

TRANSORIENT KEY CONTACT LIST

| OPERATIONS | | | | | | |
|--|--|--|---|---|---|--|
| | Biopharma | Airfreight | Seafreight | Intermodal | Roadfreight | |
| Rate Request | export => bio@transorient.com.tr import => bioimport@transorient.com.tr | export => mkarakas@transorient.com.tr import => import-air@transorient.com.tr | rates@transorient.com.tr cc: batagul@transorient.com.tr | abozkurt@transorient.com.tr cc: euzunoglu@transorient.com.tr | gtuglu@transorient.com.tr ozgealpceylan@transorient.com.tr | |
| Operation | export => bio@transorient.com.tr import => bioimport@transorient.com.tr | airexport@transorient.com.tr import-air@transorient.com.tr | seaexport@transorient.com.tr import-sea@transorient.com.tr | intermodal@transorient.com.tr | ozgealpceylan@transorient.com.tr sgunaydin@transorient.com.tr | |
| 1st Escalation | Günfer Arıcı Biopharma Manager ☐ | Sayat Çekiç Air Freight Manager ☐ | Buğra Atagül Ocean Freight Team Lead ☐ | Emel Uzunoglu Intermodal Team Lead ☐ | Gökhan Tuğlu Road Freight Team Lead ☐ | |
| | garici@transorient.com.tr desk: +90 212 467 26 22 mobile: +90 534 517 12 98 | scekic@transorient.com.tr desk: +90 212 467 26 41 mobile: +90 5465135327 | batagul@transorient.com.tr desk: +90 212 467 26 25 mobile: +90 5354906325 | euzunoglu@transorient.com.tr desk: +90 212 467 26 70 mobile: +90 539 454 31 52 | gtuglu@transorient.com.tr desk: +90 212 467 26 10 mobile: +90 530 498 78 38 | |
| 2nd Escalation | for Operation Neslihan Bekiroğlu- Senior Manager_Operational Excellence nbekiroglu@transorient.com.tr +90 212 467 26 44 mobile: +90 530 498 78 84 | | | for Customer Relation Şenay Özyılmaz- Customer Relations Manager sozyilmaz@transorient.com.tr +90 212 467 26 47 mobile: +90 530 774 08 79 | | |
| 3rd Escalation | Can Pakyürek Managing Partner cpakyurek@transorient.com.tr desk + 90 212 467 26 50 | | | | | |
| SALES & FINANCE & QUALITY & ADMINISTRATIVE AFFAIRS | | | | | | |
| | Sales & Marketing | Finance | Quality | Administrative Affairs | Strategy and Business Development | Business Process Optimization |
| Contact | Zeynep Koç Head of Strategy and Development zkoc@transorient.com.tr desk: +90 212 467 26 37 mobile: +90 538 590 60 11 | Nurcan Koç Finance Manager nkoc@transorient.com.tr desk: +90 212 467 26 32 mobile: +90 532 377 49 21 | Ebru Maden Head of Quality emaden@transorient.com.tr desk: +90 212 467 26 01 | Murat Göktem Administrative Affairs Manager mgoktem@transorient.com.tr desk: +90 212 467 26 33 | Zeynep Koç Head of Strategy and Development zkoc@transorient.com.tr desk: +90 212 467 26 37 mobile: +90 538 590 60 11 | Seda Ural Bilgi Business Process Optimization Manager sbilgi@transorient.com.tr desk: +90 212 467 26 37 |
| Escalation | Nil Tunaşar Managing Partner ntunasar@transorient.com.tr desk: +90 212 467 26 06 | | | Can Pakyürek Managing Partner cpakyurek@transorient.com.tr desk: +90 212 467 26 50 | | |



OTHER INFORMATIONS

LOCATION INFORMATIONS

| | Istanbul Office | Warehouse |
|------------------|---|--|
| Address | Yeni Adresimiz: Ayazağa mahallesi Azerbaycan Caddesi (Eski Cendere Caddesi) 1B Blok Apt. Kat 14 No: 3B/33, 34396 Sarıyer/Istanbul | Osmangazi Mahallesi, Mehmet Deniz Kopuz Caddesi No:21/23-1 34522 Kirac-Esenyurt-Istanbul |
| Telephone | Desk: +90 212 467 26 00 | Mobile: +90 532 417 31 36 Contact Person: Muhsin Günaydın |
| e-mail | info@transorient.com.tr | depo@transorient.com.tr |

OTHER INFORMATIONS

| Subject | Maximum Response Time Upon Receipt of e-mail Business Hours | National Holidays in 2022 | |
|---|---|---------------------------|--|
| Any Urget Matters | 2 hours | New Year | 1 January Saturday |
| | | National Holiday | 23 April Saturday |
| Operations | 6 hours | Labour Day | 1 May Sunday |
| | | Ramadan Holiday | 2-3-4 May. Monday, Tuesday, Wednesday |
| Routing Orders / Letters of Recemendation | 12 hours | National Holiday | 19 May Thursday |
| Rate Inquiries | Air 2-4 hours, Road-6 hours, Ocean, Intermodal-12 hours, Exhibition, Event&Project-24 hours | Feast Holiday | 8 July (1/2 Day), 9-10-11 July Saturday, Sunday, Monday, Tuesday |
| | | National Holiday | 15 July Friday |
| Accounting | 24 hours | National Holiday | 30 August Tuesday |
| Sales(sales leads) Inquiries | 72 hours | National Holiday | 28 October Friday (1/2 Day) 29 October Saturday |