

UNEP FI Principles for
Responsible Banking Report

March 2025

AKBANK



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Summary Template

Principle 1: Alignment	Principle 2: Impact & Target Setting	Principle 3: Clients & 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>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>Example Progress Indicators</p> <ul style="list-style-type: none"> • % of bank's portfolio covered by the impact analysis and each set target • Updated values of KPIs defined by bank to measure progress against targets 	<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.</p> <p>Note any changes in the reporting year.</p> <p>Example Progress Indicators</p> <ul style="list-style-type: none"> • % of clients and/or customers engaged in key sectors in areas of significant impact. • USD sustainable finance volume mobilized and/or as a percentage of the global or sector portfolio
<p>Links & references</p> <p>About the Report Built Upon Your Trust Our Sustainability Journey</p>	<p>Links & references</p> <p>Built Upon Your Trust Our Sustainability Journey Climate Change People & Community Sustainable Financing Ecosystem Management</p>	<p>Links & references</p> <p>Built Upon Your Trust Sustainable Financing Ecosystem Management Net-Zero Strategy https://www.akbankinvestorrelations.com/en/corporate-governance/detail/Policies/34/10/10</p>

Principle 4: Stakeholders	Principle 5: Governance & Culture	Principle 6: Transparency & 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 partner- ships that contribute to addressing significant impacts.</p> <p>Note any changes in the reporting year.</p>	<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>Example Progress Indicators</p> <ul style="list-style-type: none"> • Details of remuneration practices linked to sustainability targets. • % of employees trained on responsible banking topics. 	<p>Content</p> <p>Provide reference to additional relevant reports, if not listed as references with P1–P5.</p> <p>Briefly note whether/where assurance of sustainability information has been undertaken (optional).</p>
<p>Links & references</p> <p>Our Sustainability Journey Climate Change Sustainable Finance</p>	<p>Links & references</p> <p>Our Corporate Governance Our Sustainability Journey Sustainable Finance People & Community Human Rights Policy</p>	<p>Links & references</p> <p>Independent Assurance Report (EFR p.554) 2024 CDP Climate Change and Water Security Report Sustainable Financing Framework Sustainability Reports 2024 Consolidated Financial Results and 2025 Expectations Presentation 2025 Corporate Presentation</p>



Supplements Templates

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 & references

[Built Upon Your Trust](#)

[2024 Earnings Presentation](#)

[2025 Corporate Presentation](#)

We remain committed to supporting our customers across corporate and investment banking, commercial banking, SME banking, retail banking, payment systems, private banking, investment services, and treasury operations. Through our branch network, we provide insurance services in addition to our traditional banking services, acting as an insurance agency for AgeSA Hayat ve Emeklilik A.Ş. and Aksigorta A.Ş., and we offer innovative products and solutions to meet a diverse range of financial needs through our subsidiaries Akbank AG, AK Finansal Kiralama A.Ş., Ak Yatırım Menkul Değerler A.Ş., Ak Portföy Yönetimi A.Ş., and AkÖde A.Ş. We serve over 14.6 million active customers in both domestic and international banking operations with products and services including Axess, Wings, and Private Banking.

With our extensive service network and advanced technological infrastructure, we serve our customers through our Head Office in Istanbul, our Data and Life Center, 19 Regional Directorates across Türkiye, 694 branches, and 12,778 employees. In addition to providing 1-on-1 banking services at our branches, we also offer added value to our customers through Akbank Internet, Akbank Mobile, our Call Center, 6,210 ATMs, and 803,588 POS terminals (including virtual POS solutions). Our international presence is further strengthened by Akbank AG, our subsidiary in Germany, and our branch in Malta. In 2024, we increased our lending portfolio to TRY 1.728 trillion to support national economy. We now have TRY 5.200 million in share capital and TRY 2.653.103 million in assets. With a public float of 51%, our shares continue to be traded on the Istanbul Stock Exchange (BIST) as of 2024.

At Akbank, we further solidified our position as a market leader in 2024, driven by robust growth in retail, digital, SME, and investment banking. While making a meaningful impact with green finance, mentorship, and digitalization solutions for SMEs, we expanded our market share in retail loans, digital customer acquisition, and payment systems. As part of our digitalization strategy, we implemented cloud-based technologies, AI-powered solutions, and innovative projects that enhance customer experience.

Our strategic priorities for 2025 include expanding customer-oriented product range, personalized digital services, sustainable financing solutions, and advanced data governance projects. We continue to play an innovative role in the sector through the modernization of payment systems, crypto asset custody infrastructure, and AI-powered operational improvements. By embracing digital transformation, we aim to deliver end-to-end integrated solutions to our customers and strengthen our leadership across all fields by expanding our partnerships.

At Akbank, our value creation model is structured around financial, manufactured, intellectual, human, social and relationship, and natural capital. Our financial capital comprises our assets and resources, whereas our manufactured capital includes operational properties including ATMs, branches, head offices, and data centers. Intellectual capital reflects our digitalization and innovation initiatives, whereas our employee-centric corporate culture represents our human capital. Our interactions with stakeholders and cultural and artistic activities shape our social and relational capital, while the natural resources we use, including energy, water, and electricity are classified as natural capital.

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 Right (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.

Links & references

[Built Upon Your Trust](#)

[Our Sustainability Journey](#)

[People & Community](#)

[Ecosystem Management](#)

At Akbank, we prioritize sustainability within the core of our business strategy. In alignment with the Sustainable Development Goals 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. In 2021, we became the first depository bank to establish long-term targets in the areas of sustainable finance, human and community impact, ecosystem management, and climate change.

Aligned with our vision of being "The Leading Bank that Carries Türkiye into the Future," our sustainability strategy, shaped by stakeholder insights, global trends, and adherence to sustainability reporting standards, aims to enhance customer satisfaction, ensure sustainable growth, and leverage digitalization effectively. We focus on developing future-ready ecosystems, implementing open banking, and reducing our environmental footprint.

We have surpassed our target of providing TRY 200 billion in sustainable financing by 2030 and have raised the goal to TRY 800 billion. In line with our goal to become a net-zero bank by 2050, we are developing sector-specific reduction strategies for 2030 and integrating them into our lending processes. We transparently share our performance annually through the Integrated Annual Report, Sustainable Financing Allocation Report, and CDP reports.

We have compiled our 2024 Integrated Annual Report in line with global reporting standards, encompassing both the financial and non-financial performance of our Bank for the period from 01.01.2024 to 31.12.2024. Additionally, our report aligns with both local and international standards, including the Integrated Reporting Framework of the Value Reporting Foundation, the 'Core' option of the GRI Standards, the Türkiye Sustainability Reporting Standards (TSRS), and UNEP FI Principles for Responsible Banking. Moreover, our report reflects the criteria of the Borsa İstanbul Sustainability Index, the United Nations Global Compact,

TCFD Recommendations, and the Women's Empowerment Principles (WEPs).

The **Double Materiality Assessment** carried out as part of our 2024 Integrated Annual Report follows three main steps, with the involvement of both internal and external stakeholders: identifying priority issues, evaluating how these issues affect business operations and financial outcomes, and determining their material significance. In line with the latest sustainability standards, global trends, and long-term strategic priorities, we have identified **material impact areas**, including financial inclusion, climate change mitigation, digitalization and innovation, and responsible financing and investment decisions. This year, we conducted risk assessments of 15 key topics, assessed their financial impacts, and customized our strategies based on the findings.

In this analysis process, we evaluated the **financial impacts of risks** using a five-point scale (ranging from low to catastrophic), considering factors such as the **magnitude, scope, and management of the impact**. This enabled us to handle environmental and social risks directly linked to our business processes in a more comprehensive manner. Through our matrix analysis, we aimed to strengthen our strategic decision-making processes by comparing the financial and operational impacts of material topics. Moving forward, we aim to improve our sustainability performance even further by conducting a more detailed assessment of both the positive and negative impacts of our portfolio.



Principle 2: Impact & 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 & references

[Climate Change](#)

[Net-Zero Strategy](#)

[2024 CDP Climate Change and Water Security Report](#)

[Ecosystem Management](#)

[Financial Inclusion](#)

Scope

In line with our vision of “Leading Turkey into the Future”, we regularly review our sustainability model and double materiality analysis, taking into account the developments in the Paris Agreement and the Sustainable Development Goals. Our material issues are identified by analyzing Sustainability Accounting Standards Board (SASB) standards, stakeholder expectations, global and national regulations, the World Economic Forum's Global Risks Report, and sustainability priorities in Europe and Türkiye.

In 2023, we conducted a Double Materiality Analysis to assess the sustainability impacts and financial risks of the identified issues and integrated them into our strategy. In 2024, we further strengthened our risk assessment processes through an update with our Risk Management Department.

The 2024 Global Risks Report shows that a significant portion of the biggest risks in the next decade will be related to environmental issues. In this direction:

- Increase in global funding to combat climate change,
- Implementation of the World Carbon Trading System,
- Türkiye's announcement of the 2053 Net-Zero Roadmap,
- The implementation of the Turkish Emission Trading System in 2025,

- Our customer portfolio that will be affected by the Carbon Border Adjustment Mechanism (CBAM),
- Enactment of the Turkish Sustainability Reporting Standards,
- The publication of the Green Asset Ratio Communiqué by the Banking Regulation and Supervision Agency (BRSA) in 2025,
- Priority given to green transformation in Türkiye's 2025-2027 Medium Term Plan,
- Climate Change and Gender Equality being among the priority issues in Türkiye's annual Sustainable Development Goals Performance Report,
- In addition, according to World Bank data, although approximately 70% of the population in Türkiye has a bank account, half of these people access limited financial services using only one or two banking products,

in light of these developments and as a result of the extensive discussions we held with our stakeholders and business units in 2023, Climate Change (Portfolio Change and Exposure), Sustainable Finance (Responsible Products and Services) and Ecosystem Management (Financial Inclusion) stand out as the main issues that directly affect our Bank's portfolio and that our portfolio is affected by, where we can increase our impact and focus on.

Portfolio Composition:

Akbank's Net-Zero Strategy and Decarbonization of the Credit Portfolio

As Akbank, we are implementing a comprehensive strategy to reduce the carbon footprint of our loan portfolio in line with our goal of becoming a **Net Zero Bank** by 2050. In 2023, as part of our **Double Materiality Analysis** and **Net Zero Roadmap**, we calculated our entire commercial loan portfolio under four main asset groups using the PCAF (Partnership for Carbon Accounting Financials and Reporting Standard) methodology.

Our credit portfolio breakdown and financed emissions compared to the 2021 base year are as follows:

Credit Portfolio Distribution	Financed Emissions (tCO ₂ e)
Business loans	25,590,985
Project Finance	2,526,926
Commercial Real Estate (CRE)	55,766
Motor Vehicle Loans (MVL)	77,245
Grand Total	28,250,922

In this context, we have identified strategic steps to support the transition process in carbon-intensive sectors, which cover about one-fifth of our loan portfolio. More than three-quarters of the emissions from our loan portfolio came from non-carbon intensive activities.

The Project Finance, Commercial Real Estate, Motor Vehicle Loans and Commercial Loans Portfolios, respectively, include investment loans with an investment amount of more than USD 10 million, loans for commercial real estate investment, loans for the purchase of commercial motor vehicles and all other loans (including general purpose financing).

(1) Due to the lack of relevant customer data in banking systems, base year emission intensity calculations for service buildings and residential real estate are based on sectoral benchmarks and assumptions. Akbank aims to increase access to relevant data and disclose base year emission intensity calculations in the coming periods.

In 2024, we established the Akbank Net Zero Strategy, which is shaped by credit portfolio climate risk, decarbonization and operational emission reduction efforts. Our strategy includes supporting a sustainable finance culture, identifying climate risks and opportunities, transforming risks into opportunities and effective data management. With our Sustainable Finance Ecosystem, we offer products, services and collaborations that support our customers' transition to low-carbon activities. Our loan portfolio decarbonization strategy is based on walking together with our customers in their green transformation.

When Akbank's gross loan portfolio is evaluated on a sectoral basis as of the end of 2024, consumer loans (37.8%) constitute the largest share, while significant distributions are observed in other sectors:

- Holding: 5.0%
- Transportation & Logistics: 5.0%
- Commercial Credit Card: 4.9%
- Automotive & Subsidiary Industry: 4.2%
- Metal & Mining: 4.1%
- Finance: 3.9%
- Construction: 3.4%
- Food: 3.2%

SME loans have a 9.4% share in total gross loans and have an important place within the scope of our financial inclusion strategy.

In our commercial loan portfolio, sectoral emission intensity has been calculated based on 2021:

Sector	Emission Intensity (kgCO ₂ /MWh)
Energy	195
Cement	462
Iron & Steel	724
Commercial Real Estate (CRE)	N/A (due to lack of data) ⁽¹⁾



In line with these analyses, we have developed special decarbonization strategies for sectors with high carbon intensity. As of 2024, we have implemented our decarbonization plans in the energy, cement and iron-steel sectors and prioritized low-carbon technologies when providing financing in these sectors.

Akbank Net-Zero Strategy is shaped to manage climate risks in the credit portfolio, reduce operational emissions and direct financial flows to sustainable transformation. The basic components of this strategy are as follows:

- **Sustainable Finance Ecosystem:** Financing solutions that support low-carbon activities.
- **Credit Portfolio Decarbonization Strategy:** Solutions that support green transformation together with our customers.
- **Climate Risk and Opportunity Management:** Emission calculation and portfolio analysis with PCAF methodology.
- **Just Transition Principles:** Considering the social and economic impacts of the decarbonization process.

As of 2024, we continue to support the transformation processes by working one-on-one with our customers in carbon-intensive sectors. Within the framework of the NZBA (Net-Zero Banking Alliance), we will continue to develop our sectoral emission reduction targets for 2030. We have also committed to phase out coal by 2040.

For aiming to support the transformation of our customers in carbon-intensive sectors, we adopted a more effective approach in 2024. We conducted customer-based analyses, examined the detailed distribution of portfolio emissions, and developed special strategies for sectors with high emissions. In this context, we implemented our targets determined in accordance with the IEA NZE2050 (International Energy Agency - Net-Zero Emissions by 2050) Scenario in the energy, cement, steel, commercial and residential real estate sectors.

Context:

Our bank constantly updates its strategies in line with global and national regulations, climate change policies and sustainable finance developments. The European Union's Green Deal and the Carbon Border Adjustment Mechanism (CBAM) increase the obligations of sectors in Türkiye to reduce carbon emissions and accelerate the transition to low-carbon business models. In this context, we provide support to our customers operating in high-carbon sectors to develop their carbon management strategies and adapt to climate policies.

Particularly, in sectors such as iron and steel, cement, energy and textile, we help our customers manage transition risks and take advantage of new opportunities by following transformation processes compatible with Net-Zero targets. We analyze climate risks and opportunities in our credit portfolio and provide financial and technical guidance in the transition to low-carbon production processes.

In addition, we evaluate the physical climate risks of the assets in our project finance portfolio and encourage adaptation plans in high-risk projects. In line with our 2050 Net-Zero target, we continue to contribute to our customers' transition to sustainable business models that are resilient to climate change.

Performance Measurement:

We track our sustainability goals with key performance indicators that we have determined within the scope of calculating financed emissions, loans supporting the transition to a low-carbon economy, and our coal phase-out process. These indicators are critical to managing the climate impact of our portfolio and transparently sharing progress in our annual target monitoring reports.

1. PCAF Data Score

A metric that aims to continuously improve the quality of data used in calculating financed emissions.

2. Portfolio Emissions

Includes reporting and tracking of annual greenhouse gas emissions (tCO₂e) from projects financed by our bank on a sectoral basis.

3. Transition Finance Loans

Includes tracking of loans provided within the scope of financing solutions supporting the transition to a low-carbon economy on a sectoral basis.

4. Loan Portfolio Allocation

A metric that shows how the bank distributes its loan portfolio across climate solutions, transition finance, and adaptive sectors.

5. Coal Financing Phase Out

A measure that tracks how the bank is reshaping its loan portfolio in line with its goals of reducing coal financing.

In line with these performance indicators, we have implemented the following actions to direct our credit portfolio to a low-carbon economy and support our customers' sustainable transformation. With the **Net-Zero Report** that we will publish in 2025, we will transparently share the progress of these studies and share with the public the actions we have taken for our carbon reduction target.

As Akbank, we continuously evaluate the social, economic and environmental impacts of our products and services and adopt a comprehensive approach to manage these impacts. In 2024, we developed sectoral strategies to support the Net-Zero targets of our customers with carbon-intensive activities that we prioritize. We focused on the 2030 reduction targets we set in carbon-intensive sectors by measuring emissions financed with the PCAF methodology.

We have identified sectoral vulnerabilities by analyzing the physical climate change impacts for our Investment Banking project finance portfolio and provided risk management support to our clients.

In the impact assessment, we utilize PCAF, TCFD and SBTi standards, while focusing on sustainability elements such as biodiversity, resource efficiency and emission reduction in projects using our own Environmental and Social Risk Framework. The results obtained in 2024 demonstrate our bank's commitment to reducing climate change impacts and supporting our clients' transformation processes.

Within the scope of the studies carried out to reduce credit portfolio emissions, we provided technical support to our clients on their decarbonization journeys and aimed to facilitate transition processes with sustainable financing products. In addition, we developed the processes of informing and guiding our clients within the framework of the EU Green Deal and the Carbon Border Adjustment Mechanism.

In 2024, we deepened our analysis studies on physical climate change impacts by focusing on the geographical locations of the assets in our Bank's project finance portfolio. We developed the sectoral heat map study that we started in 2023 by using more detailed data layers and regional topography analyses. In this context,

we supported our customers in adapting and taking the necessary actions by evaluating their exposure to climate change risks more precisely. In addition, we prioritized the creation of adaptation plans by implementing project-based climate change risk assessments before providing services to new customers.

We have classified our clients into the following sectors: infrastructure, manufacturing, real estate, mining, retail, renewable energy (HEPPs,WPPs, GPPs, SPPs, BPPs) and fossil fuels, and analyzed their climate change vulnerabilities in these sectors. The four main vulnerabilities we identified are:

- Increase in extreme precipitation and weather events
- Increase in heat waves
- Chronic drought
- Water scarcity - water stress

We continued to assess which climate change vulnerabilities will affect assets in the project finance portfolio by district, using data from models prepared by the Intergovernmental Panel on Climate Change (IPCC). In 2024, we made our analysis more comprehensive and expanded sectoral and geographic detail with higher resolution data layers. We carried out the study based on the effects of a scenario representing a transition towards sustainable applications reaching zero carbon emissions in 2050 (SSP1), and a scenario where fossil fuel-based growth is continued (SSP5). With this evaluation, we aim to contribute to including climate change risks effectively in credit decision mechanisms, being an important factor in customers' choice of project locations and taking measures to mitigate climate-related adverse conditions to occur in the near future.

Using the IPCC Interactive Atlas, based on geographic regions for climate change SSP1-2.6 and SSP5-8.5 scenarios, our evaluation in Türkiye is provided in the Impacts of Climate Change by Geographic Regions Table. We carried out our assessment by controlling the "Consecutive Dry Days" model for changes in acute drought, the "Number of Days Above 35 Degrees" and "Cooling Degree Days" models for changes in heat waves, the "Standardized Precipitation Index" model for changes in chronic drought, and the "Maximum 1-Day Rainfall" model for changes in heavy precipitation and weather events.



As a result of the study, we evaluated significant differences among geographical regions in Türkiye:

- The Black Sea region is called to be the least affected region from climate change.
- The Central Anatolia and Marmara regions are at greater risk of exposure to adverse impacts in terms of all vulnerabilities.
- The increase in extreme precipitation and weather events stands out as one of the most important climate change impacts in all regions.
- The number of consecutive dry days related to acute drought is increasing in all regions except the Aegean, Black Sea and Southeastern Anatolia regions.
- The standard precipitation index associated with chronic drought is increasing in all regions except the Black Sea, Eastern Anatolia and Southeastern Anatolia regions. In addition, an increase in the frequency of heat waves is expected in all regions except the Black Sea Region.

Throughout 2024, we used a methodology supported by regional topography studies and more detailed data layers to further analyze the 197 assets in our project finance portfolio. The increase in extreme precipitation and weather events, as well as the intensification of heat waves, have shown that the assets in our portfolio are among the most significant risks. We plan to publish our report, which includes the detailed results of the study, by the end of 2024.

With these analyses, we continue to support our customers in adapting to climate change risks, making more effective plans in risk management, and taking measures to mitigate possible negative impacts in the future. As Akbank, we are determined to continue our leading role in combating climate change and transitioning to a low-carbon economy.

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 & references

- [Our Sustainability Journey](#)
- [Climate Change](#)
- [Sustainable Finance](#)
- [Ecosystem Management](#)

We are moving forward with two main SMART goals:

First, achieve Net-Zero-compliant interim targets in carbon-intensive sectors by 2030, and fully exit coal financing by 2040.

Second, increase the number of female SME customers by 10% each year by 2025, as part of our goal to strengthen financial inclusion. With these goals, we continue to promote inclusive growth while supporting sustainable economic transformation.

Our Goal for a Net-Zero Bank:

Credit Portfolio Emissions in line with Our Target – Our steps towards becoming a Net-Zero Bank by 2050:

- Net-Zero Banking Association membership
- We announced interim emission reduction targets for 4 asset classes and 4 priority carbon-intensive sectors in line with the PCAF (1) methodology.
- We published our [Net-Zero Strategy](#), which includes our credit portfolio-based emissions, sectoral roadmap and interim targets.
- Within the scope of our strategies to decarbonize our credit portfolio in carbon-intensive sectors, our emission reduction targets until 2030, which we determined in line with the IEA NZE2050 scenario, are as follows:

Sectors	Scenario	Unit	2030 Reduction Target (2021 Base Year)
Energy	IEA NZE2050	kgCO ₂ e/MWh	-60%
Cement	IEA NZE2050	kgCO ₂ e/ton cement	-23.80%
Steel	IEA NZE2050	kgCO ₂ e/ton steel	-29%
Real Estate	IEA NZE2050	kgCO ₂ e/m ² (Service Buildings)	-40.80%
Real Estate	IEA NZE2050	kgCO ₂ e/m ² (Residential Buildings)	-49.30%

- » Since the beginning of 2023, we are providing 100% of the electricity used from renewable sources.
- » In the 4th quarter, all our locations were certified with international accreditation within the scope of the Integrated Management System (ISO 14001, ISO 45001, ISO 50001).

The sectoral strategies we have developed in line with our carbon footprint reduction targets play a guiding role in our relations with our customers and constitute an important basis for Akbank to achieve its goal of becoming a "Net-Zero Bank" by 2050.

In addition, we informed our customers within the scope of the EU Green Deal and the Carbon Border Adjustment Mechanism and provided support for reporting carbon emissions and carbon tax obligations. We continued to provide free digital carbon footprint calculation services to our customers in carbon-intensive sectors.

We can monitor the carbon footprint of all our operations with our Akbank Data Center. This building, which has been the focal point of our carbon neutrality efforts since 2010, has a LEED Gold certificate. We use "free cooling" technology for energy efficiency. We collect rainwater and store it in 190-thousand-liter underground tanks and use it as needed. We prefer energy-saving LED solutions for building lighting. We choose trees that use water efficiently in the landscape and prevent heat dissipation by applying a special paint to the roof of the building. Our data center has an energy efficiency ratio of 14, the best ratio that can be achieved for a building of similar size in Istanbul.

Our Approach to the Impact of Climate Risk on Our Operations

"Business Continuity Plans" are being prepared to minimize interruptions in our critical processes and provide uninterrupted service. Our bank also assesses climate risk as part of business continuity risks. By determining the risks posed by natural disasters such as floods and storms that may cause operational interruptions due to climate change, "Crisis Response Plans" are being prepared accordingly.

- Considering the principles of just transition, we have committed to phase out coal by 2040.
- In the last quarter of 2024, we developed a technology infrastructure to ensure effective data management and credit portfolio monitoring in line with the targets.
- In the last quarter of 2024, we monitored our priority sector customers in 4 groups, parallel to our Net-Zero strategy, climate compliance, and controlled exit.
- We increased our CDP Climate Change and Water Security grades to "A".
- With our Ak-E4 (Akbank Industry 4.0) project that we launched in 2021, we remotely monitor and report our consumption of electricity, water, natural gas, and fuel oil. With the Solar Power Plant installed on the roof of the Akbank Banking Center, we produced 486,000 kWh of energy in 2024. This amount met approximately 4.7% of the electricity production of the campus, excluding the Data Center.
- Within the scope of decarbonization of our operational emissions;
 - » In 2024, since the base year of 2019, we have reduced our operational emissions by 83%.
 - » We have determined our interim emission reduction target in accordance with the 1.5°C scenario.
 - » We have achieved a 90% reduction in Scope 1 and Scope 2 greenhouse gas emissions by 2030 compared to the base year of 2019.



As part of our regular risk assessments, we regularly analyze the effects of natural disasters such as earthquakes, floods and soil erosion on our operations. If our existing branches are determined to be high-risk, measures such as relocation or evacuation are taken to ensure uninterrupted service.

We focus particularly on critical events such as earthquakes, landslides and forest fires. If our primary data center (Akbank Data Center) is affected, the Credit Registry Office in Ankara and the Capital Data Center are activated for strategic redundancy purposes to ensure service continuity. Our data centers are designed for the worst-case scenarios. For example, the buildings were built to withstand the largest earthquake in the last 2,500 years, and the air conditioning systems were selected with sustainable energy efficiency, considering the highest temperatures in the last 1,000 years. These measures ensure that our operations continue safely and uninterruptedly under all conditions.

- In 2024, we included all our Akbank locations in the Integrated Management System.
- In 2024, the share of renewable energy in the electricity we use in all our locations is 100%.
- In 2024, we saved 40% of our energy by replacing old-type air conditioners with new-type air conditioners using R22 gas.
- In 2024, we saved 45% of our energy by replacing old-type compact fluorescent lighting models with LED fixtures.
- In 2024, we saved 50% of our energy by replacing old-generation natural gas boilers with new-generation boilers in 20 branches within the scope of the Net-Zero project.
- In 2024, we achieved a total reduction of 90% in Scope 1 and Scope 2 emissions compared to the 2019 base year of our target, which we prepared in accordance with SBTi methodologies

Our Women SME Target:

Akbank continues its commitment to increasing financial inclusion and supporting gender equality by committing to providing TRY 800 billion in sustainable financing by 2030. Within the scope of our Sustainable Financing Framework, we offer various financing solutions and support programs to increase the financial resilience of women entrepreneurs and encourage their sustainable growth.

In this context, we aim to increase the number of our female SME customers by 10% each year until 2025. In 2024, we exceeded this goal and increased the number of our female SME customers by 19% and provided loans of USD 238 Million through international funds. Since 2022, we have doubled our customer base and increased our loan balance by 7 times.

We continue to strengthen female entrepreneurs not only with financial support but also with mentoring and consultancy programs. With the "BinYaprak Female Entrepreneur Mentorship Program", we provided 100 mentor/mentee matches and allowed female entrepreneurs to share experiences with each other. In 2024, we provided mentorship to 100 female SMEs and diversified our sustainable financing solutions.

Within the scope of the financing, we provide for gender equality goals:

- We offer social loans to companies where at least 51% of their employees are women or where women hold senior management positions.
- We support projects that promote women's employment by providing special financing to businesses founded or managed by women entrepreneurs.
- We measure our impact by transparently reporting our financing that contributes to gender equality.
- We provided financing of USD 150 million with the Gender Tier 2 Bond (Capital Subordinate Bond Supporting Women Entrepreneurship) issued by the US International Development Finance Corporation (DFC), which is first in the world.

We will continue to expand our financing opportunities and further develop our support mechanisms to strengthen the role of women entrepreneurs in economic development.

Principle 3: Clients & 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 & references

[Sustainable Finance](#)

[Ecosystem Management](#)

[People & Community](#)

<https://www.akbankinvestorrelations.com/en/corporate-governance/detail/Policies/34/10/10>

In addition to the finance services we offer to our customers through our partners, we closely work with our customers to inform them about obligations such as reporting carbon emissions and Carbon Border Adjustment Mechanism (CBAM). At the same time, we maintain year-long engagement with our customers, addressing sustainability-related risks and opportunities. At the same time, we maintain year-long engagement with our customers, addressing sustainability-related risks and opportunities.

As part of our sustainable finance strategy, we classify our sustainable financial products and services under the categories of "climate change mitigation", "climate change adaptation" and "transition finance" while considering all ESG factors for our corporate, commercial, SME, and retail customers. In these areas, we support our customers through strategic partnerships in calculating, reporting, monitoring, and reducing their carbon footprint.

We develop products and services that provide end-to-end support for our customers on their sustainability journeys. As of 2024, we have increased the number of our sustainable finance products and services to 23.

Throughout 2024 and as part of our "Future Together" meetups, we provided our customers with insights on access to finance, digitalization, and green transformation. Held with the participation of business and public sector leaders as well as Akbank's senior management, and offering innovative solutions tailored to business needs,

the meetups featured discussions on critical topics such as sustainable finance, green and digital transformation. In 2024, through our Transformation in the Industry meetups held in Konya, Istanbul, Izmir, and Gaziantep, Akbank focused on becoming a solution partner for all organized industrial zones, leveraging our deep financial expertise and innovative technology infrastructure.

We trained our commercial customers on the importance of digitalization in financial transactions and sustainable finance. With the Sustainable Finance Mini MBA Programme, organized in collaboration with the Istanbul Chamber of Industry Academy and Akbank Transformation Academy, we covered the fundamentals of sustainable finance, reporting and risk-oriented approaches, sustainable financing in energy investments, infrastructure, real estate, and syndication and purchasing processes. Since 2022, Akbank Transformation Academy has reached 19.000 SMEs, continuing to support them with training in foreign trade, entrepreneurship, sustainability, green transformation, and digital marketing.

As part of our collaboration with the Turkish Exporters Assembly, we organized the "Break Barriers in Exports" training programme for exporters. The sessions covered various modules, including foreign trade, payment methods, green transformation, digital marketing, and e-commerce, along with specialized topics on "Green Transformation and Sustainable Finance."



With a focus on sustainable finance, we continue to create value for our customers and the broader ecosystem through strategic partnerships. In the agricultural sector, our collaboration with Farmolog enhances digital traceability across the supply chain, improving farmers' access to financing and promoting sustainable production practices. As part of our commitment to sustainable trade finance, we partnered with Standard Chartered to support the import of renewable energy equipment, successfully completing our first financing transaction for wind turbine production. Additionally, through the Cool Up programme, we actively contributed to the development of Türkiye's National Cooling Action Plan by supporting the sustainable transformation of cooling technologies.

To achieve our Net Zero targets, we actively collaborate with our customers, supporting sector-specific decarbonization journeys. By assessing their operations, industries, and transition plans, we develop tailored engagement strategies based on their climate action maturity. Through this process, we help clients define emission reduction plans aligned with both their needs and our portfolio targets.

Expanding our financial solutions with a strong focus on sustainability, we introduced our Sustainable Deposit product to commercial clients, enabling the allocation of financial resources toward the reconstruction of earthquake-affected areas, the circular economy, and clean transportation. Through our 2023 Sustainable Finance Allocation and Impact Report, we transparently share the social and environmental impact of our initiatives, further strengthening our leadership in sustainable finance. Committed to our TL 800 billion sustainable finance goal by 2030, we remain dedicated to developing innovative financial solutions that drive the green transition.

The 2023 Year-End Sustainable Finance Allocation and Impact Report is available at the link below.
[2023 Year End Sustainable Deposit Allocation and Impact Report](#)

Moreover, the 2024 Year-End Sustainable Finance Allocation and Impact Report, scheduled for release in the second quarter of 2025, is set to be shared with all our stakeholders via the link below.
[Sustainable Finance Framework](#)

In 2024, we launched the Sustainable Supplier Financing program to support the sustainability transformations of our corporate and commercial customers. Backed by the EBRD and the European Union's IPA II funds, this program provides suppliers with access to financing while offering cash support to encourage their engagement in sustainability. Our focus is particularly on strengthening SMEs through operating capital financing, digital transformation, and skilled workforce programs. In the first phase of the program, KPIs were established for capacity building, improving human resources practices, and reducing carbon emissions for suppliers in the earthquake-affected retail sector.

In line with the Sustainable Development Goals and Türkiye's 12th Development Plan, we remain committed in our efforts to support women entrepreneurs. Since establishing our Women-Owned SMEs segment in 2021, we have doubled our customer base, expanding our loan portfolio sevenfold.

Within the scope of the Financing and Consulting Support Program for Women's Businesses, we offered our "Women-Owned SMEs Package", which is the first and most comprehensive package specially designed for SMEs within the scope of sustainability, with USD 100 million of funding from EBRD and 80% CGF guarantee support, to SMEs whose founders or managers are women who have difficulty creating collateral.

As we prepared to offer end-to-end services to empower enterprises and support their expansion into international markets, we have also established strategic partnerships with Ak Portföy and the ARYA Investment Platform. Startups and tech ventures can now access not only the financial products they need but also mentoring, networking, and consultancy services, all in one place. In this context, we have reached an agreement with Ak Portföy for a USD 20 million venture capital fund, which will include Akbank Venture Banking clients. Through our collaboration with the ARYA Investment Platform, we have designed a system that integrates Akbank Venture Banking clients into the mentor and angel investor Stakeholder Opinion network.

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 you 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 & references

[Our Sustainability Journey](#)

[Sustainable Finance](#)

[Ecosystem Management](#)

We develop financial solutions to help our customers mitigate risks and seize new opportunities in their sustainability transformation. The transformation driven by climate change and digitalization presents significant risks, particularly for customers operating in carbon-intensive industries. Increasing environmental regulations, carbon border adjustments, and green financing requirements make the transition to low-carbon production processes imperative. At this critical juncture, our sustainable finance instruments enhance our customers' financial resilience and help them minimize the costs associated with this transition. By providing financing for energy efficiency, renewable energy, clean transportation, and sustainable agriculture, we enable businesses to gain long-term competitive advantages while mitigating financial losses resulting from environmental risks.

Small and medium-sized enterprises (SMEs), in particular, are seeking new financing solutions to support their transition to a low-carbon economy. Our Bank's green loans, energy efficiency financing, and support for circular economy projects empower customers to make their operations more sustainable. Moreover, as investor expectations and market dynamics evolve, companies that adopt business models aligned with environmental, social, and governance (ESG) principles can access more attractive financing opportunities and strengthen their position in international markets.

We continue to develop end-to-end products and services that support our customers throughout their sustainability journey. As of 2024, we have expanded our portfolio to include 23 sustainable finance products and services.

Special Financing Solutions for SMEs

> SME Eco-Transformation Package

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

> Women's SME Package

Our Corporate and Commercial Products

> Blue Finance Product Package

- Blue Tourism Loans
- Blue Transportation Loans
- Blue Port Loans

> Green Investment Loans

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

> Low Carbon Economy Transition Loans

> Our Sustainable Finance 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

> Agricultural Support Loans for Farmers

- Drip Irrigation Loans
- Sustainable Agriculture Loans



As of 2024, we have expanded our **Green Finance** to further support sustainable projects across various sectors. **Our green loan risk portfolio is broken down** as follows:

- 68% Renewable Energy
- 15% Clean Transportation
- 8% Energy Efficiency
- 5% Sustainable Tourism
- 2% Water and Wastewater Management
- 1% Green Buildings
- 1% Circular Economy
- 1% Sustainable Agriculture

Each year, we disclose the following information regarding the sustainable finance provided to women-owned SMEs and its impact.

- » Breakdown of the sustainable credit portfolio for women-owned micro businesses and SMEs
- » Regional breakdown, types of projects, and loan details about the finance provided through the Sustainable and Gender Equality Subordinated Bonds issued by Akbank
- » Number of women-owned SMEs receiving social finance and the women-owned SMEs supported on a customer basis
- » Number of loans provided, loan amount, and the number of micro business and SME customers within the scope of lending to women-owned SMEs, to measure social impact

- In line with our goal of providing TL 800 billion in sustainable finance by 2030, we have reached TL 416 billion by the end of 2024.
- The share of TL SME loans defined by the Banking Regulation and Supervision Agency (BRSA) in our total commercial loans increased from 53.7% to 57.9% in 2024.
- In 2024, we saw an 18% increase in the number of women-owned SMEs and a 70% increase in the lending provided to women-owned SMEs. Additionally, we provided six months of one-on-one mentoring to 100 women-owned SMEs.
- We launched a total of 43 projects and addressed 113 different requests. As part of SME Banking, our digital penetration rate among customers reached 83%.
- We provided over TL 200 million in green transformation finance to SMEs.
- In the first half of 2024, we secured a total of USD 1.3 billion in sustainable syndicated loans, with USD 600 million in the first half and USD 750 million in the second half.
- We issued a USD 500 million sustainability-linked Eurobond.
- A total of USD 1.3 billion in 29 sustainability-linked Eurobonds was issued in allocations to accredited investors.
- The volume of ESG-linked and ESG-scored funds reached TL 13.6 billion with 402,000 investors, reflecting a 132% increase in the number of investors over the previous year.
- Ak Portfoy's Healthcare Industry and Alternative Energy Investment Funds were among the first funds in Türkiye evaluated by Refinitiv and MSCI based on ESG criteria. We aim to further enhance these linked products and independent rating efforts in the future.

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 & references

- [Our Sustainability Journey](#)
- [Sustainable Finance](#)
- [Ecosystem Management](#)

Sustainability is not a process that can be achieved alone; it requires collective efforts and strong collaborations. Being part of international partnerships, contributing to national initiatives, and building a shared future together are indispensable elements of this journey. With this in mind, we actively participate in cross-sector collaborations.

Stakeholder Engagement in Identifying Material Topics

This report considers stakeholder opinions, the latest developments in sustainability reporting standards, global trends, our Bank's long-term strategic vision, and the priorities set by the Sustainability Accounting Standards Board (SASB) for the Financial Services-Commercial Banking sector. On the vertical axis of our matrix, we assessed the magnitude, scope, and manageability of material topics; on the horizontal axis, we evaluated their financial risks and opportunities.

Our Collaborations in Climate and Green Asset Ratio (GAR) Initiatives

To enhance transparency in sustainability data within the banking sector, we have actively contributed to the development of Green Asset Ratio (GAR) calculation criteria by participating in the Sustainability Working Group and Green Asset Ratio Working and Sub-Working Groups under the Banks Association of Türkiye. In line with the draft regulation prepared by the Banking Regulation and Supervision Agency (BRSA), we have begun classifying our assets based on environmentally sustainable economic activities. Additionally, we have integrated the Do No Significant Harm (DNSH) and

Minimum Safeguard (MS) criteria into our sustainable finance framework for green and social loans. Furthermore, under the leadership of Akbank, the Climate Transition Finance Working Group, established within the Banks Association of Türkiye, has commenced its efforts on sectoral low-carbon technologies and climate finance.

Our Collaboration with İhracatı Geliştirme A.Ş. (İGE)

To accelerate the green transition of exporters and enhance their competitive edge in the EU market, we partnered with İhracatı Geliştirme A.Ş. (İGE) to develop the İGE Equity - Akbank Green Transformation Guarantee Support Package. As the first of its kind in Türkiye, this package provides SMEs with access to favorable-term loans for green transition investments, helping them strengthen their international competitiveness. In addition to offering tailored finance solutions to exporters, our collaboration with İGE supports broader sustainability efforts. Through our joint Green Transformation Guarantee Support Package, we facilitate access to green finance, while also contributing to industry-wide initiatives led by the Banks Association of Türkiye and the Banking Regulation and Supervision Agency (BRSA) to enhance the sector's sustainable finance capacity.

Through **the Climate Finance Accelerator (CFA) Program**, we support projects focused on the circular economy, renewable energy, and decarbonization, making it easier for them to access financing. Additionally, through our work within the Climate Transition Finance Working Group, we continue to play a key role in driving the development of low-carbon technologies and leading the development of climate finance.



UN Global Compact

We joined the UN Global Compact's Target Gender Equality program, where we set ambitious corporate targets over a nine-month period to enhance women's representation, equal pay, and leadership in the business world. At the end of the program, we developed an action plan to achieve these goals.

Net-Zero Banking Alliance (NZBA)

In 2024, we proudly announced our participation in the Net-Zero Banking Alliance (NZBA) and, in line with our Bank's net-zero commitments, pledged to phase out coal financing by 2040, incorporating just transition principles. We take great pride in being the first deposit bank in Türkiye to outline a sectoral net-zero strategy.

UN Women & UNEP FI: Advancing Gender Equality and Women's Empowerment – Target-Setting Guidance for Banks

We were the only bank from Türkiye to participate in the 2024 Gender Equality Working Group, organized by the United Nations Environment Program Finance Initiative (UNEP FI) and UN Women. Our Bank's sustainable financing solutions and mentorship programs for women-led businesses and entrepreneurs were acknowledged in the Working Group's guide as best practices.

You can access the UN Women & UNEP FI Guide on Advancing Gender Equality and Women's Empowerment – Target-Setting Guidance for Banks and our best practice example through the link below.

[Advancing Gender Equality and Women's Empowerment: Target-setting guidance for banks](#)

In 2024, we continued to strengthen our efforts in social impact and sustainability. Through our 5x Valued Chip-Money on Donations initiative, we partnered with NGOs such as the Kurtaran Ev Association, the Tohum Autism Foundation, and the Community Volunteers Foundation, launching eight donation campaigns. As part of our Good State of the City initiative, over 22,000 young volunteers actively participated in NGO-led initiatives supporting social inclusion for individuals with Down syndrome, combating homelessness, and distributing food, thus contributing to a stronger sense of community solidarity.

Principle 5: Governance & 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 & references

[Our Corporate Governance](#)

[Our Sustainability Journey](#)

[People & Community](#)

The Sustainability Committee is composed of senior members, including the the Vice Chairman and Executive Board Member, the Board Member, CEO, CFO, and the Senior Vice President of Investor Relations & Sustainability. The Committee tracks the progress of our sustainability goals and performance to identify, assess, and manage potential risks and opportunities that the Bank may encounter, regularly reporting to the Board of Directors. Convening at least twice annually, the Committee sets the meeting agenda and decisions based on operational needs, ensuring effective sustainability coordination. The Committee's activities are monitored by our Investor Relations and Sustainability Department and reported to the Board of Directors.

Led by our respective Executive Vice Presidents (EVPs), four dedicated pre-committees — Sustainable Finance, Ecosystem Management, Climate Change, and People & Society — that play a key role in steering sustainability initiatives within our Bank convene regularly to drive actions aligned with our sustainability objectives.

At the EVP level, our committees oversee the implementation and monitoring of the bank's sustainability efforts in close coordination with the Investor Relations and Sustainability Department. By integrating efforts across the organization, we embed the ESG (Environmental, Social, and Governance) approach into our operations and conduct strategic

analyses to ensure continuous improvement. Additionally, sustainability-related incentives have a 5% weighting in our Bank's scorecard and contribute approximately 4.5-5% to the performance evaluations of our Executive Vice Presidents.

Our Bank also places high importance on Diversity & Inclusion and Gender Equality, appointing an Executive Vice President responsible for Diversity & Inclusion every two years.

We have established a robust governance framework to manage financed emissions in line with our net-zero commitment. Our Sustainable Finance Team monitors emission reduction processes across our credit portfolio, ensuring progress toward our net-zero targets. In addition, Sustainable Finance Ambassadors in our branches & regional offices report net-zero loans to the Sustainable Finance Team on a regular basis. We conduct quarterly meetings to enhance the effectiveness of these processes.

The Sustainable Finance and Climate Change Committee evaluates the progress of sectoral strategies, targets, and operational emission reduction initiatives. We also hold biannual meetings with the Sustainability Committee to review strategic decisions, while the Credit Allocation Committee assesses lending transactions to ensure alignment with our sectoral goals and net-zero commitments.



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 & references

[Sustainable Finance](#)

[People & Community](#)

We implement comprehensive awareness and training programs for our employees to embed sustainability as an integral part of our corporate culture.

In 2024, we have:

- Delivered anti-bribery and anti-corruption training, along with ethics, business conduct, and sustainability programmes, to 11,460 employees.
- Reached 1,525 employees through IT Upskilling programs.
- Provided information security training to 8,780 employees.
- Offered management and leadership development programmes to 1,176 employees.
- Conducted training sessions supporting our Zero Tolerance for Violence policy, reaching 2,161 employees. Additionally, two webinars held in 2024, each lasting 2 hours, contributed to the development of 186 participants.

Besides, each year we provide sustainability training to new employees at Akbank, and every month, we share sustainability updates from both Türkiye and around the world with all Akbank employees.

To raise awareness of sustainable finance among our corporate, commercial, and hybrid commercial branches, we have completed our foundational training on sustainability, sustainable finance, and climate change in 100% of our corporate and commercial branches, and over half of our hybrid commercial branches. Furthermore, through our monthly Sustainability Bulletin, we keep our employees informed of the latest sustainability insights and news from around the world, Türkiye, and our bank.

In 2024, for the first time, we hosted a Sustainability Day event with the participation of our General Manager and respective Deputy General Managers. This comprehensive internal event focused on our bank's sustainability strategy, ongoing projects, and future plans. It helped raise awareness among our employees about sustainable finance and climate change, encouraging more active engagement with our bank's Net Zero journey.

To support the integration of our sustainable finance goals into our corporate culture, we launched the Sustainable Finance Ambassadors Program and rolled it out across all our corporate and commercial branches.

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 & references

[Sustainable Finance](#)

[Akbank Environmental and Social Risk Framework](#)

[Human Rights Policy](#)

In line with the Akbank Environmental and Social Risk Framework (ESR Framework), we aim to proactively manage the environmental and social risks of the projects we finance. Shaped by national regulations, international agreements to which Türkiye is a party, and global best practices, this framework allows us to assess our customers operations based on criteria such as environmental impacts, climate risks, production processes, governance structure, and stakeholder relationships. Through the Environmental and Social Management System (ESMS) and the Environmental and Social Impact Assessment (ESIA) System, we thoroughly review high-risk projects, particularly those with investments exceeding USD 10 million and high-risk sectors, subjecting them to due diligence. For biodiversity-focused projects, we assess the potential impacts on ecosystems, ensuring the protection of flora and fauna, and encourage our customers to join certified sustainable supply chains. We also support sustainable agriculture and forestry practices, contributing to the responsible management of natural resources.

In line with our commitment to human rights and social inclusion, we closely monitor the social impacts of our financial activities. In accordance with the Universal Declaration of Human Rights and the core conventions of

the International Labor Organization (ILO), we expect our customers to adopt business models that respect human rights. We emphasize that violations such as child labor and forced labor are unacceptable and prioritize projects that support the financial inclusion of socioeconomically disadvantaged groups (refugees, migrant workers, people with disabilities, and gender-discriminated groups). By promoting employee rights, freedom of collective bargaining, and the fight against discrimination, we expect our customers to mitigate human rights risks within their supply chains. As of 2024, we have enhanced our environmental and social risk analyses by increasing independent expert evaluations and implementing digital monitoring systems, alongside establishing additional assessment mechanisms to strengthen human rights compliance.

By prioritizing sustainability and social responsibility in our financing processes, we manage ecosystem and human rights risks through sector-based analyses and monitoring systems. The protection of biodiversity, sensitivity to human rights, minimization of environmental risks, and support for social equality form the cornerstone of our sustainable finance approach. For more detailed information, you can refer to the [Akbank Environmental and Social Risk Framework](#) and our related policies.



Principle 6: Transparency & 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 & references

[2024 Integrated Annual Report](#)

We subject the sustainability parameters included in our Integrated Annual Report to an audit by an independent auditing firm, as outlined in the "Limited Assurance Report" in the Appendices section.

Additionally, in Q2 2025, our Bank will publish a report in line with the Türkiye Sustainability Reporting Standards (TSRS), which will undergo an audit by an independent organization. This audit will assess the accuracy of the reported information and its compliance with the TSRS framework. The audit results will be made publicly available and will be integrated into our continuous improvement framework.

**HEADQUARTERS**

Sabancı Center, 4. Levent 34330 İstanbul

Phone : (0212) 385 55 55

Fax 1 : (0212) 319 52 52

Fax 2 : (0212) 269 77 87

<https://www.akbank.com/tr-tr/genel/Sayfalar/Akbank-iletisim-Bilgileri.asp>