

UNEP - FI Principles for
Responsible Banking Report

AKBANK



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Summary Template

Principle 1 Alignment	Principle 2 Impact and Target Setting	Principle 3 Clients and Customers
<p>Content</p> <p>Briefly describe your bank's sustainability strategy, and which international, regional or national frameworks and UN Sustainable Development Goals it aims to align with. Note any changes in the reporting year.</p> <p>Links and References</p> <ul style="list-style-type: none"> • Akbank Integrated Annual Report 2025: About the Report, pages 6-7 • Akbank Integrated Annual Report 2025: Built Upon Your Trust, pages 20-83 • Akbank Integrated Annual Report 2025: Our Sustainability Journey, pages 180-211 • Akbank's Target of "Becoming a Net Zero Emissions Bank by 2050" • 2025 CDP Report • 2025 ESG Presentation • 4Q25 Consolidated Financial Results • Akbank 2024 Year End Sustainable Finance Allocation Report 	<p>Content</p> <p>Briefly describe the bank's most significant impact areas and the steps taken to identify, measure and manage them—including impact analysis results, targets set (including sectors, portfolio coverage, and KPIs), actions taken, and progress against the targets. Where targets have been set, share details of the bank's transition/ action plan, and progress made. Explain how the bank addressed interlink- ages between impact areas where possible.</p> <p>Links and References</p> <ul style="list-style-type: none"> • Akbank Integrated Annual Report 2025: Our Sustainability Journey, pages 180-211 • Akbank Integrated Annual Report 2025: Our Goals, Sustainability Performance and Contributions to the Sustainable Development Goals, pages 204-211 • Akbank Integrated Annual Report 2025: Climate Change, pages 212-237 • Akbank Integrated Annual Report 2025: Ecosystem Management, pages 302-331 • 2025 CDP Report • Akbank Net Zero Strategy • Our Financial Inclusion Approach • Akbank Environmental and Social Risk Framework 	<p>Content</p> <p>Briefly describe how the bank works responsibly with clients and customers in relation to significant impacts, including products and services offered, internal policies and processes and engagement to implement targets/action plans/ transition plans to encourage sustainable practices/economic activities. Note any changes in the reporting year.</p> <p>Links and References</p> <ul style="list-style-type: none"> • Akbank Integrated Annual Report 2025: People and Community, pages 238-271 • Akbank Integrated Annual Report 2025: Sustainable Finance, pages 272-301 • Akbank Integrated Annual Report 2025: Ecosystem Management, pages 302-331 • Akbank Corporate Governance Policies • Akbank Sustainable Finance Framework

Principle 4 Stakeholders	Principle 5 Governance and Culture	Principle 6 Transparency and Accountability
<p>Content</p> <p>Briefly describe how the bank consults, engages and collaborates/ partners with relevant stakeholders for the purpose of implementing the Principles. This could include understanding impacts, setting ambitious targets, advocating for enabling regulatory/policy environments, and creating partnerships that contribute to addressing significant impacts. Note any changes in the reporting year.</p> <p>Links and References</p> <ul style="list-style-type: none"> • Akbank Integrated Annual Report 2025: Our Double Materiality Analysis, pages 192-201 • Akbank Integrated Annual Report 2025: Sustainable Finance, pages 272-301 • Akbank Integrated Annual Report 2025 Additional Information: Our Strong Stakeholder Engagement, pages 4-8 • Akbank Integrated Annual Report 2025 Additional Information: Memberships, page 9 	<p>Content</p> <p>Briefly describe the key governance structures in place (Board and Executive level) and related accountability mechanisms to implement the Principles. This could include how governance supports your bank's management of significant impacts and risks, including target implementation and monitoring of action/ transition plans. In addition, briefly describe how a culture of responsible banking is driven internally (e.g. via employee learning & development). Note any changes or progress in the reporting period.</p> <p>Links and References</p> <ul style="list-style-type: none"> • Akbank Integrated Annual Report 2025: Our Corporate Governance, pages 86-117 • Akbank Integrated Annual Report 2025: Our Policies, pages 118-120 • Akbank Integrated Annual Report 2025: Our Sustainability Journey, pages 180-211 • Akbank Integrated Annual Report 2025: Climate Change, pages 212-237 • Akbank Integrated Annual Report 2025: Sustainable Finance, pages 272-301 • Akbank's Sustainability Governance • Akbank Environmental and Social Risk Framework • Akbank Sustainable Finance Framework 	<p>Content</p> <p>Provide reference to additional relevant reports, if not listed as references with P1-P5. Briefly note whether/where assurance of sustainability information has been undertaken (optional).</p> <p>Links and References</p> <ul style="list-style-type: none"> • Akbank Integrated Annual Report 2025 • Akbank 2024 Sustainability Report in Compliance with Turkish Sustainability Reporting Standards

Principle 1

Alignment

We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Business Model

Describe (high-level) your bank's business model, including the main business lines, customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, business areas or by disclosing the number of customers and clients served.

Links and References

- Akbank Integrated Annual Report 2025: Built Upon Your Trust, pages 20-83
- [4Q25 Consolidated Financial Results](#)

We offer our clients a wide range of banking products and services, primarily on corporate and investment banking, commercial banking, SME banking, consumer banking, payment systems, private banking, wealth management, and treasury operations. We also operate in the insurance sector, providing insurance services through our branches on behalf of Aksigorta Co. and AgeSA Pension and Life Insurance Co. Through our subsidiaries Akbank AG, AkLease, Ak Investment, Ak Asset Management, AkÖde, Akbank Ventures, and AkTech Software Technologies, we offer innovative and integrated solutions for the financial needs of our customers. In addition, we differentiate ourselves in both domestic and international banking sectors with our pioneering products and services such as Axess, Wings, and Private Banking.

With our extensive service network and advanced technological infrastructure, we serve over 15.2 million active customers through our Headquarters in Istanbul, our Data and Life Center, 19 Regional Directorates across Türkiye, 647 branches, and 12,591 employees. In addition to providing one-on-one banking services at our branches, we also offer added value to our customers through Akbank Internet, Akbank Mobile, our Call Center, 6,351 ATMs, and 818 thousand POS terminals (including virtual POS solutions). Our international presence is further strengthened by Akbank AG, our subsidiary in Germany, and our branch in Malta.

Our total capital reached TRY 5,200 million, while our total assets reached TRY 3,558,950 million. As of 2025, our shares continue to trade on the Borsa Istanbul (BIST) with a 52% public float. During the same period, we increased the total credit support we provided to the economy to TRY 2 trillion 467 million, of which TRY 1 trillion 921 million was in cash.

When evaluated by sector as of the end of 2025, consumer loans account for the largest share of our bank's gross loan portfolio at 39.4%. Within our portfolio, the holding sector accounts for 4%, commercial credit cards for 5.1%, the transportation and logistics sector for 4.3%, the automotive and related industries for 4.2%, the metals and mining sector for 4%, finance for 3.5%, and food for 3.3%. The size of SME loans within this portfolio stands at TRY 317 billion.

Strategy Alignment

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and other international frameworks such as the Kunming-Montreal Global Biodiversity Framework (GBF), the United Nations Guiding Principles on Business and Human Rights (UNGPs), the forthcoming instrument on plastic pollution etc. Include any other national and/or regional frameworks that your bank has a strategy to align with where relevant.

¹ As of 11 March 2025, a new technology company, wholly owned by our Bank, was established to operate in Istanbul under the name AkTech Software Technologies.

Links and References

- Akbank Integrated Annual Report 2025: About the Report, pages 6-7
- Akbank Integrated Annual Report 2025: Our Sustainability Journey, pages 180-211
- [Akbank's Target of "Becoming a Net Zero Emissions Bank by 2050"](#)
- [2025 CDP Report](#)
- [2025 ESG Presentation](#)
- [Akbank 2024 Year End Sustainable Finance Allocation Report](#)

At Akbank, we prioritize sustainability within the core of our business strategy. In alignment with the Sustainable Development Goals (SDGs) and the Paris Agreement on Climate Change, our goal is to support Türkiye's transition to a low-carbon economy and create a more sustainable world for future generations. By integrating sustainability into our business model, we are continuously increasing the value we create through our strategic focus areas, Sustainable Finance, People and Community, Ecosystem Management, and Climate Change, while taking into account international and local initiatives, global trends, and the expectations and perspectives of our stakeholders.

Within the scope of the Sustainable Finance Declaration of the UNGC, which was expanded in 2021 and which we are a signatory of, we have established our commitments to develop sustainable financing mechanisms, strengthen the competitive advantage of the Turkish industry, convey climate risks and opportunities to our stakeholders, and offer innovative products to reduce the carbon footprint of our customers. Since 2020, we have been sharing the methodologies related to the allocation processes of sustainable deposits and the social and environmental impacts achieved through these processes via the Sustainable Finance Allocation Report. We provided TRY 265 billion in sustainable finance in 2025, and a total of TRY 681 billion in sustainable finance between 2021 and the end of 2025. In 2025, sustainability share in total wholesale funding transactions is at 46%. ESG-themed and ESG rated funds AuM reached TRY 36 billion. We apply our Environmental and Social Risk Framework to all our business and SME loans and operate in accordance with our Sustainable Finance Framework, which is aligned with international standards. In our green financing decisions, we prioritize ensuring that activities contributing to climate goals do not harm other environmental and social objectives, based on compliance with the "Do No Significant Harm (DNSH)" Principle and "Minimum Social Safeguards (MSS)" under the EU Taxonomy. We are committed to ensuring that the projects we finance operate in alignment with the Kunming-Montreal Global Biodiversity Framework.

We are focused on strengthening financial well-being and inclusivity for our customers. In 2025, we secured a total of USD 1.1 billion in sustainable syndicated loans. In total, we provided USD 130 million in loans to support the digital transformation of women and young entrepreneurs, as well as SMEs. Through our Responsible AI Manifesto, we have established our framework for ethical and efficient use. We have formed partnerships to support corporate digitalization, reached 21 thousand SMEs through the Akbank Transformation Academy, and invested a total of USD 2 million in four start-ups founded by Akbank intrapreneurs.

We are moving forward with clear targets to reduce our impact on the environment and climate change. In 2024, we joined the Net Zero Banking Initiative and **published our Net Zero Strategy** based on our baseline calculations and sector analyses. Under our Net Zero Strategy, we have committed to reducing our Scope 1 and 2 absolute greenhouse gas emissions by 90% by 2030 and have prioritized four sectors that account for approximately 20% of our Business Loan portfolio. We have established sector-specific emission reduction targets for these four prioritized sectors.

As a signatory to the United Nations Women's Empowerment Principles (WEPs), we aim to ensure women's participation in economic life at all levels. We are strengthening women's representation in senior leadership and continuing our commitments as a member of global initiatives such as the 30% Club, the Valuable 500, and the Bloomberg Gender-Equality Index.

We have prepared our 2025 Integrated Annual Report to cover our Bank's financial and non-financial performance for the January 1-December 31, 2025 period, in accordance with national and international standards, including the Integrated Reporting Framework, Global Reporting Initiative (GRI) Standards (Core), and the United Nations Environment Programme Finance Initiative (UNEP-FI) Principles for Responsible Banking. In our report, we also took into account the BIST Sustainability Index criteria, UNGC, the Task Force on Climate-related Financial Disclosures (TCFD), and the Women's Empowerment Principles.

As part of our report, we conducted a Double Materiality Analysis with the participation of internal and external stakeholders. This process was carried out in five stages: understanding the context; analyzing the value chain and key stakeholder analysis; identification and evaluation of impacts, risks, and opportunities, and determination of material topics. Based on the impact, risk, and opportunity analysis we conducted for the 10 sustainability topics addressed in our Double Materiality Analysis, we created our materiality map. In this context, we identified 5 of the 10 topics we evaluated as material.

By analyzing the financial impact of risks on a five-point scale, we have strengthened our strategic decision-making processes. In the coming period, we aim to advance our sustainability performance by conducting a more detailed analysis of our portfolio's environmental and social impacts.

² These are non-consolidated management reporting data. They include green loans (e.g., renewable energy, clean transportation, etc.) and social loans (e.g., access to basic services, women-owned SMEs) disbursed in accordance with the Sustainable Finance Framework, as well as ESG-type Eurobonds and syndicated loan purchases.

³ ESG-themed and ESG rated funds by Ak Asset Management are New Technologies Foreign Equity Fund, Health Sector Foreign Equity Fund, Alternative Energy Foreign Securities Fund, Electric and Autonomous Technologies Variable Fund, Agricultural and Food Technologies Variable Fund, Metaverse and Digital Technologies Variable Fund, Robotics Technologies Variable Fund, Fintech and Blockchain Technologies Variable Fund, Travel and Leisure Variable Fund, First Renewable Energy Venture Capital Investment Fund, JEC Renewable Energy Private Venture Capital Investment Fund and ESG-themed fund by AgeSA Sustainability Equity Pension Fund.

Principle 2

Impact and Target Setting

We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

Impact Analysis

Show how your bank has identified, prioritized and measured the most significant impacts associated with its portfolio (both positive and negative). Determine the priority areas for target- setting. Include details regarding: Scope, Portfolio Composition, Context, and Performance Measurement. The impact analysis should include assessment of the relevance of the four priorities laid out in "[Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector](#)", as part of its initial or ongoing impact analysis.

Links and References

- Akbank Integrated Annual Report 2025: Our Sustainability Journey, pages 180-211
- Akbank Integrated Annual Report 2025: Climate Change, pages 212-237
- Akbank Integrated Annual Report 2025: Ecosystem Management, pages 302-331
- [Akbank Net Zero Strategy](#)
- [2025 GDP Report](#)
- [Our Financial Inclusion Approach](#)
- [Akbank Environmental and Social Risk Framework](#)

Scope

In line with our vision of "being the leading bank that brings Türkiye into the future," we regularly review our sustainability model and our Materiality Analysis in light of the requirements of the Paris Agreement, the SDGs, and the European Sustainability Reporting Standards (ESRS). As we review our material topics, we assess our Bank's impacts, risks, and opportunities related to sustainability using a holistic approach that takes into account SASB standards, stakeholder expectations, global and national regulations, the World Economic Forum's (WEF) Global Risks Report, and sustainability priorities in Europe and Türkiye, thereby identifying our material topics. In 2025, in line with the CSRD requirements and the ESRS, we updated our Double Materiality Analysis. Within this framework, we identified the impacts, risks, and opportunities related to sustainability topics for our Bank through a holistic approach that also takes into account the views of our stakeholders. Through the updates we implemented in 2025 in collaboration with our Risk Management Department, we have further strengthened our risk assessment processes.

We observe that rising geopolitical tensions, trade wars, and global uncertainties are creating macro-financial pressures on the banking sector in 2025. We are closely monitoring the impact of these developments on credit risk, market volatility, operational resilience, and our capital adequacy. At the same time, we are addressing climate change and the green transition as key elements of our risk and opportunity management. In this regard, we aim to strengthen our financial resilience by managing geopolitical and climate-related risks through a holistic approach. We are using heat maps, which we developed to identify climate vulnerabilities in 2022, to analyze the quantitative impacts of climate-related risks and opportunities on our credit portfolio, in line with the TCFD framework. Starting in 2024, we began conducting customer-based climate change assessments for the seven priority sectors (coal, cement, iron and steel, oil and natural gas, aluminum, transportation, and agriculture, excluding energy and commercial real estate) under the **Net Zero Banking Initiative Principles**. For 2025, we deepened our assessments on a portfolio basis using the **Green Transformation Score** process, focusing on our target sectors.

Sector	Number of Companies Evaluated	
	2024	2025*
Energy	-	80
Coal	49	72
Cement	15	40
Iron and steel	20	212
Oil and natural gas	10	-
Aluminum	11	-
Transportation	14	-
Agriculture	3	-
Real Estate	-	112
Total	122	516

* The focus was on target sectors in 2025

Portfolio Structure

In line with our goal of becoming a Net Zero Emissions Bank by 2050, we are implementing a comprehensive strategy to reduce the carbon footprint of our loan portfolio. To strengthen the foundation of our journey toward becoming a Net Zero Emissions Bank, as of 2023, we started to monitor all of our commercial loan portfolio emissions under four main asset categories using the Partnership for Carbon Accounting Financials (PCAF) methodology. In this regard, we calculated our financed emissions for 2021 and set 2021 as the base year for our credit portfolio emissions tracking⁴. For our base year, we included investment loans with an investment amount exceeding USD 10 million, loans for commercial real estate investment, loans for commercial motor vehicle purchases, and all other loans (including general-purpose financing).

Credit Portfolio Distribution	Financed Emissions (tCO ₂ e) 2021	PCAF Data Quality 2021
Business Loans	25,590,985	4.1
Project Finance	2,526,926	3.7
Commercial Real Estate (CRE)	55,766	4.0*
Motor Vehicle Loans (MVL)	77,245	4.1
Total	28,250,922	4.0

* The data that was inadvertently reported incorrectly in the 2024 Integrated Annual Report has been updated in line with the Net Zero Strategy.

⁴ The limited assurance service process for the 2021 base year credit portfolio emissions accounts commenced in 2024. Minor changes may occur in the credit portfolio emissions results, if necessary as part of the ongoing verification process.

We are taking strategic steps to support the transition in carbon-intensive sectors, which account for approximately one-fifth of our loan portfolio. We note, however, that the majority of emissions from our portfolio stem from non-carbon-intensive activities.

Our Net Zero Strategy provides an integrated framework for the climate risk management of our loan portfolio, the decarbonization of our loan portfolio and our operational emission reduction efforts. In line with this framework, we support a sustainable finance culture, identify climate risks and opportunities, turn risks into opportunities, and support the entire process with effective data management. Through our sustainable finance ecosystem, we offer products, services, and partnerships that support our customers' transition to low-carbon activities. Walking alongside our customers in the green transition forms the basis of our credit portfolio decarbonization strategy.

Context

We continuously update our strategies by closely monitoring developments in global and national regulations and climate policies. In line with the EU Green Deal and the Carbon Border Adjustment Mechanism, we support our clients operating in high-carbon-intensity sectors in their carbon management and climate policy compliance processes.

To steer our loan portfolio toward a low-carbon economy, we measure financed emissions using the PCAF methodology; we focus on the 2030 emission reduction targets we have set for carbon-intensive sectors; and we support our clients' transition processes with sustainable finance products. In line with our goal of becoming a Net Zero Emissions Bank by 2050, we analyze physical climate risks and sectoral vulnerabilities within our project finance portfolio. We continue to support our clients' transition processes toward net-zero targets by providing risk management and technical guidance, particularly in the energy, cement, steel, and textile sectors.

Performance Measurement

We track our sustainability goals using key performance indicators we have established within the scope of calculating financed emissions, loans supporting the transition to a low-carbon economy, and our coal exit process. We measure our portfolio emissions using the PCAF methodology, monitor transition finance loans and the distribution of our loan portfolio, and regularly assess our coal exit process.

While utilizing PCAF, TCFD, and the Science Based Targets Initiative (SBTi) standards for the impact assessment of the activities we finance, we focus on biodiversity, resource efficiency, and emissions reduction in projects in line with our own Environmental and Social Risk Framework. The results we achieved in 2024 demonstrate our commitment to reducing our climate impact and supporting our customers' decarbonization processes. In this context, we provide technical support to our clients to reduce emissions from their loan portfolios, facilitate their transition processes with sustainable finance products, and continue our outreach and guidance efforts within the framework of the EU Green Deal and the Carbon Border Adjustment Mechanism (CBAM).

We address climate-related risks within our holistic risk management approach, which is an integral part of our banking activities. We assess climate-related risks in two main categories in accordance with the TCFD framework: physical and transition risks. Under our Environmental and Social Risk Framework, we analyze climate risks according to the physical and transition risk categories, conduct sector and transaction-based assessments, and monitor risks regularly. In this context, analyses conducted primarily through project-based physical risk assessments carried out via the Environmental and Social Impact Assessment (ESIA) system are addressed with a comprehensive risk management approach that will also provide input to the ICAAP process.

In 2022, we created heat maps to identify climate vulnerability and examine the quantitative effects of climate change-related risks and opportunities on our credit portfolio, taking into account the TCFD and Intergovernmental Panel on Climate Change (IPCC) scenarios. By dividing our portfolio into 13 main sectors, we assessed the physical and transition risks that could emerge by 2030 under 1.5°C and 3.5°C global temperature increase scenarios using a five-point scale and generated sector-specific climate risk scores. Using these scores, we classify sectors according to risk levels ranging from low to high and closely monitor our portfolio, including private-sector bonds.

In line with our goal of becoming a Net Zero Emissions Bank by 2050, we have incorporated climate risks into our capital adequacy calculations starting in 2023. Under the ICAAP framework, we are integrating capital requirements arising from climate risks into our planning; using the methodology we have developed, we quantitatively measure the financial impacts of physical and transition risks. In this context, we regularly update the heat maps and assumptions we use to reflect developments related to climate risks.

Targets, Target Implementation, and Action Plans/Transition Plans

Show that your bank has set and published a minimum of two SMART targets which address at least two different areas of most significant impact that your bank identified in its impact analysis. Once targets are set, explain the actions taken and progress made. Include details regarding: Alignment, Baselines, Targets, Target Implementation & Monitoring (and KPIs), Action Plans/ Transition plans and Milestones. Banks are encouraged to disclose information regarding actions they are taking in four priorities laid out in "[Leading the Way to a Sustainable Future: Priorities for a Global Responsible Banking Sector \(2024\)](#)."

Links and References

- Akbank Integrated Annual Report 2025: Our Sustainability Journey, pages 180-211
- Akbank Integrated Annual Report 2025: Our Goals, Sustainability Performance and Contributions to the Sustainable Development Goals, pages 204-211
- Akbank Integrated Annual Report 2025: Climate Change, pages 212-237
- [Akbank Net Zero Strategy](#)

By committing to becoming a Net Zero Emissions Bank by 2050, we have taken on a transformative role in financing the business world. In line with this goal, we have launched a transformation process grounded in science and aligned with sector-specific roadmaps and we have set a target in line with the 1.5°C target of the Paris Agreement and the methodologies of the SBTi and shared our 2030 emission reduction targets with the public.

Based on the baseline year calculations and sector analyses we conducted in the scope of the Net Zero Banking Initiative as of 2024, we developed our Net Zero Strategy in line with the guidelines of the Glasgow Financial Alliance for Net Zero (GFANZ).

We have built our Net Zero Strategy on four main approaches:



Figure 1. Key Approaches of Akbank's Net Zero Strategy

Our Net Zero Strategy provides an integrated framework for the climate risk management of our loan portfolio, the decarbonization of our loan portfolio and our operational emission reduction efforts. In line with this framework, we support a sustainable finance culture, identify climate risks and opportunities, turn risks into opportunities, and support the entire process with effective data management.

As part of our Net Zero Strategy, we will share the progress of our emission reduction targets for the cement, energy, iron and steel, and real estate sectors with the public in 2026. As our portfolio has improved in terms of data accessibility compared to previous years, an increase has been observed in PCAF Data Quality for some asset groups. We anticipate that our credit portfolio emission figures and sectoral targets may be revised based on this increase in data quality. When we share the progress of our emission reduction targets with the public in 2026, we will also share our revised sectoral targets in line with the changing PCAF Data Quality and current climate scenarios.

Sectors	Scenario	Unit	Base Year Performance	Reduction Target by 2030 (2021 Base Year) (%)
Energy ⁵	IEA NZE2050	kgCO ₂ e/MWh	195	-60
Cement	IEA NZE2050	kgCO ₂ e/tons-cement	462	-23.80
Iron & Steel	IEA NZE2050	kgCO ₂ e/tons-steel	724	-29
Service Buildings	IEA NZE2050	kgCO ₂ e/m ²	-	-10.60
Residential Buildings	IEA NZE2050	kgCO ₂ e/m ²	-	-5.23

⁵ The target includes the asset classes of business loans and project finance loans.

Our Action-Oriented Targets for a Positive Impact

Sustainable Finance

- We aim to provide TRY 800 billion in sustainable finance by 2030.
- We aim to achieve 100% sustainability wholesale funding by 2050.

Ecosystem Management

- We aim to popularize digital and innovative products and services.
- We aim to increase the number of women-owned SME customers who gain access to at least one new financial product by 10% each year through 2030.
- We aim to increase the number of financially empowered individuals by 2030.

People and Community

- We aim to enhance the effectiveness of investments in our people.
- We aim to increase the social return on community investments.
- We aim to enhance the effectiveness of Akbank volunteerism in community investments.
- We aim to increase the rate of women members on the Board of Directors to at least 30% by the end of 2027.

Climate Change

- We aim to become a Net Zero Emissions Bank by 2050 through reducing our operational and portfolio emissions.
- We have set our interim emissions reduction target in line with the 1.5°C scenario.
- Compared to the 2019 baseline, we aim to reduce our Scope 1 and Scope 2 absolute greenhouse gas emissions by 90% by 2030.
- We aim to phase out coal by 2040, taking into account the Just Transition Principles.

Current State

- We provided TRY 265 billion of sustainable finance in 2025.
- Sustainability share in total wholesale funding transactions is at 46%.
- In 2025, we achieved an 11% increase in the number of women-owned SME customers.
- We strengthened the culture of Diversity, Equity and Inclusion (DEI). We have updated and published our DEI and Zero Tolerance for Violence guidelines.
- With the Akbank Academy, we reached 52 thousand young people in 2025.
- We reduced our Scope 1 and Scope 2 greenhouse gas emissions by 79% compared to the base year in 2025.
- 100% of bank's electricity sourced from renewable resources since the beginning of 2023.
- We have expanded our capacity-building initiatives in the areas of energy efficiency and waste management:
 - The energy savings we achieved by replacing 300 old-style air conditioners with new ones in 2025 was 40%.
 - Through our LED fixture conversion in 2025, we achieved a 45% reduction in electricity consumption (698,544 kWh).

Principle 3

Clients and Customers

We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

Client and Customer Engagement

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. It should include information on the client engagement strategy including but not limited to the impact areas identified/ targets set, awareness raising activities with clients and customers, relevant policies and processes, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

Links and References

- Akbank Integrated Annual Report 2025: Sustainable Finance, pages 272-301
- Akbank Integrated Annual Report 2025: Ecosystem Management, pages 302-331
- Akbank Integrated Annual Report 2025: People and Community, pages 238-271
- [Akbank Corporate Governance Policies](#)
- [Akbank Sustainable Finance Framework](#)

Through our financing and portfolio diversification, we view the promotion of sustainable practices and the support of sustainable economic activities as among our top priorities by offering solutions tailored to our customers' needs. In this context, we support our customers in their transformation processes within the impact areas we have identified based on our prioritization analysis, particularly in Sustainable Finance, Ecosystem Management, Climate Change, and People and Society. Within this framework, by 2025, we increased our total number of active customers to 15.2 million and our number of active digital customers to 12.5 million. In addition to our one-on-one banking customers, we provided remote portfolio services to a total of 700,000 customers, including high-potential individual banking customers. While maintaining an average of 173,000 monthly interactions with our portfolio customers, we achieved a Net Promoter Score (NPS) of 89 and completed an average of 34,000 product sales per month. Going beyond merely providing financing, we develop products and services that simplify customers' access to and use of financing through awareness-raising initiatives, guiding policies, and processes. We monitor the effectiveness of these efforts through the metrics we have defined as part of our customer engagement strategy, and we continuously refine our approach by measuring the environmental and social impacts achieved in areas where possible.

Financing and Investment Decisions Considering the ESG Criteria

In line with our commitment to responsible banking and sustainability, we strive to minimize our environmental footprint across all activities while enhancing our positive impact on nature and society. As part of this approach, we conduct an ESIA for all our commercial clients. Within the ESIA framework, we carefully evaluate all project financing loans for environmental and social risks, and we also collaborate with independent consultants depending on the project's risk level.

We make our financing decisions by taking into account factors such as employment conditions, resource management, pollution control, expropriation processes, public health, biodiversity, and cultural heritage. In conducting these assessments, we adhere to the United Nations Universal Declaration of Human Rights, which has been ratified by our country and holds international validity, as well as the fundamental conventions of the International Labour Organization (ILO) in areas such as child labor, collective bargaining, freedom of association, forced labor, equal opportunity, and workers' rights. Within this framework, if prohibited activities are identified, we commit to not financing such activities without conducting a further environmental and social assessment. To strengthen this approach, throughout 2025 we further deepened our assessments of environmental and social risks specific to renewable energy investments. In this context, we have integrated enhanced measures addressing risks related to forced labor and child labor in the supply chains of photovoltaic cells used in solar power plants into our sustainable financing processes. To ensure that green growth proceeds in a socially and environmentally responsible manner, we evaluate our Green Finance decisions in accordance with the with the DNSH Principle and MSS under the EU Taxonomy. Additionally, following the Net-Zero Banking Alliance's (NZBA) transition from a membership-based association in 2025, we are now adhering solely to the published principles of the organization, of which we became a member in 2024. Taking into account our target of becoming a Net Zero Emissions Bank by 2050 and the principles of a just transition, we have committed to phasing out coal by 2040. With a focus on human rights, we thoroughly examine the potential impacts of our clients' new infrastructure projects and continue to offer contributions aimed at improving their processes. For projects involving expropriation or impacts on livelihoods, our teams regularly assess resettlement action plans and livelihood restoration action plans. Beyond national legislation, we regularly request information from our clients regarding sector-specific best practices; we are improving our pre-assessment processes by developing comprehensive question sets to streamline our evaluation and monitoring processes for both our clients and our internal tracking.

In these processes, we not only measure our clients' environmental and social impacts but also aim to enhance their capacity to manage these impacts. While meticulously implementing updates aligned with national legislation and international standards, we also assess projects for their impacts on wildlife, animal welfare, and biodiversity. We ensure that projects financed align with the Kunming- Montreal Global Biodiversity Framework. Before making any financing decisions, we assess whether projects are located in areas critical to endangered species, and we do not finance projects or activities involving the trade of endangered species. For projects impacting biodiversity, we require a biodiversity action plan, ensuring its preparation and implementation by qualified experts if one does not already exist. We analyze the impacts on terrestrial, aquatic, and aerial species to identify mitigation measures and monitor their effectiveness.

Responsible Lending and Financial Access

By offering digital solutions, we simplify our customers' daily banking transactions, enhancing operational efficiency and expanding financial access. We support sustainable production and consumption, as well as innovative and social enterprises. We incorporate the requirements of our Environmental and Social Credit Policies (ESCP) into the General Credit Agreement by updating the relevant sections with the latest policy clauses. As a result of our comprehensive approach, we secured a total of USD 1.1 billion in sustainable syndicated loans, with USD 750 million in the first half and USD 344 million in the second half of 2025.

Sustainability Wholesale Funding

We have set our target for 100% sustainability wholesale funding by 2050. To achieve this goal, we are strengthening our sustainable finance support through partnerships with the International Finance Corporation (IFC), the European Bank for Reconstruction and Development (EBRD), the European Investment Bank (EIB), the U.S. International Development Finance Corporation (DFC), the Asian Infrastructure Investment Bank (AIIB), Asian Development Bank (ADB), Proparco, and Finance in Motion (FiM).

In 2025:

- In March, we completed a market issuance of a USD 500 million sustainability-themed subordinated Eurobond.
- In total, we completed six sustainability private placements, with maturities longer than one year, amounting to USD 203 million.
- In the first half of the year, with the participation of 51 banks from 21 countries, we secured a USD 750 million sustainability-themed syndicated loan with maturities of 1, 2 and 3 years, under our Sustainable Finance Framework, to be utilized for the financing of foreign trade.
- In the second half of the year, with the participation of 14 banks from 7 countries, we secured a USD 344 million sustainability-themed syndicated loan with maturities of 2 and 3 years, under our Sustainable Finance Framework, to be utilized for the financing of foreign trade.
- We issued TRY 3.9 billion sustainability/greenthemed mortgage-backed covered bonds. With this issuance, we reopened the market for this type of bond in Türkiye after a long period.
- We issued USD 100 million Digital Bonds (Digitally Native Notes – DNN). This issuance represents the world's first gender equality-themed digital bond.
- We secured USD 130 million in financing from EBRD to support women-owned SMEs and young entrepreneurs and to contribute to the digital transformation of SMEs.
- We signed a USD 100 million loan agreement with ADB. This loan represents the first private sector transaction in Türkiye approved by the ADB Board of Directors. The funds will be used to provide financing support to SMEs, womenowned SMEs, and SMEs operating in earthquake regions and regions targeted for inclusive growth.
- As of year-end, our total wholesale funding amounted to USD 9.8 billion, including USD 4.9 billion in long-term funding and USD 5 billion in short-term funding, representing a key indicator of our funding strength. The fact that 46% of this amount consisted of sustainability wholesale funding demonstrates the successful implementation of our sustainable growth strategy. We aim to further increase this ratio through innovative international funding instruments and to achieve our 2050 target of 100%.
- Under our Sustainable Finance Framework, the total amount of funding secured from international markets reached USD 3.8 billion. Within this scope, social projects include financing support for SMEs, regional development, employment and capacity-building initiatives, while green projects include renewable energy, clean transportation and the sustainable management of natural resources.

We declare that we will not use the funds obtained through Sustainable Finance Debt Instruments to finance activities listed in our Non-Financing Activity, general credit policies, sustainable lending policies, and the minimum environmental and social requirements prescribed by national laws and regulations. In this context, we do not finance coal mining, coal transportation, coal-fired power plants, or infrastructure services dedicated solely to these activities.

Sustainable Investments

To enable our clients to invest in projects focused on environmental, social, and governance factors, we offer a range of investment options, including funds, bonds, and stocks, catering to different asset and risk preferences. During this process, we decided to review and discontinue our target for sustainability-themed investment funds set for 2030 due to macroeconomic conditions, market developments, and the limited standardization within the sector.

Our Collaborations Supporting the Sustainable Finance Ecosystem:

- Collaboration with the Banks Association of Türkiye Sustainability Working Group: To enhance the transparency of sustainability data in the banking sector, we actively contributed to the development of accurate and effective reporting methodologies for the Green Asset Ratio (GAR) by participating in the Sustainability Working Group and the Green Asset Ratio Working and Sub- Working Groups under the coordination of the Banks Association of Türkiye.
- Digital Innovation Partnerships: With initiatives like the EU Green Deal, the Paris Agreement, and Türkiye's net zero target by 2053, we recognize the growing need for all sectors to embrace digital products and services as part of the green transformation. Digital tools are now crucial for effectively managing sustainability performance through data-driven insights. In 2025, we aimed to take a more holistic approach to sustainability and climate change with our non-financial services, accelerating the innovative solutions we provide to our customers. To support this, we expanded the range of services we offer.
- First Financial Partner of the United Nations Development Programme (UNDP) Türkiye Cool-Up Programme: In parallel with our efforts to support sustainable cooling solutions, which represent a critical transformation area in both climate change mitigation and adaptation, we became the first financial partner in Türkiye of the Cool Up Programme, implemented in collaboration with the UNDP.
- GEFF Türkiye II Within the Scope of Sustainable Finance Strategy: In line with our targets of providing TRY 800 billion in sustainable finance by 2030 and becoming a Net Zero Emissions Bank by 2050, we continued to strengthen our collaborations with international development finance institutions. In this context, we joined the Türkiye Green Economy Financing Facility II (GEFF Türkiye II) implemented in cooperation with the EBRD.
- Collaboration with EBRD under the Sustainable Supplier Financing Programme: We approach the green transition journey on a value chain basis and aim to accelerate sectoral transformation through our sustainable supply chain financing solutions. We support the sustainable supply chain financing programme we develop on a sector and customer basis with funding from international financial institutions.

Effectively managing the customer experience and journey plays a critical role in achieving differentiation and fostering long-term customer loyalty in an increasingly competitive environment. With the widespread adoption of digital channels, designing all touchpoints where customers interact with our Bank to deliver a fast and personalized experience contributes to enhancing customer satisfaction, ensuring operational efficiency, and creating sustainable value. In line with this approach, we are implementing training and awareness initiatives not only to continuously improve our touchpoints but also to support our customers in using digital channels effectively and knowledgeably.

- Having completed the pilot phase of the “**Building Customer-Centric Experiences**” training in 2024, we expanded it across the field in 2025, **providing training to over 700 colleagues**. In 2026, we will continue to expand these trainings across the field to further enhance customer experience and strengthen a customer-centric culture.

- With our Women's SME Package, we not only address the issue of collateral but also provide the necessary mentoring and training free of charge once financing needs have been met. Under the “Binyaprak Women's SME Mentorship Program”, which we carry out in collaboration with Turkishwin, a total of 200 women-owned SMEs have received free one-on-one mentorship to date. In 2026, we plan to extend the same support to 50 additional entrepreneurial women. In addition, we continue to offer free training programs in areas such as Foreign Trade, Digital Marketing, and E-Commerce under the Akbank Transformation Academy's Entrepreneurial Women Program.
- Expanding our financial literacy mission, we introduced quiz content in the Akbank Mobile Story section to enhance financial knowledge. Through Microfon.co, Türkiye's largest education financing platform, we provide financial literacy training for young people and offer these trainings as a gift to our new customers. Additionally, in collaboration with the Financial Literacy and Access Association (FODER), we organize financial seminars for retirees and housewives, raising awareness on savings, wealth accumulation, and investment strategies.
- In 2024, we had completed the design of Navika, a gamification platform aimed at improving collaboration, performance, employee engagement, and training within the Customer Contact Center. In 2025, we conducted two surveys with representatives to gauge user experience, measuring Navika's usage frequency, impact on motivation, the most motivating game elements, and suggestions for improvement. The findings provided significant guidance for future improvements and shaped our design plans for 2026.
- As part of our collaboration with the Turkish Exporters Assembly, we organized “Beyond Borders in Export” training sessions for exporters. These trainings covered foreign trade, payment methods, green transformation, digital marketing, and e-commerce, as well as “Green Transformation and Sustainable Finance”. In 2025, a total of 98 commercial enterprises participated in the two training sessions held.
- We share this information on a monthly basis with our Bank's internal departments, and on a quarterly basis with the Customer Experience and Clean Banking Committee, the Audit Committee, and relevant regulatory authorities (BAT/ BRSA).
- In 2025, through our collaboration with Enerjisa Üretim QuickCarbon, we offered the QuickCarbon platform to our customers under tailored conditions. Through the QuickCarbon platform, we aim to enable our commercial and corporate customers - particularly SMEs - to manage critical needs such as carbon footprint calculation, emissions reporting, CBAM compliance processes through a digital and accessible structure, while supporting the sustainability journeys of our exporting customers.

Business Opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/ or how your bank has developed these in the reporting period. Provide information on sustainability-related products and services and frameworks in place that support the transition needs of clients, size of the sustainable finance portfolio in USD or local currency and/or as a % of your bank's portfolio,* and which SDGs or impact areas your bank is striving to make a positive impact on (e.g. green mortgages—climate, social, sustainability bonds—financial inclusion, etc.).

* Provide information on the sustainable finance frameworks/standards/taxonomies used to label sustainable finance volumes.

Links and References

- Akbank Integrated Annual Report 2025: Sustainable Finance, pages 272-301
- Akbank Integrated Annual Report 2025: Ecosystem Management, pages 302-331

We are developing products and services that can support our customers throughout their sustainability journey. We increased the number of our sustainable financing products and services from 23 in 2024 to 26 in 2025. In addition to financing services provided to our customers through our partners, we raise awareness by informing our customers about regulatory requirements such as carbon emissions reporting and CBAM. At the same time, we maintain year-round engagement with our customers on sustainability-related risks and opportunities.

We classify our sustainable finance products and services under the categories of “mitigating climate change impacts” and “climate change adaptation” within the scope of our sustainable finance strategy, considering all ESG factors for our corporate, commercial, SME and individual customers. Through strategic partnerships, we support our customers in calculating, reporting, monitoring and reducing their carbon footprint in these areas.

With a focus on financial inclusion, we aim to design all our products and services in the simplest and most understandable way, prioritizing accessibility for all. We do not view financial inclusion as being limited to providing access to banking products. Instead, we approach it as a holistic value proposition that responds to the unique needs of different age groups, women, youth, SMEs, and stakeholders focused on social benefit.

Tailored Financing Solutions for SMEs

> SME Eco Transformation Package

- Renewable Energy Loan
- Energy Efficiency Loan
- Waste Management Loan
- Water and Wastewater Management Loan
- Clean Transportation Loan
- Sustainable Agriculture Loan

> Women's SME Package

Our Corporate and Commercial Products

> Blue Financing Product Package

- Blue Tourism Loan
- Blue Transportation Loan
- Blue Port Loan

> Green Investment Loans

- Green Growth Loan
- Rooftop SPP Investment Loan
- Renewable Energy Loans
- Clean Transportation Loans

> Low Carbon Economy Transition Loan

> Our Sustainable Financing Services

- Sustainable Foreign Trade Financing
- Sustainability-Criteria / Sustainable & Green Supply Chain Financing
- Sustainability-Criteria / Sustainable & Green Direct Lending System
- Sustainable Deposit Product
- İGE-Akbank Green Transition Finance Support Package

> Digital Sustainability Services

> Support Loans for Farmers and Agriculture

- Drip Irrigation Loan
- Sustainable Agriculture Loans

Green Financing

We are developing products and services that can support our customers throughout their sustainability journey. By strengthening our collaboration with firms engaged in clean production, the circular economy, and renewable energy, we have expanded our pool of inherently green firms. We supported our customers in their transition to low carbon with our Renewable Energy Loan, Low Carbon Economy Transition Loan, and Rooftop SPP Investment Loan products. While our Low Carbon Economy Transition Loan serves our Corporate, Commercial, and SME segments, we worked to ensure that our Rooftop SPP loan serves all segments. Through the Rooftop SPP Investment Loan, we facilitated partnerships with Türkiye's leading engineering, procurement, and installation firms to support our customers' green transformation journeys.

Through our Low Carbon Economy Transition Loan, we primarily supported carbon-intensive sectors exporting to EU countries in reducing their carbon footprints. We encouraged them to take proactive steps to transform potential risks and obligations under the Carbon Border Adjustment Mechanism (CBAM) into opportunities.

In 2025, we added the Commercial Green Growth Loan to our product portfolio, aiming to accelerate firms' investments in renewable energy, energy and resource efficiency, and clean transportation. This supports firms in reducing their carbon footprints and steadily progressing toward their net zero targets. The Commercial Green Growth Loan is offered to high energy-consuming sectors, including textiles, automotive, cement, metal, chemicals, plastics, food, and real estate. Additionally, within the Akbank Sustainable Financing Ecosystem, we offer financing to commercial segment customers planning energy efficiency investments through this loan.

Sustainable Agricultural Financing

Recognizing the critical role of food systems in achieving the SDGs, we prioritize financing sustainable agricultural practices. Through our sustainable agriculture loans, we focus not only on reducing carbon emissions but also on mitigating climate vulnerabilities, particularly in the Mediterranean and Aegean regions, which are more severely affected by climate change. We support our customers in soil improvement, erosion reduction, water efficiency, waste reduction, and the adoption of certifications such as Global G.A.P. In this context, the volume of loans extended in the sustainable agriculture category reached approximately TRY 650 million in 2025.

Through our partnership with Farmolog, we support digital traceability in the agricultural supply chain; we strengthen the sector's resilience against climate change and natural disasters through drip irrigation, agricultural mechanization, and state-supported TARSIM Agricultural Insurance. Additionally, with the Akbank Agriculture Card, we offer financial solutions aligned with the cash flow of agricultural activities, including options that can be deferred until harvest time.

Blue Finance

Through our Blue Financing, including Blue Tourism, Blue Port, and Blue Transportation Loans, we support our customers in reducing climate change impacts and adapting to it, while encouraging them to enhance their sustainability performance by reducing their environmental impact. By the end of 2025, nearly all of our hotel portfolio supported through project finance (99%) comprised projects categorized under blue financing. This strong sustainability focus established within our project finance portfolio also supports our overall sustainable tourism lending. In 2025, our sustainable tourism loans reached approximately TRY 3.9 billion.

To support our SME customers in their green transformation journey and meet their financing needs, we designed six sustainable financing products under the "SME Eco Transformation Package." This package aims to accelerate their transition to a low-carbon economy, help develop their climate adaptation strategies, and reduce carbon emissions.

Social Financing

As Akbank, within the framework of our Sustainable Finance Framework, we offer Social Bonds and Loans, Sustainability Bonds and Loans, and Gender Equality Bonds and Loans to fund or refinance eligible social projects aligned with the product's targets.

Under our Gender Equality Bonds and Loans product, we provide bonds and loans for the financing and/or refinancing of social projects that aim to support women's advancement, empowerment, and equality, and that meet the specified criteria. In this context, we provide social loans for project categories that contribute to socio-economic progress and empowerment, including job creation and increased financial inclusion; supporting access to basic services for underserved populations in socio-economically less developed regions; affordable basic infrastructure and housing investments; and strengthening food security.

As the first bank from Türkiye to join the 2024 Gender Equality Working Group organized by the UNEP-FI and the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women), we are spearheading pioneering initiatives in the areas of gender equality and women's empowerment. We are the only Turkish bank featured as a best practice example in the "Promoting Gender Equality and Women's Empowerment: A Target-Setting Guide for Banks," jointly developed by the banks participating in the working group. Our efforts to prioritize women in sustainable finance, SME support, and international borrowing projects played a key role in this achievement. Below, we outline the projects we have undertaken and our approach to financial inclusion.

Financial Inclusion

We do not view financial inclusion as being limited to providing access to banking products. Instead, we approach it as a holistic value proposition that responds to the unique needs of different age groups, women, youth, SMEs, and stakeholders focused on social benefit.

With our structure centered on increasing financial literacy, we offer a value proposition beyond traditional product-focused banking, embracing a beyond-banking approach. We support our customers in better understanding their own financial behaviors, managing their daily financial decisions more consciously, and making Akbank Mobile a natural part of their lives. Through our strategic partnerships and our membership in the FODER, we provide financial literacy training for our customers.

Women's SME Package

We aim to expand our customer base and loan volume, and build long-term customer relationships by making our service model more responsive to entrepreneurial women. We aim to achieve a 10% annual growth in the number of women-owned SME customers who gain access to at least one new financial product by 2030. Since the establishment of the Women's SME segment, we have increased our customer base by 125% and expanded our credit balance eightfold. In this context, in 2025, we have exceeded our annual 10% growth target in financial inclusion, increasing the number of our women-owned SME customers by 11%.

In addition to the financing opportunities we provide, we organized Sustainable Finance briefings for our corporate customers, covering market trends, regulations, products, and services; we also held meetings with our customers in carbon-intensive sectors, focusing on their net zero targets. Alongside these initiatives, the customer-focused projects we launched in 2025 include:

- **Together for the Future Meetings:** Throughout 2025, we provided our customers with information and guidance on access to finance, digitalization, and green transformation; we shared our solutions designed to respond to the needs of businesses in sustainable finance, green transformation, and digital transformation.
- **Entrepreneurial Women Program:** By supporting the skill development of our women business-owners customers, we provided information and raised awareness about the role of sustainability in access to finance through "Green Transformation and Sustainable Finance" sessions.
- **Industry Transformation Meetings:** We introduced our products and solutions focused on digitalization and sustainable finance to our commercial customers, providing support for digitalization in financial transactions and green transformation processes.
- **Sustainable Finance Mini MBA:** We offered our customers a comprehensive training program covering the fundamentals of sustainable finance, reporting, and risk-focused approaches, as well as sustainable financing in energy, infrastructure, and acquisition transactions.
- **Beyond Borders in Export:** Through training sessions organized for our exporting clients, we provided knowledge and guidance in the areas of foreign trade, payment methods, green transformation, digital marketing, and sustainable finance.

Youth Banking

As Akbank, we support young people in preparing for the future by addressing both their social and financial needs. We categorize youth into two groups, "Ready to Kick Off" and "Just Starting Out", and tailor our solutions to meet the unique financial and social requirements of each group, fostering deeper engagement. Launched in 2022 and specifically designed for university students aged 18-26, our "University Student with Akbank" program offers value propositions such as free banking transactions, free overdraft accounts, free ATM usage, discounts on digital platforms, and discounts on gaming expenses, facilitating access to financial transactions. Over the past 3 years, our young customer base has grown 1.5 times, with the number of university student customers increasing 4 times.

Akbank Women's Platform

We support women's empowerment in the financial life and believe that the impact and strength of women in the financial world should be recognized and appreciated. This year, we launched the "Akbank Women's Platform", where we stand by women in their financial and social lives. Through this platform, designed specifically around women's needs, we provide access to 6 financial and 9 non-financial opportunities via Akbank Mobile. With the motto "Akbank Women Add Value to Their Lives", we are pleased to add value to women's lives and support them on this journey with the solutions we develop. By focusing on creating social impact through program engagement, we support young women's careers through our "Mentor for Million Women" program. For every woman who joins the platform, we make a donation to the "Pads on a Hanger" program, growing through women supporting women.

Our Accessible Banking Approach

Committed to ensuring that all our customers have equal access to banking services, we offer a voice simulation service via Akbank Mobile and Internet for our visually impaired customers, made possible by voice simulation technology. We aim to create flawless customer experience by analyzing the experience of our visually impaired customers across our channels on a monthly basis. Moreover, through our efforts since 2023, we completed the integration process for accessible versions of all banking contracts and request forms on our website, available in both voice and sign language for our hearing and visually impaired customers. We continue our efforts to ensure that our customers with disabilities have seamless and easy access to all functions and services across both our physical and digital channels. Through the "Inclusive and Accessible Communication" e-training, available to all bank employees, we continue to foster effective communication with our employees and customers with disabilities. As part of our accessible banking initiatives, all accessibility features for the disabled are available across all 646 of our branches.

Principle 4

Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

Stakeholder Identification and Consultation

Describe which stakeholders (or groups/types of stakeholders) your bank has identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of the bank's engagement strategy following criteria for effective engagement and advocacy, how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

Links and References

- Akbank Integrated Annual Report 2025: Our Double Materiality Analysis, pages 192-201
- Akbank Integrated Annual Report 2025: Sustainable Finance, pages 272-301
- Akbank Integrated Annual Report 2025 Additional Information: Our Strong Stakeholder Engagement, pages 4-8
- Akbank Integrated Annual Report 2025 Additional Information: Memberships, page 9

We do not view sustainability as an area that can be managed in isolation; rather, we approach it as a transformation process that requires joint efforts and strong partnerships. In this regard, we act with the awareness that systematically analyzing the expectations and priorities of our stakeholders is critical to managing our impacts more effectively and achieving continuous improvement. We are establishing and regularly enhancing an interaction framework based on transparent, continuous, and two-way communication with all our stakeholder groups, including our shareholders, employees, suppliers, public and regulatory bodies, financial institutions and creditors, educational institutions and civil society organizations, chambers of commerce and associations, our customers, and the media. In line with our mission to create lasting and high value for all our stakeholders through our financial solutions and reliability, we are signatories to the UNEP-FI Principles for Responsible Banking, the United Nations Global Compact, and the Women's Empowerment Principles. As Akbank, we actively participate in sectoral collaborations to engage in international partnerships, contribute to national initiatives, and jointly build a shared future.

Collaboration with the Banks Association of Türkiye Sustainability Working Group

To enhance the transparency of sustainability data in the banking sector, we actively contributed to the development of accurate and effective reporting methodologies for the GAR by participating in the Sustainability Working Group and the Green Asset Ratio Working and SubWorking Groups under the coordination of the Banks Association of Türkiye. In line with the Communiqué on the Green Asset Ratio Reporting of Banks published by the Banking Regulation and Supervision Agency (BRSA), we began classifying our assets according to environmentally sustainable economic activities. We also implemented DNSH Principle and “Minimum Safeguard” (MS) criteria for green and social loans within our sustainable finance framework. Furthermore, the Climate Transformation Financing Working Group, established under Akbank’s leadership within the Banks Association of Türkiye, has commenced work on sectoral low-carbon technologies and climate financing.

Net Zero Banking Alliance

Additionally, following the NZBA’s transition from a membership-based organization in 2025, of which we became a member in 2024, we are now adhering solely to the published principles. In line with our Net Zero goals and taking into account the principles of a just transition, our bank has committed to phasing out coal by 2040. We are the first deposit bank in Türkiye to announce a Net Zero sectoral strategy.

United Nations Environment Programme Finance Initiative

In 2021, as one of 28 banks worldwide, we became a founding signatory of the UNEP-FI Financial Health and Inclusion Pledge, which aims to promote financial health and inclusion in collaboration with the UNEP-FI.

Awareness Projects and Partnerships Aimed at Advancing Sustainable Finance Practices

While our bank continues to implement awareness-raising projects to contribute to the development of sustainable finance practices, we have maintained our strong partnerships.

We enhanced our institutional capacity through initiatives such as the Sustainable Finance Ambassadors Program, Branch Training Sessions, and Green Transition Score Training for our employees; and supported our customers’ sustainability journeys by organizing Sustainable Finance Information Sessions.

By playing an active role in the Turkish Banking Association’s working groups on sustainability and the GAR, we contributed to the development of sectoral transparency and accurate reporting methodologies. As the first financial partner of the UNDP Turkey Cool-Up Program, we participated in capacity-building initiatives in the field of sustainable cooling. Under the EBRD’s GEFF Türkiye II Programme, we deepened the culture of sustainable finance within our bank through comprehensive training and technical consulting and provided green transition advisory services to our customers. In addition, through the EBRD-supported Sustainable Supply Chain Financing Programme, we developed an ecosystem-based model, integrated with the IPA II funds (EU pre-accession fund) of the European Union, that supports green and inclusive transformation in supply chains. This model provides cost-effective financing, advisory services, and performance-based incentives to companies within the supply chains of leading brands, particularly SMEs in earthquake-affected regions.

Principle 5

Governance and Culture

We will implement our commitment to these Principles through effective governance and a culture of responsible banking.

Governance Structure for Implementation of the Principles

Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts (including accountability at the executive leadership level, clearly defined roles and responsibilities for sustainability matters in internal processes, etc.) and support the effective implementation of the Principles.

Links and References

- Akbank Integrated Annual Report 2025: Our Corporate Governance, pages 86-117
- Akbank Integrated Annual Report 2025: Our Policies, pages 118-120
- Akbank Integrated Annual Report 2025: Our Sustainability Journey, pages 180-211
- [Akbank’s Sustainability Governance](#)
- [Akbank Environmental and Social Risk Framework](#)
- [Akbank Sustainable Finance Framework](#)

At Akbank, we integrate sustainability governance into our corporate governance structure. By incorporating sustainability issues into our business model in line with the strategic priorities set by our Board of Directors, we focus our efforts on the strategic areas of Sustainable Finance, People and Community, Ecosystem Management, and Climate Change. In this regard, together with our subsidiaries and affiliates, we are promoting sustainable business models in the financial sector and continuing our efforts to foster a low-carbon and inclusive economic structure.

Our Board of Directors is responsible for the oversight of sustainability and climate issues in our Bank. The Sustainability Committee carries out its activities with its permanent members consisting of the Vice Chairman and Executive Board Member, the Board Member, CEO, CFO, and the Senior Vice President of Investor Relations and Sustainability. Our Committee regularly reports to the Board of Directors to track the progress of our goals and performance, while also identifying, assessing, and managing potential risks and opportunities that the Bank may face. To strengthen and enhance the effectiveness of our sustainability governance, we reviewed our governance structure in 2025. As part of this, we consolidated the Preliminary Committees established for each of our focus areas under a single umbrella by forming the Sustainability Preliminary Committee. Primarily led by our Sustainability Committee, the committees and units supporting our Board of Directors regularly report to the Board on specific topics related to sustainability and climate-related risks and opportunities, within the scope of the Bank’s sustainability strategy.

The responsibilities of our Board of Directors regarding the implementation of strategy, including sustainability and climate-related matters, as well as the identification and oversight of risks and opportunities, have been structured across our Bank and the Group and delegated to the relevant functions and committees. In this context, our Executive Vice President responsible for Financial Coordination (CFO), is responsible for the implementation and monitoring of our Bank’s sustainability activities.

We support our bank’s sustainability governance through our Corporate Governance Policies and Environmental and Social Policies. Under our Environmental and Social Risk Framework, we assess the environmental and social risks associated with the business operations of all our lending clients. We also collaborate with them to continuously improve their environmental and social performance. In line with our Sustainable Finance Framework, we provide financing for our sustainability projects while adhering to our green and social eligibility criteria in accordance with international issuance standards.

Promoting a Culture of Responsible Banking

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, learning & development, sustainability training for relevant teams, inclusion in remuneration structures and performance management and leadership communication, amongst others).

Links and References

- Akbank Integrated Annual Report 2025: Our Sustainability Journey, pages 180-211
- Akbank Integrated Annual Report 2025: Sustainable Finance, pages 272-301

As a key element of integrating sustainability into our corporate strategies and governance structure, we provide sustainability-focused training to our employees and managers at all levels. Through the sustainability training sessions we conducted internally in 2025, we provided a total of 16,957 person* hours of training to our employees. Under the strategic guidance and coordination of our Sustainability Committee, we organized meetings to conduct in-depth work in key sustainability areas. During these meetings, we held a comprehensive internal stakeholder event to discuss our bank's sustainability strategy, ongoing projects, and future plans, thereby strengthening our sustainability culture. In 2025, Akbank's Investor Relations and Sustainability Department launched a series of meetings aimed at guiding our subsidiaries and raising their awareness in line with the Bank's sustainability strategies.

In addition, to contribute to the development of sustainable finance practices, our Bank developed training programs for our employees and offered the Sustainable Finance Ambassadors Program, Sustainable Finance Training for Branches, and Green Transition Score Training Programs throughout the year.

In addition to the sustainability training we provide to our employees, we share sustainability news from around the world, Türkiye, and our bank through our monthly Sustainability Newsletter, keeping everyone informed about the latest developments.

ESG Performance Criteria in Board of Directors and Senior Management Remuneration

The remuneration to be paid to our Senior Management, including our Board of Directors, and all other employees is in line with our Bank's ethical values, internal balances and strategic goals. All our employees are paid according to the responsibilities they undertake. Our performance evaluation system covers performance indicators related to sustainability and climate. We have included all our employees, including Senior Management and CEO, in incentive mechanisms to support the realization of these goals. Incentives related to sustainability hold a 5% weight in the Bank's scorecard and affect Executive Vice Presidents' performance assessments by 4.5 to 5%

Risk and Due Diligence Processes and Policies

Describe what processes your bank has installed to identify and manage environmental and social risks associated with your bank's portfolio. This can include aspects such as identification of significant/salient risks, due diligence processes, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures your bank has in place to oversee these risks.

Links and References

- Akbank Integrated Annual Report 2025: Climate Change, pages 212-237
- Akbank Integrated Annual Report 2025: Sustainable Finance, pages 272-301
- Akbank Integrated Annual Report 2025: Akbank Environmental and Social Risk Framework, pages 216-217
- [Akbank Environmental and Social Risk Framework](#)

As Akbank, we consider it a fundamental responsibility to minimize the environmental and social impacts of all the activities we finance, to protect natural ecosystems; and to support biodiversity and nature-based solutions. In this context, we find it important to act with an environmentally friendly approach and to prevent biodiversity loss.

We evaluate and manage the activities we finance with the Akbank Environmental and Social Risk Framework with a proactive approach in terms of environmental and social risks. We structure our framework on the basis of environmental and social principles, and criteria aligned with national legislation, international agreements to which our country is a party and best practices published by international organizations. Within this scope, we evaluate our customers' ESG risk profiles from a holistic perspective, taking into account the environmental and social impacts arising from their fields of activity, climate risks, production processes, product and service quality, governance structures, and relations with stakeholders.

Analyses conducted primarily through project-based physical risk assessments carried out via the ESIA system are addressed with a comprehensive risk management approach that will also provide input to the ICAAP process. To support our customers in managing the impacts of climate change within their projects, we ensure that information on climate-related risks both physical and transition risks as defined by the TCFD is incorporated into independent consultant reports for all Category A (Very High) and eligible Category B1 (High) large-scale projects included in our ESIA process. We require high-risk customers and projects to carry out climate risk assessments and closely monitor the implementation of these processes.

Our ESCP Team is responsible for the effective execution of the Akbank Environmental and Social Risk Framework. Our ESCP Team develops tools and documents that support the healthy operation of the system by enhancing the effectiveness and efficiency of the systemic processes developed for the implementation of our framework. Our ESIA Team, operating under our ESCP Team, determines the appropriate risk management approach for projects and investments within the scope of ESIA by assessing environmental and social impacts from end to end, taking into account the risk level and the environmental and social management maturity of our clients.

When identifying sustainability and climate-related risks and opportunities, we assess their impact on our business model and value chain by analyzing industry reports, current sustainability trends, sector-specific metrics, and the outputs from the environmental and social management system we use in our credit processes.

Principle 6

Transparency and Accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

The information provided in the Responsible Banking Progress Statement is sufficient. If third-party assurance has been undertaken, provide details on the scope of assurance and the reference/link to the Independent (Limited) Assurance Report.

Links and References

- [Akbank Integrated Annual Report 2025](#)
- [Akbank 2024 Sustainability Report in Compliance with Turkish Sustainability Reporting Standards](#)

As Akbank, we structure our sustainability reporting based on nationally and internationally recognized standards and frameworks. We periodically review reporting requirements and continuously enhance the quality of our reporting in line with current expectations. The sustainability parameters included in our Integrated Annual Report are subject to audit under a "Limited Assurance Report," provided by an independent audit firm in accordance with ISAE 3000 (Revised) and ISAE 3410 standards, as presented in the Annexes section.

Our Sustainability Report in Compliance with Turkish Sustainability Reporting Standards, prepared in compliance with the Turkish Sustainability Reporting Standards (TSRS), is also subject to a limited assurance engagement under GDS 3000 by an independent audit firm, and a corresponding limited assurance report is obtained.



HEADQUARTERS

Sabancı Center, 4. Levent 34330 İstanbul

Phone : (0212) 385 55 55

Fax 1 : (0212) 319 52 52

Fax 2 : (0212) 269 77 87

<http://www.akbank.com/tr-tr/genel/Sayfalar/Akbank-Iletisim-Bilgileri.asp>