

## **TRANSPARENCY:**

### **Aydın Düren, Independent Board Member**

For me, transparency is the *sine qua non* of Corporate Governance Principles. As Garanti BBVA, being one of the most valuable companies among listed companies and one of the exemplary companies in terms of corporate governance clearly indicates our commitment to the principles of corporate governance and, in particular, the principle of transparency to its utmost end. Going forward, we will continue with our practices in a similar way. As Garanti BBVA, our promise to our employees, customers and all stakeholders is that we will be acting in accordance with the same principles of transparency.

### **Kaya Yıldırım, CEO – Garanti BBVA Factoring**

As a subsidiary of Garanti BBVA which has continuously increased its Corporate Governance rating for eight years, we see transparency not only as an ethical obligation, but as a requirement of an inclusive management. With our management approach that ensures public access to timely, complete and accurate information about our company operations, we ensure that all our employees behave in an open, honest, lawful and accountable manner. With our transparent management approach, we increase the confidence of all our stakeholders in our company and ensure their continuous support.

### **Handan Saygın, Director – Investor Relations**

For us, transparency is the disclosure of information concerning stakeholders and potential investors in an accurate, clear, comparable and timely manner. At Garanti BBVA, the explanation of the how and why of the announced results, and the transparent presentation of its analysis through multiple channels have always been a trust-building factor in our relationship management. In fact, when there is any development in the market that may affect the results, it is Garanti BBVA who is called first in order to understand how and to what extent the impact might be. This makes us proud and intensifies our responsibilities. In short, transparency plays the leading role in building trust and sustainable relationship management.

### **Sinem Özonur, Head of Integrated Thinking and Reporting**

For us, transparency is a sign of the responsibility we feel towards all our stakeholders. Beyond being an obligation, transparency is at the center of our communication. Integrated reporting that we pioneer in Turkey, is in fact an outcome of the integrated thinking and transparency which is the origination of our way of doing business. Garanti BBVA is the first bank to publicly disclose its total value creation with an integrated annual report for four years. With this report, we explain how we measure our performance, our targets, and priorities and announce all on the web site, and share the path we move forward and the steps we take. Through our sustainability focus, by transparently conveying the value we create together, we establish long-lasting, growing, developing, and trust-based partnerships with our stakeholders. Our

transparency approach will always be the assurance of the reputation we have before our stakeholders.

**Nilgün Tepegöz, Izmir, Konak Branch Manager**

For us, transparency is sine qua non for our customer's happiness. While presenting a product to our customers, we explain its benefits and content in every aspect right from the outset. Knowing what our custom-tailored solution provides to our customer and how it is used, our customer feels our sincerity, expertise, and advisory. Our responsible and transparent approach allows our customers to own the product happily and peacefully. It strengthens the bond of trust between us and allows us to build healthy and long-lasting relationships.