

Sustainability Report 2024



Towards a Sustainable World



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ABOUT THE REPORT

NG Kütahya Seramik’s approach to sustainability is based on establishing strong and transparent communication with its stakeholders. This report, which addresses sustainability performance for 2024, provides a regular dialogue platform for evaluating and improving the environmental, social and economic impacts of its activities.

It aims to share with its stakeholders how the defined targets were achieved and the results of sustainability efforts. The company aims to implement innovative steps that will contribute to the environment and society by continuously improving its business processes. This report provides an opportunity to transparently share with stakeholders the developments on the path to sustainability targets and plans for the future.



Scope of Reporting

This report is NG Kütahya Seramik’s first sustainability report and covers the sustainability activities carried out during the 12-month period between 1 January 2024 and 31 December 2024. The report details the company’s strategies in the environmental, social and governance (ESG) areas, the activities based on these strategies, and the defined sustainability targets.



Reporting Principles and Standards

The report has been prepared with reference to the GRI Sustainability Reporting Standards (Global Reporting Initiative-GRI). In addition, it includes our contributions to the United Nations Sustainable Development Goals (SDGs).



Scope of Reporting

Publication Date

October 2025

Stakeholders wishing to obtain further information about the sustainability report or to submit questions and suggestions can contact NG Kütahya Seramik at info@ngkutahyaseramik.com.tr.

MESSAGE FROM THE CHAIRMAN

Dear Stakeholders,

As we pass another important milestone on our journey towards a more sustainable future, I am very proud and excited to share NG Kütahya Ceramic's sustainability report with you. The year 2024 has been a transformative period for NG Kütahya Ceramic, during which our sustainable transformation goals have been supported by investments and technology, and environmental harmony has been fully integrated into our operations.

The 100th Year Factories, which were commissioned at the end of last year and named after the 100th anniversary of our Republic, have not only increased our production capacity but have also become a symbol of sustainable production. Our new facilities, developed with a €140 million investment in the Kütahya 30 August Organised Industrial Zone, stand out as an exemplary model in our sector with their Industry 4.0-compatible infrastructure, artificial intelligence-supported production systems, processes aligned with circular economy principles, and use of renewable energy.

We are steadily progressing towards our zero-waste goal by reducing our carbon emissions through the installation of solar power plants and recycling wastewater, raw materials, and packaging back into the production cycle. Thanks to our rooftop solar power plants with a capacity of 25 MW, we have significantly increased the proportion of renewable energy in our production.

As a brand that exports to more than 70 countries around the world, we are moving forward with an approach that combines high quality in production, aesthetics in design, and ethical values in management.

The €111 million advanced technology agreement we signed in 2024 integrates digital solutions and data-driven management approaches into our production systems, enhancing both our efficiency and environmental awareness.

Our sustainability approach is not limited to environmental performance indicators; it forms the basis of our relationships with all our stakeholders, from our employees to our suppliers, local communities, and customers. We embrace a holistic approach to sustainability through our practices in occupational health and safety, equality and inclusivity, education, and social support.

As NG Kütahya Ceramic, we will continue to act with the awareness that sustainability is not just a goal, but a corporate responsibility.

I would like to express my heartfelt gratitude to all my colleagues who have contributed to this journey, to our business partners who have strengthened our partnership, and to all our stakeholders who have placed their trust in us.

Yours sincerely,

Erkan Gural

NG Kütahya Ceramic Porcelain Tourism Industry Inc.
Chairman



SECTORAL OUTLOOK

We have left behind a year marked by both challenges and transformation.

The year 2024 witnessed significant developments for the ceramic wall and floor tile sector on a global scale, driven by both an economic slowdown and a growing focus on sustainability.

Throughout the year, persistent high interest rates, geopolitical uncertainties, and declining construction investments led to a contraction in demand across many markets, particularly in Europe and the US.

Meanwhile, ongoing urban growth and infrastructure investments in regions such as the Middle East, India, and Africa injected renewed momentum into the sector. The Turkish ceramics sector stands out due to urban transformation initiatives in the domestic market and regional export opportunities.

In Turkey, the sector has had a strong year thanks to increased domestic demand generated by urban transformation projects and the recovery trend in export markets. In the face of energy costs and global uncertainties, competitive advantage is being maintained through digitalisation, energy efficiency applications and renewable energy investments. Turkey's strategic location, logistical superiority and high-quality production infrastructure support sustainable growth in regional exports.

Energy efficiency, digitalisation and carbon reduction have become the main drivers of transformation in the sector. Throughout 2024, investments in sustainable production practices continued to gain momentum across the sector. Applications such as waste heat recovery, solar energy use, low-emission furnace technologies, and artificial intelligence-supported production systems have come to the forefront.

In line with the European Union's Carbon Border Adjustment Mechanism (CBAM) and Turkey's ongoing preparations for the Emissions Trading System, carbon management has risen to the top of the sector's agenda.

At the same time, product preferences are evolving—driven by design, hygiene, and sustainability concerns. Consumers are increasingly drawn to products with hygienic surface properties, large-format digital tiles, and eco-certifications. EPD-certified products, surface solutions aligned with green building criteria, and antibacterial ceramics are gaining prominence in the market.

NG Kütahya Seramik is leading the sector's transformation with its sustainable production capacity and advanced technology investments.

Throughout 2024, NG Kütahya Seramik delivered a strong performance in both the domestic and export markets in line with its sustainable production approach. The company is among those leading the sector's transformation through its design capabilities, high-tech investments and environmental responsibility approach. The company's investments in areas such as energy efficiency, waste management and renewable energy use in its production processes support the transition to low-carbon production, meeting market expectations while also aligning with the global sustainability agenda.



NG | KÜTAHYA SERAMİK

CORPORATE PROFILE

About The
Report

Message From
The Chairman

**Sectoral
Outlook**

Ng Kütahya Seramik
Sustainability

NG

Sustainable Production
And Innovation

Environmental
Sustainability

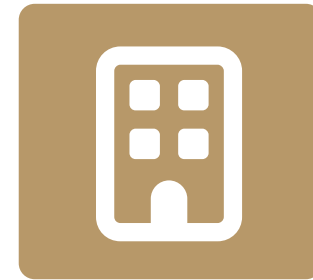
Social And Societal
Sustainability

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CORPORATE PROFILE

About NG Group



One of Turkey's Value-Creating Groups with a Multi-Sector Structure

Founded in 1965, NG Group is now one of Turkey's strongest business groups, operating across the industrial and service sectors. Since its establishment, NG Group has anchored its principles in quality, innovation, and sustainability, with operations spanning ceramics to porcelain, tourism to logistics, retail to art.

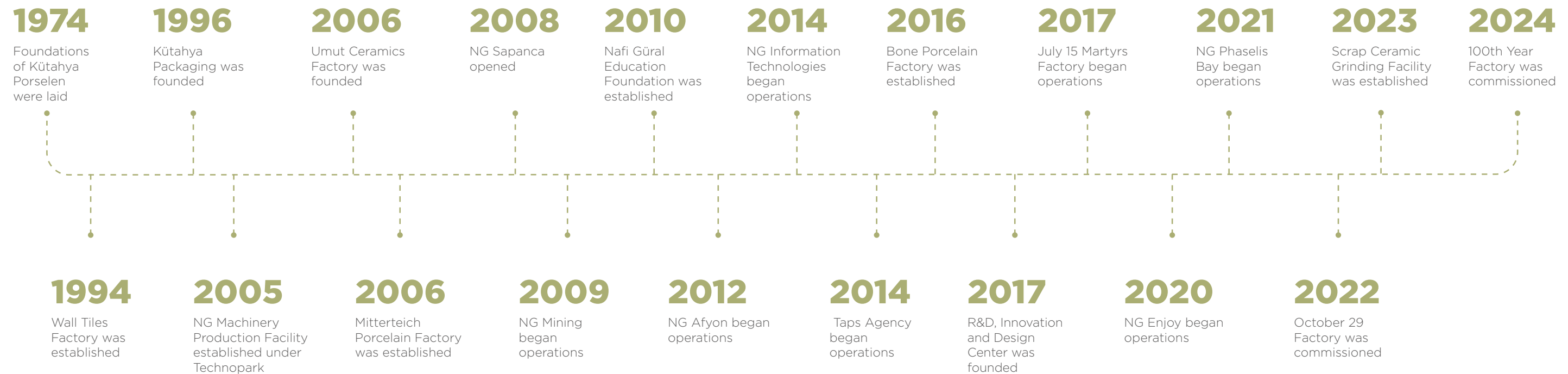
The companies operating under the leadership of NG Group have become brands that are considered benchmarks in their sectors, both in Turkey and abroad. With its advanced production infrastructure, innovative products, and strong export capabilities, NG Kütahya Seramik plays a key role in the Group's industrial arm. Meanwhile, NG Hotels distinguishes itself with its sustainable tourism vision, and brands such as NG Porselen and NG Lojistik stand out with their customer-focused service approach.

Reducing environmental impact, increasing social contribution, and creating sustainable value for future generations are top priorities across all of the Group's activities. In this regard, every component of the corporate structure is advancing with a governance model based on strong economic performance, as well as social and environmental responsibility.



Milestones

Steps Shaping the Future



About NG Kütahya Seramik

Founded in 1965, NG Kütahya Seramik is one of Turkey's pioneering organisations in the ceramics sector, combining quality, aesthetics and technology. Specialising in wall and floor tile production, the company has become a preferred brand in both national and international markets thanks to its innovative designs, wide product range and strong export network.

With its modern production facilities located in Kütahya and an annual production capacity of millions of square metres, NG Kütahya Seramik possesses one of the largest and most technologically advanced production infrastructures in the ceramics industry. Combining its design strength with an approach that blends art with technology, the company offers a unique style in its collections, ranging from traditional Turkish motifs to modern lines.

The company's product portfolio includes a wide range of alternatives such as matt, glossy, rectified, large-format, digitally printed, technical porcelain and vitrified products. It offers highly durable and aesthetic products that can be used in many different areas such as kitchens, bathrooms, exterior facades, hotels, shopping centres, airports and healthcare facilities.



As a brand that exports to over 70 countries, NG Kütahya Seramik is the global representative of Turkish ceramics.



Key Developments in 2024

A Sustainable Production Vision Worthy of the Republic's 100th Anniversary

NG Kütahya Seramik has significantly increased its sustainable production capacity in the ceramics sector with its new production facilities, launched specifically for the 100th anniversary of the Republic. Located in the Kütahya 30 August Organised Industrial Zone and implemented with a total investment of 140 million euros, the “100th Anniversary Factories” are the company's eighth production facility.

With these facilities, which have a total enclosed area of 126,000 m², NG Kütahya Seramik's total annual production capacity has reached 54 million m². It is the first in Turkey to produce ceramic tiles measuring 160x320 cm. These products are particularly suitable for a wide range of applications, such as kitchen and bathroom countertops, exterior cladding, and floor and wall surfaces.

The new facilities are equipped with Industry 4.0 standardized automation systems and artificial intelligence-supported production lines, maximizing digitalization across production processes. At the same time, in line with circular economy principles, water, raw materials, and packaging waste from production processes are recovered and reused. Waste management is handled in an integrated manner as part of the company's zero-waste target, and systematic improvement activities are carried out to minimize environmental impact.

Also in 2024, an advanced technology cooperation agreement worth €111 million was signed with the Italian company Sacmi at the UNICERA Fair. This investment not only expanded production capacity but also enabled the launch of AI-based efficient production processes.

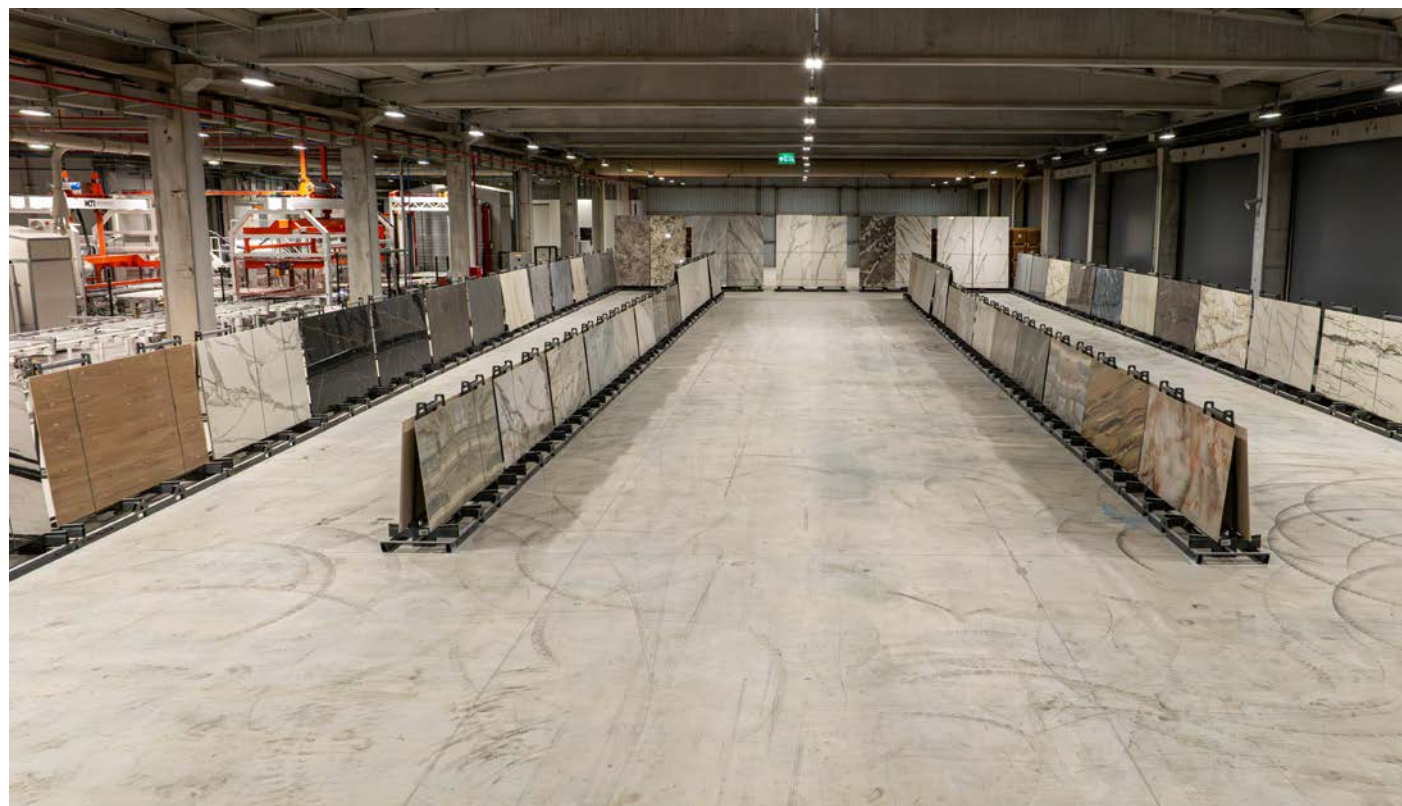
In the field of sustainability, environmentally friendly initiatives such as waste heat recovery projects, solar power plant investments, and low-emission kiln systems have been implemented.



NG Kütahya Seramik 100th Anniversary Factories enhance the company's global competitiveness and contribute to its sustainable growth targets with their high-tech, environmentally friendly production systems and product portfolio offering architectural flexibility.



Thanks to the solar power plants with a total capacity of 25 MW installed on the roofs of the facilities, production is carried out using a large proportion of renewable energy.



Ceramic Grinding Facility

At NG Kütahya Seramik, uncooked ceramic fragments are directed to the raw material unit and reused in mass production. With the planned capacity increase, fired ceramic fragments have also been incorporated into the recycling process. These fragments are ground to the appropriate size in the newly established fired ceramic grinding plant and reintegrated into the raw material production system. Within the scope of the Environmental Impact Assessment (EIA) area, a ceramic fragment grinding facility was established on a 31,678.44 m² site allocated to NG Kütahya Seramik Porselen Turizm A.Ş., and the plant became operational in 2024.

This facility, with an annual capacity of 21,640 tonnes, processes waste ceramics generated during operations and reuses them as alternative raw materials by incorporating them into the production recipe at specific ratios. As the only waste ceramic grinding facility of its kind in the region in Turkey, 21,640 tonnes of waste ceramics were processed and recovered as alternative raw material in 2024. This achievement prevented approximately 269.47 tonnes of CO₂-equivalent greenhouse gas emissions, delivering a significant environmental contribution

Commitment to Sustainability, Quality and Innovation

NG Kütahya Seramik views sustainability not merely as a goal but as a core corporate principle, continuously pursuing improvement in key areas such as the efficient use of natural resources, energy conservation, waste management, and low carbon emissions.

Thanks to high-tech investments, NG Kütahya Seramik offers innovative solutions in product development and design processes, creating three-dimensional, silky, and natural-textured tiles through surface technologies such as DDG (Deep Digital Glaze). It continues to transform the user experience with signature collections such as 3DS, Stardust, and Soft Mat.

Global Presence and Brand Strength

Exporting to over 70 countries, NG Kütahya Seramik successfully represents the “Made in Turkey” label in international markets. It participates in prestigious projects across a wide geography, from Europe to America, the Middle East to Africa, and is preferred for hotel chains, airports, public buildings, and luxury residential projects.

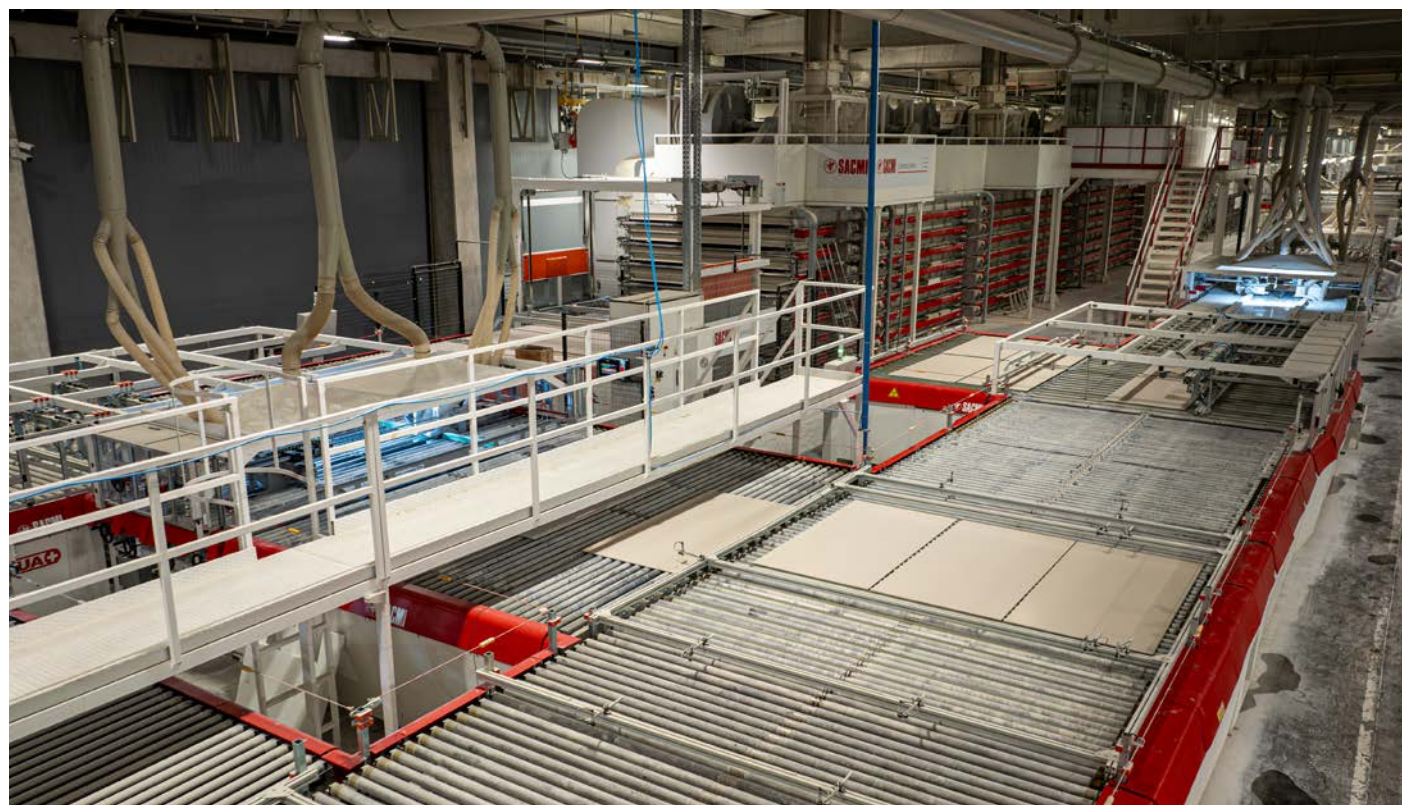
Investing in both technology and human resources to remain competitive globally, NG Kütahya Seramik continues its sustainable growth by offering its customers high value-added products and services.

Human Resources and Corporate Culture

NG Kütahya Seramik views its employees as its most valuable asset and implements active policies in areas such as occupational health and safety, career development, gender equality and inclusiveness. With its education, development and commitment-focused human resources strategies, it is a preferred employer in the sector.

Preparing for the Future with New Investments: 30 August Factory

NG Kütahya Seramik plans to launch a new “Ceramic Tile Production Facility” investment in 2025, aiming to increase the company’s production capacity and strengthen its advanced technology-based production infrastructure. The facility, to be built on a 234,413.53 m² plot in the Kütahya 30 August Organised Industrial Zone, is planned to have a total enclosed area of 68,400 m². The new facility is expected to house modern production lines covering all stages of the production process.



Vision, Mission and Values

Vision

To be a leading organisation in the ceramics sector, using the latest technologies to offer innovative products and services, based on the strong bonds we have established with our customers, employees, suppliers and values.

Mission

To rapidly apply developments in floor and wall tile products and technologies to our organisation, transforming them into aesthetic and functional products, and to deliver these products to our domestic and international customers, exceeding their expectations.

Values

Customer Focus

To achieve our goals, we value all our internal and external customers, striving to understand and meet their needs.

Creativity

Creativity and innovation are fundamental to success. We evaluate opportunities by developing new products and new processes. Our understanding of creativity is one of the most important factors in achieving excellence.

Openness to Change

We value new ideas and continuous learning, which enables us to adapt to change. We provide our employees with the necessary support to create a positive working environment.

Being Proactive

We strive to identify problems and opportunities in advance and develop the necessary action plans. We produce permanent solutions to prevent mistakes from recurring.

Sensitivity to Occupational Safety and the Environment

We believe that people and nature are the most important factors for life, provide our employees with a safe working environment, and show the utmost sensitivity to the environment and nature in our work.

Responsibility

We encourage all our employees to take the necessary responsibility for the fulfilment of their duties, and we support and encourage them in this regard.

Accuracy

Accuracy is our indispensable way of life. We always prioritise honesty, legality and transparency in our personal and business relationships.

Sensitivity to Cultural Diversity

Cultural differences are among our most important national values. We respect different cultures and do not discriminate in our working and social environments.

Team Spirit

We believe in the importance of team spirit for success, help each other achieve our goals, and take pride in achieving success as a team.

NG Kütahya
Seramik
in 2024



1,300+
Employees



57 Million m²
Production Capacity



31.1 Million m²
Domestic Annual Sales



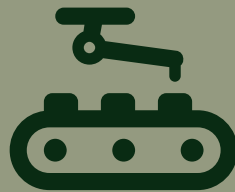
9 Trademarks
Registered
in 2024



6.7 Million m²
Export Annual Sales



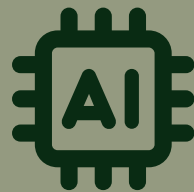
Exports to **73 Countries**
Across **5 Continents**



Production of Large-
Format Tiles up to
160x320cm



111 Million €
Technology Investment



AI
Supported Production
Infrastructure



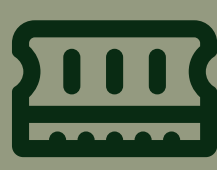
Commissioning of the
**100th Year
Factory**



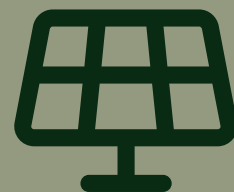
New Surfaces
3DS, Stardust, Soft Mat, and more



Antibacterial
and Environmentally
Friendly Products



Digital Production Lines
Integrated with
Industry 4.0
Technologies



25 MW rooftop
Solar Power Plant (SPP)

NG Kütahya Seramik

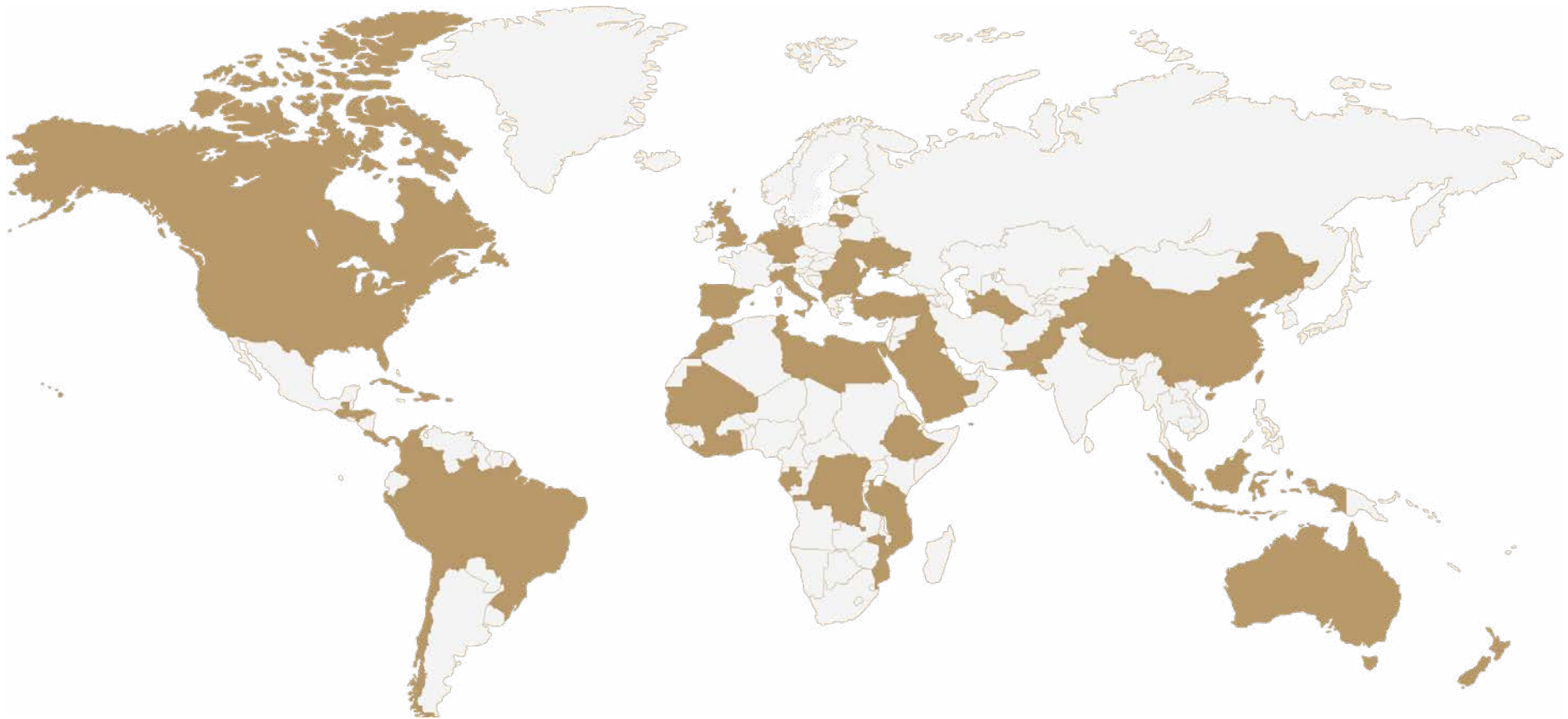
Export Network

NG Kütahya Seramik, with its strong production capacity and high quality standards, is positioned as a reliable ceramic brand not only in the Turkish market but also worldwide

Products are exported

to over 70 countries,

Europe to the Middle East, North Africa to America, and NG Kütahya Seramik creates value as a preferred solution partner in global projects.



- USA
 - IRAQ
 - MOROCCO
 - CANADA
 - CYPRUS
 - FRANCE
 - AZERBAIJAN
 - UNITED KINGDOM
 - ALBANIA
 - UAE
- MACEDONIA
 - LIBYA
 - BELGIUM
 - SERBIA
 - RUSSIA
 - ITALY
 - QATAR
 - BOSNIA AND HERZEGOVINA
 - GEORGIA
 - NETHERLANDS
- OMAN
 - KOSOVO
 - PALESTINE
 - TURKMENISTAN
 - MOLDOVA
 - UKRAINE
 - SPAIN
 - BULGARIA
 - KYRGYZSTAN
 - UZBEKISTAN
- POLAND
 - GREECE
 - MALTA
 - PANAMA
 - GHANA
 - MOZAMBIQUE
 - KENYA
 - CHILE
 - NIGERIA
 - SENEGAL
- GUATEMALA
 - DJIBOUTI
 - MONTENEGRO
 - ROMANIA
 - AUSTRIA
 - PAKISTAN
 - TAJIKISTAN
 - CAYMAN ISLANDS
 - TANZANIA
 - SWITZERLAND
- DJIBOUTI
 - MAURITANIA
 - NETHERLANDS ANTILLES
 - GUINEA
 - HUNGARY
 - ALGERIA
 - INDONESIA
 - IVORY COAST
 - URUGUAY
- IRELAND
 - KUWAIT
 - BAHRAIN
 - DOMINICA
 - SLOVAKIA
 - SIERRA LEONE
 - TUNISIA
 - CROATIA
 - BRAZIL
- PORTUGAL
 - ABKHAZIA
 - KAZAKHSTAN

	Unit	2022	2023	2024
Annual Export Sales	m ²	8,073,449	5,051,530	6,732,391



NG KÜTAHYA SERAMİK SUSTAINABILITY

Sustainability Policy

NG Kütahya Seramik approaches sustainability not only as an environmental responsibility but also as a holistic value concept encompassing social and economic dimensions. The sustainability policy aims to build an environmentally conscious, socially contributing and governance-principle-based business model in all areas of operation.

Within the scope of the corporate sustainability approach, the fundamental principles include ensuring the efficient use of natural resources, supporting the fight against climate change, creating a safe and inclusive working environment for employees, and generating social benefits together with all stakeholders.

The company’s sustainability policy covers a wide range of areas, from reducing environmental impact to ethical management, respect for human rights and the development of a culture of innovation. NG Kütahya Seramik demonstrates its commitment to sustainability by integrating all these objectives into its corporate strategies.

Environmental Awareness and Climate Leadership

In line with NG Kütahya Seramik’s approach to environmental sustainability, natural resources are used responsibly at every stage of the production process. Energy efficiency practices, water and waste management, the preference for environmentally friendly raw materials, and renewable energy investments aimed at reducing emissions are being implemented. Greenhouse gas emissions are monitored, and projects aimed at reducing the carbon footprint are being implemented. Systematic and measurable steps are being taken to combat climate change.

Ethical Management and Transparency

All activities across the company are conducted in accordance with ethical principles and corporate governance standards. Principles of transparency, accountability and anti-corruption are upheld, and open communication is maintained with stakeholders. All processes are managed transparently, and sustainability performance is regularly monitored and shared with the public.

The Value We Place on Human Resources

In line with the value we place on human resources, employee development and well-being remain central to our sustainability goals. A working environment that respects human rights is maintained in line with the principles of diversity, inclusion, and equal opportunity. Occupational health and safety practices are systematically implemented to ensure both the physical and psychosocial well-being of employees. Training, development, and career management processes are actively supported and continuously improved.

Innovation Focus

With the integration of innovative technologies into production processes, continuous development is achieved in the areas of digitalisation, automation, advanced design and energy efficiency. Sustainable products are developed through R&D work. At the same time, energy consumption and resource use are efficiently managed through digital monitoring systems, optimising processes.

Social Responsibility and Contribution

Contributions are made to social development through social responsibility projects carried out at local and national levels. Applications that make a difference in the fields of education, culture-arts, environment and social support are being pursued. Compliance with human rights, social justice and ethical values is ensured throughout the supply chain; social impact management is carried out within the framework of a socially conscious business model.



Sustainable Governance Structure

“ Sustainability is integrated into all corporate decision-making processes at NG Kütahya Seramik, and strategic alignment is achieved through a multi-stakeholder governance structure.

At NG Kütahya Seramik, sustainability is addressed with a holistic approach across environmental, social, and governance areas, and is managed within a structure fully integrated into the corporate strategy. Efforts are ongoing within a structured governance model to improve sustainability performance and embed it throughout the organisation.

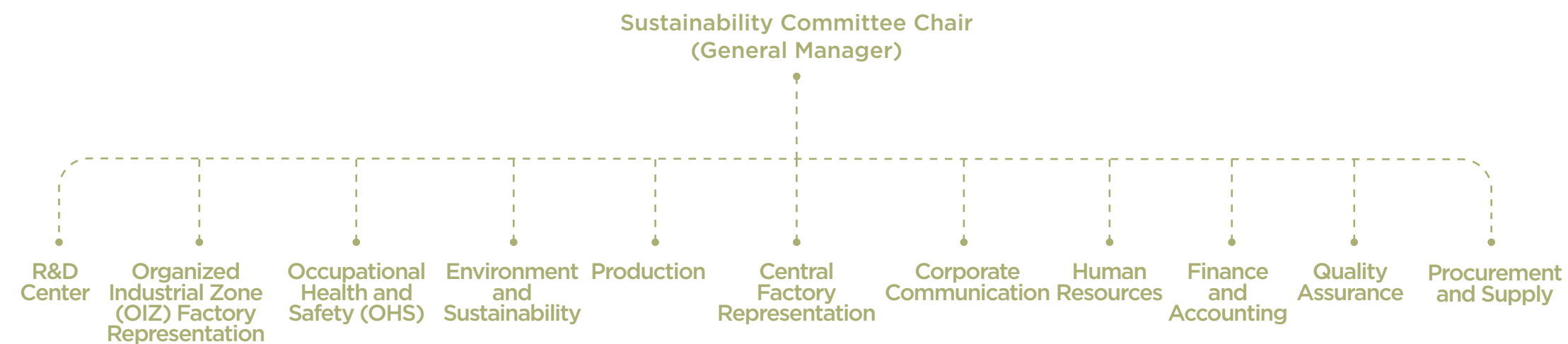
A Sustainability Committee has been established to ensure that sustainability activities are carried out systematically and effectively. The Committee operates under the leadership of the General Manager and is responsible for defining, implementing, monitoring, and continuously improving the company’s sustainability strategies.

The Sustainability Committee includes representatives from various departments, including the R&D Centre, Organised Industrial Zone factories, Occupational Health and Safety, Environment and Sustainability, Central Factory, Corporate Communications, Human Resources, Finance and Accounting, Quality and Assurance, and Purchasing and Supply with each unit contributing according to its area of expertise.

The Committee evaluates and provides guidance on key sustainability topics such as climate change, energy efficiency, environmental risk reduction, social contribution, circular economy practices, and ethical governance. It also prepares action plans and carries out performance monitoring processes in line with the company’s sustainability goals.

Sustainability Committee meetings are held at regular intervals throughout the year, during which sustainability indicators are evaluated. Where necessary, decisions are made on updating targets, finalising improvement proposals, and reviewing new initiatives.

Thanks to NG Kütahya Seramik’s sustainability governance structure, there is strong alignment between corporate strategy and sustainability targets, and the company’s sustainable development approach is embedded throughout the organisation.



Stakeholder Participation and Interaction

Within the scope of NG Kütahya Seramik's sustainability approach, importance is placed on establishing open and continuous communication with all stakeholders. Strong interaction is established with all stakeholders who have a direct or indirect relationship with the company's activities. Stakeholder expectations, needs and feedback are understood and integrated into the processes.

Within the scope of stakeholder engagement processes, regular contact is maintained with a wide range of stakeholders, from employees to suppliers, customers and public institutions. Communication and engagement processes are shaped according to the influence and expectations of stakeholders, with interactions conducted at varying frequencies and through various communication channels depending on the group.

Information sharing is facilitated through communication channels such as email, telephone, face-to-face meetings, field visits, fairs, promotional events, websites, and social media. Ongoing, multi-channel communication is maintained with strategically important stakeholder groups.

A mutual exchange of views on social, environmental, and governance issues is enabled through regular meetings, evaluations, and collaborative projects held throughout the year. The insights gained from these interactions are taken into account in the development of the sustainability strategy and are integrated into performance management processes.

Our Stakeholders

Group Companies / Affiliates

Personnel

Customer

Dealers

Supplier

Shareholder / Holding

Training and Consultancy Institution

Public Institutions and Organizations

NGOs / Business Partnerships

University Collaborations

Local Community

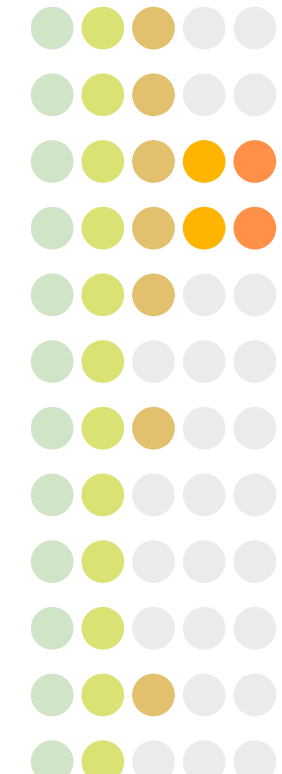
Subcontractors

Unions (Çimse-İş)

Communication Platform

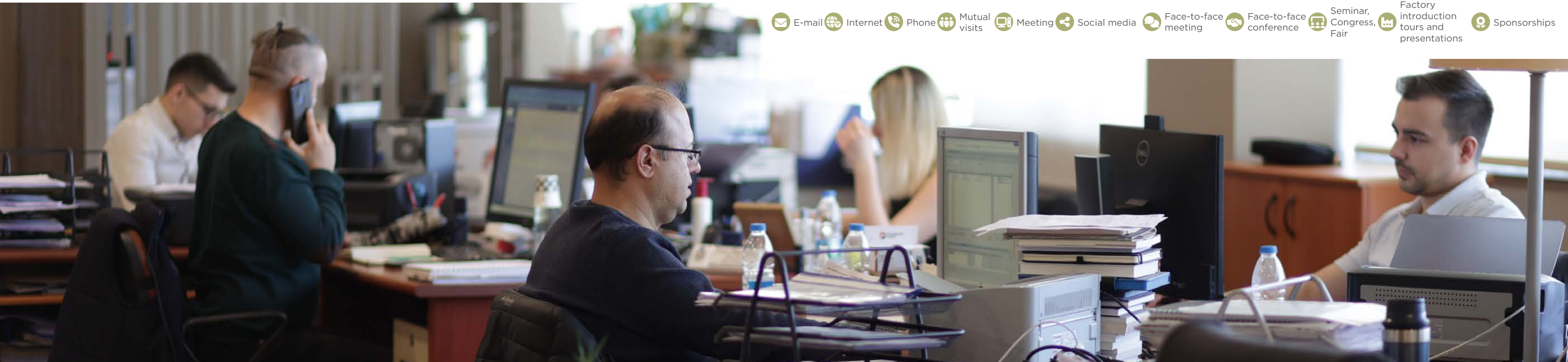


Communication Frequency



Continuous Several times a year Several times a month Weekly Constant

 E-mail
  Internet
  Phone
  Mutual visits
  Meeting
  Social media
  Face-to-face meeting
  Face-to-face conference
  Seminar, Congress, Fair
  introduction tours and presentations
  Sponsorships



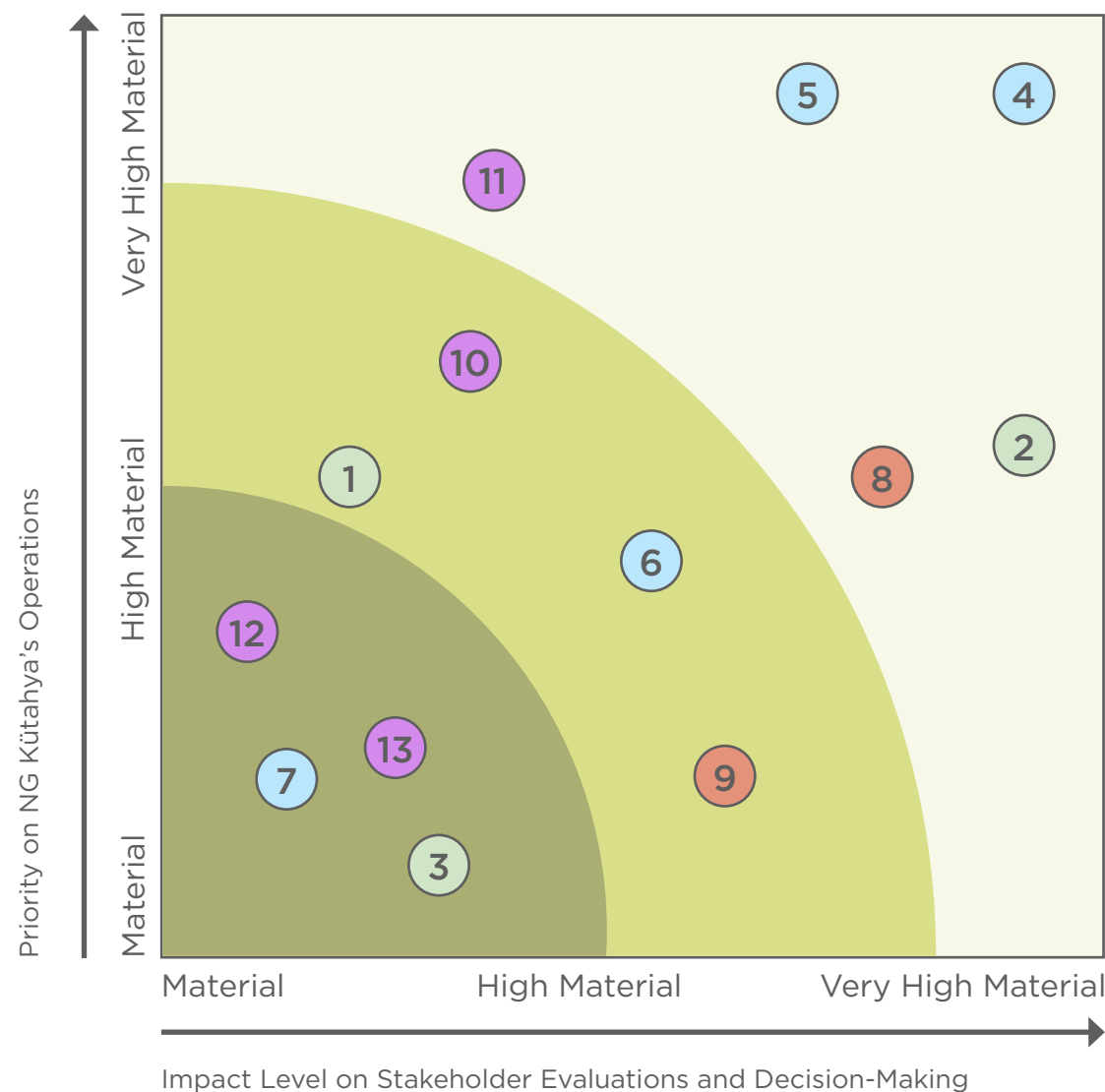
Materiality Analysis

NG Kütahya Seramik conducts materiality analyses to increase the effectiveness of its sustainability strategy and strengthen its interaction with stakeholders. Through materiality analysis, the company's environmental, social, governance and economic impacts and stakeholder expectations are systematically evaluated.

As part of the materiality process, surveys are conducted with internal and external stakeholders, including company employees, dealers, customers, group companies, public institutions and organisations, suppliers, universities and non-governmental organisations, to gather feedback. Based on the data obtained, critical issues in terms of sustainability are identified.

NG Kütahya Seramik's sustainability priorities are defined not only based on stakeholder views but also in line with sector dynamics, global sustainability trends, and company strategies. Thanks to the materiality matrix created, both the impacts on company activities and the issues prioritised by stakeholders are analysed from a holistic perspective.

As a result of the analysis, 13 priority topics were identified and classified into three separate categories: "material", "high material" and "very high material". The company regularly monitors these material topics in line with its long-term goals, links them to relevant performance indicators and manages them in an integrated manner with its strategic objectives.



Environmental

- 1 - Environmental Performance
- 2 - Energy Management
- 3 - Combating Climate Change

Social

- 4 - Occupational Health and Safety
- 5 - Human Resources
- 6 - Customer Experience and Satisfaction
- 7 - Social Responsibility and Socioeconomic Development

Governance

- 8 - Quality Management Systems
- 9 - Ethics and Compliance

Economic

- 10 - Innovative Products and Circular Economy
- 11 - R&D, Product Development and Innovation
- 12 - Digitalization
- 13 - Responsible Procurement and Supply Chain

Contributions to Sustainable Development Goals

NG Kütahya Seramik structures its sustainability approach in line with the 17 Sustainable Development Goals (SDGs) defined by the United Nations and is committed to integrating these global goals into its corporate strategy.

Protecting Nature for the Future

Environmental Performance

Our company's environmental impacts are regularly monitored and managed under the ISO 14001 Environmental Management System. Water consumption, waste generation and emission levels resulting from production are measured. Recovery and disposal processes are carried out in accordance with national legislation and best practice standards. Environmental improvement activities are supported by annual performance indicators, and environmental awareness is integrated into the corporate culture through training provided to all employees.



Energy Management

Energy management is carried out in accordance with the ISO 50001 standard, and energy consumption data is continuously monitored and analysed. Along with projects aimed at increasing efficiency, the share of renewable energy sources is being increased through rooftop solar power systems. Investments are being made to reduce energy losses in production processes, and the goal is to reduce carbon emissions.



Innovative Products and Circular Economy

Environmentally friendly design principles are adopted in product development processes, and a system is implemented whereby waste materials are reintroduced into the production cycle. Practices such as waste separation, recycling, and raw material optimisation both reduce environmental impacts and ensure resource efficiency. Product life cycle assessments are conducted, and a sustainable product portfolio is created.



Combating Climate Change

As part of the fight against climate change, greenhouse gas emissions are calculated, reduction targets are set, and strategic planning is carried out. Energy efficiency projects, renewable energy investments, and production line improvements are being implemented to reduce the carbon footprint.



Empowering People and Society

Occupational Health and Safety

At NG Kütahya Seramik, occupational health and safety management is structured in accordance with the ISO 45001 standard. Risk assessments are conducted regularly, emergency plans are updated, and inspections are carried out to provide employees with a safe working environment. OHS training is provided throughout the year, and awareness-raising activities are conducted to prevent workplace accidents. Furthermore, occupational safety culture is supported through ergonomics, the use of personal protective equipment, and on-site observation processes.



Human Resources

Human resources processes are managed with an approach based on inclusiveness, equality and employee satisfaction. Training and development programmes are implemented to support the competency development of employees, and employee engagement is increased through career development, performance appraisal systems and internal communication mechanisms. Diversity in the workplace, female employment and the support of young talent are prioritised.



Social Responsibility and Socio-Economic Development

Social responsibility initiatives, carried out with the aim of adding value to society, encompass projects based on education, the environment, culture and the arts, and social assistance. Various social support programmes are run for local communities, young people and students, and partnerships are established with public institutions, NGOs and universities. Corporate volunteering initiatives and sponsorship support raise social awareness and contribute to social sustainability.



Inspiring Tomorrows

R&D, Product Development and Innovation

At NG Kütahya Seramik, R&D and innovation activities are carried out with the aim of increasing competitiveness in the sector and developing sustainable products. New products are developed within the R&D Centre in line with sustainability criteria. When designing collections, factors such as product durability, environmental impact and material efficiency are taken into account. Priority is given to the development of high value-added products such as innovative surface technologies and photocatalytic solutions.



Digitalisation

Digital transformation applications are being implemented in production and management processes. Production lines are supported by automation systems in line with Industry 4.0 principles. Data-based monitoring, performance analysis and digital decision support systems are utilised. Digitalisation optimises resource utilisation, enables real-time monitoring of energy and quality performance, and increases operational efficiency.



Quality Management Systems

Quality management is carried out in accordance with the ISO 9001 Quality Management System. To ensure the continuity of product and service quality, compliance with standards is monitored in all processes, customer feedback is systematically evaluated, and corrective actions are implemented. A culture of continuous improvement is fostered, and quality performance is regularly monitored to align with strategic objectives.



Building Trust

Ethics and Compliance

Full compliance with ethical principles in corporate activities is targeted. Processes are conducted in line with business ethics rules, anti-corruption and transparency principles. Legal compliance processes are supported by internal audit activities and policy documents, and a responsible governance approach is integrated into the corporate structure.



Responsible Procurement and Supply Chain

Within the scope of supply chain management, compliance processes are monitored through supplier evaluation systems, taking into account environmental, social and ethical criteria. Long-term partnerships are established with suppliers, seeking compliance with legislation and our corporate values in line with responsible procurement policies. Priority is given to human rights, fair working conditions and resource efficiency in the supply chain, establishing transparent procurement relationships.



Customer Experience and Satisfaction

Customer satisfaction is measured in terms of product quality and service performance, and process improvements are made based on the feedback received. Customer complaints are recorded, analysed and resolved. In addition, issues such as product safety, after-sales service quality and accessibility are addressed from a sustainability perspective.



NG | KÜTAHYA SERAMİK

SUSTAINABLE PRODUCTION AND INNOVATION

Products and Services

Design, Technology, and Sustainability Combined

NG Kütahya Seramik embraces an approach that combines aesthetics, functionality, and environmental responsibility in the ceramics sector, with an extensive collection of 801 products across 177 series. Offered in 25 different sizes, the products meet the architectural needs of various segments—from residential to commercial buildings. A diverse product range is provided with solutions tailored to both indoor and outdoor spaces, in line with user expectations.

The collections attract attention not only for their technical performance but also for their refined lines, natural textures, and contemporary design language. Supported by modern surface technologies, the products are preferred by architects and designers, offering aesthetic cohesion and long-lasting durability in living spaces.

NG Smart – Hygienic Living Spaces with Smart Surfaces

The NG Smart collection reflects a hygiene-focused design approach with its photocatalytic nanotechnology surface coating. Surfaces containing titanium dioxide are a special ceramic surface technology that can self-clean and prevent the formation of bad odours and bacteria thanks to the dioxide. This technology, which reduces the need for chemical cleaning, contributes to both user health and the environment.

It is used in indoor areas where hygiene is critical, such as kitchens, bathrooms, and healthcare facilities, and its effectiveness is enhanced by UV light in exterior applications. Furthermore, NG Smart products are certified by NSF International, proving their reliability in terms of food contact safety.

NG Stone – A Holistic Approach to Large-Format Ceramic Surfaces

The NG Stone collection provides integrity on large surfaces with large-format tiles such as 160x320 cm. These 6 mm thick products offer a simpler and more aesthetic appearance with the possibility of low-joint application. Their lightness ensures ease of application, and they stand out with technical features such as low water absorption, stain resistance, and scratch resistance. The NG Stone collection is used in versatile areas such as hotel lobbies, commercial buildings, exterior cladding, and interior wall/floor applications.



Fusion 120x240



Delmar 160x320

Stardust Effect – Depth Effect on Shimmering Surfaces

The Stardust Effect collection creates a luxurious and bright atmosphere in interiors with its crystal-clear surface structure. Manufactured using DDG technology, these products feature deep patterns inspired by starry nights. Series such as Tosca, Osso, and Delmar provide a powerful aesthetic contribution to interiors with their bold colour transitions and natural stone texture. Thanks to their high light reflection properties, they offer a spacious appearance in spaces and enhance the visual impact of wall and floor coverings.

Soft Touch – Nature’s Gentle Touch

The Soft Touch collection offers a soft touch and a calm atmosphere with its micro-matt surface structure. The Loren, Carrara, Crown and Ravel series combine natural stone textures with an elegant surface effect. These surfaces, which reflect light to a low degree, are particularly preferred in relaxation areas, living rooms and bedrooms.

Meeting performance criteria such as slip resistance, wear resistance, and easy cleanability, these products offer an ideal balance between functionality and aesthetics..

Metronorm – A Powerful Interpretation in Simple Form

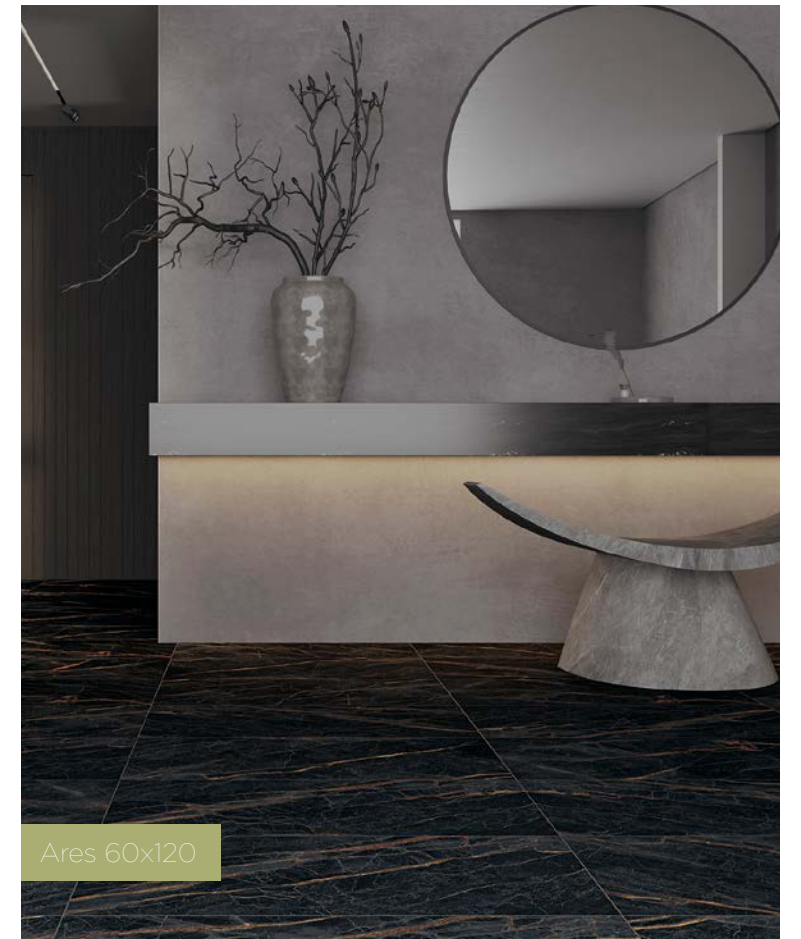
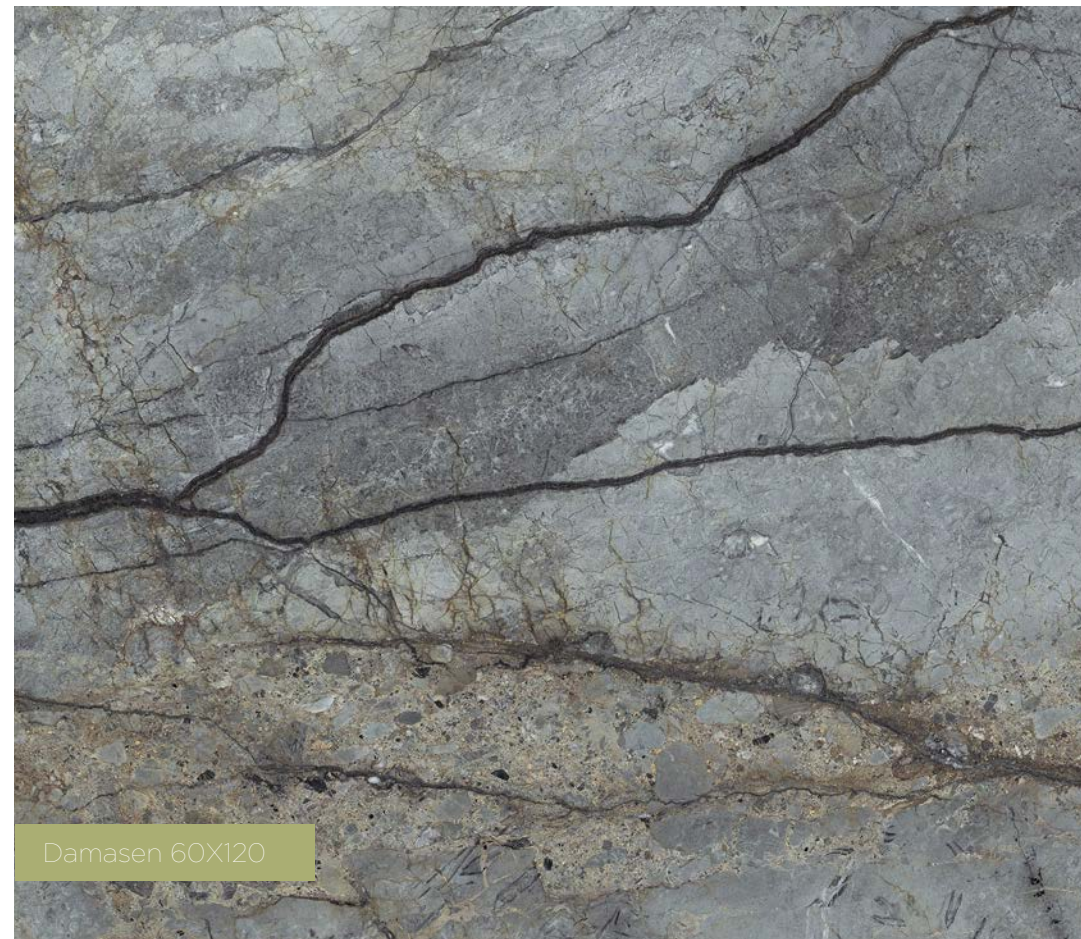
The Metronorm collection combines classic marble patterns with simple geometries to offer modern solutions for both residential and commercial buildings. With slip resistance values between R10 and R11, these products are ideal for safe flooring applications in public areas.

They ensure long-lasting use with their low water absorption rate and high wear resistance. Their calm colour palette and linear texture impart a serene atmosphere to spaces.

Collections Produced with DDG Technology – Ares, Damasen, Artos

Produced using DDG (Deep Digital Glazing) technology, applied for the first time in Turkey by NG Kütahya Seramik, the Ares, Damasen and Artos collections offer a three-dimensional surface experience with high-resolution digital decoration applications. These collections, which perfectly reflect the natural structure of marble, adapt to different usage scenarios with both glossy and matt surface alternatives.

Enhancing the aesthetic impact in interior designs, these products stand out for their high surface durability and long-lasting performance.



Integrated Management System

NG Kütahya Seramik adopts an integrated management system approach in the areas of quality, environment, energy, occupational health and safety, information security, and customer satisfaction. All business processes are structured in accordance with national and international standards, with efficiency, sustainability, and continuous improvement among its core principles.

The company holds ISO 9001 Quality Management System, ISO 14001 Environmental Management System, ISO 45001 Occupational Health and Safety Management System, ISO 50001 Energy Management System, and ISO 27001 Information Security Management System certifications. Furthermore, product performance and environmental responsibilities are documented with international certifications such as the EPD certificate, UPEC, and SASO.

Within the scope of the Integrated Management System, all employees are actively involved in the process; the effectiveness of the system is continuously monitored and improved through suggestion systems, internal audits, performance analyses, and training.

A risk-preventive approach based on occupational health and safety culture is in place, and practices aimed at enhancing the physical and psychosocial well-being of employees are systematically implemented. Similarly, in the field of environmental management, projects focused on energy saving, waste reduction, water efficiency and emission control are implemented as an integral part of the system.

Going beyond legal compliance, NG Kütahya Seramik continuously develops its Integrated Management System with a governance model based on corporate ethical values, transparency and stakeholder satisfaction, building a quality culture that sets an example in the sector.



Integrating innovative technologies into its operations in line with the principle of “Be the First or Be the Best”, NG Kütahya Seramik is a leader in digital transformation, resource efficiency, environmental sustainability and employee safety.

Our Quality Certificates



ISO 9001 – Quality Management System

NG Kütahya Seramik has established a structure compliant with the ISO 9001 Quality Management System standard to ensure continuity in product and service quality. This system is based on the principles of customer satisfaction, process management, performance monitoring and continuous improvement. All processes are managed with a focus on quality and are regularly audited in line with defined objectives.



ISO 14001 – Environmental Management System

In line with the ISO 14001 standard, which aims to minimise environmental impacts, NG Kütahya Seramik implements a systematic environmental management approach in areas such as natural resource conservation, waste management, energy and water efficiency. Beyond legal compliance, it integrates environmental sustainability into its overall business strategies.



ISO 50001 – Energy Management System

The ISO 50001 Energy Management System is implemented to increase energy efficiency and reduce the environmental impacts arising from energy consumption. Thanks to this system, NG Kütahya Seramik analyses and monitors its energy consumption and reveals savings potential through improvement actions.



ISO 45001 – Occupational Health and Safety Management System

NG Kütahya Seramik, which embraces employee health and safety as a corporate culture, implements practices aimed at preventing occupational accidents, creating safe working environments and continuous improvement based on risk-based thinking within the scope of the ISO 45001 standard. OHS training, risk analyses and employee participation are key components of this system.



ISO 27001 – Information Security Management System

The ISO 27001 Information Security Management System is implemented to ensure the confidentiality, integrity and availability of corporate data. Within this scope, both production processes and digital infrastructure are monitored and protected according to security criteria. Risk management, user authorisation and cyber threat prevention applications are integral parts of this structure.



EPD – Environmental Product Declaration

The EPD (Environmental Product Declaration) transparently reveals the environmental impacts of NG Kütahya Seramik’s products throughout their life cycle. Prepared in accordance with the ISO 14025 standard, these documents support the company’s compliance with green building projects and its environmentally friendly product approach. NG Kütahya Seramik transparently documents its environmental performance on an international scale with EPD certificates obtained for three different product groups.



UPEC Certificate

The UPEC Certificate, issued by the France-based CSTB (Scientific and Technical Center for Building), certifies that NG Kütahya Seramik products demonstrate high performance in key criteria such as abrasion resistance, water permeability, chemical resistance, and mechanical load. Currently valid for 43 products, the UPEC certificate confirms that NG Kütahya Seramik products can be safely used in professional applications requiring high-performance flooring solutions.



SASO Certificate

The SASO Certificate, issued by the Saudi Arabian Standards Organisation, certifies that NG Kütahya Seramik products comply with the technical and quality standards of the Saudi Arabian market. Valid for a total of six products within the scope of three glazed product groups covering floor and wall tiles, this certificate ensures that export operations are carried out smoothly and safely within the framework of legal compliance.



NSF Certificate

The NSF Certificate issued by NSF International (The Public Health and Safety Organisation) certifies that products comply with international standards for public health and safety. Valid for a total of 40 products, this certificate demonstrates suitability for use on surfaces that come into contact with food and compliance with hygienic conditions. The certificate ensures safe use, particularly in indoor applications where health and cleanliness criteria are paramount.

Research and Development and Innovation

At NG Kütahya Seramik, innovation is not only a technology-focused area of development, but also a strategic pillar that supports the company's sustainable production goals. R&D and innovation activities are pursued with a holistic approach to develop solutions that reduce environmental impact, improve production efficiency, and create differentiated products in the sector. Within this scope, systems that foster the implementation of innovative ideas are being established. Future-oriented ceramic solutions are developed through projects supported by technical expertise, on-site experience, and academic collaboration.

The NG R&D Centre contributes directly to corporate strategies through its work to strengthen the company's position in today's competitive environment. It focuses on projects that address sector needs, provide solutions to technical challenges, support waste recovery, respond to market demands, optimise costs, enhance quality, improve efficiency, add functional value to products, and expand new areas of application. All of these efforts are supported by systematic methods and deliver both environmental and economic benefits.



As part of R&D activities aimed at adding functional properties, an innovative coating material has been developed for UV panel products that increases the surface's resistance to chemicals and abrasives without losing colour activity. The production method, formula, and process conditions for this material have been uniquely designed and implemented entirely through domestic production. The project was supported by TÜBİTAK under the TEYDEB 1707 programme and presented to the sector as a solution that reduces external dependency.

In another project focused on efficiency and quality, a domestic frit with superior technical characteristics has been developed as an alternative to the transportation costs and supply risks of imported frits. With this new frit, a single formula has replaced two separate frits that were dependent on imports, and the desired technical and visual characteristics have been successfully achieved in engobe and glaze structures. At the same time, colour activity has been achieved with a single frit, eliminating the need for paint in engobes.

All these efforts are being implemented with the aim of adding value to production through innovative approaches, taking a leading role in the sector, and fulfilling environmental and social responsibilities in line with NG Kütahya Seramik's sustainability approach.

The NG R&D Centre attaches great importance to strategic partnerships with academia to strengthen the innovation ecosystem and accelerate technological progress. Joint projects are being carried out with universities including Eskişehir Technical University, Akdeniz University, Dumlupınar University, Uşak University, Kastamonu University, Bilecik Şeyh Edebali University, and Anadolu University. Through these partnerships, the company aims to improve existing products and processes, test the industrial applicability of innovative materials and methods, integrate scientific research into production, and implement solutions focused on resource efficiency and circular economy principles.

By combining academic knowledge with industrial experience, innovation capacity is increased and the transformation in the sector is spearheaded. This synergy creates a sustainable model that not only enhances competitiveness but also contributes to the commercialisation of scientific research, adding value to the national economy.

Furthermore, employees are encouraged to develop innovative ideas, master's and doctoral programmes are supported, and incentive mechanisms are applied to personnel who contribute to academic publishing activities.



In 2024, the 27-person R&D centre team implemented a project investment worth 8.9 million TL.

Digitalisation

“ **At NG Kütahya Seramik, digitalisation is considered a fundamental component of the company’s sustainability strategies and operational efficiency goals, beyond simply keeping up with technological developments.**

Digital solutions are implemented across a wide range of areas, from production to customer experience, resource management to product design.

The integration of digital technologies into production processes provides significant gains in terms of quality, speed and resource utilisation. Production lines equipped with Industry 4.0-compatible infrastructure utilise digital printing technologies, automated quality control systems and artificial intelligence-supported data analytics. Digital frit and glaze applications increase surface durability, combining aesthetic appeal with technical performance.

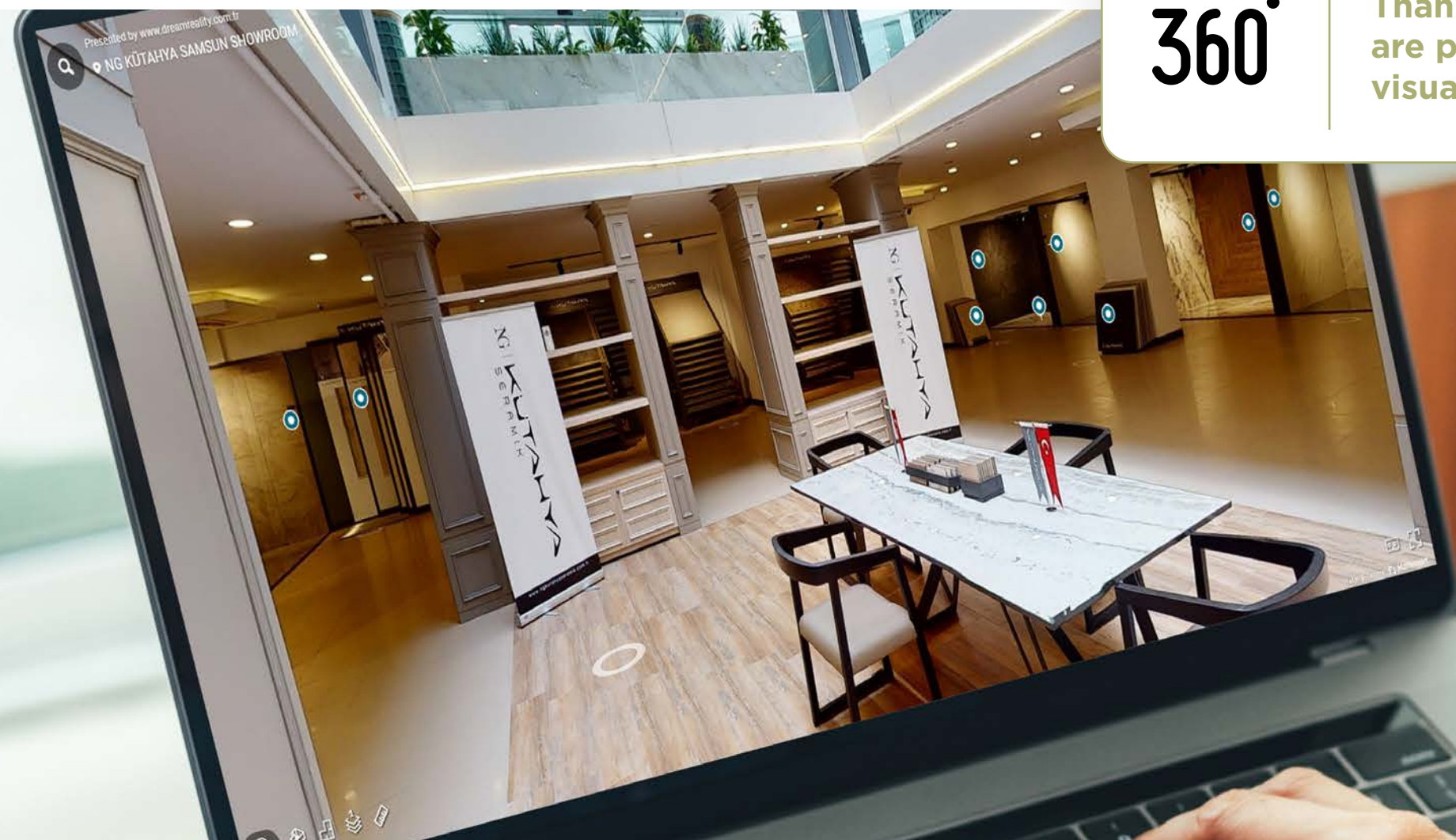
The digitalisation process is not limited to the production area but is also supported by applications that transform the customer experience. NG Kütahya Seramik’s NG Digi+ platform is an interactive visualisation system that allows users to experience products in their actual dimensions. Floor simulation systems measuring 240x480 cm present the appearance of ceramic surfaces in a real environment with high realism. In addition, the “Virtual Rooms” application offered on the website allows users to select products in different spaces and create a visual preview, enabling them to make more informed purchasing decisions.

This transformation brought about by digitalisation also contributes to environmental sustainability goals. All production data is tracked digitally, and energy and water consumption, raw material usage, and waste quantities are continuously monitored through data analysis. This enables faster implementation of process improvements, increased resource efficiency, and a reduced carbon footprint.

At NG Kütahya Seramik, digital technologies are being rolled out across the organisation and managed in an integrated manner with a holistic approach to sustainable production, customer focus and environmental responsibility.

360°

Thanks to digital experience technologies, products are presented with real-scale and location-specific visualisation options.



Supply Chain Management

At NG Kütahya Seramik, supply chain management is approached as a strategic management area integrated with the principles of sustainability, quality and corporate responsibility.

In supplier selection processes, numerous technical and managerial criteria are taken into account, including not only price and supply capacity, but also the possession of quality certificates, the adequacy of production infrastructure, occupational health and safety practices, and compliance with delivery processes. Furthermore, suppliers’ environmental performance and sustainability commitments are also integrated into the evaluation process. In this context, the management system certification held by suppliers is verified, the presence of traceability systems in production processes, the use of environmentally friendly production methods, the existence of carbon emission reduction practices, and the degree of compliance with circular economy principles are taken into account.

The supplier evaluation process is carried out using the “Supplier Competence Questionnaire” developed corporately. Suppliers’ performance and competence levels are regularly monitored, classified, and recorded during this process and continuously tracked throughout all stages of the procurement process. The Supplier Evaluation Meeting, held once a year, establishes the supplier evaluation programme for the current year.

In 2024, 96% of the suppliers we work with are local suppliers

As of 2024, NG Kütahya Seramik’s supply network consists of a total of 751 suppliers, 96.14% of which are locally sourced. The increase in the number of local suppliers from 418 in 2021 to 722 as of 2024 is considered a concrete indicator of the contribution made to local economic development and the priority given to the use of local resources.

 Supply Chain Management	Unit	2022	2023	2024
Number of local suppliers	Number	433	449	722
Percentage of local suppliers	%	96.44	96.13	96.14
Number of foreign suppliers	Number	16	28	25
Percentage of foreign suppliers	%	3.56	5.87	3.32
Total number of suppliers	Number	449	477	751



Customer Satisfaction and Experience

At NG Kütahya Seramik, customer satisfaction and experience are addressed with a holistic approach that encompasses all touchpoints, from product design to store atmosphere, digital interaction tools to complaint management, as well as after-sales services. In line with the principle of customer focus, processes are continuously reviewed and improved to provide service that exceeds expectations.

Internal procedures are established to systematically manage customer feedback. Applications are recorded in accordance with the “Customer Complaints Instruction” and “Customer Complaints Workflow Chart,” and preliminary assessment and corrective action steps are carried out. All complaints and requests are resolved within specific timeframes, and customers are kept regularly informed.

Showrooms, implemented with a new generation retail concept, offer visitors spacious, simple and user-friendly areas where they can experience the products. The stores provide both technical information and guidance on architectural applications. In addition, the NG Digi+ application and virtual showroom experience allow users to experience the products in three dimensions and in a space-specific manner via digital platforms.

All suggestions, satisfaction feedback, and complaints received through NG Kütahya Seramik’s communication channels are evaluated within the corporate system. Customer experience is managed not only in terms of product performance but also as consistent and high-quality interaction at every touchpoint with the brand.

“ **100% of registered complaints submitted to the Customer Communication Centre have been responded to in a timely and effective manner.** ”



NG | KÜTAHYA SERAMİK

ENVIRONMENTAL SUSTAINABILITY

Environmental Management

At NG Kütahya Seramik, the environmental sustainability approach is implemented across all areas of activity, with the goals of protecting natural resources, reducing environmental impact, and combating climate change. Performance in key areas such as energy and water consumption, emissions, waste management, and resource efficiency is continuously monitored, and sustainability-focused improvements are regularly integrated into operational processes.

NG Kütahya Seramik implements the ISO 14001 Environmental Management System, ensuring that environmental risks and opportunities are assessed through a systematic approach. In line with this management system, regular audits, internal inspections, and training activities are conducted to identify environmental impacts, ensure legal compliance, support continuous improvement, and raise employee awareness.

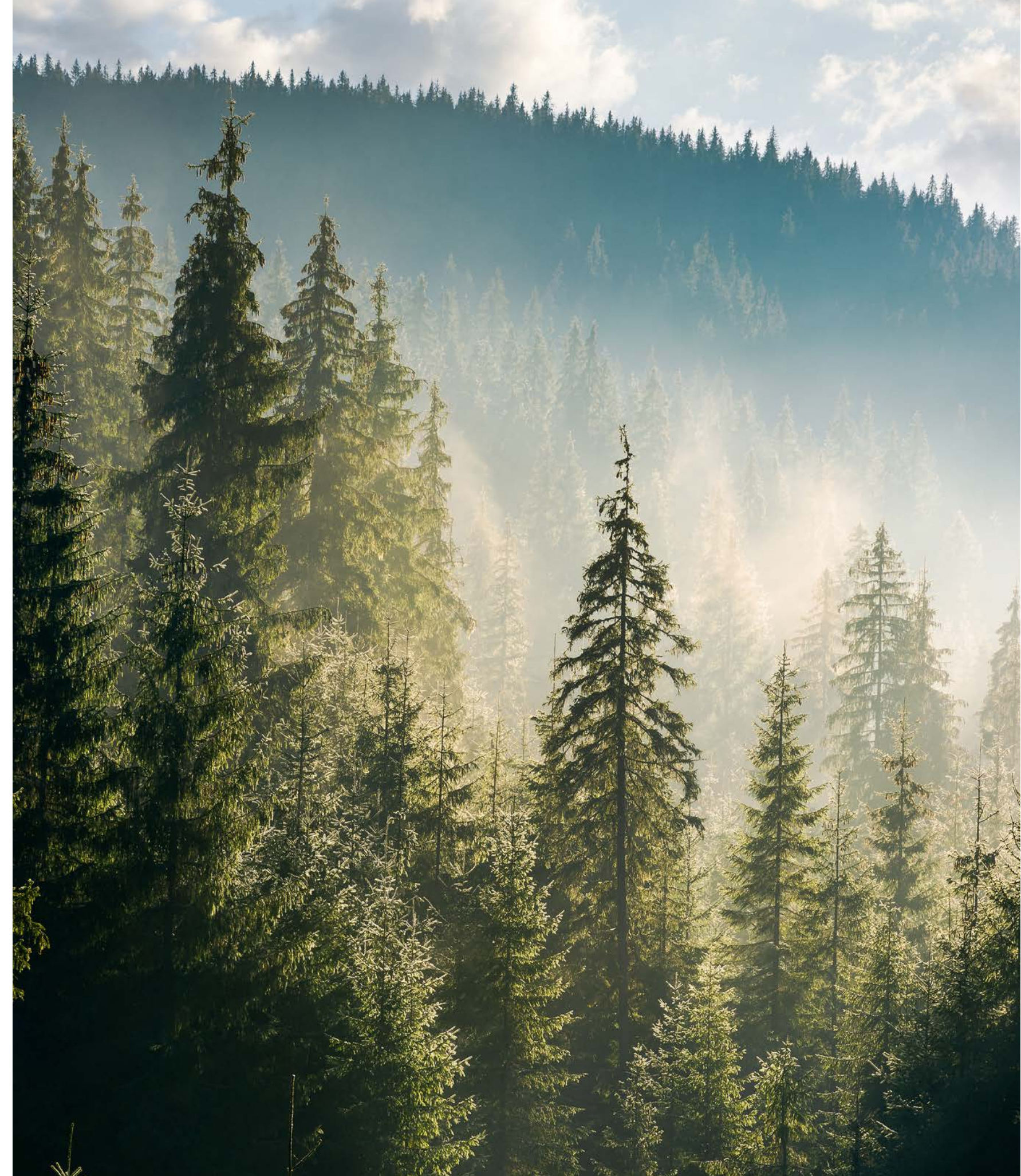
Environmental management policies and objectives are also reviewed and monitored on an ongoing basis using measurable indicators. The amount of water used in production processes, recovery rates, and wastewater discharge parameters are closely monitored, and projects to improve water efficiency are implemented.

As part of its waste management practices, hazardous and non-hazardous waste is collected separately in compliance with legal requirements, and recovery and disposal processes are carried out in cooperation with authorised partners.

Within the scope of energy efficiency efforts, priority is given to the use of low-energy consumption systems in production lines, the recovery of waste heat, and process improvement projects. At the same time, renewable energy investments contribute to reducing the carbon footprint. Natural gas and electricity consumption are monitored based on energy intensity per product, and annual performance comparisons are made. NG Kütahya Seramik, with its environmentally conscious production approach, not only complies with regulations but also continuously strives for improvement in terms of efficient use of resources and reduction of environmental impacts.



In 2024, the total amount of environmental investments and expenditures was 19,366,883 TL.



Energy and Emission Management

At NG Kütahya Seramik, energy and emissions management is carried out with the objectives of increasing operational efficiency, combating climate change and reducing the carbon footprint. Energy consumption is systematically monitored across the company, emission sources are identified, and priority is given to renewable energy investments in order to minimise environmental impacts.

In 2024, NG Kütahya Seramik commissioned a solar power plant to increase energy efficiency and reduce carbon emissions in line with its sustainable production goals. The plant, developed with an investment of approximately USD 20 million, generates an average of 39 million kWh of electricity annually. This output meets approximately 20% of the factory’s annual energy demand and contributes to the prevention of 35,000 tonnes of carbon emissions each year.

To ensure energy efficiency, process optimisations are carried out on production lines, low-energy consumption systems are preferred, and waste heat recovery applications are being promoted. Furthermore, direct and indirect emissions are monitored and controlled through monitoring systems, and continuous improvement activities aimed at reducing emissions are carried out in line with developing technology.

Energy management activities are carried out within the framework of the ISO 50001 Energy Management System. Within this scope, energy policies are determined, energy performance

indicators are monitored, and systematic energy savings are achieved. With this system, where energy consumption is measured and analysed at every stage, sustainable benefits are obtained in terms of both cost and environmental impact. The ISO 50001 standard ensures that energy efficiency targets are embraced at an organisational level and supports a culture of continuous improvement.

Activities aimed at reducing greenhouse gases, which significantly contribute to climate change and cause devastating effects on a global scale due to their accumulation in the atmosphere, are carried out under the Regulation on the Monitoring of Greenhouse Gas Emissions. In this regard, monitoring plans, emission reports and improvement reports are meticulously prepared each year and submitted to the Ministry of Environment, Urbanisation and Climate Change after being verified by accredited organisations.

Furthermore, as of 2023, carbon footprint calculations have commenced in line with the ISO 14064-1 Corporate Carbon Footprint Standard and the GHG Protocol, establishing a stronger reporting and monitoring infrastructure in the field of corporate carbon management.

With this approach, NG Kütahya Seramik is both complying with national legal requirements and strengthening its sustainable production model in preparation for global climate policies such as the European Union’s border carbon adjustment mechanism.



 Greenhouse Gas Emissions	Unit	2024
Direct CO ₂ Emissions (Scope 1)	tCO ₂ e	200.437
Indirect CO ₂ Emissions (Scope 2)	tCO ₂ e	68.698
Indirect CO ₂ Emissions (Scope 3)	tCO ₂ e	245.188

Water Management

At NG Kütahya Seramik, water management is carried out in an integrated manner with the aim of protecting natural resources and ensuring environmental sustainability. All water usage processes are monitored, treated and, where possible, recovered and returned to the system.

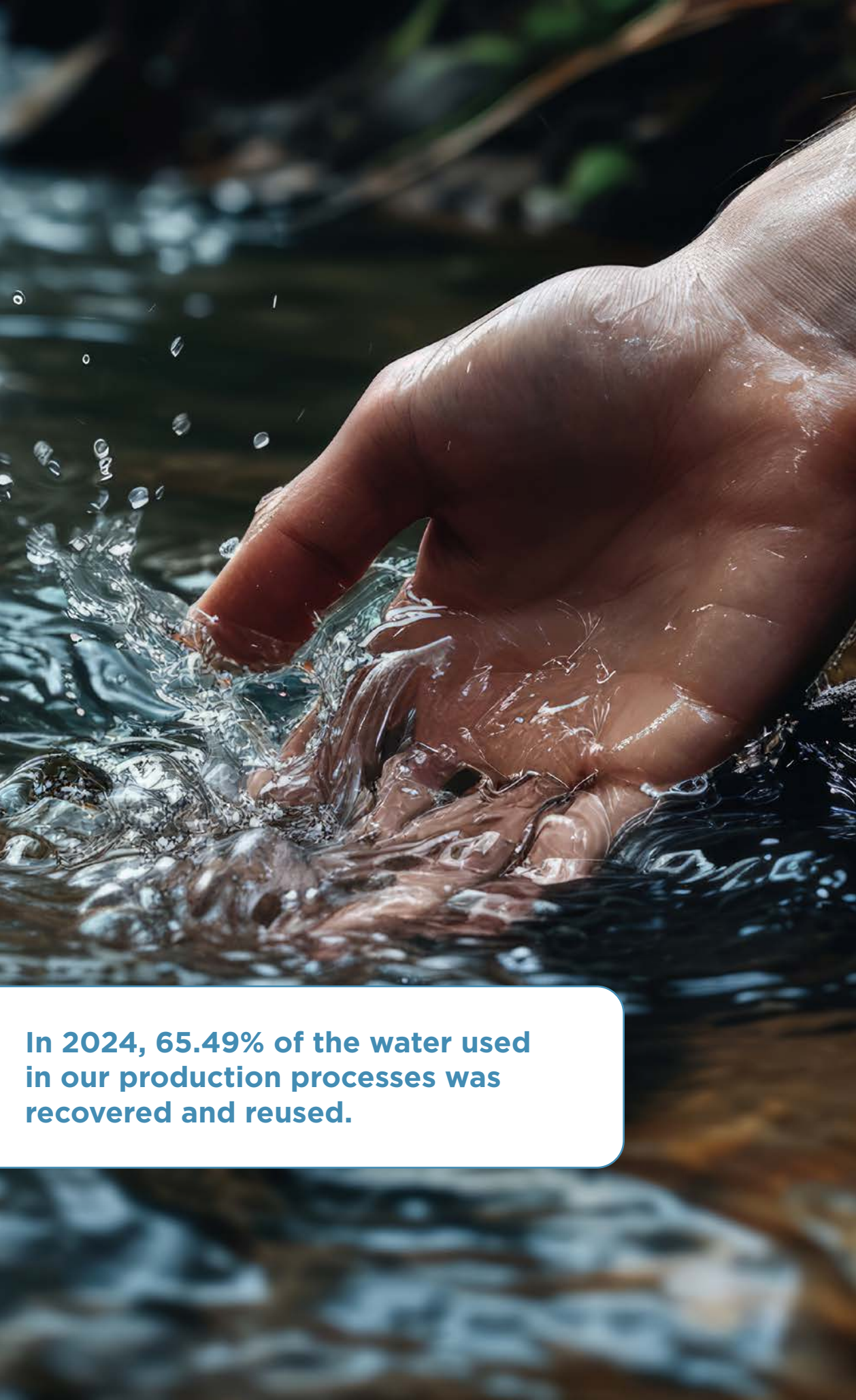
There are a total of 7 treatment plants at the facilities. Four of these operate in full harmony with the industrial wastewater treatment plant and polishing units. The entire process is carried out according to the 100% water cycle principle. Three of the industrial wastewater treatment plants are actively operating, two of which are located in the Granite branch and operate entirely with the goal of recycling. Currently, the plants have a 68% water recycling rate, and the water flow is continuously monitored with flow meters, and the water cycle is carefully controlled.

The treated wastewater from the treatment plants is reused in raw material preparation and other production processes, thereby minimising the amount of wastewater discharged into the environment. These waters, which are fed back into the system as service water, reduce water consumption. Data

is shared with relevant units in real-time, and face-to-face information meetings are organised when necessary.

The aim is to feed all treated water back into the system as a cycle. In this regard, a 100% cycle is achieved in polishing treatment, but this target has not yet been achieved in industrial treatment due to product recipes and quality requirements. However, in order to ensure that the quality of the water obtained from the treatment plants is fully compliant with the specific recipe criteria used in production, quality-focused continuous trials are being conducted with the R&D unit and system optimisation is being achieved.

At the 30 August Organized Industrial Zone (OSB) site, water is supplied from the OSB network, and domestic wastewater is discharged to the treatment plant operated by the OSB Directorate. The quality of the discharged water is regularly monitored by both public institutions and accredited laboratories, with real-time monitoring carried out remotely by the environmental unit using online flow and pH meters.



Water Management	Unit	2022	2023	2024
Water consumption	m³	946,714.00	1,018,559.00	821,785.00
Water usage per tonne of product (m³)	Product m³/tonne of water	1.0306791	1.0271859	1.0240406
Recovered water rate	%	0.64	0.64	0.65



In 2024, 65.49% of the water used in our production processes was recovered and reused.



Circular Economy and Responsible Waste Management

At NG Kütahya Seramik, waste management is approached not merely as the management of disposal processes, but as a strategic area prioritising resource efficiency, integrated with sustainable production and aligned with circular economy principles. The aim is to reduce waste at source, reuse and recover it in production processes, and all operational systems are run in line with this approach.

Thanks to the fired waste grinding facility established within the company, fired waste is reprocessed and utilised in the production of floor and wall tiles at specific ratios. This practice both reduces the amount of waste and significantly limits the consumption of natural resources. Furthermore, the reuse of raw waste in production recipes increases production efficiency and minimises raw material losses during production.

Another application supporting the circular economy approach is the engoglaze project. Within the scope of the project, the traditionally used engobe + glaze + digital printing application has been optimised and simplified to engobe + digital printing. This has reduced material consumption from layered applications and provided financial savings in terms of labour and energy use. With the newly developed operational recipes, the sustainable and lean production approach has been strengthened.

The broken ceramic grinding plant, which became operational in 2024, converts waste materials generated during production into alternative raw materials, thereby reducing environmental impacts and optimising the use of natural resources. With an annual capacity of 21,640 tonnes, this plant prevents approximately 269 tonnes of CO₂ equivalent emissions, achieving a significant gain in the circular economy.

Waste is collected separately at the point of generation from production, packaging and support processes, sorted in temporary storage areas, and managed in compliance with legal and environmental requirements through licensed recycling or disposal companies. Within the framework of the Zero Waste Legislation, separation and collection systems are implemented both in production areas and administrative units, supported by awareness and training initiatives for employees.

In 2024, a reduction of over 20% in total waste volume was achieved compared to the previous

Waste Management	Unit	2022	2023	2024
Hazardous Waste	Ton	268	326	230
Non-hazardous Waste	Ton	214	256	221

NG Kütahya Seramik views waste not only as elements that need to be disposed of, but also as valuable resources that can be re-evaluated during the process.

Life Cycle Assessment

In line with NG Kütahya Seramik’s sustainable production goals, the environmental impacts of products are comprehensively assessed throughout their life cycle. Life Cycle Assessment (LCA) studies are conducted to evaluate environmental impacts across all stages—from raw material extraction to production, distribution, use, and end-of-life disposal.

Through these analyses, environmental indicators such as carbon emissions, energy consumption, water usage, and natural resource depletion are monitored and used as inputs for product development and process improvement initiatives. Tracking this data throughout the life cycle enables the identification of targeted actions to reduce environmental impacts and supports the achievement of long-term sustainability objectives.

These analyses are carried out in accordance with international standards and undergo third-party verification. In this context, EPD (Environmental Product Declaration) certificates are obtained, providing transparent documentation of the environmental impacts of floor tile, wall tile, and porcelain tile product groups.

EPD certificates support the preference of products in terms of green building certifications and sustainable construction projects.



NG | KÜTAHYA SERAMİK

SOCIAL AND SOCIETAL SUSTAINABILITY

Work Life at NG Kütahya Seramik

Working life at NG Kütahya Seramik is managed with an approach that prioritises employee well-being, promotes equality, and is grounded in sustainability. Beyond being one of Turkey’s largest ceramic manufacturers, the company recognises that its people are its greatest strength in maintaining sector leadership and shaping the future.

“**Employees are valued not only as the guarantee of today, but also as the foundation of tomorrow. Accordingly, the company aims to provide a safe, healthy, and empowering working environment where every individual can express themselves fully and confidently.**

Human resources policies are shaped by ethical values and the principles of equal opportunity; all processes, such as recruitment, development, remuneration and career management, are carried out within the framework of these principles. The aim is to increase long-term commitment, employee satisfaction and corporate loyalty throughout the organisation.

All employees are offered additional benefits in addition to statutory social rights. Nursery support is provided for female employees, expanding the scope of social security.

Various training programmes are conducted to support the professional and personal development of employees. Participation is facilitated in training courses organised through partnerships with universities, chambers of commerce, and professional associations, and competency development is supported through lean production training tailored to the field.

Equal opportunities are ensured in recruitment processes, and candidates are evaluated without discrimination. Remuneration systems are implemented in line with the principle of equal pay for equal work, and corporate awareness is used to increase diversity and inclusiveness.

As of 2024, various projects are being implemented to increase employment and attract new talent. The diversity of recruitment channels has been expanded through digital hiring processes carried out via Kariyer.net, while job postings, success stories, and employer branding content are actively shared on social media platforms. Engagement with young talent is fostered through participation in university career fairs and vocational high school career days held in Kütahya.



BA	Training	Unit	2022	2023	2024
	General Training	person-hours/total staff)	12.87	19.99	18.35
	General Education Coverage Rate	number of participants/total staff	1.39	1.78	2.39
	Education per Person	Total person-hours/ total staff	25.43	31.55	30.18

Human Resources Policy



At NG Kütahya Seramik, the human resources policy is structured to address corporate goals alongside employee satisfaction and loyalty within the same framework, with a qualified and happy workforce being considered the foundation of sustainable growth. All human resources processes are conducted in accordance with ethical values, equal opportunity, and continuous development principles.

In line with the human resources policy:

- We view diversity as an asset and adopt a culture of open communication at every level.
- We remain committed to superior work ethics and honest working principles while adapting to changing global conditions.
- We take pride in being part of a large family that grows and strengthens through employee loyalty, ensuring equal opportunities in every step we take and evaluating the right talents in the right positions.
- It offers learning and development opportunities at both individual and team levels to enable its employees to realise their potential and pursue their personal development in the best possible way.
- Ensuring that its employees work in a healthy, safe and supportive work environment is one of its top priorities. With its people-oriented approach, it aims to increase the happiness and satisfaction of each employee.



Occupational Health and Safety

At NG Kütahya Seramik, occupational health and safety (OHS) practices are systematically implemented not only to meet legal requirements, but also to improve employee well-being and ensure a healthy, safe working environment. The OHS management system is based on the ISO 45001 Occupational Health and Safety Management System Standard and is continuously improved in line with national and international best practices.

The system is underpinned by Labour Law No. 4857, Occupational Health and Safety Law No. 6331, Social Security Institution Law No. 5510, and related regulations. Full legal compliance is ensured through regular inspection and control processes across the organisation.

Hazard and risk management is conducted using a Risk Assessment Form that is updated every two years. Monthly field inspections are carried out, and identified hazards are addressed through Corrective and Improvement Action (CIA) forms and decisions made in OHS Committee Meetings. Necessary improvement measures are then implemented accordingly. Employees have direct access to and actively participate in risk reporting processes. Awareness is further supported through suggestion boxes, employee and union representatives, notice boards, and annual OHS training sessions.

Employee participation is seen as a key driver in the development of OHS processes. Mutual engagement is encouraged through suggestion systems, satisfaction surveys, feedback mechanisms, and evaluations conducted by Human Resources. Employees contribute with their input and assessments, helping maintain a system that is open to continuous improvement.

The OHS committee structure is organised to increase its representativeness beyond legal requirements, committee meetings are held regularly, and activities are carried out in line with the decisions taken. Within the scope of workplace health services, there are infirmaries in three separate areas, each with a designated workplace doctor and health personnel. Employee health is monitored through complaints, accidents, routine checks, and periodic health examinations conducted once a year.

Class A occupational safety specialists, workplace physicians, and other healthcare personnel are employed throughout the workplace. Accidents and near misses occurring within the scope of OHS practices are evaluated through root cause analyses, relevant corrective and preventive actions are planned and recorded.

Data is regularly monitored in accordance with the ISO 45001 standard. Within the scope of voluntary health programmes, efforts are made to promote physical activity, support smoking cessation processes, and raise awareness about healthy living.



Social Contributions

NG Kütahya Seramik views contributing to the development of its region and country not only as a company but also as part of its responsibility as a social stakeholder.



Carrying Kütahya's Art and Cultural Heritage into the Future

Kütahya has a rich cultural heritage that spans from traditional handicrafts to modern art forms. NG Kütahya Seramik aims not only to preserve this heritage, but also to bring the transformative power of art to all segments of society. In line with this goal, the company works to increase access to art through its projects, preserve local values, and make a lasting, sustainable contribution to the fields of culture and art by supporting artistic events. Through sponsorships and support initiatives, NG Kütahya Seramik ensures that art reaches broader audiences—both within Kütahya and across Turkey.



Our Social Contributions: A Journey from Tradition to the Future

Inspired by its deep-rooted history, NG Kütahya Seramik embraces contributing to the Kütahya region and our country as one of its core values. With projects implemented in various fields such as art, education, science, and sports, it adopts a socio-economic development approach and proudly promotes Kütahya not only at a regional level but also nationally and internationally.



Corporate Footprint: The Mark It Leaves on the Future

NG Kütahya Seramik places the concept of “corporate footprint” at the centre of all its activities. On this journey from tradition to the future, it aims to build strong societies for tomorrow while deepening its roots, making its corporate footprint permanent in the social, cultural and economic fabric of the region.

It views its financial and operational successes not only as commercial gains but also as an effective tool for the social, cultural, and economic transformation of the region. Each product it manufactures and each success it achieves reflects Kütahya's rich cultural heritage, its emphasis on art and science, its support for the education of young people in the region, its belief in the unifying power of sport, and its contribution to socio-economic development.





NG Collection Museum: A Value that Carries Cultural Heritage into the Future

The NG Collection Museum is an important centre that contributes to the cultural life of both the region and the country in line with its appreciation for art and culture.

NG Kütahya Seramik established the NG Collection Museum as part of its responsibility to preserve its rich cultural heritage and pass it on to future generations. The museum, which introduces Kütahya's deep-rooted ceramic art to the world and sheds light on the historical journey of this art, offers a special experience to art lovers.

The NG Collection Museum brings together art, aesthetics and craftsmanship from past to present in ceramic works, offering visitors cultural richness. The pieces on display reflect the deep roots of Kütahya's traditional ceramic culture while also showcasing innovative and modern ceramic approaches. Each piece brings together the aesthetic values of the past with the creative touches of today, reflecting NG Kütahya Seramik' journey from tradition to the future.

The NG Collection Museum aims to go beyond being merely an exhibition space; it seeks to increase interest in ceramic art, inspire young artists, and keep cultural heritage alive.

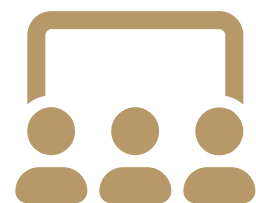


Contribution to Socio-Economic Development: Enabling Transformation as a Brand Integrated with the Region

In this journey that began in Kütahya, NG Kütahya Seramik's investments in the region's socio-economic development and the employment opportunities it provides stand as clear indicators of its strong ties to the local community. By supporting the local economy, the company aims to turn Kütahya into a production hub, create employment for the local population, foster collective growth, and contribute to strengthening the region's socio-economic structure.

It views financial success not only as a commercial achievement, but also as a means to support regional development—transforming shared growth into long-term, sustainable success.





Investing in Education and Science: For Strong Future Generations

It considers contributing to the education of young people in the region and preparing them for the future in the best possible way to be a responsibility. Through its contributions to education, it demonstrates its belief in the power of knowledge and learning in social transformation at every opportunity.

Through its scholarship programmes, educational support and contributions to scientific projects, it aims to help young people realise their dreams and supports the development of future generations into more equipped, conscious and productive individuals.



Contribution to Health and Education: Gülsüm Güral Faculty of Dentistry and Hospital

NG Kütahya Seramik adds value to the region through its investments in education and health in line with its social development goals. Under the protocol signed between Kütahya Health Sciences University and the Nafi Güral Education Foundation, the three-storey school building owned by NG Logistics Marketing Investment and Real Estate Inc. has been donated to the university to serve as the Gülsüm Güral Faculty of Dentistry, Hospital and Campus. This initiative, which aims to provide the people of Kütahya with higher quality healthcare services and enable students to receive education in better equipped environments, is a strong demonstration of NG Kütahya Seramik's social responsibility approach.



Unity in Sport: Supporting Young People and the Community

Believing in the unifying power of sport, it supports sporting activities in the region and contributes to young people taking steps towards a healthy future. It views its sponsorship agreement with the Turkish Football Federation (TFF) as a long-term investment in Turkish football and sporting culture.



2024 Events and Social Participation Activities

NG Kütahya Seramik has organised numerous important events in 2024, aiming to contribute not only to its sector but also to its broader environment and society across the entire value chain, from production and design to human resources and community engagement.

Throughout the year, the company has actively participated in national and regional fairs, career events, training programmes, and workforce development projects.



Central Anatolia Career Fair

NG Kütahya Seramik took its place at the Central Anatolia Career Fair, organised in coordination with the Human Resources Office of the Presidency of the Republic of Turkey, bringing together university students and young professionals. At its stand, NG Kütahya Seramik shared its business practices and employment opportunities, interacting with young talents and aiming to inspire candidates at the beginning of their career journey by providing them with sectoral information.

Technical Tour Programmes

As part of its technical tour programme for university students, it hosted students from various engineering and technical departments at its production facilities in Kütahya. During these visits, where production processes were introduced on-site, students had the opportunity to observe all stages of ceramic production. Such practices support students in consolidating their theoretical knowledge in the field and contribute to their preparation for the sector.

Protocol Training in Collaboration with KÜTSO

In collaboration with the Kütahya Chamber of Commerce and Industry (KÜTSO), the “Protocol Rules Training” programme aimed to develop the corporate representation and communication skills of employees. This training programme, conducted jointly with representatives of the business world in Kütahya, was considered an important step towards supporting professional development and promoting a culture of cooperation.

Qualified Workforce Employment Project

Within the scope of the “Qualified Workforce Employment” project carried out in collaboration with the Kütahya Chamber of Commerce and Industry (KÜTSO), the university participated in various meetings and evaluation sessions with the aim of strengthening business-university cooperation and promoting local employment. Throughout the project, human resource planning was carried out in line with sectoral needs, and joint steps were taken towards future workforce requirements.



NG | KÜTAHYA SERAMİK

APPENDICES

Environmental Performance Indicators

	Greenhouse Gas Emissions	Unit	2024
	Direct CO ₂ Emissions (Scope 1)	tonnes CO ₂ e	200,437
	Indirect CO ₂ Emissions (Scope 2)	tonnes CO ₂ e	68,698
	Indirect CO ₂ Emissions (Scope 3)	tonnes CO ₂ e	245,188

	Waste by Type	Unit	2022	2023	2024
	Hazardous Waste	Tonnes	268	326	230
	Non-hazardous Waste	Tonnes	214	256	221
	Total Waste	Tonnes	482	582	451

Environmental Performance Indicators

	Total Water Volume Drawn	Unit	2022	2023	2024
	Mains water	m ³	946,714	1,018,559	821,785

	Wastewater Discharge	Unit	2022	2023	2024
	Surface water	m ³	342,000	369,000	283,562
	Sewage, OSB	m ³	27,090	24,822	21,574

	Water Usage	Unit	2022	2023	2024
	Water Consumption	m ³	946,714	1,018,559	821,785
	Water usage per unit of product	Product tonnes/m ³ water	1.0306791	1.0271859	1.0240406
	Recovered water rate	%	63.88%	63.77	65.49

Social Performance Indicators

	By Employment Type		Unit	2022	2023	2024
	White-Collar - Female		Person	86	81	103
	White Collar - Male		Person	168	184	185
	Blue Collar - Female		Person	120	118	114
	Blue Collar - Male		Person	1,131	996	994
By Contract Type		Unit	2022	2023	2024	
Indefinite Term - Female		Person	206	199	217	
Indefinite Term - Male		Person	1,299	1,180	1,149	
By Gender		Unit	2022	2023	2024	
Male		Person	1.299	1.180	1.149	
		Ratio	0.9	1	0.84	
Female		Person	206	199	217	
		Ratio	0.1	0	0.16	

Social Performance Indicators

By Employment Type	Unit	2022	2023	2024
Aged 18-30	Female	33	35	35
	Ratio	0.022	0.025	0.04
	Male	293	274	291
	Ratio	0.19	0.18	0.21
31-40 years old	Female	58	57	57
	Ratio	0.04	0.04	0.04
	Male	497	477	459
	Ratio	0.33	0.35	0.34
41-50 years old	Female	101	97	94
	Ratio	0.07	0.07	0.07
	Male	416	364	343
	Ratio	0.28	0.26	0.25
Aged 51-60	Female	12	8	7
	Ratio	0.01	0.01	0.01
	Male	4	4	2
	Ratio	0.003	0.003	0.001

Social Performance Indicators

By Employment Type	Unit	2022	2023	2024
Disabled	Female	7	6	5
	Ratio	0.22	0.21	0.15
	Male	25	22	28
	Ratio	0.78	0.79	0.85
By Management Category	Unit	2022	2023	2024
Senior Management	Female	2	2	1
	Male	3	3	13
Intermediate Level	Female	4	4	19
	Male	27	27	56
Other	Female	82	77	49
	Male	138	154	50

Social Performance Indicators

Contract	Unit	2022	2023	2024
Percentage of factory workers covered by collective bargaining agreements	Ratio	65%	55	62.30

Education distribution	Female	Male	Total
Secondary School	113	911	1,024
Vocational College	22	110	132
University	82	128	210
Total Employees	217	1,149	1,366

Social Performance Indicators

 Employment and Turnover	Unit	2022	2023	2024
New hires - Total	Person	466	635	496
White-collar	Person	74	115	110
Blue Collar	Person	392	520	386
Total number of people who left their jobs	Person	497	900	347
White-collar	Person	55	118	71
Blue-Collar Worker	Person	442	782	276

 By Gender	Unit	2022	2023	2024
Male - Hired	Person	369	530	431
	Ratio	0.79	0.83	0.87
Male - Left employment	Person	424	827	310
	Ratio	0.85	0.92	0.89
Female - Hired	Person	97	105	65
	Ratio	0.21	0.17	0.13
Women - Left employment	Person	73	73	37
	Ratio	0.15	0.08	0.11

Social Performance Indicators

By Gender	Unit	2022			2023			2024		
18 - 30 Years Old - Hired	Individuals	278			187			289		
	Ratio	0.6			0.29			0.58		
18 - 30 years old - Left their job	Individuals	261			248			153		
	Ratio	0.53			0.28			0.44		
31 - 40 Years Old - Hired	Individuals	100			152			132		
	Ratio	0.21			0.24			0.27		
31 - 40 years old - Left their job	Individuals	126			139			98		
	Ratio	0.25			0.15			0.28		
41 - 50 Years Old - Hired	Individuals	74			244			72		
	Ratio	0.16			0.38			0.15		
41 - 50 years old - Left their job	Individuals	76			388			86		
	Ratio	0.15			0.43			0.25		
51 - 60 Years Old - Hired	Individuals	13			45			3		
	Ratio	0.03			0.07			0.01		
51 - 60 years old - Retired	Individuals	31			115			8		
	Ratio	0.06			0.13			0.02		
Over 60 years old - Hired	Individuals	1			7			-		
	Ratio	0			0.01			-		
Over 60 years old - Retired	Individuals	3			10			2		
	Ratio	0.01			0.01			0.01		

Social Performance Indicators

 All Training	Unit	2022	2023	2024
General Training	man-hours/total staff	12.87	19.99	18.35
General Education Coverage Rate	Number of participants/to- tal staff	1.39	1.78	2.39
Education per Person	(total man-hours/total staff)	25.43	31.55	30.18

 Employee Loyalty	Unit	2022	2023	2024
Employee Engagement and Satisfaction Score	Ratio	83.73%	81.15	84.42
Success rate of orientation and retention programmes for newly hired employees (0-2 years)	rate	100	100	100

Social Performance Indicators

	Supply Chain Management	Unit	2022	2023	2024
	Number of Overseas Suppliers	Number	16	28	25
	Number of Local Suppliers	Number	433	449	722
	Total Number of Suppliers	Number	449	477	751

	Occupational Health and Safety	Unit	2022	2023	2024
	Total OHS Training	Person-Hours	20,346	21,070	20,080
	Remaining	Units/Year	1	16	8
	Accident Frequency Rate	Ratio	22.13%	17.43	16.51
	Lost Days Due to Work Accidents	Days	1,092	505	465

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Statement of Responsibility

This report contains forward-looking statements. Such statements inherently involve known and unknown risks, uncertainties, and other factors that may cause the Company's actual results, performance, or achievements to differ materially from future results, performance, or achievements expressed or implied by these statements.

Relevant factors may include, but are not limited to, changes in commodity prices, fluctuations in exchange rates and general economic conditions, rising costs, political and social risks, changes in the regulatory framework in which the Company currently operates or may operate in the future, environmental conditions including extreme weather events, recruitment and retention of personnel, industrial relations issues, and litigation.

Forward-looking statements are based on the Company's and its management's good-faith assumptions regarding financial, market, regulatory, and other relevant environments that may affect the Company's business and operations in the future. The Company makes no assurance that the assumptions underlying these forward-looking statements will prove to be correct, or that the Company's business or operations will not be materially affected by unforeseen or uncontrollable factors.

While the Company has attempted to identify factors that could cause actual actions, events, or results to differ materially from those disclosed in forward-looking statements, other factors may exist that could lead to such differences, and many events are beyond the Company's reasonable control. Accordingly, the Company undertakes no obligation to publicly update or revise any forward-looking statements or to report any changes in events, conditions, or circumstances on which such statements are based.



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