arçelik, pp,10-11	-
102-8	Social Performance Data, p,84	-
102-9	Sustainability Management in Valur Chain, pp,53-55	-
102-10	GRI Content Index: Detailed information about significant changes during the reporting period can be reached through Investor Relations/ Latest Full Developments section located at <a href="http://www.arcelikas.com">www, arcelikas,com</a>	-
102-11	Risk Management, pp,15-16	-
102-12	Stakeholder Management, p,19	-
102-13	Sectoral Institutions and Non-governmental Organizations, pp,78-79	-
<b>Strategy</b>		
102-14	Message from CEO, pp, 4-5	-
<b>Ethics and Integrity</b>		
102-16	Ethics and Compliance System, p,14	-
<b>Governance</b>		
102-18	Management Approach, p,13	-

For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report,

GRI CONTENT INDEX		
Indicators	Descriptions and Page Numbers	Omissions
<b>Stakeholder Engagement</b>		
102-40	Stakeholder Groups and ve Communication Methods p,77	-
102-41	Employee Rights pp,21-22	-
102-42	Stakeholder Management p,19	-
102-43	Stakeholder Groups and ve Communication Methods p,77	-
102-44	Employee Engagement and Participation, p,27; Stakeholder Groups and ve Communication Methods p,77	-
<b>Reporting Practices</b>		
102-45	About Arçelik, p,10-11	-
102-46	About the Report, p1; Determining Sustainability Material Issues pp,18-19	-
102-47	About the Report, p,1; Determining Sustainability Material Issues pp,18-19	-
102-48	Environmental Performance Data, p,80-83	-
102-49	GRI Content Index: There is no change,	-
102-50	About the Report, p,1	-
102-51	GRI Content Index: June 2018	-
102-52	GRI Content Index: Annual	-
102-53	Contact, p,105	-
102-54	GRI Content Index: This report has been prepared in accordance with the GRI Standards: Core option,	-
102-55	GRI Content Index, p,90-101	-
102-56	About the Report, p,1; Independent Assurance Report, p,88	-

GRI CONTENT INDEX			
Standart	Indicators	Descriptions and Page Numbers	Omissions
<b>Economic Performance</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Message from CEO, pp,4-5	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	About Arçelik, pp,10-11; Economic Performance Data p,80	-
	201-2 Financial implications and other risks and opportunities due to climate change	Message from CEO, pp,4-5; Risk Management, pp,15-16 ; Combating Climate Chain,pp,34-35	-
	201-4 Financial assistance received from government	Arçelik A,Ş, 2018 Annual Report p, 152	-
<b>Leading Multi-Stakeholder Initiatives To Transform The Sector</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Sectoral Institutions and Non-governmental Organizations, pp,78-79	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
<b>Management of Conflict Minerals</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Conflict Minerals Management, p,55	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
<b>Being a Digital Solution Partner for Households</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Open Innovation, p,47	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-

GRI CONTENT INDEX			
Standart	Indicators	Descriptions and Page Numbers	Omissions
<b>Open Innovation</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19;; Sustainability Management, p,17; Open Innovation, p,47	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
<b>Corporate Governance, Integrity and Accountability</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19;; Sustainability Management, p,17; Management Approach, p,13	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
<b>Ethics and Transperency</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19;; Sustainability Management, p,17; Management Approach, p,13	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Risk Management pp,15-16; GRI Content Index: All Arçelik operations are assessed for risks related to corruption,	-
	205-3 Confirmed incidents of corruption and actions taken	GRI Content Index: There has been no major incidents of corruption during the reporting period, In cases of minor incidents, related processes are analyzed thoroughly; process changes are conducted and control mechanisms are implemented in order to minimize the determined risks,	-

GRI CONTENT INDEX			
Standart	Indicators	Descriptions and Page Numbers	Omissions
<b>Resource Efficiency in Production</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Responsible Production and Consumption, p,31 ; Resource Efficiency in Production, pp,40-41	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Resource Efficiency in Production, pp,40-41 ; Environmental Performance Data, p,81	-
	301-2 Recycled input materials used	Resource Efficiency in Production, pp,40-41	-
GRI 302: Energy 2016	302-3 Energy intensity	2018 Results– 2020 Goals, pp,8-9 ; Environment and Energy Manageent Approach, pp,32-36	-
GRI 306: Effluents and Waste 2016	306-2 Waste by type and disposal method	Resource Efficiency in Production, pp,40-41	-
GRI307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	GRI Content Index: During the reporting period, no significant* fines were paid for non-compliance with environmental laws and regulations,	-
<b>Combating Climate Change</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Combating Climate Change, pp,34-35; Energy Efficiency in Production, p,36	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental Performance Data, pp,81-83	-
	302-2 Energy consumption outside of the organization	Environmental Performance Data, pp,81-83	-
	302-3 Energy intensity	2018 Results– 2020 Goals, pp,8-9	-
	302-4 Reduction of energy consumption	Energy Efficiency in Production, p,36	-
	302-5 Reductions in energy requirements of products and services	Energy Efficient Environmentally Friendly Products, pp,37-39	-

\* Fines amounting to more than 10,000 USD are considered as significant,

GRI CONTENT INDEX			
Standart	Indicators	Descriptions and Page Numbers	Omissions
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environmental Performance Data, pp,81-83	-
	305-2 Energy indirect (Scope 2) GHG emissions	Environmental Performance Data, pp,81-83	-
	305-5 Reduction of GHG emissions	Energy Efficiency in Production, p,36	-
<b>Water Risks and Management</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Water Risks and Management, p,42	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 303: Water 2016	303-1 Water withdrawal by source	Water Risks and Management, p,42	-
	303-2 Water sources significantly affected by withdrawal of water	GRI Content Index: Since the most of the water used is withdrawn from the municipal systems and no water bodies with RAMSAR or similar protection status are employed, Arçelik operations does not result in any stress on water bodies,	-
	303-3 Water recycled and reused	Water Risks and Management, p,42	-
GRI 306: Effluents and Waste2016	306-1 Water discharge by quality and destination	Water Risks and Management, p,42	-
	306-5 Water bodies affected by water discharges and/or runoff	GRI Content Index: Most of the wastewater generated at Arçelik factories are discharged to industrial sewage systems, while the remainder is discharged to receiving environment, As the wastewater is discharged after treatment processes, it complies with the quality levels foreseen by the regulations and the biodiversity value is not effected,	-

GRI CONTENT INDEX			
Standart	Indicators	Descriptions and Page Numbers	Omissions
<b>Energy Efficient Environmentally Friendly Products</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Energy Efficient Environmentally Friendly Products, pp,37-39	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
<b>Recycling</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Reuse, Recycling and Disposal of Products, pp,42-43	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
<b>Supply Chain that Respects Environmental, Social and Ethical Conditions</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Sustainability Management at Value Chain, pp,53-55	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 308: Sup- plier Environ- mental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Supply Chain, s,54	-
	308-2 Negative environmental impacts in the supply chain and actions taken	Supply Chain, pp,53-55	-
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Supply Chain, p,54	-
	414-2 Negative social impacts in the supply chain and actions taken	Supply Chain, pp,53-55	-
<b>Equality of Opportunity and Diversity</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Employee Rights, pp,21-22	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-

GRI CONTENT INDEX			
Standart	Indicators	Descriptions and Page Numbers	Omissions
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Rights, pp,21-22	-
	401-3 Parental leave	Employee Rights, pp,21-22	-
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	GRI Content Index: In the case of collective and / or individual layoffs or changes in duties, Arçelik A,Ş, applies the relevant provisions stipulated in the labor legislation and collective agreements applicable in the countries of operation,	-
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Social Performance Data, p,86	-
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Employee Rights, pp,21-22	-
<b>Occupational Health and Safety</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Occupational Health and Safety, pp,28-29	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 403: Occupational Health and Safety 2016	403-1 Workers representation in formal joint management–worker health and safety committees	Occupational Health and Safety, pp,28-29	-
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational Health and Safety, pp,28-29; Social Performance Data, pp,84-87	-
	403-3 Workers with high incidence or high risk of diseases related to their occupation	Occupational Health and Safety, pp,28-29	-
	403-4 Health and safety topics covered in formal agreements with trade unions	Employee Rights, pp,21-22	-



GRI CONTENT INDEX			
Standart	Indicators	Descriptions and Page Numbers	Omissions
<b>Employee Development and Talent Management</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Talent Acquisition and Employee Development, pp,23-25	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Employee Rights, pp,21-22	-
	202-2 Proportion of senior management hired from the local community	Social Performance Data, pp,84-87; GRI Content Index: "Local" is defined on the basis of citizenship	-
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social Performance Data, pp,84-87	-
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	2018 Results – 2020 Goals, pp,8-9; Environmental Performance Data, pp,81-83	-
	404-2 Programs for upgrading employee skills and transition assistance programs	Talent Acquisition and Employee Development, pp,23-25	-
	404-3 Percentage of employees receiving regular performance and career development reviews	GRI Content Index: Globally, monthly paid employees are interviewed for performance and career development,	-
<b>Human Rights</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Employee Rights, pp,21-22	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 406: Non-discrimi- nation 2016	406-1 Incidents of discrimination and corrective actions taken	Employee Rights, pp,21-22	-
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Supply Chain, p,53	-
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Supply Chain, p,53	-

GRI CONTENT INDEX			
Standart	Indicators	Descriptions and Page Numbers	Omissions
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	GRI Content Index: All security personnel in Arçelik A.Ş., operations are trained on professional procedures and legal requirements, including the rights of the person,	-
GRI 412: Human Rights Assessment 2016	412-2 Employee training on human rights policies or procedures	Ethics and Compliance System, p,14	-
<b>Customer Satisfaction</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Customer Experience, pp,56-58	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	GRI Content Index: Arçelik complies with all international and local regulations concerning product information and labeling,	-
	417-3 Incidents of non-compliance concerning marketing communications	GRI Content Index: No incidents of non-compliance with regulations and voluntary codes concerning Not Assured marketing communications have taken place during the reporting period,	-
<b>Product Quality and Safety</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	GRI Content Index: Arçelik complies with all international and local regulations concerning health and safety impacts of its products,	-
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	GRI Content Index: There were no incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period,	-
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	GRI Content Index: During the reporting period, no significant fines were paid for non-compliance with laws and regulations in the social and economic area	-

GRI CONTENT INDEX			
Standart	Indicators	Descriptions and Page Numbers	Omissions
<b>Food Waste</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Responsible Consumption and Combating Food Waste, p,70	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
<b>Products and Services for Disadvantaged Groups</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; New Business Areas, p,47	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
<b>Logistics and Operational Efficiency</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Supply Chain, pp,53-55	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
<b>Customer Experience</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Customer Experience, pp,56-58	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-

GRI CONTENT INDEX			
Standart	Indicators	Descriptions and Page Numbers	Omissions
<b>Healthy Living</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; New Business Areas, p,47	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	GRI Content Index: There were no substantiated complaints received concerning breaches of customer privacy during the reporting period,	-
<b>Social Investment Programs that Create Shared Value</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Social Development, pp,62-75	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-
<b>Stakeholder Dialogue</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Identification of Material Aspects, pp,18-19,; Sustainability Management, p,17; Stakeholder Management, p,19	-
	103-2 The management approach and its components	Sustainability Management, p,17	-
	103-3 Evaluation of the management approach	Sustainability Management, p,17	-

**Note:** As stated in Arçelik A.Ş. Ethical Rules of Conduct and Implementation Principles, Company did not donate to political parties, politicians or candidates for political duties or posts. As well as, no demonstration, propaganda or similar deliberate activities for such motives will be permitted within the borders of our workplaces. Nor may the Company assets or resources (vehicles, computers, e-mail, etc.) be allocated to political activities during the reporting period,