AKBANK

Sustainability Policy

1. Introduction

Akbank's vision of "To be the leading bank that drives Türkiye into the future" is underpinned by its ambition to develop solutions that transform the sector, build a strong global footprint, maintain a robust financial structure, strengthen technological capabilities, and be the institution people most want to work with, while becoming the trusted advisor bank for its customers across all their financial needs. In line with this vision, Akbank has two strategic priorities: Basic Banking Focus and Next Generation Game Plan. Basic Banking Focus encompasses meeting evolving customer needs, continuous digitalization, and investment in people. Next Generation Game Plan prioritizes low-capital, high-return new business models, strengthening corporate resilience through investments in future technologies, and pursuing sustainable growth opportunities. As Akbank reshapes the way it does business to help build a more livable world for future generations, it continues to support its customers and other stakeholders in the transition to an inclusive and green economy. In this context, Akbank's sustainability strategy, aligned with the Bank's overall strategy, is structured around four focus areas: "Sustainable Finance," "People and Community," "Ecosystem Management," and "Climate Change." Akbank sets its long-term goals across these focus areas and closely follows national and international sustainability regulations, while taking into account the global agenda and stakeholder expectations.

2. Goal

The purpose of this Policy is to integrate Akbank's sustainability approach, shaped by its vision and environmental, social and governance principles, into its business strategies, decision-making processes, and operations. Recognizing sustainability as a fundamental component of long-term value creation, Akbank is committed to effectively managing the environmental and social risks arising from its activities, enhancing its positive impacts, and contributing to sustainable development at both local and global levels. This Policy sets out Akbank's commitment to creating social value through innovative financial solutions that respond to evolving needs and reflects its approach to sustainability as an integral part of its business model.

This Policy has been developed with consideration for Türkiye's 2053 Net Zero Target, the European Green Deal, the United Nations Sustainable Development Goals, the Paris Agreement, the United Nations Environment Programme Finance Initiative (UNEP FI) Principles for Responsible Banking, the United Nations Global Compact, and other relevant national and international commitments and principles. This Policy complements Akbank's other policies and regulations governing its sustainability commitments. Relevant policies are available *here*.

3. Scope

This Policy applies to all units and employees of the Bank and reflects Akbank's commitment to integrating environmental, social and governance dimensions into its corporate governance approach across all areas of its operations.

4. Basic Values

Akbank's core values guide all aspects of its operations, from decision-making processes to the way it conducts business, and are set out below:

- Integrity
- Reliability
- Customer focus
- Transparency
- Social Responsibility
- Respect for and sensitivity to the environment
- Impartiality

5. Sustainability Principles

The following sustainability principles are adopted in line with Akbank's core values and sustainability strategy:

Integrated Governance

- To maintain a transparent, accountable, ethical, and inclusive corporate governance approach
- To prioritize data management, information security, access to accurate information, and cyber resilience across all processes
- To integrate sustainability into all relevant processes and decision-making mechanisms, including risk management, control, and monitoring
- To review the sustainability strategy regularly and update it when necessary
- To implement appropriate incentive mechanisms for Senior Management and employees within the scope of sustainability and climate change governance
- To provide information in line with stakeholder expectations, engage relevant stakeholders in processes, and communicate in accordance with the principle of transparency

Sustainable Finance

- To expand innovative sustainability-focused products and services that support sustainable development and raise awareness
- To identify and effectively manage environmental and social risks and opportunities that may arise in financing processes
- To diversify international funding sources in ways that generate environmental and social benefits

Ecosystem Management

- To strengthen customers' financial resilience and long-term financial health through a human-centered approach
- To offer accessible solutions that address the needs and evolving expectations of different customer segments, placing customer experience at the center
- To develop and scale value-added products and services by leveraging digital transformation and innovation

Climate Change

- To integrate climate change-related risks and opportunities into management processes
- To become a "Net Zero Bank" by minimizing the climate change-related impacts of all operations, including the loan portfolio
- To implement the Net Zero Roadmap for the credit portfolio and review it when necessary
- To monitor the environmental impacts of operational activities, from natural resource management to waste management, and take the necessary measures

People and Community

- To support the development of versatile competencies through training and development activities as part of an employee-centered corporate culture
- To sustain an inclusive corporate culture that is free and open to different ideas through a diversity, equity, and inclusion approach
- To prevent gender-based pay discrimination through an "equal pay for equal work" approach and take action where necessary
- To create long-term and measurable social impact by structuring community investments around four main focus areas: education, entrepreneurship, culture & arts, and volunteerism.

6. Duties and Responsibilities

The Sustainability Committee[1], which reports to the Corporate Governance Committee, forms the foundation of Akbank's sustainability governance structure. The Sustainability Committee meets at least twice a year and provides regular updates to the Board of Directors to monitor progress against goals and performance, and to identify, assess, and manage potential risks and opportunities that the Bank may face. The Sustainability Preliminary Committee[2], established under the Sustainability Committee, evaluates the activities of working groups responsible for implementing sustainability practices and reports their outputs to the Sustainability Committee in a systematic and holistic manner.

7. Surveillance and Audit

The Sustainability Committee is responsible for implementing the Sustainability Policy and overseeing compliance with the Policy. As part of the assurance, oversight, and audit activities carried out by the Inspection Board, areas for improvement and further development in practices related to this Policy are identified. The Sustainability Committee is responsible for planning and implementing the actions required in response to these findings.

[1] The Sustainability Committee operates with its permanent members such as Vice Chairman of the Board of Directors and Managing Director of Board of Directors, Independent Board Member, President, Executive Vice President, Financial Management, and the Head of Investor Relations and Sustainability.

[2] The Sustainability Preliminary Committee operates with its permanent members such as Vice Chairman and Managing Director of the Board of Directors, a Board Member, President, Executive Vice President, Financial Management, Executive Vice President, Corporate and Investment Banking, Executive Vice President, Corporate and Commercial Loans Allocation, Head of Risk Management, Executive Vice President, Human Resources and Culture, other Executive Vice Presidents to the extent their subject relates, and the Head of Investor Relations and Sustainability.

8. Review

This Policy is reviewed by the Investor Relations and Sustainability Department, together with the Sustainability Committee, whenever necessary, taking into account evolving needs and stakeholder expectations. Any updates or amendments deemed necessary following such review are submitted to the Board of Directors for approval and enter into effect upon approval.

9. Effective Date

This Policy entered into force on 22 January 2026 upon approval by the Board of Management.