

This issue's awarded questions are from Çelebi Port of Bandırma

■ **Çelebi Holding** is organizing an awarded contest to move its employees away from their workload for a little while. In this contest, employees are expected to answer 3 questions prepared by one of the Çelebi units. The answers and the winners will be announced in the next issue of Çelebice and Çelebinews. Three Çelebi contestants who will give the right answers to the questions will be given an award by Çelebi Port of Bandırma. Contestants using the internet can send their answers to the Çelebi Communications Committee member* in their units by e-mail; whereas contestants not using the internet can send their answers manually. Contestants who will send answers manually are kindly requested to write their name/surname and department informations. Participants can search the answers on the internet, or to ask around.

Here are the questions!

1. What's the approximate area of Çelebi Port of Bandırma measuring with the area of a football field?

- a) 53 b) 23 c) 13

2. What's the meaning of the abbreviation "ISPS" code certificate?

- a) Independent Spider Production Society
b) Institute of Ship and Port Security
c) International Ship and Port Security

3. In 2011 approximately how many cars did make entrance and exit from Çelebi Port of Bandırma?

- a) Equal to Eskişehir's population(782.000)
b) Equal to Bursa's population (2.700.000)
c) Equal to Balıkesir's population (1.200.000)

*You are kindly requested to see the members of the Çelebi Communications Committee, at page 44 of Çelebice's August issue.



Çelebi takes picture of "TEAM SPIRIT"!

■ **In its 55th anniversary**, Çelebi Group organized a photograph contest especially for all Çelebi employees. The contest is planned to be a traditional one; to take place annually. "Team Spirit" will be the theme of this year's contest. The results will be announced in the beginning of 2013. The goal of the contest: It is expected to show the dynamism and polyphony of "Team Spirit" using its aesthetics values and smooth art.

Conditions of Accession: All the employees of Çelebi Group can attend.

Description: Contest will be in digital format. Photographs can be either in black&white or color. All the photographs will be evaluated in the same category.

Number: Every contestant can have max. 5 photos.

Size: The photographs should be in original size, JPEG format and minimum 300 DPI resolution and short corners not be lower than 30 cm (and shorter end should not be sent less than 30cm) There may be some small limited corrections on the coloring, clearness etc. In case the photograph is modified then it will be disqualified and all awards will be revoked.

Marking: All the photographs downloaded in CD sent through post or e-mail will be given only one nickname and sequence number such as "100428-1". If you send via post, the nickname will appear on DVD or CD and accession form. DVDs and CDs that will be sent to the contest should be of high quality. DVDs and CDs that do not work are responsibility of photographers.

Place of Consignment: Corporate Communications Department
PHOTOS' SELECTION PHASE: Photographs that are found to be appropriate by Selection Committee will be semifinalists after elimination of 2 rounds. If they want, Çelebi Group employees can watch photos' selection duration of the first tour. After the first evaluation, Çelebi Group employees will be voting. The employees who have e-mail address will vote on computer based system whereas the others who do not have e-mails, will vote in the determined dates through voting boxes. Thus, the best photographs will be chosen by employees of Çelebi Group.

Selection Committee:

- 1- Prof. Dr. Özer Kanburoğlu (Head of the Photography Department in Kocaeli University)
- 2- Un. Lecturer Aclan Uraz (Un. Lec. of Istanbul and Kocaeli University Communication Faculty)
- 3- Canan Çelebioğlu Tokgöz (Vice Chairperson - Çelebi Holding Board of Directors)
- 4- Derya Tekin (President, Human Resources)
- 5- Aslı Ayık (Manager, Human Resources)
- 6- Leyla İrten (Manager, Corporate Communications)

Contest Calendar:

- | | |
|---------------------------|------------------------------|
| Last day of entry | : 22nd November, 2012 |
| Jury meeting | : 29th November, 2012 |
| Employee voting | : 19th - 26th December, 2012 |
| Announcing of the results | : January 2013 |
| Date of display | : Will be announced |

Awards:

- | | |
|-----------------------------|--------------------------------|
| Award for the first winner | : 1000 TL (gift card) + plaque |
| Award for the second winner | : 750 TL (gift card) + plaque |
| Award for the third winner | : 500 TL (gift card) + plaque |
| 1st Incentive | : 250 TL (gift card) |
| 2nd Incentive | : 250 TL (gift card) |
| 3rd Incentive | : 250 TL (gift card) |

Çelebi Communications Committee starts to work

■ **Each** of us is a member of the same group and is facing a variety of challenges every single day. And we know very well that whatever happens anywhere in this group, it interests all of us, whether we are in Delhi, Erzurum or Vienna. A committee to prepare Çelebice and Çelebi News has been founded to enable us to receive information from one another. Building on past efforts, we will march toward our common goal. No matter how different our subjects are, our aim is to improve the channels through which we understand each other, allowing us to benefit from each others' experiences in our search for solutions as we establish fluent and trouble-free communication. We thank all committee members and employees of Çelebi for their support and cooperation.

While providing with your supports, the right information flow in time from each unit/station of this growing organization, we will be in coordination referring to other communication issues too. In the meantime our colleagues from stations will be responsible to update the "communication boards" which will be available by a new application; I would like to inform you also that each of you is "Çelebice's" natural member of our newsletter's publishing committee. As I already mentioned on the last "Çelebice"

The expectations from Communications Committee Members are the following:

- **As ÇELEBİCE PUBLISHING COMMITTEE MEMBER;** Your «CREATIVITY» is expected in order to transform Çelebice, published 4 times/year, into a new corporate magazine, by a slight touch to its content and to its preparation method by a publishing committee. We will decide together

for its content and even for its cover. The aim is to make able each Çelebi employee to find a part of him/herself in this corporate publishing.

- **As ÇELEBİ SOCIAL RESPONSIBILITY AMBASSADOR;** In order to create awareness among all employees of your unit about all the social responsibility projects to be held during the course of the year, in other words, to cooperate for the aim to increase sensitivity of all employees, to improve the attendance/participation to this kind of activities among the Group. This will be handled by periodical meetings to be held (mostly by teleconferences/by informative mails to be sent, so your «SENSITIVITY» is kindly requested to expand the awareness referring to the Group's social responsibility projects.

- **As ÇELEBİ WEB UPDATING TEAM MEMBER;** The web check lists to be sent to you during

all the year's course, you are kindly expected to send the periodical updatings of your unit to Corporate Communications Department, so your «ATTENTION» is highly needed.

- **As ÇELEBİ CORPORATE ID REPRESENTATIVE;** We will need your supports referring to the corporate ID applications/updatings at your units, so your «COOPERATIVE» approach will be highly appreciated in obeying to the corporate standards.

- **In summary;** Our main target is to create «DIFFERENCE» by adapting ourselves to the transformation by «PARTICIPATORY» remarks/critics to increase the communication among this big family of which, each employee is, actually a member.

Leyla İrten / Çelebi Aviation Holding
Corporate Communications Manager



Debut service for Air One by Çelebi

■ **Air One Airline**, which made its first flight to Sabiha Gökçen Airport on June 15, picked the experienced Çelebi Ground Handling staff at the station for ground services for its maiden voyage. Successfully providing services for the first flight, the CGH Sabiha Gökçen staff welcomed the flight crew with flowers, offering the passengers Turkish delight. The airline executives thanked Çelebi members for their professional approach and high-quality service. A cocktail was held at the passenger entrance door to mark the maiden flight. Air One Airlines will fly SAW-Venice-SAW five days a week.

CGH gives service to president in Kars

■ **The Turkish Armed Forces (TAF)** held its scheduled Winter 2012 drill at the 3rd Army Command's artillery range in the Akbaba district of the eastern province of Kars. President Abdullah Gül, Deputy Prime Ministers Bülent Arınç and Beşir Atalay, Defense Minister İsmet Yılmaz, Chief of General Staff Gen. Necdet Özel and force commanders participated in the elite observers' day of the drill. President Gül and cabinet ministers followed the drill in military apparel. CGH provided successful service for the president and the mission accompanying him during their visit to Kars to observe the drill. The CGH Kars staff won recognition from all officials for their perfect services.

CGH ATA services Clinton's plane

■ **Çelebi** Ground Handling provided services for U.S. Secretary of State Hillary Clinton's plane during her recent visit to Turkey. The B757-type plane, flying under a flight number of USA571, parked in front of Atatürk International Airport's guest house. CGH ATA Station Senior Manager Umut Yüzer, Manager-on-Duty İsmail Elmas, Ramp Manager Murat Andaç, Operation Chief Atalay Kayar and Ramp Chief Altay Adımlı serviced the plane on its arrival while ATA Station Operation Officer Bahadır Aytakin conducted procedures in relation to the secretary of state's arrival.



Dear Colleagues,

As we leave the first half of 2012 behind, it is time to look back and review the decisions we made in our personal and business lives.

Our company, which will soon celebrate its 55th anniversary, has a busy agenda. The activity of this summer has been reflected in our stations as well. Cooperation with new airlines and new service agreements (in Kocaeli and Iğdır) have helped to sustain our dynamism. We also received good news from abroad: while Budapest, Frankfurt and Vienna lastly joined Çelebi in December 2011, Delhi Cargo made us proud by receiving the "Best Cargo Station of the Year Award". Moreover, Delhi Domestic Cargo Terminal's entry into service is another exciting development.

From our group, we would like to congratulate Çelebi Food for Little Caesars' "Operational Excellence International Award". On the other hand, Çelebi Marina has been hosting numerous events since the beginning of summer. Also, operations and investments continue at full speed in Çelebi Port of Bandırma.

In the meantime, construction work continues for the new lodgements in Van and Malatya as part of our company's social responsibility project "I'm at Home", which was launched in 2008 with TOÇEV. The lodgements will be delivered to teachers of the schools participating in the project. We would like to share a development about this project. The names of Çelebi employees Serkan Karabulutoglu, Selman Kerimoğlu and Tarkan Aydın, who lost their lives during the earthquake in Van on November 9, 2011, will be given to three of the lodgements to be built in this project.

On the other hand, our communications committee started to work. We will be working to increase our information flow and strengthen the communication within our company. Thank you for your valuable contribution.

Çelebice/Çelebinews Editorial Board



Little Caesars Turkey wins Operational Excellence International Award

■ **Little Caesars Turkey** was granted LC's "Operational Excellence International Award" after the evaluation of more than 3500 restaurants in 23 countries. As a result of the inspections, Little Caesars Turkey won the top prize with its Koşuyolu restaurant on Istanbul's Anatolian side, receiving the award at a ceremony in the United States. Making a difference with a number of firsts and innovations, Little Caesars Turkey is continuing to crown its success with international prizes. Quality, service, hygiene and image were the criteria in inspections as part of Little Caesars International's competition. The Little Caesars restaurants in four geographical regions, U.S. and Canada, Mexico and Latin America, Caribbean and Europe and the Middle East competed for the Operational Excellence International Award. Turkey and Canada were the two finalists at the competition, which drew participants from more than 100 franchisees from 23 countries. Turkey won the prize in the countries category after cross inspections at the final in Orlando. Little Caesars Turkey executives received the prize from Little Caesars President Dave Scrivano at the ceremony.

HIGHLIGHTS



Çelebi Delhi best cargo station of the year



Çelebi and Turkish Airlines providing global cargo services together



Çelebi Marina gets second "5 Golden Anchors" title



Çelebi Delhi best cargo station of the year

■ **Çelebi Delhi Cargo**, which provides cargo-bonded warehouse managing services at Delhi International Indira Gandhi Airport, received the "Best Cargo Station of the Year Award" at the gala evening of the "Air Cargo India" awards organization between February 1st and 3rd in Mumbai. The Çelebi Delhi Cargo staff was proud to win such an important prize at a competition that carefully evaluates entrants on a number of criteria, including infrastructure support, automation and customer experiences. Çelebi Aviation Holding President Atilla Korkmazoğlu and DIAL Chief Executive Officer Pradeep Panicker received the prize together. Representing Çelebi quality at its best in India, Çelebi Delhi Cargo has won plaudits for its operations there with state-of-the-art equipment, smiling service and innovations.

Çelebi Marina gets second "5 Golden Anchors" title



■ **The high-quality** services provided at the Çelebi Marina Antalya have been internationally recognized once again with a new award. The company was granted the "5 Golden Anchors Award" for its sterling work in a marine managing system after inspections in January 2012. With the award, which

Çelebi also won in 2009, the marina has won the right to use the "5 Golden Anchors" sign for more three years. International inspectors said that "Çelebi Marina attaches great importance to customer services with not only the perfect social facilities and restaurant, but also its 24/7 maintenance services."

CGH Adana services Czech President

Çelebi Ground Handling Adana serviced the plane of Czech President Vaclav Klaus, who visited Adana and Mersin between February 15th and 17th. CGH Adana's staff turned heads with their professional

approach and their successful management of the two Airbus A319 model planes carrying the president and a large group accompanying him.

Çelebi and Turkish Airlines providing global cargo services together

■ **Turkish Airlines** has opened its Turkish Cargo Main Center at Germany's Frankfurt Airport in cooperation with Çelebi Ground Handling. A staff of 12 works at the new cargo center, which was established to provide worldwide services. Turkish Airlines' cargo operations to 200 destinations across the world will be managed from this center. Turkey's vice consulate general to Frankfurt, Ömer Bedir, Turkish Cargo President Ali Türk, Çelebi executive Cemil Erman and Turkish Airlines Middle and Southern Europe Region Cargo Manager Mehmet Kızılkaya cut the opening ribbon together at a ceremony attended by many important guests.



Çelebi Hungary receives ISAGO certification

■ **Çelebi** Ground Handling Hungary (CGHH) has received an ISAGO registration, becoming the first ISAGO-certificated service provider in the country. Audits at Çelebi Hungary began in mid-2011. A team formed by employees from the various departments of the company studied the existing documentation system. Team members then compared the current procedures with ISAGO standards. After detailed work, team members updated all required documents and prepared new booklets and regulations to adhere to ISAGO standards. Çelebi Ground Handling Turkey's previous ISAGO certifications, coupled with subsequent perfect inspection evaluations, motivated the CGHH team to conduct an intensive preparation process.

Canan Çelebioğlu Tokgöz discusses Turkey in Vienna

■ **Vice** Chairperson - Çelebi Holding Board of Directors Canan Çelebioğlu Tokgöz was among the speakers at the 9th Vienna Economic Forum, a long-running event, on June 18 and 19. Speaking at a session titled "Turkey: The Crucial Player in the Regional Economy," Tokgöz informed attendees about Turkey and the fields that Çelebi is active in.



Lufthansa Budapest station awards CGHH employee Ottó Leier

■ **Lufthansa Airlines'** Budapest station held a competition in March for the ground handling service employees. Çelebi Ground Handling Hungary's (CGHH) Ottó Leier won the competition, managing to provide operational services to Lufthansa planes in the shortest amount of time. Leier finalized the ground services for the LH1334/1335 Airbus A320-model plane, which was flying Frankfurt-Budapest-Frankfurt, in 28 minutes. He was also congratulated for finalizing the service in such a short period of time despite the fact that the plane was full and was carrying DGR-type cargo, which requires additional attention. Leier received his award from Station Manager Tamás Lichtenberger.

CGH improves cooperation with Kuoni



■ **"The** 60th Pearl Year Jubilee Convention and World Congress" of the Tourism Agencies Association of India (TAAI) was held in Istanbul's Green Park Pendik Hotel and Convention

Center between March 11th and 13th, bringing together tourism professionals from India and Turkey. An important agreement was signed at congress sponsor Çelebi's desk there, attracting great attention during the event. Çelebi Ground Handling will provide welcome services for Kuoni Travel Group India's passengers to Atatürk International Airport in Istanbul or those who use the airport in transit flights as part of the "Welcome Service" cooperation agreement between the two companies.

Çelebi-Nas selected as "Golden Station"



■ **Qatar Airways**, a five-star airline, has thanked Çelebi-Nas for its success in lost-and-found operations following inspections in February 2012. The airline, which accords companies

platinum, gold and silver ranks, chose Çelebi-Nas as a "Golden Station." "We would like to congratulate you for receiving the 'Golden Station' title for three months in a row," Qatar Airways Luggage Services Manager Mirna Younes said in a message to Çelebi-Nas. The company said only one piece of luggage out of 9381 handled by Çelebi-Nas as of 2012 had stayed at the airport and that this was because of a problem in the conveyor belt carrying the luggage, the company stated. The next target for the station is to attain the platinum title by improving services to a perfect level.

Çelebi provides the first service to Cargolux's Boeing 747-800F

■ **A model** of Boeing's new generation, 140-ton capacity 747-800F cargo planes made its first flight to Turkey. Çelebi Ground Handling provided service for the giant cargo plane, which belongs to Cargolux, at Istanbul Sabiha Gökçen Airport in its first operation to Turkey.



The plane landed on the airport on March 7 at 02.50. Çelebi executives welcomed the six-people staff of Cargolux's giant plane. Both the flight staff and airport executives appreciated Çelebi's operation. The plane from Jordan then flew to Luxembourg, landing off at 04.20. The Boeing 747-800F has more improved model in terms of body, engine, composite structure and interior design when compared with other types, thus offering more economic and higher performance for the companies.



Çelebi Ground Handling gets "Skalite Prize"

■ **Çelebi** Ground Handling was rewarded this year with the Skalite Prize, a traditional award distributed every year and seen as the Oscars of the tourism industry, during a ceremony at Conrad Hotel Istanbul. Skal International Istanbul Club has been distributing the Skalite Prizes for 14 years in a bid to improve the quality of services in the Turkish tourism industry. Çelebi Ground Handling General Manager Talha Göksel received the award in the name of Çelebi.

Çelebi Delhi receives quality certifications

■ **Çelebi** Ground Handling Delhi has received ISO 14001:2004 and BS OHSAS 18001:2007 certifications. During the certification process, the Çelebi Ground Handling Delhi staff made an all-out effort in terms of team spirit and coordination. The staff members said this was only a good start in their voyage to perfect services and are sure they will continue to receive the support of all Çelebi members.



Çelebi-Nas set to provide services for Iraqi Airways

■ **Çelebi-Nas** Aviation Services, Çelebi's successful branch in Mumbai, has inked a deal with Iraqi Airways. Çelebi-Nas, which sets itself apart with high-quality ground handling services at Mumbai Chhatrapati Shivaji International Airport and is appreciated by customers for its experienced staff and state-of-the-art equipment park, began providing services for Iraqi Airways on March 11. Following the signatures, parties expressed their best wishes for this meaningful cooperation and the increasing number of flights.

CGH Sabiha Gökçen provides debut service for Aseman

■ **Aseman Airlines**, which has launched a Sabiha Gökçen-Tehran line, made its maiden flight to the Istanbul airport on June 24. Represented by Fly Service, Aseman Airlines' EP6514 flight arrived at Sabiha Gökçen at 11.20 a.m. with 88 passengers before leaving the airport with no passengers on board at 01.00 p.m. Welcoming the airline staff with flowers, the Çelebi Ground Handling Sabiha Gökçen Station staff won recognition for their successful operation. The airline's SAW-Tehran-SAW flights will be operated twice a week.



CGH provides perfect service for the Georgian president

■ **A private** plane carrying Georgian President Mikheil Saakashvili landed at Atatürk International Airport on Jan. 13. The plane represented by Fly Service parked in front of the State Guest House at the airport. Following President Saakashvili, a second plane, a B737-500, also landed at the airport. Three Turks and 15 Georgian seamen, who had been kept hostage by Somali pirates for 16 months, were on the second plane from Kenya. Turkish Prime Minister Recep Tayyip Erdoğan and the Georgian president welcomed the staff together. Çelebi's experienced GAT office personnel drew praise for their professional approach and successful services. The team received a thumbs-up for a perfect operation from all officials.

Çelebi Cargo adds TAM and LAN to portfolio

■ **Having** added United Airlines, Continental Airlines, THY and Grandstar Cargo to its portfolio in Frankfurt, Çelebi Cargo has now reached an agreement with LAN and TAM airlines (LATAM), which are currently in the process of merging. Çelebi started providing services for TAM in May and LAN in June. Increasing its annual volume by 30 percent with these new investments, Çelebi has also broadened its portfolio, adding wide-body and full-cargo ships.



CGH continues with Saudi Arabia Airlines business

■ **Çelebi** Ground Handling hosted representatives from Saudi Arabia Airlines in Istanbul amid the continuing successful cooperation between the two parties. Saudi Arabia Airways executives Yousef M. Al-Gheriri, Adel A. Alshdokhy, Khalid I. Al-Deghaither and Khalid A. Alangari visited Istanbul as guests of Çelebi. At talks with CGH, the Saudi executives extended the current service deal for Turkey to May 31, 2014, along with extending the Mumbai deal for three years starting from May 15, 2012. While discussing the existing and possible cooperation opportunities in global markets, representatives from the two companies also had an enjoyable Istanbul tour. The CGH Sales & Marketing team guided its guests to the historic sightseeing points in the city, such as the Grand Bazaar, Eminönü district, the Taksim area, the Flower Market and Galata Tower.